



Luxury travel by luxury coach... the better way to get away

Schools Briefing

There is an increased awareness of safety requirements on school trips following a number of high profile accidents over recent years.

In order to minimise the possibility of things going wrong there is a legal and moral duty for schools to carry out risk assessments on all aspects of a school trip, ranging from hotels, activity centres, including facilities such as swimming pools, to the means of transport for getting there and back (and moving about if it is a multi-centre tour over a number of days).

The Department for Education and Skills (DfES) issued a set of recommended guidelines for study support co-ordinators in schools and local education authorities (LEA's). Most LEA's have appointed specific study support co-ordinators who will oversee school trip policies and offer advice and produce guidelines for schools and teachers.

Risk assessing transport and in particular coaches used for school trips is an integral part of the process. The bus and coach industry trade body, The Confederation of Passenger Transport, (CPT) has drawn up a 'quality assurance standard' for coach operators who provide transport for school trips and tours that will be awarded to operators who meet a criteria agreed with the DfES and LEA's as being a minimum standard required. Yellowway Coaches complies with these CPT guidelines in the following ways: -

- 👉 Drivers' are issued with a handbook, containing pertinent information to carry out their duties both professionally and in line with Yellowway Coaches procedures.
- 👉 There is a high quality driver training programme in place.
- 👉 All Yellowway Coaches vehicles used on school trips are fitted with seat belts.
- 👉 All coaches are presented in a clean and safe condition.
- 👉 There is a 24-hour breakdown call-out procedure.
- 👉 Yellowway Coaches has a sales office staffed from 0900-1700 hours; Monday to Friday.
- 👉 Conditions of hire are based on terms at least as favourable as those outlined by CPT.
- 👉 The customer's journey documents will accurately reflect the customers booking.
- 👉 There is an effective complaints procedure.
- 👉 There is a 24-hour contact procedure in case of emergency.
- 👉 Yellowway Coaches' drivers wear a company uniform, which makes them readily recognisable.
- 👉 Yellowway Coaches fully complies with financial protection legislation.
- 👉 Yellowway Coaches can prove commitment to the highest levels of safety and comfort.
- 👉 Yellowway Coaches has a written health and safety policy, complying with HSE guidelines - a copy of which is available on request.
- 👉 Yellowway Coaches is the subject of rigorous annual external assessment of all standards.

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 **Booking Hotline**
0845 045 0344
at your local rate

 **Book Online**
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Quality Assurance Standards for school trips and tours

Additionally to all those listed over, Yelloway Coaches complies with DfES guidelines in the following areas:-

- 👉 Yelloway Coaches has an appointed school trips safety officer.
- 👉 The coach will carry copies of an organiser's safety card, explaining emergency procedures to the group leader and all escorts.
- 👉 Yelloway Coaches have carried out risk assessments on school trips and copies of the written records are available to school organisers on request.
- 👉 Driver's licences are checked every year, including with DVLA Swansea when first employed or when a duplicate licence is presented. This is to check that drivers have a current valid licence to drive the class of vehicle they are driving.
- 👉 Checks with the Disclosure and Barring Service are carried out on all drivers used on school or tour contracts. This is to ensure that drivers used on school work are not a risk to schoolchildren through inappropriate previous criminal records.
- 👉 Yelloway Coaches keeps signed training records of all training given to drivers. This is ensure that drivers have received appropriate training and that this has been understood.
- 👉 Each driver is issued with a handbook which contains detailed guidance on customer care, safety and emergency procedures, driver's hours' regulations, and advice on how to meet and exceed customer expectation and satisfaction.

Additional safety measures

In addition to the measures listed above, schools and local education authorities can be assured that Yelloway Coaches adopt the following additional safety and "good practice" measures: -

- 👉 Yelloway Coaches has a published and effective Road Risk Safety Management Programme. This is a policy document that lists the processes and procedures Yelloway Coaches adopts to minimise the risks within their operations out on the road, including vehicle and driver safety systems.
- 👉 Yelloway Coaches issues each driver with a copy of the Highway-code. This is to ensure that drivers are up to date with the rules of the road.
- 👉 Yelloway Coaches has an effective 'fatigue driver policy'. This is to ensure that drivers know what action to take when they feel unexpectedly tired and in increased danger of having an accident.
- 👉 Yelloway Coaches has a policy on the use by drivers of mobile phones and microphones. This is to reduce the risk of accidents by drivers being distracted whilst driving.
- 👉 Yelloway Coaches vehicles are fitted with satellite tracking, which allows the vehicle's location to be monitored at all times.
- 👉 Yelloway Coaches has an effective drugs and alcohol policy, including a policy document issued to all staff and evidence of periodic testing. This is to ensure that drivers are not driving whilst impaired through alcohol or drugs - illegal, prescribed and over the counter.
- 👉 Yelloway Coaches has an effective medical and eyesight screening procedure. This is to ensure that drivers are fit to drive.
- 👉 Yelloway Coaches has a published environmental policy document, a copy of which is available on request.