

## Adult Social Services Assisted Transport Policy



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# Easy Read

## **What is Adult Social Services Assisted Transport?**

Assisted Transport usually helps people to go to places in Caerphilly borough as part of their arranged care plan, like day services.

You may need support due to disability or health problems.

You may need support because you don't have a car or transport of your own.

You may need support because your family doesn't have a car.

Support can be taxis and mini buses or through council transport contracts.

## **Why we support you to travel**

You need to get to day service and can't travel by yourself or with the help of family and friends. The council will look at ways to help you to travel.

This does not mean Social Services will meet your needs. It means that any service in the local authority might help you.

## **Aim of the policy**

When assessing for transport the aim is to help you to

- Be more independent
- Have more choice and control
- Build on your strengths and help you make the most of where you live
- Have a healthier lifestyle
- Improve your quality of life
- Be shown more dignity and respect from others
- Meet more people and make friends.

## **How do we decide?**

To get help with transport you will need an assessment. An assessment is when someone meets with you to find out what you need and what is important to you.

The assessment will look at whether it is safe and reasonable to expect you, or your family or friends, to make transport arrangements.

As part of the assessment, all transport options will be looked at.

They will write down your needs and what is important to you.

## Who can be helped with transport?

- People over the age of 18 who have had an assessment that agreed they need care and support from Adult Social Services.
- You have been assessed and agreed to attend a service away from home, like day services
- The service away from home must be in Caerphilly Borough
- You must be eligible for the service.

When assessing eligibility for transport and different ways to access services away from home, the following things will be taken into account:

- If you already have access to transport;
- If you have mobility allowance or other money to pay for transport
- How well you can move around or your mobility
- How well you can travel by yourself
- If transport is available to take you where you need to go
- How well you do in travel training to learn how to travel by yourself.

## Who can't get help with social services assisted transport?

You might not get help with transport

- If you can travel to a community activity that meets your needs by yourself or with help from family, friends or support providers
- If you get mobility component of DLA / PIP
- If you have a vehicle which you drive yourself.
- If you or your family have a vehicle which you do not drive yourself but it is reasonable for family or friends to drive you.
- If you get Mobility component of Disability Living Allowance (DLA) and are able to use it to get to where you need to go. If you can't use the DLA to get to where you need to go the council will look at why. If the money is not enough, the council will help you check if you are getting the right benefits. If there is a different reason, like it's too far or your wheelchair costs too much to transport, you may still be able to get help with transport.

- If you live in a registered care home and the care home has agreed to help you travel.
- If you live somewhere else that your care needs are funded by Social Services. For example, a Residential Care placement, supported living scheme or shared lives placement. This is because the council may already pay the support provider to support all your needs, including travelling to community activities.
- If you rely on a relative or other carer to drive a mobility car and your carer's needs mean they can't drive you.

If you and your carer can't agree on how to use your Motability car the council may need to consider safeguarding issues. You might want to give the Motability car back and get money instead to pay for your travel needs.

- If you need help with transport to work, to education or to Doctor or hospital appointments.
- If you need help with transport to a service outside Caerphilly borough.

## **Complaints and Appeals**

If you or your carer are unhappy with the decision of the assessment of your transport needs, you can ask the Council to look at how your needs were assessed. You can find out more here:

<http://www.caerphilly.gov.uk/My-Council/Complaints-and-feedback/Adult-services-complaints>

## **Turning down services**

If you are assessed and it is decided you can make your own transport arrangements but you decide not to so you can't attend the service you need, it will be seen that you have turned down services.

## **Other ways to get help with transport**

- Transport for health care – you can ask for an assessment from the NHS via your GP to attend health appointments.
- Transport to employment – you can ask for an assessment from employment services such as the Job Centre Plus or Access to Work
- Transport for college or education – you can find out more information here

<http://www.caerphilly.gov.uk/Services/Schools-and-learning/School-travel>

Caerphilly County Borough Council operates the Concessionary Travel Scheme. This scheme provides free bus travel at all times and every day on most local bus services.

You can use this scheme

- if you live in Caerphilly Borough
- and have a disability
- or are over 60

If you need support to travel on public transport you could get a companion pass. This lets someone supporting you to travel free too.

To find out more:

Over 60's bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-pass-for-over-60s>

Disabled bus pass and companion bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-passes>