

## Notes for Drivers

Please read these notes in order to help us deliver a more efficient service:

1. All minibuses are issued with a fuel card. Unless you have a contractual arrangement with Community Transport Waltham Forest (CTWF) you must refuel the vehicle after use and return it with **no less than half a tank**. When you have refuelled please write the amount in litres and the cost on your log sheet.
2. Please fully complete and sign your log sheet. It is a legal document.
3. If you are using the vehicle outside of office hours it is essential that you collect the vehicle keys and log sheet during office hours, which are 9am to 5pm Monday to Friday. Unfortunately keys cannot be collected outside of these hours.
4. When you return your vehicle please ensure that all the lights are turned off (it causes many problems if vehicles fail to start when a group is ready to use it the next day). Also ensure that the windows are closed and the vehicle is clean. We have a lot of problems on Monday mornings when vehicles which have been used over weekend are returned with dirty floors and seats. We do charge for cleaning if the vehicle is returned dirty, but would like to remind everyone that the vehicles are a community resource – please take pride in them and return them in the state you would like to receive them.
5. While in Low Hall Manor Business Park, please ensure that a high visibility vest is worn, as this is a Health and Safety Requirement by the Local Authority.
6. When you are driving the minibus between the hours of 6am - 8pm Monday to Saturday and 8am - 3pm Sundays the entrance and exit to our premises is through Argall Avenue trading estate. Any other time you are entitled to enter the depot by South Access Road.
7. CTWF has only one side in the car park. You must park to the **right hand side** of the yellow line. Please ask if you require clarification.
8. You must ensure that your MiDAS certificate and CTWF card are up to date. They are valid for four years from the issue date. When collecting a vehicle please ensure you have your driving licence and CTWF card with you.
9. If you would like to receive further driver training please let us know. At our Community Driving School we provide training in the following areas: MiDAS (Standard and Accessible), D1, Minibus Emergency Evacuation Procedures, Manual Handling and the Passenger Assistant Training Scheme (PATS).
10. If you have not received training in how to transport passengers in wheelchairs then you **must not** attempt to use the passenger lift or wheelchair restraint systems.
11. Please do not, under any circumstances, remove vehicle seats. If your group require seats removed for any reason please let the office staff know when making the booking.

**P.T.O**

12. When you are carrying bags, buggies, luggage etc, think carefully how these items are stored. It is illegal and unsafe to block gangways and exit points with loose items.

13. Inform us if you think there are any operational problems with the vehicle. Please write it on the log sheet and if you are very concerned that this is an urgent problem please ring us on 020 8521 0665. If you need to call out the breakdown/recovery company the details are in a blue folder in every vehicle as standard. If you need to have the vehicle recovered please have it taken to our repair garages:

- Non accessible minibuses to: Fairway Motors, 71 – 79 Chingford Mount Road, E4 8LU. Tel: 020 8531 8133.
- Accessible minibuses to: Burwells, E10 Enterprise Park, Argall Way, Leyton E10 7DQ. Tel: 020 8558 1368.

14. If you are involved in a road traffic accident please make sure you get all the details from the third parties involved, ensure you know the exact location where the incident took place, if there are any witnesses make sure you get their contact details and make a sketch of the area. There are helpful hints and reminders in the blue folder in the vehicle.

15. It is essential that you stick to your booking times because another group may be waiting to use the vehicle. After office hours the security team are informed by CTWF when you are expected to return so they can plan their schedule accordingly.

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