

London Borough of Richmond upon  
Thames Council

**Adult Social Care**

**Transport Assistance  
Consultation**



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## Introduction

This document outlines the proposed changes to the assessment and provision of transport assistance in the London Borough of Richmond upon Thames. This document explains:

- Why we are proposing to make changes
- What we are proposing to do
- How you can help by providing us with suggestions
- What will happen next.

## Why are these changes happening?

The Care Act 2014 presented a shift in focus towards prevention and supporting people to stay as independent as possible. The Act requires the Council to consider people's own strengths and capabilities and what support might be available from their wider support network or their local community to help meet their needs. Transport is one of the areas where residents should be supported to be as independent as possible.

Like other Councils, we have to find ways of reducing spend on some services while ensuring that we are able to provide much needed care and support to those who need support. Richmond is facing growing pressures on local services because of increasing numbers of children and adults requiring social care. Our aim is to provide sustainable services for the longer term and to ensure fair, simple and clear policies that are consistent and straightforward for residents of all ages.

We have considered a range of options, including keeping things as they are now. However, we have concluded that it is not going to be possible to make sure our assessment process is fair and consistent without a clear policy.

We have drawn up the following proposals on which we would like your input. While we are consulting on each proposal separately, our future policy would need to cover each of the issues raised in the four proposals, following consideration of the feedback received during this consultation.

## Our proposals

**Proposal 1:** To introduce clear and consistent eligibility criteria for the provision of transport assistance and support.

**Proposal 2:** To adopt a strengths-based approach to assessment that aligns with our commitment to support residents to be as independent as possible.

**Proposal 3:** To introduce a Transport Assistance Policy that would replace existing arrangements for the assessment and provision of travel assistance and support.

**Proposal 4:** To align this policy with Children's Services (provided by Achieving for Children) to create a consistent approach for transport users of all ages.

## Have your say

We are keen to hear the views of anyone who would like to comment on these proposals, but particularly adults who are currently receiving transport support from the Council or who think they are likely to need assistance with transport in the coming years.

If you have any questions about these proposals or would prefer this document in a different format or language or would like some help with completing the questionnaire, please contact:

Telephone: 020 8891 7151

Email: [acis@richmondandwandsworth.gov.uk](mailto:acis@richmondandwandsworth.gov.uk)

## Completing the questionnaire

Please read all the information about the proposals and complete all sections of the questionnaire that you would like to comment on. You can complete the online questionnaire at: [www.richmond.gov.uk/council/have\\_your\\_say/consultation](http://www.richmond.gov.uk/council/have_your_say/consultation).

If you would prefer a hard copy of these documents, please contact us on the details above.

## Confidentiality

All the information you provide will be treated in the strictest confidence. It will not be attributed to you personally or passed on to third parties and it will only be used for the purposes of this consultation.

## What will happen next?

At the end of the consultation, all the comments received will be considered carefully to help us formulate the final proposals and implementation plan. A report summarizing the findings will be published on the Council's consultation pages at [www.richmond.gov.uk/council/have\\_your\\_say/consultation](http://www.richmond.gov.uk/council/have_your_say/consultation).

**This consultation will run from 2 March to 30 March 2020.**

## Proposal 1: To introduce clear and consistent eligibility criteria for the provision of transport assistance and support

The Care Act 2014 sets out the framework for assessment and the national eligibility criteria for care and support. Eligibility for transport should be considered through the assessment of needs or the review of care and support needs for existing users. Where an assessment has established that a person has an eligible need to make use of facilities or services in the local community, staff will work with the person to consider how the person can be supported to access the community.

It is important to note that the Council has discretionary powers under the Act to meet non-eligible needs, and as such, individual circumstances can always be considered.

As part of the development of this policy, we will create these criteria, taking into consideration contributions made in this consultation.

### What are the reasons for Proposal 1?

Currently the Council does not have a formal policy or eligibility criteria regarding the provision of transport and travel assistance for adults and meeting the needs of those who need support.

### What are the pros and cons for Proposal 1?

Pros	Cons
<ul style="list-style-type: none"><li>▪ Introducing eligibility criteria will ensure a fair and consistent approach to the identification and provision of transport and travel assistance.</li><li>▪ Eligibility for care and support and any provision of transport or travel assistance will be reviewed regularly as part of the person's planned review or earlier if there are any unexpected changes in circumstances.</li><li>▪ We recognise that independent travel may not be an option for everyone. Having clear eligibility criteria will ensure our assessments are fair and consistent in identify the appropriate support to meet individual needs.</li></ul>	<ul style="list-style-type: none"><li>▪ Some people may no longer be eligible for transport assistance.</li><li>▪ Staff across all teams will need to be briefed on the new policy and be clear about the eligibility criteria.</li></ul>

## Proposal 2: To adopt a strengths-based approach to assessment that aligns with our commitment to support residents to be as independent as possible

Our vision is to “deliver the best for residents” who use our services and support them to be as independent and well as possible. We want to achieve this goal through positive conversations about what people can do for themselves and their ambitions, rather than focusing on what is not going so well in their lives and taking the time to find out what people need to live the best life they can.

A strengths-based approach is about supporting an individual’s independence, resilience and ability to make choices and connecting them to support provided by the voluntary and community sector. It is fundamentally about taking an enabling approach and “working with” people to be as independent as possible, rather than providing help and services that “do things for” people.

It is not about giving people less support and services, but about working in partnership with people and their families to recognise and access their own strengths and resources. Where people do need ongoing support, it is about working together as a whole system to support people in the way that they want.

The policy would help people get on with their lives as independently as possible before introducing reliance on statutory services.

### What are the reasons for Proposal 2?

Providing transport on a regular basis can create dependency, cause loss of confidence to travel independently and mean people are less physically active than they would otherwise be, had they travelled independently.

### What are the pros and cons for Proposal 2?

Pros	Cons
<ul style="list-style-type: none"><li>▪ Introducing this approach will help us support more people to arrange their own travel or travel independently.</li><li>▪ Taking a strengths-based approach can support people to understand their own needs and capabilities better to help them make the most of their own resources and support networks.</li><li>▪ It can also enable people to improve their overall wellbeing and stay independent for longer.</li></ul>	<ul style="list-style-type: none"><li>▪ Some people may lack the confidence and skills to travel independently and need a period of specific support.</li><li>▪ Time to train staff across all teams to undertake strengths-based assessments.</li><li>▪ There may not be enough capacity to deliver travel training and additional training may need to be commissioned.</li></ul>

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|---|--|
| <ul style="list-style-type: none"><li>▪ This focus will also ensure the most cost-effective and sustainable travel arrangements available are being made.</li></ul> |  |
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### **Proposal 3: To introduce a Transport Assistance Policy that would replace existing arrangements for the assessment and provision of travel assistance and support**

The provision of transport is not a statutory service in its own right and assistance with travel should only be provided where this relates to an assessed eligible support need. Eligible support needs in relation to transport are identified through an assessment of needs under the Care Act 2014.

Where the Council has assessed a person as eligible for care and support and one of the person's needs is to make use of necessary facilities or services in the local community, the Council must ensure this need is met and identify whether support with travel is required.

The proposed policy would apply to adults who are ordinarily resident in Richmond with assessed eligible care and support needs under the Care Act 2014.

#### **What are the reasons for Proposal 3?**

Currently, the Council does not have a formal policy regarding the provision of transport and travel assistance for adults. The aim of the new policy is to ensure a fair and consistent approach to the identification and provision of transport and travel assistance and meeting the needs of those who need support.

#### **What are the pros and cons of Proposal 3?**

<b>Pros</b>	<b>Cons</b>
<ul style="list-style-type: none"><li>▪ Introducing this policy will help us to support people to live and travel as independently and safely as possible.</li><li>▪ The new policy will help support more people to use commonly available transport, such as public transport and Motability vehicles, and by encouraging walking, or mobilising with the use of aids, either independently or with support.</li><li>▪ This focus will also ensure the most cost-effective and sustainable travel arrangements available are being made.</li><li>▪ We recognise that independent travel may not be an option for everyone. Having a clear policy will ensure our assessments are fair and consistent in identifying the appropriate support to meet individual needs.</li></ul>	<ul style="list-style-type: none"><li>▪ Some people may no longer be eligible for transport assistance.</li><li>▪ Staff across all teams will need to be briefed on the new policy to ensure it is consistently applied.</li><li>▪ Current transport providers need to be engaged to ensure effective partnership working.</li></ul>



## Proposal 4: To align this policy with Children’s Services (provided by Achieving for Children) to create a consistent approach for transport users of all ages

Our aim is to create a consistent and navigable system for all residents of Richmond that require transport assistance, whatever their age. With this goal in mind, we propose to align the transport policies in children’s and adult services for young people aged 19-25 in education, who may continue to receive support from children’s services in certain circumstances.

Achieving for Children (AfC), the organisation that provide children’s services in Richmond and Kingston, have started to write proposals for a new Special Educational Needs and Disabilities Transport Policy. With the results of this consultation in mind, we plan to work in close partnership with AfC to ensure that both policies are aligned and provide common criteria for transport assistance in the borough.

Young adults will primarily be assessed against the eligibility criteria specified in the Care and Support (Eligibility Criteria) Regulations 2014 in order to determine how best to meet that individual’s needs. Both children’s and adult services will adopt a strengths-based approach to assessment (as set out in proposal 2) and take into account individual needs and circumstances when determining how best to meet the person’s needs.

### What are the reasons for Proposal 4?

Currently, the Council does not have a formal policy regarding the provision of transport and travel assistance for adults. The aim of this proposal is to ensure the new policy takes into account the overlap between children’s and adult services for young adults and to ensure a fair and consistent approach to meeting the needs of those who need support with transport.

### What are the pros and cons of Proposal 4?

Pros	Cons
<ul style="list-style-type: none"><li>▪ A consistent policy approach would ensure continuity and allow for smoother transition from children’s services to adult social care.</li><li>▪ Both policies would provide a set of common principles for young adults and their families.</li><li>▪ Introducing a common approach will help us support more young</li></ul>	<ul style="list-style-type: none"><li>▪ Differences in funding in AfC and ASC may present a challenge at the point of delivery.</li><li>▪ Staff across children’s and adult services will need to be briefed on both policies and be clear about areas of joint working.</li><li>▪ Some young adults may no longer be eligible for transport assistance even</li></ul>

people to learn to arrange their own travel and/ or travel independently.

- This approach will promote the overall wellbeing of young adults and ensure the most cost-effective and sustainable travel arrangements available are being made.

this support was previously provided by Children's Services.

## Case Studies

Tom is 36 years old and has learning difficulties. Accessing education and spending time with his peers are very important to Tom. He currently attends Richmond Adult Community College 3 days a week by taxi with the help of an escort.

Tom is a little shy and needs constant support, but he does not have any challenging behaviour. Some of his peers who also attend Richmond Adult Community College live in the same area and travel by taxi. Between them, it may be possible to share a taxi.

Jenny is 22 years old and has learning difficulties and ADHD. Jenny currently attends college and is looking forward to finding a job when she graduates.

She wants to become independent in the community and learn to use public transport. She can follow simple instructions and has asked for travel training to help prepare her.

She currently takes a shared taxi to college four days a week. With some training and support she could start to travel to college using public transport to prepare her to be more independent.

Liam has severe autism, learning difficulties and cerebral palsy. He has difficulty accepting change, and gets frustrated when not understood, leading to violent outbursts. His eligible needs include getting out into the community and accessing education. It is important that Liam attends education as it gives them a chance to get a break from their caring role.

Liam has no road or safety awareness and cannot be left alone. He currently needs two escorts to support him to travel to college by taxi. His behaviour is so challenging, it has been difficult to find escorts who will work with him. It would not be possible for him to travel by public transport and his mother alone is unable to accompany him and manage his behaviour.

Therefore, Liam will continue with his current transport arrangements.

Sue is 67 years old and has mobility issues. She uses an electric wheelchair. Being social and visiting her sister and her friends is important to Sue. She also likes to do her own shopping when possible.

Sue currently uses taxis to go to a social club and to visit her sister. In the past, she has used dial-a-ride and a Taxicard. With a little support and planning, Sue should be able to make her own arrangements.