

*Bysiau Cwm Taf*  
*Taf Valley Coaches Ltd*





## COMPANY OVERVIEW & HISTORY

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Bysiau Cwm Taf Valley Coaches Ltd was founded in 1990 by Clive & Heather Edwards with the help of the Princes Youth Trust and a loan from a family member. This was used to purchase the company's first coach and we were able to obtain the company's first school contract. We started the company in a terrace house; there was no room to park a coach so a small piece of Whitland car park was rented from the council to be able to park coaches for the time being. In 1994, we moved the company to its current site, situated in a picture-postcard location, right on the border between Carmarthenshire and Pembrokeshire – just outside the town of Whitland in West Wales.

Shortly after moving in 1994 the fleet had grown to three vehicles, we decided the garage was too small for coaches, so it was demolished and a two-bay workshop was built in its place. The new garage was ideal for us as we had just employed a new full-time fitter. The yard was also extended to accommodate the 53, 45 and a 21 seater in our fleet.

1997 saw the purchase of our first new coach, newer vehicles were continued to be purchased to update the fleet on a regular basis. In 1999 a small tour program was started – and this was the beginning of Taf Valley Holidays.

In 2015, the workshop was extended by the addition of a third bay with a 15-metre pit. A rolling road has been installed in one of the

existing bays, which is designed to accurately test the vehicles' brakes during every inspection. These inspections are carried out by our team of trained mechanics, scheduled and conducted on a four-weekly basis for coaches and a three-weekly basis for services buses (due to the intensity of service routes and daily mileage). Today, the three bay workshops are solely used to service our extensive range of coaches and buses using the latest technology and equipment.

2020 was a milestone for Bysiau Cwm Taf Valley Coaches Ltd, as we have been operating for 30 years. We broadened our horizons and opened a new depot in Pembroke Dock. This depot enables customers' to book and pay for private hire, day tours and holidays. There is also the facility for customers to park their cars safely whilst going on our Taf Valley trips.





As a leading coach hire provider for West Wales, we are constantly striving to bring our customers the very best products and services the industry has to offer. For this reason all of our coaches & buses are cleaned and prepared to the highest standard. The vehicles are washed every day, and a large cleaning bay is provided to carry this out. We utilise an eco-friendly water recycling system as much as possible, which makes use of rain water harvested from the workshop roof.

From its small beginnings, our family business has grown from one single Duple Dominant 51 seater, to its now 40 strong fleet of vehicles. We now employ over 45 members of staff ranging from garage fitters, drivers and office staff. We have 24 school/college



contracts, and run 6 service routes (which require 8 buses), throughout Carmarthenshire and Pembrokeshire. The private hire work has increased enormously and the holiday program is ever growing, and we now provide around 50 holidays per year. Coming up to date, we think we are where we want to be in size of business – big enough to cope and small enough to care.

All of our vehicles are driven by qualified, uniformed drivers. We ensure that all of our drivers have annual CPC training and hold the now mandatory CPC qualification. The CPC qualification is nationally recognised, and we make sure that our drivers cover both First Aid and The Educational Safeguard of Children. The Driver's CPC (Certificate of Professional Competence) is a government implemented qualification, in addition to their vocational driving licence. It is designed to continue a PCV License holder's professional development which carries on throughout a professional bus, coach or lorry driver's career. The aims of Driver CPC:

- Improve the knowledge and skills of lorry, bus and coach drivers before they start driving professionally
- Develop their knowledge and skills throughout their working life
- Improve road safety through better qualified drivers

Such areas as, contributing to health and safety in your work environment, helping passengers with special needs and providing professional customer care, are all included.

We specialise in group travel, from school/college day trips, social groups and extended private tours. We are able to cater for any requirement you may have so please call our experienced staff for your free private hire quotation. We will be more than happy to discuss your requirements and answer any questions you may have. Bysiau Cwm Taf Valley Coaches will make your planned excursion extra special.

*Taf Valley Coaches*

# PUBLIC SERVICE

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We have been operating public services since 2001/2. Our very first route was the 224 Service from Whitland to Carmarthen, followed by 222 Service from Pendine to Carmarthen in 2009. Since 2016/17 our public services increased to six routes, covering Carmarthenshire and Pembrokeshire.

We have seen a lot of changes in operating service routes over the years and with ever changing technology, the service buses have to adapt too. The majority of our service buses have next stop announcement systems & passenger information screens (this informs passengers of the next stop). We have found these screens/announcements to be very helpful to those who may have hearing/visual difficulties.

We are very proud of the fact that a Bus Compliance Officer for Bus Users Cymru reported a 98% punctuality score for us, which is the highest we have ever scored. All the buses on the service routes are tracked, which allows us to inform passengers where the buses are (should they want to know). The current public service routes that we run are:

- 222 Service (Pendine to Carmarthen)
- 224 Service (Whitland to Carmarthen)
- 322 Service (Haverfordwest to Carmarthen)
- 351 Service (Pendine to Tenby)
- 352 Service (Tenby to Kilgetty & Reylands Lane)
- 381 Service (Tenby to Haverfordwest)

All the service routes above are fitted with new advanced ticket machines which allow both cash and contactless payments. For information on timetables for our routes please visit our website

[www.tafvalleycoaches.co.uk](http://www.tafvalleycoaches.co.uk)





## SCHOOL TRIPS

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Bysiau Cwm Taf Valley Coaches have extensive experience in delivering safe, friendly coach hire for schools. All our vehicles have a minimum of lap-belts, but the majority now have 3-point (car style) seat-belts with some vehicles coming with "all age" seatbelts, this means that the belt will lie in the correct position across the shoulder and away from the face and throat.

All our staff have advanced CRB (criminal record background) /DBS cleared with Carmarthenshire County Council and Pembrokeshire County Council.

With over 30 years' experience, our staff know how to make your school trip be a successful day out. From short journeys out for one class or taking the whole school out for activity weeks, we can supply enough coaches. We can help organise any element of your trips, from tickets to venues to ferries.



## PRIVATE HIRE

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With over 30 years of experience and a range of vehicle sizes we are well versed in providing group travel, from school day trips, rugby clubs, social groups and extended private tours. We can cater for any requirement you may have. With a range of air-conditioned vehicle sizes from 29-seats to 70-seats and luggage capacities to suit. Let us help make your day trip or excursion out a memorable occasion. With a wealth of knowledge and experience both our office staff and drivers are always pleased to help you plan and implement a great day out.

If you are organising a trip involving a group of people, look no further, we can help you with any of the following and more...

- Hotel reservations
- Ferry reservations
- Itinerary planning
- Group day excursions
- Sports and social clubs and activities
- Tailor made tours to UK, Ireland and Europe
- Entry tickets

We have the right coach for any type of event. All vehicles are only supplied with our own driver, we do not offer self-drive.

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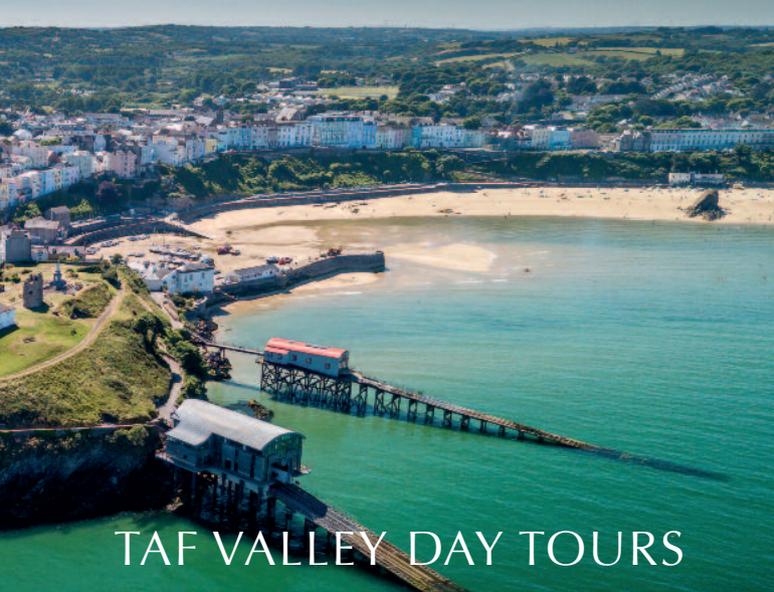
## TAF VALLEY HOLIDAYS

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Our touring knowledge is invaluable and because we are a family business which has been serving Carmarthenshire and Pembrokeshire since 1990, we go the extra mile to ensure that you have a first class experience.

We pride ourselves in offering top quality holidays to all parts of the UK along with holidays to Europe. We use excellent hotels and include tours and excursions in the price to make your holiday memorable and special. Our holidays are operated by our own fleet of top quality and modern executive coaches with professional tour drivers who have many years of experience.

We offer convenient pick up points throughout Carmarthenshire, Cardiganshire and Pembrokeshire. If needed, short transfers are arranged which ensure that you are able to board our luxury tour coach as quickly as possible in order for you to relax and enjoy your holiday. A wide range of holidays to suit everybody from short breaks to extended holidays are on offer. It would be a real pleasure to welcome you aboard a Taf Valley Coach holiday. Our experienced sales staff are waiting and happy to discuss your requirements and answer any questions you may have.



## TAF VALLEY DAY TOURS

Bysiau Cwm Taf Valley Coaches now offer a range of day tours such as city shoppers, theatre excursions or perhaps a scenic tour. Convenient pick up points are available in Pembrokeshire and Carmarthenshire. Groups and clubs can book onto our day tours to save the group/club organiser from arranging everything themselves. We are also happy to help with any questions, queries or ideas you may have for any future day tours.

We also travel to Cardiff for all the Wales rugby home fixtures – whether it's the Six Nations, friendlies, or the Autumn International games. We have them all covered!



## MAINTENANCE

At Bysiau Cwm Taf Valley Coaches, we take all aspects of our servicing and maintenance very seriously. We employ 4 full time mechanics and 1 apprentice mechanic, who service our vehicles on a rolling serving schedule in line with DVSA standards and practices. Each coach is inspected every four weeks and service buses every three weeks. However we like to not only meet the standards, but to exceed them, therefore all our vehicles have a "rolling-road" brake test at every single service inspection and this is done on site.

We also have our head-light aim checked and ratified on site prior to the vehicle annual tests to ensure that these and every aspect of our vehicles meets and exceeds the industry standards. Our hard work in looking after our vehicles, means we hold an OCRS (Operator Compliance Risk Score) rating of Green 0, which is the very highest standard which can be achieved.

The vehicles are washed with a walk around vehicle wash. The coaches are washed and cleaned every time they come back from a trip, the service buses are washed and interior cleaned at the end of each day, ensuring they are all in first class condition at the beginning of each journey.

# PROCURING SAFE SCHOOL TRANSPORT

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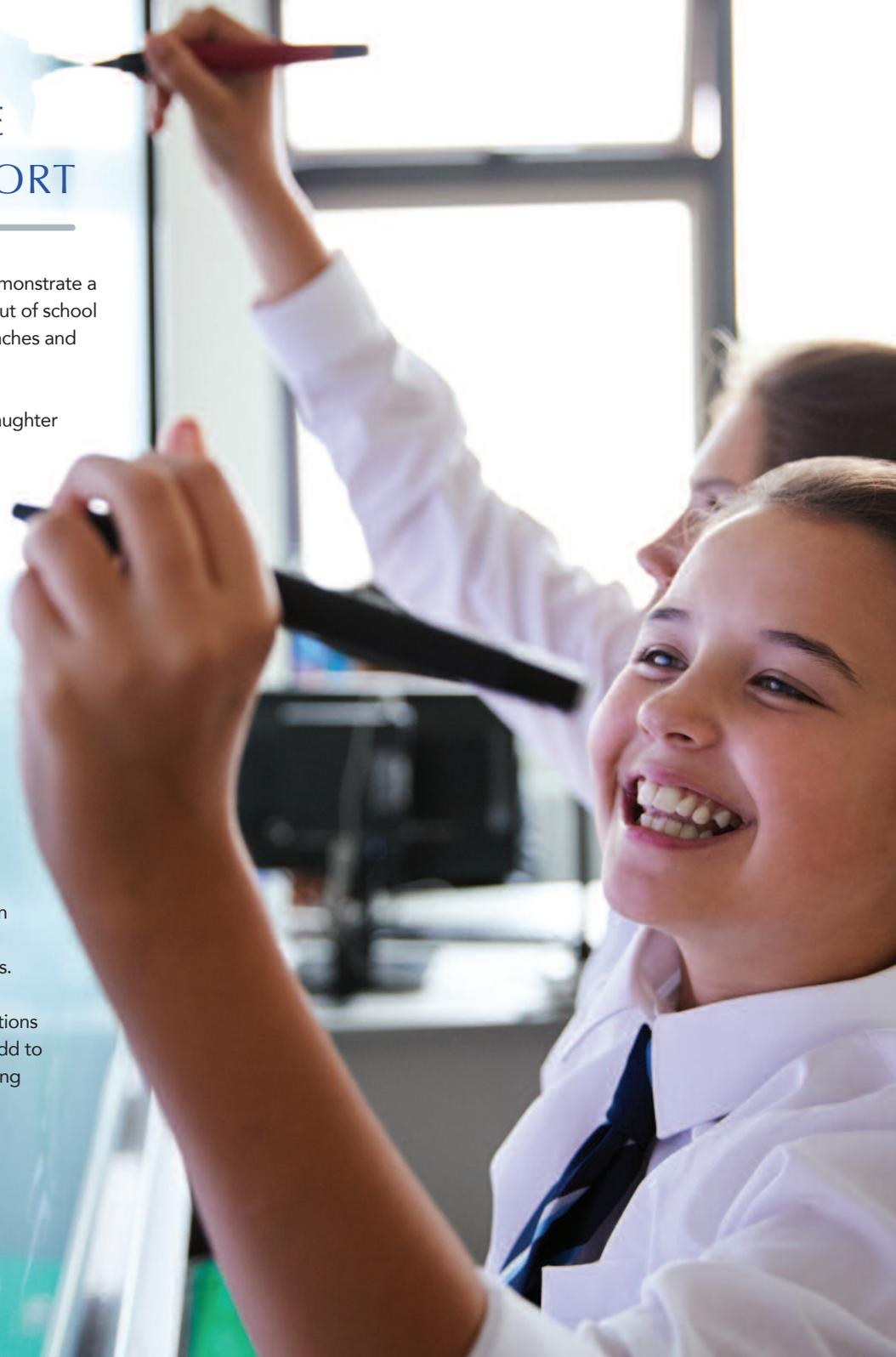
Schools are under increased pressure to demonstrate a clear concise procurement policy for their out of school travel needs. This extends to the hire of coaches and minibuses from third party suppliers.

With the inception of the Corporate Manslaughter Act 2007 schools with a clearly defined management structure can be considered liable if there are clear breaches in duty of care under health and safety.

Some schools place all their travel requirements with one single provider to ensure constant compliance. Alternatively schools also tender their requirements out either on an 'as and when' basis or termly to 3 or more operators.

For either system a clear procurement policy should be in place to ensure that suppliers to the school demonstrate compliance. This ensures annual records are kept up to date and in the event of a Health & Safety related issue, the school can demonstrate why a supplier was used and that they passed the procurement standards.

Please find opposite suggested items/questions to be considered by schools to include or add to a 'School Transport Procurement Policy' along with a brief description of their importance.



## OPERATORS OCRS RATING:

Coach and minibus operators are governed and regulated by VOSA a government authority. Each operator is constantly scored by VOSA as to their risk of compliance in road safety. It is made up of a colour and number system. Any operator can apply for a current copy to demonstrate their level of safety.

This rating is constantly live and changes over time, relating to road side checks and MOT passes.

This is a school's easiest means of evaluating a transport supplier at a glance.

## MOT PASS RATE:

The current national average for Coach MOT passes is 87.6%. An operator can provide this information from VOSA's online system.

*Bysiau Cwm Taf Valley Coaches test information:  
36 tests, 36 straight passes, 0 Fail = pass rate of 100%.*

**Current copy of Operators Vehicle, Public Liability and Employers Liability Insurance.**

## OPERATOR INCURSION REPORT:

VOSA produce this report, which is accessible to all operators and shows the number of times the vehicles have been stopped in a year and what faults if any were found, this will provide a keen insight into the standards an operator works to.

## COPY COACH OPERATORS LICENCE:

All coach and minibus operators have to apply and be granted a licence by VOSA to operate a coach company. The Licence form will show how many vehicles they are authorized to have on the road and also whether they are just for UK operation 'National Licence' blue disc displayed in vehicles window or European 'International Licence' green disc displayed in vehicles window use. Failures in financial standing, good repute or vehicle maintenance can result in this number being curtailed or disqualified at any time. Licences are generally for 5 year periods.

## QUESTION TO ASK?

*Have you been called to a Public Enquiry in the past 5 years, if so for what reason and what was the resultant outcome?*

A Public Enquiry is held by the Traffic Commissioner to determine any non-compliance and wrongdoing by an operator.

## CRB / DBS CLEARED:

Written confirmation from the operator that all staff to be used in engagement with the school are CRB / DBS cleared.

**Coach Operators Health and Safety Risk Assessment for School transport or travel.**

## SEAT-BELT POLICY:

A School or College should have a clear 'Seat-Belt Policy', this sets out to students, staff and parents, the expectations of wearing a seat-belt when on school trips, who will check them and at what points during the journey i.e. not just when setting off.

**Guidance on staff seating position within a coach:**

Safe practice should be to place a member of staff at each emergency exit, to assist in an evacuation and to ensure that students do not try to tamper with the doors whilst the vehicle is in motion.



## OUR FLEET

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## STANDARD 29 / 33 SEATER

Our Mercedes 29 or 33-seat air-conditioned Midi-coaches provide the perfect coach for small groups looking for quality and comfort. With exceptional leg room, reclining seats, luggage racks, and full height interior they are ideal for day excursions, choir groups, rugby clubs, or any other small group or club. As the coach is fitted with three-point belts therefore it can be possible for child seats to be fitted at a client's discretion. This vehicle has a Euro IV engine, which helps us reduce our emissions and Carbon Footprint.



## COMFORT 35 SEATER

Our Yutong 35 seat-air-conditioned midi-coach is the perfect vehicle for small/medium sized groups. Very comfortable reclining seats with three point seatbelts and excellent leg room, luggage racks, foot rests and magazine nets at every seat. A BOSCH full entertainment system with a front 19" motorized screen, an on board refrigerator is also provided. Fitted with USB charging points on the back of every seat, helping our customers keep their devices topped up during their journey. Ideal for day excursions, short weekend breaks with small groups or clubs. This vehicle also has luggage space in the side lockers so it is ideal for sports teams or to those groups travelling with bags. This vehicle has a Euro VI engine, which helps us reduce our emissions and carbon footprint.



## STANDARD 70 SEATERS

Our 70 seater coaches are perfect for the large school groups, children's rugby groups or local transfers for large groups.



With 70 standard seats fitted with three-point seatbelts. Schools tend to take full advantage of this service as it is guaranteed to provide for a large number of pupils and helps ease the amount of organisation required for such an event. This vehicle has a Euro IV engine, which helps us reduce our emissions and carbon footprint.

## COMFORT 53 / 59 / 62 SEATERS

Our striking large capacity 53 to 62-seat coaches are ideal for transporting large groups in style and comfort. These very modern coaches, come with large comfortable luxury seats, which all have three point seat-belts and each seat has foot rests. The vehicles suit day excursions, and large group transfers. These vehicles also have luggage space in the side lockers so they are ideal for sports teams or to those groups travelling with a large amount of bags. These vehicles have the very latest Euro VI engines, which helps us reduce its emissions significantly and therefore the businesses Carbon Footprint.



## FULL EXECUTIVE 53 / 55 / 57 SEATERS

Our spacious well-appointed 53, 55, or 57-seat executive coaches offer high quality passenger comfort. With large luggage capacity and all modern facilities, these coaches are perfect touring coaches for the UK or Europe, and ideally suit high profile transfers, extended weekend breaks or holidays. This range of coach also offers 3-point belts on all seats, which therefore can be used with child seats. There are one/twin screen DVD players. Also on board are hot drink facilities and toilet washrooms. These vehicles have a Euro VI engine, which helps us reduce our emissions and Carbon Footprint.





Penrheol, Whitland, Carmarthen SA34 0NH

For more information please ring

01994 240 908



[www.tafvalleycoaches.co.uk](http://www.tafvalleycoaches.co.uk)

