



# Staff Transport Services

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St Elizabeth's  
South End  
Perry Green  
SG10 6EW

Registered Charity 1176777

Positive living and learning for people with epilepsy and other complex needs



## General Information

St Elizabeth's offers a staff transport service with pick-up and drop-off points through Bishop's Stortford, Sawbridgeworth and Harlow, We also have a pick up point at St Margarets train station in Stansted Abbots for staff travelling to us from Ware, Hertford and the surrounding areas,

The timetable runs in line with our Care & Support Worker shift patterns and bookings can be made via the Kura app. A link to access the platform will be sent to your personal email address once a start date has been agreed with HR.

The cost of transport is £2.80 per ticket and need to be purchased at least 24 hours before you travel for each time you use the bus to and from work.

Please note that the timings in our timetables are approximate and staff wishing to use our transport service should ensure they are at the stops in good time.



# Harlow Bus

Pick up time	Pick up point	Arrival
<b>Early shift timetable</b> After the early shift the bus will depart from the ARC car park at 2:50pm and will drop off at the stated bus stops in the following order: Harlow Town Station, Harlow Playhouse, Staple Tye (GPCA), Latton Bush Shops, Church Langley, Harlow Mill and Sawbridgeworth. Taxis will be organised for those travelling back to St Margarets Station.		
06:25 06:30 06:35 06:45	Staple Tye (GPCA) Harlow Playhouse Harlow Town Station St Margaret's Train Station	07:00 St Elizabeth's
<b>Late shift timetable</b> After the early shift the bus will depart from the ARC car park at 21:50pm and will drop off at the stated bus stops in the following order: St Margarets Station, Harlow Town Station, Opposite Lady Fatima Church, Esso Garage, Harlow Playhouse, Staple Tye (GPCA), Southern Way by Five Acres.		
13:35 13:40 13:45 13:55	Staple Tye (GPCA) Harlow Playhouse Harlow Town Station St Margarets Train Station	14:10 St Elizabeth's



# Bishops Stortford Bus

Pick up time	Pick up point	Arrival
<b>Early shift timetable</b> After the early shift the bus will depart from the ARC car park at 2:50pm and will drop off at the stated bus stops in the following order: Sainsbury's Thorley, Boys High School and Bishop's Stortford Train Station		
06:10 06:15 06:20 06:25 06:35 06:45	Latton Bush Shops Church Langley Harlow Mill (Train Station) Sawbridgeworth (White Lion bus stop) Bishop's Stortford Train Station Sainsbury's Thorley	07:00 St Elizabeth's
<b>Late shift timetable</b> After the late shift the bus will depart from the ARC car park at 9:50pm and will drop off at the stated bus stops in the following order: Thorley Sainsbury's, Bishop's Stortford Train Station, Leventhorpe School, Sawbridgeworth (White Lion)		
13:15 13:20 13:25 13:30 13:45 13:55	Latton Bush Shops Church Langley Harlow Mill Train Station Sawbridgeworth (White Lion bus stop) Bishop's Stortford Train Station Sainsbury's, Thorley	14:10 St Elizabeth's



# Guidelines

- Bookings for staff transport should be made via the Kura app which can be downloaded from Google Play or Apple Store on to your smart phone. You can also book online via <https://app.ridekura.com/>
- Tickets should be purchased via the Kura app. It is your responsibility to ensure your travel is booked in advance. Bookings must be made at least 24 hours in advance and cannot be made on the day of travel.
- For passengers that require transport to Stansted Abbots St Margarets Train Station after the early shift, you will need to contact Reception and a taxi will be arranged at a cost of £2.80 which will be payable at the time of making the booking. Please note that if you wish to travel on an AM route at the weekend or on a bank holiday this will need to be booked with Main Reception no later than the Friday before.
- If you go to book and the bus is full and you have attempted booking at least 24 hours in advance, then please contact Main Reception between Monday - Friday, 8am - 5:30pm or the Duty Manager at the weekends. Alternative transport will be arranged for you. If the taxi is booked by the Duty Manager, you will need to ensure that you attend reception and pay the standard £2.80 charge for your journey, if you book via Reception you will be asked to make the payment over the phone.
- If the bus is full St Elizabeth's are under no obligation to arrange alternative transport for you if you have failed to book a journey in accordance with the terms and conditions. In this situation it is up to the individual member of staff to make their own way in and pay for their travel. The costs for this will not be reimbursed at the expense of St Elizabeth's.
- St Elizabeth's is unable to allow staff to travel on the transport service without a pre-purchased seat. In the event of financial difficulty meaning that you are unable to purchase seats on the bus you should speak with your line manager in the first instance. Any requests for advanced tickets will be considered on a case by case basis. Any tickets which are advanced to you should be re-paid following the next pay day via Reception. St Elizabeth's reserves the right to deduct any outstanding ticket loans from staff salaries should loans not be reimbursed within a reasonable timeframe.
- St Elizabeth's Staff are asked to respect any instructions from the transport provider by way of PPE (e.g. facial coverings) or procedure which may be in place from time to time. The driver of the bus has the right to refuse travel at their discretion should the guidelines for transport users be breached.



## Guidelines continued

- No refunds will be given for journeys missed. Once a booking has been made the payment is non-refundable. However, should the following situations occur you should seek advice from Main Reception and a new journey may be made for you:
  - in the event you are unwell
  - you have been asked to swap shifts
  - you have been asked to stay on to do overtime by your line manager
  - you cancel your journey at least 48 hours before the date and time of the journey booked
  - any other exceptional circumstance
- For safety reasons the bus will only stop at the designated stops for safety reasons; please do not place the driver in a difficult position by asking them to stop the bus elsewhere. If a taxi is booked for you, please check with the person making the booking as to the pickup and drop off locations as this may vary slightly from the usual locations.
- Staff should ensure that they are at the correct bus stops in good times, although drivers are asked to wait until departure time before leaving.
- If you have arrived at the bus stop in good time but the bus has not arrived after 20 minutes following the departure time, you can use the vehicle tracking facility on the Kura app or contact Chariots4Hire directly on 01279 724020 as there may have been a vehicle breakdown and they can advise on the next steps accordingly.
- If you miss the bus because you are late arriving at the bus stop; no alternative means of transport will be provided or reimbursed by St Elizabeth's.
- If you have a complaint, please address this in writing to the Director of HR & Communications.
- St Elizabeth's Staff transport is a non-contractual staff benefit and, as such is subject to change at the discretion of the Senior Leadership Team (SLT)
- Booking priority will be given to regular transport users in the event of bad weather or higher levels of demand for transport.

### **Overspill arrangements**

If the bus is full at the time of your booking you will be alerted to this by the Kura app. You will then need to contact main reception where alternative transport will be arranged. At weekends, the call should be directed to the Duty Manager.

We are proud to work with Chariots4Hire and as such ask that you treat their staff and vehicles with respect. They have the right to work in a safe environment and are here to help you.

St Elizabeth's will not tolerate any form of abuse towards either groups of staff and reserve the right to take further action against anyone acting inappropriately whilst using or enquiring about the staff transport service.