



**Health, Housing and Adult Social Care
Directorate**

**Adult Social Care Transport
Policy**

2017- 2020

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1. Introduction

- 1.1 This policy sets out City of York Council's position with regards to the provision and funding of transport for adult social care customers with assessed eligible needs.
- 1.2 Against a backdrop of increasing demand for services, as well as fewer resources, City of York Council is aware of the need to refocus the way we provide services. In developing this policy we recognise the vital role that transport plays in enabling our social care customers to connect with opportunities, but the way in which transport is accessed must also be affordable and sustainable.
- 1.3 The proposals in this policy form part of a broader movement within Adult Social Care to encourage customers with complex needs to use health and care services more effectively, focusing on the lives they want to live and exploring alternatives to traditional services.
- 1.4 This in turn is driven by legislation introduced by the Government. The Care Act 2014 stipulates that councils have a duty to intervene early and tailor support to the needs of the individual and their families. Recognising citizens' abilities to make decisions and enabling them to exercise greater control over their day-to-day lives are central to the philosophy underpinning the Care Act.
- 1.5 The vision is to equip customers with the confidence to shape their own support; ensuring that services are flexible, accessible and tailored to the specific requirements of the individual.
- 1.6 In line with Care Act legislation City of York Council will adopt a personalised approach to meeting adult's transport requirements, enabling more people to exercise independence, choice and control over their transportation needs via Personal Transport Budgets and Direct Payments should they wish to do so. This approach will be adopted incrementally over a three year timeframe.
- 1.7 The long term aim is to enable all adult customers to travel independently and access a range of opportunities to do so.
- 1.8 The council will support adult customers through these changes by offering travel training and support at an earlier age, and by working with transport providers across the City to ensure that travelling is easy, cost effective and safe.

2. Principles and Vision

2.1 In line with the principles set out in the Council's Corporate Values the Health, Housing and Adult Social Care Directorate hopes to achieve the following in the development of its Adult Social Care Transport Policy:

- To provide adult customers with information about the range of independent transport options available to them, and to encourage independent travel wherever possible.
- To ensure that a range of travel support options are made available to meet the different needs that customers might have.
- To be clear about who can get help with travel and the types of support that they can access.
- To be aware of, and demonstrate consideration to, customers who are vulnerable and make the necessary assistance available to these customers.
- Manage the demand for services effectively and control costs in a manner that is fair, transparent and affordable.

2.2 By developing this policy it will help the Council to ensure that transport is provided:

- In a way that reflects local and national policy,
- In an equal and fair way,
- In a way that promotes independence; and
- Is the most cost effective way to meet a person's need.

3. Transport Needs Assessment

- 3.1 Moving forwards all adult customers will require a Transport Needs Assessment i.e. an assessment of their travel abilities and needs. This process will be undertaken by a YILTS travel training assessor and a Transport Review Manager¹ who will meet with the customer, their family and relevant social workers. If the customer is due to have an Annual Review of their care and support package the Transport Needs Assessment will be undertaken as part of their Annual Review.
- 3.2 The Transport Needs Assessment will identify whether customers require support to enable them to travel to an assessed eligible adult social care service.
- 3.3 The decision to provide support with transport will be based on a person's individual circumstances including their needs, risks, outcomes and in line with promoting independence. A summary of the customer's transport requirements will be captured in their Care and Support Plan. Transport needs will be reviewed and updated on at least an annual basis (as part of the customer's Annual Review where applicable).
- 3.4 The customer's Care and Support Plan will show how their eligible assessed needs will be met. The Council will only meet eligible travel needs that have been identified in the support plan following an assessment.

3.5 Assessment and Review Process

Further to the Transport Needs Assessment adult customers will fall into one of the following three categories:

- **Customer is capable of travelling independently**

Customers assessed as being able to travel independently to an assessed eligible service will (after a period of travel training if necessary) be expected to do so. This will be the expectation even if the customer has previously travelled on a Fleet bus or in a taxi provided by City of York Council.

Once adult customers have successfully completed YILTS training they will be issued with a First York Peak Time Travel Pass by City of York Council, which will be made available to the customer free of charge and renewed by City of York Council on an annual basis (assuming the customer continues to travel independently). If a customer does not have YILTS training they will be able to purchase a First York Peak Time Travel Pass.

¹ (For further details about the work of the YILTS Service and the Transport Review Manager please see Annex A of this report).

Customers who have access to a mobility vehicle or whose friends or family members have agreed to transport them to their social care destinations will be regarded as travelling independently. (See 3.6 for further detail).

- **Customer requires some training, support or assistance that will enable them to travel independently in the near future**

Customers who might be able to access travel training (and to potentially travel independently thereafter) will be asked to take part in some practical sessions with YILTS as part of the assessment process. This is something customers must cooperate with in order to qualify for further travel support.

- **Customer is not capable of travelling independently**

The customer will be able to choose their own transportation from a List of Council Approved Providers². (Customers will be at liberty to pursue other creative transport options or to purchase support from providers not included on the list if they wish to do so). The Council will give these customers information about their transport options and the best value appropriate option will be identified and reflected in the customer's Care and Support plan and taken into account when calculating the customer's Personal Transport Budget / Transport Direct Payment.

3.6 Additional Considerations:

- 3.6.1 Customers may request that a family member or other representative attends their Transport Needs Assessment and / or Annual Review. Their views and the views of the family member or other representative will be taken into account.
- 3.6.2 If the customer has a family member or friend who helps with their care, the council will involve them in the assessment and support planning process, and they will be offered an assessment in their own right (called a Carer's Assessment). The council will discuss with them whether they are willing or able to help with the customer's travel needs, and take into consideration any potential impact on their own health and wellbeing.
- 3.6.3 Where customers are able to travel to an assessed eligible service, activity, work, education or training with the help of family or friends (unpaid carers) the council will ask them, either as part of the adult customer's Transport Needs Assessment / Annual Review or a carer assessment, whether they are willing and able to continue to do this.
- 3.6.4 This will also include any transport needs which the Council is not meeting and a contingency plan will be formed for arrangements in the event that the transport support the customer receives fails (for example if a carer is unable or unwilling to continue to offer it).

² Please see Annex A for a full description of the Approved Provider List

3.7 Use of Mobility Vehicles

- 3.7.1 If an adult customer has access to a vehicle funded through the national Motability Scheme it is City of York Council policy that this vehicle must be used to reach the adult customer's social care destinations in the first instance, wherever it is reasonable and possible to do so.
- 3.7.2 Where the individual adult customer is the driver of the vehicle they will always be expected to use the vehicle to reach their social care destinations. City of York Council will not contribute towards the fuel or running costs of the vehicle.
- 3.7.3 Where the individual adult customer is reliant on a relative or other carer to drive a mobility vehicle, consideration will be given to supporting carers' respite needs, including enabling them to work. None the less, if an individual or carer makes the decision that the mobility vehicle will not be used for its intended primary purpose the onus may be placed on the individual and/or carer to make alternative transport arrangements.
- 3.7.4 The council's Transport Review Manager will review each customer and family in possession of a mobility vehicle. The Review Manager will report their findings regarding the use of the mobility vehicle to a Review Panel (comprised of Adult Social Care Managers).
- 3.7.5 The Review Panel will assess the individual circumstances surrounding the usage of the mobility vehicle on a case by case basis and will reach a decision regarding the practicality of using the mobility vehicle to transport the adult customer to their social care destinations (and the frequency by which the mobility vehicle should be used to transport the adult customer to their social care destinations).

4. Calculating Transport Direct Payments

- 4.1 In line with the information set out in Section 3 of this policy the Council will offer Transport Direct Payments to support adult customers who have been assessed as not being capable of travelling independently.
- 4.2 As set out in Section 3 the adult customer will be able to choose their own transportation from a list of Council Approved Providers.
- 4.3 In order to determine the amount of the direct payment (where a customer has chosen to have one) City of York Council will establish an indicative rate per mile (per customer journey). The rate will vary depending on the requirements of the adult customer and their proposed mode of transport. Once a customer's indicative transport budget has been established the customer will identify their preferred provider. The customer will be able to refer to the council's published Approved Provider List or identify another transport provider of their choice.
- 4.4 If the quoted price of the customer's preferred provider is broadly in line with the council's indicative budget the Direct Payment sum will be agreed by the Council.
- 4.5 If the quoted price of the customer's preferred provider is significantly higher than the indicative budget set by the Council a Review Panel of social care managers will meet to determine the finalised direct payment sum.

Customer Charging

- 5.1 Once all adult customers who have chosen to have a transport Direct Payment are using Transport Direct payments to reach their social care destinations (i.e. at the point in time when City of York Council no longer operates an in-house fleet transport service) the Council may expect customers to utilise a proportion, or all, of their mobility benefits towards the costs of reaching their care destinations. The Council will contact all adult customers to explain the process. In the interim, transport will remain part of the existing Fairer Charging Policy and a maximum charge of £4 per journey will be applied.

ANNEX A

YILTS

Travel training has been provided for young people in education by YILTS (York Independent Living and Travel Skills) for over 10 years. This successful service is now working with adults in the Learning Disability Team and the Long Term Team.

The YILTS Service supports adult and transitions customers to travel independently to and from community services, day services and other adult care related / social activities. The YILTS team have experience of working with people with disabilities and a thorough knowledge of York's transport system.

The YILTS team will continue to work closely with Adult Social Care staff to make sure that

- Social workers, parents and carers are fully aware of travel training options and opportunities
- We promote the benefits of independence, choice and control amongst service users and their parents / carers.
- We challenge attitudes around independent travel to develop a 'can do' culture amongst adults with substantial needs, equipping them with greater life opportunities and choices.
- We encourage transport providers in York to develop a better understanding of the barriers experienced by adults with substantial needs.

Transport Review Manager

A Transport Review Manager will work alongside YILTS staff and review travel arrangements for individual adult customers following the process set out in Section 3 of this policy. The Transport Review Officer will undertake ongoing liaison with customers, carers, council staff and providers.

Approved Provider List

Adult customers who have been offered a Transport Direct Payment will be able to choose their support from a List of CYC Approved Providers. Customers will be at liberty to pursue other creative transport options or to purchase support from providers not included on the list if they so desire. There will be no direct contractual relationship between the Council and the providers on the List. However, to be included on the list providers will be expected to evidence standards of good practice to the Council in terms of vehicle and driver safety and customer awareness. The Council will continue to monitor the standards of service and support offered to our customers, and reserves the right to remove providers from the Approved List if their standards of service are deemed to be unsatisfactory.