

**DERBYSHIRE COUNTY COUNCIL****CABINET****21 JANUARY 2014****REPORT OF THE STRATEGIC DIRECTOR FOR ADULT CARE****CONSULTATION ON THE INTRODUCTION OF AN ADULT SOCIAL CARE  
TRANSPORT POLICY****ADULT SOCIAL CARE****1. Purpose of the Report**

To seek Cabinet approval to commence a formal consultation process in respect of the proposal to introduce an Adult Social Care Transport Policy and the introduction of a charge for transport provided or arranged by the County Council.

**2. Information and Analysis****2.1 Context**

Due to reductions in funding from central government, Derbyshire County Council must reduce its expenditure by £157m over the next 5 years.

In order to meet these targets, Cabinet is reviewing all areas of income and expenditure. Cabinet will be guided in its decision making by the priorities contained within the new Council Plan, as it is developed.

Currently there is no Adult Care Transport Policy; this has caused a lack of clarity for individuals, their family carers and staff about access to transport provided or arranged by the County Council. There is no specific charge for the transport. Adult Care spends around £3.034m per year on transport (this amount varies slightly year-on-year according to usage); it includes paying for drivers and passenger assistants.

**2.1.1 Legal Framework Underpinning the Provision of Transport by Adult Care**

The arrangement or provision of transport by the council may be an eligible need under section 2(1)(d) of the *Chronically Sick and Disabled Persons Act*

1970 and the current statutory guidance on eligibility for adult social care *Fair Access to Care* (FACS) 2010.

Charging for eligible transport is subject to the statutory guidance *Fairer Charging for Home Care and other Non-Residential Services* June 2013) using powers conferred under section 7 of the *Local Authorities Social Services Act 1970*; and statutory guidance to local authorities *Fairer Contributions Guidance – Calculating an Individual’s Contribution to their Personal Budget* November 2010.

Transport can also be provided and charged for as a general welfare service under sections 1 to 3 of the *Localism Act 2011*.

## 2.2 Current Provision

Around 1,150 people per year have transport funded by Adult Care; of whom approximately 625 have a Learning Disability or a Physical Disability and 525 are Older People. In addition, some people make their own transport arrangements, for example by travelling independently or being transported by a family member.

Transport is generally recharged to Adult Care via a Service Level Agreement (SLA) between Adult Care and Environmental Services, which is projected to be £2.5m in 2013/14. Adult Care also provides transport using centre-based vehicles and drivers funded through each centre’s budget, which is projected to be £534k in 2013/14.

Included in the SLA re-charge is approximately £50K (amount varies according to use) per year to provide transport (including driver overtime) for a number of clubs for people who have a physical disability, luncheon clubs and craft groups. Four of the luncheon clubs also receive an annual grant from Adult Care towards their running costs.

The SLA accompanied the transfer of vehicles, staff (drivers and business support assistants) commitments from the former social services transport department to Environmental Services. Consequently, it is based on the resources, commitments and costs that existed at the point of transfer on the 1st January 2007 rather than any pre-determined level of service/unit cost.

## 3. Transport Policy: Proposals

In the current financial climate the County Council aims to focus its resources for social care on those people who need them the most, as set out in the proposed Transport Policy attached as **Appendix 1**. The County Council is committed to promoting people’s independence, and that means every effort will be made to encourage people who access community services to travel as independently as possible.

The proposed Adult Care Transport policy would need to be implemented appropriately and equitably to ensure that people do not become dependent on unsustainable travel arrangements as a means of accessing the support and services they need.

Carers' views and needs would need to be taken into account in determining travel arrangements: this would reduce the potential for a negative impact on the sustainability of the caring role.

### 3.1 Proposed Transport Policy - Purpose

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

- Support with transport is provided in a fair and equitable way, for people with eligible assessed needs on the basis of clear criteria.
- Eligibility for transport for people is identified through the social care needs assessment process.
- The independence and inclusion of people is promoted by encouraging and supporting a range of travel options including independent travel and the use of concessionary travel passes.
- Co-funding contributions for FACS eligible transport complies with the "Fairer Charging" Policy.
- Efficient use of resources and avoiding spending public money unreasonably.
- The reduction in air pollution and to encourage the use of sustainable resources by promoting the use of public and shared transport.

### 3.2 Detailed Transport Policy Criteria Proposals

It is proposed that the following are the subject of consultation:

#### 3.2.1 Scope

The Adult Care Transport Policy would apply to people:

- Who have an assessed eligible social care need for transport.
- Are aged over 18 and not in fulltime education.
- Are ordinarily resident in Derbyshire.

#### 3.2.2 Adult Care Transport Policy Criteria

1. Although a person may attend a specific community service/ activity to meet their Derbyshire Fair Access to Care Services (FACS) eligible needs, they will not be eligible automatically for transport to and from the service/ activity.

2. A person will be assessed as having an eligible need for transport through the application of the Adult Care Transport Policy as part of the FACS assessment or review. This will include consideration of whether they have other 'reasonable' alternative methods of transport, as defined in the policy and whether or not it is reasonable to expect them to make their own arrangements.
3. The identification of transport needs will be part of the regular assessment and support planning reviews.
4. Transport will only be provided or arranged to the closest appropriate setting to meet the eligible needs. If a client chooses to access a community service or activity that is further away, transport would only be provided to the closest appropriate setting – see below for non-eligible transport.
5. Due to a previous inconsistent approach, fuel or other associated travel costs will not be reimbursed by the Council, for example if a person is transported by a family member or if they live in a residential care home.
6. Transport will be provided or arranged in the safest and most cost effective way, this may include using shared transport with different client groups. The 'Procedure for Safe Transportation of Social Care Service Users in Derbyshire' will apply.
7. Appropriate risk assessments will be completed, if required, for example when using shared transport.
8. Determining the best way to meet the eligible transport need will be addressed at the support planning stage. This 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 client's dependence on others.
  - Ensuring clients 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.

### 3.2.3 People who do not have an eligible need for transport provided by the Council

Where a person is not eligible for the provision or arrangement of transport as an assessed need / community care service, including where a client chooses to access a community service or activity that is further away than the closest appropriate setting to meet their eligible needs then either:

- They would need to make their own transport arrangements, if they are able, or with support.

Or

- It may be possible for people to arrange to use transport provided or arranged by the County Council for general wellbeing purposes subject to the availability of transport at the time. There would be a charge reflecting the full cost of the transport.

## 4. Consultation

This proposal has implications for people receiving services commissioned/funded by Adult Care and as such a period of consultation will be required. The length of the consultation will be 12 weeks. A communication plan will be required to make sure that all people who are potentially affected are fully aware of the proposals contained in the Cabinet report and have an opportunity to comment. It is estimated that approximately 1,150 people will be affected by this proposal, some of whom may be contacted as part of other consultation exercises being run by Adult Care or other departments. This consultation will need to extend to include other stakeholders such as statutory agencies and appropriate independent sector groups. Particular consideration will need to be given in this instance to communicating with any hard to reach groups who do not receive a service directly through Adult Care but rather through an organisation commissioned/funded by Adult Care. In all instances material will be prepared in Easy Read format and the proposal will be available both in leaflet/letter format as well as on-line. In addition to this there will be the opportunity for the public to make their views known verbally either by a help-line or through existing forums. Officers will also attend appropriate Board and user group meetings as a further avenue of eliciting opinion on the proposals. The results of the consultation will be subject to a report going to Cabinet accompanied by an Equality Impact Assessment.

## 5. Financial Considerations

### Charging for Transport: Proposals

#### 5.1 People for whom transport is an eligible need

To avoid having to conduct a lengthy financial assessment, the charge for the provision of transport is proposed to be at a flat rate of £5 to each service regardless of whether it be a single or return journey and not based on the journey time or mileage. If a client travels to more than one service in the same day they would be charged the flat rate for each single or return journey, per service. For example, if they travel to a day service and then to a short break service after that, they will be charged £10 for the transport (i.e. £5 to go to the day service and £5 to go to the short break service).

In most cases this charge will be in addition to the contribution clients are obliged to make under the Council's "Fairer Charging" Policy.

The assessment of the client co-funding contribution will comply with Fairer Charging; this will include the safeguard that the sum total of flat rate transport charges and any other disability-related expenditure, in combination with any other care charges, will not reduce the client's income below Income Support/ the Guarantee Credit element of Pension Credit plus 25%.

#### 5.2 Transport provided as a welfare service

Where transport is provided as a welfare service and not an eligible care service, the charging policy must not charge more than cost, overall, over the year. The total sum would be accounted for as "disability-related" expenditure for the purpose of charging for eligible care services.

#### 5.3 People who would not pay for transport

Some people will not have to pay for transport, including where:

- Transport costs are paid by another local authority or by the NHS.
- The client is already paying towards an Independent Living Fund package.
- The client has been discharged from hospital on a Section 117 Agreement (under the Mental Health Act 1983) and this is still in place for after-care.
- Services provided to anyone with Creutzfeldt-Jakob Disease.

## 6. Legal and Human Rights Considerations

The Director of Legal Services has advised that the proposals outlined in this report need to be considered with the proposed changes in other Cabinet reports, in particular Consultation on Proposed Changes to Housing Related Support Services Programme and Consultation on Proposed Changes to

Eligibility for Adult Social Care and Increased Contributions for Non-Residential Care.

Consultation on all the proposals should, as far as practicable, take place at the same time. The information provided to consultees, in each consultation pack, must link to the other proposed changes in order for them to fully understand the global impact of the proposals and allow them to provide informed comment. Consultees should be specifically asked to comment on whether other changes proposed by the Council will, in their view, make the consequences of the proposed changes outlined in this report better or worse and, if so, in what ways.

When considering the proposals it will be essential for Members to have due regard to protecting and promoting the welfare and interests of persons who share a relevant protected characteristic (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation). The proposals will therefore be subject to an Equality Impact Assessment, which will be linked to the Equality Impact Assessments for the other proposed changes, in order for Members to fully consider the impact of all the changes in the round. The assessment of impact on protected groups will include an assessment of any safeguarding issues arising.

## **7. Considerations**

In preparing this report the relevance of the following factors has been considered: financial, prevention of crime and disorder, equality and diversity, human resources, health and property considerations.

## **8. Key Decision**

No

## **9. Call-in**

Is it required that call-in be waived in respect of the decisions proposed in the report?

No

## **10. Background Papers**

None

## **11. OFFICER'S RECOMMENDATION**

To seek Cabinet approval to commence a formal consultation process in respect of the proposal to introduce an Adult Social Care Transport Policy

and the introduction of a charge for transport provided or arranged by the County Council.

A further report will be made to Cabinet with recommendations, following the consultation, accompanied by an Equality Impact Assessment.

**Bill Robertson**  
**Strategic Director – Adult Care**  
**County Hall**  
**MATLOCK**

**DRAFT**  
**ADULT CARE**  
**POLICY FOR TRANSPORT**

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### 1. INTRODUCTION

The new transport policy introduces eligibility criteria to ensure that support with transport is fair and applies consistently across the county.

Adult Care will only arrange or provide transport where it is an agreed eligible need under Fair Access to Care (FACS) or section 2(1)(d) of the *Chronically Sick and Disabled Persons Act 1970* .

### 2. LEGAL FRAMEWORK

Whether transport may be an eligible social care need requires Derbyshire Council to be satisfied it is necessary to provide the service to meet an eligible need [section 2(1)(d) of the *Chronically Sick and Disabled Persons Act 1970* and the current statutory guidance on eligibility for adult social care *Fair Access to Care (FACS) 2010*].

People 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 for support or services.

Transport can also be provided and charged for as a general welfare service under sections 1 to 3 of the *Localism Act 2011*.

Charging for eligible transport is subject to the statutory guidance *Fairer Charging for Home Care and other Non-Residential Services* June 2013) using powers conferred under section 7 of the *Local Authorities Social Services Act 1970*; and statutory guidance to local authorities *Fairer*

*Contributions Guidance – Calculating an Individual’s Contribution to their Personal Budget* November 2010.

Transport can also be provided and charged for as a general welfare service under sections 1 to 3 of the *Localism Act* 2011.

### **3. SCOPE**

The Adult Care Transport Policy applies to people:

- Who have an assessed eligible social care need for transport.
- Are aged over 18 and not in fulltime education.
- Are ordinarily resident in Derbyshire.

### **4. PURPOSE**

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

- Support with transport is provided in a fair and equitable way, for people with eligible assessed needs on the basis of clear criteria.
- Eligibility for transport for people aged over 18, who are not in full-time education is identified through the social care needs assessment process.
- The independence and inclusion of people is promoted by encouraging and supporting a range of travel options including independent travel and the use of concessionary travel passes.
- Co-funding contributions for FACS eligible transport will comply with “Fairer Charging”.
- Efficient use of resources and avoid spending public money unreasonably.
- The reduction in air pollution and encourage the use of sustainable resources by promoting the use of public and shared transport.

### **5. ELIGIBILITY FOR TRANSPORT**

- The person is assessed as having an eligible social care need for transport – see Appendix 1 for details of the criteria;
- Although a client 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.

### **6. PROCESS**

1. 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 people to make their own arrangements (Eligibility Criteria for transport are set out in Appendix 1).

2. Where the way a person 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.
3. Where there is no alternative means of travel provision, the person has an eligible social care transport need.
4. Transport may be provided on a temporary basis and reviewed when the client is able to use an alternative method of transport, for example, public transport.

Then:

5. 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.
6. The transport will be arranged, if required;
7. Transport needs will be included as part of the regular assessment and support planning reviews.

## **7. SUPPORT PLANNING**

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 client'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 client'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 person's and the 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 client's dependence on others.
- How transport support or services that can help people meet their eligible needs will be accessed.
- The clear identification of travel arrangements including a contingency plan in cases of unforeseen changes.

- Ensuring clients 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.

## **8. RISK MANAGEMENT AND SAFEGUARDING**

The 'Procedure for Safe Transportation of Social Care Service Users in Derbyshire' will apply.

In order to make a safe and fair decision, assessors and clients 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 person have a disability, frailty, physical health issue?
- Is there any reason to doubt the person's the ability to make safe decisions regarding their transport arrangements?
- Can the person 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 person? Is it safe for them to access the public transport? Do they need help to use public transport?
- Is there a risk to other people, for example in shared transport?

## **9. PEOPLE WHO DO NOT HAVE AN ELIGIBLE FOR TRANSPORT PROVIDED BY THE COUNCIL**

Where a person is not eligible for the provision or arrangement of transport as an assessed need/ community care service, including where a client chooses to access a community service or activity that is further away than the closest appropriate setting to meet their eligible needs then either:

- They would need to make their own transport arrangements, if they are able, or with support

Or

- It may be possible for people to arrange to use transport provided or arranged by the County Council for general wellbeing purposes subject to

the availability of transport at the time. There would be a charge reflecting the full cost of the transport.

## **10. APPEALS**

The assessment for an Eligible Social Care Need which including any assessed need for support with transport, will be carried out by an operational team member with the client and/ or their family/carer representative.

In cases where agreement cannot be reached the matter will be referred to a Service Manager. The disputes resolution process could follow the Adult Care complaints procedure.

## APPENDIX 1

### ELIGIBILITY FOR TRANSPORT

The needs assessment process will consider what support, if any, is needed in getting out and about. It will include:

- Whether people can access reasonable alternative methods of transport: as set out in the 'Definitions' Appendix 2 below.
- Whether or not it is reasonable to expect people to make their own arrangements; with or without support.

In order to identify if transport needs to be part of the support plan the checklist below need to be asked, in conjunction with the definitions set out in Appendix 2, to assist with the decision-making process:

1. *How far is the support or service from where you live?*

People 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.

2. *Can you walk or cycle 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.

3. *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.

4. *Can you arrange your own transport from an independent source and meet the cost of transport from any mobility allowance awarded to you?*

A client 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 70% is a suggested starting point. Consideration will need to be given about other critical demands placed on the allowance.

If the client is not in receipt of mobility allowance, then support can be provided to make an application.

5. *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.

6. *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?

7. *Can you access transport with a carer, family member or friend?*

Sharing transport with another person may be an option.

8. *Do you live in:*

- *Residential care?*
- *Supported living scheme?*
- *Shared Lives?*
- *Some other supported housing setting?*

Where clients 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.

9. *Should another agency be providing the transport?*

A client 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 client 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 client'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 people who live in rural areas compared to those who live in towns. But broadly, people 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 client 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 clients to use the local transport network at a reduced rate or free, as per the conditions of the pass.

A 'pre-09:30 bus pass' scheme is available, in addition to the Derbyshire Gold Card (based on the English National Concessionary Fare Scheme), which would allow clients to use buses before 9:30am. Previously, some clients were unable to travel on public transport to their given location due to the time restraints of their Derbyshire Gold Card. Clients who have received independent travel training and are able to safely travel on public transport can use the 'pre 09:30 bus pass' to enable them to attend community services on time.

With a 'pre 09:30 pass' clients can travel independently at a predetermined and agreed cost to the authority, which may be significantly less than a taxi/group transport.

'Reasonable' alternative methods of transport:

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

- Where a client can use public transport, voluntary transport, Dial-a-Bus etc. either independently or with support.
- Part of the support planning process may involve investing resources in the short term, to support people 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. 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 client 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 70% is a suggested starting point.
- Where a client has access to their own transport, for example a Motability car. Where a person uses their own or Motability vehicle, not 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 clients 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.
- People 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 client is eligible for funding for their transport from another agency or organisation, for example to attend a service to meet an assessed health need.

## APPENDIX 3

### CHARGING

#### Background

Charging for eligible transport is subject to the statutory guidance *Fairer Charging for Home Care and other Non-Residential Services* (June 2013) using powers conferred under section 7 of the *Local Authorities Social Services Act 1970*; and statutory guidance to local authorities *Fairer Contributions Guidance – Calculating an Individual’s Contribution to their Personal Budget* (November 2010).

Transport can also be provided and charged for as a general welfare service under sections 1 to 3 of the *Localism Act 2011*.

#### General

Clients would be charged for each day that transport has been booked. However if 48 hours’ notice is given to the service that transport is not needed on a particular day, there will be no charge. If there is a good reason why notice cannot be given, for example a hospital admission, the charge may be waived.

#### People for whom transport is an eligible need

The charge for the provision of transport is proposed to be at a flat rate of £5 to each service regardless whether it be a single or return journey and not based on the journey time or mileage. If a client travels to more than one service in the same day they would be charged the flat rate for each single or return journey, per service. For example, if they travel to a day service and then to a short break service after that, they will be charged £10 for the transport (i.e. £5 to go to the day service and £5 to go to the short break service).

The assessment of the client co-funding contribution will comply with Fairer Charging; this will include the safeguard that the sum total of flat rate transport charges, in combination with any other care charges, will not reduce the client’s income below Income Support/ the Guarantee Credit element of Pension Credit plus 25%.

#### Transport provided as a welfare service

Where a person is not eligible for the provision or arrangement of transport as an assessed need/ community care service, including where a client chooses to access a community service or activity that is further away than the closest appropriate setting to meet their eligible need, then:

- It may be possible for people to arrange to use transport provided or arranged by the County Council for general wellbeing purposes subject to the availability of transport at the time.
- There would be a charge at the full cost of the transport.
- Where transport is provided as a welfare service and not an eligible care service, the charging policy must not charge more than cost, overall, over the year.
- The total sum would be accounted for as “disability-related” expenditure for the purpose of charging for eligible care services.

#### People who do not pay for transport

Some people will not have to pay the transport charge, including where:

- Transport costs are paid by another local authority or by the NHS.
- The client is already paying towards an Independent Living Fund package.
- The client has been discharged from hospital on a Section 117 Agreement (under the Mental Health Act 1983) and this is still in place for after-care.
- Services provided to anyone with Creutzfeldt-Jakob Disease.

## APPENDIX 4

### FREQUENTLY ASKED QUESTIONS

**1. Why do we need a Transport Policy?**

Answer: We need to make sure that support with transport arrangements is fair and equitable, and provided for people with eligible assessed needs on the basis of clear criteria.

**2. What services may be affected?**

Answer: mainly day opportunities and respite care, but other regular journey may also be affected.

**3. Will this affect my free Travel Pass e.g. Gold Card?**

No.

**4. Who makes the decision as to whether the Council will provide transport for me?**

The decision will be made as part of your needs assessment or review through discussion with you and/or your carer.

**5. Can I appeal if I disagree?**

You can either contact your allocated worker or make a formal complaint.

**6. Who do I contact if I need more help?**

You should contact your allocated worker.