

Disclaimer

Please note, the information contained in this document is not intended to, nor does it, constitute a formal safe operating procedure. The aim is to provide general guidance only, which the reader can use to inform his or her own operation-specific risk assessment and risk control measures.

Transport providers

Occasionally, a service user might have to be transported between locations. Ideally, the driver will be a member of the same household or somebody who is in the service user's support bubble, which would overcome the challenge presented by social distancing requirements and help to minimise the chance of spreading infection.

If a service user does not have anyone within their household or support bubble to provide the transport, then it might be possible for the individual to use a taxi or private hire vehicle.

If this proves to be problematic or impractical for the person, then you might want to determine if your charity can or cannot provide assistance.

To help ascertain this, you might want to ask yourself, among other things, the following questions;

1. Is the journey 'essential' or 'reasonably necessary' e.g. an important eye appointment?
2. Has a check been made on the health status of the driver and the service user, i.e. are they symptomatic of Covid-19 or have they been unwell recently?
3. Is the driver or service user considered to be vulnerable or extremely vulnerable, or do they live with somebody who is?
4. Is the driver or service user subject to travel restrictions, i.e. have they recently returned to the UK from a country or territory that is not covered by the travel corridor exemption, which means they have to self isolate?

5. Can the number of passengers being transported be kept to the absolute minimum to allow for social distancing requirements to be met?
6. Does the service user need to be accompanied by another person, i.e. a family member or carer and how will this impact on existing control measures?
7. Do transport arrangements ensure that people from different households do not travel together?
8. If a service user is travelling alone, and the journey is by car, then can the person be asked to sit in the rear left-side seat to maximise the space between them and the driver?
9. Where it is practical to do so, can good ventilation be maintained during transit and between journeys?
10. If possible, can the same driver be used for both the outbound and return journey and for the same service user each time?
11. Can the time spent in the vehicle by the driver and service user be kept to the absolute minimum, e.g. 15 minutes or less?

Hygiene

12. Has a vehicle cleaning protocol been defined to achieve and maintained the required standard of hygiene?
13. Has the driver received information, instructions and/or training in the cleaning protocol?
14. Is there a means for the driver to thoroughly clean their hands before getting into the vehicle?
15. Is there a sufficient quantity of hand sanitiser / wipes kept in vehicle for the driver to use as and when necessary?
16. Is the vehicle cleaned before / after each journey, as appropriate?
17. When cleaning the vehicle, does the driver know to pay particular attention to surfaces that other drivers / service users may have touched, e.g. steering wheel and driver controls, vehicle keys, handles, window winders / buttons, seat belts, etc?

Face coverings

18. Unless exempted, is the driver and service user (and other passengers) encouraged to bring and wear a face coverings for the journey?
19. If the driver does wear a face covering, then has the organisation provided him/her with clear information on how the covering should be properly worn, used, cleaned and/or disposed of?
20. Has the organisation issued information / instruction on the need for good respiratory hygiene (i.e. coughs and sneezes)?

Waste disposal

21. Are arrangements in place to ensure that waste materials / belongings are removed on completion of the journey and/or at the end of the day?
22. Are arrangements in place to ensure that waste is disposed of responsibly and in accordance with relevant regulations and the Organisation's policies / procedures?

Records

23. Where practical, is there a record of all passengers that have been transported, i.e. names, dates, times and locations to assist with NHS Test and Trace requirements should the need arise?
24. Are records retained for at least 21 days before being securely and properly disposed of?

Incidents

25. In the unlikely event of an incident occurring, e.g. a road traffic accident, or the need for first aid to be provided, does the driver know and understand that it is permissible not to comply with social distancing (and possibly certain other Coronavirus safety measures) if it would be unsafe to themselves and/or others to do so?
26. Where a driver has been involved in providing emergency assistance, does he / she know to pay attention to hygiene controls immediately after the incident, e.g. thoroughly cleaning their hands, disposing of waste and cleaning the vehicle, as appropriate?

NOTE. *Official guidance on controlling the spread of the Coronavirus is constantly being updated so it is important that you keep yourself up-to-date with the latest*

information. This includes taking into account any restrictions imposed through local lockdown arrangements in your geographical area.

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