

Community Transport Waltham Forest

Quality Assurance Policy

Community Transport Waltham Forest is a registered Charity and Company Limited by Guarantee which has been established for more than 18 years. Our aim is to provide a sustainable group transport facility for local community groups, public and private sector clients. Quality is important to our organisation because we value our members and recognise the need to assure existing and potential customers of our commitment to providing quality services. We strive to provide our customers with the services which meet their expectations. We are aware of the time critical nature of our business and take all necessary steps to ensure our buses are ready on time and have undergone the necessary checks and preparation prior to hire.

This policy compliments our Complaints Procedure, Equal Opportunities Policy, Health and Safety Policy and Employee Policies contained in the staff handbook.

Our services include:

Group Hire of minibuses to our membership on a self drive basis or with driver.

Training for minibus drivers and passenger escorts.

A brokerage and vehicle purchase advice service for local groups.

We also deliver various contracts for the Local Authority (London Borough of Waltham Forest), Hackney Community transport, William Morris Day Care Centre, Crest and the Disability Resource Centre.

Our quality management system is based around the ISO 9001 framework. We have the following processes and procedures in place to ensure consistent delivery:

- The regular gathering of and monitoring of customer, and client feedback
- Dedicated risk assessments tailored to individual hire requirements.
- Our sub contractors, and suppliers are recognized in our industry and have necessary accreditations and qualifications.
- A training and development plan for management committee and staff
- Project management systems in place for special project delivery

We have the following processes and procedures in place to meet our policy of continuous improvement and customer satisfaction

- Regular management reviews
- Monitor performance of sub contractors
- Monitoring of Customer Complaints

Transport Operation

Systems and procedures are in place to ensure that customer requirements are met including:

- Promotion of the services offered by CTWF and the processes for booking transport services.
- Passenger needs are recorded and transferred to instructions given to driver
- Appropriate arrangements are in place to respond to emergency and other non recurring incidents including breakdowns, non availability of vehicles and excessive delays.

CTWF minibuses are legal, safe and operated in accordance with Section 19 permit

- A documented procedure exists and training is provided (Midas) before a new driver drives any vehicle and walk round checks in place
- A defect reporting system is in place enabling drivers to report any defects, reports are responded to and management decision taken before vehicle is used again, where necessary planned repairs are scheduled.
- All vehicles have valid Road Tax and MOTS are undertaken annually.
- All our vehicles are subject to a 60 day inspection all faults found are recorded and acted upon before the vehicle is used again.
- Passenger lifts fitted to our vehicles are subject to regular servicing and inspected by a competent person.

- BSOG claims are recorded and records kept.
- All vehicles and drivers are insured.

Our quality policy is available on our website and is also included in the employee handbook. We require all staff and management committee members to read the policy and embed the policy into their day to day work practices.

The Director is responsible for Quality Management but all employees are encouraged to be responsible for the quality of service that is within their direct responsibility.

The policy is reviewed annually, and its effectiveness is measured during our day to day monitoring of our work and any changes are made and communicated as necessary.

Signed.....

Dated

