

T6

Transport To and From Day Services

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
X	X	✓	X	✓	X	X	X

Policy

To ensure staff are aware of their roles and responsibilities with transport arrangements when supporting the people who use our services travelling to and from day services.

Procedure

1. Transport arrangements for the people who use our services to and from day services are agreed by Adult Social Care Brokerage Team.
2. It is the transport driver / escort's responsibility to escort the person to and from the vehicle to the front door of the day service. Day service staff must try to greet the person who is using the service and once inside the building, the day service staff are responsible.
3. If transport issues arise outside of normal office hours, the day service staff / supervisor / manager must contact their local transport provider to rectify this. Any issues must be reported to Adult Social Care Brokerage Team department as soon as practicably possible.
4. If the staff member cannot contact their named local transport provider or the family, he / she must make alternative transport arrangements for the person who is using the service and any cost incurred can be reimbursed.
5. If a person wishes to amend or cancel their usual attendance, they must arrange and pay for this themselves.
6. If a person wishes to only attend day services for one session (or half a day), then transport will only be supplied in one direction (at either the beginning or end of the day). The person using the service must make their own arrangements for the remaining part of the journey.
7. Any concerns regarding transport should be recorded and reported to Adult Social Care Brokerage / transport department.

Transport within Day Services

1. All minibuses used within day services have a maintenance contract through the Council and are inspected, serviced, and maintained regularly.
2. Staff driving minibuses must have the appropriate driving licence and will have undertaken specialist minibus driver training.
3. Seatbelts are installed in all minibuses and where appropriate wheelchair fixings are supplied.
4. Minibuses are insured on a fully comprehensive basis through the Council.
5. On occasion, staff may use their own cars to assist the person who use the service. Staff using their own cars for work purposes must have business insurance. This is

monitored by the driver documents team who will inform the supervisor / manager of outcomes.