



Cyngor Bwrdeisdref Sirol

**Blaenau Gwent**

County Borough Council

# **Assisted Transport Policy for Adult Social Services**

**SOCIAL  
SERVICES  
DIRECTORATE**

<b>Version number:</b>	2	<b>Date Written:</b>	Updated October 2019
		<b>Date Approved:</b>	
<b>Status:</b>	Approved	<b>Date of Issue:</b>	
		<b>Review Date:</b>	November 2020
<b>Approved by:</b>			
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<b>Supporting documents:</b>			
<b>Equality Impact Assessment</b>	<b>Approved by:</b>		
	<b>Date:</b>		
<b>Change history</b>	<b>Dates reviewed:</b>	<b>Outcome of review:</b>	
	Version 1 August 2018	Updated	

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## **1. Introduction**

This policy has been developed to provide a strategic consistent approach to delivering transport and clearly outlines the framework through which assisted transport is provided.

The Council is committed to promoting independence across all areas of service provision and seeks to ensure as many people live as independently as possible within their own communities and continue to travel as independently as possible.

For some vulnerable adults who access services provided by Adult Social Services the Council will continue to provide specialist assisted transport.

## **2. Legal Framework**

The Social Service and Wellbeing (Wales) Act 2014 (The Act) provides a legal framework for improving the wellbeing of people who need care and support, and for transforming Social Services in Wales.

The Act gives people a stronger voice and real control over the support they need to remove barriers to their wellbeing. It focusses on earlier intervention to prevent needs becoming critical, and promotes investment of resources in the short term, to give best value to the public purse overall.

The Act also demands a change in culture to help individuals achieve their wellbeing outcomes - identifying "what matters to individuals?" and secondly by maximising an individual's own support networks and access to community and voluntary resources.

## **3. Assessing Eligibility**

The eligibility decision flows naturally from the assessment process. All five elements must be taken into account in the assessment, and from this a judgement is reached about whether the person has eligible needs.

If the identified need(s) can only be met through a care and support plan or a support plan the need will be eligible.

An individual has an eligible need for care and support if an assessment establishes that overcoming barriers to achieving their personal outcomes requires the local authority to prepare and ensure the delivery of a care and support plan, or a support plan for carers.

#### **4. Principles of Providing Assisted Transport**

The overriding principle is that the decision to provide assisted transport should be based on assessed needs, risks and outcomes and on promoting independence. The requirements for transport will be based on the following principles:

- Assisted transport will only be provided to meet an assessed need and there are no other means for accessing the service.
- The principle of promoting individuals independence should be the starting point of any transport requirement.
- People who qualify for concessionary travel or have access to DLA/PIP which includes a transport element, have a mobility car or their own car should use these to travel to and from Community Options facilities.
- For those who are unable to either access public transport, or any of the other means illustrated above to attend Community Options facilities they may be charged for using assisted transport.

#### **5. Transport Criteria**

Based on the above principles the following guidance will be applied when identifying the need for Blaenau Gwent County Borough Council assisted transport.

- Where a person is able to walk, use assisted mobility (motorised scooter, wheelchair/aids) or public transport either independently or with support from family, friends, a support worker or volunteer to get to a local day opportunity venue, assisted transport will not be provided.
- Where a person receives a benefit to facilitate their mobility needs (e.g. Disability Living Allowance where this includes a transport element), this should be fully utilised to support their transport needs to and from day opportunities.
- Where a person has a private car including motability car, it will be expected that this is used to access Community Options. Where a person uses their own vehicle or motability car no petrol costs or other expenses will be considered.

- Where a person contributes to a shared vehicle, this should be used to meet their assessed needs.
- Where a person chooses to attend community activities or college outside of their identified locality and a local service is available to meet their assessed need, the additional cost of any transport considered necessary will be met by the person.
- Part of the person's annual assessment and review will identify their potential to develop road safety and orientation skills so that they can travel independently to and from day opportunities. Arrangements will be made to ensure appropriate levels of support are provided to those who are identified as able to use public transport; this will include opportunities for travel training and completion of a comprehensive risk assessment.

## **6. Arranging Assisted Transport**

- If a person accessing services is eligible to receive assisted transport a risk assessment will be carried out with the individual to understand their own requirements and ensure the safety of all users of the service.
- Continuation of assisted transport provision will be reviewed by Adult Social Care staff through care and support reviews. Any review and proposed removal of transport will be discussed with the individuals and their family or carers where necessary. If appropriate a time limited transition period will be agreed so that alternative arrangements can be made.
- If the individual does not travel on the assisted transport provided for one month, they are contacted and asked to confirm if transport is still required. If the individual does not respond, then the transport provision will be cancelled.

## **7. Exceptional Circumstances**

There may occasionally be circumstances where following an assessment, an individual is deemed ineligible to access assisted transport, and in addition has no alternative means of accessing services. These will be considered on an individual basis as part of our exceptional circumstances criteria (see apex 1 below). And will be considered via a panel consisting of independent Senior Managers. The panel will be arranged in 7 days of the assessment being undertaken, and outcomes determined. The Local Authority Care Manager will be responsible for ensuring the views and needs of the citizen are represented at the panel. In these instances, the Local Authority may levy a charge relative to the support required and travel distance.

## **8. Complaints**

If following the exceptional circumstances decision, a citizen remains unhappy with the outcome then they or their carer will have the opportunity to appeal the decision made. Please refer to the Department's factsheet "How to appeal a decision" in line with the social services complaints procedure. The application to review the decision should be made within 10 working days to their social worker following notification from Social Services.



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County Borough Council

**Assisted  
Transport  
Policy for  
Adult Social  
Services**

**Exceptional  
Circumstances**

**Decision Form for Exceptional Circumstances Review Panel**  
**(Transport Policy) November 19**

This form is to be used to document a request and outcome of applications to access assisted transport via exceptional circumstances. For full details refer to the policy as revised November 19.

The main principles of the policy include:

- Assisted transport will only be provided to meet an assessed need and there are no other means for accessing the service.
- The principle of promoting individual's independence should be the starting point of any transport requirement.
- People who qualify for concessionary travel or have access to DLA/PIP which includes a transport element, have a mobility car or their own car should use these to travel to and from Community Options facilities.
- For those who are unable to either access public transport, or any of the other means illustrated above to attend Community Options facilities they may be charged for using assisted transport. *(this section is yet to be enacted as of November 19)*

<b>A. Details of assessment (to be completed by assessor prior to panel):</b>				
1	Name of citizen			
2	Establishment attending:			
3	Attendance:			
	Number of days:	5	Which days attending:	
4	WCCIS number:		5. Date of Panel:	13/11/19
6	Name of social worker assessing: - Anne James / Sarah Savage		7. Date of assessment:	
<b>B. Outcome of assessment (to be completed by assessor prior to panel):</b>				



8	Is the citizen eligible for transport:	<b>YES</b>	<b>NO</b>
	<b>If no what criteria has been used:</b>	<b>Please circle</b>	
8a	Person has access to a Motability vehicle?	Yes / No	
8b	Person is able to use public transport / has concessionary travel pass?	Yes/ No	
8c	Person has the higher rate of mobility (DLA/ PIP) and can access a taxi / public transport to attend?	Yes/ No	
	If any of the answers to questions 8 a, b or c are YES then <u>citizen is not eligible to assisted transport</u> <b>unless</b> exceptional circumstances are identified – please explain below on what grounds exceptional circumstances have been identified e.g. citizen cannot travel unaccompanied due to health needs/ unable to access Motability vehicle etc...		
<b>B Recommendation of panel – to be completed at panel:</b>			
9a	Panel recommends that citizen is eligible for assisted transport	Yes/ No	
9b	Panel recommends that citizen is NOT eligible for assisted transport	Yes / No	

<b>Authorised by panel members:</b>	Signed:
	Signed:
	Signed:
<b>Confirmation as to who is notifying citizen of outcome of panel:</b>	