
Euro Liners

Quality Assurance Policy

Organise and Manage and Resource

As we already operate school contracts on behalf of Birmingham City Council we shall be using this as a basis for any future work.

Any contract will be the responsibility of the Manager who will oversee the day to day operations with the support of drivers, workshop personnel and administration staff.

Operate

Routes are allocated to drivers and daily worksheets provide the relevant information. There is always a "standby" vehicle available at the depot should a breakdown occur. Drivers have access to a 24/7 telephone number to contact support staff in the event of breakdown or absence,

All drivers have in their possession, and use, a Daily Defect Report.

The books are regulation 3 part books with one copy to the Workshop Manager, one to the Office Manager and one remaining in the book.

All drivers have mobile telephones for communication to/from the office. These are required to be kept fully operational and carried by the driver on all jobs.

Drivers are informed of the legal requirements in the use and operation of mobile telephones whilst in vehicles.

A certificate of Initial Fitness is available for all minibus vehicles.

All vehicles also undergo an annual test by VOSA and a monthly check by our mechanics as required by law.

All personnel that drive vehicles have the appropriate licence to do so and are fully insured. We also offer and support all drivers to enrol for the Road Passenger Transport NVQ. They are also trained under the MIDAS scheme and hold the appropriate certification.

During all our current contracts we have not experienced, or had reported, any delays with our vehicles but there may have been occasions due to circumstances beyond our control e.g. weather conditions, traffic congestion etc. when we had slight delays.

All complaints, whether written or oral, are directed to the Manager who has responsibility for investigating and recording such incidents.

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We would refer to any information provided by Birmingham City Council in respect of children and escorts to ascertain any conditions warranting special attention. If none are forthcoming and we think the situation warrants further checks these will be carried out with the Education Department, escort and/or parent/guardian of the children involved.

Our drivers always report any situation that they consider should also be looked into by further investigation.

Drivers are informed of any passengers that require special attention and will inform passengers in general to take care when entering/leaving vehicles, especially in icy/wet weather conditions.

There are notices in vehicles reminding passengers it is compulsory to wear seat belts, or other types of restraint, and first aid kits are carried in all vehicles.