

# Performance Standards for Community Transport Operation

These Standards sets out the minimum standard of operation that the Community Transport Association (CTA) believes needs to be demonstrated in order for an organisation to be able to assert that they provide a quality service.

Each of the Standards contains keywords which indicate different requirements:

- Shall = this indicates where something is mandatory
- Should = this indicates where something is recommended or good practice

This document has been put together to cover all aspects of community transport provision and where possible consideration to the use of the keywords reflect both smaller operators such as community car schemes as well as larger community transport operators.

## **Standard 1: The organisation is appropriately constituted and accountable**

*These will help ensure that individual trustees or management committee members of local CT organisations have a common minimum standard for financial and administrative accountability for members and funders.*

Criteria:

- 1.1. An agreed governing document shall be in place
- 1.2. Registration should be completed with the appropriate regulator (e.g. Companies House, Charity Commission, Financial Conduct Authority, CIC Regulator, Office of the Scottish Charity Regulator)
- 1.3. All appointed directors/trustees shall be correctly reflected on the appropriate regulators website(s)
- 1.4. There shall be a register of members (those with voting rights) as set out in the governing document
- 1.5. All meetings shall be conducted regularly, minuted and fully comply with the governing document
- 1.6. The annual report and accounts should be prepared, audited and filed in a compliant manner

## **Standard 2: The organisation has appointed one or more staff or committee members as a 'competent person(s)' and received appropriate training**

*These ensure that the safe operation of the transport service is the responsibility of one or more named individuals who will ensure standards are maintained in all areas of passenger transport provision and can be held accountable.*

Criteria:

- 2.1. There should be a named person(s) responsible for ensuring compliance with appropriate transport management and legal requirements
- 2.2. There should be a named person(s) responsible for ensuring compliance with appropriate health and safety requirements

### **Standard 3: The organisation has systems, policies and procedures in place to ensure that services comply with relevant legislation and meet the needs/expectations of customers**

*These ensure that passengers have the assurance that the service will be administered legally and effectively and will seek to satisfy their needs.*

Criteria:

- 3.1. The organisation should review its organisational and operational policies and procedures at least every two years
- 3.2. Clear information should be provided to users about the services offered, the processes for making bookings and the times that bookings can be made
- 3.3. Arrangements should be in place to respond to service disruptions (eg breakdown, bad weather) and to keep passengers informed
- 3.4. The organisation shall have a policy for controlling data and ensures that all records retained are compliant with Data Protection regulations
- 3.5. The organisation's transport operations shall be aligned to its aims and objectives
- 3.6. There shall be a clear mechanism for calculating fares
- 3.7. The organisation shall have employers' liability insurance where appropriate and should have public liability insurance as a minimum
- 3.8. The organisation shall have a well-publicised, effective and timely procedure for dealing with complaints

### **Standard 4: The organisation ensures that all staff and volunteers are properly recruited, supervised and receive appropriate training for their roles**

*These ensure that all drivers and passenger assistants including volunteers, irrespective of category of driving licence held, and office staff will be appropriately assessed to carry out their duties.*

Criteria:

- 4.1. The organisation shall have an Equalities Policy in place and recruitment process is compliant with this policy
- 4.2. New transport staff and volunteers shall be provided with essential induction training
- 4.3. Transport managers shall be have sufficient technical and operational knowledge to ensure safe and legal operation

- 4.4. All drivers and passenger assistants shall undergo training and competence assessment through an appropriate scheme or programme and the outcomes are recorded
- 4.5. All drivers and passenger assistants shall undergo regular refresher training
- 4.6. Safeguarding procedures and criminal record checks shall be carried out in line with legal requirements and best practice
- 4.7. All drivers shall hold the correct driver licence entitlement for the vehicle driven and this is regularly re-checked
- 4.8. The organisation shall understand whether drivers' hours regulations apply to its drivers and ensures they are adhered to

### **Standard 5: The organisation operates vehicles safely, legally and in accordance with regulations and best practice**

*These ensure that record keeping and vehicle management are planned, operated and monitored in line with legal and best practice requirements.*

Criteria:

- 5.1. There shall be an appropriate operator licence/permit in place for all vehicles
- 5.2. There shall be an appropriate insurance policy in place for every vehicle operated
- 5.3. The correct level of vehicle excise duty shall be paid in line with legal requirements
- 5.4. A planned vehicle maintenance and defect reporting system shall be in place
- 5.5. There shall be full records kept for any transport grant/subsidy which is being claimed

### **Standard 6: The organisation has systems in place to ensure that all vehicles operated under their operator licence/permit are maintained in a safe and roadworthy state**

*These ensure that all vehicles used to deliver a service will be safe for use by the drivers and passengers and do not represent a risk to other road users.*

Criteria:

- 6.1. All drivers shall undertake daily walk round checks of a vehicle prior to driving it on the road
- 6.2. A defect reporting system shall be in place which drivers adhere to
- 6.3. There shall be documented forward plan for vehicle inspection and maintenance which includes passenger lifts
- 6.4. Manufacturer's recommended servicing and maintenance requirements should be complied with
- 6.5. Maintenance records for all vehicles shall be retained in line with legal requirements and best practice
- 6.6. All vehicles shall be subject to the appropriate class of MOT test, where applicable
- 6.7. All vehicles shall be subject to a safety inspection regime

- 6.8. Passenger lifts fitted to vehicles shall be subject to 6 monthly inspections and are maintained in line with regulations

## **Standard 7: The organisation operates an effective procedure for assessing and managing risks with regard to protecting everyone**

*These ensure that the transport operation applies best practice in assessing, managing and mitigating risk.*

Criteria:

- 7.1. The organisation should have a Health and Safety Policy in place which is reviewed at least every two years
- 7.2. The organisation should have a policy in place for drivers on use of distractive devices when driving
- 7.3. The organisation shall ensure that driver health (including eyesight) is managed
- 7.4. Risk assessments should take place to assess all appropriate risks and services including a separate fire risk assessment and passenger assessment
- 7.5. There should be adequate first aid facilities within the organisation's premises
- 7.6. There should be an accident book and the contents are reviewed annually by the trustees / management committee members
- 7.7. There shall be the required legal signage, lettering, first aid kit and fire extinguisher(s) in each vehicle operated

## **Standard 8: When services are operated using volunteer drivers' own cars, the organisation ensures services comply with appropriate legislation and best practice requirements**

*These ensure that volunteers using their own cars and the passengers that they carry are able to travel safely and within current legislative requirements*

Criteria:

- 8.1. There should be a documented system in place to ensure volunteer's cars are roadworthy at all times
- 8.2. There should be a documented system in place to ensure that volunteer's vehicles have a valid MOT certificate (if required), are appropriately insured and that vehicle excise duty is being paid
- 8.3. There shall be procedures in place to ensure that all cars are correctly operated under car sharing legislation
- 8.4. Fares shall be agreed in advance of travel and only cover the passenger's share of the full journey costs
- 8.5. The organisation should be able to demonstrate that volunteers are reimbursed to HMRC Approved Mileage Allowance Payment rates