

Taxis and Private Hire Vehicles

This prevention card has been developed by the Public Health team at Stockton-on-Tees Borough Council to help people who work in or run settings that use vehicles such as Taxi and Private Hire Vehicle (PHV) firms.

It is designed to supplement Government Guidance and provide local contact details for businesses in Stockton-on-Tees.

Gov.uk Guidance (Click below)

- [Working safely during coronavirus](#)
- [Taxis and Private Hire Vehicles](#)
- [Safer transport guidance for operators](#)
- [Safer travel guidance for passengers](#)
- [Cleaning in a non-healthcare setting](#)
- [General guidance for employees during coronavirus \(COVID-19\)](#)
- [NHS test and trace: workplace guidance](#)
- [Guidance for contacts of people with confirmed coronavirus \(COVID-19\) infection who do not live with the person](#)

General guidelines to prevent spread of COVID-19

There are important actions that everyone should always take to help prevent the spread of COVID-19. It is important that you follow the guidance to minimise the risk to you, your staff, your community and your business.

There are a range of guides to support the safe reopening of your setting. Refer to [Working safely during coronavirus guidance](#) or search the title on GOV.UK. You must carry out a COVID-19 risk assessment for your organisation.

The key messages on this card are specifically in relation to preventing an outbreak and should not replace health and safety and infection steps you already take or have implemented as a result of following the working safely guidance.

Key Messages

Follow the [gov.uk guidance](#) – to reduce transmission, to protect your business and customers, and to help avoid a local lockdown.

Communicate these key messages to staff, customers and passengers:

Hand washing: Wash your hands with soap and water regularly. When you can't, use alcohol gel in line with government guidance. You should wash or sanitise your hands if you come into contact with a passenger or their luggage. You should do this before and after contact.

Good respiratory hygiene: Catch it, Bin it, Kill it.

Social distance: Always aim for 2 metres, however where this is not possible 1 metre plus additional precautions. Examples of additional precautions include 'Where you can't mitigate – ventilate' e.g. windows down and/or use the car's vents to bring in fresh air (do not recirculate air), avoid talking face-to-face, avoid talking loudly or singing. Take contactless payment if you can. If not, you should wash your hands with soap and water or sanitiser after handling money.

Face coverings: Passengers must wear a face covering in a taxi or PHV, unless they are exempt. Staff can refuse to take a passenger if they are not wearing a face covering and [they are not exempt](#). Passengers do not have to provide proof that they are exempt. Staff do not have to wear a face covering, but we recommend they do if it does not affect their ability to drive safely.

Picking up Passengers: Before a passenger enters a vehicle, staff should ask if they have: COVID-19 symptoms and/or a positive COVID-19 test in the last 10 days. Staff should refuse service if the passenger has either. Staff should ask passengers to sit as far from them as possible or put a mark where passengers should sit. Where possible, passengers should not sit in the front of the vehicle.

Ventilation: Open windows when carrying passengers and/or use the car's vents to bring in fresh air from outside. You should not use the recirculated air option for the car's ventilation system when carrying passengers

Between every journey staff should: - Clean frequently touched areas: keys, steering wheels, seat belts, door handles, payment devices, protective screens, buttons etc. - Open doors / windows to ventilate the car for 5 minutes. - Wash their hands for at least 20 seconds or use hand sanitiser. - Remind passengers to wash or sanitise their hands after the journey.

Recognising COVID-19 symptoms (any one of the below):

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature).
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

If staff/passengers have any of these **symptoms: stay at home, isolate and test.**

If staff/passengers **live with someone with symptoms of COVID-19: stay at home, isolate and follow government guidance**, which can be found [here](#).

If staff/passengers **are contacts of someone with symptoms of COVID-19: stay at home, isolate and follow government guidance**, which can be found [here](#).

Testing is most effective within 3 days of developing symptoms. **Only those with symptoms should be tested.**

Support contact tracing: Maintain a record of visitors/staff/passengers.

To help control the spread of COVID-19, drivers and passengers should download and use the [NHS COVID-19 app](#).

Communicate your Covid-secure measures at every opportunity – at staff meetings, online, during booking and prior to entry.

Reporting Cases

If you are notified of a positive case related to your place of work, please contact Stockton-on-Tees Borough Council by completing this <https://www.digital.stockton.gov.uk/covid19-contactus> and we will provide further advice and guidance.

Resources

Public Health England have produced a range of resources to help you communicate these important messages. You will still need specific communications for your own business, but you may find these helpful. You are responsible for communicating these messages with your staff and customers.

[Symptoms and how to get tested](#)

[Feeling unwell get tested](#)

[Social media resources for employers](#)

[Public Health England Best Practice Handwash poster](#)

[Public Health England Best Practice Hand Rub poster](#)

[COVID-19 risk assessment poster](#)

[Every Mind Matters posters \(sign up required\)](#)

Local Support

If you need any further advice or assistance, please contact us at:

<https://www.digital.stockton.gov.uk/covid19-contactus>

