Harborough Community Bus (HCB)

Operations Manual

A reference guide for volunteers and users.

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Garage on Coventry Road, Market Harborough
(Rear of Rosewood Manor Care Home)

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1. Foreword.

HCB is a charitable transport service supporting community groups, and individuals who are less able to get out, with accessible, affordable minibuses.

I am very proud to be the Chair of trustees for HCB, because of both the service provided, and because we are all volunteers. I never tire of saying thank you to those volunteers who put in many hours driving and support the behind-the-scenes activities to keep the minibuses going.

But it is those same volunteers who have all the knowledge and understanding of what is needed and how things work. This handbook has therefore been designed to bring all that knowledge together (including references to relevant law and regulations), for reference by existing and future volunteers and users.

John Feavyour QPM
Chair of trustees
July 2022

2. Introduction.

This Operations Manual has been developed to provide an easy-to-use reference guide to the Operations of our Charity.

We provide three levels of detail to summarise and simplify explanation:

a. Initially, an overview to the key facets of our operation. This includes statements about our constitution, members, drivers, and trustees. It also provides a list of officers and the roles they undertake.
b. Then, our policy statements and procedures
c. Finally, an appendix to provide additional detail for some of our operations

3. Constitution / Governance.

Registered Charity and Section 19 Permit.

HCB is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission, number 1167030. We have a group of trustees who must manage the Charity according with our constitution, which states:

The object of HCB is the provision of a charitable transport service for community groups from the Market Harborough area, or individuals living in that area, who are in need of such a service because of age, sickness, disability or poverty.

Residents groups, church groups, youth organisations, disabled groups and individuals, care homes, schools and groups for walking, crafting, bowls, and more use HCB. Membership is free but necessary as HCB is not a traditional bus service and cannot carry non-members.

The full constitution includes all the details of how trustees make decisions and the rules under which they must operate. Trustees meet four times a year and their minutes, as well as the constitution are published on the HCB website http://harboroughcommunitybus.co.uk/documents/

Normally, an organisation operating in Great Britain that accepts any sort of payment for providing transport to passengers must hold either a ‘bus’ licence or a private hire vehicle licence.

Section 19 of the Transport Act 1985 allow organisations that operate in GB without a view to profit to have a permit which exempts them from the need to hold a ‘bus’ licence when providing transport for a charge.

HCB operates with a Section19 permit. The regulations also set out the safety requirements for operating minibuses and the requirements for volunteer drivers. These matters are included in this handbook either directly or by reference to appropriate guidance.

4. Members.

We provide minibus services in and around the Market Harborough area. To use our services, users must join us as a member of HCB, or be a participant of a member group. Members can join as either individuals or groups.

Groups can become members if they:

a. Are a community group or
b. Need transport because of age, sickness, disability, or poverty
c. Examples of our members and the transport they receive include:

i. Residents' groups meeting once a month travelling to local pubs for lunch etc.
ii. Church groups meeting weekly for social events
iii. Youth organisations for regular events
iv. Disabled group to a weekly club night
v. Day trips to local towns or garden centres
vi. Groups for walking, crafting, bowls, commemoration services
vii. School activity and training groups

It is very easy to join and become a member. In addition, groups who regularly use our service will be provided with a co-ordinator who provides a single point of contact to manage their requirements.

5. Drivers.

We are a charity run entirely by volunteers.

We run the minibuses because we want to help people locally who would otherwise have some difficulty getting out. We are not carers, but we do care, and we take whatever time is needed to help our users in whatever way we can.

Our volunteer drivers come from a wide range of backgrounds and give as much of their time to support our operations, as it is convenient to do. We are always looking for new drivers and use a variety of methods to find them including local recruitment fairs, local radio, ad hoc advertising and word of mouth.

If you know someone who might be interested in either becoming a member or driver please get in contact for more details.

6. Trustees.

Trustees meet quarterly to manage our charity. Trustee meetings are open to all drivers and other volunteers but responsibility for decisions is a matter for the trustees themselves.

The role of trustees of any charity is set out by the Charity Commission to make sure that the charity is run according to its constitution. Our constitution is described in section (3) in this manual and the trustees' six main duties are to:

i. Ensure our charity is carrying out its purposes for the public benefit
ii. Comply with our charity's governing document and the law
iii. Act in our charity's best interests
iv. Manage our charity's resources responsibly
v. Act with reasonable care and skill
vi. Ensure our charity is accountable

These duties as prescribed by the Charity Commission are set out in full at appendix (a) in this manual.

Trustees are appointed for a fixed term of three years after which they may be reappointed. Appointments are made by the remaining trustees.

7. Officers and Assistants.

a. Chair of trustees.

Our Chair of trustees is elected from the pool of trustees. The role of Chair is to lead and manage all the volunteers to provide our charitable transport service in line with the legislation and guidance in place to ensure the safety of everyone concerned.

Our Chair of trustees has the following key responsibilities:

i. Chair meetings of the trustees
ii. Coordinate work of the officers and assistants
iii. Charity governance
iv. Strategic planning
v. Liaison with key stakeholders

vi. Single point of contact for contact between HCB and the management of Rosewood Manor
vii. Coordinating the work of the officers and assistants means understanding what their roles are, and using the skills and time that volunteers are able to give.
viii. Charity governance means the Chair of trustees giving advice, or if necessary obtaining expert advice on all matters of policy such as licensing or safeguarding.

b. **Chief Coordinator**

Our Chief Coordinator organises how three minibuses, dozens of volunteer drivers, and hundreds of journeys per year, all come together to ensure we can offer the best service to our members.

Our Chief Coordinator has the following key responsibilities:

i. Receives and manages all requests for forward journey bookings from members, Member Coordinators and volunteers
ii. Advises on safe passenger numbers including any supporting equipment required and that appropriate levels of passenger carer support is available when required
iii. Keeps the online diary up to date
iv. Calculates cost for journeys using the current Rate Calculation Mechanism (See Section 8f) and advises members and volunteers (including discounts if appropriate)
v. Allocates minibuses and ensures current and forward bookings have appropriate drivers *allocated. (*Often involves a driver 'round robin' Email support request)
vi. Develops a strategic forward capacity planning view
vii. Routinely reports to the trustee meeting

The key tool used by the Chief Coordinator to manage Member bookings is our online diary. This diary provides details of when the minibuses are booked out, which Member is using the bus, brief details of the journey, the driver(s), and cost.

The diary, http://harboroughcommunitybus.co.uk/diary/ is online and open for anyone to view and complies with data protection guidelines (see section 8h).

c. Member Coordinators.

Members who regularly book our services are allocated a single point of contact to manage their requirements drawn from the pool of volunteer drivers (a Member Coordinator).

Our Member Coordinators work hand in hand with the Chief Coordinator with responsibilities for:

i. Confirming member requirements, passenger numbers, and any additional support requirements
ii. Establishing, briefing and managing a pool of volunteer drivers and establishing a driver rota to cover member bookings
iii. Calculating and confirming journey pricing to the members and Chief Coordinator using the Rate Calculating Mechanism (See section 8f).
iv. Finalising bookings, drivers and cost with the Chief Coordinator for uploading onto the online diary

d. Driving Licence Officer.

Our Driving Licence Officer ensures that all volunteer drivers have the appropriate licence to drive our minibuses and that volunteers provide annual declarations as to any accidents or claims which would affect our insurance cover.

Our Driving Licence Officer has the following key responsibilities:

i. Check the driving licence details provided by new volunteer drivers with the record held by DVLA
ii. Advise new drivers of the result of this check and which minibuses they are entitled to drive
iii. Create and maintain a driving licence record for each driver
iv. Annual vehicle and garage insurance renewal
v. Advise our insurers of any convictions and obtain annual declarations from our drivers as to any changes to any of these
vi. Accident reporting

e. Training Officer.

Our Training Officer, arranges, delivers or oversees training and is responsible for all routine reporting to the trustees on training issues.

We are committed to ensure the safety of our members, volunteer drivers and the road using public as a whole.

Our Training Officer has the following key responsibilities:

i. Has Minibus Driver Awareness Scheme (MiDAS) accreditation
ii. Arranges and delivers or oversees all driver training
iii. Maintains driver training records
iv. Routinely reports to trustees meetings
v. Updates drivers on any urgent training and safety advice
vi. Arranges ad-hoc specialist training when required

MiDAS is a national minibus driver-training scheme, which provides advice and guidance for minibus drivers and their assistants. Our charity relies on the voluntary nature of our drivers, but we still aspire to the levels of safety mandated to professional drivers.

Further details about our training are attached at appendix (b) in this manual.

f. Finance Officer

Our Finance Officer manages the payments and income of our charity as well as preparation of financial reports and liaison with our independent examiner.

Our Finance Officer has the following key responsibilities:

i. Member invoicing for journeys made
ii. Donations other than Member charges
iii. Banking
iv. Payments for fuel, maintenance, and other costs
v. Department for Transport Bus Operators Grant
vi. Reporting

Further details about our financial management are attached at appendix (c) in this manual.

g. Vehicles Officer

Our Vehicles Officer is our fleet manager. Although we currently operate only three accessible minibuses, they must be checked, maintained, and serviced according to Department for Transport safety guidance.

The minibuses are kept at our garage on Coventry Road, Market Harborough. We have access to the garage across the curtilage of Rosewood Manor care home.

Our Vehicles Officer has the following key responsibilities:

i. Vehicle safety checks (monthly, 10-week checks, MOT)
ii. Vehicle logbooks
iii. Vehicle equipment
iv. General maintenance
v. Repairs and breakdowns
vi. Fuelling
vii. Garage fabric including clearing out of the gutters
viii. Maintenance of the roller shutter doors

Further details about our fleet management are attached at appendix (d) in this manual.

h. **Committee Secretary**

The attendance at trustee meetings, decisions taken and, where appropriate, reasons for those decisions must be recorded accordingly.

Our Committee Secretary has the following key responsibilities:

i. Liaise with the Chair of trustees about agendas and papers
ii. Arrange meeting venues and notify trustees accordingly
iii. Issue meeting agenda and notes
iv. Take notes, prepare, and issue minutes
v. Liaise with trustees about actions arising from meetings

8. Policies and Procedures.

a. **Safeguarding statement.**

We fully support the expectations of the Charity Commission to;

i. Provide a safe and trusted environment. We understand that safeguarding involves a duty of care to everyone who comes into contact with the Charity, not just vulnerable beneficiaries like children and young people.

ii. Set an organisational culture that prioritises safeguarding, so it is safe for people to report incidents and concerns in the knowledge they will be dealt with appropriately.

iii. Have adequate safeguarding policies, procedures, and measures to protect people and make sure these are made public, reviewed regularly and kept up to date.

iv. Handle incidents as they arise. Report them to the relevant authorities including the Police and the Charity Commission. Learn from these mistakes and put in place the relevant mechanisms to prevent them happening again.

v. Safeguarding of children and vulnerable adults:

The community transport service provided by HCB falls short of regulated activity but nevertheless does include the transport of children and vulnerable adults such as school pupils and care home residents.

While our volunteers are not subject to DBS checks, new drivers are subject to a personal interview with an officer on recruitment and the trustees have put in place operating procedures to reinforce their commitment to safeguarding as follows:

1. School children will only be transported if accompanied by a teacher or other appropriate adult
2. Youth group children such as scouts will only be transported if accompanied by a leader or other appropriate adult; unless the volunteer driver is

themselves a leader and has been vetted by the youth group concerned

3. Adult care home residents will only be transported if accompanied by a carer
4. Vulnerable adults with learning disabilities will only be transported if accompanied by a chaperone
5. Ratios of carers to passengers including children and/or vulnerable adults should be determined by the user groups and in accordance with their own good practices

vi. From time to time a second driver will accompany the driver to assist with passenger loading and unloading, to learn the 'route' and to act as an additional support.

We recognise that there might be occasions when volunteer drivers hear or otherwise witness behaviour which could raise concerns about harm, abuse, or neglect.

In these cases, the driver will contact the Chair of trustees or another Officer as soon as possible for further advice.

vii. In the case of immediate danger, our volunteer drivers will contact the emergency services without delay.

viii. The role of our Chair of trustees or other Officers is to listen to the circumstances without having any identities revealed and then to signpost our driver concerned to a statutory agency if appropriate.

ix. We will not record or store any personal information in such circumstances.

b. Anti-bullying statement.

Bullying is behaviour by an individual or group, repeated over time, that intentionally or unintentionally hurts another individual or group either physically or emotionally. It often involves an imbalance of power between the perpetrator and the victim.

We will not tolerate bullying in any form and particularly where it is targeted at age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex,

or sexual orientation.

All of our volunteers are committed to treat others as they would wish to be treated - fairly, with dignity and without discrimination. Volunteers who feel that they have been bullied or who have witnessed others being bullied are encouraged to tell an Officer or any other Trustee that they feel comfortable with.

Trustees are committed to listen to all feedback and to take positive steps to record and resolve whatever concerns are described.

c. **Volunteers – Code of Conduct.**

Our volunteers give their time freely, and often want to go the 'extra mile' in supporting our members, however volunteers have a duty to ensure that any extra support given to passengers outside of their volunteering role is safe and sensible.

We cannot protect volunteers from potential allegations or criminal proceedings where a volunteer operates outside of their assigned voluntary agreement with the Charity.

We advise all volunteers not to;

i. Act outside of the agreed volunteer role by undertaking duties that fall outside of agreed parameters
ii. Not to share personal information with member passengers, including phone numbers and addresses
iii. Not to develop friendships with members which may jeopardize the volunteer role
iv. Not to visit the home of members unaccompanied.
v. Not to deliver social care support to members, including lifting, medical advice, care or specialist advice or support

d. **Health and Safety Statement.**

We recognise that the health, safety and welfare of all volunteers when carrying out our organisation's business is primarily the responsibility of HCB.

In addition, a duty of care extends to other persons while they are accessing services or affected by our organisation's activities.

To achieve this effectively, we will provide through the use of risk

based assessments, so far as is reasonably practicable:

i. Safe premises, plant and systems of work
ii. Fire assessments and first aid requirements in achieving a safe working space
iii. Safe methods of issuing, handling, storage and transporting of articles and substances.
iv. Information, instruction, training and supervision
v. Safe working environments
vi. Safe access to and egress from a place of work and procedures for evacuation in case of emergency
vii. Identified individuals with responsibility for health and safety management and advice.
viii. We will provide, so far as is reasonably practicable, safe working arrangements and written systems to effectively cover all aspects of health, safety and welfare.

We recognise that the Health and Safety Policy will be successful only if everyone is responsible and takes all reasonable care for the health and safety of themselves and of other persons (including non-volunteers) who may be affected by their acts or omissions at work.

Volunteers must co-operate with all health and safety practices, policies and procedures and report to the Chair of trustees or an Officer any unsafe practices or procedures and anything liable to, or with the potential to cause harm, injury or damage.

We are committed to comply with all HSE, (Health and Safety Executive) recording and reporting requirements in line with RIDDOR, (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

e. Lone Working Statement.

Lone workers as defined by the HSE are, “those who work by themselves without close or direct supervision.”

We have a duty of care to ensure the health, safety, and welfare of our volunteers, as it is also the volunteer’s responsibility to take reasonable care of themselves and others who could be affected by their work activity.

We are committed to devising a safe system of work ensuring that a suitable and sufficient risk assessment for volunteers can be carried out for Lone Working duties.

Volunteers will never be asked to carry out Lone Working duties where work entails building control, vulnerable adults, children and young people or community development.

Volunteers will never be asked to carry key holding duties or security responsibilities within the organisation.

f. **Rate Calculation Mechanism.**

Charges made to members for using a minibus are kept as low as possible to enable us to cover our operating costs.

Our charges to members for the services provided are detailed on the table below;

Details of Journey	Charges
Local pickup and return in and around Market Harborough with a total mileage of 25 miles or less	Fixed fee
Pick up and return in excess of 25 miles	Price per mile

Only one of the fixed fee or the price per mile are charged. For example, a booking that involves eight miles will incur the fixed fee; a booking covering a return trip of 46 miles will incur a cost of 46 times the price per mile.

The trustees keep the fixed fee and the price per mile under review to ensure they cover the current price of fuel, insurance, and maintenance. The current fixed fee and price per mile charges are available on our website.

Our charges may be varied at the discretion of the Chief Coordinator / Member Coordinators for Members who have a regular schedule of trips. Members who are 'in need' can also be subsidised from our benevolent fund.

To ensure consistency, any discounts must be agreed in advance with the Chief Coordinator before being applied or offered to Members.

g. **Delegation of Authority**

Capital expenditure (new vehicles or building changes to the garage) is authorised at one of the trustees' meetings. Regular safety checks and maintenance costs are authorised as part of the necessary expenditure of our charity. Routine fueling costs are covered through an account with a local garage.

From time to time, consideration has to be given to spending which is urgent or otherwise expedient to do without having to seek approval at a trustees' meeting. The following delegated authorities apply allowing expenditure without further approval:

i. For necessary fueling if the vehicle is away from Market Harborough, or the usual garage is not available: **Any driver** may pay to refuel and claim back the full cost on production of a receipt
ii. Expenditure for the safety of a passenger such as the need to hire a taxi if a minibus breaks down and a taxi is necessary: **Any driver** may authorise on behalf of our charity, or pay the bill and claim back the full cost on production of a receipt
iii. Costs of up to £250 for repairs related to the safe operation of a vehicle can be authorised by our **Vehicles Officer**, or such costs up to £1,000 can be authorised by our Vehicles Officer with the agreement of our Chair of trustees or Chief Coordinator
iv. **Any officer** can approve expenditure of up to £100 for ad-hoc items or up to £250 for such items with the agreement of our Chair of trustees or Chief Coordinator

Any such expenses should be notified to the Finance Officer at the earliest opportunity.

h. **Data Protection Policy**.

We are committed to protecting and respecting your privacy and security. Any personal information provided by members and volunteers will be treated in accordance with current data protection legislation.

We will not share your details with any other organisation unless there are immediate concerns about potential abuse or physical harm or where an indictable offence may have been committed.

Then, and only then, we may share details with the relevant agencies upon the authorisation of the Chair of trustees (or another Officer in his/her absence).
We will never give your data away or sell it to anyone.

We process personal data relating to service users, supporters, other interested parties, Trustees and volunteers. This is to allow us to offer services, information, help and guidance, to be able to keep people up to date with our work and plans and to be able to administer the charity effectively.

If you are a donor to HCB we will hold information about your donations but seven years after you stop supporting us or as soon as you withdraw your consent we will anonymise your data.

This means that details of your donations will be kept but your personal data will be deleted. This is for historical and statistical purposes only and it is not possible to identify an individual from this data. If you contact us we will keep your contact details and a note of the nature of your interest in HCB for seven years.

We will hold your data for up to seven years after you cease to be a Trustee or volunteer. At this time all paper records will be destroyed and computerised records will be anonymised.

Your rights.

You have the right to ask to see any data that we hold about you in either paper or computerised formats.

You should put your request by email to the Chair of trustees at chair,harboroughcommunitybus@gmail.com

Complaints

We take our commitment to provide an excellent community transport service very seriously.

Should members, volunteers or members of the public at large

consider that we have fallen short of this service commitment we would like to hear from you and invite you to make a complaint, which we will deal with professionally and quickly.

Please contact us at chair.harboroughcommunitybus@gmail.com
Or call us on 0300 365 3210 and ask to speak to the chairman.

i. **Community Transport Association (CTA)**

The CTA, https://ctauk.org, is a national charity that represents and supports providers of community transport: thousands of local charities and community groups across the UK that all provide transport services that fulfil a social purpose and community benefit.

HCB are proud to be members of the CTA and follow and endorse and follow their guidance.

9. Appendix.

a. **Trustee responsibilities.**

The Charity Commission sets out the responsibilities in law of every trustee. Here is an extract from the Commission's website concerning the essentials of being a trustee:

Trustees' 6 main duties.

i. **Ensure your charity is carrying out its purposes for the public benefit.**

You and your co-trustees must make sure that the charity is carrying out the purposes for which it is set up, and no other purpose.

This means you should:

1. Ensure you understand the charity's purposes as set out in its governing document
2. Plan what your charity will do, and what you want it to achieve
3. Be able to explain how all of the charity's activities are intended to further or support its purpose

4. Understand how the charity benefits the public by carrying out its purpose
5. Spending charity funds on the wrong purposes is a very serious matter; in some cases trustees may have to reimburse the charity personally.

ii. Comply with your charity's governing document and the law.

You and your co-trustees must:

1. Make sure that the charity complies with its governing document
2. Comply with charity law requirements and other laws that apply to your charity
3. You should take reasonable steps to find out about legal requirements, for example by reading relevant guidance or taking appropriate advice when you need to
4. Registered charities must keep their details on the register up to date and ensure they send the right financial and other information to the commission in their annual return or annual update.

iii. **Act in your charity's best interests.**

You must:

1. Do what you and your co-trustees (and no one else) decide will best enable the charity to carry out its purposes
2. With your co-trustees, make balanced and adequately informed decisions, thinking about the long term as well as the short term
3. Avoid putting yourself in a position where your duty to your charity conflicts with your personal interests or loyalty to any other person or body
4. Not receive any benefit from the charity unless it's properly authorised and is clearly in the charity's interests; this also includes anyone who is financially connected to you, such as a partner, dependent child or business partner

iv. Manage your charity's resources responsibly.

You must act responsibly, reasonably and honestly. This is sometimes called the duty of prudence. Prudence is about exercising sound judgement.

You and your co-trustees must:

1. Make sure the charity's assets are only used to support or carry out its purposes
2. Not take inappropriate risks with the charity's assets or reputation
3. Not over-commit the charity
4. Take special care when investing or borrowing
5. Comply with any restrictions on spending funds
6. You and your co-trustees should put appropriate procedures and safeguards in place and take reasonable steps to ensure that these are followed. Otherwise you risk making the charity vulnerable to fraud or theft, or other kinds of abuse, and being in breach of your duty
7. Ensure the best deal is obtained for the replacement and sale of buses and any other Charity assets

v. **Act with reasonable care and skill.**

As someone responsible for governing a charity, you:

1. Must use reasonable care and skill, making use of your skills and experience and taking appropriate advice when necessary
2. Should give enough time, thought and energy to your role, for example by preparing for, attending and actively participating in all Trustee meetings

vi. **Ensure your charity is accountable**.

You and your co-trustees must comply with statutory accounting and reporting requirements.

You should also:

1. Be able to demonstrate that your charity is complying with the law, well run and effective
2. Ensure appropriate accountability to members, if your charity has a membership separate from the trustees
3. Ensure accountability within the charity, particularly where you delegate responsibility for particular tasks

or decisions to staff or volunteers

b. Training Detail

Our Training Officer, arranges, delivers or oversees training and is responsible for all routine reporting to the Trustees on training issues. Training for volunteer drivers has been developed using a risk-based approach in line with guidance provided by MiDAS.

An individual training record is maintained for each driver and held securely on an online database accessible only to those officers who need to see it as determined by the Chair of trustees.

Initial induction training is provided once confirmation of driving licence checks is complete and received from the Driving Licence Officer.

A summary of the mandatory and optional training is detailed below

Training type	Content summary	Category of driver	Frequency
1. New volunteer driver induction training. 2. Refresher training.	- Site entry/exit/security requirement. - Key access for Buses. - Driver parking on site. - Check procedure for buses before journey including use of tail lift. - Fuelling procedure. - Emergency procedures. - Accident and damage reporting. - Daily logbook completion. - COVID risk assessment. - Health and safety essentials. - Driving familiarisation - Reversing.	All volunteer drivers.	1. Induction training requires to be completed before volunteer drivers first driving engagement. 2. Refresher annually (Without driving familiarisation).
Wheelchair use.	- Removal and installation of seats. - Wheelchair restraint and seat belt use. - Use of tail lift with Wheelchairs. - Approach for the support of wheelchair users.	All member volunteer drivers with wheelchair user passengers.	1. Induction training for new drivers. 2. Refresher training at least annually.

c. Finance Detail

The work of the Finance Officer either in person, or with the help of one or more Finance Assistants includes:

i. Routine Member invoicing

1. At the start of each month, establish, execute and record invoicing for members using the online diary. Invoices will either be generated weekly, on completion of a booking, or at the month end in arrears dependent on individual group requirements
2. In addition to a monthly review a check is made on a weekly basis for any additions or changes to the online diary with the invoicing details being adjusted as required
3. Records all invoice transaction details
4. Check bank statement on a weekly basis, match and record all member payments against outstanding invoices.
5. Issue receipts to members as required.
6. Routinely, follow up on any overdue member payments
7. Bank and record any member payments made by cheque or cash into the Charity's CAF bank account

ii. Donations

Our charity is a non-profit organisation and we set our minibus operating rates for members on a marginal cost basis.

To supplement any shortfall in revenue for the long-term operation of the charity, in order to replace minibuses or meet unexpected costs, we benefit from the kind generosity of local benefactors.

Our Finance Officer receives, banks and acknowledges all donations, routinely advising the Trustees.

iii. Payments

All requests for payment usually received via email including; fuel, garage services checks and repairs,

insurance, road tax, drivers and officers expenses etc.

The Finance Officer (or in absentia, a Finance Assistant) will fully check and record all supplier invoices and payment requests, before uploading instructions to the bank.

All payments requests are countersigned by Charity Officers (Chair, Chief Coordinator or Vehicle Officer).

All original paperwork is retained for audit purposes.

iv. Department for Transport Bus Operators Grant

At the end of each month, bus records and fuel receipts are collated from the individual bus logbooks, and consolidated into six months record summaries.

These summaries are used to complete the bi annual Dept. for Transport Bus Transport Operators online grant claim application.

v. Reporting

1. **Independent Financial examiner / Trustee annual report to the Charity Commission**
   Our Finance Officer works directly with a local Independent financial examiner who is engaged pro bono to provide an audit service for our accounts on an annual basis.
   These audited accounts are used as a basis for the preparation of the Trustee annual report to the Charity Commission along with supporting commentary from the Chair on developments of our operations over the previous 12 months.

2. **Annual budgeting / Routine Trustee meeting reporting**
   a. In collaboration with our Officers, the Chair will establish an operating budget for the next 12 months, based on YTD actual costs and future annual revenue and expenditure projections

b. Prepare and present the draft annual budget to the first Trustee meeting each year for approval

c. This budget once approved is used as the basis for subsequent financial performance tracking and reporting to Trustee meetings

d. Vehicle detail

Our minibuses are managed by our Vehicles Officer with responsibility for

i. **Vehicle safety checks**, which is, scheduled in line with the current Vehicle And Driver Standards Agency guidelines.

Including;

1. Completing a monthly inspection of all buses covering in excess of 40 separate checks
2. Using an approved local garage contractor to arrange for all vehicles to complete on an ongoing basis;
    a. Annual service
    b. 10 week safety checks as required
    c. Annual MOT
    d. Bi-annual tail lift safety inspection

ii. **Vehicle Logbooks**, each of the buses contains a Logbook, used to record, journey information, journey safety checks, fuel receipts and minor defect reports.

The Logbook also contains the procedure for accident reporting, breakdown, insurance details, safety information, contact numbers and general useful information for drivers.

Logbooks are checked and updated on a monthly basis with daily journey records and fuel receipts being passed to the Finance Officer for member invoicing, audit and grant claims.

iii. **Vehicle equipment** is checked and replaced as required.

Each bus contains;

1. A working, in date, fire extinguisher
2. First aid supplies, sanitising wipes and sanitising fluid

3. A Blue Badge, which should be displayed when carrying disabled passengers for parking in reserved disabled parking spaces (usually kept behind the driver sun visor)
4. A RADAR key, (usually kept in the front cab glove box), This key unlocks disabled toilet facilities, for use when required, for disabled passengers, subject to the local availability of disabled toilets facilities.
5. A seat belt extender, to assist any fuller figure passengers to safely use the seat belts (usually kept in the front cab glove box)
6. Two complete sets of wheelchair restraints seat belt equipment. (On rare occasions a third set of equipment may be required. This can be borrowed by drivers from one of the other vehicles with the permission of the Chief Coordinator)

iv. **Repairs and breakdowns, i**s the point of contact for the reporting of any breakdown or damage and arranges for minor repairs to be completed as required.

v. **Fuelling,** We maintain a fuel account at Protheroes garage, on the Northampton Road.

Our buses should never be returned to the garage with less than 50% fuel in the tank and can be topped up at the end of each journey as required.

Purchases are on account and will require to be signed for. No cash should be paid and receipts for fuel should be recorded on the bus check sheets with the receipts retained in the plastic wallets in each of the bus logbooks.

vi. **Garage fabric** including maintaining the condition, services cleaning of the garage and clearing out of the gutters.

vii. **Maintenance of the roller shutter doors** including regular examination for damage and arranging annual servicing as necessary

e. Website

We are committed to provide transparency of our operation and

management and have established an online read only website which is available to members, volunteers and the public at large http://harboroughcommunitybus.co.uk.

Our website provides;

i. A brief History of our charity
ii. Contact details
iii. Constitution and Meeting minutes
iv. Bookings Diary
v. Operations summary

f. Contact List

Contact	Detail
HCB Registered Office	Harborough Community Bus 86 St Mary's Road, Market Harborough, LE16 7DX harboroughcommunitybus@gmail.com
Chair	chair.harboroughcommunitybus@gmail.com
Chief Coordinator	booking.harboroughcommunitybus@gmail.com. 0300 365 3210 – Bookings / General enquires
Driving Licence Officer	drivers.harboroughcommunitybus@gmail.com
Training Officer	training.harboroughcommunitybus@gmail.com
Finance Officer	finance.harboroughcommunitybus@gmail.com
Vehicles Officer	vehicles.harboroughcommunitybus@gmail.com

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