

## Contracting for Services – Guidance for Care Managers and Brokers

### 10. Transport

**N.B. This guidance should be read in conjunction with Section 1. Overview.**

#### 10.1 Purchasing Arrangements

Where service users require transport to be arranged by DCC, care managers/brokers should contact the **Transport Co-ordination Service**, which checks and approves transport providers such as taxi and minibus firms, and has its own fleet of specialist vehicles:

East Devon, Exeter – Mark Phillips (01392 382063)

North Devon (inc. Torrridge), Mid Devon – Michael Judd (01392 382125)

Teignbridge, South Hams/West Devon – Tammy d'Alesio (01392 382660)

Team Leader – Damien Jones (01392 382121)

The range of transport that can be provided through TCS includes wheelchair accessible vehicles. Ambulances, however, should be booked directly with the Ambulance Service.

TCS will require details of the service user and journey, any special arrangements required, and a cost code. They will send the care manager/broker confirmation of the order, and arrange for the transport to be provided by an operator that has been checked. TCS then pay the transport provider's invoice and charge it to the cost code provided. If transport is an eligible need then ACS will fund it. If it is not an eligible need then the service user must fund it themselves.

The care manager/broker should refer to the guidance on "Upper Cost Parameters for Care Packages" on the DCC Internet when arranging transport as part of a care package.

[http://www.devon.gov.uk/index/socialcare/social\\_services/assessment-and-eligibility/facs-policy-adults/facs-guidance-for-upper-cost-parameters-for-care-packages.htm](http://www.devon.gov.uk/index/socialcare/social_services/assessment-and-eligibility/facs-policy-adults/facs-guidance-for-upper-cost-parameters-for-care-packages.htm)

In the event that the service user wishes to engage any other company or individual to provide the transport, and pay for it themselves, this is a matter for them and care managers/brokers should not become involved in making the arrangements. However, the service user could opt for a Direct Payment if it is an eligible need, and use the money to pay for whoever they like to transport them.

**Procurement & Contracts Team 7/07**