

# Hartley Wintney Parish Council – Community Bus Charter

## Our Aim

Is to provide a high quality passenger focused service, which promotes and encourages inclusion, independence, opportunity & achievement and tackles disadvantage.

## Our Standards

- All transport provided will comply with current Health & Safety legislation.
- All vehicle documentation will be regularly checked.
- All drivers will hold an acceptable clearance from the Disclosure and Barring Service, complete the Minibus Driver Awareness Scheme training and have their driving licence verified with the DVLA.
- All passengers and their relatives/carers will be treated with dignity & respect.
- All service performance will be monitored.
- All information provided will be managed in accordance with the Data Protection Act 2018.

## Our Procedures

- To provide a risk assessment for all new door to door passengers and ensure they are updated.
- To consider individual passenger needs and consult passengers as appropriate.
- To provide detailed route/contact information for all passengers.
- To inform all passengers as appropriate of any significant change or delay to the service.
- To provide a punctual service – except in exceptional circumstances within 10 minutes of the designated time.
- To regularly monitor service provision.
- To investigate and provide a written response to all complaints within 28 calendar days.

## Passenger Satisfaction

Should you wish to make any comments or complaints about the service we provide you can do so by telephoning 01252 847912.

In writing to: Hartley Wintney Community Bus  
1<sup>st</sup> Floor, Appleton Hall  
West Green Road  
Hartley Wintney  
RG27 8RQ  
Email: [communitybus@hartleywintney.org.uk](mailto:communitybus@hartleywintney.org.uk)

## Additional Information

For further information, please contact the Executive Clerk or the Chairman of the Policy Committee.

## Amendment Record

Version 1: May 2013  
Version 2: Reviewed by Policy Committee – 8<sup>th</sup> October 2018  
Adopted by Full Council – 5<sup>th</sup> November 2018