



# IMPERIAL COACHES LTD

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## Imperial Coaches Ltd Driver and sub-contractor regulations September 2014

As you may be aware, Imperial Coaches Ltd has now secured a number of contracts to provide home to school transport on behalf of Amey and Buckinghamshire County Council until 2018. There is however an increased expectation that drivers and the management of Imperial coaches will deliver these services in a professional and courteous way, ensuring maximum efficiency and improved customer satisfaction across the operation. It is therefore our responsibility and expectation to ensure these contracts are delivered in such a way that meets and exceeds our customer's expectations. Failure to do this could result in the contracts being withdrawn and ultimately result in the loss of drivers.

To enable drivers to understand the expectations of our customers, the operations team have created this document to ensure Imperial drivers and any subcontractor used on school contracts understands and comply with the operational requirements and are fully aware of the penalties that will be awarded for failing to comply.

All drivers will read this document in its entirety, fully understand it, discuss with the operations manager if necessary then sign at the bottom to ensure there is no confusion of the content.

The following information has been taken and adapted for Imperial coaches from the Driver and Passenger Information sheet 2014 created and distributed by Amey Client transport.

### **1. Priority Information:**

*If a problem arises during the journey regarding operational or behavioural issues, or the vehicle is involved in any form of incident, the driver must report the full details to the operations manager as a matter of urgency. The operations manager must then inform Amey Transport officers immediately via telephone and follow up by submitting a written incident report as soon as possible.*

NB: see copy of incident form that must be completed and submitted on page 4.

### **2. General Driver information:**

#### **General Safety:**

- Drivers must ensure that passengers remain seated at all times until the vehicle has stopped.
- Drivers must advise passengers to wear seatbelts where fitted before the vehicle moves off.
- Passengers should always board and alight on the pavement, **NOT** into the path of oncoming traffic, unless specific arrangements have been agreed.
- Drivers must not take instruction from travelling passengers, or from any unauthorised person.
- Drivers will not deviate from the scheduled route unless advised by an authorised officer.
- Drivers must always observe the rules of the road.
- Where necessary, vulnerable passengers (Primary school students) must always be escorted to and from the vehicle by a responsible adult (Parent/Carer/Teacher).

### **Drivers must not:**

- Drivers must not smoke in the vehicle at anytime
- **Drivers must not use hand held mobile phones whilst driving**, the law currently allows hands free kits to be used.
- Only calls received from the operations team will be permitted whilst operating school contracts.
- Drivers must not allow passengers to eat, drink or smoke on the vehicle.
- Drivers must not carry unauthorised passengers on the vehicle unless they have received instruction from the operations team.

### **Drivers must:**

- Drivers must ensure their vehicle is clean, roadworthy and suitable for the journey being undertaken (Daily checks).
- Drivers must ensure all passengers are comfortable throughout the journey and that all seat belts are utilised where necessary, this also includes the drivers where appropriate.
- Drivers must only allow customers to board/alight at authorised stops on the scheduled route, unless a medical or safety emergency dictates otherwise.
- Drivers must ensure the correct destination and service number is displayed before passengers are allowed to board the vehicle.
- Drivers must dress appropriately at all times, i.e. no shorts, inappropriate logos on T-shirts, no inappropriate footwear i.e. open toe sandals.
- Drivers must pass check every service when operating vehicles of 16 seats and above. Entitled passengers are issued with a pass and they must show it to the driver or authorised agent when requested to do so.
- Drivers must always operate a no pass no travel policy, however if a driver decides to allow a student to travel because of what he/she considers exceptional circumstances then he/she must advise the student to obtain a temporary pass from the school and the school will advise the student how to obtain a replacement ticket.
- Enforcement officers will expect drivers to provide an explanation for every student travelling without a valid pass.
- If a driver is stopped by an authorised agent (Police-VOSA) they must report it to the operations team who must inform an Amey transport officer as soon as possible with full details.
- All drivers must complete an application for a Disclosure and Barring (DBS) check (formally CRB) before they undertake any school contract. Once the disclosure has been completed and approved the driver is issued with a Buckinghamshire County Council Identification Badge, which they must display when operating a contract on behalf of the Council AT ALL TIMES.
- Drivers must follow any reasonable instruction given by Amey Transport officers / Agent. If they believe the instruction is incorrect, they must report the matter to operations team who will take the issue up on their behalf later

### **3. IMPORTANT NOTE:**

- **IF ANY DRIVER IS CAUGHT OPERATING A SCHOOL SERVICE WITHOUT A VALID DBS BADGE, THEN THE CONTRACT WILL BE TERMINATED. THIS WILL RESULT IN AN INTERNAL INVESTIGATION IN LINE WITH THE DISCIPLINE PROCEDURE AND ALL PARTIES INVOLVED WILL BE HELD ACCOUNTABLE.**
- **IF ANY DRIVER FORGETS TO CARRY HIS DRIVING LICENSE, CPC OR DBS BADGE AND IS CAUGHT OPERATING A SCHOOL SERVICE THE CONTRACT WILL BE AWARDED PENALTY POINTS. THIS WILL RESULT IN AN INTERNAL INVESTIGATION IN LINE WITH THE DISCIPLINE PROCEDURE AND ALL PARTIES INVOLVED WILL BE HELD ACCOUNTABLE.**
- **IF ANY DRIVER IS CAUGHT OPERATING ANY SERVICE OUTSIDE THE LAW, SPEEDING DRIVING WITHOUT DUE CARE AND ATTENTION ETC, THEN THIS WILL RESULT IN AN INTERNAL INVESTIGATION IN LINE WITH THE DISCIPLINE PROCEDURE AND ALL PARTIES INVOLVED WILL BE HELD ACCOUNTABLE.**
- **IMPERIAL COACHES OPERATE A ZERO DRINK/DRUGS POLICY, ALL EMPLOYEES ARE SUBJECT TO RANDOM TESTING, FAILURE TO COMPLY WITH ANY REQUEST WILL RESULT IN AN INTERNAL INVESTIGATION IN LINE WITH THE DISCIPLINE PROCEDURE AND ALL PARTIES INVOLVED WILL BE HELD ACCOUNTABLE.**

#### **4. General Passenger information:**

- If a vehicle becomes vandalised in any way, make sure you report the damage to the operations team at the earliest opportunity who will inform Amey Transport Officer's and the Establishment for further investigation. Drivers should complete an incident form providing as much information as possible.
- If you are faced with a serious case of passenger misconduct, you must stop the vehicle, when safe to do so, and not continue the journey until order is restored. You must not remove a passenger from the vehicle at any point other than his/her normal alighting place unless the safety of your other passengers is put at risk. You must try to achieve discipline and control of the situation by remaining calm and giving clear verbal instructions. Do not use offensive language.
- In cases of severe misbehaviour, it is acceptable to return the vehicle to the school to obtain assistance. When arriving back at the school no child should be removed from the vehicle without the express agreement of the school representative. The driver must report any incidents to the operations team who in turn will inform the Amey transport officer.
- If a passenger becomes ill on the journey, the Driver will make an assessment to determine who they should contact. The incident must also be reported promptly to the establishment, the operations team and Amey transport.
- Drivers should store passenger luggage securely. Care should be taken to ensure that luggage does not obstruct emergency exits and do not allow it to be left in gangways, ensuring a clear exit in the case of an emergency. If you have a particular problem with items of luggage on a regular basis, you must inform the operations team who will contact the Amey Transport Officer for advice.
- At the end of every journey, the driver is responsible for checking the vehicle for lost property, any lost property found should be handed into the school for management if it is not possible to hand into the school then it must be handed into the operations team and managed within the company's lost property process.
- Vehicles should arrive and depart from the destination at the agreed contract times.

#### **5. Penalty Points:**

Amey Transport operates a penalty points system that is designed to ensure Operators and Drivers comply with the terms and requirements of the contract. The system further ensures that the highest standard of quality and safety is maintained through their regular monitoring processes. Any driver caught failing to comply with the requirements above will be considered to be in breach of their employment contract and subject to the discipline process.

#### **6. Safeguarding:**

As a driver you are regularly in contact with children through your work, you may get to know some of the children, and a few of them may talk to you a lot, and treat you as a friend. To protect yourself and the children you should remember the following:

- Avoid being over friendly.
- If you find a child seeks to talk to you in a way that makes you feel uncomfortable, you should let your supervisor know.
- Do not seek to know personal information about a child or share your own.
- Take care when helping a child, e.g. fastening a seatbelt – never touch a child unnecessarily.
- Never exchange phone numbers, texts, email addresses of engage in social networking.
- Never photograph a child, including on your mobile phone.

If you are concerned that a child or young person is in immediate danger, you must report this yourself to Social Care or Police if appropriate. (Phone numbers can be found in the useful contact information section).

**Useful contact information – The following information can be given to the general public.**

0800 8005000 - NSPCC Helpline

**7. Confirmation of document:**

I \_\_\_\_\_ confirm that I have read and understood all 5 pages of this document titled Imperial Coaches Ltd driver and Sub-contractor regulations September 2014.

I also confirm that I have had the opportunity to discuss the content with the operation manager Daniel Cooper at length.

Name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

**Witnessed on behalf of Imperial coaches.**

Name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

8. Copy of Incident form that must be completed then submitted to Amey Client Transport, regarding every incident:

**DRIVER / PAs / OPERATOR'S INCIDENT REPORT FORM OIR1**

Route No:		Operator's Name:	
School:		Driver's Name:	
No of Passengers:		Pas Name: (If Applicable)	
Date & Time of Incident:		Vehicle Reg & size:	
Location of Incident:			
Weather Conditions:			
Details of Injuries to Passengers (Please state if none)			
Details of injuries to staff (please state if none)			
Details of injuries to public (please state if none)			
<b>Witnesses Details</b>			
Name			
Address			
Contact Tel No:			
State Relationship with operator or passengers if any			
Name			
Address			
Contact Tele No:			
State Relationship with operator or passengers if any			

<b>Please Describe Details of Incident:</b>							
<b>Who has been notified</b>	Police		PC badge No		Incident No:	Police Officer Name:	
Ambulance		Fire Brigade		School		Contact Name	
Reported By:					Contact Tel No:		
Reported to:					Contact Tel No:		