

Travel Assistance

1. Introduction

This policy sets out the circumstances and situations in which ASC will support the provision of travel assistance to adults with needs assessed under the Care Act.

Service users will be expected to make and fund their own travel arrangements if they are able to travel independently, friends or family are able to support them, or they have access to a Motability vehicle.

The council will only agree to fund travel arrangements if we assess that the service user does not have adequate means to make their own arrangements. They may need to contribute towards the cost of their travel arrangements following a financial assessment if we agree to fund their travel arrangements.

The Council endeavours to work with service users and their support networks to meet assessed eligible needs. If a service user declines to accept the travel assistance option proposed by the Council – where it is the most cost effective option - the Council will not fund alternative provision.

2. Scope

This policy applies to adults who have been assessed as eligible for travel assistance under the Care Act 2014 and are Ordinarily Resident of Southwark.

This policy does not apply to journeys from home to Further Education (FE) for adults aged 18-25 with assessed eligible needs under the Care Act (2014).

3. Legislation & Key Documents

- The Care Act 2014
- Care and Support Statutory Guidance Issued under the Care Act 2014 (DOH)
- The Education Act (1996)
- The Mental Capacity Act 2005
- The Children and Families Act 2014
- The Equalities Act 2010
- The National Framework for NHS Continuing Healthcare and NHS Funded Nursing Care
- Southwark Council's Vision for Adult Social Care

4. Eligibility

Adults eligible for travel assistance from the Council **must** have been:

- Assessed as having eligible care and support needs under the **Care Act 2014**; and

- Where an individual's eligible outcome[s] are only able to be met via the provision of Travel Assistance.
- Be an ordinarily resident of Southwark

5. Policy

5.1. Key Principles

The council's policy towards travel assistance follows the below principles -

- We will put the needs of adults with care and support needs at the forefront of their assessments, and work with them to develop a package of care and support to meet their needs, informed by their views and choices.
- We will support adults with care and support needs to access suitable education, training and employment opportunities.
- We will work with adults with care and support needs to promote their independence, and to build their resilience.
- We will carry out an objective assessment of adults with care and support needs in order to identify whether or not they are able to make their own travel assistance arrangements.
- Adults care and support needs should make and fund their own travel arrangements if they:
 - have the ability to make their own arrangements;
 - are able to access appropriate support from family, friends, a carer or other suitable parties;
 - have access to a Motability vehicle.
- We will support adults with care and support needs to meet their eligible needs if they do not have the means to arrange their own transport arrangements.

5.2. The service user needs assessment and care and support plan

We have a duty to arrange care and support to meet the assessed eligible needs of adults in our community who are ordinarily resident of Southwark. The manner in which we assess whether adults have eligible needs and how we arrange to meet their needs are set out in more detail in the councils *Assessment and Eligibility Policy*, and the *Personalisation and Personalised Budgets key principles* documents.

We will record the eligibility outcomes and needs in the service user's needs assessment, and work with service users to develop appropriate care and support centred around the service users decisions and needs. We will record the outcome of these conversations in their care and support plan.

5.3. Travel assistance options for people supported by Adult Social Care

If we assess that the service user has eligible care needs and we will consider any travel arrangements with the service user. If they need specialist medical equipment (for example a ventilator) whilst travelling to or from to a social care service, we will work with the service users NHS carers. We will record these arrangements in the care and support plan.

We will discuss with the service user (and those who support them where necessary) what travel options are available, and if there is a cost, how much this will be. We will help the service user to explore the most cost effective and most appropriate travel assistance option for them. We will not fund more than the most cost effective travel assistance option available to the service user. Discussions will also include the availability of any mobility benefits, concessionary travel, informal support (e.g. family and friends) and any other options available to support them.

Our aim is to support the service user to remain as independent as possible, and to support them to access the range of travel options open to Southwark’s residents, including (but not limited to) the following options –

Method of travel	Information
Buses	<p>All public transport buses are now wheelchair accessible. Most buses can accommodate two wheelchairs. Most routes have visual and audible announcements for passengers.</p> <p>Travel is free anytime in Greater London for residents with a Freedom Pass.</p>
London Underground (the ‘tube’), London Overground, TfL rail and DLR	<p>London has an extensive underground and overground rail network, Southwark alone has seven stations spread across the borough. While there is currently limited step free access at stations in Southwark, a programme of work is underway to improve step free access in stations across the capital.</p> <p>Travel is free anytime in Greater London for residents with a Freedom Pass.</p>
Driving and the Blue Badge scheme	<p>Disabled drivers and passengers can apply for a Blue Badge for a private vehicle or a rented Motability vehicle. Blue Badge holders can park for free on most roads, however, in some places (for example on red routes) they can only park in designated bays. All public car parks in London have designated disabled parking bays.</p> <p>Blue badge holders can claim exemption from the Congestion Charge (registration is required and a fee is payable). Disabled drivers can also claim exemption from road tax.</p>
Motability vehicles	<p>Higher rate mobility allowance can be exchanged for a Motability vehicle from any participating dealership. Insurance, breakdown cover, service, maintenance and repairs are covered by the service user agreement. Service user will need to pay for the service user own petrol. Full information can be found at –</p> <ul style="list-style-type: none"> ▪ http://motability.co.uk <p>An agreement for a Motability vehicle is for three years, so if service user choose this option service user cannot claim any other travel assistance costs for the period of the service user agreement. Service user can apply</p>

Method of travel	Information
	for a Blue Badge for a Motability vehicle.
Motability scooters and powered wheelchairs	<p>People in receipt of mobility allowance can use some of it to rent a Motability scooter or powered wheelchair. Full details can be found at –</p> <ul style="list-style-type: none"> ▪ www.motability.co.uk/scooters-and-powered-wheelchairs/
Dial-a-Ride	<p>To be eligible for Dial-a-Ride, service user must have a permanent or long-term disability which means service user cannot use public travel assistance some or all of the time. Service user are automatically eligible for Dial-a-Ride membership if service user are:</p> <ul style="list-style-type: none"> ▪ a Taxicard member in receipt of a higher rate of mobility benefit or War Pensioner's mobility supplement; ▪ registered blind or partially sighted; ▪ aged 85 or over. <p>If none of the above applies service user may still be able to join Dial-a-Ride, but service user will have to complete a mobility assessment form to establish eligibility for the service. Dial-a-Ride will not provide travel to and from day care centres. More information is available at –</p> <ul style="list-style-type: none"> ▪ www.tfl.gov.uk/modes/dial-a-ride/membership?intcmp=4002
London Taxicard Scheme	<p>The London Taxicard Scheme provides subsidised travel assistance in taxis and private hire vehicles for people with mobility problems or a visual impairment. Full details about the London Taxicard Scheme can be found at: www.londoncouncils.gov.uk/services/taxicard</p>
Personal assistants and chaperones	<p>People who need to be accompanied during their travel but who are unable to access appropriate family or friend support, may be able to access support from agencies who can provide travel assistants. Please contact Southwark Adult Social Care to find out more. Tel: 020 7525 3324 Email: casc@southwark.gov.uk</p>

We will support the service user to access suitable services and to make appropriate applications in order to enable them to access a suitable mode of transport. If the service user is in receipt of mobility allowance they may also be able to claim any travel assistance costs over and above this amount as Disability Related Expenditure. We will support them to ensure that they are in receipt of appropriate benefits where relevant.

If the service user has been discharged from hospital under Section 117 of the Mental Health Act and is unable to travel independently, we will assess the service user needs and may provide a Personal Budget to support their eligible assessed needs only. We may also arrange and pay for travel assistance if service user are placed or moved to a care home out of borough if service user is unable to make their own arrangements. See above for more information on council funded travel assistance.

We will monitor the suitability of the service users travel arrangements during the review of their Care and Support Plan.

5.4. Mobility vehicles

We expect service users to make their own travel arrangements to and from the placement in most cases if they have access to a Motability vehicle. If service user is not normally the driver of the Motability vehicle we will consider whether it is reasonable for them to rely primarily on this method of transport. We will discuss this with the service user during the development of their care and support plan.

5.5. Out of Borough and cross border placements

If there is no suitable placement available in Southwark that can meet the eligible assessed needs and the Council arranges an out of borough placement for the service user, we may arrange and pay for travel assistance to take the service user to the their placement.

5.6. Paying for the service user Travel assistance

If service users are unable to make their own travel arrangements, the Council may provide service users with an amount of money within their Personal Budget to fund travel assistance costs. We will only allocate a Personal Budget for support that is shown in the service users care and support plan, and will only pay for the most cost effective option that can meet the service user eligible needs.

If we provide the service user with a personal budget they may be required to contribute towards meeting their travel needs following a financial assessment. If the service user chooses to take some or all of their Personal Budget as a Direct Payment, any amount they have been assessed to contribute towards their support costs will be deducted from their Direct Payment. For more information on how care contribution costs are calculated see the council's *Fairer Contribution Policy*.

In the majority of cases the cost of meeting travel arrangements for adults in a residential care setting will be covered within the cost of the placement.

The Council will not pay for travel assistance that is not included within the service users support plan.

6. Related Policies

This policy should be read alongside the following documents –

- Our Vision for Adult Social Care
- Assessment & Eligibility Policy
- Advocacy Policy
- Information and Advice Policy
- Personalisation and Personal Budgets – key Policy Principles
- Southwark School Policy
- Fairer Contributions Policy

7. Document control

Approval date			
Last reviewed		By	
Version	1	Scheduled review date	