

Social Services

Transport Policy For Adults In Receipt Of Services



September
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Overview

POLICY	Transport Policy for Adults in Receipt of Services
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DEPARTMENT	Social Services for Adults
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Consultation and Approval

Version	Who	Date
1		
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1.0 PURPOSE

The purpose of this policy is to ensure that people who are assessed as eligible to receive care services and require assistance with transport to that service, receive a service which meets their assessed needs.

In applying the policy, the focus will be on maximising independence and empowering individuals to use locally available or their own transport. Social Services (we) will arrange and fund transport when a person has an assessed transport need.

This document is one in a suite of documents and should be read in conjunction with the documents found in the appendices of this policy.

2.0 LEGAL FRAMEWORK

The Social Services & Well-being (Wales) Act places a JOINT responsibility on individuals and Local Authorities for meeting needs and delivering outcomes. In this context, a need is only eligible to be met through a Local Authority Managed Care & Support Plan if it CANNOT BE MET IN ANY OTHER WAY. This includes the ability for individuals to use their personal resources, including financial resources, their willing family and social networks and accessible services/activities available within their community, with support from the Local Authority to do so if required.

We have a legal duty to provide transport for users of services in certain circumstances. These are laid out in [Section 29 of the National Assistance Act 1948 and Section 2 of the Chronically Sick and Disabled Persons Act 1970](#).

The [Social Services and Well-being \(Wales\) Act 2014 Part 4 and 5 Code of Practice \(Charging and Financial Assessment\)](#) states that a local authority must not charge for transport to a day service where 'the transport is provided as part of meeting a person's needs'.

3.0 GUIDING PRINCIPLES

Until otherwise identified we will assume that individuals who have been assessed as needing day services can transport themselves to that service.

4.0 MOBILITY ALLOWANCE / MOTABILITY

Individuals in receipt of mobility allowance or who have the use of a Motability vehicle will not receive subsidised transport, unless there are factors limiting their ability to fully utilise the benefits of the allowance / vehicle e.g. the nature of the disability, wheelchair type or carer support requirements.

If an individual or carer makes the decision that a Motability car will not be used for the intended purpose the onus must be on the individual and or carer to make alternative appropriate arrangements.

5.0 ELIGIBILITY

In order for transport to be arranged and funded by Adult Social Services, each individual will be assessed. Transport provision will be costed as part of an integrated care/support plan and reviewed alongside all other services.

As a general rule all transport assessments must be undertaken face to face with the individual and their family if appropriate. Only in very exceptional circumstance should a transport assessment be undertaken as a desk top exercise. In these instances, the Assessor must explain to the team or service manager why a face to face assessment cannot be carried out.

To be eligible for transport, the transport assessment form and other documentation will have been considered by the Transport Panel, who will have concluded that the individual has a 'need' for transport and requires a transport service to enable them to access a service that is required to achieve the personal outcome and cannot be provided in any other way.

AND

Not to provide such a service would produce an unacceptable level of risk to the individual and / or to the recognised carer.

6.0 ASSESSMENT GUIDANCE

Once the need for a service has been identified through a needs assessment, the Assessor must consider how the individual will access those services. Prior to the provision of transport being arranged by the council, all available means to meet needs through community and informal support networks should be explored. The distance an Individual has to travel does not constitute a transport need.

6.1 Transport Assessment Form

As part of the transport assessment form, the following questions will be asked:

1. Are there any other services nearer to the individual's home that will meet the identified need?
2. Can the individual walk to the service?
 - Mobility needs should have been assessed as part of the needs assessment.
 - Being able to walk independently or with support from someone else. E.g. using a buddy system or similar as part of a planned programme of support that is regularly reviewed.
3. Can the individual use their own transport?
 - Do they have their own vehicle?
4. Can the individual meet the cost of transport from any mobility allowance awarded to them?
 - Where mobility allowance has been awarded it should be used for their transport needs.
 - Consideration will be given to other critical demands on the allowance.
 - If the individual is not in receipt of mobility allowance but may be eligible for these benefits, there is an expectation that an application is made for a benefits check. The applicant will be offered support to make an application.

5. If the Individual is not in receipt of mobility allowance, but may be eligible, has the Individual been offered support to make an application?
6. Is the Individual in receipt of Personal Independence Payment (PIP)?
 - The Mobility Allowance forms part of the PIP Award.
7. Has it been agreed that the Individual require or currently has a passenger assistant?
8. Can the individual be transported by a carer, family member or other?
 - Where possible, consideration should be given to whether or not someone could transport the individual. A carer may or may not be someone who lives with an individual as their main carer.
 - A family member or someone else may be able to transport the individual.
 - Sharing transport with a self-funding friend or someone who uses the same service may be an option e.g. within the same geographical area or when attending the same placement.
 - Does the individual need the support of an advocate?
9. Can the individual use public transport?
 - This might be independent travelling or with assistance from someone else e.g. buddy scheme / independent travel training.
10. If the Individual cannot currently use public transport services, could they do so with assistance or following a period of reassurance, support, enablement and transport training?
11. Does the individual live in accommodation where transport can be arranged by a service provider?
For example:
 - A residential or nursing home,
 - A supported living scheme,
 - Other supported housing setting.
 - Extra Care Housing.

For individuals living in these settings, it is expected that the service provider will arrange for the transportation of the individual at the individual's expense. Only where this is not possible should the issue of access to transport be referred back to Adult Social Services.

12. Does the individual have a Personal Assistant who could be funded through existing Direct Payments allocation?
13. Will any of the above methods resolve the issue of how the Individual will access a service?

7.0 RISK MANAGEMENT

Taking risks is fundamental in promoting independence. Regardless of the decision about the level of support required, a risk assessment must be completed by the Assessor as part of the assessment of need.

The Assessor will take responsibility for carrying out an individual risk assessment of the individual's personal, medical and support needs in respect of transport, highlighting potential risks and the controls in place to minimise the impact of those risks. This information must be completed as part of the transport assessment form and will form part of the documentation considered by the Transport Panel.

The Shared Approach to Positive Risk-Taking Policy will also be utilised.

8.0 OUTCOME

Where the issue of how an individual will physically access a service is resolved by one of the above methods this will be recorded in the individual's needs assessment and care/ support plan documentation.

9.0 TRANSPORT FUNDED BY SOCIAL SERVICES

The decision to arrange and fund transport will be supported following a full needs assessment, a completed transport assessment form and full risk assessment as part of a care planning process.

Only Social Services can commission funded transport.

10.0 APPEAL

Where a person disagrees with their transport assessment, they may present an appeal, this must be with the directorate within 28 days of the original decision. Details of how to appeal will be provided to the individual or their family by the Assessor.

To consider an appeal, the appeal panel would require:

- Any additional information not presented through the Transport Assessment
- Any family circumstance not reported during the Transport Assessment
- Any costs which support the application
- Any associated assessments.

This information will be presented to the appeals panel by the Assessor/ social worker.

Where a person considers that funding their own transport arrangements will put them at risk of financial hardship they may appeal for waiver of charges. The Assessor will provide information on the waiver panel. This would happen after the Transport Assessment has been completed and after the Transport panel have met.

The panel will make its finding known to the Individual as soon as possible after the hearings.

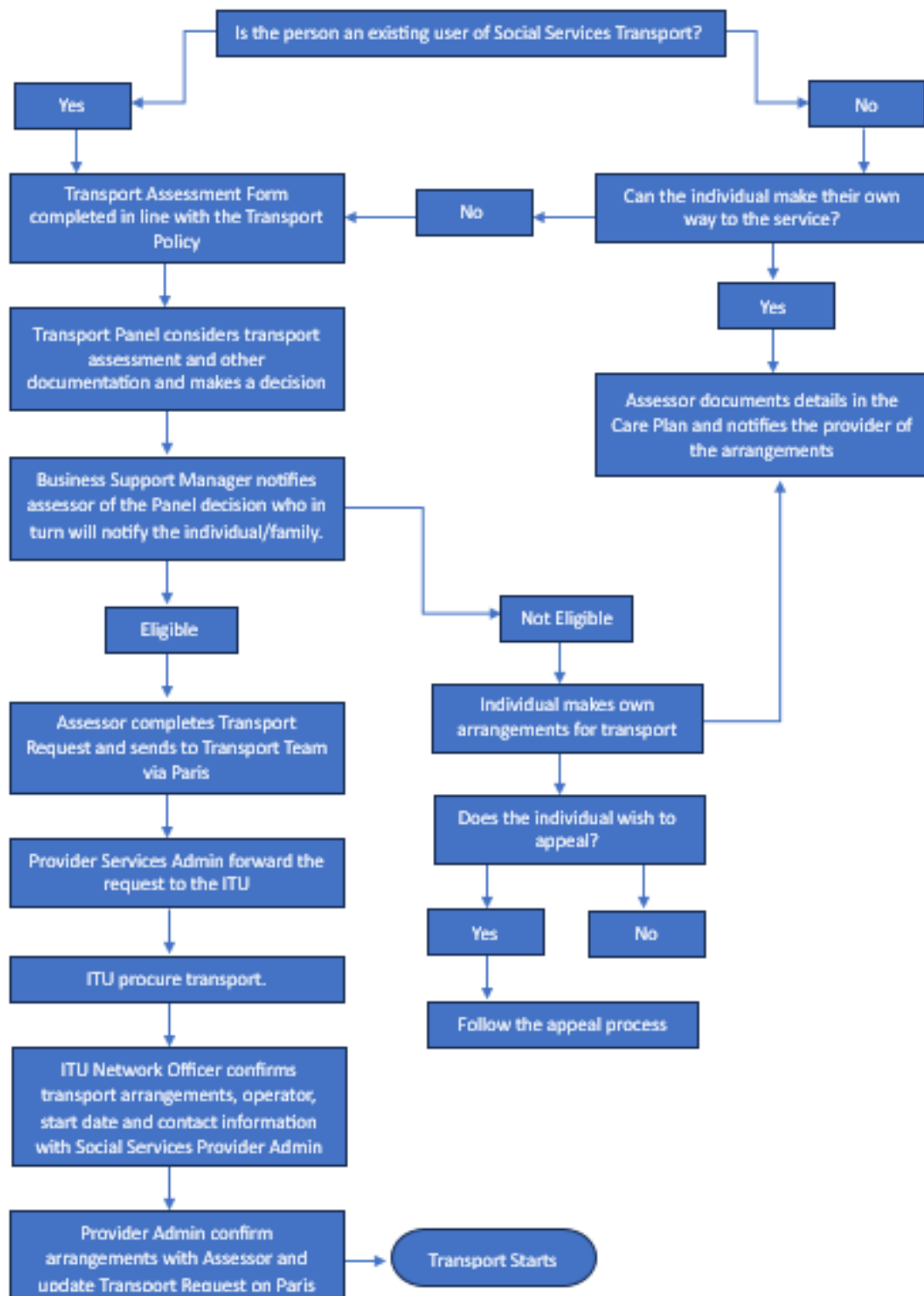
The complaints procedure will come in to affect only after the transport appeal process has been exhausted.

11.0 OTHER RELEVANT DOCUMENTS

- Shared Approach to Positive Risk-Taking Policy
- Waiver Panel Policy
- Complaints Policy

12.0 APPENDICIES

12.1 Appendix 1 – Transport Policy Assessment Flowchart



12.2 Appendix 2 – Guidance for staff when assessing transport needs.

12.2.1 Introduction

In all instances Assessors must seek to find solutions for transporting individuals to and from their daytime services independently of the Council.

A Social Services Transport Policy was introduced in October 2011. Since its introduction, staff have raised a number of questions in relation to the clarity of and the interpretation of the policy. This guidance is designed to answer some of those queries. Where staff require further support in relation to interpretation or have new questions to ask, please contact the transport manager, your team or service manager for more detail.

Assessors are advised to read the Transport Policy and familiarise themselves with the detail.

Where the Assessor / practitioner makes a request for transport provided by Adult Social Services, this should be made on the transport assessment form.

In all instances Assessors must consider whether the individual has an eligible need for transport.

The Distance a person has to travel from home to the day service does not constitute a transport need.

Each request for funded Transport will be considered on an individual basis.

There is an expectation that the individual makes their own way to services, whether that is by family transporting them or arranging and paying for their own transport. Transport is not automatically provided when an individual is assessed as needing a day service. Where the individual or their family provide a transport solution to day services, there is no need to undertake a transport assessment.

All transport arrangements should be recorded in the individual's care/support plan in order that the provider of the day services is aware of the means of transport.

If, as part of the needs assessment, care/ support plan and risk assessment, you consider an individual has an eligible need for transport, then please read this document but also refer to the Transport Panel Process document.

12.2.2 Frequently Asked Questions

Q1) The individual has opted to pay maximum charge for the service and has refused a full financial assessment (FA)

A) If the individual has opted to pay the maximum charge for services or has refused / declined a FA, the council will not normally fund or arrange transport, as there is an assumption that they have sufficient resources to fund transport themselves. There may be an exception to this – see Q5 below.

Suggestion - Where the Assessor thinks that the individual may be disadvantaged by not having a FA, they should make every effort to explain the benefits and encourage a FA.

Q2) What do I need to do regarding FA information and how do I find financial information.

A) Where a transport assessment is to be carried out, Assessors should establish with Financial Assessment Team whether the individual has a current FA in place, what the current service charges

are (if any), and what the financial situation is for that individual. This information should be detailed on the transport assessment form so that the Transport Panel can make an informed decision.

Q3) What if an individual has a mobility allowance e.g. high or low-rate mobility allowances?

A) If an Individual is in receipt of the higher rate or lower rate mobility allowance, as a general rule the council will not fund transport. There should be exploration with the individual about arranging and funding their own transport to and from their day service. It is acknowledged that sometimes the mobility allowance is used for other transport purposes; where the Assessor considers that this purpose is of a higher or equal priority to their need to attend day care, the council may consider providing some or all of the transport to day services. The Assessor should consider the impact on the family as a whole taking into account the needs of the individual balanced with the cost of transport to day or work service for the individual and the council.

Q4) What if the individual has a mobility vehicle?

A) In principle the Council will not fund transport in these circumstances, however there may be exceptional reasons why an individual may still be eligible for transport funded by the Council, in all instances, the Assessor will need to present a detailed case to the panel as to why the council should fund transport.

Q5) What if an Individual requires a Passenger Assistant (PA)?

A) This must be detailed in the needs assessment and within a risk assessment, regardless of their financial assessment outcome. This may fall into section 2 of the Chronically Sick and Disabled Persons Act 1970, whereby the council has a duty to arrange and fund transport. An example of this may be where someone has advanced dementia or a profound learning and physical disability. However, exploration should be undertaken with the family as there may be circumstances where family agree to share transport responsibilities i.e. FCC arrange and fund AM and family arrange and fund PM. Each case will be considered individually. Consideration should be given to the impact on families where part funding arrangement are being discussed, reasons for the transport request must be recorded on the transport assessment form and presented to the panel for consideration and a final decision along with all other details required for informed decision making.

Q6) What if the individual is going to a grant funded service?

A) Any one attending these services should be assessed for transport as per the transport policy.

Q7) If an individual is already in receipt of funded transport to a day centre or day opportunities, do I need to go back to the Transport Panel for an increase of transport?

A) Yes. All additional resource requests have to come via the Transport Panel as there may be additional costs involved and any changes to individual placements will mean a change to transport arrangements. This will need a Transport Panel application, this should be completed by the person arranging the placement change.

Q8) When should the panel application be submitted to panel for consideration.

A) Panel applications should be submitted once agreement has been sought from community panel for the placement, if the service is to commence straight away. For services starting in the future, panel applications to be no early than 8 weeks from commencing the service, this allows current circumstances to be considered by the panel.

Other useful information

The council will only provide transport for eligible Flintshire funded residents. For individuals placed in Flintshire by another authority, their transport must be funded/provided by the individual or by the placing authority; there are no exceptions to this rule. There should be discussion with the placing authority about transport arrangements at the time of initial arrangement.

The distance a person has to travel to and from a day service does not indicate a need for transport.

A number of current individuals choose to travel some distance from their home to a day service when a suitable service is available more locally to meet their assessed need. The nearest day service should be used if the individual is eligible for social services transport. Where the individual insists on their choice of day service and this entails a longer journey than other options, the individual should be given the choice of funding the transport themselves or attending the nearest centre.

All transport must be efficient and cost effective. When any existing individuals attending service are approached to change arrangements, this will be undertaken sensitively and the needs of each individual will be considered.

Where new arrangements are being made for day services, there should be close working between the Assessor, the day service and the transport manager to determine the most efficient and cost-effective solution for transport. It is important that specific days are not promised to individuals before the transport aspect is considered.

Transport needs should be reviewed as part of the review process.

If an appeal is made against the transport decision this must be within 28 days of the original decision.

12.3 Appendix 3 – Transport Panel Process

Please find below details of how the Transport Panel will operate.

Flintshire Adult Social Services no longer provides free transport to adults who attend daytime services unless they have an assessed transport need.

In all instances, Assessors must seek to find independent / individual transport solutions for an individual. Assessor must consider the need for transport under the Social Services and Well-being (Wales) Act 2014 and consider the individual case using the Transport Policy. For more detailed Information about this please refer to the staff guide on “Assessing for Transport”. Alternatively, assessors can have a face-to-face conversation with the transport manager.

If individuals have independent means of transport (not funded by the Council), there is no requirement to complete a transport assessment form or bring the case to the Transport Panel for approval.

However, if the Assessor indicates that there is a need for funded transport, the process below must be followed.

The distance a person has to travel to and from day service does not indicate a need for transport.

Until a decision is made by the transport panel, no agreement should be made to fund or arrange transport in the meantime.

Process

1. Social worker/Assessor completes a face-to-face transport assessment form in detail with the individual and/or their family if appropriate and passes to Transport Team.
 - Desk top assessments should not be undertaken without the agreement of the service user and team manager.

Social Worker must go through the detail of the transport assessment to ensure that all information has been provided. Key factors will include:

- An up-to-date needs assessment or care/support plan which details the assessed need for transport.
- Identify all / any risks in relation to transport.
- An up-to-date financial assessment
- A full explanation along with a risk assessment will be required for a passenger assistant.
- Individual’s names and address
- Day Centre / establishment attending.
- Number of days transport is required.
- Estimated daily transport cost to the individual.

2. Transport Panel - A Transport Panel will be called as soon as possible but will be no longer than 5 working days from receipt of the transport assessment and accompanying documentation by the Transport Team. A panel can be called sooner if it established that the case is urgent.

Panel Members:

- Service Manager
- Finance Team Manager
- Social Worker

The Social Worker will provide the transport assessment and any other relevant detail to the panel and present the case to the panel.

The Assessor can attend Transport Panel should they wish to do so.

The transport policy is applied using the key factors listed above.

Each case is considered in detail.

Until a decision is made by the transport panel, no agreement should be made to fund or arrange transport in the meantime.

3. Decision Making

In all instances the panel will explore and consider:

- The care, support and financial impact to individuals and their carers as part of the decision-making process. If the panel are unclear at any point they will refer back to the social worker or others for more detailed information
- A decision will only be made when all the information is clearly understood by the panel and when all factors have been considered.

The panel considers all of the following prior to making its decision.

- Can the individual access transport using a train and fade or other similar approaches?
- If other options are appropriate, the panel will refer to the most appropriate team or service for support, for example, job coaches.
- Mobility allowance – Where the individual is in receipt of low-rate mobility allowance, it is important for the panel to know how far the service user has to travel; how many days per week and what the estimated transport cost to the service user is likely to be. This helps to determine how many days or journeys the Council may fund and how many days the individual may be expected to fund themselves. In some cases, financial hardship may be considered.
- High-rate mobility (with car) – As a general rule, where the individual has a mobility car the individual would be expected to use this mobility car for all day service transport (unless there are behavioural or serious medical needs requiring a passenger assistant / support worker at all times). Hardship may be considered in this case.
- Assessed as max charge – Using a current financial assessment, details will be checked to ascertain the individual's ability to self-fund transport. Financial hardship grounds may apply and will be considered in this case.
- Max charge (opt to pay) – It is assumed the individual has sufficient funds to fund their own transport, unless there are other factors that need to be considered e.g. behavioural challenges.

- Paying less than £100 for care or support services – after considering all the details of the case, the individual, although not necessarily eligible for funded and arranged transport, may be provided with funded and arranged transport on the grounds of financial hardship.
- Passenger assistant required – Where there is sufficient justifiable need which has been clearly demonstrated in the needs assessment and the panel application, an individual may automatically be eligible for funded and arranged transport. In all cases where a passenger assistant has been requested there should be a risk assessment and sign off by the team manager. The panel may ask for more detailed information before making a final decision. The panel will consider cases on an individual basis. A passenger assistant may be required, for example where there are cases of severe dementia, significant behaviours that challenge, significant health and safety issues for the individual or driver, or other circumstances. This list is not exhaustive.
- In many cases, where the need for a passenger assistant is highlighted for assistance with securing a property, boarding and alighting the vehicle or accompanying the individual on the journey, this will not usually be sufficient to warrant the need for a passenger assistant. A helpful driver will assist with these areas. Where there is a care package in place, consideration should be given to arranging the time of any transport to coincide with the care provider being available or that the care package be adjusted to provide this assistance.
- Miscellaneous requirements – Where the individual is currently being transported by a family member but cannot be due to a temporary emergency situation, for example sudden or long-term medical needs such as hospital admission, a transport application needs to be made. Consideration will be given to the case using the above points, and may be considered for temporary funding, only when all other avenues have been exhausted. A review period will be agreed along with this decision.

Following the panel decision, the Service Manager will inform the social worker of the decision via email confirming the outcome of the panel application. Where an individual is not deemed eligible for transport, the Service Manager will provide written and if necessary, verbal feedback. Information regarding the right of appeal will be made available. All Transport Panel outcomes / information will be recorded on PARIS.

All Transport Policy decisions may go forward to appeal should this be considered necessary by the individual or the family member. Assessors will provide information to the individual regarding the appeal process and how to take this forward. Please see the appeal process for more detail.

12.4 Appendix 4 – Transport Assessment Form



SOCIAL SERVICES

TRANSPORT POLICY ASSESSMENT FORM

September 2024

This form is to be used to record the assessment of transport needs to help determine eligibility for social services funded transport. It should be used alongside the Transport Policy, needs assessment, care plan and any other relevant documentation. This assessment should be conducted face to face with the individual and/or family member as appropriate. Desk top assessment must have the agreement of the individual and team manager.

Name:		DOB:	
Address:		PARIS ID:	
Name of centre or day opportunity:			
Name & role of Assessor:			
Name(s) & role(s) of others involved in the transport assessment:			
Date of completion:			

AS PART OF THIS ASSESSMENT, THE FOLLOWING QUESTIONS WILL BE ASKED:

1. Are there any other services nearer to the Individual's home that will meet the identified need?	Yes / No
Please give details:	
2. Can the Individual walk to the service?	Yes / No
Please give details:	
3. Can the Individual use their own transport?	Yes / No
Please give details:	
4. Can the Individual meet the cost of transport from any mobility allowance awarded to them?	Yes / No
Please give details:	
5. If the Individual is not in receipt of mobility allowance, but may be eligible, has the Individual been offered support to make an application?	Yes / No
If no, why not?	
6. Is the Individual in receipt of a Personal Independence Payment (PIP) / Disability Living Allowance (DLA)?	Yes / No
Financial details of care package:	
7. Does the Individual require or currently have a passenger assistant?	Yes / No

If yes, for what purpose:	
8. Can the Individual be transported by a carer, family member or other? Why not?	Yes / No
What are the circumstances:	
9. Can the Individual use public transport?	Yes / No
Please give details:	
10. If the Individual cannot currently use public transport services, could they do so with assistance or following a period of reassurance, support, enablement and transport training?	Yes / No
If yes, please detail planned support:	
11. Does the Individual live in accommodation where transport can be arranged by a service provider?	Yes / No
Please give details:	
Does the individual have a Personal Assistant who could be funded through existing Direct Payments allocation?	Yes / No
If yes, please details:	

13. Will any of the above methods resolve the issue of how the Individual will access a service?

YES

Please record how the individual will access services in the needs assessment or care plan.

NO

Proceed to next section of the transport assessment.

What are the identified risks to the individual’s personal, medical and support needs in respect of transport? Have these been identified in the needs assessment or care plan? If not, please ensure that this is completed before going any further.

	Potential risks	Controls in place to minimise the impact of the risk
A		
B		

Summary of need for transport and identified risks:

Recommendations by the Assessor:

Comments and recommendations by the Panel Members:

FOR OFFICE USE

Panel decision:	
State decision and reasons for decision:	
Chair of Panel signature, this must be at Service Manager level	
Signature:	
Print name:	
Date:	