



Covid-19: Transport Procedures Schools and Social Care

Transport Coordination Service
Cornwall Council

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Introduction

This procedural document is based on the latest Government guidance issued in response to the ongoing Covid-19 crisis and will be subject to further updates as required.

All Cornwall Council's contracted Home to School and Social Care transport providers are being given copies of this document and must follow it at all times. The document is also being circulated to schools and families to ensure all parties involved are aware of what is required on our transport services at this time.

This document refers to "passengers", "schools" and "parents" but is applicable to all users of transport services provided through Cornwall Council (including children, post-16 students, adult service users any carers or support staff supporting those individuals at residential, respite or day care settings).

Procedures:

1. All parties involved must continue to keep themselves fully informed and follow the latest Government guidance, as below:
 - a. Guidance for **Transport Providers**:
<https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators>
 - b. Guidance for **Passengers**:
<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>
2. No individual who has coronavirus symptoms or has been asked to isolate as part of the NHS 'Test and Trace' service should travel on a transport service with others and self-isolation protocols must be followed (this applies to both **Transport Staff** and **Passengers**). This could mean that **Parents** and **Schools** may have to make alternative arrangements for the collection of any passenger who displays symptoms during the school day.
3. Ensuring strict hygiene practices are followed is vital, so please note the following:
 - a. **Transport Providers** must ensure vehicles are thoroughly cleaned daily with additional cleaning taking place prior to and after each journey. This must include targeting any surface that is likely to be touched (such as driver controls, all handles, seatbelts and seat backs).
 - b. **Transport Providers** must ensure **Transport Staff** thoroughly wash their hands before and after each journey.
 - c. **Parents** and **Schools** must ensure that all passengers also thoroughly wash their hands before and after each journey.
 - d. **Transport Providers** must ensure that hand sanitizer is available in the vehicle at all times.
 - e. **Parents** should ensure that passengers carry their own supply of hand sanitizer and tissues with them wherever possible.
 - f. **Transport Providers** must ensure that vehicles are ventilated as much as is safely possible at all times.
 - g. All cleaning / washing must be carried out using products confirmed to be effective in protecting against coronavirus.

4. The wearing of face coverings is now compulsory in certain situations including on public transport, please also note the following:
 - a. **Parents** and **Schools** must ensure face coverings are always worn by passengers where possible, regardless of whether travel is by public transport, contracted bus/coach or minibus/taxi.
 - b. Face coverings may not be appropriate for some individuals, depending on their age and individual circumstances. **Parents** and **Schools** are asked to advise the **Transport Coordination Service** and **Transport Providers** of any cases where face coverings cannot be worn.
 - c. Those who cannot wear a face covering may choose to display a card to show they are exempt from needing to wear one. However, this is a matter of personal choice and is not a requirement. Examples of exemption cards that could be used can be found on the Government website [here](#), other card schemes are available.
 - d. **Transport Providers** should advise the **Transport Coordination Service** of any cases where there is concern that a face covering is not being worn without legitimate reason.
 - e. It should be noted that face coverings, as defined by the Government, can be easily made from materials found within the household (guidance is available [here](#) on the Government website).
5. Government requirements in regard to social distancing dictate that the following measures must be followed on our transport arrangements:
 - a. On dedicated school transport (those routes not shared with wider members of the public) no formal social distancing will be required between passengers, however the following steps must be taken:
 - Passengers must still maintain as much distance as possible from each other and must sit according to the ‘bubbles’ that have been established at each school.
 - It should be assumed that these ‘bubbles’ will be based on school year groups unless parents are informed otherwise.
 - **Schools** must inform **Parents** and **Transport Coordination Service** of any ‘bubbles’ in place that are not based on year groups.

- Unless informed otherwise, vehicles should be occupied with the oldest passengers sat at the rear of the vehicle (top-deck rear in double-deck vehicles) and with the youngest sat at the front (bottom-deck front in double-deck vehicles).
 - When waiting at bus stops, **Parents** and **Schools** must ensure passengers also queue according to these 'bubbles' (with those sitting at the rear boarding first, those sitting at the front boarding last).
 - When alighting, those sat at the front should disembark first, with those sat at the rear leaving last.
 - If passengers attending different schools travel on the same vehicle, they must sit grouped by school of attendance (and according to their own designated bubble – normally based on school year – within that school group). In such cases, **Transport Providers, Schools** and **Parents** will be notified of where each school group should sit.
 - **Parents** and **Schools** must ensure that passengers understand the need to adhere to these requirements when boarding / alighting the vehicle and throughout the journey.
- b. Where passengers travel on public transport services (those shared with the general public), the following measures are necessary:
- Seating and queuing must be based on school 'bubbles' (as laid out above under the 'dedicated school transport' section).
 - Passengers must try to maintain social distancing from other passengers not in their school 'bubble' at a distance of two metres or with a 'one metre plus' approach, as outlined by the Government, where this is not possible.
- c. **Parents** and **Schools** must ensure that passengers adhere to these requirements.
- d. **Transport Providers** should promptly raise any concerns about these requirements not being met to the **Transport Coordination Service** and **School**.

6. To avoid any other unnecessary close contact, the following steps must be taken:
 - a. **Transport Providers** should ensure the same staff are assigned to each vehicle consistently wherever possible.
 - b. **Parents** and **Schools** should ensure passengers travel only on the vehicle / route to which they have been allocated by the **Transport Coordination Service**.
 - c. **Parents** and **Schools** must ensure that someone from the passenger's household (at the home address) and a member of school staff working with the passenger during the day (at the school) is available to assist with all matters relating to any passenger requiring help to transfer in and out of the vehicle (including fitting seatbelts and any physical support required). However, on larger vehicles where such support would require additional adults boarding the vehicle, this can be avoided if **Transport Staff** confirm they do not need assistance.

We want everyone who travels on transport arranged by Cornwall Council to be as safe as possible – following these procedures will ensure we achieve that. Thank you.

The Council will ensure that routine compliance checks carried out on transport services include a focus on ensuring this guidance is being followed.

Please contact the **Transport Coordination Service** if you have any concerns or questions about these procedures (transport@cornwall.gov.uk / 0300 1234 222).