

# **Transport Policy**

## **Adults Social Care**

April 2023 Version 1.0

## 1. Introduction

- 1.1. This Policy sets out the Council's approach to the provision of travel assistance for Care Act eligible residents - ensuring an equitable needs-based system is in place across Adult Social Care.
- 1.2. This Policy does not cover travel assistance for residents under the age of 25 who require support to travel to and from an education setting. This is covered by the Council's [Home to School / College Transport Policy](#).
- 1.3. This Policy sets out criteria, which practitioners should use to determine whether a resident should be provided with travel assistance, as part of a Care and Support Plan - and seeks to ensure all suitable alternatives have been explored and exhausted.

## 2. Legal Framework

- 2.1. The Care Act (2014) provides a legislative framework as to how Adult Social Care assessments must be conducted and eligibility- determined. Travel assistance is considered as part of this broader assessment of a person's needs, outcomes and wellbeing.
- 2.2. The Act advises that 'Local Authorities should consider the adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing. Local Authorities do not have responsibility for the provision of NHS services such as patient transport, however they should consider needs for support when the adult is attending healthcare appointments'.<sup>1</sup>

## 3. Assessment

- 3.1. The decision to provide travel assistance will be dependent on the needs and circumstances of the resident, as identified via their assessment; and will be determined once all alternative travel options have been fully explored, evidenced and exhausted.
- 3.2. The assessment will focus on the resident's 'assets and strengths' - identifying their ability or potential ability to travel independently. The assessment should promote a culture of risk enablement, taking into account that for some residents to develop and learn new skills could take longer and require support. The focus of the Care and Support Plan will ensure skills in this area are maximised, and independence attained wherever possible.
- 3.3. Residents who can travel to community, social or recreational activities, either independently or with support from family, friends, community partners or support providers (including volunteers) will be expected to do so. The Council will facilitate the signposting towards appropriate travel assistance options (please refer to Appendix A).

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<sup>1</sup> [www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance](http://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance)

#### **4. Risk Enablement**

- 4.1. Identification of risk should not, in itself, be a reason to refrain from trying something new. Residents have the right to take measured risks; however, others should not be put at risk because of this.
- 4.2. Risks should be identified in advance and strategies to manage and / or minimise them be put in place. This should be a collaborative process with the resident, their Carer and those providing care and support. The use of risk assessment enables the choices of residents to be respected and to find the safest way to help them manage these risks.
- 4.3. Where a resident is unable to make a decision for themselves, a Best Interest Decision will be made, in line with the provisions set out in the Section 4 of The Mental Capacity Act (2005). The assessment will explore how this will happen in practice and what contingency arrangements can be established should the planned travel arrangements not be able to take place.

#### **5. Eligibility Criteria**

- 5.1. Travel assistance may be provided in situations where:

- the resident is travelling to a destination which is deemed to be essential in the context of their assessed Care Act eligible needs; or
- the resident is unable to mobilise safely to, and from, their destination, with or without mobility aids, either independently or with support from their Carer, family member(s), friend(s), Support Worker or volunteer; or
- the resident cannot use public transport, Concessionary Travel options, or similar either independently or with support; or
- there are specific Health and Safety reasons which means travel assistance may be necessary to safeguard the resident and / or others; or
- (if applicable), the lower rate mobility element of Disability Living Allowance or Personal Independence Payment is being fully utilised to support the resident's travel assistance needs and they have re-applied for a higher rate of benefit entitlement where appropriate; or
- the resident is unable to attend their nearest community, social or recreational facilities because there is no space available or their cultural specific need cannot be met, and all other options have been explored and exhausted. This may be on a temporary basis until an appropriate place is found nearer to home.

- 5.2. Travel Assistance will not be provided in situations where the resident:

- is assessed as being able to mobilise safely to and from their destination, with or without mobility aids, either independently or with support from their Carer, family member(s), friend(s), Support Worker or volunteer; or

- can use public transport, Concessionary Travel options, or similar either independently, or with support. Residents who qualify for Concessionary Travel will be expected to apply for and use this to meet their needs. The constraints of Concessionary Travel (i.e. no free travel before 09:30) will be taken into account during the assessment; or
- receives the higher rate mobility element of Disability Living Allowance or Personal Independence Payment. In this case, the resident will be required to fully utilise the benefit to access travel assistance; or
- has access to a private car, including a car leased through the Motability scheme. In this case, the resident will be required to travel independently using that vehicle<sup>2</sup>. If the resident uses their own vehicle or Motability car, no petrol costs or other expenses will be considered for funding by the Council; or
- requires support to travel to, and from, work. In this case, residents will be expected to apply for support from Access to Work; or
- chooses to attend community, social or recreational facilities which are not the nearest available resource to meet their assessed need. In this case, the resident will be expected to travel independently or meet the cost of travel assistance.

5.3. This list is not exhaustive, and dependent on a holistic assessment of the resident's circumstances.

## 6. Escorts

6.1. Eligibility for travel assistance does not automatically mean the resident will have a need to be accompanied on their journey by an escort. This must be considered as part of the assessment and take into account the following factors:

- availability of the resident's Carer, family member or friends; and
- the proposed method of transport (for instance, a resident travelling by bus will need a higher level of communication, understanding and mobility than a resident travelling 'door to door' in a taxi); and
- mobility (e.g. a resident's ability to walk and transfer in and out of the proposed method of transport / building where the activity is taking place; risk of falls, risk of self-harm, etc.); and
- communication difficulties; and
- psychological factors (e.g. mental health, dementia, lack of confidence, agoraphobia, etc.); and

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<sup>2</sup> **NOTE:** Motability cars are to be used by the eligible person or for their benefit. If it comes to the attention of the Council that a resident's Mobility car is not being used for its intended purpose, the Council will inform the scheme. For more information, visit: [How you can and cannot use your car | Motability Scheme](#) or call [0300 456 4566](tel:03004564566).

- challenging behaviours whilst travelling; and
- vulnerability, including impact of past experiences and risk of harassment; and
- consideration of degenerative conditions; and
- Mental Capacity; and
- any other factors that may affect personal safety.

6.2. If the ability to travel would be made possible by an accompanying companion, assistance will be provided in applying for Attendance Allowance or Personal Independent Payment to pay for this.

## **7. Review**

7.1. The criteria detailed above applies at review, and at every stage where a resident's needs are being reassessed.

7.2. A resident being accustomed to travel assistance is not a criterion for the continuation of such provision where a suitable alternative has been identified. Any review and proposed removal of travel assistance will be discussed and agreed with the resident or their representative. If appropriate, a time-limited transition period will be agreed so that alternative arrangements can be made.

## **8. Complaints Procedure**

8.1. Any resident who is not satisfied with the Council's decision in relation to transport or the service provided, should in the first instance liaise with their allocated Social Care practitioner. Should the resident remain dissatisfied, the resident may use the Council's Complaints Procedure.

## **9. Travel Assistance and Charging**

9.1. Once eligibility has been confirmed, the Council will facilitate appropriate arrangements for travel assistance, ensuring that the need is met in the best- value way.

## **10. Respite Care Travel Assistance**

10.1. In recognition of the Council's commitment to support Carers, the Council will pay for travel assistance from a resident's home to accommodation based Respite Care.

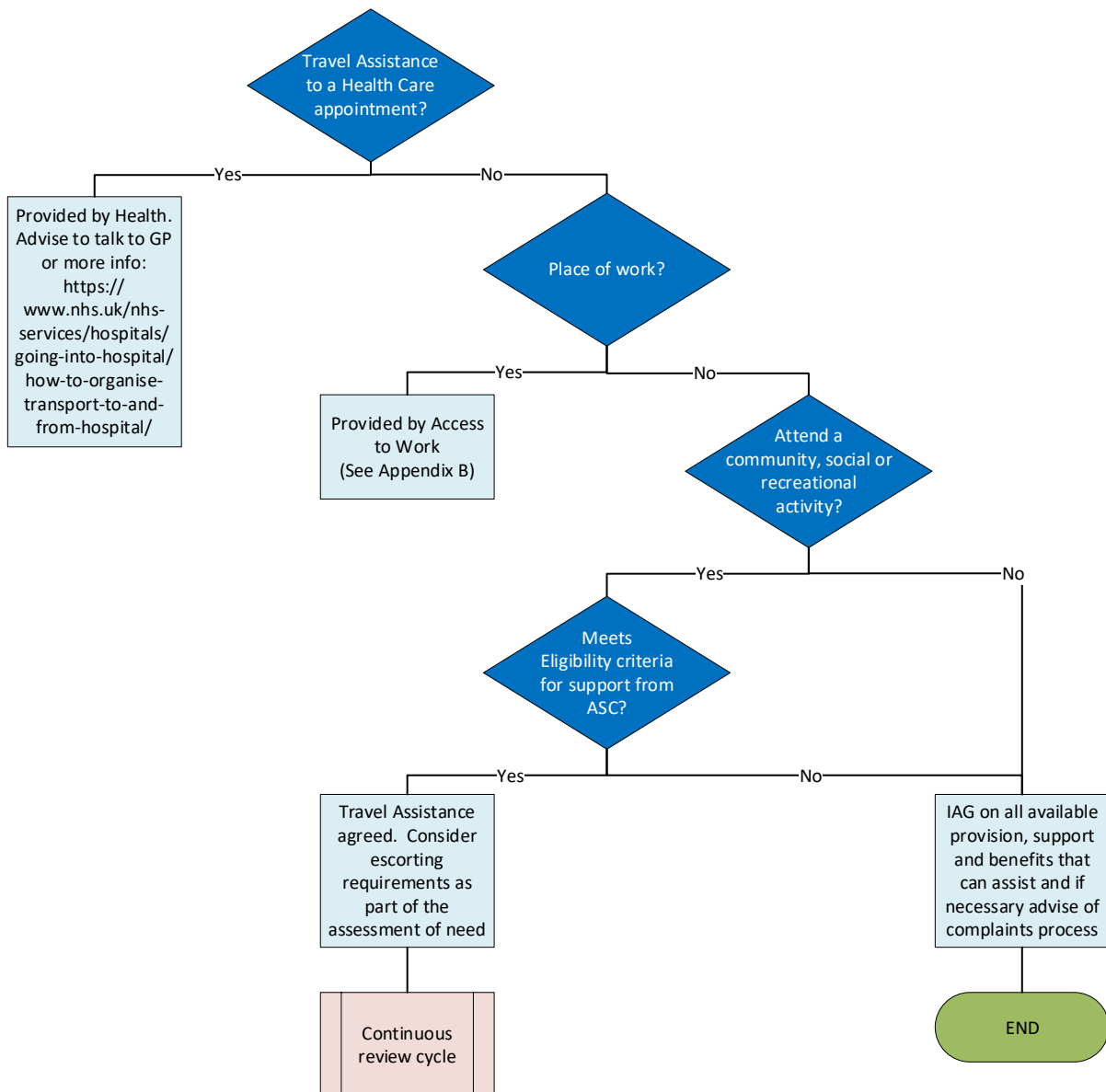
## **11. Care Home Travel Assistance**

- 11.1. The cost of travel assistance from a resident's home to a Care Home or from one Care Home to another will be assessed in line with this Policy's eligibility criteria.
- 11.2. In recognition of the Council's commitment to support Carers, the Council will pay for travel assistance to support a Carer to visit the cared for person living in a Care Home - where the Carer cannot use public transport, Concessionary Travel options, or similar.

## **12. Policy Implementation**

- 12.1. This Policy will be applied from the 01.04.2023 to any new Care Act eligible residents and for existing residents through the annual review process.

Practitioner Guidance



## Travel Assistance Options

### **ACCESS TO WORK**

Access to Work helps people to get or stay in work if they have a physical or mental health condition or disability. The support provided will depend on the person's needs. In relation to travel assistance, support may include:

- adaptations to your vehicle so you can get to work;
- taxi fares to work or a support worker if you cannot use public transport;

It does not matter how much a person earns; and an Access to Work grant does not affect any other benefits and does not need to be paid back.

For more information visit: [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work) or ring 0800 121 7479.

### **CONCESSIONARY TRAVEL**

#### Freedom Pass

Freedom Passes are managed by London Councils.

There are three different Freedom Passes:

- Older Persons - to obtain an Older Persons Freedom Pass a person has to evidence they live in the borough and are aged 66+;
- Disabled Persons - to obtain a Disabled Persons Freedom Pass a person has to evidence they meet one of the six national criteria;
- Veterans - to obtain a Veterans Oyster Card a person has to evidence they receive continuing payments via the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation Scheme (this includes widows, widowers and dependants).

To apply for a Freedom Pass visit: [www.londoncouncils.gov.uk/services/freedom-pass](http://www.londoncouncils.gov.uk/services/freedom-pass) or ring 0300 330 1433.

If eligible a notification will be sent to the Council to issue.

Freedom Passes are FREE; and have to be renewed every five years.

#### Blue Badge

Blue Badges are managed nationally with a set national criteria - based upon a person's mobility and more recently 'hidden disabilities' such as Learning Disabilities and Mental Health needs).



To apply for a Blue Badge visit: [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge) or ring 0300 200 781.

A resident will need:

- a colour passport sized and quality photo;
- proof of address (e.g. a Council Tax or utility bill dated within the last three months);
- proof of identification (e.g. a driving licence or passport).

They will also need supporting evidence such as a letter confirming:

- they are in receipt of Disability Living Allowance (Higher Rate Mobility); OR
- they are in receipt of a Personal Independence Payment with a point score of eight or above for 'Moving Around' or 10 for 'Planning and Following a Journey'

If they need a copy of either of these letters they can ring 08457 123 456.

If they do not have this evidence, they can provide:

- an up-to-date letter of their diagnosis;
- evidence of specialist consultations, ongoing treatment and / or clinic attendances, or referral for such;
- evidence of prescribed medication relevant to their condition;
- an up-to-date Education Health and Care Plan (EHCP);
- Social Care - Care and Support Plan;
- up-to-date letter from a professional involved in their care.

If eligible a notification will be sent to the Council to issue. There is a £10 administration fee.

### Taxi Card

A Taxi Card offers subsidised travel in licensed taxis and private hire vehicles (minicabs) to London residents with severe mobility impairments or who are severely sight impaired. It enables members who have difficulty in using public transport to get out and about.

Taxi Cards are managed by London Councils with a set eligibility criteria with option of discretion. If a person meets the criteria, notification is sent to the Council to issue.

All discretionary requests are managed by the Council.

Newham residents receive 144 journeys per annum; and have to pay the first £2.50 of their journey. The Council pays the rest up to £10.80. The trip tariff is dependent on time of day.

Residents should monitor their trip patterns to obtain a different solution (e.g. if going to the Pharmacist to collect medication, arrange for the Pharmacist to deliver the medication, or use Dial-a-Ride where there isn't a time specific need, etc).

For more information visit: [www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard) or ring 020 7763 5001 - Option 1.

### Dial-A-Ride

Transport for London manages Dial-a-Ride.

A person is automatically entitled to Dial-a-Ride if they have a Taxi Card, but need to complete a form which is available at: [www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride).

Residents are automatically eligible for membership if they are:

- a Taxicard member
- getting the Higher Rate Mobility Component of Disability Living Allowance;
- getting the Standard or Enhanced Mobility Rate of the Personal Independence Payment;
- registered blind or partially sighted;
- aged 85 or over;
- getting a Higher Rate Attendance Allowance;
- getting a War Pension Mobility Supplement.

Once approved, notification is sent to the Council to issue.

Dial-a-Ride does not operate at evenings and weekends and has limited spaces. As such, it is good to use Dial-a-Ride in the week and Taxi Card at weekends / in the evenings.

For more information visit: [www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride) or ring 0343 222 777 (8:00am - 8:00pm, seven days a week).

## **ACCESSIBLE PUBLIC TRANSPORT**

Transport for London (TfL) has a wide range of resources and schemes to make travelling on London transport easier including:

### Accessibility Guides

TfL produce a range of guides in alternative formats (e.g. audio maps, large print, step-free access, etc.) to help people plan and make journeys. All guides can be obtained FREE of charge by completing an online order form: <https://tfl.gov.uk/forms/12387.aspx>

### Please Offer Me A Seat Badge

If a person struggles to stand while using public transport, there is a free badge and card available to help them alert fellow customers they need a seat.

For more information visit: <https://tfl.gov.uk/transport-accessibility/please-offer-me-a-seat?intcmp=46988>

### Travel Mentoring

Travel Mentors provide guidance and support to help people with a disability or a mobility requirement to get around London - building their confidence to become independent travellers. For example, email or telephone journey planning advice; a mentor to accompany a person on their first few practice journeys to help them to learn how to travel the network, gaining confidence to become an independent traveller; and support using the various apps available.

Travel Mentors can help anyone who lives or travels in London; and cover all types of journey on TfL transport including bus, Tube, Elizabeth line, DLR, London Overground, tram, Thames Clipper river boats and the IFS Cloud Cable Car.

For more information visit <https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport> or call 020 3054 4361 (9:00am - 4:00pm, Monday to Friday - [TfL call charges](#) apply).

### DLR Community Ambassadors

If a person's journey is only on the DLR or only on the Elizabeth Line, they may prefer to use DLR Community Ambassadors who offer advice on those specific networks and can accompany people on bespoke journeys.

For more information visit: [www.tfl.gov.uk/modes/dlr/dlr-ambassadors](http://www.tfl.gov.uk/modes/dlr/dlr-ambassadors) or ring 0343 222 1234

### Passenger Assist

Most train companies offer a Passenger Assistance Service. They can arrange someone to:

- meet a person at the station entrance or meeting point;
- help a person to navigate around the station and accompany them on to their train;
- help a person on and off the train (including provision of a ramp);
- meet a person from their train and take them to their next train or the exit;
- carry a person's bag (up to three items of luggage as per the National Rail Conditions of Travel).

Assistance can be booked 24-hours a day by contacting Passenger Assist on 0800 0223 720 or via the Passenger Assistance app, available on the [App store](#) or [Google Play Store](#).

You will still need to pay for your journey separately in the usual way.

### Transport for All

Transport for All is an organisation led by disabled and older people who champion the cause of accessible transport in London. Transport for All believes in a fully accessible, reliable and affordable transport network for disabled and older people. They provide advice, information, advocacy and training.

For more information visit: [www.transportforall.org.uk](http://www.transportforall.org.uk) or ring 020 7737 2339.

## **MOTABILITY SCHEME**

The Motability Scheme enables people to get mobile by exchanging their mobility allowance to lease a new car, WAV, scooter or powered wheelchair.

Residents can check they are eligible by visiting: [www.motability.co.uk/about/check-your-eligibility](http://www.motability.co.uk/about/check-your-eligibility)

If eligible, residents need to contact a [Motability Dealer](#) and arrange an appointment with their Motability Scheme specialist.

A person exchanges all, or part of their mobility allowance to lease a vehicle of their choice. Payments are deducted from their allowance every four weeks, then paid directly

to Mobility by the benefits payment agency. A standard lease is over three years, or five years if leasing a WAV.

For more information visit: [www.motability.co.uk](http://www.motability.co.uk) or ring 0300 456 4566.

## **ACCESS ABLE**

Access Able is provides detailed online / App Access Guides for a variety of venues across the UK.

For more information visit: [www.accessable.co.uk](http://www.accessable.co.uk) or ring 01438 842 710

## **HOSPITAL TRAVEL ASSISTANCE**

In line with The Care Act, the Council does not provide travel assistance to and from the hospital, including out-patient appointments. This is provided by the NHS.

The Council will consider the need for an escort, in line with section seven of this Policy.

Barts Hospitals provide patient transport for those unable to attend their hospital appointments by public or private transport due to their medical condition.

For more information visit: [www.bartshealth.nhs.uk/transport](http://www.bartshealth.nhs.uk/transport) or ring 020 7767 3344.