

Master Policy Index and Compliance Register

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

Purpose

This register lists the policy pack documents, review ownership, training expectations and evidence required for council, school, SEND, adult, NHS-related and vulnerable passenger transport contracts.

Scope

Applies to all company policies in this pack and all staff, drivers, escorts and contractors who must follow them.

Responsibilities

The Director approves the register. Policy owners keep their documents current. The Operations Manager maintains evidence for contract audits. The DSL maintains safeguarding evidence. The Data Protection Lead maintains data protection evidence.

Procedure

Review the register quarterly during active council contracts and at least annually. Update it when a policy changes, a contract requires new evidence, a council audit identifies a gap, or legislation/guidance changes.

How this register is used

This register is reviewed before council submissions, DPS applications, framework onboarding, contract mobilisation, annual review and after any serious incident or audit finding.

Compliance register

Policy	Version	Owner	Review	Training	Evidence
Safeguarding Children Policy	1.0	DSL	06.06.2027	Child safeguarding	Training log; referrals
Safeguarding Adults Policy	1.0	DSL	06.06.2027	Adult safeguarding	Concern records
Driver Code of Conduct	1.0	Operations Manager	06.06.2027	Driver induction	Signed code; licences
Passenger Assistant / Escort Policy	1.0	Operations Manager	06.06.2027	Escort induction	Briefing records
Lone Working Policy	1.0	Operations Manager	06.06.2027	Lone working	Check-in logs
Missing Child Procedure	1.0	DSL	06.06.2027	Emergency procedure	Missing child reports
Late or Failed Collection Procedure	1.0	Operations Manager	06.06.2027	Dispatch process	Failed collection forms
Incident Reporting Procedure	1.0	Operations Manager	06.06.2027	Incident reporting	Incident log
Accident Reporting Procedure	1.0	Operations Manager	06.06.2027	Accident reporting	Accident forms
Complaints Policy	1.0	Operations Manager	06.06.2027	Complaints handling	Complaint log
Whistleblowing Policy	1.0	Director	06.06.2027	Induction awareness	Whistleblowing log
Data Protection Policy	1.0	Data Protection Lead	06.06.2027	Data protection	Breach and SAR logs
Confidentiality Policy	1.0	Operations Manager	06.06.2027	Confidentiality	Breach records
Mobile Phone Policy	1.0	Operations Manager	06.06.2027	Phone rules	Signed briefing
No Physical Contact Policy	1.0	DSL	06.06.2027	Boundaries	Intervention reports
Medication Policy	1.0	Operations Manager	06.06.2027	Medication limits	Authorisations
Behaviour Management Procedure	1.0	Operations Manager	06.06.2027	De-escalation	Behaviour reports
Risk Assessment Template for Each Route / Passenger	1.0	Operations Manager	06.06.2027	Risk assessment	Completed assessments

Policy	Version	Owner	Review	Training	Evidence
Cancellation and Payment Protection Policy / Terms	1.0	Director	06.06.2027	Accounts briefing	Booking evidence
Safer Recruitment, Vetting and Licensing Checks Policy	1.0	Operations Manager	06.06.2027	Vetting checks	Staff and licence file
Contract Compliance, DPS and Evidence Policy	1.0	Director	06.06.2027	DPS readiness	Evidence file
Equality, Accessibility and Dignity Policy	1.0	Operations Manager	06.06.2027	Equality awareness	Accessibility notes
Business Continuity and Service Disruption Policy	1.0	Director	06.06.2027	Disruption process	Disruption log
NHS and Healthcare Journey Protocol	1.0	Operations Manager	06.06.2027	Healthcare journeys	Booking notes
Vehicle Compliance, Cleanliness and Infection Control Policy	1.0	Operations Manager	06.06.2027	Vehicle checks	Vehicle evidence
Anti-Bribery, Modern Slavery and Ethical Conduct Policy	1.0	Director	06.06.2027	Ethical conduct	Conflict records
Master Policy Index and Compliance Register	1.0	Director	06.06.2027	Policy control	Review record

Records kept

Current policies, signed acknowledgements, training logs, route risk assessments, DBS/licence evidence, incident/accident/complaint records, safeguarding referrals, data logs and review notes.

Review

Reviewed at least annually and after any council audit, serious incident or contract change.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026