



**London Borough of Hounslow  
Draft Adult Social Care Transport Policy  
For Day Service Provision  
March 2020**

## **1. Introduction**

The purpose of having a Transport Policy for day service provision is to provide an equitable and consistent approach to the provision of transport support, that fits with the Council's strategic aims and outcomes for Adult Social Care. Adult Social Care provides transport through a variety of options to people with learning disabilities, mental health issues, physical disabilities and older people across the London Borough of Hounslow. The policy sets out the eligibility and assessment criteria that will be used to determine whether an individual should be provided with local authority assisted transport as part of a Care and Support Plan.

## **2. Legal Framework**

The Care Act 2014 and associated Regulations and statutory guidance provide the legal framework for the assessment of social care and support needs and for determining eligibility for adult social care support.

This means that transport will be considered as part of a broader assessment of needs based on the national eligibility criteria for adults and carers: and on the duty to meet needs through a care and support plan. Assisted transport will generally only be provided to Residents where following an assessment it is determined that this is necessary because the Resident has no other travel option available in line with the eligibility criteria outlined in this policy.

Adult Social Care has a legal duty to provide transport to clients who are eligible for social care support in certain circumstances.

The Care Act 2014 sets out that duty as follows: *'The national eligibility criteria set a minimum threshold for adult care and support needs and carer support needs which local authorities must meet. All local authorities must comply with this national threshold.'*

The Act details that:

*'Local authorities should consider the adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing.'*

The responsibilities of local authorities are clearly set out with regard to carers and their assessment.

### **3. Policy**

The provision of Adult Social Care is aimed at promoting the maximum possible independence for the Resident. In extending this principle to the provision of transport, this policy sets the following;

- A general assumption and expectation that wherever possible Residents will meet their own needs for transport to access day service provision.
- The assessment process will demonstrate if transport needs can be best met through independent travel, privately funded transport or Council arranged and funded transport assistance.
- The decision to provide transport for day service provision is based on a person's individual circumstances including needs, risks and outcomes.
- Funded transport, whether you receive a Personal Budget, Direct Payment or receive direct support, will only be provided where there is no appropriate alternative available.
- Transport eligibility is not linked to the eligibility criteria to attend day service provision.
- All transport options will be examined, and outcomes identified and evidenced.

### **4. Principles**

- The overarching principle is to promote independence. As part of the London Borough of Hounslow's commitment to inclusion and independence, individuals who can travel to day service provision, either independently or with assistance from family, friends or support providers will do so. Adult Social Care will provide information and advice regarding transport options and signpost accordingly as part of the care planning process.
- People who receive Disability Living Allowance (mobility component) / Personal Independence Mobility Payment and those who qualify for concessionary travel assistance such as: bus passes, Blue Badges, Motability Vehicles and Taxi Cards will be expected to apply and use this as and when appropriate according to assessed needs.

- Following an assessment of need, Council funded transport will only be provided to meet an eligible assessed need. The transport provided will be appropriate for that need, will provide value for money and be cost effective.

## **5. Eligibility Criteria for Assisted Transport**

All Adult Social Care services are subject to eligibility criteria.

The decision to provide assistance with transport will follow consideration of the existing (non-Council funded) transport options that are available. An assessment of the risks associated with using non Council funded transport and a person's mobility will be part of the care and support planning process. The purpose of transport should be clearly stated on an individual's Care and Support Plan.

The provision of assisted transport by the Council will be considered using the following guidance. The Council has a duty to provide transport where :

- For specific health and safety reasons specialist transport arrangements may be necessary.
- A customer is unable to access services without supervision or support.
- A customer has no access to transport suitable to their needs and cannot mobilise, use assisted mobility (wheelchair/aids) or use public transport, either independently or with support, as identified in the care and support plan.

There are different types of transport service provision the Council will consider ;

- Assistance with using public transport (e.g. accessing the Travel Buddy Service or by undertaking a course of independent travel training)
- Provision of transport by parents/carers
- Taxi service – either shared with others or for sole use
- Other dedicated transport (e.g. minibuses) arranged by the Council

Entitlement to assisted transport does not automatically mean that the Resident will have a requirement to be escorted on their journey. This will need to be considered as part of the individual Assessment and Support Planning processes. As part of this assessment, practitioners should assess the potential health & safety risks to the Resident.

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

- Where a Resident is assessed as able to mobilise safely, with or without mobility aids, either independently or with support from family, friends, support worker, volunteer etc. to get to their day service provision.
- Where a Resident can use public transport, voluntary transport, or similar services either independently or with support (family, friends, carer, support worker etc.) to get to their day service provision.
- Where a Resident receives the mobility element of Disability Living Allowance or Personal Independence Payment, the customer will be expected to fully utilise the benefit to access transport options as identified in the care and support plan.
- Where a Resident has access to a private car, including a car leased through the Motability scheme, then they will be expected to travel to their day service provision independently using that vehicle.

This list is not exhaustive and a range of factors that are relevant to a particular Resident will also be considered when assessing their needs and would contribute to identifying if transport was required to meet these. Where transport is provided, the assessed need for the assistance to access activities will need to be clearly documented and reviewed as part of the annual care and support plan review.

## **6. Risk Enablement**

Identification of risk should be assessed on an individual's ability. People have the right to take risks; however, others should not be put at risk because of this. These risks should be identified in advance and strategies to manage and/ or minimise the risk be put in place. The use of risk assessments enables the choices of individuals to be respected and to find the safest way to help them manage these risks. It may also be determined via a risk assessment that the person requires a 'passenger assistant' or an 'escort' to support the Resident to travel safely to their day service provision. This will be provided as part of the transport solution if this is required.

## **7. Equality**

Whether an individual receives a service directly from the Council or makes arrangements to travel by taxi or another form of transport, they have rights not to be discriminated against as a client under the Equality Act 2010. As a service provider we have obligations to make reasonable adjustments to ensure provision is accessible.

## **8. Implementation**

This policy will come into effect from April 2022 for new Residents.

In order to decide whether existing Residents require assisted transport or other support with travel, a transport assessment will be carried out as part of their review or reassessment. For existing Residents who will no longer be entitled to assisted transport under this Policy, their circumstances will be considered on an individual basis. A transitional period of up to 6 months may be offered to support them to travel independently or to make use of alternative arrangements following their re- assessment or annual review.

## **9. Appeals and Complaints procedure**

Any Resident, who is not satisfied with the Council's decision in relation to the outcome of their assessment, should raise their concerns with their assessor. Should the Resident remain dissatisfied with the assessor's response they may decide to initiate The Council's Adult Social Care Statutory Complaints process.