

# Guidance for Transport Operators

Issue 2  
24/06/20

providing services for  
Nottinghamshire County Council



**Please take time to read this guidance and refer to the links to government advice. If you would like to discuss anything further, please do not hesitate to contact Transport & Travel Services, Nottinghamshire County Council.**

**Based on recent advice from the Government on safer transport measures, this guidance covers six important areas relating to the services you do for the Council:**

- 1. Risk Management**
- 2. Mitigation & Prevention**
- 3. Vehicle & Equipment Cleaning**
- 4. Infection Control**
- 5. COVID-19 Testing**
- 6. Stay Informed**



**Nottinghamshire  
County Council**

# 1. Risk Management

You should undertake a risk assessment about sensible measures to control the risks with your workforce, your vehicles and your services. If you haven't done so already, use a template such as the one recommended by the Health & Safety Executive [available at this link. >>](#)

Risk assessments are required to consider all aspects of what a company does and staff should be involved as much as possible. Risk assessments are important tools to identify sensible measures to control the risk in the workplace and examine the transport services you provide.

A risk assessment will help you decide if you have addressed all necessary points and to ensure adequate measures are in place to ensure social distancing and good hygiene – these are the main mitigation elements to reduce the virus transmission:

- ✓ **Social distancing**
- ✓ **Hygiene**
- ✓ **Fixed teams or partnering**
- ✓ **Personal Protective Equipment (PPE).**

**Further government advice for operators is available at this link. >>**



## 2. Mitigation and Prevention

Operators should consider the social distancing measures they can implement in their vehicles. The recommended social distance may not always be possible; operators must address this as a risk on their risk assessment along with other risks they have identified.

**To inform your risk assessment the following may be considered (note this is not an exhaustive list and not all will be relevant):**

- ✓ **Assess each vehicle for the recommended social distance**
- ✓ **Look at alternatives such as physical screening if possible, as long as this does not impair visibility or cause other safety issues**
- ✓ **Rearranging, limiting or removing seating**
- ✓ **Blocking off seats that are close to the driver**
- ✓ **Removing any face-to-face seating**
- ✓ **Sitting passengers in the back-left hand seat rather than behind the driver**
- ✓ **Keeping a log of seats available to use on each vehicle**
- ✓ **Using larger vehicles in your fleet as requested/agreed by Nottinghamshire County Council**
- ✓ **Increasing ventilation where possible – windows, skylights**
- ✓ **Regularly cleaning the inside of vehicles - it is essential that this is done between trips**
- ✓ **Keeping crews together, rather than mixing multiple staff on shifts**
- ✓ **Clear signage in workplace and in vehicles for your staff**
- ✓ **Sitting passengers' side by side and not face-to-face (in taxis or smaller vehicles)**
- ✓ **Escorts should avoid physical contact with young people if at all possible and try to minimise face-to-face contact**
- ✓ **If handling cash, to reduce contact, consider installing a hopper, or encourage payment by 'contactless' methods.**





If drivers are concerned that passengers are not adhering to the social distance measures that have been implemented on vehicles, they should politely remind them to sit on designated seats or at the current social distance. If they have any specific concerns, they should report these to their line manager, who in turn should report them to the relevant manager in Transport & Travel Services, Nottinghamshire County Council.

## Boarding & Alighting

There may be situations where it is not possible to keep a suitable distance from passengers, for example when they are boarding or alighting. Your risk assessment may include measures which you put in place to manage boarding and alighting where larger groups of passengers utilise the vehicle, such as mainstream home to school transport. You may for instance introduce a system of using different entrances/exits or erecting plastic screens around the cab.



## Passengers with confirmed or suspected COVID-19

If there is a suspected or confirmed case of COVID-19 in any of your passengers or in anyone in their household DO NOT transport them:

- ✓ **Think of your personal hygiene and that of your passengers**
- ✓ **Report to your manager immediately**
- ✓ **Report to the relevant school.**



### 3. Vehicle and Equipment Cleaning

**You should have implemented a revised cleaning procedure to a much higher standard than normal.**

Cleaning should focus on the main areas of the vehicle which receive the most regular contact from passengers including:

- ✓ **Door handles (inside and out)**
- ✓ **Handrails or grab rails**
- ✓ **Head rests**
- ✓ **Seat backs**
- ✓ **Seat belts (tongue/buckle/webbing)**
- ✓ **Windows.**



**If you operate wheelchair accessible vehicles, the securing equipment and webbing should also be cleaned before and after every use, along with all the lift operating handset and rails.**

**The areas which are constantly touched by drivers and escorts should also be separately cleaned – these include items such as steering wheel, gear stick, handbrake, controls, handles and switches etc.**

**Further government advice on 'deep cleaning' vehicles is available at [this link](#). >>**



## 4. Infection Control

**The personal safety of drivers should be considered at all times and more frequent hand washing or sanitising should be taking place in line with Public Health England instructions.**

Employers have a responsibility to provide PPE to their employees if their company risk assessment indicates that they should.

### Face coverings for staff

Government advice is that staff should wear a face covering when they are unable to maintain social distancing in passenger facing roles. There will be exceptional circumstances when a staff member cannot wear a face covering, or when their task makes it sensible for them not to wear a face covering. Consider this as part of your risk assessment and provide a face covering for staff if required.

If staff do wear a face covering it is important that they follow the guidance on this. Employers should support them in using face coverings safely. This means providing the following information:

- ✓ **Wash hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it**
- ✓ **Avoid touching face or the face covering, as this could contaminate it with germs from hands**
- ✓ **Change face covering if it becomes damp or if it's been touched**
- ✓ **Continue to wash or sanitize hands regularly**
- ✓ **Change and wash face covering daily**
- ✓ **If the material is washable, wash in line with manufacturer's instructions - if it's not washable, dispose of it in general waste**
- ✓ **Practise social distancing wherever possible.**

Staff should be made aware that face coverings can prevent some disabled people from accessing oral information and instructions (from staff and fellow passengers).

**Please refer to the latest government advice on face coverings, available at this link. >>**



## Face coverings for passengers

It is now mandatory for passengers travelling by public transport services to wear a face covering. Passengers will be breaking the law if they fail to comply and could be liable for a fine. Surgical masks or respirators used by healthcare and other workers as part of PPE should continue to be reserved for people who need to wear them at work. However, passengers will comply with the regulation if they are wearing these.

Specific exemptions apply, including for health, equality or age reasons. In addition, face coverings do not need to be worn on school transport services or taxi and private hire vehicles - although a taxi driver or private hire vehicle operator can refuse to accept passengers if they do not wear a face covering.

## Passenger compliance with the face covering regulations

The aim is to achieve high rates of compliance with wearing face coverings, rather than high rates of enforcement. Operators are encouraged to adopt a strategy of engage, explain, encourage, ensuring they explain the exemptions from the requirements.

**Government advice for passengers is available at [this link](#). >>**

**Remember, face coverings are not a replacement for social distancing and regular handwashing.**



## Hand washing & hygiene

Ensure you and your staff wash hands for at least 20 seconds (or use hand sanitiser of at least 60% alcohol if hand-washing is not available) **BEFORE** and **AFTER** every contact and every use of PPE. The government advice asks employers to use signs and messages to build awareness of good handwashing techniques and other hygiene behaviours for example around coughing and sneezing.

### HOW TO WASH



1 Rub front of hands palm



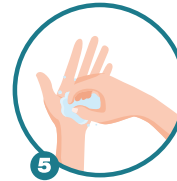
2 Rub back of hands palm



3 Scrub between fingers



4 Clean fingers



5 Clean fingernails



6 Rub wrists

### YOUR HANDS

## Driving

Along with enhanced vehicle cleaning measures, ensure your risk assessment sets out good personal hygiene for drivers and passenger assistants including:

- ✓ **Avoid touching your face**
- ✓ **No eating or drinking in the vehicle**
- ✓ **If you have to sneeze, do so into the crook of your elbow**
- ✓ **Wash your hands when you get to your destination.**

If you have to get out of the vehicle en-route, and you cannot wash your hands or do not have a hand sanitiser, avoid touching your face; avoid eating or drinking; and wash your hands as soon as you can.





## 5. COVID-19 Testing

The government's priority is testing patients to inform their clinical diagnosis. If you, a member of your household, an employee or a member of their household display COVID-19 symptoms, you must follow the government advice on testing and self-isolation.

**Government advice for getting tested is available at this link. >>**



## 6. Stay informed

This summary of the latest guidance is accurate at the time of publication on 24/06/20 and further versions will be issued. However, as a Transport Operator, it is your responsibility to keep up to date with the latest government guidance.

If you would like to discuss this guidance with Transport & Travel Services at Nottinghamshire County Council, please contact us on **0300 500 80 80**.

