



London Hire
Community Services



COMMUNITY SERVICES

Providing Fully Accessible Transport Services



We specialise in fully Accessible Transport services and now have vehicles available to deliver services to the many community based organisations and local authorities based across London, Milton Keynes and further afield. Our aims are quite simple, we want to deliver a quality local service that meets our service users needs. We will adapt and adjust our services to meet these aims and not stop until they are met.

We believe in working closely with our partners and suppliers with the aim of providing a truly flexible package of services that adapts to an ever changing transport environment. We invest heavily in our front line, directly employed, staff who represent our company and are working with partner agencies to develop new local training facilities that provides a cycle of continuous training and up skilling.



Future Investment

All our services are run under Operators Licence legislation ensuring best practice and the highest operating standards are adhered to at all times. Drivers and Passenger Assistants are all cleared through the Enhanced DBS process and trained to industry standards, such as "Driver CPC", "First Aid" and "Passenger Assistant Training".

Flexible Service

We recognise that passenger transport requirements change over the life of a contract. Uniquely, we will not commit you to one particular type or size of vehicle, but will provide the right vehicle at the right time. Why should you pay for an accessible vehicle when route changes result in there only being a need for a minibus? With the support of the London Hire fleet we can accommodate these changes, saving you money.

Building Relationships

We believe that the best results for our customers are gained through building sound relationships over time. This has seen our partner, London Hire, delivering and retaining the vast majority of their services to most of London's local Authorities. London Hire Community Services has adopted and will be building upon this proven ethos.

Quality

We understand that funding for passenger services is very much under scrutiny and that quality may be factored as a lower priority than perhaps it has been. London Hire Community Services believes fully in value for money and will ensure that quality is not eroded and that you are provided with a service that delivers on time and meets expectations.

A Complete Service

We can offer a complete service whether you need transport for just one day or even for just one booking, as well as the more traditional regular Monday to Friday work gained through the tendering process.

Staffing

We are actively looking to enter into framework type agreements wherever we believe we can make a difference. All our staff are trained to industry standards and are fully conversant with accessible passenger transport operations. Our Operational staffs are expected to be CPC National qualified or working towards this qualification as well as being trained on specific vehicle and equipment operations.

London Hire Community Services provide PCV qualified drivers trained to MiDAS standards as a minimum. We do not believe that the MiDAS course alone is sufficient and invest in the much more comprehensive Driver CPC training courses as part of our commitment to our ISO 9001 accreditation. Our Training Partners, London Borough of Redbridge, provide this training ensuring that a training plan is in place for each driver. This particular training course also forms part of our staff retention scheme that minimises staff turnover providing for improved continuity and higher service quality.

Passenger assistants, where required, are trained to PATS standard, with refresher courses every three years. This training will also be undertaken by our Training Partner, who has the experience and expertise to deliver passenger transport training to exceptionally high standards.

All staff will be required to undertake an Enhanced DBS check or will be processed through the new Independent Safeguarding Authority. These will be reprocessed on a 3 year cycle.

We always look to recruit local staff through a number of outlets including Jobcentre Plus as well as specialised recruitment agencies. We will also consider TUPE transfers if the need arises. Our pay scales provide for staff continuity, but are balanced to ensure we are always competitive.

Our packaged service offers clients and their passengers a cost effective, quality driven, passenger transport service for the future, which our competitors will look up to as an industry standard.



London Hire
Accessible Vehicle Rental

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