

Safer Recruitment, Vetting and Licensing Checks Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
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Approved by	Director

Purpose

This policy sets out the checks Urban Transit Solutions Ltd carries out before allowing staff, drivers, escorts and contractors to work on passenger transport contracts. It is designed to meet council, school transport, SEND, adult transport, NHS-related and public contract expectations while staying proportionate for a TfL licensed private hire operator.

Scope

Applies to employed office/admin/dispatch staff, managers, TfL licensed PHV drivers, passenger assistants/escorts, self-employed drivers, subcontractors and contractors. It covers recruitment, onboarding, licence checks, DBS expectations, right to work, training, suitability decisions and ongoing monitoring.

Core standard

- No person may be deployed on company work until their identity, role, contact details and basic suitability evidence have been checked.
- Drivers must hold a current TfL PHV driver licence and use a TfL licensed PHV vehicle accepted by the operator for the relevant booking.
- Booking and dispatch staff must be listed on the operator staff register and must provide a recent basic DBS check where required by operator licensing standards or company procedure.
- Enhanced DBS, barred list checks, council badges, safeguarding training and contract-specific vetting must be completed or verified before deployment where the role, law or client contract requires it.
- The company will not request an enhanced DBS check unless the role is eligible. Where eligibility is unclear, the company will follow DBS guidance or the commissioning authority's route requirements.

Driver checks

Driver onboarding must include identity, contact details, TfL PHV driver licence, licence expiry, vehicle licence, insurance evidence, MOT/vehicle compliance where relevant, right to work where applicable, emergency contact, signed Driver Code of Conduct, safeguarding briefing and any council/client approval required for the route. Licence and insurance evidence must be checked before work starts and monitored for expiry.

Passenger assistant / escort checks

Escorts must provide identity, contact details, right to work where applicable, DBS/council badge evidence where required, safeguarding training evidence, emergency contact, signed conduct/confidentiality acceptance and route-specific briefing. An escort may not be deployed on a school/SEND/adult at risk route until contract-required vetting is complete.

Office, booking and dispatch staff

Office staff who take bookings, handle passenger data or dispatch vehicles must be recorded on the staff register. The company will obtain or view a basic DBS check where required by licensing standards or contract. Staff must declare relevant convictions, cautions, investigations, licence restrictions, conflicts of interest or conduct concerns that may affect suitability.

Self-employed and subcontracted workers

Self-employed or subcontracted status does not reduce the safety standard. Subcontractors must provide equivalent evidence before work is allocated and must comply with company policies, TfL requirements and client contract terms. The company may reject or remove a subcontractor who does not provide satisfactory evidence.

Suitability decisions

Suitability is assessed using the nature of the role, passenger vulnerability, contract requirements, disclosed information, licensing status, safeguarding history, reliability, behaviour, complaint history and ability to follow route controls. Decisions must be factual, fair, recorded and proportionate.

Ongoing monitoring

- Drivers, escorts and staff must immediately report licence suspension, insurance issues, new convictions, police contact, safeguarding allegations, DBS changes, medical restrictions affecting duties, or any matter that may affect safe work.
- The Operations Manager reviews expiry dates and prevents deployment where required evidence is missing or expired.
- Repeat lateness, complaints, route control breaches, confidentiality breaches or safeguarding concerns may trigger re-assessment.

Training

Induction includes safeguarding, confidentiality, data protection, incident reporting, mobile phone rules, route controls, behaviour management boundaries and contract-specific requirements. Refresher training is provided at least annually or when contract requirements change.

Responsibilities

The Operations Manager owns recruitment and vetting records. The DSL advises on safeguarding suitability. The Data Protection Lead ensures vetting data is stored securely. Staff, drivers, escorts and contractors must provide accurate information and report changes.

Procedure

Collect evidence, verify role eligibility, record expiry dates, complete training, sign policy acknowledgements, approve route deployment, monitor ongoing status and remove from work where evidence expires or risk changes.

Records kept

Staff register, driver/escort onboarding records, licence and vehicle checks, insurance evidence, DBS/council badge evidence where applicable, training records, signed policies, suitability decisions and expiry monitoring logs.

Review

Reviewed annually and after licensing changes, contract audit findings, serious complaints or safeguarding allegations.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026