



<b>Contains Confidential or Exempt Information</b>	No
<b>Title</b>	CHAS595 Adult Social Care Transport Policy
<b>Member Deciding</b>	Councillor Candice Atterton, Cabinet Member for Adults, Social Care and Health
<b>Contact Details</b>	Mun-Thong Phung Director Adult Safeguarding Social Care and Health Tel: 0208 583 3001
<b>Date to be Considered</b>	3 September 2019
<b>Affected Wards</b>	All
<b>Keywords/Index</b>	Day Services, Transport

## SINGLE MEMBER DECISION

### 1. Details of Recommendations

Cllr Candice Atterton is asked to authorise the commencement of a formal consultation on the proposed introduction of an Adult Social Care Transport Policy
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<b>If the recommendations are adopted, how will residents' benefit?</b>	
Benefits to residents and reasons why they will benefit, link to Values	Dates by which they can expect to notice a difference
By implementing a Transport Policy, we are using an equitable and consistent approach to the provision of transport that fits the strategic aims and outcomes for adult social care. For residents this means access to LBH provided transport for those who need it the most.	By April 2020
The key financial benefits for the Council are to achieve the agreed medium-term financial savings within adults' social care services. Implementation of a clear and consistent approach to providing transport will ensure the Council is using its limited resources wisely, providing better value.	By April 2021

## **2. Report Summary**

- 2.1 This report details the proposal to introduce an Adult Social Care Transport policy.
- 2.2 At present 41 residents travel weekly to the two in house Adult Social Care day services using transport (minibuses) provided by Bridge Road depot.
- 2.3 The provision of transport is a limited resource and at present there is no framework or consistency applied to demonstrate how some residents have use of this facility whilst others do not.
- 2.4 The proposal to adopt an Adult Social Care Transport Policy will provide an equitable and consistent approach to the provision of transport that fits with the Council's strategic aims and outcomes for Adult Social Care. The proposed policy sets a clear criterion of assessment 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 or indeed whether other forms of transport could be considered more appropriate and better use of resource.
- 2.5 Following the consultation, a full analysis of responses and feedback will be undertaken. The findings will be used to inform changes to the draft policy which is due to be presented to Cabinet for approval on 17 December 2019

## **3. Reason for Decision and Options Considered**

- 3.1 Currently the day centre residents use a combination of transport to come to and from the day centre. Some residents use taxis, others are brought in to the centre by relatives using their car, but predominately mini buses provided and paid for by Hounslow Council are being used.

- There are 26 (70%) out of a total of 37 residents at the triangle using mini buses.
- There are 14 (67%) out of a total of 21 residents at Sandbanks using mini buses.

There are no set criteria for who receives transport, and therefore allocation of this transport is not always based upon need.

- 3.2 It is officers' view that to continue without a clear and transparent Adult Social Care Transport Policy is no longer a viable option. A policy is overdue. Many other local authorities already have one in place.

- 3.3 Whilst there is no statutory responsibility to provide transport. officers' believe the current allocation of places on transport does not reflect its Corporate Values, of providing help to those who may need it the most.
- 3.4 The provision of minibuses is both costly and a limited resource and the reality of the current financial climate means that there are currently no spaces on transport for some existing residents as the buses are full and there are no additional funds for extra buses.
- 3.5 It is officers' view that the use of traditional minibuses is dated, and not the most cost effective or comfortable way to support residents to and from the day services. Demand led services need to take into consideration the abilities and needs of residents. The Policy will promote maximising the independence of those residents in attendance and consider the most appropriate means of travel, taking into consideration potential alternative provision, for example use of a shared taxi or a Travel Buddy.
- 3.6 Implementation of the policy will mean there is a clear framework for Social Workers to work to as part of the assessment process against factual, set criteria.

### **Transport and Travel to Day Services**

- 3.7 Transport to day services has traditionally been provided by the London Borough of Hounslow, delivered via the Council's Bridge Road transport depot. In 2018/ 2019 the average cost of providing a 16-seater minibus was £45K per annum.
- 3.8 Whilst the buses are 16 seaters 1 seat per bus is used by an escort, and 1 wheelchair user would have to have 3/4 seats removed to accommodate them. A minibus might only have room for 6 people.
- 3.9 In summary the draft Transport Policy sets the following principles:
  - A general assumption and expectation that wherever possible, residents will meet their own needs for transport to access services.
  - 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.
  - Transport is a means of accessing other services or support and not an automatic entitlement with the overriding principle being that the decision to provide transport 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.
- 3.10 It is proposed to undertake a consultation exercise for 45 days in September and October 2019 on the proposed transport policy. Officers will write to residents and their families who are directly affected by the proposals and provide a variety of dates for consultation meetings offered during daytime, evenings and at the weekend. Details of the consultation process will be publicised via the Council's website. The issues raised at the consultation meetings will be recorded and circulated.

#### 4. Key Implications

How is success to be measured?					
Defined Outcomes	Unmet	Met	Exceeded	Significantly Exceeded	Date they should be deliver by
By implementing a Transport Policy, we are using an equitable and consistent approach to the provision of transport that fits the strategic aims and outcomes for adult social care. For residents this means access to LBH provided transport for those who need it the most.					April 2020
The key financial benefits for the Council are to achieve the agreed medium-term financial savings within Adults services. Implementation of a clear and consistent approach to providing transport will ensure the Council is using its limited resources wisely, providing better value.					April 2021

#### 5. Comments of the Executive Director Finance & Resources

- 5.1 This report is seeking authorisation to consult on the introduction of a Transport policy for Adult Social Care.
- 5.2 The introduction of a transport policy is not directly linked to the delivery of savings. However, it should help ensure that decisions on the provision of transport as part of a Care and Support Plan are made on an equitable basis and that appropriate transport is provided only to those who need it to deliver their Plan.
- 5.3 The implementation of the policy may have resource implications for the Council's in-house transport and vehicle fleet maintenance teams and on the fleet needed to support adults in receipt of care and support. There needs to be clear communication on potential implications as the policy is implemented.
- 5.4 The costs of the consultation exercise and reassessment of resident's travel needed need to be met from approved budgets.

**6. Legal (to be completed in conjunction with the Legal Department)**

**a) Legal Details**

- 6.1 Services to adults are provided according to the statutory framework provided by the Care Act and associated guidance. Needs are reviewed on a regular basis to ensure appropriate provision is being made to meet the assessed eligible needs and any changes to an existing care plan will be made following a review involving the care user
- 6.2 Under s149 of the Equality Act 2019, the Council must have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between different people when carrying out their activities. The planned consultation will assist in providing information from service users which can be considered by the decision maker in advance of any final decision.
- 6.3 If permission to consult is granted a full Equalities Impact Assessment will be carried out to ensure the council has given due regard to its duties under equalities legislation.

**b) Comments of the Head of Governance**

**Awaiting Comments**

**7. Value for Money**

- 7.1. The implementation of the Adult Social Care Transport policy will ensure the Council is using its resources proportionality and in a transparent way. Access to transport will be provided to those who are assessed as needing it the most.

**8. Sustainability Impact**

**9. Risk Management**

Risks	Uncontrolled Risk	Controls	Controlled Risk
Resident transport arrangements may have to change, according to assessed need.			There will be a transitional period to enable alternative arrangement to be made and for residents to become familiar with any changes

**10. Links to Council Priorities**

- 10.1 The proposal supports several the pledges in the Corporate Plan 2019-2024, in particular;

- Residents are at the heart of what the council does
- People are safe
- Residents are healthy, active and socially connected
- Residents receive the right help and support

10.2 The proposal supports our One Hounslow programme

- Addressing the financial challenge by looking at our whole organisation
- Focusing on performance and efficiency of services and making sure every penny counts
- Focusing on customer improvements whilst rebalancing the “deal” between residents and the Council
- Becoming more entrepreneurial and constantly looking for better (and less expensive) ways of doing things.

**11. Equalities, Human Rights and Community Cohesion**

11.1 The Council has to give due regard to its Equalities Duties, in particular with respect to general duties under Part 11, section 149 of the Equality Act 2010. Having due regard to the need to advance equality involves, in particular, the need to remove or minimize disadvantages suffered by persons who share a relevant characteristic that are connected to that characteristic.

The relevant protected characteristics that will be engaged are

- Residents with learning disabilities
- Residents with physical disabilities
- Residents with ASD
- Residents with behaviour that can challenge
- Residents with dementia
- Residents who are classified as Older People
- Carers
- Race
- Gender

Other equality duties may be engaged through the implementation of the elements of this proposal. Where equality duties are engaged appropriate mitigation plans will be developed alongside Equality Impact Assessments following a period of engagement and consultation and feedback with residents, their carer’s and relevant stakeholders.

11.2 An initial Equalities Assessment, has not identified any residents at risk of discrimination.

11.3 If permission to engage is granted a full Equalities Impact Assessment will be carried out to ensure the council has given due regard to its duties under equalities legislation.

Draft Equalities Impact Assessment- Appendix B

**12. Staffing/Workforce and Accommodation implications:**

None

### **13. Property and Assets**

N/A

### **14. Any Other Implications**

None currently identified

### **15. Consultation**

15.1 All residents will be re-assessed to ensure their needs will be appropriately met.

15.2 Officers will write to those residents and their families who are directly affected by the proposals and provide a variety of dates for consultation meetings offered at various times during daytime, evenings and weekend.

15.3 The consultation will last for 45 days. All forms of communication will be made wherever possible. Information will be displayed on notice boards, in email communications and newsletters. Details of the consultation process will be formally posted on the Council's website and a record of the notes from meetings will be taken and circulated, including on the Council's website.

### **16. Timetable for Implementation**

16.1 Indicative Consultation Timetable:

Dates	Key Milestones
9 September 2019	Consultation Launched  (letters out to service users and their families, information on website, meeting dates circulated).
September / October  Dates to be set	Meetings at Sandbanks Day Centre
23 October 2019	Consultation closed
30 October 2019	Full Analysis of responses
8 November 2019	Consultation findings put to Cllr Candice Atterton for delegated single member approval
1 December 2019	Outcome communicated

**17. Appendices**

- a. Adult Social Care Transport Policy
- b. Initial Equalities Impact Assessment

**18. Background Information**

**SIGNATURES AND AGREEMENT**

Using the authority delegated to me as the relevant Cabinet Member, I agree to the recommendations.

.....  
Councillor Candice Atterton, Cabinet Member for Adults, Social Care and Health

Dated: 3 September 2019.....

**Notes:**

*This decision cannot be implemented until after seven clear working days have elapsed from the publication of the decision to allow for the decision to be called in for consideration by the Overview and Scrutiny Committee. It may only be exempted from this using the appropriate process as detailed in the Constitution.*

*If this is a key decision, a copy of this document should be provided to Democratic Services in advance of the decision to be taken, so that it can be published five clear working days beforehand in accordance with legal requirements on access to information. If it is not a key decision, it is good practice in any event to meet the same publication requirement. Please liaise with Democratic Services to alert them to the fact this decision is to be made and will need to be published.*

*If the decision is exempt from publication, you will still need to provide a copy but clearly marked that it is exempt and the legal reasons for exemption as set out in the constitution.*

*You will also need to speak to your Forward Plan Co-ordinator to ensure that this decision has a directorate report number. It will also need to be listed in the Forward Plan for 28 days if it relates to a key decision.*

**REPORT ENDS**