



London Borough
of Hounslow

Adult Social Care Transport Policy for Day Service Provision – EASY READ



Why we need a policy



This policy is about **Transport** for day service provision.

A policy is when you write down how something should be done.

It makes sure you treat people fairly and equally and follow the law.



The Care Act 2014 tells councils what they need to do to help people with disabilities and their carers.

You can read more about this law here

[Care Act Easy Read](#)

This policy explains the process for assessment and how Hounslow Council decides who is eligible for transport support to day services.



What will this policy mean for me?



We will do an assessment to find out your needs and abilities. This will tell us if you or your carer will need help from the council with travel to and from day services.



We will look at all types of transport options.

We will ask you to arrange your own transport if you can.



We can only provide assisted transport if there is no alternative. Assisted transport means council provided minibuses.



We will be fair and explain how we made our decisions.

The principles of this policy



We want people to be as independent and active as possible.

This includes travelling independently or with support and using public transport.

We want people to have choice and control.



If you can get benefits to help with travel, we will ask you to use them.



We can only provide support for eligible needs and we must use any spending carefully.

Eligible Needs

The Council has a duty to provide transport where:



There are health and safety reasons you need help.



You are not able to access the service without help.



You don't have access to transport that is suitable to meet your assessed needs and you can not use public transport.

Types of transport we may provide



Help to use public transport or support to learn how to travel more independently through the Travel Buddy Service.



Providing a taxi which might be shared with other people coming to day services.



Assisted transport (minibus) or other transport arranged by the council.

Why transport may not be provided:



When you can move around safely with or without an aid either independently or with support from a carer or assistant.



If you can use public or free transport yourself or with help.



If you have access to a car or Motability vehicle, we will ask you to use this. If someone drives this vehicle for you, we will ask them to drive you.



We may ask you to use mobility benefits to access transport options as identified in your care and support plan.

Risks and Independence



The assessment will be based on your abilities. People have the right to take risks.

A risk assessment will look at what could go wrong and how the risk can be reduced. This can be part of a plan to make things safer for everyone.

The plan must respect the persons rights and independence.



The Equality Act 2010 says you should not be discriminated against because of your disability.



Next steps



This policy will start from April 2022 if you are a new service user.



If you already use the service, you will be reassessed. A transition period of up to 6 months may be offered if your transport changes.



If you think a decision is wrong, you can appeal.

Tell the person doing your review first.

You can also complain to the Council.