

Transport Brokering Service

The Development of The Wheelchair Passport Scheme



Listening to our residents

- The need for development in this area was identified when the team received a request from the parent of an SEN client, to assess their son's wheelchair, which was unsteady. The parent had no means or resources available to undertake an assessment on their child's wheel chair.
- Upon assessment the team realised that there were variations that were not taken into account from their present verified source of information. This exposed an opportunity to improve and develop an area of high risk in order to maintain passenger safety.
- Transport Brokering have invested in developing a new scheme to enhance the safety aspect of home to school transport

What Is The Wheelchair Passport Scheme?

- The new passport scheme has introduced innovative risk management strategies to ensure the safety of wheelchair bound passengers.
- Wheelchair passports are specialised manuals assigned exclusively to each wheelchair, after individual assessments.
- The passports provide detailed guidance to professionals involved on how to secure each wheelchair and passenger on board vehicles.
- The wheelchair passports assist in identifying possible risks and what control measures need to be taken in order to prioritise young passenger's safety.
- Records and logs every wheelchair user who travels on SEN transport.

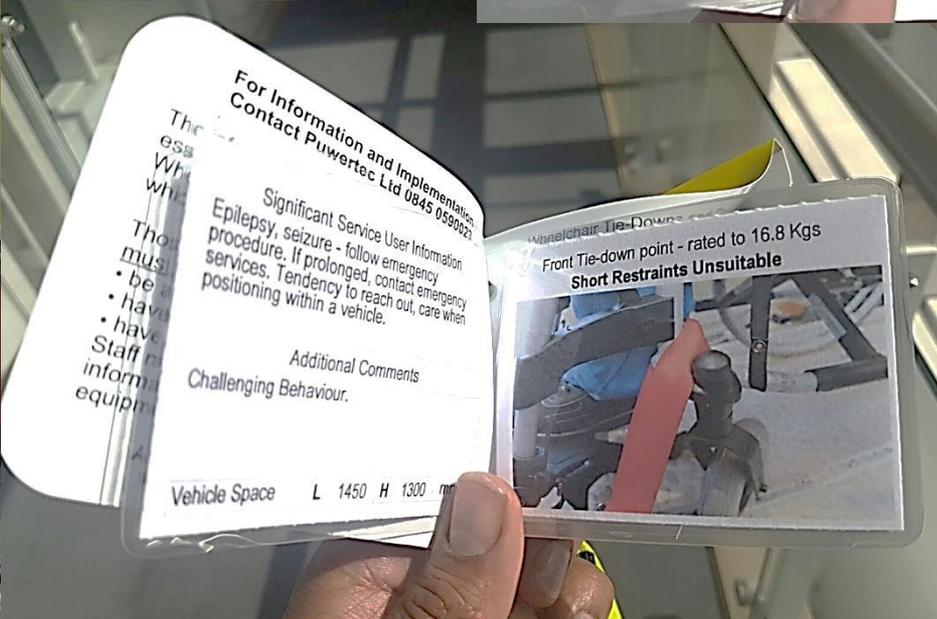
The Old Scheme VS the New

Old Scheme	New Scheme
Information was sourced from verified online databases from wheelchair specialists.	Each wheelchair is individually assessed and tested to identify most/all risks.
The passport only displayed confirmation that the wheelchair was safe for transport.	The new passports contain details of the wheelchairs make and model along with the significant needs of the client for the benefit of emergency services.
Passports were single laminated sheets that were attached with minimal information/graphic details.	A detailed mini booklet with clear guidance and photographs for professionals, to prioritise the client's safety.
Generic Passports that were assigned to each wheelchair.	Each passport is exclusive to its assigned wheelchair. This is to identify variations for risk management.

Implementing The Scheme

- Transport Brokering have been working in partnership with Puwertec, whom lead the field in the implementation of passport schemes and the design of wheelchair passport software and internal documentation.
- The Transport Brokering Team have undergone specialist training to build upon their knowledge and gain expertise to identify potential risks of securing wheelchairs on board vehicles.
- The transition into the new scheme requires individually assessing approximately 100 wheelchairs to identify and control risks.
- In order to issue the new passports the brokering team have been visiting schools to meet young people and assess their wheelchairs.

Photos of The Journey So Far



Feedback From Schools

Passports provide clear guidance to ensure the safety of our pupils

The passports assist in identifying where wheelchair restraints should be secured

The passports are visually appealing and sturdier than the old format.

The passports are a no-nonsense straightforward guide for all involved.



Improving Safety

- To be able to identify all possible risks for wheelchair bound passengers to enact suitable control measures.
- To co-operate with schools/establishments, parents and professionals to unite, in order to maintain passenger safety as a top priority.
- Each wheelchair bound travel user should have a unique passport exclusively assigned to them by the end of the transition.
- Enhance the safety aspect of home to school transport provided by Barnet with Cambridge Education
- Records and logs every wheelchair user who travels on SEN transport.

