



Transporting Service Users

Policy Statement

While Pillar Kincardine is committed to engaging clients in improving service delivery, staff and volunteers should be aware of the danger of creating dependency by providing transport for service users.

The transportation of service users should therefore be regarded as an exceptional requirement rather than the norm, and service users living in the community should be encouraged whenever possible to use public transport.

General Principles

Our role is to support clients to take control of their lives and take control of their own actions. There are however some (exceptional) circumstances which genuinely justify the transportation of service users, for example where a client lives in a relatively remote area or may have mobility problems of a kind that makes public transport impracticable; or a new or existing service user may not have the self esteem or confidence to attend sessions and the worker transports them until sufficient confidence is gained.

Under such circumstances it is essential that appropriate procedures outlined within this paper are followed. These must be followed regardless of the level of familiarity with the service user.

Procedure

The transportation of a service user should be for a specific purpose or appointment and must be planned with enough time for an appropriate risk assessment to be made. Permission to proceed must be sought from the Service Manager or, in their absence, the Senior Project Worker; and the service user must confirm in writing on each occasion the need for non-public transport (see below).

The Service Manager or Senior Project Worker will not agree to transport being provided until it has been planned and they are satisfied that the worker is taking no unnecessary risks. In making the assessment the member of staff should be mindful of existing Pillar Kincardine policies such as: Health and Safety, Lone Working, Challenging Behaviour and Mobile Phones. Included in the assessment there should be a clear indication of where and when the service user is to be met/picked up, the route to be taken, and the estimated time for the journey (round trip). The worker must also have access to a Pillar Kincardine (not a personal) mobile telephone and be clear about how to use it (see Mobile Phone Policy).

Prior to the commencement of the journey the attached agreement must be signed by the service user.

Any worker transporting a service user in their own vehicle must ensure that they have adequate insurance cover, current MOT and that the vehicle is taxed and this documentation has been logged with the office. If there is any doubt, advice must be sought before the journey commences. Throughout the journey/activity the same principles as for home visits and lone working apply regarding informing the office at appropriately regular intervals.

If during or prior to the journey taking place the service user falls ill, the worker responsible should contact the office and inform them of whether the journey is to continue or whether other action has been or should be taken. If advice is required this should be sought from the Service Manager or Senior Project Worker.

Where permission cannot be obtained and transport is deemed essential, staff are permitted to facilitate transport using the local taxi service.



Promoting Positive
Mental Health

**MEMBERS' TRANSPORT
FORM**

Date Applied	
Staff Name	
Staff Signature	
Members' Name	
Members' Signature	
Date of Travel	
Travelling From - To	
Reasons for Requesting Transport Use	

OFFICE USE ONLY

Date Received		
Date Assessed		
Result:	Approved	
	Not Approved	
Service Manager or Senior Project Worker Name and Signature		