

# London Borough of Richmond upon Thames Council Adult Social Care

We are writing a Transport Assistance Policy

**What do you think?**



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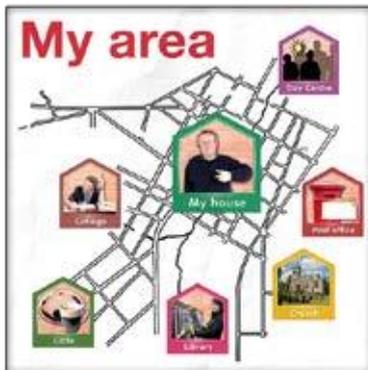
## About Transport Assistance



The Care Act 2014 is a law about care and support for adults in England.



If you have had a care and support assessment, we will look at what you need to help you live your life.



You might need support to travel to get to:

- doctor appointments
- work
- shops
- meeting your friends



We will help you find the right support so that you can do this **independently** and safely.



When we say **independently** this means by yourself or with someone to help you.



The council might need to pay for your travel. This is called Transport Assistance.



Transport Assistance might be a:

- mini bus
- taxi
- volunteer driver.



Richmond upon Thames Council is changing how we look at Transport Assistance.



This document explains what we want to put in the Policy.



We want to know what you think?

Read this information and answer the questions that start on page 10.



## What we are going to do

We are writing a Transport Assistance Policy.



The Policy will say:

- who can get Transport Assistance
- how we will give support to people who need it.



The new policy will be for people:

- aged 18 years and over
- who normally live in Richmond
- who have had an assessment that says they need care and support.



**The policy does not include transport to open access Day Centres.**



## Why change?

We want to do what the Care Act 2014 says. This means we need to do things in a different way.



## Things we need to do

Ask you what you would like in your life.

Look at what you are good at.

Support you to be as independent as you can be.



Look at what support you have from your family, friends and local community.

Make sure Transport Assistance is fair for everyone who needs it.



This means helping people understand:

- who can get help
- what kind of support they can get



Make sure our services work for people now and in the future



Like lots of other Councils, we have less money to spend on our services.

We need to make sure we can give support to people when they need it.



## Our plans

We want to support people to travel **independently** and safely by:



- Public transport like buses and trains.



- Motability Vehicles. These are cars that you can pay for with some benefits.



- Walking or moving about with help. Help can mean a stick, wheelchair or scooter.



Here are 3 things we want to put in our Policy.

## 1. How we will assess a person's need for transport assistance

We will work with you to look at:



- What you are good at and what you can do to sort out your own travel.

This might be with support.



- If you are safe when you travel independently.
- How you can be supported by friends, family and your local community.



- What kind of transport would work best for you and how much it will cost.



## 2. Make sure people can understand the rules about who can get Transport Assistance. These rules are called eligibility.



The Care Act 2014 says who is eligible for care and support and how we should assess people.

If your assessment says you need support to travel, we will always look at the best way to do this.



### When we will not give Transport Assistance

If you can safely and independently:

- travel on public transport.
- use a Motability Vehicle.
- walk or move about with help.



If your carer, family or friends can help you and want to help you with transport.



If you have your own car to use.



If you have a Motability vehicle.



If you get the mobility component of the:  
Disability Living Allowance or  
Personal Independence Payment  
**and** it includes your transport needs.



If you are not eligible for transport assistance,  
we might still be able to help.

### **When will the changes happen?**

We will soon work with people who already  
have transport assistance.

We will look at how we can help people be  
as independent as possible.



### **What happens if your transport assistance changes?**

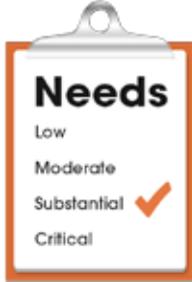
A Social Worker will work with you and  
your family to look at what you need to  
live your life.



You will write a plan together that says  
how you will be supported to change how  
you travel.



If we plan to stop your transport assistance, we will not do this straight away. We will make sure you are confident and safe when you travel independently before we stop it.



Not everyone can travel independently. We may not need to change how you travel.



## What do you think?

We want to know what you think about our plans.

Please answer the questions.



When you have finished send it back to us at:

**Adult Strategic Performance c/o  
Transport**

**Consultation**

**Adult Social Care Department**

**Third Floor, Civic Centre**

**Twickenham**

**TW1 3BZ**



We need your answer back by **5pm on Monday 23<sup>rd</sup> March 2020.**



**Question 1: What best describes you?**

- I am using transport paid for by the council.
- I do not use transport paid for by the council but I might need to in the future.
- Other. Please tell us.



**Question 2: Do you understand why we are making changes?**

- Yes       No       Not sure



**Question 3: How can we make the policy easy to understand?**



**Question 4: Do you think the council should support people to travel as **independently** as they can?**

- Yes  No  Not sure



**Question 5: Thinking about the 3 things we want to put in the policy.**



a) Do you think it is ok to ask people to travel independently if they can?

Yes  No



b) Some people can get other benefits or cheaper travel. Do you think they should use this instead?

Yes  No



c) Do you think it is ok to ask a carer, family member, friend or neighbour to help with transport if they can and want to?

Yes  No



**Question 6: Some people who have transport paid for by the council use taxis.**

**Do you think it ok to ask them to share a taxi if they are going near each other?**

Yes  No



**Travel training gives people confidence and the skills to travel **independently**:**

- on buses
- on trains
- when walking



**7: Do you think travel training would help some people be able to travel independently and safely?**

Yes  No

**Question 8: What is the best way to do travel training?**



- On your own with a person who is trained to help with travel training.
- In a classroom.
- On a computer.
- Other. Please tell us.



**Question 9: The new policy might make changes to how you have to travel.**

**How can we best support you with this?**



**Question 10: Do you want to tell us anything else about our policy?**



**Question 11: In future how do you want us to talk to you about any changes to our services?**



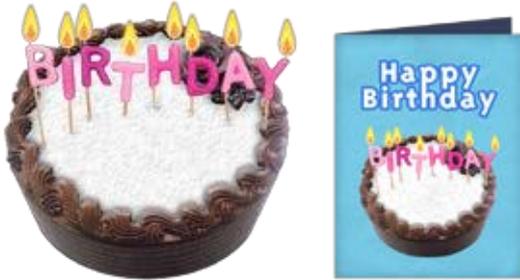


## About you



What sex are you?

- Man       Woman  
 Prefer not to say



How old are you?



What is your ethnic group?

Tick 1 box

White or White British



Black or Black British



Mixed or Mixed British



Asian or Asian British

Other. Please tell us.



**Do you have a disability?**

Yes

No

**If you said yes, what disability do you have?  
You can tick more than 1 box.**



I have problems moving or walking



I have a Learning Disability



**Communicate**

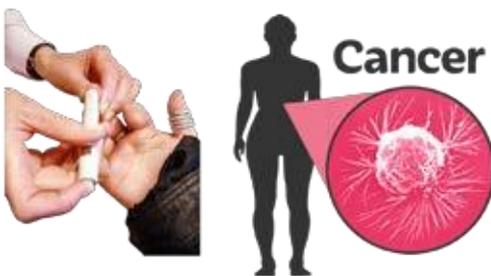
I am Deaf or I find it hard to hear



I am Blind or I find it hard to see even with glasses on



I have a Mental Health Condition



I have an illness that lasts a long time. This means things like cancer, diabetes and epilepsy.

Other. Please tell us.