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Aims and Objects

The Community Transport project's objective is to provide group transport resource for charitable and community groups within the London borough of **H & F**. Our aim is to prevent social exclusion and enhance the quality of life for the residents of the borough by enabling others to have easy access to readily available, affordable, and fully maintained self drive passenger vehicles.

Mission Statement

Hammersmith & Fulham Community Transport Project is committed to developing and pursuing positive policies to promote equal opportunities and is determined to making sure that its facilities and activities are accessible to all persons within the borough of Hammersmith & Fulham, irrespective of their ethnic origin, age, disability, sexual orientation, religious belief, marital status or class. We provide a not for profit pooled group transport resource for the residents of the borough of Hammersmith & Fulham.

Contact Details

Hammersmith & Fulham
Community Transport Project
Palingswick House
241 King St
Hammersmith

Tel no: 020-8741-5311
Fax 020-8741-3176
Email info@hfctp.co.uk
Web: www.hfctp.co.uk

London W69LP. The office is open five days a week Monday to Friday 09:30am to 05:30pm. On **Wednesday** we close at 05:00pm.

We have an emergency number for problems arising at weekends, it is in operation from **(6pm on Friday evening to 9am on Monday morning)** you can contact **Paula or Bernie** on **07957-756-897**. please do remember this number is for emergencies only.

Registered Charity no:1023825,a company limited by guarantee no:2076766
Vat no:466449315.

The Fleet

The project currently run a fleet of **24** buses **12** of which are fitted with tail lifts and tracking so as to accommodate wheelchair users. These vehicles are also fitted where possible with additional handrails and low steps to make access easier for people with mobility problems. All vehicles are fitted with forward facing seats and have seat restraints fitted where possible in the form of lap and diagonal, inertia reel belts and carry up to 16 passengers. We also have a high top **VW** van and a small light goods van all vehicles are available for hire **24** hours a day seven days a week.

Conditions of Use

Your organisation is responsible for ensuring that the vehicles are used for authorised purposes only - Party Political or Commercial organisations must not use CTP vehicles. Every group must affiliate under their own heading. Umbrella groups must make sure that all subsidiary organisations are separately affiliated, as otherwise their insurance is not valid. Any group found to be booking the vehicles for a non affiliated group will automatically be banned from further use.

Eligibility

If your group is a bona-fide community group based in the borough of Hammersmith & Fulham, or it benefits people living in the borough then you are eligible to affiliate. Groups must affiliate individually. Membership will not be accepted from umbrella organisations.

Affiliation runs from 1st of April to 31st of March and must be renewed annually. Please complete all sections of our affiliation form and send it to our office with the appropriate fee, Cheques should be made payable to the

Hammersmith & Fulham Community Transport Project or (H.F.C.T.P).

Until your group is affiliated you will not be able to book a vehicle. Please read all of the enclosed information and ensure that your drivers are familiar with the contents and any items which concern them.

Bookings

Booking can be made by all groups up to three months in advance and must be backed up by written confirmation either by post/ fax or email to Sarah@hfctp.co.uk

Bookings up to three days can be made on an unrestricted basis at any time.

We will not accept bookings from anyone other than the named contact. We will not accept bookings left on the answer phone and we **do not** provide written confirmation of bookings.

Cancellation.

Please notify the office either by phone or fax **48** hours in advance of any cancellation. A charge will be made for late cancellations.

Collecting Keys

Any authorised member of your group can collect the keys on your behalf it does not have to be the driver. The contact for your group should phone the office and give the name of the person they have allocated. The person picking up the keys should be familiar with details of the booking and the name of the driver.

Unless you are the named driver you cannot take the bus out of the yard. If the vehicle is booked for the week-end or a period when the office is closed then the keys will need to be collected during office hours which are **09:30am to 05:30pm Mon-Tue Thur and Friday** and **05:00pm on Wednesday**.

Duty of Passengers

Groups are responsible for keeping the interior of the vehicles clean and undamaged. Please note we operate a strict **No Smoking** policy on all our vehicles. The consumption of **Alcohol** and **food** is also prohibited and we will impose a heavy fine for those who do not adhere to our rules.

Using the Vehicles

All drivers are given a Log Sheet with their set of keys This is a legal document and must be fully completed by the driver, to include all vehicle checks and start mileage and your destination before starting out on your journey. If there is a major defect please report it to reception or at week-ends call the emergency number. When you have completed your trip please enter the finish mileage on the Log sheet. The vehicle must be returned at the time shown on the Log sheet, failure to do so may result in you not being insured plus other groups often have the bus booked immediately following your booking and considerable inconvenience may be caused to them. Vehicles should be reversed in to their allocated spaces.

Our vehicles are used **24** hours a day **7** days a week and it is vital that vehicle bookings allow sufficient time for collection and returning of vehicles. If a group returns a vehicle late they will incur a large penalty as the whole structure of the project relies upon strict timekeeping. We will send a letter of apology to the group that have been inconvenienced and the offending group will be expected to pay all the costs incurred by the group who had the bus booked (e.g cab fares, theatre tickets, etc).

Buses must **Not** be used for the carriage of goods, bikes, etc, or for the transport of equipment. We have a high top VW van and a small light goods van available for this purpose.

Drivers and Escorts

Drivers are responsible for **driving only** and they must not be expected to carry out any other duties while'st driving. All user groups should and must provide an escort. **Escorts** must be seated at the back of the vehicle for the overall supervision of passengers ensuring the interior of the vehicle is not damaged and passengers remain seated and use the seatbelts provided.

Midas Training and Assessments.

All drivers registered to drive the Hammersmith & Fulham Community Transport Project vehicles must be Midas trained. Our policy of assessing drivers has been in operation since April 1990. The main reason for assessing drivers has to be that of safety, and by training all the drivers to Midas standard we are able to establish a minimum standard of driving. By doing this we will hopefully cut down on wear and tear to the buses as well as 'to blame accidents. All drivers must meet the following requirements they must be aged 25 + 70 drivers over 70 and under 25 years of age will have to accept a higher insurance excess, i.e in case of an accident the amount the group contributes towards the cost of repairs will be more. Drivers must have a clean full **U K** driving licence and have a D1 on it to enable them to drive a vehicle up to 16 seats. **Strictly Volunteer Drivers** only may drive standard minibuses on a 'B' category licence. To find out more information regarding the Midas please phone our office on the number at the beginning of the booklet and ask for Bernie or you can email Bernadette@hfctp.co.uk.

Volunteer Drivers

All Voluntary drivers are asked to undergo a basic police check (**CRB**) C T P asks drivers to submit, confidentially and in writing information re: any convictions or other disqualifying behaviour that might be revealed in the disclosure process in order to assist the recruitment decision process. In the case of drivers who are not specifically appointed by the **CTP** but are appointed by another organisation affiliated to our project then that organisation is responsible for obtaining their own disclosures information on their drivers. CTP Voluntary drivers should not be left alone with vulnerable people.

All drivers must produce their licence when asked to do so by a member of staff and report any changes in their driving records as they happen.

If your organisation are unable to provide a driver from within your own group we have a small pool of volunteer drivers who may be able to assist from time to time. We cannot always guarantee we will be able to find a driver but we will endeavour to do our very best for your organisation. If a volunteer is provided then a set amount for their expenses should be paid in advance. We would also ask you to please make them welcome and if possible to include them in your groups activities, please do not expect them to act as an escort for your group their job is to drive your people safely to and from their destination. In the case of an accident it is your group and not the driver that is responsible for any insurance excess if applicable. We encourage all groups if possible to have members of their organisation **Midas** trained to do your driving.

Drivers are expected to exercise the **CTP** rule not to allow the consumption of food or drink on the vehicle, to leave the vehicle in a clean and tidy condition and also to make sure there is a least _ a tank of diesel. Drivers please reverse the minibus in to the allocated space designated for that vehicle reg number which is on the wall. Please make sure all lights are switched off before locking the vehicle and returning keys and log sheet to **CTP**. Failure to comply with any of the above will result in your group being fined.

Vehicle Hire Charges

A separate insert is included which gives our current charges. These are calculated to cover the running costs of the vehicles and contribute towards the running costs of the project. These charges are updated when necessary and user groups are informed in advance of the changes to allow them to budget for their trips.

We are a non-profit making organisation and our costs are kept as low as possible to let organisations that would otherwise have no access to transport use our vehicles.

Invoicing

Invoicing takes place twice a month, at the beginning and again in the middle.

Payment

Prompt payment of bills is vital to enable our project to function effectively.

Any group who fails to pay their bills within one month from the invoice date will be sent a reminder and refused access to the vehicles until payment is received in full.

Fines

To minimise the cost, disruption and possible cancellation to any other group's journeys we operate a fines system which we will impose for any of the following.

1. Late return of vehicles.
2. Vehicle returned unclean
3. Keys or log sheet not returned
4. Lights left on/ vehicle not secured (doors unlocked windows left open, etc)
5. Late cancellation (less than **48** hours) or **no** notice cancellation.

Please help us to help you by ensuring your group/organisation and drivers are aware, and agree to abide by these rules.

We thank you very much for your continued support over the years and rely on your very valuable co-operation so that we can continue to provide a happy and safe transport for all our users throughout the year.

Accidents

Please report any accident no matter how small to CTP immediately even if you think the damage is minimal. In the event of an accident **do not** accept responsibility. Make sure that you take note of the name and address of the other driver, the registration of the other vehicle involved, the other driver's insurance details (company and if possible the policy number).

It is also useful to get the names of any witnesses and to make a sketch of the relative position of vehicles. Any accidents involving a third party should also be reported to the police.

Failure to comply may result in the driver taking full liability for costs.

Insurance Cover

In the case of accidents or damage to vehicles the group is responsible for paying the first **£250.00** towards the cost of repairs. Drivers aged over 70 years or under 25 years of age have a higher excess of **£500.00**. This excess may be increased or decreased by our insurers, depending on our annual claims record.

All vehicles have full comprehensive cover for drivers, passengers, vehicles and 3rd parties.

A copy of our insurance policy is available for inspection at the office during working hours.

Willful criminal damage by user groups will be charged in full to the group concerned

Breakdowns

The contact details of our breakdown services is printed on the log sheet and the membership card is displayed in the windscreen. For windscreen damage the contact is the **R A C** and their contact details are printed on the card in the windscreen.

Punctures

All our vehicles carry a spare tyre **do not attempt to change a damaged tyre** please call out the breakdown services.

Please note it is the groups that are responsible for any parking or speeding tickets issued whilst the vehicle is in their charge and not

CTP

Equal Opportunities Statement

Hammersmith and Fulham Community Transport Project is committed to trying to ensure that no person is discriminated against in recruitment or employment of its workers nor in the provision of its service to its users.

We define discrimination as deliberate or unintentional subordination of people on ground of their race, colour, nationality, gender, age, disability, sexual orientation, religious belief, marital status or class.

Complaints Procedure

If you your group/organisation are in any way unhappy with the service that CTP or its staff provide. Please write giving details in full to the chair of the committee at the address below.

The Chair of the management Committee
Community Transport Project
Palingswick House
241 King St
Hammersmith
London W69LP.