

«Address\_1» «Address\_2»

«Address\_3»

«City» **Telford & Wrekin Council:**

**Home to School Taxi & Minibus Guidelines**

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Dear Parents,

As schools start to reopen and transport resumes for eligible students there are some changes we are making to our taxi and minibus procedures to reduce the risk of infection from Covid 19.

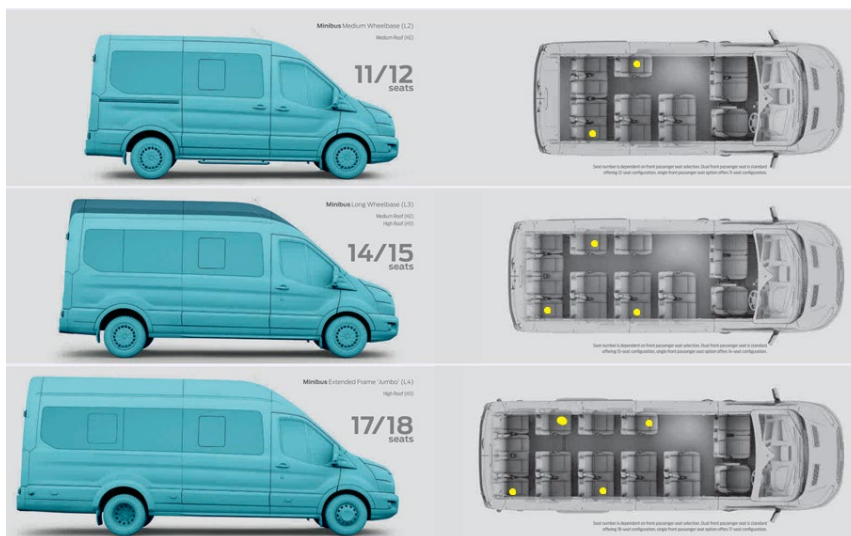
- **Boarding:** We are working together with schools to ensure the right students are getting transport whilst staying safe. Routes will be altered and buses/taxis will be operating with a lower capacity to reduce the risk of infection. Some seats will need to be left empty for to ensure social distancing as much as possible.
- **Passenger Numbers**

The design of the vehicle will limit how many passengers can be carried, below is the average number of passengers who can be transported at any time. When there are multiple occupants of the same household they may travel together which will increase the numbers below.

Standard car/taxi – 1 Passenger, the passenger should be sat diagonally behind the driver on the furthest back row.

8 Seater vehicles with multiple rows of seats – 2 passengers (sat by the window diagonally from each other and the driver in a v shape).

11 -18 Seater Minibus – Depending on the layout of the minibus it will be able to accommodate 2/4 passengers whilst social distancing and they will follow the seating plans below:



- Times: The timing of transport will depend on each individual school. Schools will confirm the times with the Transport Team and transport will then be put in place to accommodate those timings.
- Face Coverings: Government guidance released 15/06/2020 exempts home to school transport from mandatory face coverings. No student on any home to school service will be required to wear a face covering and it will be down to the student/parent/carer to make the choice as to whether or not they choose to wear one. Transport staff including the driver and passenger assistant are not required to wear face coverings on home to school transport and it will be up to the individuals to choose if they wear a face covering or not.
- Hand Sanitiser: Hand sanitiser will be provided on some vehicles. Please ensure that any passengers wash their hands for at least 20 seconds with soapy water before leaving for the bus stop. Passengers should also ensure they wash their hands at the end of the day before getting on to the bus. Washing your hands with soap and water is always the better option if it is available.
- Social Distancing: Social distancing rules must be adhered to at all times. Please ensure that any passengers keep 2m apart including at any stops and when boarding the vehicle at school.
- Driver's Instructions: Please ensure the student follows all instructions they are given by the driver, the instructions and rules in place are there protect everybody. If a passenger repeatedly ignores the driver's instructions or is persistently presenting a risk to other passengers or staff, Telford & Wrekin Council reserve the right to suspend transport for these passengers until this can be resolved.
- Passengers: We will be working closely with the schools to ensure that transport goes to all who require it, so please ensure that students are only on the transport on the days they are due in school. If a student is taken to school when they should not be in it is the parents' responsibility to transport the student home.

We understand that we are in unprecedented times and it may be a struggle, but we will do our best to continue to provide the best service that we can. If you have any feedback with regards to the above advice, or any concerns you would like to discuss please contact us at [Transport.Contracts@telford.gov.uk](mailto:Transport.Contracts@telford.gov.uk) or by calling us at 01952 384620. Our main priorities are ensuring students get the education they deserve and keeping people safe, to do this effectively we must work together.

Yours sincerely,  
The Transport Team.