

Transport Policy for people who receive adult Social Care services



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Introduction

Why do we need to have a transport policy?



The reason for having a policy is to provide a fair way of providing transport for customers. We want to make sure that people travel as independently and safely as possible.



This policy tells us how transport will be provided for customers whose care and support needs are being met by the Council. There will be **criteria (this means conditions which need to be met)**, which Social Care Workers will use to decide if a person should be provided with transport as part of a care and support plan from Warwickshire County Council.



Assisted Transport (transport provided on behalf of the Council including taxis, minibuses and buses for people whose care and support needs are met by the Council)_ helps people who need support to go out into the community for **_services** and activities such as:



- Day opportunities
- Respite care
- Leisure services
- Employment and training opportunities
- Any other activities in the community.

Who does this Policy affect?



This policy will apply to **all adults aged 18 years and over who access care and support** provided by Adult Social Care and/or are receiving direct payments in any of the following services:



- **Older People's Services**
- **Physical Disability and Sensory Services**
- **Mental Health Services**
- **Learning Disability Services**



This policy **does not** cover travel assistance/support for customers under the age of 25 who need assistance to travel to and from education organisations, such as schools and colleges. This has a separate Education transport policy.

1. The Policy

Legal framework - (rules set by Government)



The [Care Act 2014](#), guidelines and statutory guidance are the legal framework set by Government for the assessment of social care and support needs. The Council has to use this legal framework when making decisions about -an adult's social care and support.



There are other laws too (the National Assistance Act and the Chronically Sick and Disabled Persons Act) which give local councils a duty to arrange different services and support to help people. This includes providing or supporting with different ways of travel, to meet the needs of people with disabilities.



What the policy will say

Transport will be considered as part of a bigger assessment of needs based on the national [eligibility criteria \(this is a set of conditions that need to be met\)](#) for adults and carers; and the outcomes described in a Care and Support plan.

Assisted transport ([transport provided on behalf of the Council including taxis, minibuses and buses for people whose care and support needs are met by the Council](#)) will only be provided for customers who have had an assessment which says that the person needs transport and they do not have any other travel option available to meet their needs.



The Aims of the Policy



The aim of this policy is to make sure that we have a clear and reliable way of making sure we meet the needs of customers in Warwickshire who need transport: these are people who have been recognised in their care and support plan to have a transport need and all other suitable options to meet the needs have been looked at.



Independent travel is encouraged and promoted by using the different types of transport available, such as public transport and private or **Motability vehicles (Motability is a scheme in the United Kingdom that enables disabled people, their families and their carers to lease a new car).**



People are also encouraged to walk or use aids to help them get out and about, either independently or with support.



This policy will give us more ways of meeting the needs of customers who need help with transport. We no longer only have **Assisted Transport (transport provided on behalf or provided by the Council including taxis, minibuses and buses for people whose care and support needs are met by the Council)** as the only way to provide transport.



During Social Care Assessments and Care and Support planning, **all suitable transport options** will be looked at and Assisted Transport will be offered as a last option, only if this meets a customer's needs.

2. Principles of Providing Transport

The following principles (values) will be followed:

Support with transport will only be provided for people who have had a Care Act Assessment and have support arranged by the Council and/or a direct payment.

The travel assistance provided will be suitable for the persons need and will be value for money.

Assisted transport will only be provided to customers where this is the only suitable option of making sure that they can safely travel from a service /place /activity recognised in their Care and Support plan which they would not otherwise be able to access.

3. Eligibility Criteria for Assisted Transport

All social care services are provided to customers using the eligibility criteria (this is to make sure people get the right level of service depending on their needs).

Following a social care assessment, reassessment or review, the Council will look at all the possible transport options. If these are felt to be unsuitable, assisted transport by the Council will be looked at using the following guidance:-



Assisted Transport may be provided:



- If a person needs specialised transport because of health and safety reasons.
- A customer is not able to go to services without supervision or support.



- The lower rate mobility element of Disability Living Allowance or Personal Independence Payment has already been used to support the customer's transport needs to and from community activities, and the customer has applied again for a higher rate of benefit.



- A customer has no access to transport and unable to move with the use of assisted mobility (wheelchair/aids) or use public transport, either independently or with support.
- A customer is unable to attend their nearest community activity including college or a day opportunity because there are no places available or their cultural needs (a person's belief and customs) cannot be met, and all other options have been looked at. This may be a temporary service until a suitable place is found nearer to home.

If a customer has a need for assisted transport this does not automatically mean that they will be escorted (supported by a person during their journey).

This will be looked at as part of the person's Assessment and Support Planning processes. As part of this assessment, social workers will look at the possible health & safety risks to the person and other customers.

Transport will not be provided where the following options are available:

- If a customer has been assessed and is able to make their way safely to their destination:
 - with or without mobility aids, either independently or with support from family, friends, support worker, volunteer etc. to get to a local community activity.
 - a customer is able to use public transport, voluntary transport, or similar services either independently or with support (family, friends, carer, support worker etc.) to get to and from community activities.



- A customer receives the higher rate mobility element of Disability Living Allowance or Personal Independence Payment, the customer will be required to make use of this benefit to access transport options.



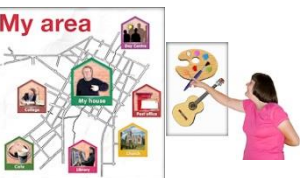
- A customer has access to a private car, including a car leased through the Motability scheme, then they will be required to travel to the community activity independently using this vehicle.



- Where a customer uses their own vehicle or Motability car, no petrol costs or other expenses will be given by Warwickshire County Council.



- If a customer chooses to attend community, social, leisure or education facilities which are not the nearest available service to meet their assessed needs, the customer will be expected to travel independently or meet any additional cost of transport.



This list does not include all the options. There may be other reasons which are important to a customer will also be considered when assessing a person's needs and will support in looking at transport.

If a person has been assessed and transport is being provided, this will be recorded and reviewed as part of the person's annual care and support plan review.

4. Assessment of Need



Transport will be looked at in the initial assessment of a customer's needs and any further reviews and reassessments.

- During a customer's assessment and review, they will look at a person's 'assets or strengths' and also look at any potential to learn road safety and orientation (**direction and location**) skills so that they can travel safely and independently to and from community activities.
- The Care and Support plan will make sure skills in this area are made best use of so that a person is as independent as possible.



5. Re-assessment & review



- All transport arrangements will be reviewed as part of the reassessment. The criteria (**this is a set of conditions that need to be met**) detailed above will apply. If a customer already receives assisted travel at the moment this does not mean this service will continue.
- It is felt that a person may already be able to, or could develop the skills to travel independently. An assessment for independent travel, including an assessment of risk, will be carried out, and a suitable transport training package will be put together. This may be done with the support service provider.





- **Transitional plans** (A plan to help the person to transfer or move over to the new way of travel) will be put in place to make sure any risks are managed and the person is able to attend a service. For example during the time the customer undertakes a programme of travel training, if this is an option.

6. Charging Adult Social Care customers for Transport



- All assisted transport provided, or arranged, by Warwickshire County Council has to be charged for. The charges will be looked at once a year.



- A financial assessment will be used to work out the amount of money a person will have to pay towards transport costs.

7. Implementation - When will this Policy start?

- This policy will start from 1st April 2018 for new customers.
- For customers who already receive travel assistance from the Council this Policy will be looked at when it is time of their next reassessment or review after 1st April 2018. A transport assessment will be carried out as part of a person's review or reassessment.



- For customers who will no longer be able to use the assisted transport service under this Policy, their situation will be looked at. **A transitional period** (the time before the new way of travelling starts for a person) of up to one month may be offered to support them to travel independently or to make other arrangements following a person's re-assessment/annual review.



8. Appeals and Complaints procedure



If a customer is not satisfied with the Council's decision about transport or the service provided, they should speak to the person who assessed them.



If the customer is still not satisfied the customer may contact the Council's complaints procedure. During an investigation into the complaint the person in charge will look at the policy and how it affects the customer and look at any special circumstances that may apply to the customer.

9. Monitoring and Reviewing the Policy



This policy will be reviewed one year after the start date and then at least every three years. This policy will also be reviewed following any legislation/policy changes which may have an effect on this policy.

Further Information

Information in other formats

If this information is difficult to understand, we can provide it in another format, for example, large print, audio tape, easy read, or in another language.

Please contact the Interpreting and Translation Unit on
01926 410410