

# Driving Minibuses

The Hertfordshire County Council Guide





# INTRODUCTION

## – your responsibilities

This handbook is for everyone who drives a minibus for Hertfordshire County Council. That includes those owned or operated by schools and other departments, and anyone who borrows a county council minibus for external use. We encourage other schools and organisations to follow this guide too.

A minibus is defined as a small bus built or adapted to carry 9 to 16 seated passengers. Compared to even the largest cars, it is longer, wider, taller and a good deal heavier, especially when fully loaded with 16 passengers.

Driving a minibus puts extra demands on you, particularly if you normally only drive cars, or if driving is not your main occupation.

The safety of your passengers is of paramount importance. They (and their families) put their trust in you to deliver them to their destination in safety and comfort.

No matter who owns the vehicle, you are legally responsible for it while you are the driver. You must ensure that you have the correct licence and hold a current Hertfordshire minibus driver permit card. The vehicle must be roadworthy, with tax, MOT, and insurance to cover you.

Allow time to check the vehicle before you use it. Plan your journey to suit the needs and safety of your passengers. This may require a second driver to share the driving and if your passengers are children and/or they have special needs you may need more helpers to take care of them.

The pages that follow give details of how you can carry out these responsibilities. More help and advice are available from the useful contacts on page 26. Further advice and information is available online at [www.hertfordshire.gov.uk](http://www.hertfordshire.gov.uk)

The information contained in this guide is based on the law as at 1 January 2022 and is subject to change.



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# WHO CAN DRIVE A MINIBUS FOR HCC?

## Law

This guide is not an official interpretation of law. Organisations outside the county council may wish to take their own legal advice.

All drivers must be over 21 and hold a full Category B (car) licence.

To drive a minibus for your employer you must also have Category D1 entitlement. (Note: HCC's legal advisers consider that teachers are driving school minibuses as part of their paid employment, whether during school hours or not.)

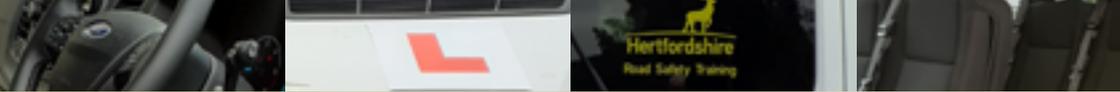
Car licences held before 1 January 1997 normally include D1 with restriction code 101. This means that the vehicle must not be used *for hire or reward*, unless it is operated under a valid Section 19 Permit (see page 8). However, this is not valid outside UK (see page 22). Old licences show this entitlement as Group A.

Car licences first obtained after 1 January 1997 do not automatically include D1. To drive for your employer you must obtain Category D or D1 entitlement by passing a medical and the Passenger Carrying Vehicle (PCV) theory and practical driving tests (see page 6).

Drivers reaching age 70 and thereafter must pass a medical examination and apply to DVLA to retain their minibus D1 entitlement each time they renew their licence.

See useful contacts on page 26 for information on getting licensed and trained.

Unpaid volunteers may drive a minibus weighing up to 3500kg without D1 on their licence for social purposes and only if they have held a full car licence for more than 2 years, but they must not receive any payment or consideration for doing so, other than out of pocket expenses. They may not tow any size trailer or drive outside the UK.



## HCC Policy

Prior to driving a minibus on Hertfordshire County Council activities, or borrowing a minibus from one of our establishments, you must have your driving licence checked to ensure you hold the correct entitlement and meet insurance requirements.

You must obtain a permit to drive from the county council by doing one of the following:

- achieve the required standard in an assessment with one of the county council's registered assessors, or
- produce your driving licence to show you have passed the PCV test within the last 5 years and hold full Category D1 (see page 6).

Prior to driving or acting as a passenger assistant in a wheelchair accessible minibus, fitted with a tail lift and equipment for securing wheelchairs, you must satisfy a county council approved assessor of your competence, including the use of the additional safety equipment.

If you are successful, the assessor will issue a certificate of competence to you. The Road Safety Training Team will send you a permit to drive on county council business, either when advised by the assessor OR (for minibuses only) the first time you produce your driving licence showing full Category D or D1 entitlement having passed the PCV test within the last 5 years.

Permits for minibus drivers are valid for 5 years, while wheelchair accessible minibus permits for drivers and passenger assistants are valid for 3 years. A re-assessment is then required to renew the permit.

For details of authorised assessors, contact the Road Safety Training Team (see page 25).



# LEARNING TO DRIVE A MINIBUS

## (How to add D1 to your driving licence)

If you passed your car (Category B) driving test after 1 January 1997, your licence restricts you to vehicles with up to 8 passenger seats (excluding the driver) and a Maximum Authorised Mass of 3500kg. To drive a minibus (9 to 16 passenger seats) you must be aged 21 or over and hold Category D1 entitlement.

Getting this entitlement can be a costly process, but when you qualify you will have demonstrated an ability above that of the ordinary car licence holder.

For advice on training aids and how to prepare for the minibus driving test, contact the Driver Training Officers at HCC (see page 25).

The process is summarised as follows:

1. Request a D2/D4 Pack - Application for a driving licence for a lorry, minibus or bus (D4 included) from the DVLA website **[www.gov.uk/dvlaforms](http://www.gov.uk/dvlaforms)** or you can phone DVLA on 0300 790 6801. You may also be able to obtain the pack from a main Post Office branch.
2. Ask your GP or a suitably qualified doctor to examine you and complete the form D4. There will be a fee for this. Ensure the doctor signs and stamps the form.
3. Complete form D2, ticking the box to apply for a Provisional Licence for Category D1 to cover minibuses. Send the completed form D2 with your current licence and the completed form D4 to DVLA. We recommend using the Post Office checking service to ensure your application is complete and no errors have been made.



4. Study for the Theory Test for Bus and Coach Drivers. When you receive your provisional licence you can take the test.

A touch-screen computer is used for this. You must correctly answer a number of questions, then identify the developing hazards shown in a series of video clips.

5. When you have passed the Theory and Hazard Perception tests, you may attempt the practical.

Take tuition in the minibus with an instructor who has passed the driving test in a bus or minibus and has held a full category D or D1 licence for at least 3 years. L-plates must be displayed.



**NOTE** it is illegal to drive any vehicle on a provisional licence unsupervised. Drivers who passed their car test before 1997 are not licensed to supervise you in a minibus, even for practise, unless they have passed the driving test in a bus or minibus themselves and held full category D or D1 entitlement for at least 3 years.

6. When you have passed both the practical tests, your examiner may offer to send your licence to DVLA to have your full entitlement added. This is usually the quickest method, but you can send it yourself with your pass certificate, provided you do this within 2 years of passing the tests.
7. Before driving a minibus unaccompanied, wait until you receive your new photocard licence showing D1 entitlement. Contact the Driver Training Officers at HCC to obtain your HCC minibus driver permit.
8. You will be exempt from the Driver CPC when driving a minibus if it is being used for the non-commercial carriage of passengers (see Section 19 Permits on next page).

# HIRE OR REWARD

## – Why your vehicle needs a Section 19 Permit

### Hire or Reward

If the Operator of a vehicle built or adapted to carry 9 or more passengers accepts any payment, in cash or kind, which gives a person the right to be carried on the vehicle, regardless of whether or not that right is exercised, this is known as “Hire or reward”.



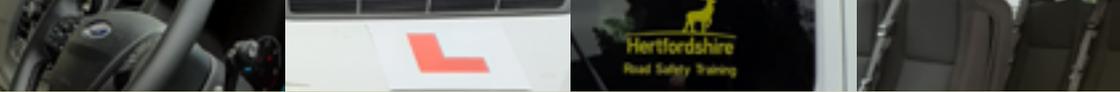
The payment may be made by the passenger or on the passenger’s behalf, such as the contributions made by parents for their children to take part in off-site school visits, even if the payment made is only intended to cover admission fees or tickets to events.

Normally, the law requires the operator to have a Public Service Vehicles Operator Licence (commonly known as an ‘O’ Licence).

### Section 19 Permits

Schools and non-commercial organisations are exempt from PSV Operator Licensing if they hold a valid Section 19 Permit for each vehicle in use. The operator must ensure the permit disc is displayed on the vehicle windscreen. Permits last 5 years but are not valid outside the UK. All journeys abroad therefore require fully licensed drivers who have passed the minibus driving test (see page 22).

Hertfordshire County Council is a designated body authorised to issue Section 19 Permits to its establishments and all schools in the county. Other organisations should apply to the Traffic Commissioners (see page 26 for contact details).



# DRIVING A MINIBUS

Some would say that driving a minibus is similar to driving a car. But by definition, a minibus is a small bus, not a large car. It can be more demanding and tiring and there are significant differences that you need to think about. That is why training and assessment are important, to ensure that each driver is competent and fully aware of the effects of the following points.

## **A minibus is...**

### **Heavier**

- Up to 3 times the weight of a car when loaded
- Takes further to stop
- Slower acceleration, less power for hills or overtaking
- Lower average speeds, so journeys take longer than in a car

### **Higher**

- More body roll, pitch and sway
- Cross winds have more effect on handling
- Risk of hitting objects overhead

### **Noisier**

- Less sound-proofing than cars
- More passengers can cause noise & distractions

### **Wider & longer**

- More cumbersome to manoeuvre
- Restricted view to rear and sides

### **Less comfortable**

- Passengers can feel cramped on long journeys
- Driver's seat not as comfortable as car
- Ventilation & heating systems not as efficient



# DRIVING A MINIBUS (CONTINUED)

## Five S's for good driving

### ❑ Safety

- Safety must come first
- Concentrate on the job in hand and minimise risks
- Your passengers' lives are in your hands
- Are you fit to drive? Properly rested, free from the effects of illness, medication and alcohol.

### ❑ Smoothness

- Your passengers deserve a comfortable ride.
- Try to steer, accelerate, change gear and brake smoothly and progressively.
- Brake in plenty of time, before turning corners.

### ❑ Systematic

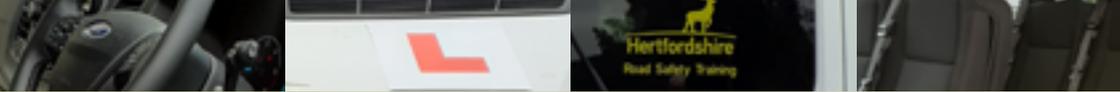
- Look well ahead and keep checking both side mirrors
- Anticipate what is likely to happen
- Prioritise hazards, so you are ready to deal with each one
- Decide the best Position, Speed and Gear for each situation
- Act decisively

### ❑ Style

- A professional, patient attitude gets results
- Stay cool, calm and in control

### ❑ Speed

- Your progress will be slower than a car
- Choose speeds that are comfortable for your passengers
- Make sure you can always stop safely
- Stay legal – if you speed, you pay the fine, but you risk lives too!"



Unless lower limits are in force, the following maximum speeds must not be exceeded:

### **Minibuses not exceeding 12m in length**

Motorways	70mph
Dual Carriageway	60mph
Other Roads	50mph

**Minibuses first registered on or after 1 January 2005 must be fitted with a speed limiter set to 100 kph (approx 62 mph). These vehicles are banned from using the right-hand lane of motorways where 3 or more lanes are open for traffic.**

Everyone can fall into bad habits, so treat every drive as a test and aim for the best you can achieve. Keep up to date with the law, driving techniques and good practice. Update your knowledge of the Highway Code – ignorance is no excuse. See [www.gov.uk/the-highway-code](http://www.gov.uk/the-highway-code).

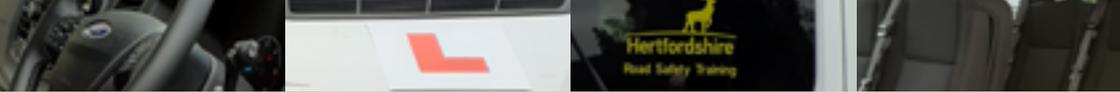




## DOCUMENTS CHECKLIST

As the driver, you must ensure the following documents are in order, and where necessary carried or displayed in the minibus.

- Your driving licence** – must be current and valid for vehicles in Category D1. You must be able to produce your licence to anyone who needs to see it.
- Hertfordshire Minibus Driver Permit** – you must have the owner’s permission to drive the vehicle.
- Insurance** – must be valid and covers you to drive.
- MOT** – minibuses must be tested by authorised centres.
- Vehicle Excise Duty** – check that the vehicle you are driving has valid tax and MOT online at [www.gov.uk/check-vehicle-tax](http://www.gov.uk/check-vehicle-tax).
- Section 19 Permit** – a valid permit must be displayed in the windscreen if the Operator accepts any payments from passengers. Note Section 19 Permits last 5 years and are not valid outside UK.
- Vehicle log** – record dates and times of who is driving, the purpose of the journey, any faults that arise and action taken.
- Tachograph** – required for ‘hire or reward’ journeys in UK, unless operating under a Section 19 Permit, and for all journeys outside UK.



# P.O.W.D.E.R

## – check before you go

As the driver, you are legally responsible, together with the owner, for the vehicle's roadworthiness.

A few simple checks will help avoid breakdowns or falling foul of the law. Prevention is better, cheaper and quicker than cure! Mirrors, windscreen and windows must be clean, clear, safe and secure.

Beware of hot engine parts when opening the bonnet! It is best to check fluid levels when the vehicle has stood and cooled for 1 to 2 hours. The letters P.O.W.D.E.R. help to remember the main items.

### ☐ Petrol (or Diesel)

- Have you enough for the journey, or at least to reach a filling station on your route? Check which fuel the vehicle uses (mistakes are expensive). Do NOT carry any fuel can in the minibus - this is dangerous and **illegal**.

### ☐ Oil (engine oil, brake and power steering fluids)

- When the engine has cooled, check the **dipstick**. Use a clean dry cloth or tissue to wipe it. Too little or too much oil is harmful.
- The **brake** fluid reservoir is a translucent plastic container. It should be possible to see the level through the container without opening it. Ensure the level is between the Max and Min marks.



## P.O.W.D.E.R (CONTINUED)

### ❑ Water (coolant and screen washers)

- **Danger** - do not open the radiator coolant reservoir if the engine is hot!
- If the **coolant** needs topping up, ensure the correct anti-freeze mixture is maintained.
- **It is illegal** to drive without working screen washers. Top up with correct fluid. **All glass** must be clean.



### ❑ Damage

- **Check** all round the vehicle for any damage, report as appropriate. Loose or damaged parts must be repaired before the vehicle is used.

### ❑ Electrics (lights, battery)

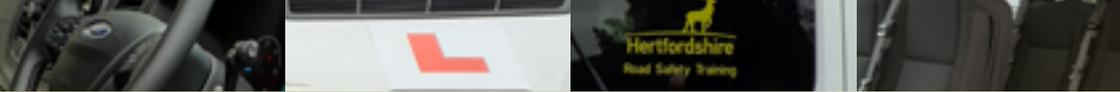
- **All lights** must be working, clean and properly adjusted to prevent dazzling other road users. Check warning lights are working when you switch on the ignition. Keep spare bulbs so that faults can be rectified quickly.
- The **Battery** must be firmly secured and the terminals tight.

### ❑ Rubber (tyres, wiper blades, drive belts)

- **Tyres** must be inflated to the correct pressure – refer to the handbook, taking care not to confuse p.s.i. with BAR. Check them when they are cold, including the spare.
- **Tread** must be at least 1.6mm; look for uneven wear, cuts and defects.
- **Wiper blades** should be kept clean and replaced when worn.
- **Drive belts** should be checked for signs of wear. Loose belts may mean the battery will not charge or the water pump will not work.



**By law there must be a fire extinguisher and first aid kit kept in the minibus. Check they are in good order.**



# PASSENGERS

## – your responsibilities

As the driver, you are responsible for the safety and comfort of your passengers. Keep this in mind from the beginning to the end of your journey. Consider whether you need an extra adult to supervise passengers, such as children or to assist people with special needs.

### Picking Up

Wherever possible, park where your passengers can board safely from the pavement using the side door. If it is necessary to use the rear door, supervise them to make sure they keep away from passing traffic.

### Luggage

Luggage must be stowed safely; gangways and emergency exits must be kept clear. All passengers must have unrestricted access to two escape routes.

### Behaviour

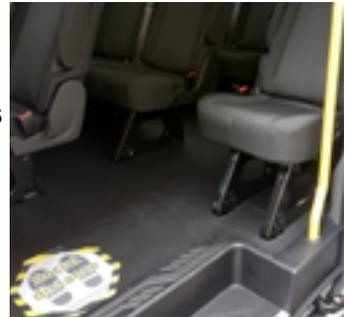
Sixteen passengers can cause many distractions and you need to concentrate on the driving. Ask everyone to keep noise to a minimum and avoid talking to you unless it is necessary. Before you move off, make sure everyone is properly seated, wearing a seat belt and the doors are closed but not locked.

### Comfort

Try to drive smoothly so that everyone has a comfortable journey. Keep the vehicle well ventilated and check from time to time that passengers are warm or cool enough.

### Setting Down

Park so that passengers do not have to get out into traffic. Avoid using the rear doors except in an emergency. Make sure everyone takes their belongings and any litter with them.



# PASSENGERS (CONTINUED)

## Emergency procedures

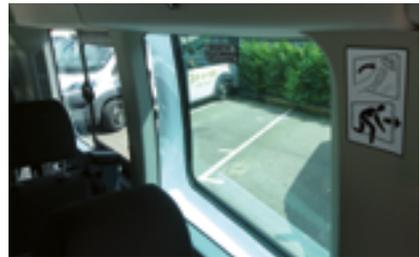
Before you set out, make sure your passengers know your procedures for an emergency, such as evacuation if a fire starts, or the vehicle breaks down. This should form part of the risk assessment for the journey. Think of your passengers' needs.

There must be unobstructed access from every seat to at least 2 doors or emergency exits, such as an escape hatch or marked windows.

As quickly and safely as possible you need to:

- Stop the vehicle well over to the side or on the hard shoulder
- Put on a hi-vis jacket or coat
- Get everyone out of the vehicle. Supervise to keep them in a safe place away from traffic
- Phone **999** or get someone to do it for you
- Only use a fire extinguisher if you can do so without endangering yourself or others

Remember it is never worth risking a life to save a vehicle.



# SEAT BELTS

The table below gives a summary of the law on wearing seat belts. The driver is legally responsible for passengers as shown, but you have a Duty of Care to make sure everyone you carry in a minibus wears a seat belt.

	<b>Front Seat</b>	<b>Rear Seat</b>	<b>Who is responsible?</b>
<b>Driver</b>	Seat belt must be worn.		Driver
<b>Child under 3 years of age.</b>	Correct child restraint must be used.	Correct child restraint must be used.	Driver
<b>Child aged 3 to 11 and under 1.35 metres (approx. 4ft 5in) in height.</b>	Correct child restraint must be used.	Correct child restraint must be used if available.** If not, an adult seat belt must be worn.	Driver (in minibuses up to 2.54 tonnes unladen weight)
<b>Child aged 12 or 13 or younger child 1.35 metres or more in height.</b>	Adult seat belt must be worn.	Adult seat belt must be worn.	Driver (in minibuses up to 2.54 tonnes unladen weight)
<b>All other passengers (age 14+)</b>	Seat belt must be worn.	Seat belt must be worn.	Passenger

\*\*The Law requires that an individual seat and seat belt must be provided for each child aged 3-15 years on all organised trips carrying 3 or more children in a minibus or coach. Children must wear a restraint that is designed for their age and weight in the front seats.

In the rear seats, if an appropriate child restraint is available it must be used, but minibus operators are not required to provide them.

## SEAT BELTS (CONTINUED)

For further information or advice on seat belts and the law, contact the Driver Training Officers at HCC (see page 25) or visit the Carrying Other People's Children section of the Child Car Seats website run by RoSPA [www.childcarseats.org.uk](http://www.childcarseats.org.uk)

The penalty for seat belt offences is either:

- a) A fixed penalty of £100 or
- b) A maximum fine of £500 (as at January 2022)



# PLAN & PREPARE

Your passengers rely on you to get them to their destination safe and sound. If you spend a little time planning the journey and preparing the vehicle, you will avoid many problems on the way.



Think about the needs of your passengers. Sitting in a minibus for a long time can be tiring and uncomfortable, especially as the heating and ventilation are unlikely to be as good as a car. You and they need a chance to stretch your legs and answer the call of nature. Most of all you need a rest from the concentration required to drive safely.

- Work out your route and try to calculate the journey time. If you use sat nav, remember that the estimated time of arrival is based on driving a car up to the maximum speed limit with no hold ups. The journey will take longer in a minibus; for a realistic estimate, multiply the total mileage by 2 to get the number of minutes. You may need extra time in urban areas. Try to check for roadworks before you set out and consider an alternative route.
- Get plenty of rest before the journey, so that you are fresh and alert. Drink plenty of water beforehand and when you stop, to guard against dehydration, which is known to affect concentration levels. For long journeys you need 2 drivers, so that you can take turns and to cover emergencies.
- For everyone's comfort, plan a break every 2 hours but stop sooner if you get tired or someone needs the loo! Choose somewhere that has toilets and refreshments available. Allow at least 15 minutes for rest stops. Take extra care at motorway service areas and car parks if you have young passengers on board.



# TIREDDNESS

## – safe driver's hours

Driving a minibus can make extra demands on the driver's concentration, particularly for people whose main job is not driving. Falling asleep at the wheel, or even just losing concentration for a few seconds, can have lethal consequences. Tired drivers have caused thousands of crashes, including some tragedies involving minibuses. **Stay alert to stay alive.**

### Recommended Hours for Drivers

For all minibus drivers, whether employed or volunteers, Hertfordshire County Council **strongly recommends** the guidance issued by RoSPA, (incorporating the Domestic Drivers Hours Rules):

- If you do no other work than driving, your maximum working day should be 13 hours, of which you should spend no more than 9 hours driving.
- If you do any other work as well as driving, your maximum working day, taking account of other work undertaken before starting a journey, should be 10 hours, of which you should spend no more than 4 hours driving.

**All drivers** should take a break every 2 hours (or sooner if tired). The break should be a minimum of 15 minutes. Second and subsequent breaks may need to be longer to prevent fatigue. After 4.5 hours of driving, the accumulated length of breaks from driving should be at least 45 minutes.

Between one working day and the next, you should have a rest period of at least 11 hours, during which you can get adequate sleep. You should have a weekly rest period of at least 45 hours.

## Example:

### Driving only

Driving period	Rest break	Driving period	Daily rest						
2hrs	15mins	2hrs	30mins	2hrs	15mins	2hrs	30mins	1hr	11hrs

### Driving and other work

Other work	Driving period	Rest break	Other work	Driving period	Rest break	Other work	Driving period	Daily rest
1h	2hrs	15mins	2hrs	30mins	2hrs	15mins	2hrs	11hrs

- Make sure you have sufficient sleep before a journey and rest breaks during a journey to maintain your alertness. Regular breaks are important for the comfort of passengers as well.
- Drivers should not be required to supervise children or other passengers during their break, as this would not be a rest for the driver. With each additional driving period, the break time should be extended.
- Second drivers should also have adequate rest breaks, without being required to supervise children. It is good practise to swap drivers at each rest stop on a long journey.
- No one should be expected to do a day's work (regardless of the type of work), or be awake for a day, and then drive for several hours in the evening.
- On journeys lasting several days fatigue caused by consecutive days on duty must also be taken into account.
- The above guide represents safe working limits for all drivers, whether driving is their main job or not. Experts in driver fatigue now say that even full time drivers should take regular breaks every 2 hours.



## GOING ABROAD

Taking a minibus abroad is not an easy exercise. Imagine the problems that could be faced if the authorities stop the minibus and find it is being driven or used illegally. For many people, the peace of mind of hiring professional transport is worth the expense.

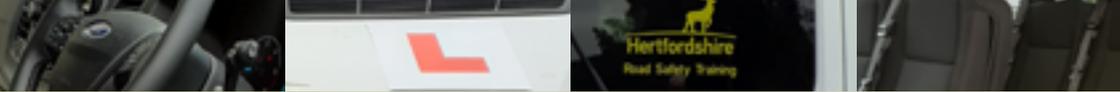
Since the UK left the EU, some rules have changed. Preparation is necessary to make sure you have all the correct documentation and equipment that is required for each country you intend to visit or drive through. Make certain you have insurance and breakdown cover for your trip.

Visit [www.gov.uk/drive-abroad](http://www.gov.uk/drive-abroad) for a step-by-step guide to what you need.

### **\*Driving Licences**

If you have a photocard driving licence issued in the UK, you are covered for most countries in the EU but only if your licence includes Full D1; this means you must have passed the driving test in a minibus. Drivers who passed the car test before 1997 were given minibus entitlement, but restricted to “not for hire or reward”, i.e. everyone on board must travel entirely free of charge. This is rare for any organisation taking a group of passengers, so make sure you have the correct entitlement. (Section 19 Permits are not recognised outside the UK).

You may need an International Driving Permit (IDP) to drive in some countries or if you only have a paper licence.



## **Tachographs and rest periods**

Each driver must have a Digital Tachograph Card, and the vehicle must have a working, calibrated tachograph. You must use the tachograph and comply with the Drivers' Hours Rules for international journeys from the start of the journey in the UK, all the way through your time abroad until you reach base in the UK again.

More details can be found online at [www.gov.uk/drivers-hours](http://www.gov.uk/drivers-hours).

## **Driving rules, laws and speed limits**

You should also find out about driving rules for the countries you are visiting. Apart from driving on the right, priorities may be different at roundabouts and junctions. Some signs differ from the UK. Speed limits vary and of course, are signed in kph – see the table on page 24. Some countries have on-the-spot fines. Information is available online from the major motoring organisations.

It is also worth checking the foreign travel advice for the latest information on Coronavirus, safety and security, entry requirements and travel warnings. [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

Documents and valuables should not be left unattended in the vehicle.

# GOING ABROAD (CONTINUED)

## Speed conversion table: (Mph figures rounded)

<b>Kph</b>	48	50	60	64	70	75	80	90	100
<b>Mph</b>	30	31	37	40	43	47	50	56	62

## Minibus speed limits on European roads (unless lower limits are signed)

Country	Speed limit (Kilometres per hour)			
	Built-up	Rural	Arterial	Motorway
Austria	50	80	80	100
Belgium	50	75	90	90
Denmark	50	80	80	80
Finland	50	80	80	80
France	50	90	90	90*
Germany	50**	80	80	80
Greece	50	80	90	90
Ireland	50	80	80	90
Italy	50	80	80	100
Luxembourg	50	75	75	90
Netherlands	50	80	80	80
Norway	50	80	80	80
Portugal	50	70	90	90
Spain	50	80	90	100
Sweden	50	70	90	90
Switzerland	50	80	80	100
Turkey	50	90	90	90
UK	30 mph	50 mph	60 mph	70 mph

\*France – speed reduced to 80 kph in wet weather and 50 kph in poor visibility, including spray & ice

\*\*Germany – 30 kph (19 mph) in local residential areas (sign – blue square showing children playing).



## USEFUL CONTACTS

*For supply of Waybills*

**CPT (Confederation of Passenger Transport UK)**

Drury House, 34-43 Russell Street,  
London WC2B 5HA

**020 7240 3131**

[www.cpt-uk.org](http://www.cpt-uk.org)

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*For general advice and information*

**CTA (Community Transport Association)**

Highbank, Halton St. Hyde,  
Cheshire SK14 2NY

**0845 130 6195**

<https://ctauk.org>

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*For Driving Tests*

**DVSA**

(Driver & Vehicle Standards Agency)  
PO Box 280

Newcastle on Tyne NE99 1FP

**0300 200 1122**

[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

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*For Driving Licences*

**DVLA**

(Driver & Vehicle Licensing Agency),  
Driver Customer Services  
Correspondence Team  
Swansea SA6 7JL'

**0300 790 6801**

[www.gov.uk/dvla](http://www.gov.uk/dvla)

For advice on operating and driving minibuses, training, assessments, driver permit cards and Section 19 Permits for schools and HCC establishments

**The Driver Training Officers,  
Road Safety Training Team**

Hertfordshire County Council,  
County Hall, Hertford, SG13 8DN  
01992 556818

[driver-training@hertfordshire.gov.uk](mailto:driver-training@hertfordshire.gov.uk)  
[www.hertfordshire.gov.uk/minibus](http://www.hertfordshire.gov.uk/minibus)

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*For Section 19 permits*

**Traffic Commissioners  
The Permit Team**

Central Licensing Office  
Hillcrest House, 386 Harehills Lane  
Leeds LS9 6NF

**0300 123 9000**

[www.gov.uk](http://www.gov.uk) and search Section 19 Permit



## Acknowledgements

Many thanks to colleagues in schools and the county council for their assistance.

Guy Bradley  
Driver Training Officer  
Hertfordshire County Council



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the public

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Hertfordshire County Council  
County Hall, Pegs Lane, Hertford, SG13 8DN  
0300 123 4047

