
SUBJECT

SERVICE USER TRANSPORT – PLANNED TRANSPORT PROCEDURE

(LONGER THAN THREE WEEKS)

OBJECTIVE

To arrange cost effective transportation for service users.

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: Planned Transport

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. | Keyworker | Criteria for transport policy |
| 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 needed. If the period is up to 3 weeks then the Ad Hoc transport | Keyworker, Area Manager | |

	Procedure should be followed, for longer periods the Planned Transport Arrangements are to be used.		
3	The Keyworker should inform the CCU via telephone about the planned transport request and complete a Planned Transport Form and e-mail to the team's e-mail group box	Keyworker	
4	The business support team inputs the following information onto Care First <ul style="list-style-type: none"> • Creates a case recording headed 'New Transport' and includes full details of the journey requested for each child identified on the form. • Creates an activity for each child identified on the form using the option 'Transport' assigning the activity to the Keyworkers team on Care First. • Where the journey is ongoing (i.e. multiple journeys) the 'required by' date should be 6 weeks from the date the transport commences (this will be the review date) 	Office Manager	
5	The business support team inputs the appropriate cost centre for the journey using the approved cost centre list provided on the Planned Transport Form and then e-mails the form to the CCU e-mail box.	Office Manager	Planned Transport Form Cost Centre List
	Review of Arrangements		
6	Keyworker and Team Manager to review the requirement for the transport in supervision sessions. If the child is Looked After by the Local Authority then the transport provision will also be reviewed in the child's Looked After Child Review.	Keyworker, Team Manager, ICRO	
7	If the transport needs to be ongoing then further authorisation has to be sought from the Area Manager. The Keyworker should inform the CCU via telephone and then e-mail the team's group e-mail box with the existing Planned Transport Form and confirm the Transport has been reviewed and authorised as "continuing"	Area Manager, Keyworker	Planned Transport Form

8	<p>The existing open activity 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 entering a 'required by' date 6 weeks from the date of the review. 	Office Manager	
Amendment to Transport Provision			
9	<p>Where a current transport arrangement needs to be amended the Keyworker must get authorisation from the Area Manager (in his absence a Team Manager) for the amendment. The Keyworker completes the 'Amendment to Transport Provision' form (ATP) and emails the completed form to the group email box for the site business support team. The Keyworker must then contact the CCU and inform them verbally of the amendment.</p>	Keyworker, Area Manager	ATP
10	<p>The business support team checks the forms details, adds a cost centre and forwards the updated form to the CCU team via email. If the journey is within the next 24 hours the email should be marked urgent.</p>	Office Manager	
11	<p>The ATP is printed and a copy is held in the 'Transport Pending' file.</p>	Office Manager	
12	<p>CCU action the amendment with the transport provider. Full details of the arrangements and transport provider are notified to the requesting agency (e.g. Family Resource Centre) using the site email box.</p>	CCU	
13	<p>The business support team creates a case recording headed 'Transport Amendment' and includes full details of the amendment to the child's original case recording on Care First. This must be loaded for each child identified on the form.</p>	Office Manager	
14	<p>As arrangements are recorded onto Care First the paper copy of the ATP is removed from the 'Transport Pending' file and is destroyed.</p>	Office Manager	
Monitoring			
15	<p>The 'Transport Pending' file is reviewed on a daily basis and any journeys due to commence within 24 hours should be chased up with the CCU via email.</p>	Office Manager	

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- 16 A Care First report is extracted on a monthly basis of outstanding Activities where the 'required by' date has elapsed (i.e. the review is overdue). A copy of the report is provided and chased up with the relevant Team Manager.
- Office
Manager/
Team
Manager