



**Hammersmith & Fulham Community Transport Project**  
**Palingswick House**  
**241 King St**  
**Hammersmith**  
**W69LP**  
**Tel no: 020-8741-5311**  
**Fax no: 020-8741-3176**

Office opening hours are Monday to Friday 10am to 4pm.

The booking line is in operation 10:30am to 3pm on 020-8600-0521  
Email bookings to [info@hfctp.co.uk](mailto:info@hfctp.co.uk)

Project Manager Paula Merrony-020-8600-0526.Email [paula@hfctp.co.uk](mailto:paula@hfctp.co.uk)

<b>Contact</b>	<b>Direct Line</b>	<b>Email</b>
Sarah - Bookings	020-8600-0521	<a href="mailto:sarah@hfctp.co.uk">sarah@hfctp.co.uk</a>
Peter - Transport	020-8600-0522	<a href="mailto:peter@hfctp.co.uk">peter@hfctp.co.uk</a>
Alison - Transport	020-8600-0522	<a href="mailto:peter@hfctp.co.uk">peter@hfctp.co.uk</a>
Mary – Finance	020-8600-0523	<a href="mailto:mary@hfctp.co.uk">mary@hfctp.co.uk</a>
Loui – Training	020-8600-0524	<a href="mailto:loui@hfctp.co.uk">loui@hfctp.co.uk</a>

Out of hours number is **07597-756-897** this is for real emergencies only.

For breakdown services please call **0800 -113 -766**

**Registered Charity number is 1023825 Company limited by guarantee number 2076766 Vat number 466449315.**

## **Aims and Objectives**

The Community Transport project's objective is to provide a group transport resource for charitable and community groups within the borough of L.B.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 irrespective of ethnic origin, age, disability, sexual orientation or class. We provide a not for profit pooled group transport resource for the residents of the borough.

## **The Fleet**

The project currently run a fleet of 18 buses 10 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 it easier for people with mobility problems. All vehicles are fitted with forward facing seats and have 'All Age' seat restraints fitted and carry **up to 16** passengers. Vehicles are available for hire **24** hours a day seven days a week **52** weeks a year.

## **Conditions of use**

Your organisation is responsible for ensuring that the vehicles are used for the authorised purposes only. Party Political Organisations and Commercial Businesses may not affiliate.

Every group must affiliate under their own heading. Umbrella groups must make sure that all subsidiary organisations are separately affiliated, as their insurance will not be valid. Any group found to be hiring the vehicles for a non affiliated member group will be automatically banned from use.

## **Damage and Insurance Excess**

Groups are responsible for all costs relating to tyre damage, punctures, broken mirrors and interior damage also in correct fuel drainage and disposal. In the case of an

accident it is group and not the driver that is responsible for any insurance excess or damage to interior & exterior.

Unpaid PCN's, Congestion notices and representations for appeal will incur an administrative charge of £30.00.

### **Eligibility**

Bona-fide Community Groups based in the borough or benefiting people living within the borough are eligible for membership. Groups must affiliate individually.

Membership will not be accepted from umbrella organisations.

Affiliation runs from 1<sup>st</sup> of April to 31<sup>st</sup> of March and must be renewed annually.

Please complete all sections of the affiliation form sent to you and either post it or deliver by hand to our office with the appropriate fee, cheques should be made

payable to Hammersmith & Fulham Community Transport Project, ( 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 carefully and ensure that your drivers are familiar with the contents, those items which concern them.**

### **Bookings**

Bookings can be made by telephone or email up to three months in advance and must be backed up by **written confirmation via email to [info@hfctp.co.uk](mailto:info@hfctp.co.uk) or fax.**

Bookings of up to three days can be made on an unrestricted basis at any time subject to availability. We will not accept bookings from anyone other than the named contact. We will not accept bookings left on the answer phone or by fax and we do not provide written confirmation of bookings.

### **Cancellations**

Should you wish to cancel your minibus we require a minimum of **48** hours notice either by phone or Email. A charge will be made for late cancellations.

### **Vehicle Hire Charges**

A separate insert is enclosed with details of all our current charges which are calculated to cover the very basic running costs of the vehicles and the running of the project. We are a not for profit organisation and our costs are kept as low as possible to let groups within the borough that would otherwise have no access transport use our vehicles.

### **Collecting Keys**

Any authorised member of your group can collect the keys on your behalf it does not have to be the driver. The named 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 the 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 you or the person you allocate will need to collect the during office opening hours 10am to 4pm.

### **Using the Vehicles**

All drivers are issued a log-sheet with their set of keys. This is a legal document and must be fully completed by the driver. All vehicles checks including tail lift, damage both inside and out also destination and start mileage must be entered on the log-sheet **before** leaving the yard. **Your driver is legally responsible for the condition of the vehicle you have hired therefore completion of the check lists is essential and they are at fault if they have not bothered and a VOSA inspector stops and checks their vehicle.** This responsibility cannot be passed on to Community Transport.

If your driver thinks the vehicle is unsafe to drive or to carry passengers then the vehicle should not be used and they must report their concerns to office immediately. When the trip is completed please ensure the finish mileage and all other sections of the log-sheet are completed and signed.

Vehicles should be reversed in to their allocated spaces but please leave enough space behind the vehicle to carry out the necessary checks. You must make sure the bus is left clean and tidy. After sweeping out the vehicles and removing all rubbish to bins allocated near the entrance to the yard please check all lights are switched off all windows and doors are locked before depositing keys and log-sheet in the letterbox. Fines will be imposed for not following the correct procedures as stated above.

### **Late Returns**

Our vehicles are in use 24 hours a day 7 days a week and it is vital that vehicle bookings allow sufficient time for collection and returning of vehicles. The vehicle is insured for your use, only between the times shown on the log sheet. It is essential that you contact the office before 4pm if you think you are going to be late.

Other groups often have the bus booked immediately following your booking and considerable inconvenience will be caused to the group should return the vehicle back late. You will be fined for the late return and you will be responsible for any inconvenience and costs caused to the other groups such as payment for lost theatre tickets studio session, alternative transport provision etc.

### **Smoking**

It is **illegal** to smoke in any HF CTP vehicle regardless of whether carrying passengers or not. The fine from the police is **£250.00** to the driver and **£1,000.00** to the organisation. Severe penalties will be issued to any driver found to be breaking these rules.

## **Mobile Phones**

It is **illegal** to use your mobile phone including hand held phones whilst driving and carries a considerable fine plus three penalty points on your licence. If the driver must take a call then they must pull over and turn the engine off before picking up the handset.

## **Passenger Assistants**

All user groups must provide a passenger assistant who should be seated at the rear of the vehicle for the overall supervision of the passengers ensuring the passengers remain seated, use the seatbelts provided and do not distract the driver. They must also ensure the interior of the vehicle is not damaged. Drivers should not under any circumstances be left alone with vulnerable people. Remember drivers are responsible for driving only.

## **Midas Driver Training**

All driver registered to drive our vehicles must be MiDAS trained. Our policy of assessing drivers has been in operation since April 1990. By training all drivers to MiDAS standard we are able to establish a minimum quality standard of driving. In doing this we will cut down on wear and tear to the vehicles as well as 'to blame' accidents caused by poor driving skills.

## **All drivers must meet the following requirements;**

Drivers must be aged **25-70** years old. Insurance for these drivers is **£250.00** excess. Drivers over **70** or under **25** years of age can register with HFCTP but have a higher insurance excess of **£500.00**.

Strictly Volunteer drivers only may drive a small standard minibus on a '**B**' category licence.

All voluntary drivers are asked to undergo a standard police check – **CRB**. We ask the drivers to submit, confidentially and in writing, information regarding any convictions or other disqualifying behaviour that might be revealed in the disclosure process in order to assist the recruitment decision process.

All drivers must produce their licence when asked to do so by member of staff and report any changes in their driving records as they happen. Licence checks are updated every six months to check for new penalty points and we will ask them to read a number plate at the required distance.

Drivers undergoing MiDAS for an organisation affiliated to our project should have their **CRB** disclosure information processed by their own organisation.

## **Volunteer Drivers**

All member organisations are encouraged to identify suitable drivers from within their own group and put them forward for MiDAS driver training. If your organisation is not able to provide a driver we can, only where possible and subject to availability, provide a volunteer. We have a very small pool of approximately 5 volunteer drivers available at any one time who are able to assist us from time to time. If a volunteer driver is provided then an agreed amount for their expenses should be paid in advance.

This agreement is between the organisation and the driver HF CTP does not get involved in setting expenses, we can only advise. Please make the driver welcome and if possible to include them in your activities.

## **Information for Transporting Passengers & Wheelchairs on a Minibus**

### **Passenger Capacity**

The seating capacity of the vehicle must not be exceeded. No standing passengers should be allowed. There should never be more than one passenger per seat.

The following are a number of general points, which you need to be aware of when driving a minibus.

- Legal minimum gangway width specified, a 12” gangway is normally All gangways must be clear of obstruction at all times. Whilst there is no considered to be the practical minimum.
- There should be a clear gangway for every passenger to at least two exits. A passenger lift is not considered to block an exit if, when the doors are open, it can simply be pushed out of the way with a single movement or lowered and stowed away.
- All doors must be unlocked when there are passengers inside the vehicle.
- You must **not** allow drinking eating or smoking on the minibuses.
- Mobile phones should be on ‘hands-free’ headset mode when vehicle is in motion.
- All damage, even of a minor nature, must be reported.

### Wheelchair seating capacity

<b>16 seater Minibus</b>	<b>Remove</b>
1 W/C Manual	2/3 seats (depending on size of w/c)
2 W/C Manual	4/5 seats (depending on size of w/c)
1 W/C Powered	3/4 seats (depending on size of w/c)
1 W/C Powered & 1 Manual	6/7 seats (depending on size of w/c)
1 Small Scooter	4/5 seats (depending on size of w/c)
2 Folded W/C	1 seat
1-2 Pushchairs (buggy's)	1 seat
Zimmer frame (s)	1 seat

### Luggage

You must be very careful not to overload the vehicle beyond its gross vehicle weight, also known as maximum authorised mass. This would be both dangerous and illegal. Luggage should be stowed away securely under the seats or on the front seats secured with a seatbelt. It is recommended you take another vehicle for carry luggage, so not to endanger your passenger's safety, especially if you are carrying a total of 16 passengers, you would definitely be exceeding the weight capacity of your vehicle if you added luggage.

Maximum of 2 wheelchairs per minibus and if more than two minibuses used at any one time there will be a maximum of 4 wheelchairs allowed per trip

### **Insurance Cover**

In the case of an accident or damage to the vehicle the group is responsible for paying the **£250.00**.excess Roof damage will incur a charge of **£600.00**.to the user and a breakdown call out through user abuse will be charged **£100.00**.

Criminal damage by passengers will be charged in full to the group concerned.

This excess may be increased or decreased by our insurers depending on our annual claims record.

All our vehicles have full comprehensive cover for drivers, passengers, vehicles and 3<sup>rd</sup> parties. A copy of insurance policy is available for inspection at the office during opening hours.

## **Accidents**

Please report any accident no matter how small to HFCTP immediately even if you think the damage is minimal.

In the event of an accident do not accept responsibility/admit liability. Make sure that you take the name and address of the other driver involved. Note the registration of the vehicle, make and model, company details if any, insurance details of the company and policy number if available. Take the names and contact details of any witnesses and make a sketch of the relative position of the vehicles.

Where possible take photographs of the damage to both vehicles. Any accidents involving vehicles where the driver is absent and cannot be located must be reported to the police within 24 hours. Failure to comply may result in the driver taking full liability for costs.

## **Breakdowns**

Details of the breakdown service are printed on the log-sheet and on the first page of the information booklet. The membership card is displayed in the windscreen. Give the registration number of the vehicle to the call centre as the reference.

## **Equal Opportunities Statement**

The 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 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 Trustees.

The Hammersmith & Fulham Community Transport Project  
Palingswick House





**The Staff and Trustees would like to thank everyone concerned with our project for their continued support over the years and for your very valuable co-operation.**