

ASN & Social Work Transport – Service Guide

For all services arranging transport for ASN children & SW adults, Shared Services Transport Team are in the process of issuing details of transport contracts which are due to expire. Service areas should review details and confirm if the transport arrangement is still required.

To ensure we obtain best value for money and approach the supplier market when capacity is available, please ensure the information and cut off dates below are cascaded to all employees involved in ASN & Social Work Transport.

- It's essential to submit as many transport requests as early as possible, within the first tender, to ensure availability within the supplier market and obtain the most competitive prices. Service areas must ensure that, where possible, transport requirements are gathered, checked and returned to Shared Services Transport Team by **27th January 2020.**
- Only when transport requirements are unknown at the first tender stage, a further tender will be issued. For this round, all transport requirements must be submitted to Shared Services Transport Team by **20 March 2020.**
- Employees responsible for gathering transport arrangements must ensure that requirements are recorded accurately when submitted to the Transport Team. This is to ensure that no unnecessary changes are made after the contract has been awarded.
- Changes to arrangements – minimise changes after transport tender proformas have been sent to Shared Services Transport Team. Changes can increase costs and lead to significant delays in the contract award process.
- Additional requirements – ensure that any additional requirements, for example escort or wheelchair access, is clearly noted on the transport tender proformas to ensure key information is not missed in the tendering process. Failure to provide this information at the initial request stage may result in increased costs or failure to deliver the service.
- For Social Work contracts please ensure the named Social Worker on the transport tender proformas is correct and relevant to the service user as this is who all transport correspondence will be sent to. This includes the awarding Contractor so that the Social Worker can inform the service user.
- In exceptional circumstances where transport requires to remain with the same provider approval must be sought before request is submitted to the Transport Team. Education requests should be approved by Jacqui MacDonald and Social Work requests require approval from Caroline Sinclair (Adult Services) or Derrick Pearce (Older People) or Claire Carthy (Children). The authorising email should be attached to the transport request form when returned to the Transport Team. Any forms without prior authorisation will be returned, which could affect the transport arrangements.

For any queries regarding the transport process, please email transport.ema@eastdunbarton.gov.uk or call 0141 578 8713