

Draft Transport Policy

*For children, young people and adults
using East Lothian Health and Social Care Partnership
commissioned transport
to access social care resources in East Lothian*



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East Lothian
Health & Social Care Partnership



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Section 1 – Introduction

This transport policy has been developed by a team of professionals drawn from East Lothian Council (ELC), East Lothian Health and Social Care Partnership (ELHSCP) and Local Area Partnerships. They have reviewed all current policy in relation to transport to social care resources and examined good practice models from other local authority areas. This revised policy draft aims to support sustainable transport provision and procedures for the efficient administration of health and social care transport.

Scope and terms of reference

For the purposes of this policy, **health and social care transport** means:

- East Lothian Council buses
- Private taxis subsidised by East Lothian Health and Social Care to provide transport.

Supported person means someone in receipt of social care services through the East Lothian Health and Social Care Partnership.

Supported/assisted travel – For some people, independent travel is not suitable for their needs and they will need support or assistance with travel. Where this is the case, ELHSCP will consider all available transport options to ensure that transport provision meets the person's individual outcomes, using the most cost-effective and safe form of transport.

Our vision

The East Lothian Health and Social Care partnership aims to enable all children and adults to live the lives they want as well as possible, achieving their potential to live independently and exercising choice over the services they use.

Access to appropriate transport has a key role in achieving this vision. This draft policy is built on our:

- recognition of the importance of independence and inclusion for adults and children who use our services
- commitment to promoting independence across all areas of service provision
- commitment to ensuring that service-users are able to live as independently as possible
- understanding that independent travel is beneficial to people's health and wellbeing.

The challenges posed by restricted finances and increasing demand for services

Health and Social Care services are facing growing challenges to meet increased community demand and need for services within reducing budgets. This means that the council and East Lothian Health and Social Care Partnership have to consider how we can:

- reduce costs
- increase income streams
- do more with less
- change the way in which we currently deliver our local services

Legislative context

The way that health and social care services are being delivered is evolving. Two major pieces of Scottish legislation have an impact here:

- Health and social care integration (as set out in the *Public Bodies (Joint Working) (Scotland) Act 2013*, which leads to the formation of integration joint boards and the integration of health and social care services from 2015
- *Social Care (Self-directed Support) (Scotland) Act 2013*, which introduces personal budgets for social work services for service-users who wish to have greater personal control.

Section 2 – About the Transport Policy

The key aim of this policy is to ensure that transport is provided in a fair and equitable way to all service users that use transport provided by the Council and East Lothian Health and Social Care Partnership. The policy is aligned with:

- national policy
- the principles of Self Directed Support
- the National Care Standards.

It also embodies the East Lothian Integration Joint Board strategic objectives. We want to make sure that services:

- are joined-up for service-users
- take account of the particular needs of individual service-users and their circumstances in different parts of the county
- respect our service-users' rights and take account of their dignity
- take account of the way that our service-users participate in their communities
- protect and improve our service-users' safety
- improve the quality of our services and ensure that they are planned and delivered locally in a way that is engaged with our communities
- anticipate needs and prevent problems arising
- make the best use of the available facilities, people and other resources.

The Transport Policy seeks to:

- ensure that transport is provided in a fair and equitable way
- reduce dependency and maximise the travel options available to service users to support their independence and inclusion
- provide clarity on the circumstance in which transport will be provided, arranged or subsidised for service users.

Section 3 – Assessment

ELC/ELHSCP will undertake a person-centred and outcome-focused assessment of need which will consider a person's need for transport. We will provide assistance with transport where there is an essential and eligible need for transport to allow the service-user to access local community day services and ensure individuals are included and can live independently.

The assessor must demonstrate in the support plan that all options have been considered, and that a request for any travel/ transport component (including escort, taxi, and assisted travel) meets the agreed outcomes expressed within the person's overall support plan. The plan should include consideration of access to a privately owned car or mobility vehicle owned either by themselves or by their carer. This should take into consideration those that care for the person, for example, ownership of a mobility car could be restricted for use if the carer/driver works full time and therefore is not available to the supported person during the carer's working hours.

Transport will normally be provided in the most cost effective way. In exceptional circumstances where the most cost effective mode of transport is not deemed to meet the needs of an individual, use of a more expensive mode of transport may be considered and approved by management. Exceptional circumstances are based on the level and complexity of the support needs of the client and will be reviewed on a case by case basis.

We must also take account of our eligibility criteria for services.

Eligibility criteria

We have to make sure that that people who are in most need or at the greatest risk have priority. We have to make sure that our eligibility criteria are clear, fair and applied consistently. The eligibility criteria also help us to make sure that we make the best use of our limited resources to achieve good outcomes for everyone who uses our services.

How do we apply eligibility criteria?

Once we have carried out the needs assessment, we use the information given us to work out whether we can offer a service. We will work out whether someone's priority is critical, substantial, moderate or low. Only people whose need is substantial or critical would be eligible to receive assisted or supported transport.

We also have to ensure that:

- All options have been exhausted and there are no realistic alternative transport options due to the individual's specific health, behavioural or cognitive needs. Consideration will be given to the health and safety of the individual and also to others using the same form of transport

- In circumstances where a carer is caring for more than one dependent or has employment obligations, and their caring/employment commitments mean that they are not in a position to provide support with transport of an individual.
- Where the individual does not have a person to support them with transport and all other options for transport have been ruled out for specific reasons.
- Where a carer does not have access to transport
- Where the provision of transport protects ELHSCP from increased expenditure at a later date including for example the need for additional services.

Statutory powers – *Mental Health (Care and Treatment) (Scotland) Act 2003*

If statutory powers (Mental health Care and Treatment (Scotland) Act 2003) are in place, e.g., where a person is subject to Compulsion Orders under Criminal Procedure (Scotland) Act 2003, we have to know that a person is attending a service as per an agreed care plan. We have to address risk issues and ensure compliance with a care and support plan. We have to be able to demonstrate that there is no other appropriate transport alternative, due to specific health and safety issues identified by the service.

Section 4 – Equipment and escorts

Equipment

As part of the assessment process, provision of any specialist equipment (for example, to manage positioning or behaviour whilst travelling) should be considered and provision will be based on a full risk assessment. ELHSCP no longer provides specialist equipment as it is specific to the individual and cannot be reused. Those in receipt of benefits/mobility cars will be expected to purchase their own specialist equipment, as recommended by health and social care professionals.

Generic equipment such as handrails, ramps, platform lifts (which can be used by multiple users) will be provided by the transport provider and should be based on a practitioner risk assessment.

Escorts

Escorts will only be provided where the assessment/risk assessment identifies that there would be a risk to the health and safety of the service user or other service users, were escorts not provided.

Section 5 – Circumstances where transport will not be provided to a supported person

Supported person means someone in receipt of social care services through the East Lothian Health and Social Care Partnership.

ELHSCP will not provide transport to someone if:

- a risk assessment demonstrates that the person is able to walk and/or use mobility aids, either independently or with the support of others to get to a local community service (including college)
- the person can use public or community transport, such as voluntary transport (for example, Dial-a-Ride, taxi card, public transport), either independently or with support to get to and from community activities, including college
- the person receives a state benefit (DLA, PIP) to facilitate their mobility needs and it is reasonable to use the benefits for travel/transport purposes, unless the benefit is insufficient to meet the person's identified needs
- the person has a bus pass which they are able to use to attend community based services (except in cases where a supported person's ability to use the bus pass may present an unreasonable level of risk as outlined in an agreed risk assessment)
- the person lives in a setting where care and support are funded by ELHSCP (for example, residential care)

Carers

The willingness and/or ability of a carer to undertake the travel/transport task must be assessed and agreed as part of the assessment process for the client and/or for the carer. We understand that some identified conditions mean that a person's physical or mental ability may fluctuate – this should be reflected in the assessments.

Section 6 – Policy evaluation and review

This policy will be reviewed six months after implementation to ensure it is operating effectively. The policy will also be revised if:

- any new legislation affects application of the policy
- changes are made to other ELC or ELHSCP policies which affect how this policy works.

The East Lothian Health and Social Care Partnership is continually reviewing its *Non Residential Social Care Charging Policy* and this could potentially impact on the implementation of this policy.

Any changes to the Transport Policy in relation to charging will include a full three month consultation period.

Complaints

Any feedback, comments or complaints regarding the management of supported transport in a Health & Social Care setting can be made to:

Complaints and feedback

East Lothian Health and Social Care Partnership

Room 211

John Muir House

Brewery Park

Haddington EH41 3HA

Email elhscp@eastlothian.gov.uk

Phone 01620 827 755

Appendix 1 – Supporting legislation and policy

This assisted travel/transport policy provides a framework, which is consistent with a range of legislation, including:

- *Public Bodies (Joint Working) (Scotland) Act 2013*
- *Mental Health (Care and Treatment) (Scotland) Act 2003*
- *Social Care (Self-directed Support) (Scotland) Act 2010*
- *The Public Services Reform (Social Service Inspection)(Scotland) Regulations 2011*
- *The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011*
- *The Welfare Reform Act 2012 – Shift from Disability Living Allowance (DLA) to Personal Independence Payment*
- *Transport for Health and Social Care, Audit Scotland (2011)*