

Transport Coordination Centre (TCC)
Authorised Identification Badge (AIB) scheme for drivers and escorts

Overview:

- To be eligible to work on any Surrey County Council transport contract, ALL drivers and escorts are required to obtain and display an AIB.
- The Transport Coordination Centre (TCC) owes a safeguarding duty of care to all children and vulnerable adults involved in council transport contracts.
- Any application will be based on the paramount consideration that the individual should be a fit and proper person to be granted a position of responsibility involving unfettered unsupervised access to children and vulnerable adults.
- As the process involves the assessment of risk to people in these vulnerable groups, where there is doubt or a finely balanced decision to be made, the TCC will generally exercise its discretion towards caution and refuse the application, rather than towards giving the “benefit of the doubt”.
- The overarching responsibility of the council is to protect vulnerable members of society, it is not to provide employment to those in the driving trade.

The process:

- All applications and payments must be made through the online TCC Authorised Identity Badge Booking Form. A link to the online booking form can be found on the SCC website under **School Transport > Operational Advice > Transport Providers Information**. Bookings made without payment will not be approved.
- The application appointment is a 20 minute appointment with the TCC, where an electronic DBS (formerly CRB) check will be submitted. The applicant must bring all necessary documentation to support the application, including ALL documentation used on the online booking form.
- Refunds will only be granted in exceptional circumstances, so please ensure that applicants are able to attend their chosen date and time. If for any reason you need to change the date or time of an appointment, please ring the TCC office on the number below.
- The TCC will be operating a “3 strike” policy on all missed / failed appointments. If for any reason an appointment for a TCC authorised identity badge is missed or failed, applicants will be able to re-book (by phoning the TCC office) twice. Once a 3rd application is missed / failed for the same applicant, the application will be closed and a new form **AND** payment will have to be submitted.
- The eDBS application will generally take 2-4 weeks to be processed by the Disclosure & Barring Service. The enhanced disclosure will then be forwarded to the applicant’s home address in the form of a certificate. The TCC do not run the eDBS scheme so have no way of speeding up applications. To check the progress of an application, please call **0870 90 90 811** with your reference number. Some applications may take longer, depending on individual circumstances.
- Because of new guidelines based upon freedom of information, the TCC only receive email notification that a DBS has been issued, we no longer receive a copy. If an eDBS is returned with convictions / cautions stated, the applicant will have to contact the TCC and make an appointment for the eDBS to be viewed by a member of the team.
- A badge will not be issued at this 2nd appointment. A decision on the applicant suitability will be made using the TCC Suitability Guidelines over the following days. The TCC Suitability guidelines can be found on the SCC website under **School Transport > Operational Advice > Transport Providers Information**. Should the application be successful, the applicant will be issued with a driver or escort badge within 7 days.

- With this in mind, please allow enough time to receive new documents. There is no separate renewal process, all applications will be subject to the same process and time scales. The TCC will NOT send out reminders when a badge is due to expire. All drivers and escorts must have valid TCC authorised ID to work on TCC contracts. Failure to hold the correct documents while working on council transport contracts will result in performance points and possible loss of badge.
- If the application is unsuccessful and the decision is taken to refuse a badge, the applicant will be informed in writing and given the reason(s) why the TCC felt they were not suitable. The letter will also allow the applicant to make an informed decision on whether to appeal the decision.
- In some circumstances an applicant may be judged “for referral” for which they will receive a letter inviting them to attend an interview with 2 members of the TCC enforcement team. This is solely at the discretion of the TCC. This will be to discuss information on the disclosure that may affect their suitability to work on transport around children & vulnerable adults. If an applicant is deemed unsuitable following this interview, they have the right to appeal.
- The TCC will require a confirmation email from the operator that references have been collected and safer staffing processes have been followed, for each applicant, before the badge will be issued. Please see APENDIX 2 for more information on the SCC safer staffing guidelines

Before starting an application **please read the following information carefully.**

To start an application:

1. Complete and submit the TCC Authorised Identity Badge Booking Form. Once the form is submitted, the applicant will automatically be transferred to the payment page. Please make a note of the Worldpay Transaction number when payment is authorised.
2. Please bring 3 pieces of supporting documentation, including any documents used on the online booking form. Please [follow the link](#) to see the current list of documents that are acceptable for the application. Please note that the documents acceptable are very specific so ensure suitable documents are brought to complete the application. Performance points will be issued if the application cannot be completed.
3. If no item of group 1 documentation can be provided at the session, **DO NOT** book an appointment online. You will need to contact the TCC and book an hour long vetting appointment, where an external verification check can be carried out.
4. Drivers only - If you are a licensed Private Hire or Hackney Carriage driver you must bring your Private Hire or Hackney Carriage badge to the vetting session. Both parts of your current driving license must be produced as well if you have them (paper copy AND photocard ID)
5. Applicants will have to pass an English language assessment. This will involve an assessment of both understanding and verbal skills.
6. If you have lived outside the UK for a period longer than 3 months, since the age of 16, a certificate of good conduct from that country must be provided. This can be obtained from the relevant embassy in the UK or equivalent non embassy location. For more information on non embassy locations, please refer to **APENDIX 1**.

7. Before a badge will be issued the TCC require email confirmation, from the employer, that TCC safer staffing guidelines have been completed in the recruitment of the applicant. Reminders regarding this confirmation will NOT be sent out. Please see **APENDIX 2** for more information on the SCC safer staffing guidelines.

Appeals information:

Stage 1:

- Applicants who wish to appeal the decision made on their suitability must make their appeal, in writing and supported by reasons for the appeal, within 14 days of the date of the decision letter. The appeal will be passed to the Contracts & Control team leader* who will review all the issues relating to the decision, as well as the reasons given by the applicant for the request for an appeal.
- * If the Contracts & Control team leader has been involved in the original decision making process, then the appeal will be directed to the TCC Manager for consideration.
- Appeals must be made in writing to:

**Transport Coordination Centre
Room 365, County Hall
Penrhyn Road
Kingston upon Thames
KT1 2DY
Tel: 0208 541 7242**

Or tcc.enforcement@surreycc.gov.uk

Stage 2:

- If you wish to bring a further appeal against the decision made by the Contracts & Control team leader, the appeal will be directed to the TCC manager for consideration and their decision will be final and binding.

- In cases where the stage 1 appeal was considered by the TCC Manager because the Contracts & Control team leader was involved in the original decision making process, the stage 2 appeal will be considered by the Appeal Panel and their decision will be final and binding.
- The Appeal Panel will be constituted by either 2 or 3 people and will consist of the group manager for Travel and Transport, with either a member of legal services and/or an officer from Adult Services or Children's Services.

The Appeals Process:

- Appeals will include a formal interview / discussion with the applicant about the basis of the original decision taken by TCC officers.

This will include any incidents stated on the enhanced disclosure; any safeguarding concerns, TCC information or other relevant information.

Applicants will also be allowed to submit any relevant information that they feel may give the TCC Manager / Chair of the Appeal Panel a better judgement of their character (such as stable family life, support network, community / charitable work, previous employment / professional history, personal & employment references etc).

- An authorised officer of the TCC (preferably but not necessarily one of the officers who made the original decision) will also attend so that they can give their professional opinion and explain to the TCC Manager / Chair of the Appeal / Assistant Director the basis for the TCC officers' decision to refuse the application, and their opinion on the impact of any new information provided by the applicant, where applicable.

APENDIX 1: Certificates of Good Conduct

Non embassy locations

If you have lived outside the UK for a period longer than 3 months, since the age of 16, a Certificate of Good Conduct from that country must be provided. This can be obtained from the relevant embassy in London.

Below is a list of alternative locations that a Certificate of Good Conduct can be obtained from. If the country you resided in does **NOT** appear on this list, then you will have to obtain your certificate from the appropriate embassy.

Country	Alternative to embassy
Australia	Australian Federal Police (AFP)
Bangladesh	Local Police *1
Belgium	STAD Antwerpen Bevolkingsdienst Moorensplien 19, 2140 Antwerpen - Borgerhout
Dubai	Dubai Police General H.Q. P.O. Box 1493, Dubai, UAE
France	Ministere de la Justice, Service Civil de L'Entraide Judiciaire Internationale, 13 Place Vendome, 75042 Paris Cedex 01, France, tel: 261-80-22; telex: 211802
Germany	Bundesamt fur Justiz
Italy	Ministerio della Giustizia
Jamaica	Jamaica Constabulary, Records and Identification Division, P.O. Box 462, Kingston, Jamaica. W.I.
New Zealand	Ministry of Justice
Norway	Skatt ost Sandvika 0630 Oslo Norway
Pakistan	Local Police *2
Poland	Ministerstwo Spradiedliwosci Biuro Informacyjne Krajowego Rejestru Karnego

Republic of Ireland	Garda Criminal Records Office, Racecourse Road, Thurles, Co. Tipperary
Republic of the Philippines	Department of Justice, National Bureau of Investigation
Romania	The Internal Affairs Ministry
South Africa	South African Police Service Criminal Record Centre, Private Bag x308, Pretoria, 0001
Spain	Ministerio de Justicia Registro Central de Penados y Rebeldes
Sweden	Rikspolisstyrelsen S-981 81 Kiruna
Trinidad & Tobago	Police Headquarters Port of Spain Trinidad
United States of America	Federal Bureau of Investigation Criminal Justice Information Services Division, Clarksburg, W.V. 26306
*1	The High Commission for the People's Republic of Bangladesh will only issue Character Certificates to Bangladeshi citizens. Former Bangladeshis that have changed citizenship i.e. British or European are required to contact the Bangladeshi Police for sign off by the High Commission in London.
*2	To be obtained from local regional police. Must carry both the attestation of Ministry of Foreign Affairs, Islamabad, Pakistan and the attestation of High Commission for Pakistan, London, U.K.

APENDIX 2: TCC Safer Staffing Guidelines

Before the TCC will issue any form of identification to be used on Surrey County Council transport contracts, we will require an email confirmation from the operator that safer staffing processes have been followed in the recruitment of **EACH BADGE APPLICANT**.

As a minimum, the TCC demand that the following processes have been adhered to in the recruitment and selection of employees who will then carry out work on Surrey County Council transport contracts:

1. The applicant is required to have completed an application form.
2. At least 2 references must be collected for each applicant, ideally one from their current or last employer, and a personal reference.
3. A documented face to face interview is to be held with the applicant.
4. A 5 year employment history for the applicant prior to their employment with yourselves should be sourced, and kept on file.

As part of the framework agreement (C3. Quality Management), signed by all companies on the framework contract, the TCC will carry out general routine audits of the systems, management and performance data, processes, vehicles, routes and sites.

This will include an examination of whether these safer staffing conditions have been met. Failure to produce proof on request that the above conditions have been met will result in disciplinary action in line with the policies laid out in the TCC framework agreement.

As of **1st May 2013** the TCC will no longer be issuing reminders that these emails are still pending. The badge will just be put on hold until the email is received.

More details of the Surrey County Council's safer staffing policies for children & vulnerable adults can be found at:

Children:

<http://new.surreycc.gov.uk/social-care-and-health/childrens-social-care/information-for-child-social-care-professionals/surrey-safeguarding-children-board>

Adults:

<http://new.surreycc.gov.uk/social-care-and-health/care-and-support-for-adults/protecting-adults-from-abuse/surrey-safeguarding-adults-board>