
Summer 2025 School Transport Supplier Newsletter

The School Transport Service is preparing for it's busiest time of the year.

The Council recently held Supplier Forums for all operators; those that did not attend may access the information shared [by clicking this link](#).

Summer Commissioning

Contracts Ending

A list of routes/contracts that, according to our records, are due to end this summer may be found: [here](#) – please note that this report may change/be updated.

We hope this information will assist you in making plans for summer tendering.

Please note that you will not receive notice of a contract that is coming to its natural end (only those where a notice period is required or where there is an extension option).

Those contracts **without** Optional Extensions will end at the end date listed.

Those operators with contracts **with Optional Extensions** will be contacted to advise if the option to extend is going to be exercised.

SafeDrop

Route schedules for September transport will be sent via Safedrop. To access the documents, you will be sent an email with a link which will require a password.

The password is your unique 7-digit Vendor Number.

Your Vendor Number was issued to you when you onboarded as an approved supplier on to the DPS, it is also referenced on your remittance notices.

Links to SafeDrop will be valid for 24 hours. Further information will be issued at the time of sending.

Replies to SafeDrop emails will not be responded to. You must use the [Contact Form](#) if you have an enquiry about a route.

Technical issues regarding SafeDrop should be sent to support@safedrop.com Questions will be answered within 15 minutes during normal working hours, although you need to check that you have correctly entered your password first.

Tendering Reminders

- Bids are legally binding – in the event an operator does not honour a winning bid this will be reviewed by the Contracts team who may suspend the operator from further tendering.
- Operators must have Authorised Passenger Assistants and Drivers for the routes.
 - [Passenger Assistant Authorisation](#).
 - [Driver Authorisation](#)

Bundles

Those operators who have bundle type contracts will be contacted shortly regarding summer planning. At the present time we anticipate the following timetable will be implemented:

Date	Action
31 st May	Application deadline for mainstream school transport
30 th June	Application deadline for SEN and Post 16 school transport
W/C 7 th July	Joiners and leavers for bundle schools to be sent to operators
7 th - 25 th July	Operators to optimise bundle school routes
27 th July	Operators to return route information to commissioning who will review and issue new route schedules

We appreciate that there will always be some changes and late applications that need to be dealt with, however it is our expectation that the majority of the planning can be completed by early August.

Spotlight on Safety

We have had some reports of incorrectly fitted harnesses in vehicles, which poses a serious safety risk to all passengers in the vehicle.

Operators are reminded that it is the driver's responsibility to ensure that seatbelts and harnesses are fitted correctly. Operators should assist their drivers with appropriate training, where required. Extract from [Driver Code of Conduct](#) *"You (the driver) must be familiar with all the controls of the vehicle that you drive and should be trained and be competent to use any equipment, including lifting ramps, wheelchair tie-downs and harnesses"*.

Insurance and Licences

Please help keep routes running by providing insurance documentation at least two working days before expiry and Operator Licences at least five working days before expiry.

Routes will be cancelled if the Council has not received evidence of the appropriate documentation being in place.

Insurance documents required:

- Certificates of insurance
- Policy Schedule (this shows the amount of cover)
- Policy wording booklet/document (this shows cover levels for property damage and/or motor contingent liability)

[Guidance on how to upload documents to Intend](#)

Enquiries to School Transport

In Summer 2024, the School Transport service introduced a new online enquiry form to our website. This has allowed us to request the right information up front to enable us to help you faster. It has also allowed us to improve the way we prioritise and respond to enquiries.

Following the success of this approach to managing enquiries, the School Transport service will be moving to an online-only process for receiving enquiries from 26 May 2025.

Our phonedlines will be dedicated to emergency calls only, ensuring we can continue to respond to emergencies quickly, while also freeing up staff to provide the most rapid response to online enquiries, which are prioritised in a fair and consistent way.

Please be aware that calls or emails about School Transport received by other Hampshire County Council services will be redirected to the online enquiry form to ensure that all enquiries are logged and prioritised in a fair and consistent way.

School Transport webpages

We continuously update our website with the latest information about the service. We have looked at the most commonly asked questions – both over the phone and via our online enquiry form – which means that you can find the answers to many of your questions without needing to submit an online enquiry.

In preparation for these changes, we have been reviewing our existing webpages. Our homepage has been updated with new links, and we have improved the layout and content of many of our pages which will help you to find the information you need faster and more easily.

Online enquiry form

If you do need to ask a question or raise an issue about something that is not covered on our web pages, you can contact the service via the online enquiry form. The form helps us to prioritise and allocate queries efficiently, and to respond to you as quickly as possible.

Contacting the School Transport Service in an emergency

The School Transport service will continue to maintain an emergency phonenumber which can be used to report accidents or immediate safeguarding concerns. You will be able to reach the emergency phonenumber by calling 01962 846924. This phonenumber is only to be used in an emergency - for calls about anything else, you will be redirected to the online enquiry form.

You can report an emergency or immediate safeguarding concern from the School Transport homepage.

How the changes could affect you

Many of our enquiries are now received through our online enquiry form. If you already contact us in this way, you will not see any changes to the way you interact with us. We are confident that updates to our website will make it quicker and easier to find the information you need.

If you currently contact us by telephone, you may find the answers to your enquiry on our website. Otherwise, you will need to use the online enquiry form to contact us in the future.

We appreciate your continued engagement and working with us in providing school transport services to the students of Hampshire.