



Checklist – Assessing a Coach Hire Provider

For guidance, see National Guidance document [4.5e "Hiring a Coach"](#). See also document [4.4f "Checklist – Assessing a Provider"](#) for more general provider checks.

Details of Provider

Checklist for All Providers

- Is the provider approved by your employer or establishment?
- Does your establishment have an existing satisfactory relationship with the provider?
- Can the provider meet your specific requirements for the planned visit, including the particular needs of the group?
- Will the coach have seat belts and/or child restraints which are appropriate to the group?
- Will the coach have access and secure positioning for a wheelchair if necessary?
- Has the provider agreed not to sub-contract to another provider without your agreement?

Checklist for Providers Not Previously Well-Known or Approved

If a provider holds an external accreditation, such as CoachMarque or BUSK Benchmark, this may provide evidence that the provider meets some of the following criteria. You should check with the accrediting body.

Do you have evidence or assurances that:

- The provider has a valid Public Service Vehicle licence (and it is valid for international travel if this is planned)?
This can be checked at www.gov.uk/find-vehicle-operators.
- The provider has valid insurance for vehicles, public liability and employer's liability?

- Drivers are correctly licensed, and will carry a valid Driver Certificate of Professional Competence (CPC) card which will be available for inspection?
- Drivers will conform fully with driving hours regulations?
- The provider has recruitment procedures which ensure that drivers are suitable for working with children?
- Drivers have DBS checks?
These are required for drivers of vehicles conveying children, if they do this frequently or intensively – see National Guidance document [3.2g “Vetting and DBS Checks”](#).
- The provider has carried out a specific health and safety risk assessment for travel with groups similar to yours?
- Drivers have received training to operate with groups similar to yours?
- Can coaches operate within current guidelines for avoiding infection during a pandemic?
- If travelling overseas, drivers are experienced in international travel and in the countries to be visited?
- Drivers are experienced in the conditions to be expected (e.g. mountain roads, winter conditions, using snow chains)?
- Drivers have an emergency procedure to follow?
- The provider has a 24/7 helpline for the duration of your journey?
- There is adequate backup (e.g. if the coach becomes unserviceable, the driver is sick or there is an incident)?
- Coaches are compliant with UN ECE regulation 66 regarding the strength of the coach roof?
- Coaches are equipped with necessary safety equipment (e.g. first aid, fire extinguishers and functioning torches)?
- Coaches undergo regular safety checks in line with government guidance?
Checks should be every 4 to 13 weeks depending upon the age of the vehicle and its operating conditions.
- Coaches undergo a daily walkaround check by drivers or a responsible person?
- The provider’s current Operator Compliance Risk Score (OCRS) is acceptable?
Ideally it should be coded green (lowest risk). The provider can obtain the score at www.gov.uk/operator-compliance-risk-score.
- Coaches meet your requirements regarding comfort, convenience, value for money and contractual terms and conditions.

