

Dear Sir/Madam

Thank you for your Freedom of Information request concerning Arriva contract.

**I should be grateful if you would send me a hard copy of the new Arriva contract.**

The Trust is unable to provide a copy of the contract as it contains financial and patient's specific information as such would be exempt under section 43 as well as section 40 of the Freedom of Information Act 2000.

I have provided clips of the contract whereby information described above is not contained below.

If you have any queries about this response please contact the information governance manager at [foi@homerton.nhs.uk](mailto:foi@homerton.nhs.uk), in the first instance. If, following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) to take them further.

#### Copyright Statement

The material provided is subject to the HUHFT's copyright unless otherwise indicated. Unless expressly indicated on the material to the contrary, it may be reproduced free of charge in any format or medium, provided it is reproduced accurately and not used in a misleading manner. Where any of the copyright items are being re-published or copied to others, you must identify the source of the material and acknowledge the copyright status. Permission to reproduce material does not extend to any material accessed through the Publication Scheme that is the copyright of third parties. You must obtain authorisation to reproduce such material from the copyright holders concerned.

Yours sincerely

James Cook  
Information Governance Administrator

Mike Dunne  
Information Governance Manager/Deputy Calidcott Guardian

Performance Standards / Quality Requirements (as applicable)	1. STAFF
Quality Requirement	1.1 All staff to receive comprehensive training as specified within the contract and to include mandatory Authority training. Training plans and training records must be kept up to date and available for inspection.
Quality Requirement	1.2 All new staff must receive Authority induction training within 4 weeks of starting work.
Quality Requirement	1.3 Staff training plans will be submitted to the Authority monthly, by no later than the 26 <sup>th</sup> of each month
Quality Requirement	1.4 Driving licences must be checked every 6 months and a full report submitted to the Authorised Officer for the Authority.
Quality Requirement	1.5 All staff are in possession of enhanced CRB check and passed in accordance with the Authority Policies.
Quality Requirement	1.6 All staff must be respectful to the privacy, dignity and religious cultural beliefs of the patient. Any concerns regarding this should be reported to the Contract Manager immediately.
Quality Requirement	1.7 The Contractor will provide a customer focused service, ensuring that their

	staff enhance the patient journey
Quality Requirement	1.8 All staff must abide by the confidentiality of any information relating to the Authority or its patients.
Quality Requirement	1.9 The contractor will provide its staff with a full uniform, which must be worn at all times, together with an identification badge. Staff to display a high standard of dress and hygiene and attain professional health clearance prior to engagement in service delivery.
Quality Requirement	1.10 Staff are not permitted to be under the influence of drink or drugs whilst on duty. Smoking is not permitted on Authority grounds or entrances.
Quality Requirement	1.11 All staff will adhere to the recommendations made within the Specification for cleaning vehicles and equipment. The contractor will work with the Authority Infection Control team to ensure local protocols are agreed.
Quality Requirement	1.12 Staff must be of good character and sympathetic to the need of the patients. They will be expected to behave in a reasonable and polite manner towards patients, the general public and Authority staff.
Quality Requirement	1.13 The contractor shall employ a sufficient number of trained and competent

	staff. Cover for all types of leave must be built in.
Quality Requirement	1.14 All staff must comply with all instructions from the Authority's staff in respect of Authority Policies.
Quality Requirement	1.15 Personnel working on this contract should be allocated on a permanent basis for the duration of the contract to ensure continuity.
Quality Requirement	1.16 Reception staff will assist, reassure and communicate with patients to put them at ease. Reception staff must be fully trained in Customer Services and promote a friendly, cheerful environment.
Quality Requirement	1.17 The contractor shall provide an organisational structure identifying, lines of accountability, on site or local service manager, contract and/or quality assurance manager.
Quality Requirement	1.18 The contractor shall provide a sufficient management presence to ensure that staff are adequately managed to properly perform their duties. Cover for all types of leave must be in- built.
Quality Requirement	1.19 The contractor shall ensure that a patient manager is nominated who is empowered to act on behalf of the contractor. The patient transport

	manager or his/her deputy will be available 24/7.
<b>Performance Standards / Quality Requirements (as applicable)</b>	<b>2. VEHICLES</b>
Quality Requirement	2.1 Vehicles to comply with all standards set out in the contract, i.e. clean, safe, sufficient and suitable. The contractor shall supply sufficient and suitable dedicated vehicles and ensure all eventualities are covered i.e. breakdown, accident.
Quality Requirement	2.2 Vehicles, equipment and disposable items must be provided by the Contractor.
Quality Requirement	2.3 No vehicle will be more than 5 years old at any time during the life of the contract. All vehicles must be new at the start of the contract & comply with British Safety Standards.
Quality Requirement	2.4 The Contractor will check all vehicles for defects and maintain a vehicle check and defect report.
Quality Requirement	2.5 The Contractor to provide an NHS Sustainability development performance report including carbon footprint to be reviewed quarterly.
Quality Requirement	2.6 Vehicles used for the transport of patients must meet all the relevant EC and UK legislation.
Quality	2.7 All vehicles must

Requirement	be equipped with the fittings agreed in the contract.
Quality Requirement	2.8 The vehicle interior shall be of a clean and tidy appearance with no damaged upholstery. The exterior will be kept clean at all times. Specific cleaning procedures, as detailed in the contract, must be undertaken and monitored.
Quality Requirement	2.9 Vehicle mileage to be recorded daily, accidents and incidents to be recorded and reported.
Quality Requirement	2.10 Vehicles will be driven in a manner conducive to patient safety and comfort.
Quality Requirement	2.11 All vehicles to park in designated areas to off load and load patients. Vehicles must be parked in the designated ambulance area when not loading or unloading.
Quality Requirement	2.12 Vehicles will be available for special requirements: incubators, child requirements, bariatric patients, and High Dependency patients.
<b>Performance Standards / Quality Requirements (as applicable)</b>	<b>3. MONITORING</b>
Quality Requirement	3.1 In addition to punctuality standards, the Authority will agree a schedule of quality monitoring and reporting. To include:

	Patient surveys, Risk assessments Number of crew and vehicles on the road each operational day. Complaints and compliments Incident Reports Vehicle cleanliness Staff – clean and smart with ID badge Training Records
Quality Requirement	3.2 Quality standards agreed within the contract are to be reported monthly.
Quality Requirement	3.3 Establish a proactive customer relations policy in order to: <ul style="list-style-type: none"> <li>▪ Eliminate abuse of the system</li> <li>▪ Encourage proper use of the criteria by service users within the Authority.</li> <li>▪ Work with the Authority to reduce patient journeys</li> <li>▪ Identify ways to reduce aborted/lost journeys.</li> </ul>
Performance Standard	3.4 A two manned vehicle to be available 24 hours a day, 365/7 days, for A & E & ward transfers and discharges. Requests must be accommodated within one hour (90 mins) of booking.
Quality Requirement	3.5 The Contractor to demonstrate that patient, public and staff views are recorded and where appropriate, have shaped the decisions and service delivery of the organisation.
Performance Standard	3.6 Patients should not arrive more than 45 minutes before



	their appointment and not after their appointment time, with the exception of cases for which exceptions are made due to unforeseen circumstances i.e road accidents, road closures, adverse weather etc.
Quality Requirement	3.7 Out of hours the Contractor will provide a call forward system to enable out of hours requests or problems to be dealt with.
Quality Requirement	3.8 The contractor shall supply and maintain a suitable computerised system for booking, scheduling and controlling the patient transport workload.
Quality Requirement	3.9 The computerised system must be able to produce reports as specified by the Authority.
Quality Requirement	3.10 All reports submitted to the Authority must be accurate and delivered in the agreed timeframe.
Quality Requirement	3.11 Any equipment used by the contractor must meet all national and international standards and will not interfere with other communication and computer systems currently in use by the Authority.
Quality Requirement	3.12 Major incident and contingency plans to be updated regularly and made available to the Authority.
Quality Requirement	3.13 Apart from adverse weather conditions the

	contractor will not be expected to cancel patient journeys.
Quality Requirement	3.14 All incidents must be recorded in the correct format and quality, immediately following the incident. A report must be submitted to the Authorised Officer of the Authority.
Quality Requirement	3.15 Complaints and Incidents will be responded to on the Incident Form within seven operational days.
<b>Performance Standards / Quality Requirements (as applicable)</b>	<b>4. ARRIVALS</b>
Performance Standard	4.1 90% of patients to arrive at facility not earlier than 45 minutes and not later than 10 minutes prior to appointment time.
Performance Standard	4.2 100% of patients to arrive at facility not earlier than 60 minutes and not later than 0 minutes prior to appointment.
<b>Performance Standards / Quality Requirements (as applicable)</b>	<b>5. DEPARTURES</b>
Performance Standard	4.3 90% of patients to depart facility not later than 30 minutes after notified of readiness for outbound journey
Performance Standard	100% of patients to depart facility not later than 45 minutes after arrival in waiting room.
<b>Performance</b>	

<b>Standards / Quality Requirements (as applicable)</b>	<b>6. TIME ON VEHICLE</b>
Performance Standard	6.1 100% of patients within Local zones shall not spend more than 60minutes on vehicle from pick-up time to time of delivery.
<b>Standards / Quality Requirements (as applicable)</b>	<b>Performance Standards</b>
	<b>7. HOME ASSESSMENT VISITS</b>
Performance Standard	7.1 Departures from ward: 100% of patients and Authority escorts to depart facility not later than 30 mins from notification of readiness for outbound journey
Performance Standard	7.2 Return to ward: 100% of patients and Authority escorts to be collected not later than 30 mins from notification of readiness to return to ward