

Transport Services for Voluntary and Community Groups

Affiliation Pack

Complete and send a signed hard copy with a cheque to us.

We are a Voluntary Organisation and Registered Charity funded by the London Borough of Richmond upon Thames and the Royal Borough of Kingston upon Thames. We also receive funding from other supporting charities.

Our aim is to provide high quality, low cost accessible transport services for charities, voluntary organisations, community groups, churches and schools based in the boroughs of Richmond and Kingston.

At present we have 22 minibuses (15 which are fully wheelchair accessible) to provide Transport Services for Community and Voluntary Organisations. We provide Minibus Driver Awareness Scheme (MiDAS) training and assessment, which must be undertaken by all drivers. Passenger Assistant (escort) Training (PATS) is also offered and advice on transport issues, such as running your own minibus.

Our address is:

**RaKAT Ltd
Richmond and Kingston Accessible Transport
North Kingston Centre
Richmond Road
Kingston upon Thames
SURREY KT2 5PE**

Telephone: **020 8481 0031** Fax: **020 8547 3389**

E-mail: **info@rakat.org.uk** Web address: **www.rakat.org.uk**

We can be contacted by telephone or in person at the above address at the following times only:

Monday	9am – 2.30pm
Tuesday	9am – 2.30pm
Wednesday	9am – 2.30pm
Thursday	9am – 2.30pm
Friday	9am – 2.30pm

ALL GROUPS wishing to make use of our services must affiliate

Registered Office: The Quadrant, 118 London Road, Kingston upon Thames, Surrey KT2 6QJ
Registered in England Company Registration No 4673954
Charity Registration No 1102302

How to affiliate

- Affiliations last for one year from the date you affiliate.

Who is eligible?

- Only bona fide community groups or voluntary organisations based in or benefiting the residents of either the London Borough Richmond or the Royal Borough Kingston can use our services.
- ***Our services must not be used for party political or commercial purposes.***
- If your group wishes to affiliate to this organisation, you must complete in full our affiliation and monitoring forms and return them complete with the appropriate fee. We also require validation of the address given for correspondence and invoices.
- Please note groups must affiliate individually. Any groups found to be allowing others to make use of our services under their affiliation will be automatically disqualified from using our services.

Please read all of the enclosed information and ensure that all relevant members of your group (drivers, escorts and staff) are familiar with the items relating to their use of our services, as failure to comply with our rules and regulations could render your group liable.

Charges for using our Transport Services.

Affiliation fees

- Each group must affiliate to us at an annual fee of £40.00.
For groups who will only make 3 or less bookings per year the fee is £20.00.
- The affiliation fee entitles your group to have one driver trained and assessed free of charge upon application as a volunteer driver.

Minibus Driver Awareness Scheme

- Initial (MiDAS) driver training and assessment will cost £40.00 per driver.
- Accessible mini bus training and assessment will cost £55.00 per driver.

Transport Service Charges

- There is a minimum daily charge of £16.00. This charge includes 20 miles of travel. Each subsequent mile is charged at a rate of 60p per mile. These charges are inclusive of fuel, insurance and VAT.

Fines for abuse of our systems

- Groups failing to observe any of our conditions as outlined in our printed conditions of use will incur a fine of £23.50.

Insurance excess

- Groups may be liable to payment of the insurance excess up to a maximum of £200.00. The decision of our management committee will be final.

Conditions of use

Bookings

- Transport Services can be booked up to three months in advance of your proposed use.
- Transport Services can be booked for a period of up to two weeks duration. For longer periods you must submit a letter of request for consideration by our management committee.
- Regular bookings are accepted but must be confirmed monthly in advance.
- Cancellations have to be made giving at least three working days notice, otherwise your group will be liable for the minimum daily charge in operation at the time.

Drivers

- ***Only drivers who have applied to become RaKAT Volunteer Drivers been trained and assessed by us or persons who hold a MiDAS certificate of competence and named on the log sheet are insured to drive our vehicles.***

Using the vehicles

- The log sheet is the hiring agreement and must be signed by an authorised member of your group before you use a vehicle. The log sheet must be completed by the volunteer driver at the end of your use of that vehicle.
- Having signed the log sheet your group is responsible for ensuring that the Transport hired is used only within our terms and conditions.

ANY FINES FOR TRAFFIC OFFENCES INCURRED DURING YOUR USE OF THE VEHICLE ARE THE RESPONSIBILITY OF YOUR GROUP.

- Transport Services may only be used during the period indicated on the log sheet. Failure to return it on time may inconvenience other users and may result in your group being disqualified from using our services.
- Vehicles must be cleaned out and left in a suitable condition for the next user.
- Vehicles must be left with at least a quarter of a tank of fuel.
- If you remove seating you must replace it before returning the vehicle.
- Log sheets, keys and other property of RaKAT must be returned immediately after use.
- Vehicles must not be used outside mainland Britain without prior consent of RaKAT.

Accidents

- Accidents (no matter how minor) must be reported to us during the first period that our office is open. Failure to do so may result in the drivers, group or both being banned from using the service.

Payments

- After affiliating all costs incurred by your group will be invoiced not more than 28 days after their generation.
- Invoices issued by us must be paid within 28 days of the invoice date. Failure to make payment within this period will result in your group being unable to make further bookings.

Using our group Transport Services

- Once you have affiliated then you can book and use the Transport Services in the following ways:
- Bookings can be made in person or by the phone during our office opening times only.
- Authorised members of your group can come to the office during our opening times to complete a log sheet / hiring agreement and collect the vehicle keys and anything else needed for the booking. This person must be familiar with the details of your booking and know who will be driving the vehicle.
- The keys may be collected up to a week in advance of your booking.
- **The vehicle must not be taken or returned later than the times stated on the log sheet.** Remember someone else will probably be waiting for the vehicle. We accept very few excuses for late returns.
- **The driver is legally responsible for the roadworthiness of the vehicle.** Drivers must complete the vehicle checks as detailed on the log sheet prior to starting any journey.
- **Do not use the vehicle if you consider it to be un-roadworthy.** Report it on the log sheet and leave a note on the vehicle itself. If you find a fault with a vehicle but consider it not serious so as to render the vehicle un-roadworthy or unsafe continue with your journey but report the fault on the log sheet. If a fault develops with the vehicle which renders it un-roadworthy, and you are able to return it back to RaKAT, under your own steam or with the assistance of the RAC. You must leave a note on the vehicle to prevent it being used by other drivers.
- **As soon as passengers have boarded all vehicle doors must be unlocked,** as they are deemed emergency exits. These and the gangways of the vehicle must not be obstructed by baggage etc.
- **Each passenger must have his or her own seat.** Everyone must be seated during the course of your journey. Please ensure that all passengers are wearing their **seat belts**, whilst the vehicle is in motion.
- **It is recommended that where an escort is required he/she should travel in the rear of the vehicle** to ensure that all safety issues are being strictly adhered to. You must ensure that the driver is not distracted in any way during the course of the journey, and that the passengers are doing nothing to endanger themselves or anyone else during the course of the journey.
- **An escort must never by their actions compromise the duty of care that the driver has.** Anyone that takes responsibility for the action of another has a duty of care to ensure that it is done safely.
- **In case you require fuel or oil during the course of your journey use the fuel card** which is accepted by 99% of filling stations. Please ensure that you fill the vehicle with the correct fuel as failure to do so can bring your journey to an abrupt end, and we will charge your group for any loss as a result. Keep the receipt of fuel/ oil purchase and return it to us with the completed log sheet.
- **Should you suffer a mechanical breakdown or be involved in an accident that requires assistance, the helpline card can be found in a pouch attached to the windscreen.** Ring the emergency phone number and give our policy/ membership No., which can be found on the reverse side of the card. Please have all the information at hand about the minibus and your passengers before you call.
- **Please do not try to repair any vehicle yourselves.** You are not allowed to sanction any repairs to our vehicles, other than those completed by the **breakdown service**. Do not even try to change a wheel with a puncture. Call the professionals.
- **On completion of your journey, follow the completion procedure set down in your MiDAS minibus driver handbook.** Leave the vehicle in a marked parking bay at the base. Make sure that you have removed all your belongings before locking the vehicle. Return the keys, fuel card, fully completed log sheet and any other materials provided by RaKAT. **If the office is closed, post the pouch with its content through our letterbox.**

Who can drive our vehicles?

Any member of your group can apply to be a voluntary driver providing they meet the following criteria:

- **Minibus drivers should be aged between 21 – 70 years.**
- **Drivers over 70 years will need to meet higher medical standards.** Contact RaKAT for further information.
- **Drivers must have held a full UK driving licence for at least two years,** with either AE or B or D1 entitlement.

Drivers with category B entitlement must.

1. Drive on behalf of a non commercial body for social purposes but not for hire or reward;
 2. Drive only on a voluntary basis.
 3. The minibus maximum weight is not more than 3.5 tonnes excluding any specialist equipment for carriage of disabled passengers. Maximum authorised mass and specialist equipment must not be more than 4.2 tonnes.
 4. When driving a minibus under the above conditions you may not receive any payment or consideration for doing so other than out of pocket expenses
 5. Tow any size trailer; you may only drive minibuses in this country.
- The driver must not have been banned from driving within the previous 10 years.
 - The driver should not have any medical condition, disability or dependence on medication that might affect his/her ability to drive.
 - **All drivers must first attend a MiDAS training session, and complete a driving assessment** to establish that they are confident and competent to drive larger vehicles safely. They will be trained in the legalities, codes of good practice and passenger awareness.
 - Drivers will be expected to produce their driving licence when asked by a member of staff, and are obliged to **inform us immediately of any changes in their driving or medical records.**
 - **The driver's licence should have no more than 3 penalty points,** and the driver should have no further prosecutions pending.
 - The paper counterpart **must** accompany the Photocard Driving Licence.
 - No driver will be able to complete the on road driving assessment without producing his or her Driving Licence. **Photocopies are not acceptable.**

All Driving Licences will be checked annually.

All drivers are working as a registered volunteer for Richmond and Kingston Accessible Transport

Volunteer Drivers

- **A volunteer driver must be offered reasonable expenses** at the beginning of your journey. Please check with us as to an appropriate amount.
- **You must ensure that a volunteer driver feels welcome within your group** and include them in your group's activity where possible.
- **Do not expect a volunteer driver to act as an escort for your group.** You should also provide a navigator so the driver can concentrate on driving you safely to and from your destination.
- It should be noted that **any parking fines** or, in the event of an accident, **our insurance excess, is your group's responsibility**, when using a volunteer driver.
- **We do not have any selection criteria for volunteer drivers** save that they will have applied to be a volunteer driver, attended our MiDAS training and passed showing a safe and competent standard of driving and passenger awareness and provided a reference.
- Richmond and Kingston Accessible Transport cannot guarantee to provide a driver, as all of our drivers are volunteers.
- ***If you have any spare time and would like to do some volunteer driving, then please make us aware. Volunteer drivers are always needed it can be a great deal of fun and very satisfying.***

Driving our vehicles

- ***When driving our vehicles please remember you have ultimate responsibility for the safety of our vehicle and a duty of care for your passengers.***
- **You must not drive if you have been drinking or take drugs.** It is illegal to drive whilst under the influence of alcohol, drugs or medicines.
- **You must not smoke when driving** or allow your passengers to smoke in our vehicle. We operate a no smoking policy in our office and in our minibuses.
- **Your main concern must be the safety and comfort of your passengers.** Remember your actions may have serious repercussions for them as well as other road users. There are also some people who are very nervous.
- **Apply the techniques of defensive driving** which MiDAS teaches. Treat all other drivers, pedestrians and situations with deep suspicion. Expect the unexpected.
- **Do not follow other traffic too closely.** Minibuses should be brought to a halt gently so leave plenty of space in which to stop. **It is always your fault if you run into something else from the rear.**
- **Take care when reversing and parking.** Check for hazards before you begin the manoeuvre. If possible ask someone to assist you.
- **Make sure that you use your mirrors at all times**, in normal driving and especially when manoeuvring.
- **Remember the width and height of the vehicle.** Minibuses are much wider and higher than cars. In all situations leave plenty of space between your vehicle and obstacles including parked vehicles, oncoming traffic, kerb, height barriers and low objects. **If in doubt stop and wait.**
- **Remember the length of your vehicle.** Minibuses are much longer than ordinary cars. Take care when taking corners. Make sure that the back end of the vehicle is swinging clear of all obstacles because the back wheels do not follow the path of the front wheels.
- **Do not brake, accelerate hard or take corners at speed.** These actions will cause discomfort to your passengers. ***There is no excuse for hitting anything that is stationary.***
- **If you are suffering from fatigue, stop and rest.** Do not make you and your passengers become a statistic.
- **Remember you are representing RaKAT when driving.**

Accidents

- **Should you be involved in an accident, do not panic.** Assess each situation, take account of the individual circumstances and follow the safest course of action.
- **Ensure that the passengers are not injured** and make sure they are taken to safety. If anyone is injured as a result of the accident then the police must be informed and ensure that the injured party receives expert medical attention.
- **The police must also be informed** if you suspect any one has been drinking or taking drugs.
- **Drivers of our vehicles must not accept or deny responsibility for the accident.**
- **Take the name and address of the other driver(s) involved.** The driver of our vehicle is legally required to provide their name and address to any other drivers involved. Make a note of the colour, make and registration number of all other vehicles involved.
- **Familiarise yourself with the position in the road of all vehicles involved** ensuring you know the exact location, with road names, where the accident took place. You will have to provide a sketch diagram of what took place for our insurers. Also take the name and address of any independent witnesses.
- **Give the driver of other vehicles involved our phone number** and office opening hours so they can get details of our insurers.
- **Make sure that the RAC recovers our vehicle and returns it to us.**
- **The driver of our vehicle must report the incident to us.** All the required information can be taken on our damage and accident guidelines form, which can be found on the reverse side of the log sheet. You will also need to complete an accident report form as soon as practicable.

Complaints Procedures

If you are in any way unhappy with the service that RaKAT or their staff provides, please write giving full details to the Project Manager, at the address given earlier. If the Project Manager cannot resolve the matter to your satisfaction it will be referred to the chair of the management committee.

If the chair of the management committee cannot resolve the issue then it will be referred to the next full management committee meeting. The decision of the management committee will be final.

You will be kept informed at all stages as to the progress of your complaint up to and including the final decision.

Equal Opportunities Statement

RaKAT is committed to ensuring that no person is discriminated against in the recruitment of its staff, volunteers or management committee, nor in their employment nor their involvement in the project. RaKAT is also committed to ensuring that no person is discriminated against in the provision of its service to its users.

We define discrimination as the deliberate or unintentional subordination of people on the grounds of their race, colour, nationality, gender, age, disability, sexual orientation, class, religious belief, marital status or income.

Environmental Policy Statement

Richmond & Kingston Accessible Transport will work towards improving the quality of the life of the present generation, but in ways which balance environmental, social and economic needs, without adversely affecting that of future generations.

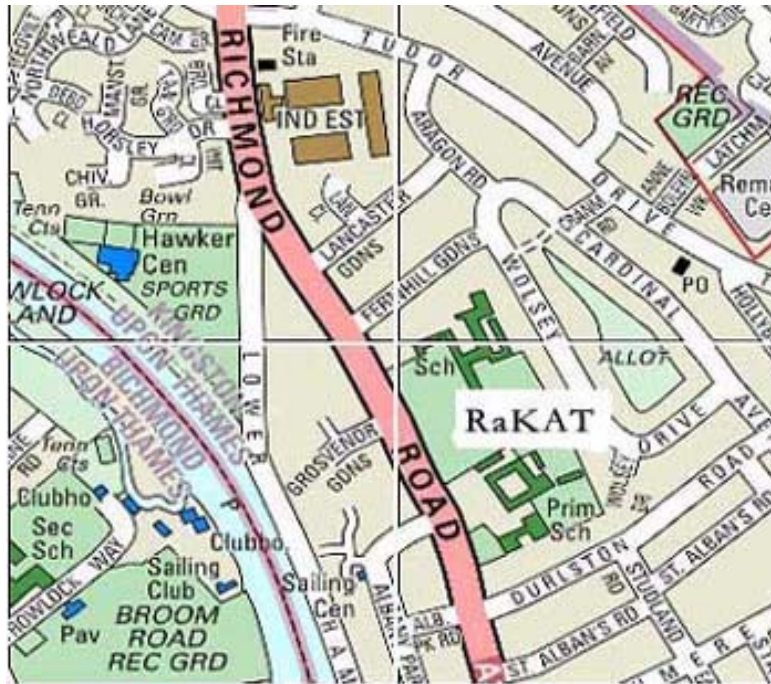
We will take all decisions giving due consideration to their environmental impact.

We will positively and enthusiastically encourage group transport, and by our own provision, reduce the use of private individual transport.

RaKAT Ltd Richmond and Kingston Accessible Transport

North Kingston Centre Richmond Road Kingston Surrey KT2 5PE

Richmond



Kingston

Getting to RaKAT

Bus

Route No 65 bus stops outside North Kingston Centre and there is an Esso petrol station opposite.

Parking

At rear of centre outside office in our minibus bays.

Trains

Nearest station Kingston or Richmond
Southwest trains, then 65 bus.

Underground

Richmond Station

RaKAT Ltd Vehicle Use Agreement

RaKAT (hereinafter called the 'Owner') hereby provides to the User(s) takes on use of the motor vehicle (herein called the 'Vehicle') subject to all terms and provisions of this agreement.

WHEREAS

1. RaKAT Ltd is a registered company and registered charity whose objects are, to provide relief to the inhabitants of Richmond and Kingston and it's environs who have need because of age, mental or physical disability, sensory impairment, or poverty, and in particular but not so as to limit the generality of the foregoing: to provide and maintain non-profit community transport services: and to assist the charitable work of the organisations and bodies engaged in promoting the relief of such persons through the provision of appropriate services.
2. In furtherance of these objects RaKAT Ltd operates vehicles, (each hereinafter referred to as the vehicle) and has instituted a scheme (hereinafter referred to as the scheme) whereby community groups in the above mentioned borough can use a vehicle provided they have affiliated to the scheme which requires payment of the appropriate fee. The vehicle(s) are covered by the Owner's insurance, (including passengers) and copy of the policy may be inspected at the owner's premises during the owner's normal office hours. The User agrees to comply with and be bound by all the terms and conditions of this policy, which hereinafter incorporated by the reference to the agreement.

THE USER HEREBY AGREES

1. That it is the User's responsibility to ensure that the vehicle check list as detailed on the log sheet is completed and that any damage to the vehicle resulting from a failure on the part of the User so to comply will be the responsibility of the User.
2. That the vehicle will not be used: A. For the carriage of passengers, for hire or reward. B. Knowingly for any unlawful purpose, C. To propel or tow any other vehicle or trailer without prior permission of the Owner. D. For racing pace making, reliability trials, speed testing or driving tuition, E. To carry a number of passengers and/or baggage, which would cause the vehicle to be overloaded, or in the case of a goods vehicle, a payload which exceeds the maximum payload and individual axle plated weights, F. By any person other than the user who signed this agreement or who has been nominated as a driver by the User and approved by the Owner. G. Outside mainland Britain without prior consent of the Owner. H. When the vehicle is other than a goods vehicle, for the carriage of any goods or baggage other than the hand baggage of the passengers carried.
3. The User expressly acknowledges personal liability to pay the owner on demand the daily and mileage charge computed at the rates specified for the time and the mileage covered by the vehicle from the commencement of the period of use until the vehicle is returned.
4. That the authorised driver is over 21 years of age and has held a current full UK driving licence for the last 2 years and meets all other driver licensing requirements for driving a minibus with permit set down by the Drivers Vehicle Licensing Agency (DVLA). Appendix with the DVLA requirements can be found in the Minibus Driver's Handbook (MiDAS) and in MCT drivers notes. Has no convictions or endorsements in respect of road traffic offences during the last three years and none in respect of drink or drug related offences in the last 10 years nor has had any "to blame" motor accidents for the past three years, and is considered medically fit to drive.

Continued on next page 5. That every accident

RaKAT Ltd Vehicle Use Agreement (continued)

5. That every accident, however minor, whilst the vehicle is in the care of the User involving any vehicle be reported at once to the Owner, with the log sheet damage/accident form filled in and an accident form to be completed within 4 days of the accident. **The User or any authorised driver will:** A. Obtain the name and address of all other drivers and, if possible, any witnesses, B make no admission of liability, C. Deliver to the Owner all summons, writs and documents received, D. Not aid or abet any claimant, but co-operate fully with the Owner and their insurance company in the investigation and defence of any claim.
6. That the User will return the vehicle with all tyres, tools and accessories in the same condition as when received, normal wear and tear excepted, to the Owner's address in the condition as stipulated in the Owners condition of use, immediately upon completion of the agreed period of use, or any agreed extension.
7. That the User or any authorised driver will in no way be deemed to be the agent, servant or employer of the Owner.
8. That the User will inform the Owner of any fault in the vehicle and will not use the vehicle whilst it is in an un-roadworthy condition.
9. That the User will be responsible for the excess damage fee in respect of claims made against the Owner's insurance arising out of any damage caused to the vehicle, or to any third party, whilst the bailment to the User continues to subsist, and for any amount above the excess in respect of any one claim for damage to any bridge, weigh-bridge, or viaduct or to any road or any surface or anything beneath by vibration or by the weight of such vehicle or load carried by such vehicle.
10. The Owner accepts no responsibility for any loss occasioned by the breakdown of the vehicle or from any other circumstances.
11. The Owner accepts no responsibility for delays resulting from the breakdown of the vehicle or from any other circumstances.
12. There is a maximum use period of 14 days, which can only be waived at the discretion of the management committee. The User should make no repairs or alterations to any vehicle and s/he do so the user will be responsible for any damage and subsequent repair arising out of this action.

ALL GROUPS MUST ABIDE BY THE ABOVE VEHICLE USE AGREEMENT

In case of an accident

If anyone is injured call the emergency services.

Witnesses name, addresses and phone number.

Note of vehicles involved, registration number, insurance details, diagram of incident

Diagram of incident

All drivers have a duty of care to report the accident to the Police within 24 hours, and inform RaKAT Ltd asap.

Actual details required will be on the log sheet.

Application for Membership and Affiliation.

1. Group Name
2. Contact Name
3. Address for all correspondence, including invoices.
.....
.....
4. Phone No.
5. Mobile No.
6. e-Mail

We are a bona fide Community Group, and having read all the conditions of membership to and usage of

RaKAT Ltd Richmond and Kingston Accessible Transport
North Kingston Centre Richmond Road Kingston Surrey KT2 5PE

and agree to abide by these conditions.

We wish to apply for membership of the above named Company, pursuant to Article 7 in the Articles of Association of the Company.

We agree to pay up to the sum of £1.00 to contribute to the assets of the Company in the event that the Company is ever wound up, as set out in 8 of the Company's Memorandum of

Name Position
(Please print)

Signed Date

For office use: Date received Amount £40 / £20
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Please note: All sections of this application together with the monitoring form must be completed before your affiliation to the project will be accepted. This form will **not** be processed if a cheque is not enclosed.

Registered Office: The Quadrant 118 London Road Kingston upon Thames Surrey KT2 6QJ
Registered in England Company Registration No 4673954
Charity Registration No 1102302 Association.

RaKAT Monitoring Form

Name of group

What is the main aim of your organisation?

How many members does your group make provision for?

How many of your members reside in: Richmond

Kingston

For what purpose/s will your group make use of our vehicles:

Recreation

Cultural

Educational

Community Care

Other

How many bookings do you estimate your group will require during the year?

Of your membership please estimate the percentage coming from the following -

Ethnic backgrounds?

Age range?

Black	
Asian	
White English	
White European	
Other (please specify)	

0 – 5 years	
5 -18 years	
18 - 60 years	
60 - 70 years	
70+ years	

Of your membership please estimate the percentage who are Male

Female

Coming from low income households?

Have any form of disability?

RaKAT is committed to developing and pursuing positive policies to promote equal opportunities and is determined that its facilities and services are accessible to all persons living within The London Borough of Richmond and the Royal Borough of Kingston, irrespective of their ethnic origin, sex, age, disability, sexual orientation, class or ability to pay. The following questions about your group and its members will help us to ensure that our services meet the needs of all parts of the community. The information you provide will be treated strictly in confidence.