

Green Community Travel Voluntary & Community Group Transport Information Pack

Address - The Yard, 390 North Road, Yate, BS37 7LW
Tel - 01454 228706

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What you need to return to us

Registration Form
Signed copy of the Terms & Conditions

Please keep all other paperwork for your reference

Charges

Standard Annual Fee:

£30.00 for year 2023 January to December

Mileage Rate:

£2.75 per mile (with GCT driver)

£2.25 per mile (with group's own driver)

Minimum Charge:

£45.00 for any trip where total mileage charge falls below that amount

Evening & Weekend Scheme Annual Fee:

£20.00 for year 2023 January to December

Mileage Rate:

£1.60 per mile (group must have own driver)

How to pay:

Bank transfer: *Green Community Travel (Co-Op Bank)*
Sort code: 08-92-99 Account no: 65319794

Debit/Credit card: *Phone: 01454 228706*

By cheque: *Payable to "Green Community Travel"*

Booking Voluntary & Community Group Transport Services

Please see Terms & Conditions of Use of Vehicles and enclosed Policy Statements

1. It is advisable book your vehicle as early as possible. We are happy to take multiple bookings and groups are able to book for a whole year.
2. Groups will be asked to complete a booking sheet; this will ask about the number of seats needed and if any passengers have any mobility requirements such as wheelchairs/mobility aids.
3. Some passengers need to use a wheelchair to board the vehicle but can transfer to a bus seat, others need to travel in their wheelchairs. Groups will be asked to provide this information; for those passengers travelling in a wheelchair we will need to do a risk assessment in advance of travel so we will ask for the make and model of the wheelchair.
4. To book, you can either telephone 01454 228706 or email us at: admin@greencommunitytravel.co.uk.
5. Groups are encouraged to use their own voluntary driver. We can arrange MiDAS Training for anyone wishing to do this. If you are using your own driver, familiarity training will be arranged so you can be shown the procedure for collecting a vehicle.
6. Our office is open from 9am to 3pm. Familiarity training can be booked outside of these times but would need to be arranged in advance, so please make sure you consider this when booking with us.
7. For those groups using GCT's voluntary drivers, please remember they give their time freely and without financial remuneration.
8. All drivers must adhere to GCT's policies and procedures and follow GCT's User Group Minibus Driver Responsibilities (see page 7)
9. In case of emergency please refer to the driver's folder on the vehicle. The emergency (out of hours) number is 07739 941820.

Jenny Bright
Green Community Travel Manager

Registration Form

Name of Group	
Name & Address of Main Contact	
Telephone Number	
Email Address	
Name & Address for Billing / Invoicing (if different from above)	
Telephone Number:	

Please confirm if you are a:

- Not for profit company
- Charity
- Voluntary Organisation

If your group does not fit into any of these categories, please get in touch so we can ask some more questions to ensure you fit within our Section 19 Licence rules of operation. We may ask for a copy of your constitution/governing document.

Purpose of group: To enable us to determine if your group trips qualify us to claim Bus Service Operators Grant, please tick one of the following:-

Our group consists mainly of the following people:

A	People aged 60 or over
B	Disabled people defined in the Disability discrimination Act
C	People on Income Support
D	People on Job Seekers Allowance
E	People suffering a degree of social exclusion (Manager check)
F	Persons who feel unsafe using public transport (Manager check)
G	Carers or children under 16 accompanying any of above
H	None of the above

Please also sign the enclosed Terms & Conditions and return a copy to us

Signature of Group Leader / Contact: _____

Date: _____

Terms & Conditions of Use of vehicles 2023

****Please keep a copy for your records****

- 1) Vehicles must only be used for the purposes for which they are booked.
- 2) All passengers must wear seat belts provided.
- 3) Only GCT approved and registered drivers can drive the vehicle.
- 4) The User Group is liable for any charge or claim arising from damage caused by negligence, (except that which can be covered by insurance), or where GCT Driver blame can be proven.
- 5) User Groups are liable for the repair of any cosmetic damage to the minibuses that has happened in the hire period.
- 6) The User Group and Driver shall abide by the rules laid down in the Highway Code and Minibus Permit Act as well as GCT's Policies and User Group Minibus Driver Responsibilities.
- 7) It is the Driver's responsibility to ensure that the Log Sheet is completed and returned with the vehicle.
- 8) The User Group agrees to payment of invoices from GCT within 14 days of the date of the invoice as shown. After 28 days an additional charge of £15.00 will be added. After a further 28 days a charge of £20.00 will be added and this will continue every 28 days thereafter until the invoice is paid. Further bookings will not be accepted while unpaid invoices are outstanding.**
- 9) Vehicles should be returned to GCT (or Owner Group) at the time stated when booking the vehicle.
- 10) Vehicles must be returned in a clean and tidy state. Failure to do so will result in a £30.00 cleaning charge being added to the User Group's next invoice.
- 11) The driver's decision is final.
- 12) It is the responsibility of the User Group to pay substance (food and refreshment) to volunteer drivers after four hours. Failure to do so will result in a £15.00 charge being added to the next invoice, along with a £5.00 administration fee.
- 13) All GCT drivers are DBS checked.
- 14) GCT will do its best to provide the service required but cannot guarantee the minibus or volunteer driver.
- 15) GCT must be informed in advance of any special requirements. e.g: wheelchair clamps or special seat belts.
- 16) GCT should be given passengers' addresses where applicable at least three days before the journey date.
- 17) The User Group is responsible for providing adequate passenger assistants/responsible adult.
- 18) Failure to cancel a booking more than 24 hours in advance will incur a £25.00 charge.
- 19) Road tolls, parking and relevant congestion/clean air zone charges are the responsibility of the group.

Definition: GCT = Green Community Travel.
User Group = a group affiliated to Green Community Travel.

We agree to the above terms & Conditions of Use.

Signed:

Date: _____ **Group:** _____

Using our Volunteer Drivers

We encourage groups to provide their own drivers, as this makes it easier for you, particularly if you do a lot of trips. In the event of GCT providing a driver we request that you follow these guidelines.

1. All drivers should be treated in accordance with our Equal Opportunities Policy.
2. Drivers are allowed to work at their own pace and plan their own route if this is practicable.
3. Any accidents involving our drivers should be reported to the office manager, (telephone 01454 228706) or for out of hours emergencies 07739 941820. Please see the Driver's pack on the bus for more details of the emergency procedure.
4. Volunteers' out of pocket expenses and extras should be covered by the group on the day; this includes parking, entrance costs, etc. and £15.00 towards refreshments (when out for more than four hours). Unpaid expenses will be added onto your invoice, together with an administration charge of £5.00.
5. Drivers not staying at the venue will drop you off and return to collect you at an agreed time. As volunteers are giving up their own time, they are not expected to wait for more than an hour unless prior agreement is made with them.
6. Our drivers are expected to treat all passengers with respect, and we expect the same courtesy in return. Any issues concerning GCT staff should be brought to the attention of the manager. Likewise, any issues arising from passengers will be discussed with the group.
7. Not all our volunteer drivers are trained to secure wheelchairs, so you must state on booking if there will be wheelchair passengers. This is also important for bus configuration as it's necessary to take seats out to accommodate wheelchairs. GCT will conduct a risk assessment in advance to ensure the correct restraints are available and that the wheelchair has been crash tested so we will always ask for the make and model of a wheelchair.
8. In the event that we have to source a paid driver for your booking, groups will be charged £12 per hour for the time that the driver is needed. This charge would be added to your invoice at the end of the month.

User Group Minibus Driver Responsibilities

Before driving

1. Ensure that the driver has completed familiarity training and collected their gate key (if needed). For groups using us frequently the driver will be able to keep the gate key. 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. Each of our vehicles has its own vehicle folder with information about the vehicle you are driving. Drivers should familiarise themselves with this before setting off.
3. Vehicle folders include GCTs emergency number, vehicle breakdown and accident report forms and procedures.
4. We use Keyfuels for the Diesel minibuses and GeniePoint for the electric vehicle. There are many Keyfuels sites in the area, it is a good idea to look in advance where the sites are in relation to where you are travelling. (Further information is in this pack.)
5. Drivers must not have consumed any alcohol in the twelve hours prior to driving.
6. Carry out all pre-driving checks, as listed on the log sheet, ticking each check as it's completed. We also issue drivers with a bodywork tick sheet illustrating any minor damage/scuffs we already know about. This should be completed at the same time as your log sheet.
7. It is important to alert the office to any damage that isn't on the bodywork sheet as groups could be charged for the repair of any cosmetic damage that has been done while the bus has been used by them.

During the hire

5. You are responsible for the state of the vehicle at all times. Please report any defects you find. (Defect sheets are in the black hanging folder on the office kitchen door.)
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. Seatbelts must always be worn and passengers should not leave their seat until the vehicle has stopped.
11. If you need to buy fuel please remember that the buses use diesel, not petrol! We ask for buses to be returned to the yard with at least $\frac{3}{4}$ of a tank of fuel.

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 (GCT will levy a charge if this is not done). Ensure that all windows are shut and all doors are locked, that interior and exterior lights are switched off.
14. Return the completed Log sheet and the vehicle keys to key safe in GCT's office.

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

Transporting children in minibuses

- Children always need to travel in the rear of the minibus. They are not allowed to sit in the front of the vehicle (cab section) unless they are 12 years old or over 135cm tall.
- It is the user group's responsibility to provide adequate supervision depending on the number of children travelling.
- Car seats should be provided by the user group and it is the user group's responsibility to fit these and ensure they are in a safe condition.
- In minibuses, children over 3 years old are able to travel in the rear of a minibus without a car seat.

Complaints Procedure

In the event of a grievance concerning Green Community Travel, please follow the correct complaints procedure. This is to ensure that the Manager/Management Committee are made aware of any issues and investigate them accordingly.

The procedure is as follows:-

The complaint must be in writing and sent to the office for the attention of The Complaints Officer, Green Community Travel, The Yard, 390 North Road, Yate BS37 7LW in an envelope marked "Private and Confidential".

The Management Committee Officer will then independently investigate the complaint thoroughly, contacting everyone concerned as necessary.

Please note:

Anyone phoning 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 Green Community Travel will feel assured that any complaints are dealt with fairly by the Management Committee.

Jenny Bright
Green Community Travel Manager

Equalities Act Policy

The Management, employees and volunteers at Green Community Travel recognise that many people are disadvantaged by society. We believe that everyone has the right to be treated fairly, and to make their own contribution to society.

We therefore resolve that in the provision of our service, no individual or group of people shall be discriminated against on the grounds of:-

- Age
- Gender, marital status, caring or family responsibilities
- Physical or mental requirements, mental illness
- Race, colour, ethnic or national origin
- Political or religious beliefs
- Employment status
- Sexuality
- Unrelated criminal offences

We aim to ensure that no individual or organisation using the services of Green Community Travel knowingly practise discrimination on any of the above grounds.

Health & Safety at Work Policy

1. Under the new Health & Safety Regulations, which came into effect on January 1 1993, Green Community Travel accepts its responsibilities as an employer for providing a safe & healthy environment for all of its employees & volunteers. It also accepts its responsibilities for providing a safe & healthy environment to members of the public & visitors.
2. Green Community Travel is taking all reasonable steps to meet this responsibility, paying particular attention to the provision and maintenance of:
 - a) Safe equipment & working systems.
 - b) Safe arrangements for the use, handling, storage & transport, of equipment & materials.
 - c) Adequate information, instructions, training & supervision to enable all employees & volunteers to recognize & avoid hazards & contribute positively to their own Health & 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 & volunteers.
3. Green Community Travel reminds its employees & volunteers that it is their duty to take reasonable care for their own health & safety at work and that of other employees, volunteers & members of the public and to co-operate with Green Community Travel 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 & voluntary workers arising from the work & activities of Green Community Travel. In the event of any emergency employees & volunteers should guide visitors & 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 Green Community Travel employees & volunteers.
6. Copies of this statement & appropriate supplements will be made available to all employees & volunteers. Green Community Travel shall appoint the person responsible for all matters affecting the health & safety of employees & volunteers of the organization.
7. The Green Community Travel Fire Drill is displayed on the main office notice board and copies given to staff.

Keyfuels

Using Keyfuels enables us to purchase fuel at a reduced price and is for **STANDARD DIESEL** only. You can download the Keyfuels App on Apple and Android Phones. The Keyfuels logo looks like this:



You can also search Keyfuels on the internet and head to their website; enter your post code and it will tell you the most local Keyfuels site(s) to your location.

The garages around the Yard that take Keyfuels cards are:

- Mrh Iron Acton Service Stn Yate, Bristol, BS37 9XY
- Yate Bridge Service Station Yate, Bristol, BS37 4PS
- Morrisons Yate Yate, Bristol, BS37 5PW
- RSS Precinct Link Road, Yate, BS37 4AY
- Fastfuels ESSO Cotswold Service Station Old Sodbury, Bristol, BS37 6LX
- Roman Camp Service Station Old Sodbury, Bristol, BS37 6RL
- Charfield Service Station Charfield, Wotton-Under-Edge, GL12 8SR
- Almondsbury Woodhouse Down, Almondsbury, Bristol, BS32 4HY
- Mrh Patchway Patchway, Bristol, BS34 6NA
- Stoke Brook Service Station Bristol, BS34 5BB
- Morrisons Fishponds Bristol, BS16 3US

Please note, groups will not be refunded for fuel purchased from other sites where there is an alternative Keyfuels site nearby.

Please do not use the Tesco sites because although they accept the cards, they do not give the discount.

Group Travel Cleaning Procedure

- All passengers must use hand sanitiser before boarding the vehicle
- It is still advisable for group leaders/organisers to confirm with individual passengers that they have no coronavirus symptoms on the day of travel
- Our volunteer drivers' safety and comfort are important to us, so different volunteers may have different levels of comfort. Some drivers may wish to wear a face covering
- We are still requesting ventilation in the vehicles so windows will be open slightly

Groups with their own drivers:

- There are antibacterial wipes in each vehicle; after your journey please wipe down hard surfaces such as steering wheel, dashboard, controls, door handles, window handles, seats and seat belts
- Although we have relaxed many of our Covid procedures, wiping the bus down and using hand sanitiser means that we are ensuring the vehicles are clean and we are minimising the risk of any infections being spread
- As part of the terms and conditions of hire, groups with their own drivers are expected to return the vehicle to us in a clean and tidy state