

## Group Registration Form

Date: ..... Name of Group: .....

Purpose of Group .....

Contact(s)

1. Name: .....

Address: .....

.....Postcode: ...

Telephone Number: Daytime: ..... Evening .....

2. Name: .....

Address: .....

.....Postcode: ...

Telephone Number: Daytime: ..... Evening .....

Fax: .....

e-mail: .....

Invoice to Contact 1 ....

Contact 2 ....

Do any members use: Walking Aid?

Manual Wheelchair?

Electric Wheelchair?

Pushchair?

VAT Registration No. (If VAT-rated) .....

**Affiliation fee:** There is a charge of **£25.00** when a User Group first becomes affiliated to Four Towns & Vale Link Community Transport. This is renewable on an annual basis.

Further forms will be required to be completed so that we can fully accommodate your booking requirements. Please indicate whether you would prefer this by email or post. (Please circle)

### **Membership Criteria**

- 1 User Groups or organisation's wishing to affiliate to Four Towns & Vale Link Community Transport must be non-profit-making and of direct benefit to the community.
- 2 Vehicles will only be hired to groups or organisation's, not to individuals.
- 3 Statutory bodies will only be able to affiliate when it is felt that they are providing a reasonable level of funding to Four Towns & Vale Link Community Transport. (Statutory Bodies means Schools, Hospitals, and Local Authorities etc. It does not include P.T.A.s, Out of School Clubs, and Residents Associations)
- 4 Four Towns & Vale Link Community Transport will only hire out to groups who are committed to the principles of Equality of Opportunity, and who support our Equal Opportunities Policy.
- 5 Four Towns & Vale Link Community Transport will not hire out to nursing homes unless they are charitable.

Affiliation to Four Towns & Vale Link Community Transport is not restricted to the elderly or those with special needs. Youth groups such as Scouts, Guides, Mums and Babies Groups, School P.T.A.'s, activities such as Drama Groups, or even groups of residents can join. Any group of people who live or meet within the Four Towns area can affiliate to Four Towns & Vale Link Community Transport, providing they meet with our membership criteria.

To confirm that a potential User Group complies with our membership criteria we may ask for some form of proof, for example a constitution showing the aims and objectives of the association, details of membership, election and accountability of officers.

We encourage User Groups to nominate and train their own driver(s) as they then have a better chance of being able to use a vehicle. South Gloucestershire Council has kindly agreed to provide free training for minibus drivers.

### **Your Group - Location**

Please circle the areas where you target your service, or where most of your members come from:

1. Bradley Stoke
2. Filton
3. Little Stoke
4. Patchway
5. Stoke Gifford
6. Almondsbury
7. Thornbury
8. Winterbourne
9. Yate
10. Other area in South Gloucestershire
11. Bristol or surrounding area
12. Further a field (state where or give example if known)

## **Booking Procedures**

Please contact the office by letter, telephone (10am – 4pm, Monday to Friday) or in person. We only accept bookings from affiliated User Groups. We operate a strictly first-come-first-served system and may seek written confirmation of a telephone booking. We will accept single or block bookings.

Please update us on the members of your User Group who are authorised to make bookings.

NB. If one of our own vehicles is not available we will endeavour to hire another on your behalf.

### **Collection Arrangements.**

The standard items issued for a booking are one vehicle key and a Vehicle Log sheet, both in a plastic envelope. When a driver comes to collect these please bring a South Gloucestershire Midas Certificate or I.D. Card. If a driver is not known to us we may refuse to let them drive in the interests of safety and security.

You will need to contact the office regarding collection of keys and paperwork.

## **Charges**

### **Affiliation fee**

There is a charge of **£25.00** when a User Group first becomes affiliated to Four Towns & Vale Link Community Transport. This is renewable on an annual basis.

### **Hire charges**

½ day	£50.00 + 35p per mile
Full day	£75.00 + 35p per mile
Weekend	£125.00 + 35p per mile
Week	£315.00 + 35p per mile
Mileage rate	£1.30 per mile minimum of £25.00

**If you plan to commit to several bookings throughout the year, do contact the office for a special discounted rate.**

### **Other Charges / notes**

There is a minimum charge of **£25.00** per hire.

A User Group will be charged at the cheapest rate, whether this is per mile or a daily rate.

A cleaning charge of £50.00 will be levied if a vehicle is left in a dirty condition.

A cancellation fee of £50.00 may be levied if a booking is cancelled with less than two working days notice.

A fee may be levied if a vehicle is returned late, as this may cause inconvenience to Four Towns & Vale Link Community Transport and force us to buy-in another vehicle to cover existing commitments.

### Invoicing and Payments

User Groups will be invoiced during each month for the previous month's hire.

Invoices should be paid within 7 days of receipt. Non-payment without reason may result in transport services being suspended.

## **Complaints Procedure**

In the event that any "User Group" or "Individual" has a specific complaint regarding any aspect of Four Towns & Vale Link Community Transport, we have a set procedure to follow. This is to ensure that an independent member of the Management Committee deals with each complaint.

*Anyone telephoning the office to complain will be directed to the correct procedure. We hope that by putting this procedure in place, the User Groups and Individual Members of Four Towns & Vale Link Community Transport will feel assured that any complaints are dealt with and not ignored by the Management Committee. (You can telephone us on 01454 250500.)*

Therefore, if you do wish to make a complaint please put it in writing, and send it to us via either of the following ways:

1. Email; [info@4tvl.org.uk](mailto:info@4tvl.org.uk)
2. Post;  
Office Manager  
Four Towns and Vale Link Community Transport  
Crossbow House  
58 School Road  
Frampton Cottrell  
BS36 2DA

## **Eligibility for driving Four Towns & Vale Link Community Transport's Minibuses**

Four Towns & Vale Link Community Transport registered drivers, and all drivers nominated for training by a User Group should:

- Be over the age of 23. Drivers over 70 must have permission to continue driving a Minibus from their doctor and insurance company.
- Have held a full car driving licence for at least three year with entitlement to drive a minibus not for hire or reward (category D1).
- Never have been convicted of a serious motoring offence no matter when this occurred.
- If you have had more than three penalty points endorsed on their driving licence over the last five years you must let us know, and we will make a discretionary decision.
- Not suffer from diabetes, epilepsy, heart condition or any other physical / mental infirmity which could impair their ability to drive.

### **Obtaining a Minibus driving certificate**

Only persons holding a current MIDAS (Minibus Driver Awareness Scheme) Certificate may drive a Minibus. To obtain one, you must pass two examinations. These take a day of training to complete:

#### **Theory examination**

- Inspection of driving licence, completion of forms
- Basic knowledge of the Highway Code
- Minibus regulations, legal responsibilities
- Familiarisation with vehicle and safety checks

We can provide MIDAS training at our Frampton Cotterell office. Please contact us for details

#### **Practical examination**

This involves:

- Assessment of driving skills off-road
- Assessment of driving skills on-road

### Duration

A MiDAS Certificate is valid for three years, after which you will be invited to take a refresher course and renew it.

### Further training, including escort duties, passenger assistance

- Drivers and Escorts who will be dealing with people with special needs are encouraged to attend a Passenger Assistance Training Session which can be arranged with South Gloucestershire

## **Minibus Drivers responsibilities on duty**

### Before driving

1. Ensure that the vehicle keys and Log sheet are collected from the Four Towns & Vale Link Community Transport offices. Also ensure that you know where the vehicle is kept and how to gain access to the area. Leave your own vehicle in the place where the minibus was parked.
2. Always ensure that you have all the information required for your journey. This includes checking whether any wheelchairs are to be carried and, if so, removing the necessary seats and leaving them at the Four Towns & Vale Link Community Transport office.
3. A driver must not have consumed any alcohol in the twelve hours prior driving.
4. Carry out all pre-driving checks, as listed on the Log sheet, ticking each check as it's completed. In the pocket of the driver's door there should be a plastic envelope containing various items:
  - Emergency information including out-of-hours contact numbers for Four Towns & Vale Link Community Transport staff
  - Accident report forms
  - A copy of the insurance certificate
  - Where relevant, copies of vehicle and tail-lift inspection certificates
  - Vehicle-specific credit cards for fuel

### During the hire

5. You are responsible for the state of the vehicle at all times. Please report any defects you find.

6. Assist passengers with boarding/alighting if necessary.
7. Never leave the vehicle unattended with the engine running.
8. Always obey the Highway Code.
9. If you are involved in a road accident never admit liability whether you consider that it was your fault or not. Never sign any documents if requested to do so by another party. Where possible always call the police. In the event of one of your passengers being injured call an ambulance.
10. Remember, the welfare and safety of your passengers must be your number one priority at all times.
11. If you need to buy fuel please remember that the buses use diesel, not petrol! There are two vehicle-specific credit cards in the vehicle folder: they can be used at most garages.

#### After the hire

12. Complete the Vehicle Log sheet, including the start and finish times and mileages and the total number of passengers on the outward and inward journeys. Note the wheelchairs must be recorded separately. Add any relevant comments regarding problems encountered and any other observations you wish to make.
13. Return the vehicle to the place where it was collected. Please check it for any items left by a passenger. Please also ensure that it is in a clean and tidy condition (Four Towns & Vale Link Community Transport will levy a charge if this is not done). Ensure that all windows are shut and all doors are locked, that lights are off.
14. Return the completed Log sheet and the vehicle keys to the Four Towns & Vale Link Community Transport office: if this is in-occupied please put them through the letterbox in the plastic envelope.

**Note: Any illness or disability, which affects a volunteer's ability to drive, should be reported as soon as possible.**

## **Regulations on the Carriage of Children in Minibuses**

*Legal Definition:* No person shall use or cause or permit to be used on a road a coach or minibus wholly or mainly for the purpose of carrying a group of 3 or more children in the following circumstances unless the appropriate number of forward facing passenger seats fitted to the vehicle meet the requirements of this regulation. The circumstances are:

- a) The group of children are an organised trip
- b) The journey is being made for the purposes of the trip.
- c) A child is a person who is aged 3 or more but is under the age of 16.
- d) A child under 3 is an infant.
- e) If the trip is to carry less than 3 children then these regulations do not apply.

The driver, vehicle operator, and User Group must know whether the trip comes under these regulations and Four Towns & Vale Link Community Transport must record the trip organiser's and driver's acknowledgement for each hire. All three parties can become liable of an offence and subject to fines if we do not comply with them. Driver's Responsibility on the journey: to ensure that there are no more children carried than there are forward-facing seats available, and that children and infants wear the seatbelts and restraints. The driver has a legal obligation to uphold the law and has the authority of Four Towns & Vale Link Community Transport to refuse carriage of any passenger when to carry them would break the regulations.

### **Supervising Children and Infants**

Four Towns & Vale Link Community Transport's responsibilities under the relevant Transport Acts are to ensure that passengers, including children, do not constitute a danger to other road users. For this purpose we require that there is at least one adult in the saloon area when children are being transported.

User Group's responsibilities under the Children Act are to provide sufficient supervision for their charges if they are taking children. We advise User Groups that they need to look at their legislative framework as well as our policy. The standard practice amongst groups carrying children under the age of 8 is to have one adult for each five children. Adults supervising children in the saloon are responsible to the driver for the behaviour of the children.

When a booking is made please specify how many infants (under 3 years) and how many children (3 - 16) there will be, and the number of adults. The above regulations may at times make it impossible to legally carry the numbers of children required by the User Group. In these circumstances the organiser will either have to extend the length of booking time (to allow multiple trips to be made), or book another vehicle to carry the remainder of the children.

The driver will be given a copy of the booking form for that trip. The driver, the vehicle operator, and the trip organiser can be liable of an offence and subject to fines if they do not comply with regulations. The trip organiser will inform Four Towns



& Vale Link Community Transport and the driver if the children or other passenger numbers change. Where there are multiple collections the trip organiser must provide the driver with a passenger list before the trip takes place, with sufficient time to plan a route that avoids breaking regulations. If more children are present at pick-up points than was planned for, the driver has the authority and the obligation to refuse them carriage if regulations would then be broken.

### **Seating and Seatbelt regulations**

When a hire does come under the regulations, the forward-facing seats can be made available to children 3 - 16 years to the limit of the available seats.

#### Road Traffic Law on wearing seatbelts

	<u>Front Seats</u>	<u>Saloon Seats</u>
Driver	Seatbelt must be worn if fitted	
Infant (under 3)		Appropriate child restraint
Child aged 3-11 & must Under 1.5m. (5ft)		Appropriate child restraint be used if available
Child 12-13 or worn Younger if 1.5m Or over	Adult seat belt must be worn	Adult seat belt must be
Adult passengers worn	Adult seat belts must be worn	Adult seat belts must be

Where there is no baby seat or booster cushion available for infants 0-3 years old:

- a) They may not be carried in the front seats at all
- b) They may be carried in the rear on a forward facing seat wearing an adjustable seatbelt

**AT ALL TIMES THERE MUST ONLY BE ONE PERSON PER SEAT**

**N.B. All child seats must be supplied and fitted by the member of the group who is responsible for the booking.**

## **Health & Safety at Work Policy**

1. Under the Health & Safety Regulations which came into effect on 1<sup>st</sup> January 1993, Four Towns & Vale Link Community Transport accepts its responsibilities as an employer for providing a safe and healthy environment for all of its employees and volunteers. It also accepts its responsibilities for providing a safe and healthy environment to members of the public and visitors.
2. Four Towns & Vale Link Community Transport is taking all reasonable steps to meet this responsibility, paying particular attention to the provision and maintenance of :
  - a) Safe equipment and working systems.
  - b) Safe arrangements for the use, handling, storage and transport, of equipment and materials.
  - c) Adequate information, instructions, training and supervision to enable all employees and volunteers to recognise and avoid hazards and contribute positively to their own Health and Safety at Work.
  - d) A safe place of work.
  - e) A healthy working environment.
  - f) Adequate welfare facilities.
  - g) Access to first aid training for employees.
3. Four Towns & Vale Link Community Transport reminds its employees and volunteers that it is their duty to take reasonable care for their own health and safety at work and that of other employees, volunteers and members of the public, and to co-operate with Four Towns & Vale Link Community Transport so as to enable it to carry out its own responsibilities.
- 4 Every effort will be made to ensure that there is no risk to the health & safety of the general public, visitors and voluntary workers arising from the work and activities of Four Towns & Vale Link Community Transport. In the event of any emergency employees and volunteers should guide visitors and members of the public to a place of safety.
5. This statement will be reviewed, added to or modified from time to time and may be supplemented when necessary by further statements relating to the work of Four Towns & Vale Link Community Transport employees and volunteers.
6. Copies of this statement & appropriate supplements will be made available to all employees and volunteers.
7. Four Towns & Vale Link Community Transport shall appoint its Chairperson as the person responsible for all matters affecting the Health & Safety of employees and volunteers of the organisation.

## **Terms and Conditions of Hire**

- 1 Vehicles hired shall only be used for the purposes for which they are booked. Strictly no furniture removals.
- 2 Only people holding a current MIDAS Certificate issue by South Gloucestershire shall drive a vehicle hired from Four Towns & Vale Link Community Transport.
- 3 The User Group shall be liable for any charge or claim arising from damage caused by negligence, except that which Four Towns & Vale Link Community Transport can recover from its own insurance, or where Four Towns & Vale Link Community Transport driver blame can be proven.
- 4 Vehicle keys must be collected as arranged at the time of booking.
- 5 It is the Driver's responsibility to ensure that the Log Sheet is completed, signed, and returned to the office with the vehicle key(s) on completion of use.
- 6 A charge of £50 will be made if a cancellation is made with less than 48 hours notice.
- 7 The User Group agrees to make payment of invoices from Four Towns & Vale Link Community Transport within Four Towns & Vale Link Community Transport's standard trading conditions.
- 8 All vehicles shall be returned to Four Towns & Vale Link Community Transport at the time stated when the booking is made.
- 9 All vehicles should be returned in a clean and tidy state. Should a vehicle need to be cleaned by Four Towns & Vale Link Community Transport a charge of £50 will be made.
- 11 Any parking charges and/or fines will be the responsibility of the User Group.
- 11 Any fuel required must be bought using the vehicle-specific credit cards which are supplied with the vehicle.
- 10 The responsibility for the passengers and the vehicle rests ultimately with the driver at all times.
- 12 Four Towns & Vale Link Community Transport will do its best to provide the service required but cannot guarantee this.
- 13 Four Towns & Vale Link Community Transport cannot guarantee to provide a driver if a User Group's own driver cannot drive for any reason.

Some of the above conditions are repeated later in this document at the relevant places.

## Volunteers Charter

Every individual should have the right to volunteer. Volunteers have rights and expectations which should be met in the course of their work. Volunteering is a legitimate activity in its own right and is not a substitute for paid work.

- 1 Volunteers should have a clear idea of the tasks they are being asked to perform and of the responsibility which goes with them.
- 2 Volunteers should know who they are responsible to. They should have regular access to this person to ensure adequate support for their work.
- 3 Volunteers should have access to and play a part in the decision making process of the group/organisation for which they are volunteering to ensure adequate support in their work.
- 4 Volunteers should be protected against exploitation of their interests both as volunteers and as individuals. They should not be put under any moral pressure to do work which is against their principles.
- 5 Volunteers should be adequately protected against any risks involved in doing voluntary work: they should be covered by Public Liability Insurance.
- 6 Volunteers should not suffer financially by doing voluntary work. They should receive all out of pocket expenses and be provided with the appropriate equipment/tools/materials to carry out their tasks. When working for extended periods the following allowances should apply:

<b>Breakfast</b>	<b>£5.00</b>
<b>Lunch</b>	<b>£8.00</b>
<b>Tea/coffee</b>	<b>£3.00</b>
<b>Dinner</b>	<b>£10.00</b>

- 7 Volunteers should not be used in place of any paid workers.
- 8 The relationship between paid workers and volunteers should be complimentary and mutually beneficial. Volunteers should expect that other paid workers in the organisation are fully aware of the areas of work undertaken by volunteers and their responsibilities.
- 9 Volunteering should be a fulfilling experience. When volunteer's commitment and ability are matched by adequate supervision and support they should be able to develop, expand or change their area of work.