

A one-page summary for case files and referral packs. For anything urgent, phone rather than emailing this sheet on its own — **07519 197 035**.

## What we do

ScotSafe provides trauma-informed transport for children and young people who need additional support when travelling, including placement moves, court appearances, and scheduled or out-of-hours appointments. We work in close partnership with the referring agency so each journey is planned, not improvised.

## Staffing & approach

|                    |                                                                                                                                             |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Ratio              | 3:1 as standard — two staff support the young person directly, one manages the vehicle.                                                     |
| Additional support | Agreed with the referring agency in advance if risk assessment indicates it is needed.                                                      |
| Approach           | Trauma-informed, early intervention and de-escalation. Physical restraint is a last resort.                                                 |
| Standard 14        | Journeys are conducted with dignity, compassion, sensitivity and respect, in line with the Children (Care and Justice) (Scotland) Act 2024. |
| Coverage           | Scotland and cross-border to England. Long or short journeys, including out of hours.                                                       |
| Vehicle            | 7-seater Discovery Sport with tinted windows.                                                                                               |

## What we need from you at referral

### About the young person

- Name, D.O.B, sex
- Local authority and legal status
- Disability, allergies, communication needs
- Whether we have supported them before

### About the journey

- Referring agency, referrer name, phone and email
- Pick-up, appointment and drop-off — address, date, time
- Accompanying staff member, if any
- Risk assessment and letter of appointment, if available

**Risks to flag:** harm to others, harm to self, risk of absconding, sexualised behaviours, inappropriate behaviour. Please give as much detail as possible — known triggers, what has helped before, and anything that has escalated a previous journey.

## How to refer

### PREFERRED

**Phone: 07519 197 035**

Fastest route, especially out of hours or for anything urgent.

### ALTERNATIVE

**Booking form**

[scotsafe.itshandy.co.uk/booking.html](https://scotsafe.itshandy.co.uk/booking.html)

Full referral form covering everything above.

## Data protection

Information you share is processed under UK GDPR solely to risk-assess, plan and deliver the journey safely, and is retained only as long as necessary. Full privacy notice at [scotsafe.itshandy.co.uk/privacy.html](https://scotsafe.itshandy.co.uk/privacy.html). Please only share what is needed to plan the journey — call us if you would rather not put identifying detail in writing.