

School Transport
Code of Conduct Addendum
COVID-19



On the 30 July 2020, The Scottish Governments Advisory Sub-Group on Education and Children Issues published guidance on school transport provision to support the full time return of pupils on 12 August 2020. Dedicated school transport will be regarded as an extension of the school estate and physical distancing measures between pupils are not necessary. Mitigations North Ayrshire Council have recommended include, enhanced hygiene, ventilation, improved cleaning regimes incorporating frequent and thorough cleaning of surfaces, and regular handwashing. Please note that the situation is fluid and changes could be made following further Government announcements and the level of transmission remaining low.

There is slightly different guidance for pupils who travel on Public Transport which may include physical distancing and wearing face coverings with only certain exceptions.

Taxi Operators and drivers/escorts should follow the undernoted guidance outlining the enhanced cleaning in practices which they should adopt at this challenging time prior to and after the delivery of school contracts awarded by the Council to avoid the potential spread of the Covid-19 virus

Drivers/Escorts should:

- Wash their hands for 20 seconds using soap and water prior to commencing and on completion of any journeys.
- Consider wearing face coverings, although advisable, this is not enforceable and will be at the discretion of the operator.
- Clean the vehicle using appropriate antibacterial products prior to leaving to pick up the child/young person.
- On arrival at pick up point taxi driver/escort should open the passenger door and advise the child/young person where to sit if applicable. The same seats should be used daily by pupils if applicable.
- The driver/escort may be required to assist the child/young person with fastening their seat belts, however where applicable children/young person should fasten their own. Wheelchairs users will be secured in accordance with manufactures instructions by the driver.
- At pickup and drop off at school, taxi driver/escort should open the passenger door for the child/young person and physical distancing should be maintained where possible.
- If any equipment is stored or the child/young person is a wheelchair user, you should ensure that any equipment that is touched is cleaned using antibacterial cleaning products prior to handover to school staff at the drop-off location and return.
- On completion of journeys driver/escort must clean their vehicle paying close attention to any touch areas, e.g. door handles, interior handles, steering wheel, handbrake, gear stick, etc.
- Drivers and escorts should wash their hands frequently using soap and water or hand sanitiser antibacterial gel

Parents/Carers should follow the undernoted guidance outlining the enhanced cleaning practices which they should adopt at this challenging time prior to entering contracted home to school taxi provision to avoid the potential spread of Covid-19 infection.

Parents/Carers should follow the advice below and where possible ensure their child(ren) are aware of the below requirements and restrictions:

- Parents should not send children/young people on dedicated school transport or public transport, if they, or where a member of their household have symptoms of Covid-19 for the relevant self-isolation periods.
- If a child or young person develops symptoms while at school, they will be sent home. The school should contact the parent/carer who should make appropriate and safe arrangements to collect and transport the child/ young person from the school.
- Ensure their child/young person washes their hands for 20 seconds using soap and water prior to boarding the vehicle
- Consider if the child/young person could wear a face covering on dedicated school transport, although advisable, this is not enforceable and will be at the discretion of the parent/carer in discussion with their child.
- If a child or young person travels on public transport, they will require to wear a face covering unless they have been clinically advised not to. This is a mandatory requirement.
- When the vehicle arrives, parent/carer should remain physically distanced unless the risk assessment requires a direct handover to maintain the child or young person's safety.
- If any equipment is stored or the child/young person is a wheelchair user, you should ensure that any equipment that is touched is cleaned appropriately with antibacterial products prior to handover to driver/escort.
- Where possible the child/young person should fasten their own seat belt, however if they need any assistance this will be provided by the driver/escort. Wheelchairs will be secured in accordance with manufactures instructions by the driver.
- Once the passenger door is opened, where possible, the child/young person should enter the vehicle and sit in the seat advised by the driver.
- If child/young person travels with equipment or is a wheelchair user, you should ensure this is cleaned with antibacterial products prior to hand over to driver/escort.
- During the journey child/young person should remain in their designated seat
- During the journey, where possible, child/young person should refrain from touching surfaces, doors, windows, handles, etc.
- On arrival child/young person should remain seated until driver opens the passenger door and is met by a member of school staff, if applicable.
- Children/young people should respect the guidance and instruction provided by the driver/escort. This will help protect them and help ensure the safety of others.

ASN Complaints Procedure

Enquiries, concerns or complaints by parent/carers should be directed in the first instance, to the Head of the Educational Establishment. They will liaise and work collaboratively with the Corporate Transport Hub to seek advice and / or resolution.

Mainstream Complaints Procedure for Contracts Managed and Monitored by Strathclyde Partnership for Transport (SPT)

If a Parent/Carer has any concerns or complaints regarding the provision of free school transport they may contact their school, where an online complaints postcard will be completed and sent to Strathclyde Partnership for Transport (SPT) to investigate. It is essential that Parent/Carers provide as much information as possible to allow a thorough investigation e.g. date, time, journey am or pm along with specific details of concern. Parents/Carers may also complain directly to SPT in writing to reinforce any concerns, SPT will respond directly to parents / carers and advise the school of the outcome of any investigations.