



Wandsworth Borough Council
Adult Social Services

**Adult Social Services
Transport Assistance Policy
Consultation**

March 2019

Contents

Introduction	3
Proposal 1: To introduce a Transport Assistance Policy from September 2019, which will replace existing arrangements for the assessment and provision of travel assistance and support.....	5
Proposal 2: To adopt a strengths-based approach to assessment, which supports our commitment to support residents to be as independent as possible.....	7
Proposal 3: To introduce clear and consistent eligibility criteria for the provision of transport assistance.....	8
Proposal 4: To include transport costs within a person’s care and support plan and personal budget.....	10
Proposal 5: To implement the new policy from September 2019.....	11
Case Studies	11

Introduction

This document sets out the proposed Adult Social Services Transport Assistance Policy from September 2019. This policy would replace the existing arrangements for the assessment and provision of travel assistance and support in adult social care.

This document explains:

- Why we are proposing to make changes
- What we are proposing to do
- How you can help by telling us what you think
- 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 Adult Social Services is seeking to support residents 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. Wandsworth is facing growing pressures on local services because of increasing numbers of people requiring adult social care. Our aim is to provide sustainable services for the longer term. We also want to make sure we are providing fair, simple and clear policies, which are consistent and straightforward.

We have considered a range of options, including keeping things how 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, which we would like your views on.

Our proposals

Proposal 1: To introduce a Transport Assistance Policy from September 2019, which will replace existing arrangements for the assessment and provision of travel assistance and support.

Proposal 2: To adopt a strengths-based approach to assessment, which supports our commitment to support residents to be as independent as possible.

Proposal 3: To introduce clear and consistent eligibility criteria for the provision of transport assistance and support.

Proposal 4: To include transport costs within a person's care and support plan and personal budget.

Proposal 5: To start implementing the new policy from September 2019.

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

Completing the questionnaire

Please read all the information about the proposals and complete all sections of the questionnaire, which you would like to comment on. The Adult Social Services Transport Assistance Policy and Equality Impact and Needs Assessment (EINA) give more detail about the potential impact of the proposals. Please read these before answering the questionnaire, so that you have all the available information before giving us your views.

You can complete the online questionnaire at:

<https://haveyoursay.citizenspace.com/wandsworthasd/transport-19>

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.wandsworth.gov.uk/consultation.

This consultation will run from 13 March until 26 April 2019.

Proposal 1: To introduce a Transport Assistance Policy from September 2019, which will 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 will apply to adults aged 18 years and over who are ordinarily resident in Wandsworth with assessed eligible care and support needs under the Care Act 2014. The provision of transport to open access day centres in the borough is not within the scope of this policy.

What are the reasons for Proposal 1?

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 1?

Pros	Cons
<ul style="list-style-type: none"> ▪ Introducing this policy will help us to support people to live and travel as independently and safely as possible. ▪ 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. ▪ The proposed changes will also ensure the most cost effective and 	<ul style="list-style-type: none"> ▪ Some people may no longer be eligible for transport assistance. ▪ Staff across all teams will need to be briefed on the new policy to ensure it is consistently applied. ▪ Current transport providers need to be engaged to ensure effective partnership working.

<p>sustainable travel arrangements available are being made.</p> <ul style="list-style-type: none">■ 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.	
---	--

Proposal 2: To adopt a strengths-based approach to assessment, which supports 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 do this 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.

This shift in approach is fundamentally about taking an enabling approach and “working with” people to be as independent as possible, rather than providing help and services which “do things for” people. Our approach is not about giving people less support or services, but about working in partnership with people, their families, local communities and services to recognise and access their own strengths and resources and to 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 of Proposal 2?

Pros	Cons
<ul style="list-style-type: none"> ▪ Introducing this approach will help us support more people to arrange their own travel or travel independently. ▪ 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. ▪ It can also enable people to improve their overall wellbeing and stay independent for longer. ▪ The proposed changes will also ensure the most cost effective and sustainable travel arrangements available are being made. 	<ul style="list-style-type: none"> ▪ Some people may lack the confidence and skills to travel independently and need a period of specific support. ▪ Time to train staff across all teams to undertake strengths-based assessments. ▪ There may not be enough capacity to deliver travel training and additional training may need to be commissioned.

Proposal 3: To introduce clear and consistent eligibility criteria for the provision of transport assistance

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, this means that individual circumstances can always be taken into account.

Under the proposal, transport will not be provided where the following options are available and feasible:

- Where the person is willing and able to safely make their own journey by public transport independently with or without mobility aids or with support from family, friends or a care and support worker;
- Where the person’s carer, family or friends are willing and able to assist with transport;
- Where the person has access to a private car for personal use;
- Where the person has access to a Motability vehicle;
- Where the person receives the mobility component of the Disability Living Allowance (DLA) or Personal Independence Payment (PIP) and these cover assessed transport needs.

What are the reasons for Proposal 3?

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 of Proposal 3?

Pros	Cons
<ul style="list-style-type: none"> ▪ Introducing eligibility criteria will ensure a fair and consistent approach to the identification and provision of transport and travel assistance. ▪ Eligibility for care and support and any provision of transport or travel assistance will be reviewed regularly as part of the person’s planned 	<ul style="list-style-type: none"> ▪ Some people may no longer be eligible for transport assistance. ▪ Staff across all teams will need to be briefed on the new policy and be clear about the eligibility criteria.

<p>review or earlier if there are any unexpected changes in circumstances.</p> <ul style="list-style-type: none">■ 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.	
--	--

Proposal 4: To include transport costs within a person’s care and support plan and personal budget

For everyone whose eligible needs are met by the Council, a personal budget must be included in the care and support plan. The personal budget represents the public money that the Council will spend to meet people assessed eligible needs.

The provision of any transport assistance must be included in the person’s care and support plan. The costs of any transport provided will be part of the individual’s personal budget meaning they may be required to contribute to the cost of transport assistance they receive in line with the Council’s [Adult Social Services Contributions Policy](#).

The amount of money a person contributes towards the cost of their care and support depends on their financial circumstances. Where a person is already paying a contribution, the amount they pay will stay the same if the costs of their care and support increase.

What are the reasons for Proposal 4?

Currently transport costs are not included in the personal budget meaning there is no single overview of all care and support provided to meet a person’s assessed eligible care needs.

What are the pros and cons of Proposal 4?

Pros	Cons
<ul style="list-style-type: none"> ▪ Including any transport and travel assistance in the care and support plan and personal budget will ensure all care and support provided is recorded in one place. ▪ The proposed changes will also ensure a fair and consistent approach to the provision of and charging for transport and travel assistance. 	<ul style="list-style-type: none"> ▪ Transport costs will be subject to charging under the Council’s Adult Social Services Contributions Policy.

Proposal 5: To implement the new policy from September 2019

It is proposed that the policy will be implemented from September 2019 for all new service users. A review of current transport arrangements for existing service users will start in September 2019 and will continue for several months.

Where it has been agreed that service users no longer require Council-funded transport, existing transport arrangements will continue until staff are confident that it is safe and reasonable to implement changes to these arrangements. The Council recognises that independent travel is not a suitable option for everyone and in some cases the transport arrangements will remain unchanged.

What are the pros and cons of Proposal 5?

Pros	Cons
<ul style="list-style-type: none"> ▪ Reviews will be undertaken using an individual strengths-based approach, which will look at all the care and support arrangements in place, with the aim of supporting the person to be as independent and well as possible. ▪ Council staff will work with service users and their families to review and revise care and support plans where applicable. ▪ Council staff will set out any new transport arrangements and how service users will be supported to ensure that these new transport arrangements are working well and that service users are supported through this transition period. 	<ul style="list-style-type: none"> ▪ Some people may no longer be eligible for transport assistance. ▪ Independent travel is not a suitable option for everyone. ▪ There may not be enough capacity to deliver travel training and additional training may need to be commissioned.

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 Share Community 5 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 Share Community 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 education 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.