



A Policy for Transport Arrangement

Guidance for People Accessing Services & Staff

Date: December 2015

Education, Health & Social Care

Current Document Status			
Version	1	Approving body	Insert name of approving body.
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Responsible officer	Dave Coleman, Senior Manager – Business & Administration	Review date	14/12/2015
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Version History			
Date	Version	Author/Editor	Comments
04/06/2015	1	Laura Manolchev	Review of policy following implementation

Comprehensive Impact Assessment Record					
Date	Type of assessment conducted	Stage/level completed (where applicable)	Summary of actions taken decisions made	Completed by	Impact Assessment review date
November 2013	Full	Complete		Laura Manolchev	
September 2015	Full	Complete		Laura Manolchev	

Document retention	
Document retention period	E.g. 5 years in hard and electronic copies.

Summary

Headlines

This policy was initially created in 2013 following consultation and agreement at Cabinet in November 2013. The policy was then implemented from January 2014, and was phased in throughout the year, with the policy being applied at the time of the person's scheduled review or if there were any changes to the person's social care needs.

This policy has been reviewed in light of the implementation, making changes based upon the feedback from staff and people accessing care and support.

This policy will ensure fair and equitable access to transport, where needed, to access support or services that meet assessed eligible social care needs and enable people to live independently and safely.

Distribution

Staff within the Adult Care and Support Service, and the Integrated Transport Unit will need to be aware of this policy. This will also need to be available to people accessing care and support, and their families.

Context

Background

This policy is needed to determine when transport may be facilitated by Education, Health and Social Care, including looking to identify alternative means of people accessing their support or services if appropriate.

It is recognised that at times it is appropriate for Education, Health and Social Care to facilitate access to transport, and in these situations the council may be able to assist towards any transport costs.

Any payment a person makes for transport is not financially assessed. How much a person pays is determined through discussion with the operational worker, the person and their family.

Objectives

The purpose of this policy is to ensure:

- Eligibility for support with transport arrangements is identified through the social care needs assessment process
- Support with transport arrangements is fair, equitable and provided for all people with assessed eligible needs on the basis of clear criteria

- People are aware of options for transport to services and these are reflected in people's support plans
- That other alternative transport provision is considered that may be more sustainable

Scope

This policy applies to people who:

- Are aged over 18
- Are ordinarily resident in Cornwall
- Have assessed eligible Social Care Needs

Details

Policy details

Transport in itself is not a social care need, however, transport arrangements may be necessary to enable people with social care needs to access support and services that do meet those eligible social care needs.

If transport is required in order to access a service or support to meet an assessed need, then Cornwall Council needs to be satisfied that it is necessary to provide the service to meet that eligible need. The eligibility of this will be determined through the National Eligibility Criteria as set out in the Care and Support (Eligibility Criteria) Regulations 2014.

People with assessed eligible needs and their carers have the right to have their views taken in to account by the Council when it is assessing and considering provision for support or services.

Process

Part of the needs assessment process will consider what support is needed in getting out and about. Support planning will consider how support or services to help people meet their eligible needs will be accessed, making good and effective use of the resources available.

Where there is more than one service or support being accessed, or accessed on more than one day, there may be more than one solution or option available and so each journey needs to be considered as part of the person's support plan. Each day, service or journey may require different travel arrangements or no travel arrangements at all. Each situation is different and specific to the person's assessed eligible social care needs.

In order to make a safe and fair decision, assessors and the person will need to consider the risks involved in accessing one of the options, and

whether there are actions that can be put in place to ensure the option selected is safe and reasonable.

Support planning should consider the impact the travel arrangements will have on the sustainability of the plan and impact on wellbeing. This issue needs to be addressed holistically – through assessment of the person’s needs and the carer’s assessment.

Transport Eligibility Criteria

In summary the Transport Eligibility Criteria will be based on whether there is an assessed eligible need that requires access to a service or support in order to be met, and whether the person has transport available to get to that service or support. If the person has other means to get to their service or support, then it will be expected that the person will use this option.

For example, if the person has a mobility vehicle, then it would be expected that the person uses this to access the service or support that is required. The Transport Eligibility Criteria Checklist attached to this policy provides further information on who may be eligible for assistance with their transport. A discussion will be had with the worker, the person and their family to ascertain what transport is available and whether they need any assistance toward their transport costs. Please see Appendix 1 for the full Transport Eligibility Criteria.

Travel arrangements will be clearly identified in support plans and will be supported by the person’s Contingency Plans in cases of unforeseen changes. The support plan will have regard to the sustainability of the caring role.

In order to determine the suitability of transport provisions, operational workers need to consider the following as part of the social care assessment of need:

- Does the person have a disability, frailty, physical health issue?
- Is there any reason to doubt the person’s ability to make safe decisions regarding their transport arrangements?
- Can the person travel independently and is it safe for them to do so?
- Are there any barriers to independent travel? Can these barriers be resolved?
- What public transport is available to the person? Is it safe for them to access the public transport? Do they need help to use public transport?
- Is there a risk to other people?

Other Considerations

In order to maximise individual autonomy and wellbeing, the worker will ensure that people accessing care and support do not become heavily reliant on travel arrangements that may be unsustainable. Consideration also needs to be given around the carer’s needs in being able to determine what transport provision is provided, which may impact on the caring role.

Organising & Arranging Transport

Where Education, Health and Social Care are facilitating transport, organising and arranging the transport will be undertaken by the Integrated Transport Unit ("the ITU"). The ITU will use the details provided to source the most appropriate transport provider for the individual.

Paying for your Transport

Should transport be required to meet a client's assessed need and it is not possible for transport to be provided by other means then the Council will look at the best option to facilitate the transport. If the Council agrees to help facilitate transport arrangements, the Council will meet the shortfall in cost of the transport between the person's contribution and the full cost of the transport required in order for the person to access their support or service that is to meet the assessed need.

It is expected that 70% of the mobility component of Disability Living Allowance/ Personal Independence Payment is available towards this cost (or a seventh per journey of the mobility component). For example:

Mobility low rate £XX.XX divided by 7 =£X.XX per day

Mobility high rate £XX.XX divided by 7 =£X.XX per day

The person's payment towards this transport provision will be a weekly cost, regardless of how much transport was accessed during that week, unless the provision of transport is less than the payment to be made (please see Cancellations section below when a reduced payment may apply).

Paying for transport is separate to the financial contribution that is made towards the person's care and support package following a financial assessment. The financial assessment, undertaken as part of the Charging Policy, does not include the mobility component of DLA. However, if a person's total transport costs are in excess of the mobility component of DLA and therefore the excess cost may be considered as a Disability Related Expenditure (please see the Charging Policy for further details).

Cancellations

This procedure sets out the process on cancellation of transport and the collection of transport payments.

There will be occasions where transport needs to be cancelled. It is anticipated that 24 hour notice period is given in relation to cancelling any transport, however, it is recognised that in some cases this may not be practical. Reasonable notice (24 hours or greater) is required to ensure that any transport provision is cancelled. Where transport does need to be cancelled the service user or their carer will need to contact the local admin team who will then arrange for the transport to be cancelled.

In the event of a cancellation without reasonable notice, the transport provider can charge at the usual rate.

The person's payments towards transport will still be payable, unless all of the transport has been cancelled for that week.

Examples:

Mr Smith has transport to attend day centre 3 days a week, the cost of transport is £65.00 per week. He can pay £30 of this and the Council have agreed to provide assistance of £35. He contacts EHSC at the beginning of the week stating that he has a hospital appointment and will not require us to arrange his transport to the day centre on the third day. Mr Smith will still pay the £30 of his transport costs as the cost of the transport on the 2 days that he attends costs more than this. The council will adjust the assistance it provides in line with the changes.

Mrs Smith has transport to attend day centre 2 days a week, this costs £25. She can pay £15 per week towards this, and the council are providing £10 assistance. She contacts EHSC 2 days before it starts to state that she will be going in to hospital for the week and will not require transport. The transport is cancelled and there will be no cost to Mrs Smith as she has contacted 48 hours before and no further transport will be provided for that week.

Ms Williams has transport arranged for her once a week to attend a day centre. Ms Williams pay the full cost of this. She calls the afternoon before, requesting this to be cancelled, but due to the late notice, Ms Williams is still required to pay the cost of the transport.

Appeals

The assessment for Eligible Social Care Need which includes support with transport to access services or support to meet an assessed need, will be carried out by staff from the Adult Care and Support Service with the person and or their family/ carer representative.

In cases where agreement cannot be reached the matter will be referred to a team manager. If the person is unhappy with the outcome of this they can access the Education, Health and Social Care complaints procedure. This can be accessed via phone on 01872 323614 or via the website www.cornwall.gov.uk/health-and-social-care/adult-social-care/complaints/

Management

How the impact of the policy will be measured

The impact of this policy will be measured through feedback and recorded complaints from both staff and people accessing care and support or their families on the impacts that this is having. Any changes that have been proposed as an outcome of the review will be monitored to identify any impacts and inform whether any further changes need to be made.

Evaluation and review

Feedback from service users will be used to assess the impact of this policy on the quality of their experiences. This information will feed into the policy review process.

This policy is being reviewed in light of the initial implementation in January 2014. The policy will then be subject to a review within 3 years or if there are any substantial changes, such as changes to legislation.

Document information

Contacts

Policy prepared by Laura Manolchev, Senior Support Officer - Development, Commissioning, Performance and Improvement, 20th January 2016

Alternative formats

If you would like this information in another format please contact:

Cornwall Council, County Hall, Treyew Road, Truro TR1 3AY

Telephone: **0300 1234 100** email: enquiries@cornwall.gov.uk

www.cornwall.gov.uk

Please consider the environment. Only print this document if it cannot be sent electronically.

CRITERIA FOR TRANSPORT

INTRODUCTION

Transport in itself is not a social care need, however transport arrangements may be necessary to enable people to access support and services that do meet those eligible social care needs.

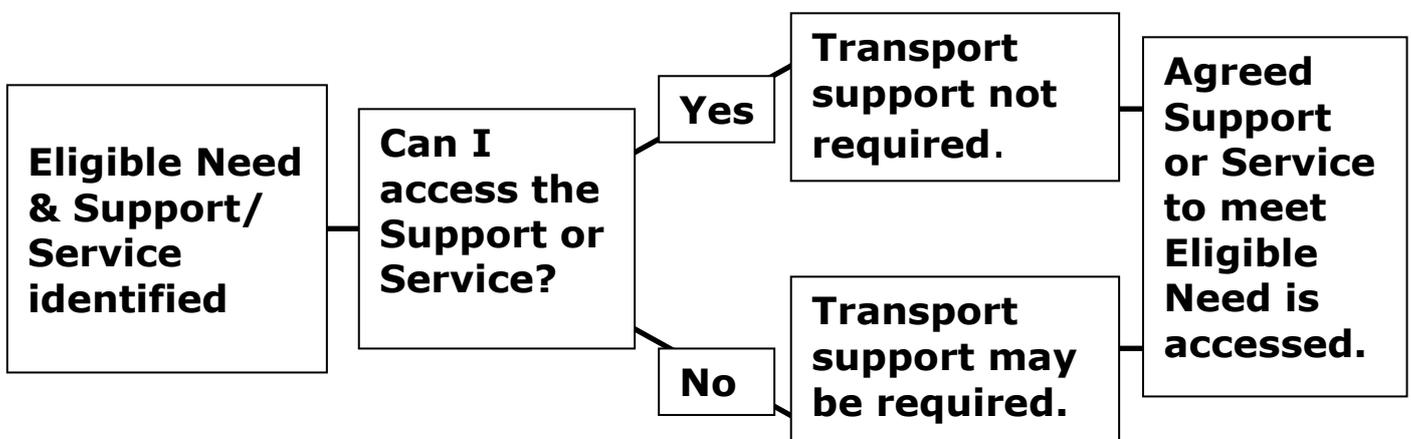
If transport is required in order to access a service or support to meet an assessed need, then Cornwall Council needs to be satisfied that it is necessary to provide the service to meet that need.

NECESSITY FOR TRANSPORT

Once an eligible need has been identified through a needs assessment, the Care and Support Plan will outline how a person will meet those needs and access services or support.

Transport will only be considered within the Support Plan once:

- an eligible social care need has been established,
- the support to meet this need is identified, and
- it is identified that without providing transport as part of the Support Plan this support cannot be accessed.



TRANSPORT FUNDED BY CORNWALL COUNCIL

Only where there is no alternative means of travel will your Support Plan include the use of money from your **Personal Budget** to pay and arrange transport to attend the agreed activity or the council to directly provide this through the transport services.

Where transport is to be facilitated by Cornwall Council the completed Support Plan, taking a holistic, reasonable view of the individuals needs and their carer's needs, must be approved by a designated Manager.

CHECKLIST – to help in the decision making process

Some of this information will have been recorded in the assessment of eligible social care needs *getting out and about* and *informal support* sections. However, how you will get to the support will be assessed by asking the following questions:

1. How far is the support or service from your home?
 - a) Is the provision to your home that can appropriately meet your assessed need?

2. Can you walk or cycle to the service?
 - a) The help needed 'getting out and about' will have been discussed as part of your Assessment.
 - b) Being able to walk might mean by walking alone or with the assistance from someone else, e.g. using a buddying scheme or assistance from family, friends or a carer.

3. Can you use your own transport?
 - a) If you have:
 - your own motor vehicle
 - a vehicle obtained through the Motability Scheme
 - a specially adapted vehicleit is reasonable to be asked that this would be available for use.
 - b) It will not be acceptable for family members to claim priority over the use of such vehicles.

4. Can you arrange your own transport from an independent source and meet the cost of transport from any mobility allowance awarded to you?

- a) Where mobility allowance has been awarded a reasonable proportion of it should be available for your transport needs in accessing support and services.
- b) The actual amount will depend on individual needs and requirements but 70% is a suggested starting point.
- c) You will need to think about other critical demands placed on the allowance.
- d) If you are not in receipt of mobility allowance, but you feel you could be entitled to it, then support can be provided to make an application.

5. Can you use public transport?

- a) This might be travelling independently or with assistance from someone else e.g. a buddying scheme, family, friends or a carer.
- b) Do you have a bus pass? If not, could you be assisted to apply for one?
- c) If an escort assistant is essential, are they eligible for a bus pass?
- d) If you cannot currently use public transport services, could you do so following a period of reassurance, support, enablement and transport training?
- e) Transport may be provided on a temporary basis and reviewed when you are able to use public transport.

6. Can you access transport with a carer, family member or friend?

- a) Can a family member, friend or carer transport you?
- b) Sharing transport with another person may be an option.

7. Do you live in a:

- a) Residential or nursing home.
- b) Other supported housing setting.

If you do Cornwall Council will expect the service provider to arrange your transport. Where this is not possible the issue of access to transport will be referred back to Cornwall Council.

OUTCOME

Where the issue of how you will practically access a service is resolved by one of the above methods this should be recorded in the Support Plan.

Only where there is no alternative means of travel provision will your Support Plan include the use of money from your Personal Budget to pay and arrange transport to attend the agreed activity or for the council to arrange this for you.

If you currently do not receive a personal budget the same criteria will apply for Cornwall Council to provide support for transport.

When the Council is being asked to assist with transport costs, it is likely that you would be expected to pay some of those costs if you have the means to do so.

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Useful Contacts

Blue Badge Scheme provides parking concessions for people with disabilities, and enables you to park closer to the shops and services that you need to use. Blue badge is for on- street parking only. You can apply for a blue badge at www.cornwall.gov.uk/health-and-social-care/physical-disabilities/blue-badge-disabled-parking-permits or contact 0300 1234 121.

Community Directory lists organisations that can assist with mobility solutions. You can access this at www.supportincornwall.org.uk/kb5/cornwall/directory/home.page

The **Cornwall Public Transport Information** website provides full timetable information on all bus services in Cornwall, as well as information on rail, coach, air and ferry services. This provides information on public transport only. You can access this at www.cornwall.gov.uk/transport-and-streets/public-transport/cornwalls-transport-services/ or 0300 1234 222.

Volunteer Cornwall run a Community Car Scheme and may be able to assist with transport. You can access this at www.volunteercornwall.org.uk or 01872 265300.