

# THANDI

EXECUTIVE COACHES

2 Abberley Street  
Smethwick, Birmingham  
West Midlands, B66 2QL  
Tel: 0121 565 2002 / 2009  
contact@thandicoachesuk.com

Dear Parent / Guardian

Please allow me to introduce Thandi Executive Coaches (TEC) which is based in Birmingham.

It has been a great pleasure providing transport for Sandwell Academy since it opened its doors to students, and as a local provider we are pleased to be able to be involved with a local academy in the community.

TEC has been formed for a considerable time now in which time we have been able to expand our operations to cover work all over the UK and also into Europe, and our number of passenger transportation per month exceeds to well over 45,000 passengers.

Given this we have a great team in place that is able to organise and communicate a service that caters for the academy's and students needs. With a new term fast approaching we are excited to be able to continue our transportation service to the students attending.

All services will run as normal with services and stops, all of which can be found on our website (<http://thandicoachesuk.com/school-timetables/>).

Below we have provided some information on how we operate our services and also an insight into the workings of the company.

We offer an open door policy and happy to work with the parents and the academy alike to ensure we are keeping up with our commitments and also to ensure your child's safe travel to and from the academy.

If you have any queries we are happy to help and welcome a call or visit where we can discuss.

Once again it is a great pleasure to continue to be a part of an outstanding institution and we look forward to the new term.

Kind Regards

*Thandi Executive Coaches*

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### KEY INFORMATION / TRAVEL COSTS AND PAYMENT PROCESS

The service being run will be run as a viable sustainable service, one that arrives at the academy on time and also gets the children back home in a timely and safe manner. With this in mind we have priced the passes on the basis of a fixed cost. This will give piece of mind on knowing there will be no hikes during the year and also for each parent to know exactly how to allocate the cost as it will be set in stone.

The service pass will vary in cost depending on individual circumstances. All students that reside within a 3 miles radius have a pass price set at £600. All students whom reside outside a 3 mile radius shall be charged £500. This amount may however change given individual circumstances and it would be wise to refer back to information being provided by the academy or to contact then directly to see if any additional help is available.

The payment will have an option of being split between a range of payments (one payment is also acceptable should you wish to do so). – Payment information will be given in more detail in due course.

In terms of the cost, we are still below the current average paid by other dedicated school transport providers and hopefully a reliable and safe transport service will allow for ease of mind that your children are dropped off and picked up from the academy at the time stated and in a professional way.

The payments will be made directly to TEC and will be done via a visit to the office or can be done over the phone.

### WHAT HAPPENS NEXT

Below we have included some information and we hope that it covers all the information you need in order to make a decision on your child's transport needs. As per the current service the seats are on a first come first serve basis so we would encourage an enquiry sooner rather than later for a space.

If you decide to go ahead then this would be the process to follow;

- : If you are not claiming any support then the prices would remain as above and you are able to start the service by following the steps below. If you are on any form of support then please refer to the documentation from the academy to establish how much your pass would work out to be for the year.
- : Once this has been identified you are able to call or come to the office to discuss. The depot you need to come to is; **Thandi Executive Coaches, Abberley Street, Smethwick, Birmingham, B66 2QL – 0121 565 2002**
- : Bring a passport size photograph with you, or alternatively after discussed on the phone you are able to email in to; **[contact@thandicoachesuk.com](mailto:contact@thandicoachesuk.com)** – quoting the reference number given to you over the phone.
- : A travel pass will be generated with the child's photograph, name and reference number on
- : Payment can be made via cash or card and a receipt will be given.
- : The pass is to be used for travel at all times, it is imperative that all children travelling have a seat and to ensure the service is not over subscribed or being used by non paying children, we would require a pass shown at all times. If the pass is lost or forgotten then a call to the office will enable us to alert the driver.
- : You will be updated on the system and emergency contact numbers will be taken.

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Please note that the service will be run by a regular driver and over time will allow for the children to feel more at ease with a familiar face. Although we are sure all children are well behaved, in such circumstance where any damage may be caused then the parents will be liable for costs.

When boarding each student will need to show the driver their pass and entry would be allowed. Should a pass be lost or stolen there is a cost of £10 to replace, also if a pass is not shown then the child will **NOT** be allowed onto the service unless the office is given a call to update the driver. We enforce this rule to ensure no unauthorised students board the coach.

A text service will be also be instigated and should we need to communicate with parents this service will be used with the numbers registered on the system.

Please ensure (especially in the darker months) that children are collected or advised to head back in a safe manner once they have disembarked from the coach. Student's passes will also state which service they are registered to use and it is imperative they do not try to board any other coaches.

Part of the pass also allows students to use the late coach service which brings children back home after the Academy's late school sessions.

We thank you for your time and look forward to a great relationship.

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### ADDITIONAL INFORMATION / SUPPORT AND RELATIONSHIP

Working with Sandwell Academy we strive to ensure that we adhere to all areas in order to ensure we are fully compliant with any rules and regulations that may be in place.

*Below are just some of the keys areas I believe will show how committed we are as a transport provider.*

- : All drivers are checked with an Enhanced Disclosure & Barring Service for the child's safety
- : Drivers have a set uniform that consists of shirt, tie and trousers. This image is reflected to students and members of the public and shows a continuation of a professional image from the Academy
- : All drivers licences are checked at regular intervals to ensure no endorsements affect the service.
- : We provide a certificate of insurance, employer's liability and also MOT certificates for all vehicles to the academy
- : Vehicle maintenance sheets are completed before each and every run on all vehicles to ensure your child is travelling with safety as a key area.
- : We have a designated workshop where we have our own on site equipment to ensure all vehicles are fully compliant. No vehicles are scheduled in to external organisations which allows for a more rigorous checking process
- : All vehicles are seat belted
- : All buses have displays for easy identification by students

### PROVISION OF TRANSPORT SERVICES - Q&A's

#### 1) HOW DOES YOUR COMPANY APPROACH SAFETY MANAGEMENT?

TEC is very stringent on all matters of safety. Safety is paramount to us and not only covers our core business and people but extends to our passengers and the general public.

- : Regular safety briefings are held in order to assess any areas of improvement or rectification
- : We undertake regular safety training including an induction programme for new drivers
- : We actively monitor and report our safety performance which is logged on a regular basis

#### All our vehicles:

- : Are checked every day before each journey commences as part of the 'Daily Inspection'; which entails the checking of all lights, emergency buzzers, Seat belts and other safety checks
- : Undergo a thorough maintenance and inspection regime at periodic intervals which comply with the Vehicle and Operating Services Agency (V.O.S.A)
- : Are fitted with safety seat belts, emergency lighting and first aid and fire equipment.

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### 2) WHAT PARTNERSHIP AGREEMENTS AND/OR SUB CONTRACTS ARRANGEMENTS DO YOU HAVE WITH OTHER COMPANIES?

We work with a range of schools, colleges and universities as well as much corporate work. All services here have full time drivers whom work on set routes and pick up points.

### 3) WHAT IS YOUR CONTINGENCY FOR SCENARIOS SUCH AS?

#### : Bad weather (i.e. snow)

- : We regularly monitor weather and road conditions to maintain the highest level of safety.
- : If we foresee an issue we will contact the academy immediately where necessary and advise any changes to our service, such as
  - o The need for us to set off earlier so we can make our service available. Should we need to leave earlier from the academy (if weather and road conditions continue to deteriorate throughout the day) we may need to look at safest time in the day to travel
  - o We will notify in case on delays due to unforeseen circumstances
- : We also will update the website where parents are able to see if a service is running.
- : Contact numbers will also be provided in such cases and we can liaise on road surface conditions.

#### : Breakdown

- : A "backup service" is always available and can be reached to the breakdown destination within the fastest time possible.
- : TEC also employs "on site" mechanics who are available throughout the core working hours
- : A dedicated "mobile" breakdown service is also available in circumstances where such a need is required.

#### : Closure

- : In such cases we would need to liaise directly with a designated contact/s at the academy if required.
- : A 24 hour number will also be provided to the academy so we can be contacted should the need arise outside office hours as well as during office hours.

### 4) WHERE, HOW AND WHO WOULD ANY COMPLAINTS AND/OR ISSUES BE DEALT WITH?

Our aim is to work effectively from the very start and we hope this need never arises. However, if for any reason this does we do take all complaints / feedback very seriously.

We will have a dedicated person to regularly maintain contact with the academy who in turn will be responsible for handling any complaints should they arise. We will work closely as a team with the academy and parents to resolve any issues and build an effective working relationship.

### 5) WHAT THOUGHT PROCESS DO YOU INTEND TO USE TO DECIDE 'START - PICK UP - DROP OF POINTS' FOR EACH OF THE ROUTES?

In the current situation we propose to maintain the current routes as they have been effective to date. In due course should road changes take place or there is consensus on a more effective route then we are happy to take this on board.