



Face Front Inclusive Theatre

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Minibus Procedure & Policy

Face Front Inclusive Theatre (FFIT/ Face Front) owns an accessible minibus which is used to transport group participants to and from their weekly groups, is used for cast members when touring shows to schools or theatres and at other times when it is deemed necessary.

This policy has been written and follows the guidelines for best practice, as set out in the "Minibus Safety Code of Practice 2015" issued by the Royal Society for the Prevention of Accidents (RoSPA).

Classification

Legally, our 'minibus', aka Tango, is classed as a 'large car' because it has 8 passenger seats (the classification for a minibus is a vehicle that has between 9 to 16 passenger seats). The Face Front minibus has 1 driver seat and 8 passengers seats or space for up to 2 wheelchairs and fewer seats.

This policy and all information, documents and anything relating to the Face Front minibus can be found in our Minibus folder on Sharepoint (digital)

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Responsibilities

- Face Front Inclusive Theatre Chair of Trustees is ultimately responsible for ensuring that the Face Front minibus is operated safely within the Charity, fully complying with all legal transport and health and safety requirements
- This responsibility is delegated to the CEO of Face Front Inclusive Theatre to ensure appropriate implementation of this policy.
- It is the responsibility of all staff and drivers for the Charity to adhere to this policy.

Inclusion Through Theatre

Patrons: Mat Fraser | Josette Bushell-Mingo OBE | Rachel Denning | Doris Jiagge
Aditya Chakrabortty | Onjali Rauf MBE | Joseph Adelakun | Jamie Beddard

Face Front Inclusive Theatre is a company limited by guarantee.
Registered in England and Wales No.05154096. Registered Charity No.1116506.

Legal Requirements

The law states that Face Front must:

- Be adequately insured
- Maintain their vehicle well
- Have a valid MOT certificate
- Have valid road tax
- Only be used by a non-commercial body for social purposes, but not for hire or reward
- Not exceed 3.5 tonnes (or 4.25 tonnes if specialised equipment for the carriage of disabled passengers is included)
- Have correct seating with correctly fitted seat belts
- Not have a trailer

Our insurers require that a driver of the minibus must:

- Have held a full UK Driving Licence for 2 years with full eligibility.
- Have permission from Face Front to drive the Minibus.
- Be over 30 and under 70 years of age.
- Must not smoke or vape anywhere in the vehicle.

Face Front minibus management

The CEO will have the responsibility for the management of the Face Front minibus fully supported by project staff and the core team.

Duties of responsibility for the minibus include:

- Replying to requests to use the minibus.
- Ensure the Face Front mini bus keys are kept accounted for and secure.
- All legal and administration tasks relating to the Face Front minibus, including licences, insurance.
- Ensuring the Face Front minibus folder in Sharepoint is up to date.
- Ensure that the driver is legally authorised to drive the Face Front minibus. (See Legal Requirements above and Driver Check document).

Face Front minibus management system

The management system, detailed below, will be monitored by the CEO to ensure that all drivers are complying with all requirements. Records should be kept for up to one year and these records regularly inspected.

- All staff should use the proper booking procedures for Face Front minibus use. Requests should be made to the CEO in the first instance.
- The licences of all drivers are to be checked to ensure that they are permitted to drive a Face Front minibus. This should be recorded and the check repeated every 12 months.
- Familiarisation training should be provided for all new users of the Face Front minibus. All drivers should be familiar with and understand the operation of the vehicle.
- Insurance cover, MOT and tax should be up to date.
- Vehicle registration documents should be locked away securely.
- Ensure that the Face Front minibus is securely parked and the keys are held securely.
- Access to the Face Front minibus keys should be restricted to authorised users.

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Pre-drive safety check

- A quick check of the vehicle must be done by the driver before every journey. Walk all around the vehicle checking for any visible defects.
- If any faults or defects that might affect the vehicle's or passengers' safety are found, the vehicle must not be used until they are all remedied.
- The minibus is to be taken to a garage annually for a vehicle health check.
- The minibus must always have at least ¼ of a tank of diesel in it at all times. The costs of refuelling a diesel vehicle is approximately £250 and the driver will need to pay these costs if it is their responsibility.

Additional safety checks before setting off

- Never allow passengers to board until the vehicle is at a complete standstill, and safely parked by an adjacent pavement or other traffic-free area.
- Ensure children are supervised when boarding vehicle, especially if using rear lift.
- Ensure that the driver's mobile phone is switched on, working and charged.
- Plan which passengers will sit in the front seats and by the doors.
- Do not exceed the carrying capacity of the Face Front minibus which is: 1 driver seat and 8 passengers seats or space for 2 wheelchairs and 6 seats
- Make sure everyone is sitting, one to a seat and have put on their seatbelts on.
- Ensure wheelchair passengers are seated safely and comfortably and are safely restrained. Securely store wheelchairs not in use.
- Comply with manufacturer's instructions and/or training procedure, when using the lifts and other specialist equipment.
- Check that no bags or clothing are caught in doors and that all luggage is secure and gangways and exits are clear.
- Check all mirrors every time before moving off in case latecomers are approaching the vehicle.

During the Journey

- All passengers must remain in their seats at all times, with the exemption of escorts who may be assisting.
- Do not allow passengers to operate doors.
- Approach each stop slowly and with care.
- Use Hazard Warning Lights when children are boarding/leaving vehicle.
- Children should not be left unaccompanied on the Face Front minibus.

Journey's End

- Always supervise children when leaving vehicle, especially if using rear exit.
- Never allow passengers to leave until vehicle is at a complete standstill and safely parked.
- Try to always park so that passengers can step onto the pavement and not the road.
- Take care when reversing if children are nearby. If you have to reverse, try to get an adult to help direct you.
- Do not leave children alone if no one has come to collect them.

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Accident & Emergencies

Accident Procedures

In the event of an accident involving the minibus, you must:

- **STOP!** Stop the minibus as safely as possible.
- Do not move the minibus, unless it is dangerous to leave it where it is.
- Immobilise the minibus.
- Evacuate the passengers only if there is a risk of fire or further accident.
- Alert other road users.
- Check carefully for injuries and make passengers comfortable if necessary.
- Call the police, or other emergency services, if necessary. If not, report to the police within 24 hours.

Within 24 hours email a detail description of the incident to CEO. Make a note of all the relevant details (e.g.: witnesses, date and time, diagrams if needed). Inform the CEO of any incident/accident as soon as possible (at anytime).

You should not:

- **Admit liability**
- **Discuss the accident with anyone at the scene except the Police.**
- **Talk to the media**

Breakdown Procedure

In the event of the minibus breaking down, you should:

1. Remember that passengers are more important than vehicles.
2. Tell the passengers to stay in the minibus unless they are at risk. Except on a motorway (see point 3)
3. If on a motorway, evacuate the minibus and lead the passengers clear away from the hard shoulder up onto the verge if necessary, unless passengers will be in more danger.
4. Inform the CEO (Ray Downing) anytime on 0208 350 3461/ 0781 216 8412
5. Call the vehicle breakdown recovery service and explain what has happened.
The details are: QBE/AA Helpline - 0800 389 1708.
6. Advise the operator that you are a QBE/Minibus Plus Insurance and the policy number is 00021115MBP and reference: AU18589
7. Quote the vehicle registration number: GU73 URM
8. Advise the operator of your location and the nature of the fault on the vehicle.
9. Inform the CEO of action taken/needed by the operator.
10. The responsible member of Face Front staff (likely to be the driver &/or chaperon/support staff) must inform people waiting to be picked up and those waiting for people to return and must telephone waiting parents/carers.
11. Await recovery.

Fire & Evacuation Procedures

1. Stop the minibus and engage the hand brake.
2. Switch off the engine and put the gear stick into gear.
3. Calmly ask the escorts to assist the passengers off the minibus by the nearest exit.
4. Get the passengers a safe distance away from the minibus and do a head count.
5. Close all the doors and windows of the minibus, if safe to do so.
6. Call the emergency services.

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7. Tackle the fire only if it is safe to do so and if you feel confident that you can do this. Do not waste too much time in trying to put any fire out.

DO NOT PUT YOURSELF OR OTHERS AT RISK!

Traffic or Parking Penalty Charges & Offences

- It is the sole responsibility of the Driver of the minibus to adhere to all traffic and parking regulations and to also follow the Highway Code.
- The Driver will be responsible and liable for any and all costs incurred as a result of any traffic offence violation. This includes, but is not restricted to, parking tickets, speeding fines, clamping fines, bus lane fines, box junction fines and compound charges.
- The Driver must report the penalty to Face Front Inclusive Theatre within 2 days of receipt. A copy will be kept for our records.
- It will be the Driver's responsibility to pay the relevant local authority directly, within the time period stated on the penalty.
- Where a penalty or fine is incurred in the minibus and is sent directly to Face Front, Face Front will pay the penalty in full. However, the CEO will inform the relevant Driver in writing, with a copy of the penalty. Full reimbursement of this payment will be expected, under the terms stated in second bullet point above.
- Failure to pay within an agreed time will result in the payment being obtained by other means. For example, a deduction from salary or from monies owed to the Driver.
- In the case of speeding notices and any other penalties issued by the Police, Face Front is obliged by law to pass on the offending Drivers details to the Police who will then contact the Driver directly.

The right to challenge or appeal against a penalty is solely at the absolute discretion of Face Front and not the Driver.

Related Policies and procedures

This policy should be read alongside our related organisational policies:

- Expenses Policy
- Environmental Policy
- Expenses Policy
- Health and Safety Policy

LAST REVIEWED

December 2025

REVIEW

June 2026

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