
SUBJECT

SERVICE USER TRANSPORT – AD-HOC ARRANGEMENT PROCEDURE

(LESS THAN THREE WEEKS)

OBJECTIVE

To arrange cost effective transportation for service users when it is required at short notice.

LEGISLATION

None

STATUS OF PROCEDURE

Emergency Duty Team*
Family Resource Centres (FRC)
Central Duty Team (CDT)
Residential Children’s Homes *
Children and Families Disability Team (CFDT)

*during office hours arrangements are made via FRC, CDT and CFDT – out of hours only applicable before 8.30am and after 5pm (4.30pm Friday).

KEY POINTS

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| <ol style="list-style-type: none">1. To arrange transport for service users when required.2. To ensure appropriate authorisations and monitoring systems are in place3. To hold information about journeys centrally to allow it to be accessed for safeguarding children and other vulnerable service users. |
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KEY POINTS

New Arrangement

ACTION BY FORM

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| 1 | When a need for transport is assessed, other transport alternatives must be considered first in discussion with a Team Manager, Level 3 Social Worker, Senior Care Officer (in respect of MFST) The request must also be considered in conjunction with the “Criteria for Transport” Guidance. | Key Worker |
| 2 | Authorisation for all transport requests must be agreed by an Area Manager. If the decision is made that transport is required then consideration should be given to the length of time that it is | Area Manager |

then consideration should be given to the length of time that it is needed. If the period is up to 3 weeks then the Ad Hoc Procedure should be followed, for longer periods the Planned Transport Arrangements are to be used.

3	Keyworker contacts a taxi company from the approved supplier list to arrange for the journey to take place. An appropriate password supplied <u>must</u> be provided to the taxi company when the arrangements are made otherwise the taxi company will not be able to take the order.		Approved Supplier list
4	Caseworker completes the 'Ad hoc Transport Form' and forwards it by email to ccu-socialservicesrequests@hullcc.gov.uk to notify CCU that the journey has taken place. A copy of the form should also be forwarded to the group email box for the relevant Family Resource Centre. The form should identify the appropriate cost centre for the journey using the approved cost centre list provided.	Keyworker	Ad Hoc Transport Form Cost Centre List
5	If completed by EDT or Marlborough Outreach Service a copy of the completed 'Ad- Hoc Transport Form' should be emailed to the appropriate Family Resource Centre	EDT Social worker, MFST Officer	
6	<p>The Business Support team inputs the following information onto CareFirst</p> <ul style="list-style-type: none"> • A case recording headed 'New Transport' which includes full details of the journey requested for each child identified on the form. • An activity for each child identified on the form using the option 'Transport' assigning the activity to the caseworker. • Where the journey is 'one off' the 'required by' date should be the date the transport is required. • Where the journey is ongoing (i.e. multiple journeys) but under three weeks in duration the 'required by' date should be 3 weeks from the date the transport commences (this will be the review date) 	Office Manager	
7	<p>Where the journey is a one off trip the activity should be completed and no further action is required.</p> <p>Where the journey is an ongoing arrangement (i.e. multiple journeys) the activity 'required by' date will prompt a review of the need for the transport by the Area/Team Manager.</p>	Office Manager and Area/ Team Manager	

Review of Arrangements

8	<p>Keyworker and Team Manager review the requirement for the transport. If the transport needs to continue past the three week period then further authorisation has to be sought from the Area Manager. The transport should then be organised under the Planned Transport Arrangements and the Keyworker should inform the CCU via telephone and complete a Planned Transport Form and follow procedures as per the Planned Transport Process.</p>	<p>Keyworker, Team Manager, Area Manager</p>	<p>Planned Transport Form</p>
9	<p>The open activity on Care First is closed using the review date as the completion date.</p> <ul style="list-style-type: none"> • Where the transport has ceased no further action is required. • Where the arrangement is to continue a new activity is created in line with the Planned Transport procedure entering a 'required by' date 6 weeks from the date of the review. 	<p>Office Manager</p>	