

Covid-19

Guidelines for providers in using emergency taxis for key workers

Guidance for providers

COVID-19: guidance for residential care, supported living and home care

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance>

The Council is working with providers to ensure that key workers are able to safely continue to travel to and from work to deliver the required support and care required to vulnerable people.

This service can **only** be used where alternative travel arrangements which a worker would normally use are no longer an available option, for example public transport. It must not be used to supplement existing planned arrangements i.e. walking rounds.

Please see Appendix 1 to find out if you or your member of staff is eligible for an emergency taxi.

If you have followed the steps in Appendix 1 and are eligible to book an emergency taxi, please follow the process below.

Taxi bookings can only be made the Registered Manager or Deputy Manager.

Please note that the reference number **MUST** be quoted when booking **each** journey otherwise the passenger will be charged.

You will need to complete a record of each journey booked using the attached spreadsheet.

You will be required to submit this weekly as this is required for audit purposes for Passenger Transport Services (PTS) and Adult Social Care.

At the end of each week please submit your completed spreadsheet to [Cameron Dale](#) so that this can be collated and submitted to PTS.

Contracts have been put in place with the following private hire companies for you to use.

Bradford Central Taxis

- Telephone: 01274 740440 / 07734 978700
- Quote Reference **4500529083**

Oxford Taxis (Keighley)

- Telephone: 0797 3264149
- Quote Reference **4500529237**

Bashir Travel (Bradford)

- Telephone: 07477 084784
- Quote Reference **4500529083**

Bens Private Hire (Keighley)

- Telephone: 0790 8107913
- Quote Reference **4500529239**

APPENDIX 1

Follow the steps below to find out if your worker is eligible for an emergency taxi.

