

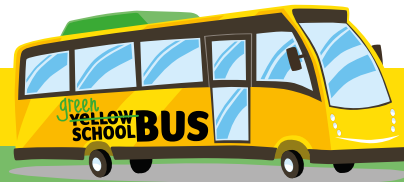
quality

value

Successful School Trips

safety

How to ensure
you get best value,
safety and reliability
on all your school trips
all year round!



BELLE VUE



@BelleVueBus

@BelleVueCoachhire

www.yellowschoolbus.co.uk

**Pupils
Stranded**



**COACH
CRASHES**

**Best Value?
Possibly Not!**

**FEARS FOR
CHILD SAFETY**

**DBS CHECK
MISSED**

**Risk
Time**

The school trip from Hell

How do I choose the right transport company for my school?

It is perceived in the education sector that to obtain best value you should go out and get three prices. Surely the best price is the best value right? – **WRONG!**

The best way to get best value is to obtain the best operator with the best practice and get a discount for the annual transport spend up front. Bus and coach hire is seasonal and prices go high during the times schools want to travel. By obtaining prices upfront at the start of the year, you get discounts for an annual spend rather than a weekly one. Over the year this can save you thousands of pounds if you are a busy school. Furthermore if you get an operator with all the best practice, you have won the lottery with the deal.

We'd like to paint you a picture because making the wrong decision can have serious repercussions. Imagine a broken down bus or even worse a crash, with your students stranded on the motorway. How are you going to get them home?



Did you ask all the right questions, about fleet maintenance, safety records, driver training and screening, policies, and breakdown cover?

Let us explain how we can help you achieve best value, safety and reliability.

Phil Hitchen
M.D. Belle Vue Coaches

Classroom assistants are as green as grass when it comes to checking operators

Ringing around and taking the cheapest price out of three could be fatal. The different standards between operators is amazing. There are professionals who are regulated with governing bodies like the DVSA (Driver Vehicle Standards Agency), The CPT (Confederation of Passenger Transport), and TfGM (Transport for Greater Manchester). And **there are cowboys who go under the line but appear attractive**, based on price. You need to ensure you are receiving a service that is compliant with industry standards then look at the prices being charged.

We can save you money on your transport budget

Based on your annual spend, we integrate it with what we are already doing and make it more efficient. We cut out dead mileage that is a waste. We track our vehicles and drive more efficiently saving money on fuel. Part of our fleet are government-funded Yellow School buses. As they have no large capital outlays, the standing vehicle costs are lower, meaning **we can pass savings on to your organisation**. Regular, local journeys in between school times can benefit hugely from such savings.

best value



safety and compliance

How do school teachers, school secretary's and class room assistants check operator safety on the bus or coach they are travelling on? They probably don't in most cases but should do!

Can you afford to take any chances?

Belle Vue provide vital key elements that ensure safety:

- 1. Fleet Investment.** We invest in the latest vehicles every year ensuring comfort and safety.
- 2. The OCRS Rating with the DVSA. Vehicle Maintenance measuring.**
This is measured by the DVSA and scored like a traffic light system based on vehicle MOT pass rate and road side inspections. Scoring goes... Green for good, Yellow for average, and red for dangerous! Ask for your copy of the OCRS rating. We're Green for Go!
- 3. Insurance Claims Record.**
This measures the numbers of claims and accidents in a year. Anything above 60% is below average. 40% or less is good. 20% or less well managed. We normally operate between 0-30% on average.
- 4. Audits.** We have a number of audits every year that we pass with flying colours. These are all documented and ensure we are compliant. Ask for your copy.
- 5. DBS Service.** Check out the Disclosure and Barring Service on staff. All our team are DBS checked and passed.
- 6. Policies.** All our policies are ISO standards. ISO9001 for Quality, ISO14001 for Environment and ISO18001 for Health & Safety.
- 7. CCTV –** All our fleet has CCTV fitted for monitoring and training purposes (Possible access for your organisation).
- 8. Tracking –** all our fleet is tracked ensuring safer driving standards.
- 9. Roadside Assistance** evacuation cover across Europe.

We operate a best practice attitude when it comes to safety and compliance and we tick every box.

Service

We help you get what you want, when you want it. On time, every time.

We provide **dedicated account managers** so they can get to know your team and anticipate their wants, needs and expectations. We do the same with our driver team too. The same driver(s) who get to know what you like, when you like it.

Training

We have a recruitment, induction and training policy to ensure our team are at the top of their game. We train our team in the CPC (Certificate of Professional Competence), iMA, (Identify, Modify and Adapt, ones own personality when meeting another), and Counter Terrorism.

Awards

We compete in industry awards year on year and win on numerous occasions making our organization and team one of the best in the industry across the UK. (See websites for details.) Our drivers phone clients the day before the trip and double check everything. Failing to plan is planning to fail. **A well planned trip is a successful trip.**

Aftersales

We carry out an aftersales service to ensure your service improves all the time.



Here to Help



**On time!
Every time!**

1. Best Value ★

We create best value by assessing a client's transport requirements and matching our best solutions to meet their requirements.

On large transport movements, we weigh up the summary of movements and integrate them with our existing transport, this enables us to cut out dead mileage, make vehicle movements more efficient resulting in better costs to the client.

2. Quality ★★

All our operations are certified to ISO9001 quality status. Our management systems have a finely documented and executed plan from start to finish.

Our fleet consists of a modern range of vehicles that are professionally managed across the board to ensure maximum performance and reliability.

Our network of approved operators are screened and audited resulting in a coach hire management system that can handle a single transport movement to a large multi vehicle transport event.

5. Personal Service ★★★★★

We recognize every client is different. Whether you're a school teacher planning a school trip excursion, a company director organizing a corporate event, or a chap organizing a day trip to the races, you all have different wants, needs and expectations.

We meet these expectations by gathering all the information from you. These are the personal details of the trip not just the transport mechanics of the journey.

We also use a communication system called iMA to help us communicate with you more effectively. This helps us drive stress and tension out of the workplace and improve harmony and cooperation. www.ima-bellevuecoach.com
Our goal is to exceed your expectations time after time.

5 Star Service



We have a 5-star promise across all our services to each and every passenger

3. Reliability ★★★

We carry 1.4 million passengers every year. We do this by having policies and systems that are self-improving. Mistakes made in the past have been ironed out with new systems and operating procedures resulting in an enhanced service.

Humans are prone to occasionally make mistakes. By having systems in place it enables us to correct the mistakes before they affect the service.

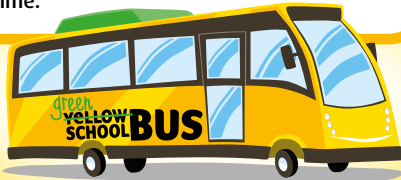
We also have a passenger roadside evacuation service that operates within 60 minutes in the UK and 90 minutes across Europe. We have hundreds of approved suppliers in our industry network, operating across Europe to relieve an emergency situation.

4. Safety ★★★★★

Our DVSA OCRS rating is Green 00. It's the highest score we could possibly achieve for vehicle maintenance.

Our core values are safety and comfort and the business is aligned to meet these values. We're carrying human beings not baked beans at the end of the day.

On large transport movements we weigh up the summary of movements and integrate them with our existing transport. This enables us to cut out dead mileage, make vehicle movements more efficient resulting in better costs to the client.



What would you like for your transport requirements?



Would you like a discount on your transport costs of up to 12%?

Would you like to travel in a new modern fleet with best maintenance practices?

Would you like an operation servicing you with all the European standards met?

Would you like a one stop shop transport provider looking after you from top to bottom?

Would you like an account manager looking after all your wants, needs and expectations?

Would you like a dedicated driver team who go the extra mile?

We currently serve all the major educational transport clients across Greater Manchester

TfGM Manchester City Council Tameside Council Stockport Council Manchester College
Plus hundreds of schools too!

Contact Us

If you would like a chat or make an enquiry, please email sales@bellevue-mcr.com



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