

Late or Failed Collection Procedure

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This procedure manages delays, no-shows, passenger refusal, unavailable parents/carers/schools and failed handovers in a way that protects passenger safety and gives fair, consistent contract evidence.

Scope

Applies to all bookings, including council routes, school/SEND transport, adult transport, NHS-related journeys and private/account bookings.

Where a council, school, NHS body or account client has stricter contract requirements, those requirements will be followed in addition to this policy.

The company provides transport operation, dispatch and safe transport support only. It does not provide personal care, clinical care or routine medication administration unless a specific duty is contractually agreed, risk assessed, authorised and trained.

Named safeguarding and operational responsibility

Designated Safeguarding Lead: Mohamoud Mohamed

Deputy Safeguarding Lead: To be appointed before contract commencement

Operations Manager: Mohamoud Mohamed, until further appointment

These responsibilities may be updated as the company grows or as a contract requires named contacts. Until further appointment, Mohamoud Mohamed is responsible for receiving safeguarding concerns, deciding escalation and keeping safeguarding records. Drivers, escorts and office staff report concerns; they do not investigate safeguarding matters.

Emergency contacts

- The operator / out-of-hours contact.
- The Designated Safeguarding Lead.
- Any relevant council transport team or contract contact.
- School or setting contact where applicable.
- Parent, carer or authorised handover contact where applicable.
- Emergency services: 999.

Where a passenger is in immediate danger, seriously injured, missing in unsafe circumstances, or there is a threat to life or safety, emergency services must be contacted without delay.

Driver delay

If a driver expects to be more than 5 minutes late for a time-critical route or 10 minutes late for other bookings, they must contact the operator with reason, location and revised ETA. The operator informs the client/council/school/parent/carers according to the contract and arranges a replacement driver/vehicle if required.

Passenger not ready or no-show

1. Driver arrives at the agreed location and confirms they are at the correct address/site.
2. Driver notifies the operator; the operator starts the waiting-time record.
3. Operator contacts the booking contact using the hierarchy.
4. Driver waits the contractually agreed period. If no contract period exists, standard waiting is up to 10 minutes for single journeys and up to 5 minutes on multi-passenger school routes unless safety or operator instruction requires otherwise.
5. Driver must not mark a passenger as no-show without operator approval.

Parent/carer/school unavailable or failed handover

A child or adult at risk must not be left unless the route plan confirms independent safe handover. If the receiving adult/site is unavailable, the driver contacts the operator, remains with the passenger if safe, and follows instructions. The operator contacts the hierarchy and may direct return to school, return to council-approved safe location, wait, transfer to another approved person, or contact police/social care.

Passenger refusal to travel

Drivers and escorts must not physically force a passenger into a vehicle. Use calm encouragement and notify the operator. The operator contacts the parent/carer/school/council/client. If refusal relates to fear, distress, safeguarding or health, treat as an incident and review the route plan.

Contact hierarchy

Unless contract instructions say otherwise: operator, school/setting, parent/carer, council transport team, emergency social care contact, NHS/account contact, police/emergency services where safety requires.

When charges may apply

Waiting time, no-show, failed collection or cancellation charges may apply where a driver or vehicle has been allocated or dispatched and the passenger is not ready, there is a no-show, the parent, carer, school or client is unavailable, or handover fails for reasons outside the operator's control. Charges must be fair, evidenced by booking, allocation, dispatch, arrival, waiting and contact records, and subject to council/client contract terms where applicable. Charges will not normally apply where the failure is caused by operator fault, a genuine emergency or a safeguarding concern requiring cancellation or delay.

Return to safe location

A passenger may only be returned to a safe location approved by the operator and, where relevant, the council/client. For school routes this may be the school or another agreed council location. Drivers must not choose a new destination on their own.

When to contact police/social care

Contact police/social care where a child or adult at risk cannot be safely handed over, an unauthorised person attempts collection, a receiving adult appears unsafe through intoxication/aggression, the passenger is abandoned, or there is immediate risk.

Council/client notification

The operator notifies the commissioning body where required by contract, where charges may be raised, or where safeguarding/route reliability is affected.

Responsibilities

Drivers report promptly and follow instructions. The operator coordinates contacts and records. The Operations Manager reviews repeated failures and contract/payment implications. The DSL advises where safeguarding concerns arise.

Procedure

Use the Failed Collection Form and route-specific late/failed collection plan. Repeated issues trigger route review.

Records kept

Booking record, dispatch time, arrival time, waiting time, calls/messages, outcome, charges, client notification and safeguarding action where applicable.

Review

Reviewed annually and after repeated no-shows, failed handovers or disputed charges.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026