

## **Guidance for submitting DPS compliance documents**

### **Insurance**

This must include 10 million employers' liability and 10 million public liability. The only exception is if you are a PHV/HCV/or have less than 5 employees, in this case you must submit public liability cover at 10 million and a letter addressed to the council stating that you do not need employers' liability cover or some form of broker confirmation.

### **Licence**

Please submit all the operators licences you hold – this could be Leicester City Council, Other Operators, HCV or PHV.

### **Environment**

This is usually one sentence to state that your vehicles are Euro 5 compliant and should be on your company's letter headed paper.

Please provide a list of all vehicles you intend to use for this contract and confirmation of compliance with the above (please include make, model and registration number).

### **Health & Safety**

This should be your company's health and safety policy/document. It must start with your statement of intent (committed to complying with H&S Act/Safety of employees/3rd parties across all areas of the business) and must include all the bullet points below:

- Internal reporting/recording processes
- Comprehensive vehicle safety checks/recorded
- Training (Manual Handling/Wheelchair clamping)
- Office areas subject of fire alarms/drills/clean and safe working areas

### **Business Continuity**

Please submit a clear and structured business continuity plan which includes all areas of your business, and must include what you would do in case of emergency and the following:

- Loss of staff
- Vehicles
- premises
- telephone
- IT etc
- Clear identification of responsibilities
- Reporting to the authority in good time

### **Data Protection & Information Governance**

This should be your company's data protection & information governance policy/document. You must include all the bullet points below:

- Detail of how data is kept secure
- Reference and compliance with Data Protection Act/GDPR
- How to respond to a Data Breach
- Reporting process for any Data Breach
- Evidence of Data Protection training for staff

•Please also submit a Cyber Essentials certificate/Acceptable equivalent (ISO 27001). The Provider is required to complete the Cyber Essentials certification. This is a government-backed scheme that will help Providers to protect their organisation against a range of the most common cyber-attacks. This is a requirement and the cost of this will be borne by the Provider. Here is the link to the government website -

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

### Quality Assurance

You need to submit a document which explains how you monitor Quality Assurance in the business in terms of:

- Staff performance
- Supervisions
- Processes for highlighting poor/good practice and
- how that is dealt with in developing quality.

Please explain in detail how staff are deemed competent in their role (link to training): please explain with reference to each of the training as a subtitle:

- Safeguarding
- Level 2 First Aid
- Dealing with spilt fluids
- NVQ Transporting children with SEN
- Child seat training
- Challenging behaviour

Specialist Training to comply with Order Form requirements

- Moving & Handling
- Epilepsy (Epi Pen etc.)

•A complaints policy/document/details of how complaints can be made/contact numbers/how complaints reported to the authority/How complaints can offer opportunities to learn and improve practice.

•A whistleblowing policy/document/details and how this can be reported

•A robust recruitment policy/document/details including DBS requirement and how to deal with any concerns identified through the DBS, please add all areas of training that you provide.

### Safeguarding

This should be your company's safeguarding policy/document and must include all the bullet points below:

- Clear pathways and processes for reporting safeguarding concerns
- Clear responsibilities of individuals making/receiving safeguarding concerns
- Evidence of training and awareness of the types of abuse:
  - ❖ Physical abuse
  - ❖ Sexual abuse
  - ❖ Psychological abuse
  - ❖ Financial or material abuse
  - ❖ Neglect and acts of omission
  - ❖ Discriminatory abuse

- ❖ Organisational abuse
  - ❖ Modern Slavery
  - ❖ Self-neglect
  - ❖ Domestic Abuse and Violence
- Reference to numbers/contacts for reporting to the Authority (Taxi compliance/Brokerage/Direct to care Management)
  - Reference and alignment in the policy to the Leicester Safeguarding Adults Board/Childrens Safeguarding Board and the Multi Agency Policies and Procedures. Information via <https://www.llradultsafeguarding.co.uk/contents/> and for Children via the link <https://llrscb.proceduresonline.com/index.htm>