



Code of Minimum and Quality Assurance Standards

AUDIT REPORT FOR
ANTHONYS TRAVEL

Undertaken by:



Sue Viney,
FLEET RISK CONTROL
The Oaks, Church Road,
REDHILL,
North Somerset
BS40 5SG

Telephone:

Mobile: 07880 923501
Office: +44 (0) 1934 861250

E-mail:

sue@fleetriskcontrol.co.uk

Date of audit:

6th December 2011





Executive Summary

Operator:	ANTHONYS TRAVEL (A.A. and R. Bamber t/a)
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SECTION		Possible	ACTUAL
A	Customer Service Standards	8	8
B	Employee Investment	4	4
C	Fleet Standards	8	8
D	Community and Regulatory Standards	7	7
TOTAL		27	27

Mandatory Standards	
The following were NOT complied with:	N/A

Signed:		Date:	8 th December 2011
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Enquiries and bookings

No.	Standard	Compliant
A1	Descriptions of coaches used in quotations, contracts, brochures etc are open, honest and explicit.	✓
A2 M	A point of booking is provided for customers, which is open during normal business hours and is staffed by persons competent to deal with coach-hire enquiries.	✓
A3 M	Once customers have made an enquiry or booking, they receive the highest level of care throughout the booking process, including the issue of appropriate documentation.	✓

The journey

No.	Standard	Compliant
A8	The driver's instructions for a journey are an accurate reflection of the detailed itinerary supplied to/agreed with the customer.	✓
A9 M	At any time a coach is on the road, a 24-hour back-up arrangement is maintained. This will include a system to contact drivers by phone or radio, with customers being provided with a 24-hour emergency contact number for a company contact who has the authority to make decisions to deal with emergencies or has ready access to a decision maker.	✓

Terms and conditions

No.	Standard	Compliant
A11 M	Conditions of hire are at least as favourable to customers as CPT's current Model Conditions of Private Hire.	✓
A12 M	There is an effective complaints procedure and a nominated officer to take responsibility for dealing with complaints.	✓
A13 M	Complaints are acknowledged within 14 days and a full reply normally made within 28 days of the complaint being made.	✓



Training and competence

No.	Standard	Compliant
B1 M	There is a formal commitment to training and procedures which aim to ensure that the highest standards are maintained.	✓
B2	On engagement and then at intervals of no more than 12 months, all drivers' licences are checked by obtaining a copy of the DVLA record from the DVLA	✓

Presentation

No.	Standard	Compliant
B8 M	All staff employed with regular face to face contact with the public is fully uniformed. This includes drivers, couriers, travel office staff, office counter staff and customer carers.	✓

Procedures

No.	Standard	Compliant
B9 M	There is a written Company Rules or a Handbook, which is accessible or issued to all staff and which will incorporate at least the minimum standards defined in this document.	✓



C) Fleet Standards

Management control

No.	Standard	Compliant
C1 M	The CPC Holder nominated on the operator's 'O' licence is employed full-time in the business in a managerial capacity.	✓
C2 M	The CPC Holder nominated on the operator's 'O' licence abides with the guidelines of the CoachMarque scheme.	✓

Engineering standards

No.	Standard	Compliant
C3 M	A daily walk-round visual check is made by a driver or engineer with a written report made.	✓
C4 M	There is a system for drivers to report any damage or defect which becomes apparent on any vehicle they drive and for reported matters to be rectified as appropriate before a vehicle is returned to service.	✓
C5 M	The maintenance system and maintenance records are subject to scrutiny as part of the quality assurance scheme.	✓

Vehicle presentation

No.	Standard	Compliant
C11	In the event of a vehicle shortfall, substitute vehicles are, where-ever possible, to the same standard as promised.	✓
C12 M	There is an internal system in place, which includes documented checks, to ensure that CoachMarque approved vehicles are presentable at all times.	✓
C13 M	CoachMarque logo vinyls are affixed only to vehicles of 10 years or less age and are affixed in the required positions.	✓



D) Community and Regulatory Standards

Regulatory compliance

No.	Standard	Compliant
D1 M	The member holds a valid Operator's Licence, Insurances and any required Bonding.	✓
D3 M	Tachograph records will be subjected to checks for driving hours compliance.	✓
D2	The member will produce evidence that they meet the requirements for adequate Financial Standing under the Operator Licensing rules, as of the date of the audit.	✓
D2a	The member will produce an up to date printout of their OCRS score for all O licences covered by CoachMarque membership. NB: this needs to be obtained in advance of the visit and can only be done by registering with the VOSA on-line service.	✓

Health and safety

No.	Standard	Compliant
D4 M	A clean, safe and professional environment consistent with Health and Safety regulations is provided at all times for staff and customers.	✓
D5 M	A copy of the Health and Safety Policy Statement is available to customers on request.	✓

Environment

No.	Standard	Compliant
D6	The member will have a written Environmental Policy, which will cover specific aspects of coach operation, including the disposal of litter, oil and other fluids, the discharge of chemical toilets only at approved places and minimising the running of engines when parked.	✓



- **Public Service Vehicle Operator's Licence**
- **Motor Insurance**
- **Liability Insurance**



Public Service Vehicle Operator's Licence

PUBLIC SERVICE VEHICLE OPERATOR'S LICENCE

(Issued in accordance with the Public Passenger Vehicles Act 1981)

Issued to:

Issued by:

ANTHONY BAMBER & PARTNERS
T/A: ANTHONYS TRAVEL
8 CORMORANT DRIVE
RUNCORN
WA7 4UD

North Western Traffic Area
Hillcrest House
386 Harehills Lane
Leeds
LS9 6NF
0300 123 9000
0113 2489607
www.businesslink.gov.uk

Public Service Vehicle Standard National

Licence number: PC0003070
Not transferable

Date of issue:

01/07/1995

Next checklist date:

30/06/2015

The Traffic Commissioner hereby authorises the holder of this licence to use on a road public service vehicles, which have their operating centres in this Traffic Area, for carrying passengers for hire or reward, subject to the condition that the total number of vehicles used under this licence at any time does not exceed the maximum number of discs issued & any other conditions which are set out overleaf.

The maximum number of Public Service Vehicles authorised in accordance with the Public Passenger Vehicles Act 1981 (as amended) is:

Public service vehicles authorised	20
Number of discs issued	20

Beverley Ben

Traffic Commissioner

Serial No : PC0003070 25/05/2010 12:34:37
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CERTIFICATE OF MOTOR INSURANCE

Policy Number Y005043FLT0111A

1. Description of Vehicle

Any motor vehicle the property of the Insured and/or for which they are legally responsible.

2. Name of Policyholder

A A & R Bamber t/as Anthonys Travel

3. Effective date of the commencement of insurance for the purposes of the relevant law

00:01 16 October 2011

4. Date of expiry of insurance

23:59 15 October 2012

5. Persons or classes of persons entitled to drive

Any person in the Insured's employ, provided the person driving holds a licence to drive the vehicle and such licence has not been revoked or has held and is not disqualified from holding or obtaining such a licence and provided the person is driving on the order of or with the permission of the policyholder.

6. Limitations as to use

Social, Domestic and Pleasure Purposes.
Use for the Insured's business.
Public Hire, meaning the carriage of passengers for hire or reward.

7. Exclusion

Use whilst drawing a greater number of trailers in all than is permitted by Law.
Use for racing, competitions, rallies or trials.

8. End of document

We hereby certify that the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Guernsey, the Island of Jersey and the Island of Alderney. For and on behalf of QBE Insurance (Europe) Limited which is authorised and regulated by the Financial Services Authority. FSA Registration Number 202842.

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QBE Insurance (Europe) Limited

M.F. Crane

M.F. Crane
For QBE Insurance
(Europe) Limited

NOTE: This Certificate relates to Road Traffic Act liability only. For full details of the insurance cover reference should be made to the Insurance Document.
Advice to Third Parties - nothing contained in this Certificate affects your right as a Third Party to make a claim.

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Certificate of Employers' Liability Insurance^(a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policyholder employs persons covered by the policy)

1. Policy number	SZ/13904463 / FA-12373
2. Name of policy holder	A A & R Bamber T/A Anthonys Travel

3. Date of commencement of insurance policy	16.10.2011
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4. Date of expiry of insurance policy	15.10.2012
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We hereby certify that subject to paragraph 2:-

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney^(b); and

2. (a) the minimum amount of cover provided by this policy is no less than £5 million^(c); ~~xxx~~

~~(b) the cover provided under this policy relates to claims in excess of £ x x x up to and including £ x x x~~

Signed on behalf of Allianz Insurance plc

Authorised insurers



Andrew Torrance
Chief Executive

Notes

(a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.

(b) Specify applicable law as provided for in regulation 4(6) of the Regulations.

(c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

Account Number:

Allianz Insurance plc
Registered in England No. 04584
02040112000

Allianz Insurance plc is a member of the Association
of British Insurers and the Financial Ombudsman Service.
Authorised and regulated by the Financial Services Authority.