



Tetley's Motor Services Ltd

Passenger Collection, Educational Transport and Private Hire Safety Summary and Risk Assessment

Reference Number: -	Tet1950377
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Applicable Site: -	Tetley's Motor Services Ltd (LS10 1NY)

Safety Summary

At Tetley's Coaches, we recognise the importance of providing safe, reliable and professional passenger transport services across all areas of our operation, including school and college transport, private hire work and general passenger collection activity.

This document provides a high-level overview of the control measures, operational arrangements and safety considerations we maintain to support the safe delivery of our services, together with a supporting operational risk assessment.

This document should be read alongside our Conditions of Travel, safeguarding arrangements, operational procedures and driver policies where applicable.

Safeguarding Confidence

We recognise that educational and vulnerable passenger transport requires additional consideration beyond standard passenger operations. We are committed to maintaining professional standards which support passenger welfare, safeguarding and public confidence throughout our operation.



Measures implemented within our operation include:

- ✓ Drivers hold the appropriate vocational entitlement and legal qualifications for the services they operate.
- ✓ Driver identity, licence and right to work checks are completed prior to employment.
- ✓ DBS checks are completed where required by the nature of the work undertaken.
- ✓ Safeguarding concerns, welfare issues and incidents are supported through internal escalation arrangements.
- ✓ Additional planning considerations are applied where SEND or vulnerable passenger transport is undertaken.

Operational Professionalism

We maintain procedures intended to support the safe, legal and professional delivery of transport services across all operating environments.

Measures implemented within our operation include:

- ✓ Vehicles maintained in accordance with DVSA standards and preventative maintenance inspection schedules.
- ✓ Daily walkaround checks and defect reporting arrangements completed prior to vehicle use.
- ✓ Driver hours and working time monitored in line with applicable legislation and company procedures.
- ✓ Route planning and operational reviews completed where appropriate.
- ✓ Complaint, incident and near-miss trends reviewed as part of our continuous improvement arrangements.

Emergency Handling Capability

We maintain arrangements intended to support effective response to operational disruption, emergency situations and unforeseen incidents.

Measures implemented within our operation include:

- ✓ Breakdown response and vehicle recovery arrangements.
- ✓ Emergency contact and escalation procedures.
- ✓ Procedures for managing delayed services, missed collections and route disruption.
- ✓ Internal incident reporting, investigation and review arrangements.
- ✓ Dynamic operational decision-making where conditions or circumstances change.

Operational Risk Assessment Matrix

Category	Hazard / Risk	Potential Impact	Existing Controls	Additional Mitigation / Assurance	Review Trigger
Incident and Disruption control	Adverse weather conditions	Increased collision or delay risk	Dynamic operational decision-making is applied	Severe weather events and operational impacts are monitored through control arrangements	Weather warning or disruption
Incident and Disruption control	Breakdown involving passengers	Passenger welfare and safety concerns	Breakdown escalation procedures and recovery support arrangements are maintained	Significant breakdown events are reviewed internally	Major breakdown or recurring trend
Incident and Disruption control	Collision during passenger transport	Injury, disruption and reputational impact	Driver training, compliance monitoring and maintenance systems are maintained	Incidents are investigated and reviewed to identify learning opportunities	Collision or near miss
Incident and Disruption control	Delayed or missed collections	Passenger welfare concern	Communication and escalation procedures are maintained	Operational trends and complaints are reviewed	Repeated occurrence
Incident and Disruption control	Failure of communication during disruption	Delayed response and passenger uncertainty	Operational contact arrangements are maintained	Major incidents are reviewed for communication effectiveness	Major disruption
Incident and Disruption control	Fire or emergency evacuation	Passenger injury	Emergency equipment and evacuation procedures are maintained	Emergency events are reviewed following any incident	Emergency incident
Incident and Disruption control	Reputational damage following incident	Loss of client confidence	Incident management and review arrangements are maintained	Complaints, trends and corrective actions are monitored internally	Significant incident or media attention

Operational	Door entrapment during boarding or alighting	Passenger injury	Drivers are instructed to ensure doors are operated safely and passengers are clear prior to vehicle movement	Incidents, complaints and vehicle defects relating to door systems are reviewed and escalated where required	Incident, defect trend or complaint
Operational	Driver distraction	Increased collision risk	Mobile phone restrictions and distraction controls are maintained	Driver conduct is monitored through complaints, incidents and investigations	Incident or complaint
Operational	Driver fatigue	Increased collision risk	Driver hours are monitored in accordance with applicable legislation	Tachograph analysis and compliance reviews are undertaken	Compliance trend or incident
Operational	Excessive vehicle speed	Increased collision risk and severity	Vehicles are fitted with speed limitation systems where legally required and driver performance is monitored through company compliance arrangements	Speed-related incidents, complaints and compliance trends are reviewed and investigated where required	Collision, complaint or compliance trend
Operational	Loading and unloading luggage	Manual handling injury or unsecured items causing passenger injury	Drivers are instructed to load luggage safely and ensure items are stored securely where applicable	Significant incidents or recurring concerns are reviewed through operational management processes	Incident or complaint
Operational	Luggage movement or unsecured items	Passenger injury	Drivers are instructed to ensure luggage is stored safely where applicable	Incident trends are monitored and reviewed	Incident or complaint
Operational	New school, venue or collection location	Unidentified environmental hazards	Dynamic assessment is applied by operational staff and drivers	Escalation arrangements are maintained for unsuitable or unsafe locations	New operating location

Operational	Non-compliance with drivers' hours requirements	Fatigue risk, legal non-compliance and increased collision exposure	Drivers' hours controls, tachograph monitoring and compliance review processes are maintained in line with applicable legislation	Compliance trends, infringements and repeat concerns are reviewed and escalated through management processes	Compliance trend, infringement or incident
Operational	Non-use of seatbelts where fitted	Increased injury severity during collision	Passenger reminders are provided where appropriate	Driver expectations are reinforced through training and operational briefings	Legislative change or incident
Operational	Passenger alighting from vehicle	Passenger injury whilst exiting vehicle	Drivers are instructed to ensure vehicles are stationary before doors are released	Incident reviews and operational observations are used to identify recurring concerns	Incident or near miss
Operational	Passenger boarding in live traffic environments	Passenger struck by vehicle or fall injury	We instruct drivers to use suitable stopping locations where reasonably practicable	We review incident trends and complaints to identify recurring concerns or unsuitable collection points	Incident, complaint trend, route change
Operational	Passenger movement whilst vehicle in motion	Falls and injuries	Drivers are instructed not to move vehicles until passengers are seated where reasonably practicable	Complaints and incidents are monitored for recurring trends	Incident trend
Operational	Vehicle capacity exceeded	Increased injury risk and legal non-compliance	Passenger numbers are managed in line with vehicle seating capacity and legal requirements	Capacity concerns or complaints are reviewed and escalated where necessary	Complaint, incident or operational concern

Operational	Vehicle defect during operation	Breakdown or collision risk	Daily walkaround checks and maintenance systems are maintained	Defect reporting trends are reviewed and escalated where required	Safety-critical defect or incident
Operational	Vehicle reversing at schools or collection points	Collision involving pedestrians, vehicles or property	Drivers are instructed to avoid unnecessary reversing where reasonably practicable	Site-specific concerns are escalated through operational review arrangements	New site, incident, complaint
Operational Professionalism	Inappropriate speed for road, traffic or environmental conditions	Increased collision risk, reduced reaction time and increased injury severity	Drivers are expected to operate vehicles within legal speed limits and adjust driving behaviour to suit road, traffic, weather and pedestrian conditions	Speed-related incidents, complaints, telematics data and compliance trends are reviewed and investigated where required	Collision, complaint, telematics trend or compliance concern
Route Risk	Congested school or collection environments	Increased pedestrian interaction and collision exposure	Drivers are instructed to operate with increased caution in pedestrian-dense environments	Complaints, incidents and site-specific concerns are monitored and reviewed	Incident, complaint or new site
Route Risk	Low bridges or height restrictions	Vehicle strike, passenger injury or infrastructure damage	Drivers are expected to remain aware of vehicle dimensions and comply with signed restrictions and approved route arrangements	Incidents, near misses and route concerns are reviewed internally	Collision, near miss or route change
Route Risk	Poor weather or road surface conditions affecting route safety	Reduced vehicle control, increased stopping distances or service disruption	Drivers are expected to adjust driving behaviour to suit prevailing road and weather conditions	Severe weather events and operational disruption are reviewed through management processes	Weather warning, incident or disruption

Route Risk	Road closures, diversions or unplanned route changes	Delays, unsuitable routing or increased operational risk	Operational communication arrangements are maintained to support route adjustments where required	Significant disruption events are reviewed to identify operational learning	Major disruption or route change
Route Risk	Unsuitable or restricted routes	Collision risk, vehicle damage, delay or inability to safely access collection locations	Route planning and operational review arrangements are maintained where appropriate	Driver feedback, incidents and operational concerns are reviewed and escalated where required	New route, incident or operational concern
Safeguarding	CCTV fitted to vehicles where applicable	Failure to evidence incidents or support investigations	CCTV systems are fitted to parts of the fleet where operationally appropriate and managed in line with company procedures and data protection requirements	CCTV-related incidents, complaints and system issues are reviewed internally where applicable	Incident, complaint or system failure
Safeguarding	Passenger behaviour issues	Injury, distraction or safeguarding concern	Drivers are instructed to report unacceptable behaviour	Escalation routes are maintained for schools, colleges and operational management	Serious incident or complaint
Safeguarding	Safeguarding concern involving passenger	Welfare risk	Safeguarding escalation arrangements are maintained internally	Concerns are reviewed and escalated through management processes where required	Safeguarding incident
Safeguarding	SEND or vulnerable passenger transport	Increased boarding, supervision or welfare risk	Additional planning considerations are applied where requirements are identified in advance	Passenger-specific or site-specific concerns are reviewed where necessary	Change in passenger requirement

Safeguarding	Smoking or vaping on vehicles	Fire risk, passenger discomfort or safeguarding concern	Smoking and vaping are prohibited on company vehicles in line with legal requirements and company expectations	Driver reports, complaints and operational feedback are reviewed where concerns are identified	Complaint or incident
Safeguarding	Unauthorised passenger access	Safeguarding or security concern	Drivers are instructed to report concerns and challenge where appropriate	Significant concerns are escalated to management or emergency services	Security incident

Review and Monitoring

We review this document periodically and following any significant operational incident, legislative change, material change in operating activity, or identification of additional risk.

We maintain supporting records relating to vehicle maintenance, defect reporting, driver compliance, incidents, complaints and operational reviews as part of our wider safety management arrangements.