

Adult Social Care Transport Guidance and Procedure

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1. Introduction

- 1.1 The aim of the Adult Social Care Transport Guidance and Procedure is to give clear and concise guidance on eligibility for transport assistance to ensure Worcestershire County Council ("the Council") is consistent in its approach and complies with the statutory duties set out in the Care Act 2014.
- 1.2 The guidance sets out clear criteria which front line 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 generally be provided.
- 1.3 The overarching principle of the guidance is to promote safe and independent travel wherever possible using an adult's own strengths and community assets. Where transport assistance is assessed as needed, the aim is to ensure it is cost effective and offers good value for money in line with the Council's strategic aims.
- 1.4 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. Transport accessed through Adult Social Care can be provided by the use of taxis, minibuses or cars, either through direct provision by the Council or sourced independently by adults in receipt of Direct Payments.

2. Audience

- 2.1 The Adult Social Care Transport Guidance and Procedure is for use by all Adult Social Care staff responsible for assessment and support planning including those staff that are seconded to Worcestershire Health and Care NHS Trust and work within the Integrated Teams. It also applies to any health staff that have been given delegated responsibility to complete assessment and support plans on behalf of the Council.
- 2.2 All assessors and transport staff should read and understand the requirements of the guidance.

3. Scope

- 3.1 The guidance applies to adults in the following service areas:
 - Older People, Physical Disability and Sensory Impairment Services
 - Learning Disability Services
 - Mental Health Services
- 3.2 Who are:
 - Aged 18 and over
 - Assessed as having 'eligible needs' as outlined in the Care Act 2014 following a Needs Assessment, Reassessment or Review who are
 - Ordinarily resident in Worcestershire
- 3.3 The provision of transport under this guidance does not extend to transport provided to eligible adults aged 19-25 years who need travel assistance for the following purposes:
 - to facilitate the attendance of the adult receiving education at institutions maintained by the Local Authority providing further or higher education.

- to facilitate the attendance of relevant young adults receiving education or training as boarders at institutions outside both the further and higher education sectors.

Eligibility for these categories of young adults will be considered by the Children, Families and Communities Directorate Post-16 SEN Travel and Transport Policy. Please see link for policy and application information www.worcestershire.gov.uk/schooltransport.

- 3.4 The County Council will not ordinarily provide transport to any NHS/health services or appointments as this is the responsibility of the Local Health Authority. However, transport to these services is available for eligible clients through the NHS. For further information visit: www.worcsacute.nhs.uk/our-hospitals/worcestershire-royal-hospital/patient-transport-service.
- 3.5 Where an adult is in paid employment, they may be entitled to funding for transport under the Government 'Access to Work' scheme and entitlement to this support should be investigated. For further information visit: <https://www.gov.uk/access-to-work>

4. Purpose

- 4.1 The Adult Social Care Transport Guidance and Procedure sets out the Council's position with regard to the provision and funding of transport for adults in receipt of social care services to meet their assessed needs under the Care Act 2014.
- 4.2 The guidance will apply to transport provided, arranged and/or paid for by the Council to ensure:
- A fair, consistent and equitable approach is taken for those assessed as eligible;
 - That independence and inclusion are promoted wherever possible;
 - That adults' strengths and community assets are fully utilised;
 - Provision of local accessible services is maximised;
 - Choice and control are maximised;
 - Resources are used efficiently and in a way that is cost effective and will provide value for money.
- 4.3 The Adult Social Care Transport Guidance and Procedure must be used where the Council has assessed an adult as eligible for care and support and one of those support needs is to make use of necessary facilities or services in the local community.

5. Legal Framework

- 5.1 The Care Act 2014, in conjunction with the Care and Support (Eligibility Criteria) Regulations 2015 (SI 2015/313) and the Care and Support Statutory Guidance provide the legal framework for making decisions in relation to eligibility for adult social care support.
- 5.2 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. As part of the assessment and support planning process, the assessor must, where the adult has been assessed as having support needs to make use of necessary facilities and services in the local community, ensure that this need is met.

The Support Plan will need to record how the adult is going to get to their service or facility.

- 5.3 The Social Care Transport Guidance and Procedure has due regard to the Equality Act 2010 and in particular the local authority's public sector equality duty.

6. Underpinning Principles

- 6.1 The overarching principle in Adult Social Care is to enable adults to live as independently as possible, with emphasis of promoting wellbeing and choices for individuals and their carers. This ensures individuals are able to access services as independently as possible and that the support offered is appropriate and essential to the individual and their carer.
- 6.2 Transport assistance is not automatically provided by the Council as part of other service provisions. 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.
- 6.3 Following the needs assessment/review, subsequent support planning will explore the options available to enable the adult to access a service safely. This will be detailed in the support plan.
- 6.4 Universal services within an individual's community will always be considered as the first option. Adults will be encouraged to use the resources around them to meet their travel requirements in the first instance.
- 6.5 Services, where possible, should be local, accessible, and as close to where the adult lives and can meet their assessed needs.
- 6.6 Transport services should be sensitive to the needs of carers and users of the service.
- 6.7 Transport arrangements should be flexible to respond to changing circumstances and kept under regular review.
- 6.8 The Council cannot assume a carer is able and willing to provide transport to the adult to access an assessed need for services or facility in the local community nor can it assume that the adult is able to fund the service himself e.g. through the use of his Disability Living Allowance (DLA) or Personal Independence Payment (PIP).
- 6.9 No changes should be made to a transport arrangement without discussing the proposed change with the adult.

7. Specific Principles

- 7.1 Transport assistance will not normally be provided if, following assessment and support planning an adult is assessed as being safe to travel independently (within a reasonable distance) with or without support. This includes being able to walk, cycle, use public transport (bus or train) or community transport. Support includes assistance from a carer, family/friends, support worker or volunteer but only where they have expressly confirmed that they are able and willing to provide this support.
- 7.1.1. If the adult 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 may be viewed as the person declining services or rejecting the Support Plan.
- 7.1.2 If a Mental Capacity Assessment has deemed an adult to lack capacity to make this decision and the decision is being made on

behalf of another person, the assessor will assess whether the decision is in the best interests of the person who is eligible for services. For further information and guidance on when the Local Authority has a duty with regards Independent Advocacy refer to Appendix 1 and visit: [Adult Social Care eGuide Independent Advocacy](#) .

A risk assessment will be undertaken to assess the risk of the person not attending the community activity.

- 7.2 If the adult has a carer/friend/family member who is in a position to provide transport, they should be asked if they are able and willing to assist. Consideration will be needed on the impact this may have on informal carers and where the carer appears to have any level of support needs a carer's assessment should be carried out.
- 7.3 Where it is identified during the assessment and support planning process that the adult has the potential to learn road safety and orientation skills, taking account of both physical and cognitive ability, Independent Travel Training should be explored. In this instance, a Transitional Plan could be put in place to ensure any risks are managed and access to a service is maintained whilst the adult undertakes a programme of Independent Travel Training.
- 7.4 During the support planning process, assessors should fully explore with the adult or their carer how the mobility component of DLA/PIP is being used to meet the adult's wider transport needs and, whether the benefit may be utilised to meet the assessed transport need. Assessors should not assume that the adult will meet assessed transport needs from their DLA/PIP. The Support Plan should address this and record any flexible arrangements that are agreed with the adult and where applicable their carer. Any residual unmet transport needs will then be considered and it will be recorded in the Support Plan how these are to be met. The support plan must explain clearly how this decision was made.
- 7.5 Where an adult has chosen to use the higher rate mobility component of DLA or PIP to purchase a Motability Vehicle, then the assessor will need to explore with the adult whether the vehicle can be used to access services independently. If the adult is unable to drive the vehicle themselves, the assessor must explore if it is possible for one of the named drivers (more than two named drivers are allowed, but the scheme only provides insurance for two named drivers) to transport the adult. A named driver could be a carer, another family member, friend or personal assistant. No assumptions should be made that the named driver is able and willing to provide this support and where the named driver is able and willing this must be clearly recorded in the Support Plan.
- 7.5.1 If the named driver is an unpaid carer, the assessment and support planning process must include consideration of the impact the travel arrangements will have regarding the sustainability of the caring role as outlined in the Care Act, 2014.
- 7.6 Where it is identified that the carer is able and willing to provide the transport, it is important to record that the impact of this on the carer's wellbeing has appropriately been considered during the assessment.
- 7.7 In some limited circumstances, the Council may explore the option of providing unpaid carers (family and friends) a mileage allowance in order for

them to provide transport to meet the assessed travel needs if this is the most cost effective option.

- 7.8 If following assessment/review and subsequent support planning, the assessor determines any of the above is not possible, transport assistance will be considered.
- 7.9 The need for a 'passenger assistant' or 'escort' will be determined as part of the assessment/review and support planning process. Assessors should consider the potential health and safety risks to the adult and other users.

Please visit [Corporate Passenger Assistant Policy 2013](#).

8. Risk Management and Safeguarding

- 8.1 In order to make a safe and fair decision, assessors will consider the risks involved in accessing transport options to ensure the chosen option is safe and reasonable.
- 8.2 There is no definition of 'reasonable'. Following the assessment and support planning process, the assessor will be able to understand an individual's abilities and the transport options available and determine what is safe and reasonable for that individual.
- 8.3 The assessment will enable the assessor to consider the risks factors. These may include:
- Mental capacity
 - Communication difficulties
 - Psychological factors
 - Vulnerability
 - Physical and cognitive ability
 - Environmental factors.
- This list is not exhaustive.
- 8.4 The distance to be travelled, and the regularity and complexity of public transport options also need to be considered. In order to determine if an adult is able to make use of public transport, a risk assessment should be carried out.

9. Eligibility

- 9.1 Adults must be eligible for care and support services from the Council. A Needs Assessment, Reassessment or Review will determine eligibility for transport assistance as outlined in the Care Act 2014, the Care and Support (Eligibility Criteria) Regulation 2014 and the Care and Support Statutory Guidance.
- 9.2 In accordance with the Care Act 2014, assessors must take account of the needs of informal carers and whether there would be an impact on the carer's wellbeing if the Council did not provide transport. Where it has been concluded by the Council that the carer cannot provide transport because doing so would have a detrimental impact on the carer's wellbeing, or the sustainability of the care-giving arrangements, then the assessment may lead to transport being provided or arranged by the Council.
- 9.3 The decision to provide transport assistance will be determined once all non-funded transport options have been fully explored, evidenced and deemed not appropriate through the support planning process, as outlined in section 7.

- 9.4 Adults assessed as ineligible should be given advice and information about community transport options.

10. Procedure

- 10.1 Following the Needs Assessment, Reassessment or Review, the subsequent Support Plan will consider whether any options in section 7 are feasible. If not, Council-assisted transport can be accessed.
- 10.2 The Support Plan will consider the level of support needed to enable the adult to travel to a service safely and which meets their needs.
- 10.3 Transport assistance can be accessed via:
- 10.3.1 Worcestershire County Council in-house transport services (please visit [Purchasing Transport in Frameworki](#) for Frameworki procedure);
 - 10.3.2 A Direct Payment;
The adult organises and purchases their transport themselves via their Direct Payment as they do with any other services they require to meet their outcomes.
 - 10.3.3 Directly through a service provision if transport is provided as part of the Service.
Service providers may provide transport to and from their Day Service. This is outside of their contracted price.
Services are encouraged to support people to access their local community. Day Services should include any associated transport costs to and from these activities in their overall price.
- 10.4 Assessors will be responsible for obtaining quotes for in-house transport and exploring other options.
- 10.5 The most appropriate service for the adult that also offers the best value should be accessed and be outlined in the Support Plan.
- 10.6 When a Brokerage request episode is sent through to the Brokerage Team to purchase a service, the assessor must indicate if transport is being accessed. If transport is required, the Brokerage Team will add a Transport Charging element.
- 10.7 Approval as per teams decision making protocols.

11. Charging for Care and Support

- 11.1 All transport assistance provided or arranged by the Council is subject to the Charging for Care and Support Policy and a full financial assessment. That Policy should be read in conjunction with the Adult Social Care Transport Guidance and Procedure.

12. Review

- 12.1 All current and future transport arrangements will be subject to annual review to ensure ongoing eligibility.

Appendix 1

Additional Guidance

In line with the 3 Conversation Model, Conversation 1 should draw on the adult's strengths, exploring whether the adult is able to safely walk, cycle or catch a bus or train to where they need to go. This may be with or without support.

If this is not feasible, consider what transport support is needed and what support is available in the local community or what family networks are available to facilitate this.

- If an adult is deemed able to use public transport, they may be eligible for a concessionary bus pass that provides them with free transport on all bus services after 9:30am. Companion bus passes are also available - for eligibility criteria visit: [Worcestershire bus passes and concessionary fares](#).
- The Worcestershire Travel Wallet supports people with various disabilities to make best use of public transport by helping overcome some of the communication barriers that they can face on a daily basis. For more information visit: [Worcestershire travel wallet](#)
- Community transport schemes are set up to help people who do not have access to or find it difficult to use a car, bus or train service. For more information on the services available see www.communitytravel.org.uk
- Worcestershire Telecare may be able to help someone to stay independent and safe when out and about. The TeleCare Plus service can help to manage some risks associated with travelling by providing products that have GPS tracking devices, with ability to raise an alarm if there is a problem when travelling. These can give the adult and their carer, family or friend greater confidence when travelling independently. For more information visit: www.worcstelecare.org
- Adults (under the age of 65) not in receipt of PIP and unable to travel independently, should be assisted/supported to apply for the appropriate benefits (i.e. Mobility Allowance, concessionary travel pass etc.). For organisations that offer Benefits Advice visit: [Benefits advice](#)
- Independent Travel Training aims to empower disabled, disadvantaged and vulnerable people with the skills and confidence they need to independently travel to schools, colleges, employment, training and other locations. For further information visit:

Lift Training Worcestershire visit:

www.nationalstar.org/learning-programmes/prospectus/lift-training/

Worcestershire County Councils Connect Short Term Support Service visit:

[Connect centres](#)

- For further Transport information visit:

[Transport and travelling](#)

- Independent Advocacy

The Care Act 2014 places a duty upon authorities to have an effective independent advocacy service. This duty is triggered where, if an independent advocate is not provided, the person would have **substantial difficulty** in being fully involved with care and support processes or safeguarding.

And if there is not an **appropriate individual** identified who can support them.

Local authorities must involve people in decisions made about them and their care and support. This could include their transport arrangements.

The advocacy duty will apply from the point of **first contact** with the local authority (WCC) and at any subsequent stage of the assessment, planning, care review, safeguarding etc.

For further information on Advocacy visit: <http://www.onside-advocacy.org.uk/what-we-do/>

Appendix 2 Equality Impact Assessment

WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT DESKTOP SCREENING

This exercise is not an Equality Impact Assessment (EIA). It is a desktop screening exercise designed to establish if you need to carry out an EIA. When completing the screening please use plain English avoiding the use of acronyms or jargon. Any documents referred to should be attached to this screening form.

Remember, throughout this exercise the term 'policy' (or 'policies') is used as shorthand for 'policies, practices, activities, strategies, plans, projects, procedures, functions and protocols'. It therefore needs to be interpreted broadly to embrace the full range of functions, activities, plans and decisions for which the County Council is responsible.

For help completing this desktop screening, please refer to the County Council's [Equality Impact Assessment Guidance](#) document available on SID.

Part One: basic information needed to identify the policy and prepare for screening

1.1	Directorate and Section/Unit:	Directorate of Adult Services
1.2	Title or brief description of the policy being screened:	Transport Guidance and Procedure
1.3	Screening by:	Emma Allen
1.4	Date of screening:	22/01/2018
1.5	Related policies/functions:	The Children's Families and Community Travel and Transport Post 16 Travel Policy
1.6	To which section of the Directorate or Corporate	This guidance has been introduced to meet statutory and regulatory

	"business/service plan" does this relate?	requirements for adult social care services.
1.7	Is this a new or existing policy?	Existing Guidance
1.8	Does the policy affect service users, employees, the wider community, or a combination of these?	Service users and potentially their carers
1.9	What is the policy seeking to achieve?	To give clear and concise guidance on eligibility for transport assistance to ensure Worcestershire County Council are consistent with their approach and comply with the statutory duties set out in the Care Act 2014.
1.10	What are the planned outcomes for this policy?	The Transport Guidance and Procedure is based on the principle of promoting safe and independent travel wherever possible, focusing on an adults own strengths. Where transport assistance is required, the guidance sets out distinct criteria enabling a consistent and equitable approach to be taken.
1.11	Who is formally responsible for the delivery of this policy? If different, who is responsible for leading on the delivery?	Front line staff
1.12	What (if any) previous consultation has been carried out for this policy? Who was consulted and when?	None
1.13	Is equality monitoring in place for this policy?	Equality monitoring will apply as part of the audit of case files.

Part Two: The purpose of the following exercise is to assess the potential relevance of the policy in the lives of staff and/or residents who are of differing age, gender (including gender reassignment), race/ethnicity, religion or belief, sexual orientation and/or who have a disability.

The questions in this section ask you to consider factors you will need to take into account in making your decision. The answers you provide will help you determine whether you will need to carry out an Equality Impact Assessment.

		Yes	No	Details and comments
2.1	Could this policy have a significant impact on service delivery or other aspects of daily life for people who belong to the groups listed above?		x	Eligibility for Transport Assistance is not based on the above groups in isolation.
2.2	Does the policy involve a significant commitment, or reduction, of resources?		x	
2.3	Does the policy relate to an area where inequalities are known to exist?		x	

2.4 Is there any evidence of potential or actual unplanned variations in the participation levels or use of the policy between different groups?

Characteristic	Yes	No	Details, including what information you have based your answer on
Age		x	
Disability		x	
Gender (including gender reassignment)		x	
Race		x	
Religion or belief		x	
Sexual orientation		x	

If the answer to question 2.3 is "yes" or "could be yes" then you **must complete an EIA**.

For existing policies, if the answer to question 2.4 is "yes" or "could be yes" then you **must complete an EIA**.

If the answer to questions 2.1 or 2.2 is "yes" or "could be yes" then you may need to complete an EIA. Please refer to Section 3 of the [Equality Impact Assessment Guidance](#) for further clarification on when an EIA should be completed.

2.5 Based on the factors above, is an Equality Impact Assessment required for this policy?

Yes	
No	x

An EIA is not always needed. Where you have decided that an assessment is not required please clearly summarise the reasons for your decision, including any factors you have taken into account, in the box below. Please then ensure this screening form is signed-off by your line manager and sent to the Corporate Equality and Diversity Team for publication.

EIA not required: reasons and additional comments
The policy clarifies existing guidance and should provide greater clarity and consistency both for staff and for service users who request transport support.

Signed (completing Officer/Manager):

Date: ...29/01/2018.....

Signed (Line Manager):

Date: