

CPT risk matrix : Passengers on board Vehicles - Secondary Schools



Stages of Customer Journey



Hazard

Constraints

16/11/2020



Other mitigation measures considered

			Exposure Risk - pre control measures	Separation measures - specified social distance measure (SDM) - guidelines	Actions to reduce contact with drivers	On Bus Hygiene, Cleanliness and Ventilation	Information & guidance	Exposure Risk - post control measures	Sanitiser Installed on Bus	Mandatory wearing of face coverings imposed by conditions of carriage	
1	Customer interactions pre boarding – customer gets confused messages from different sources	Passengers not aware of the guidelines around safe travel and therefore put themselves or others around them at risk.	None at the time. Risk transpires when boarding vehicle	(1) Social distancing measures reinforced at customer touch points prior to travel, typically via: - Operator websites - School websites and comms channels - Social media platforms - Notices on board vehicles near entrance doors - Notices displayed at boarding points	Passenger must show pass when on step well to reduce close contact of the driver Driver encouraged to wear face covering when passenger boards and alights vehicle. Driver given the option to leave the vehicle when boarding/alighting to avoid contact at less than SDM	(1) Enhanced cleaning regimes in place. (2) Passengers advised to bring and wear their own face coverings and use hand sanitiser - consider if appropriate for the age groups on board. (3) Windows remain open at all times where possible, skylights fully open. Air con set to fresh air mode where applicable (4) Particular attention to seatbelts and touch points	(1) Guidance on Government, Industry and Company Websites using the same messaging about preparation for travel. (2) Consistent messaging across operator, school, third party and local authority platforms (3) Communication about not to travel when unwell on vehicle and in other comms (4) all available communication channels to be considered, including: i) Operator websites ii) School and LA websites iii) Third party websites iv) Social media v) Posters at boarding points where appropriate.	None at the time. Risk reduced by informed Passengers being able to take the right decisions and prepare for travel.	Yes	Encouraged to wear face coverings	
		(1) The variety and complexity of customer communication channels. (2) The ability of Secondary students to understand and comply									
		(1) Passengers sitting less than the specified SDM apart		Seats behind driver will be marked out of use. Seats not in use will be marked out of use. Sit in year group bubbles	Maintain passenger seats in use a minimum of the specified SDM from driver seat.	(1) Enhanced cleaning regimes in place. (2) Passengers advised to bring and wear their own face coverings and use hand sanitiser - consider if appropriate for the age groups on board. (3) Windows remain open at all times where possible, skylights fully open. (4) Particular attention to seatbelts	(1) Guidance on Government, Industry and Company Websites using the same messaging about preparation for travel. (2) Consistent messaging across operator, school, third party and local authority platforms (3) Communication about not to travel when unwell on vehicle and in other comms (4) all available communication channels to be considered, including: i) Operator websites ii) School and LA websites iii) Third party websites iv) Social media v) Posters at boarding points where appropriate.	None at the time. Risk reduced by informed Passengers being able to take the right decisions and prepare for travel.			
2	Customer Boarding	Contact at less than the specified SDM when queuing in a constrained/ confined space (2) Contact with handrails and manual door handles (3) Face to face contact with drivers/ escorts/ Passengers when boarding and alighting	(1) Limited space available because of vehicle design constraints. (2) Queuing caused by waiting for other Passengers to board, alighting (3) Ability of primary age students to understand and comply	(1) Less than the specified SDM for short period of time. (2) Touching high use contact points	Please keep your distance from driver	Where possible driver screens will be in use directly behind driver seat. Passengers encouraged to wear face covering whilst on board.	(1) Enhanced cleaning regimes in place. (2) Passengers advised to bring and wear their own face coverings and hand sanitiser (3) Windows remain open at all times where possible, skylights fully open. Air con on fresh air mode where applicable (4) Particular attention to seatbelts and touch points	Explicit encouragement for Passengers to give space to other people before attempting boarding/alighting contained within industry guidelines. See Belle Coaches Safety Protocol attached.	(1) Advice to Passengers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour. Driver encouraged to wear face covering whilst customer boarding and to keep face to face contact for minimal time. (2) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.		

	Effective advising/ enforcement of students remaining seated and seatbelts being worn	Difficulty of achieving this in normal circumstances - willingness to comply	Driver may be called to intervene in extreme circumstances	Seat layout and seating passengers to the rear first to minimise intrusion of less than the SDM and sit in year bubbles	Driver encouraged to wear a face covering.	(1) Enhanced cleaning regimes in place. (2) Passengers advised to bring and wear their own face coverings and use hand sanitiser (3) Policy to keep windows open on buses to increase ventilation (4) Particular attention payable to seatbelts and touch points	Explicit encouragement for Passengers to give space to other people before attempting boarding/alighting contained within industry guidelines.	(1) Advise to Passengers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (2) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.		
3	Identifying and finding an allocated seat whilst maintaining the specified SDM distance where possible.	Risk of contact or respiratory droplets from other students	(1) Vehicle design constraints limit capacity and ability to socially distance consistently to the specified SDM	(1) Any intrusion within the specified SDM usually for short period of time. (2) Touching high use contact points (3) seatbelts most touched/ longest period of contact	(1) Seats behind the driver taken out of use. (2) Guidance given to parents and students on where to sit, allowing the specified SDM separations - method at Operators discretion. (3) Operators should consider sample monitoring of CCTV, where available to check if the social distancing measures are working and address any non-compliance with schools and parents (4) Monitor compliance and take action on any resultant capacity issues, engage with schools, contracting agents and parents to address these as a priority.	N/A	(1) Enhanced cleaning regimes in place. (2) Passengers advised to bring and wear their own face coverings and use hand sanitiser (3) Policy to keep windows open on buses to increase ventilation (4) Particular attention payable to seatbelts and fixings	(1) Guidelines on where to sit on vehicles (front row of seats taken out of use) (2) sit in year bubbles where possible (3) No standing policy, even where this would be permitted	(1) Information provided to Passengers on where to sit to maintain social distance allows Passengers to make informed choices of where to sit and be socially distanced. (2) Advice to Passengers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour	
4	Holding poles and handrails whilst moving to seat	Contact risk with surfaces	Handrails and poles are designed to assist with Passengers moving safely around the vehicle.	(1) Touching high use contact points	NA	N/A	(1) Enhanced cleaning regimes in place. (2) Passengers advised to bring and wear their own face coverings and use hand sanitiser (3) Policy to keep windows open on vehicles where possible to increase ventilation	See 1 above	(1) Advice to Passengers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (2) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.	
5	Picking up an object left on board	Contact with object	None	(1) Touching Object someone else has touched	N/A	N/A	(1) Low risk of transfer through paper or cardboard (2) Higher risk of transfer through plastic (3) Vehicle cleaning and litter picks	(1) Advise asking people to take unwanted items with them when leaving vehicles (2) Ask passengers not to touch items that they did not bring onboard (3) Advise passengers not to eat or drink on the vehicle unless for medical purposes	(1) Risk remains the same	
6	Interactions with other passengers	Risk of contact or respiratory droplets from other Passengers	(1) It is not possible to monitor and immediately manage customer behaviour should they chose not to socially (2) Uncertainty of suitability of face coverings for primary school students	(1) At less than the specified SDM	As 2 above	N/A	(1) Passengers advised to bring their own face coverings and hand sanitiser (2) Policy to keep windows open (where possible) to increase ventilation	NA	(1) Advise to Passengers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour	

7	Alighting vehicle	(1) Queuing in a confined space (2) Contact with handrails (3) Face to face contact with Passengers boarding	Limited space available because of vehicle design constraints. Queuing caused by waiting for other Passengers to alight Passengers, speed of other Passengers alighting.	(1) Within the specified SDM for short period of time. (2) Touching high use contact points	(1) Guidance for Passengers should try and ensure they remain seated to allow an orderly alighting process which seeks to minimise contact. (2) Where assistance is required, assess the risks and mitigate with a single, nominated person to do this each day	Driver to turn engine off vehicle on passenger alighting Driver to be off vehicle where Passengers are alighting while also maintaining adequate social distancing	(1) Enhanced cleaning regimes in place. (2) Passengers advised to bring and wear their own face coverings and use hand sanitiser (3) Policy to keep windows open where possible to increase ventilation	(1) Explicit encouragement for Passengers to give space for people to alight before attempting boarding contained within industry guidelines. (2) Information to Passengers not to stand prior to the vehicle stopping - use PA to reinforce the message and to alight front of vehicle first	(1) Passengers advised to stay seated prior to the vehicle stopping (2) Advice to Passengers to bring and use hand sanitiser and wear face coverings mitigates but does not remove the risk because it is dependant on customer COVID-safe behaviour (3) Enhanced cleaning regimes at high use customer touch-points reduces the risk of virus build up.		
8	Emergency Situation - Vehicle Immobilised	Risk of contact with other passengers	Passengers would normally be transferred to a replacement vehicles. bus.	(1) Within the specified SDM for short period of time. (2) Touching high use contact points	(1) Policy of evacuation, if safe to do so and waiting outside, socially distanced rather than keeping people on the bus. (2) As a last resort, retain passengers on board, remain in seats, open all windows and doors (3) Operators to consider policy of having "hot spares" available to rescue passengers.	Driver to maintain 1m+ distancing where ever possible.	(1) If people remain on the bus all windows and doors to be kept open if possible and encourage Passengers to remain in their seats.	Driver to instruct passengers using PA on the course of action and what they should do.	(1) Removing people from vehicle so they can socially distance outside the vehicle reduces risk of Passengers being within the SDM for more than a short period of time.		
9	Emergency situation - customer accident	Risk of contact with passenger	Passengers may need first aid and therefore will come into contact with other Passengers or staff	(1) Within the SDM for anything more than a brief period	(1) Drivers to limit time within the SDM of the affected customer.	i) Escorts where present may be first line of first aid ii) Driver to use PA to advise other Passengers of intended actions and instructions for them.	(1) Drivers issued with hand sanitiser and limit time within 2 metres with person (2) Policy to keep windows open where possible to increase ventilation (3) Normal arrangements for dealing with biohazards apply.		(1) Control Measures reduce face to face contact time with customer. (2) Supply and use of hand sanitiser to staff with safe systems of work for managing interactions with Passengers in wheelchairs should assistance be required reduces the risk of transfer of virus from assisting staff to surfaces.		
10	Emergency situation contact with bodily fluids such as spittle.	Risk of transfer from contaminated surface		(1) Contact with bodily fluids	N/A	N/A	(1) Policy to treat as biohazard in line with existing safe systems of work. (2) Implementation of Operators off Vehicle Covid-safe cleaning regimes	(1) Information to Drivers - Operators to follow their own Safety Systems if Work	(1) Risk remains the same		