



Coach Travel & Home to School (H2S) Risk Assessment

Last Review: 8th October 2026

Next Review: 8th October 2027 (unless amendments required before)

This risk assessment has been compiled as a general overview of the main risks associated with coach travel. It is not an exhaustive list of every eventuality that can occur, and groups/individuals should also compile their own risk assessments based upon the individual needs of the party travelling.

Hazard	Risks	Person(s) Affected	Severity of Risk	Control Measures
Boarding/disembarking the vehicle (coach access)	Personal Injury: Slip, trip or fall Unable to Board/Disembark in designated Pick Up/ Drop Off Point the Home to School Service	All staff and customers/passengers Home to School registered students	Low/Medium High	- Ensure all lighting both internally and externally are fully operational and the areas are well lit - Ensure the platforms and the aisles are clear of any obstructions or trip hazards including litter and rain water - The Driver to pull up in a safe place or designated drop off/pickup point on the Home to School (H2S) service to allow the passengers to board/disembark. If abroad, this should be in an area free of traffic and ideally the continental door where possible. - Communicate with the school/parents and students via email, app and official social media channels to inform parents of proposals for an amended pickup/drop off point and the associated time constraints. In the event that this contravenes the services ability to drop

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				off at school, school should be informed. Parents to be contacted to seek additional permission to allow their child to be dropped off/picked up at an alternative location and understanding that the Parental Responsibility of the driver is removed from the moment the student disembarks. • Ensure that the steps are dry before boarding/disembarking – steps and aisles to be dry mopped if required and passengers warned to board the vehicle slowly and carefully (safety briefing) • Main exits points to be used. Emergency exits not be used unless in an emergency. • Hazard lights to be used by the Driver to warn other road users of boarding/disembarking passengers if in an area where this is deemed to be required
Stowed luggage and obstructions in aisles	Personal Injury: • Luggage/objects falling from the overhead luggage compartments • Crush injuries • Injuries to back whilst lifting heavy luggage	All staff and customers/passengers	Medium	• Legal requirement to keep exits clear – Best Practice exercised by Driver and Party Leader • Only small cabin sized bags/luggage to be allowed in the coach seating area • Bags/Luggage should be stowed in either the overhead luggage compartments or under the seat only on board the vehicle

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	Exits blocked including the main vehicle entry/exit points, aisles and emergency exits			- Bags/Luggage stowed in the overhead storage should be less than 6kg in weight - Heavy bags/luggage or large items should be stowed in the coach hold. Luggage should be lifted in using the correct lifting procedures as deemed Best Practice. - No flammable liquids to be stowed on board the coach. - Driver to ensure that all bags/luggage are safely secured before departure. - Driver to ensure no bags/luggage or straps off bags/luggage are left in the aisles before departure - Passengers to be reminded by the Party Leader hiring the coach or Driver for the H2S service that all on board should be wearing their seatbelts and are not to move about the vehicle whilst it is in motion unless moving to and from the onboard toilet.
Adverse Weather Conditions	Vehicle skidding with the potential to collide with other vehicles or pedestrians causing personal injuries and/or vehicle damage Personal injury: - Whiplash - Cuts/bruises	All staff, customers and passengers, other vehicle road users, pedestrians	Low	- Operations Manager/Team to consult local weather reports for the areas covered by the coach hire and H2S routes and Party Leader/Schools/Parents informed of a final decision of whether it is safe to proceed on the journey using the vehicle - Driver to be experienced member of the team capable of negotiating adverse conditions

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	• Concussion • Sprains/breaks • Slips, trips and falls Delays in the Party Leaders itinerary for the hire of the coach			• Party Leader, parents and School to be notified of any possible delays incurred by the inclement weather • Cleaning materials available on board to clean up any rainwater/melted snow/hail • Passengers to remain in their seats at all times with seatbelts securely fastened. • Passengers reminded not to move around the vehicle whilst it is in motion unless using the on-board toilet. Passengers are only insured to be out of their seats whilst the vehicle is in motion when visiting onboard facilities.
Terrain	Vehicle becoming grounded on soft ground Personal injury • Slips, trips or falls Delays in Party Leaders itinerary for the hire of the coach	All staff, customers and passengers, other vehicle road users	Low	• Route planning prior to departure • Experienced drivers • Boards and spade available on board • Party Leader to be notified of any possible delays incurred by problematic terrains • Seatbelts to be worn at all times by all passengers and driver • Passengers to remain seated at all times unless moving to and from the toilet
Vehicle Breakdown/Mechanical Issues	Delay in Party Leaders itinerary for the hire of the coach Road Traffic Collision Personal Injury	All staff and customers/passengers	Medium	• Vehicle to undergo regular vehicle maintenance checks as per the Company's policies and procedures • Driver to undertake Driver Walk Around checks for defects before leaving the depot

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				• 24-hour assistance support available from the Operations Team • All Drivers trained in what to do in the event of a vehicle mechanical problem/breakdown and who to contact • All Drivers to have access to a mobile phone • Where at all possible, the vehicle to be stopped in a safe place for passengers/customer/studentss and accessible for the Recovery Team • Hazard Lights to be used by the Driver to warn other road users of the broken-down vehicle. • Party Leader, School, Parents and Students informed of the problem and where possible, the duration of the delay. • Passengers/customers/students to disembark to a safe place if available under the instructions of the Driver. Supporting member of staff to be deployed to the scene if the risk is increased should the vehicle stop in a place of greater risk e.g. motorway • Driving times limited to the legal maximum for the individual driver.
Vehicle Fire or Fire Alarm Activation	Personal Injury Smoke inhalation	All staff and passengers/customers	Low	• Passengers should evacuate the vehicle as per the instructions of the driver • No smoking policy on board the vehicles • No vaping/e-cigarette policy on board the vehicles

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				• Fire extinguishers on board and freely accessible • First Aid kit on board and freely accessible • Driver to have basic first aid training • All passengers briefed on where their nearest emergency exits are in cases of emergency • Driver to ensure all exits are kept clear • Smoke Alarms fitted on board
Passenger Safety	Personal Injury: • Slips, trips and falls • Cuts/bruises • Concussion • Sprains/breaks Driver distracted Other road users distracted	All staff and passengers/customers	Medium	• Party Leader/Driver on the H2S service to be responsible for the behaviour of the party. The Party Leader/Driver on the H2S routes has overall responsibility of the safety of the passengers. • Party Leader to be responsible for medication brought on board for members of their party. Parents to be responsible for ensuring students are carrying their medication on board on the H2S service and H2S Transport team informed in writing they are carrying the medication. • No smoking policy • No vaping/e-cigarette policy • No alcohol or drugs to be consumed on board the vehicle • Seatbelts must be worn at all times • Passengers must remain seated while the vehicle is in motion unless moving to/from the on-board facilities

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				• Driver to stop the vehicle if the behaviour on board is deemed as a distraction/compromise to the safety of those on board. • All drivers fully Enhanced DBS checked • All drivers fully CPC trained and licenced • All drivers to take their scheduled breaks • All drivers to ensure they adhere to the driving hours regulations and do not exceed the legal requirement. • All routes planned in advance
Safeguarding	Physical Emotional Neglect Mental Sexual	All staff/passengers	Low/Medium	• School's own risk assessment for Private Hires • Safeguarding training for all drivers including the NSPCC Transport Driver Training AND training on Annex A: Safeguarding in Education Policy 2023 • Designated Safeguarding Lead: Katie Smith