

TRANSPORT UPDATE



SNAP PARENT CARER FORUM CENTRAL BEDFORDSHIRE

We would like to thank the parents who contacted SNAP PCF to ask questions about any concerns they have with school transport in September due to Covid.

We would also like to thank Central Bedfordshire Council School Transport Team for answering these questions withing a couple of days.

By Central Bedfordshire Council (CBC) working in partnership with SNAP PCF we are able to provide information to parents that will help to support confidence using transport in September.

We hope you find these questions & answers helpful.

If you have not received an update from the transport team

Please email

School.Transport@centralbedfordshire.gov.uk

and copy in

admin@snappcf.org.uk

We will work with CBC to ensure you receive a reply.

Parents question My experience with previous transport for my son has been frequent changes of escorts, this has always been my concern not just with Covid. However, with current times this would be increasing the risk. It's not great with the child best of times as they like consistency, this consistency would be vital in sticking to Covid rules, mask wearing etc.

CBC response Where possible we are trying to keep same staff on routes to minimise risk. Both the council and our home to school transport providers are working to the government guidance.

Parent question I am presuming transport will issue a policy which is consistent across Central Bedfordshire, is this the case?

CBC response Yes. guidance was received from central government yesterday and guidance for contractors will be issued by the end of this week.

Parents questions

Parents question I'm curious to know how the escort will manage social distancing. Also, will all the taxi door handles (inside and out), seating, seat belt be sanitised after every drop off?

CBC response Socially distancing is not always going to be possible within taxis should the passenger assistant need to interact with the student, for example to help a student with a seat belt or preventing them taking it off during a journey but we have issued guidance to our providers to request that social distancing is adopted where possible. With regards to cleaning, Taxis have already adopted a new approach to cleaning their vehicles in between customers.

Parent question I'm really not looking forward to going back to school, we've kept so safe and as I'm an older mum and more likely to get ill if I catch the virus there will be no one to care for the children.

CBC response We have asked our providers to adhere to the central governmental guidance to clean, social distance (where possible), support the boarding and disembarking children/young people in a managed way (ie. filling up the buses from the back) and keeping young people in their bubbles (again where possible). We understand your concerns and both the council and our providers are working hard to minimise the risk.

Parent question I wonder if you know how CBC will be keeping school children safe (re Covid-19) when using private taxis for school transport?

CBC response Our home to school transport providers are adopting the government guidance concerning cleaning, social distancing (where possible) and transporting children and young people in their bubbles (again where possible). Private taxis have already adopted a new approach to cleaning their vehicles in between customers.

We understand your concerns and both the council and our providers are working hard to minimise the risk.



Parents questions

Parents question I will be interested to hear plans are in place to keep the children safe.

CBC response We have asked our providers to adhere to the central governmental guidance to clean, social distance (where possible), support the boarding and disembarking children/young people in a managed way (ie. filling up the buses from the back) and keeping young people in their bubbles (again where possible). We understand your concerns and both the council and our providers are working hard to minimise the risk.

Parents question My son has a private taxi but it's used commercially outside of school runs. I'm concerned about it being cleaned thoroughly. He was shielded for ages so I'm very concerned.

CBC response Private taxis have already adopted a new approach to cleaning their vehicles in between customers.

Parents question Currently some buses service two different schools, will this continue and if so how will this work with children in school bubbles?

CBC response Government guidance states that bubbles should be observed if possible. If a bus is serving more than one school the driver will keep children and young people separated where possible. We are working with the schools to communicate this to the drivers.

Parents question How are you going to process the mileage claims, what is your policy and when can parents apply, do you have capacity to deal with this?

CBC response Mileage forms are available from our [website](#) – this is part of our standard policy and is available to any parent of a student who would normally be entitled to free home to school transport. We will calculate the mileage and the relevant school office will need to stamp and email the form to school transport for processing. We do have capacity to manage the current volumes.



Parents question Do you really need/want every parent to email you if they want a place on transport due to COVID as per your information on your website? If so how are you communicating this?

CBC response We have secured transport for all students who are entitled to it but understand that parents have concerns and so have asked for parents to contact us if they don't want the seat or would prefer mileage. We are in the process of updating the website now the government guidance has been released.

Communication issues

Parent question I've applied for mileage allowance, but no one is answering my emails

CBC response Sincere apologies – could SNAP please put us in touch so we can investigate?

Parent question I have applied for transport but have not heard anything. Should I have heard by now?

CBC response Most parents have now been contacted by the team. Sincere apologies if you haven't had confirmation – could SNAP please put us in touch so we can investigate?

Parent question We are still waiting to hear what transport we will be allocated, when will be told.

CBC response Most parents have now been contacted by the team. Sincere apologies if you haven't had confirmation – could SNAP please put us in touch so we can investigate?