

Adult Social Care Transport Policy

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Introduction

The purpose of having a policy is to provide a consistent approach to the provision of assisted transport support that fits with the Council's strategic aims and outcomes for Adult Social Care. This policy will aim to describe how transport will generally be provided for customers with assessed social care needs as part of a Care and Support Plan.

The policy sets out clear criteria which Social Workers and front line Adult Social Care staff responsible for assessment and support planning will use to determine whether an adult will be provided with transport assistance from the Council and how transport will be provided.

The overarching principle of the policy is to promote safe and independent travel using an adult's own strengths and community assets wherever possible. Where transport assistance is assessed as needed, the aim is to ensure the method of provision maximises independence, supports personalised approaches which make the best use of the resources available in people's own communities and offers best value for money in line with the Council's strategic aims and objectives.

Transport provision assists people assessed with eligible support needs to make use of necessary facilities or services in the local community including but not limited to day opportunities, replacement care (respite), employment and training opportunities.

The vision is to equip customers with the confidence to shape their own support; ensuring that services are flexible, accessible and tailored to the specific requirements of the individual.

In line with Care Act legislation City of York Council will adopt a personalised approach to meeting adult's transport requirements, enabling more people to exercise independence, choice and control over their transportation needs via Personal Transport Budgets and Direct Payments should they wish to do so.

What is Assisted Transport?

Assisted Transport is a transport service provided to people who cannot use public transport independently due to disability or health problems and have no reasonable access to private transport.

Assisted transport is:

- Provided through taxis, minibuses and volunteer drivers.
- It helps people to access; day opportunities, respite care, leisure services, employment and training opportunities.
- PA to develop training on public transport

Adult Social Care may provide transport to people over 18 years old who are assessed as eligible for adult social care services.

Principles and Vision.

In line with the principles set out in the Council's Corporate Values the Health and Adult Social Care Directorate hopes to achieve the following in the development of its Adult Social Care Transport Policy:

- To provide adult customers with information about the range of independent transport options available to them, and to encourage independent travel wherever possible.
- To ensure that a range of travel support options are made available to meet the different needs that customers might have.
- To be clear about who can get help with travel and the types of support that they can access.
- To be aware of, and demonstrate consideration to, customers who are vulnerable and make the necessary assistance available to these customers.
- Manage the demand for services effectively and control costs in a manner that is fair, transparent and affordable.
- To support in developing travel skills to increase future independence

Rationale

The reason for the policy is to make sure that:

- Adult Social Care Assisted Transport services are provided in a way that reflects local and national policy.
- Assisted Transport is provided in an equal and fair way.
- Assisted Transport is provided in a way that promotes independence.
- Transport provided is the most cost-effective way to meet a person's need.
- It is clear who is eligible to receive Assisted Transport from Adult Social Care.

Legal

The Council has a duty under the Care Act 2014 to assess adults' social care needs and a duty to meet the identified eligible needs. Where eligible needs are identified, it does not automatically follow that transport assistance will be provided by the Council as part of meeting those needs through the provision of services. Transport assistance will be provided when the assessor determines such provision is necessary to enable the adult to safely access facilities or services in the local community, and no other travel option is available to the adult.

Principles

1. A fair, consistent and equitable approach is taken for those assessed as eligible.
2. Adults' strengths and community assets (i.e. the resources available to the adult in the community where they live) are fully utilised.
3. People will be expected to access services that meet their needs close to where they live.
4. If people can travel independently for example by;
 - Walking
 - Using public transport
 - With help from other people
 - Using assisted mobility

Then they will be expected to do so. Part of the assessment will be to check it is reasonable to expect them to do so.

5. Where appropriate the transport solution should include a Reablement/enablement element to support the individual to greater independence. Reablement/ Enablement – this means helping someone learn new skills or gain confidence to do things on their own or with less support.
6. If the person has access to a mobility vehicle then it is expected that they use it to get to services, therefore there will be no cost to the Council. Part of the assessment will be to check it is reasonable to expect them to do so.
7. Transport provided should be the most cost effective or be the best value way of meeting the person's needs.
8. If people are eligible for free travel (i.e. free bus pass) they will be expected to use this to help them attend services. Part of the assessment will be to check it is reasonable to expect them to do so.
9. When assessing a person's need for transport we will take into consideration any mobility aides or mobility related support people get to see if this can be used to help meet a person's transport needs.
10. Where it has been determined, for the safety of travel, that a passenger transport assistant (PTA) is required it is accepted there will be an additional charge for this, it is expected that this charge will be outlined separately and should only be chargeable for the duration of the journey where the individual being assisted is on board, ordinarily this will be from or to the customers home address to the agreed destination, no additional mileage will be considered for transporting PTAs outside of the agreed journey.
11. Where a person chooses to attend community activities that are not the nearest, and the nearest service is available to meet their assessed need, any additional cost of any transport considered necessary will be met by the person.

Use of Mobility Vehicles

If an adult customer has access to a vehicle funded through the national Motability Scheme it is City of York Council policy that this vehicle must be used to reach the

adult customer's social care destinations in the first instance, wherever it is reasonable and possible to do so.

Where the individual adult customer is the driver of the vehicle they will always be expected to use the vehicle to reach their social care destinations. City of York Council will not contribute towards the fuel or running costs of the vehicle.

Where the individual adult customer is reliant on a relative or other carer to drive a mobility vehicle, consideration will be given to supporting carers' respite needs, including enabling them to work. None the less, if an individual or carer makes the decision that the mobility vehicle will not be used for its intended primary purpose the onus may be placed on the individual and/or carer to make alternative transport arrangements.

Refusal of services

If a person has been assessed as able to make their own transport arrangements but declines to do so and as a result is unable to attend the service for which they have an assessed eligible need this will be viewed as the person declining services. Where a person has declined a service which they are eligible for, the assessor will evaluate whether the person has the capacity to make this decision. If the decision is being made on behalf of another person, the assessor will check whether they feel the decision is being made in the best interest of the person who is eligible for the services.

Further guidance

Adult Social Care does not have a duty to meet a person's general need for transport.

A transport solution will be provided to a person if they are assessed as having no other means of accessing a service without transport being provided by the local authority.

If a person is living in a residential or nursing setting that is commissioned and funded by Adult Social Care, transport services will be provided in accordance with the contract in place with that provider.

Where transport to and from a service is included as part of a contracted providers service the local authority will not provide the transport solution unless the transport service offered does not meet the person's needs.

Adult Social Care should promote and support people to maintain their independence as far as possible.

People will make their own transport arrangements where it is possible for them to do so.

If a transport solution is required, the solution that maximises a person's independence should be chosen.

Where a transport solution promotes a person's independence but is not the most cost-effective solution this will be considered on an individual basis.

Transport is a service in its own right and should be reviewed to ensure that it is the most suitable service to meet a person's need.

Transport assessments? will form part of the annual review.

The service should be the closest service that best meets the person's eligible needs.

If a person chooses to attend a service that meets their needs that is not in a reasonable distance to where they live it will be expected that the person meets any additional cost of transport.

If there is no service within a person's local community that meets their eligible needs, transport will be considered.

If a person is already attending a service that is not close to where they live, the impact of a person changing to a different service must be assessed.

Assisted transport will be considered if an individual has no access to transport and cannot walk, use assisted mobility or use public transport either on their own or with support from others.

People's mental health and wellbeing should also be taken into account when considering the person's ability to undertake independent travel.

Assessors should make referrals to the relevant professional when considering the person's ability to undertake independent travel (for example, Occupational Therapy).

Where a transport solution promotes a person's independence but is not the most cost-effective solution this will be considered on an individual basis.

If a person has access to a mobility vehicle which they do not normally drive themselves, the assessment will determine whether it is reasonable to expect the carer to drive the service user to the location of the service or activity.

If a person has access to a private vehicle this will also be considered as part of the assessment.

If a person uses their own or a relative's/ Carer's vehicle petrol costs will not be considered.

Use of taxis and volunteer drivers should be the last option explored as a transport solution and where it is provided for people this should be regularly reviewed to ensure that it remains the most effective solution to meet a person's needs.