

# Nottingham City Council

## ADULT SOCIAL CARE

## TRANSPORT POLICY

April 2018



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City Council

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# **NOTTINGHAM CITY COUNCIL**

## **ADULT SOCIAL CARE - TRANSPORT POLICY**

### **Introduction**

Adult Social Care provides transport through a variety of options to people with learning disabilities, mental health problems, physical disabilities and older people within the boundaries of Nottingham City. This policy outlines how Nottingham City Council ('the Council') will ensure a consistent and equitable approach to eligibility in supporting citizens with the provision of transport.

The provision of adult social care is aimed at promoting the maximum possible independence for the citizen. In extending this principle to the provision of transport, this policy sets the criteria that will be used to assess whether the citizen's transport needs can be best met through independent travel arrangements, privately funded transport or whether Council arranged and funded transport assistance is necessary.

Council funded transport will only be provided if, in the opinion of the assessor, it is the only reasonable means of ensuring that the service user can be safely transported to an assessed and eligible service. Where there is alternative appropriate transport available (either personal or public transport), it will be assumed that the service user will use this as a first option. Council funded transport will only be provided if alternatives are unavailable or inappropriate for some reason.

## **1. Legal Framework**

The Care Act 2014, together with the Care and Support Statutory Guidance provide the legal framework for making eligibility decisions. Under the Care Act 2014, the Council has a duty to arrange care and support for those with eligible assessed needs. This includes an assessed eligible need to enable a citizen to get around in the community safely to make use of necessary services and to use public transport. Citizens with assessed eligible needs and their carers have the right to have their views taken into account by the Council when it is assessing and considering provision of transport support or services.

## **2. Scope**

The Adult Social Care Transport Policy applies to citizens:

- Who have an assessed eligible social care need for transport;
- Are aged over 18 and not in full time education; and
- Are ordinarily resident in Nottingham City.

## **3. Purpose**

The Adult Social Care Transport Policy will apply to transport provided or arranged by the Council to ensure:

- Support with transport is provided in a fair and equitable way, for citizens with assessed eligible needs.
- Eligibility for transport for citizen aged over 18, who are not in full-time education is identified through the social care needs assessment process.
- The independence and inclusion of the citizen is promoted by encouraging and supporting a range of travel options including independent travel and the use of concessionary travel passes.
- Efficient use of resources and avoid spending public money unreasonably; this may include sharing transport with other citizens i.e. children and adults.
- The reduction in air pollution and encourage the use of sustainable resources by promoting the use of public and shared transport.

## **4. Eligibility for Transport**

- The citizen is assessed as having an eligible social care need for transport – see *Appendix 1* for details of the criteria;
- Although a citizen may attend a specific community service / activity to meet their assessed needs, they will not be eligible automatically for transport to and from the service/activity.

## 5. Process

- Part of the needs assessment process will consider what support, if any, is needed in getting out and about; including for example, risk management (see section below), accessing reasonable alternative methods of transport and whether or not it is reasonable to expect the citizen to make their own arrangements (*Eligibility Criteria for Transport are set out in Appendix 1*)
- Where the way a citizen physically accesses a service is resolved by one of the alternative methods identified below in *Appendix 1*, this should be recorded in the support plan.
- Where there is no alternative means of accessing the particular service/activity, the citizen has an eligible social care transport need.
- Transport may be provided on a temporary basis and reviewed when the citizen is able to use an alternative method of transport, for example, public transport.

### Then:

- The best way to meet the eligible transport need will be determined at the support planning stage. This may be partially or wholly provided or arranged by the Council.
- The transport will be arranged, if required as part of the support plan.
- Transport needs will be included as part of the regular assessment and support planning reviews.
- If a citizen has to cancel their transport due to illness or holidays they or a person acting on their behalf are requested to inform the transport provider and the service giving as much notice as possible, preferably at least 48 hours-notice.

## 6. Support Planning Considerations

Where there is more than one service or support being accessed, or accessed on more than one day, there may be more than one solution or option available and so each journey needs to be considered separately, as part of the citizen's support plan. Each day, service or journey may require different travel arrangements or no travel arrangements at all. Each situation is different and specific to the citizen's assessed eligible social care transport needs.

Support planning should consider the impact, the travel arrangements will have on the sustainability of the plan and on family carers. This needs to be considered through assessment of the citizen's and their carer's needs. Determining the best way to meet the eligible transport need will be addressed at the support planning stage. Transport may be partially or wholly provided or arranged by the Council and will include consideration of the following:

- Promoting independence and inclusion, and not increasing a citizen's dependence on others.

- How transport support or services that can help the citizen meet their eligible needs will be accessed.
- The clear identification of travel arrangements including a contingency plan in cases of unforeseen changes.
- Ensuring citizens and their family carers are aware of options for transport and that these are reflected in their support plans.
- The need to provide passenger assistance, where required due to health and safety reasons.
- The support plan will have regard to the sustainability of the caring role.
- Making good and effective use of the resources available.
- Always using the nearest appropriate and available resource to meet the citizen's assessed needs before considering any other resource. Or alternatively provide the sufficient funding that would be made available for the transport to the service closer to home with the option for the citizen to top up their transport funding to make up the difference. This may increase their contribution to their care and support package.

## **7. Positive Risk Management and Safeguarding**

In order to make a safe and fair decision, assessors and citizens will need to consider the risks involved in accessing one of the transport options, and whether there are actions that can be put in place to ensure the option selected is safe and reasonable.

To determine the risks involved in getting out and about or travel arrangements, the following factors will have been considered as part of the social care assessment of need:

- Does the citizen have a disability, frailty, or a physical health issue? Is there any reason to doubt the citizen's ability to make safe decisions regarding their transport arrangements?
- Can the citizen travel independently and is it safe for them to do so?
- Are there any barriers to independent travel? Can these barriers be resolved?
- What public transport is available to the citizen? Is it safe for them to access the public transport? Do they need support to use public transport?
- Is there a risk to other citizen/s, if considering shared transport?

It is important to consider whether providing transport will further disable the citizen or reduce their independence.

(Please see Positive Risk Taking Policy)

## **8. Citizens who do not have an Eligible Need for Transport Provided by the Council**

Where a citizen is not eligible for the provision of Council funded and arranged transport, as an assessed need/community care service, then they should be signposted to public transport services that would be relevant in supporting them

## **9. Appeals**

The assessment for an eligible social care need, including any assessed need for support with transport, will be carried out by an assessment team member with the citizen and / or their family/carer representative.

In cases where agreement cannot be reached the matter will be referred to a Head of Service who will attempt to resolve the issue. If the citizen/their representative remains dissatisfied with the Council's decision they can make a complaint under the Adult Social Care complaints procedure.

## Appendix 1 – Eligibility for Transport

The needs assessment process will consider what support, if any, is needed in relation to the provision of transport in order to meet an assessed eligible social care need. It will include:

- Whether citizens can access reasonable alternative methods of transport: as set out in the ‘Definitions’ *Appendix 2* below.
- Whether or not it is reasonable to expect citizens to make their own arrangements; with or without support.
- In order to identify if transport needs to be part of the support plan the questions in the checklist below need to be asked, in conjunction with the definitions set out in *Appendix 2*, to assist with the decision-making process:
  - ***How far is the support or service from where you live?*** Citizens will be required to access support and community services based nearest to where they live, as long as they are appropriate to meet the assessed, eligible needs.\* Unless exceptional circumstances are identified and agreed by the Head of Service. See point 7 above
  - ***Can you walk or cycle, use a wheelchair, walking aid to the service?*** Being able to walk might mean by walking alone or with the assistance from someone else, for example, using a buddying scheme or assistance from family, friends or a carer.
  - ***Can you use your own transport?*** If you have your own motor vehicle, a vehicle obtained through the Motability scheme, a specially adapted vehicle or some other vehicle that you have access to, it is expected that this would be available for use.
  - ***Can you arrange your own transport from an independent source and meet the cost of transport from any mobility allowance awarded to you?*** A citizen who receives a benefit for example, the mobility component of Disability Living Allowance (DLA) or Personal Independence Payment (PIP), to facilitate their mobility needs, it is expected that a reasonable proportion of it should be made available for transport needs in accessing support and services. The actual amount will depend on individual needs and requirements. However the full cost of the transport will be the starting point. Consideration will need to be given about other critical demands placed on the allowance. If the citizen is not in receipt of any mobility allowance, then support can be provided to make an application. (Social Workers / Community Care Officers, as part of their assessment, need to identify when a citizen only gets the lower rate DLA or P.I.P., but might qualify for the higher rate and to make an appropriate referral to the welfare rights service to review if a supersession claim is worth making).
  - ***Can you use public transport?*** This might be travelling independently or with assistance from someone else for example, a buddying scheme, family, friends or a carer.
  - ***Do you have a concessionary bus pass? If not, could you be assisted to apply for one? If an escort assistant is essential, are they eligible for a bus pass?***



- ***If you cannot currently use public transport services, could you do so following a period of reassurance, support, enablement and transport training?***
- ***Can you access transport with a carer, family member or friend?*** Sharing transport with another person may be an option.
  - Do you live in:
    - Residential care?
    - Supported living scheme?
    - Shared lives?
    - Some other supported housing setting?

Where citizens are living in settings funded by the Council there is an expectation that the cost of the placement will meet the full range of support needs, including transport to and from community activities, unless assessed as otherwise.

- ***Should another agency be providing the transport?*** A citizen may be eligible for funding for their transport from another agency or organisation, for example to attend a service to meet an assessed health need.

## Appendix 2 – Definitions

**Closest Appropriate Setting/Local Area** - a geographical area to which a citizen has reasonable access around where he or she lives.

To promote local inclusion, it is not generally appropriate to arrange a community service outside of a citizen's local area, unless it is not possible to meet their assessed need in that area. The perception of a local area can be different for citizens who live in rural areas compared to those who live in towns and cities. But broadly, citizens will be expected to access support and community services based nearest to where they live, as long as they are appropriate to meet the assessed, eligible needs.

**Community Activity** - the service/s that a citizen accesses in the local community (short breaks/ respite/ day service/ volunteering opportunity etc.)

**Concessionary Travel** - a bus pass for those who are eligible, which allows citizens to use the local transport network at a reduced rate or free, as per the conditions of the pass.

**'Reasonable' alternative methods of transport** - To promote independence and social inclusion a citizen who can travel to a community activity, either independently or with assistance from family, friends or support providers will not normally be provided with Council funded and arranged transport. Transport may be provided on a temporary basis and reviewed when the citizen is able to use an alternative method of transport, for example, public transport:

- Where a citizen can use public transport, voluntary transport, Community Transport etc. either independently or with support, part of the support planning process may involve investing resources in the short term, to support citizens to be able to use public or community transport options, for example through transport training to support them to develop their skills around independent travel.
- Where it is identified that a carer will provide transport it is important to record that the impact of this has been appropriately considered in the carer's assessment. Where it is concluded that the carer cannot provide transport because it would place an unreasonable demand on them, then the assessment may lead to transport being provided or arranged by the Council.
- Where carers or friends have been identified as being able to provide transport, alternative arrangements should be detailed in a contingency plan to cover periods where they are unable to assist.
- A citizen who receives a benefit for example, the mobility component of Disability Living Allowance (DLA) or Personal Independence Payment (PIP), to facilitate their mobility needs, a reasonable proportion of it should be available for transport needs in accessing support and services. The actual amount will depend on individual needs and requirements but where possible full costs will be charged for transport services provided by the Council.
- Where a citizen has access to their own transport, for example a Motability car, neither fuel or other costs will be met by the Council. It will not be acceptable for family members to claim priority over the use of such vehicles.
- Suitable alternative transport is available, for example citizens living in settings funded by the Council including: residential care, supported living, shared lives. There is an expectation that the cost of the placement will meet

the full range of support needs, including transport to and from community activities, unless assessed as otherwise.

- Citizens who qualify for concessionary travel will be expected to apply for and use this, to meet the costs of transport to community services or activities that meet their social care needs.
- A citizen is eligible for funding for their transport from another agency or organisation, for example to attend a service to meet an assessed health need.