

ADULT SOCIAL CARE – TRANSPORT POLICY PROPOSAL

To: **Adult Social Care Committee**

Meeting Date: **26 May 2015**

From: **Adrian Loades, Executive Director: Children, Families and Adults**

Electoral division(s): **All**

Forward Plan ref: **Not applicable** *Key decision:* **No**

Purpose: **This report is presented to Adult Social Care Committee to seek approval for the Transport Policy for Adult Social Care.**

Recommendation:

- a) The Committee is asked to take note of the report and make comments in relation to it.**
- b) The Committee is asked to approve the Transport Policy for Adult Social Care.**

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1.0 BACKGROUND

- 1.1** Adult Social Care does not, currently, have a transport policy for vulnerable adults which outlines whether transport will, or will not, be provided. This has led to inconsistencies in the allocation of transport within care packages.
- 1.2** The absence of a policy has resulted in anomalies where service users are being provided with County Council funded transport when they have access to a mobility allowance and, in some cases, a mobility vehicle.
- 1.3** The purpose of the policy is to provide clarity on when the Council will provide transport, or funding for transport as part of a social care package.

2.0 MAIN ISSUES

- 2.1** This policy has been developed to address the lack of guidance for staff, service users and their families around the provision of transport as part of the individual's social care support plan. It sets out the criteria that staff will use during social care assessments and reviews to determine whether an individual should be provided with statutory local authority assisted transport services (this is transport directly provided by the council such as the transport to Day Services) or Social Care funded transport to meet their assessed eligible needs (this is payments for voluntary drivers or taxis or by means of a Direct Payment). Introduction of the policy will ensure a consistent approach to transport within social care support plans. This policy will be reviewed on a regular basis to allow for future legislation.
- 2.2** The Council has a legal duty to provide travel or assistance with travel arrangements for 'chronically sick' or 'disabled' people under Section 2(1)(d) of the Chronically Sick and Disabled Persons Act 1970. However, the Act does not provide detailed guidance on exactly when the Council should provide this assistance. This policy has been discussed with Legal colleagues who are confident that it fits with the expectations of the Act. The new Care Act 2014 does not refer specifically to travel or assistance with travel but the policy, once finalised, will be kept under regular review.
- 2.3** The Council currently fulfils the statutory duty for service users who have been assessed as having substantial or critical needs in the following ways:
- Transport directly provided to access services, mainly day services, provided either by contracted vehicles or by our own In-House vehicles.
 - Locality Teams arranging transport using volunteer drivers or private taxi firms.
 - An individual making their own arrangements using a Direct Payment.
- 2.4** The policy balances the promotion of independence, choice and control with maintaining a duty of care that protects the most vulnerable of service users and ensures that Council resources are used in the most efficient way possible through the following parts of the policy:-
- allocation criteria for transport services,
 - provision of escorts,
 - support in selecting independent travel options that promote independence and choice,
 - resource authorisation and approval methods,
 - assessment review,

- financial management following the cancellation or variation of transport provision.
- 2.5** Section 3.0 of the draft policy states clearly the responsibilities of the Council in ensuring Service Users have the means to access agreed services and Section 3.1 sets out the circumstances when transport will not be provided. These two sections are significant in providing the clarity of approach that will determine whether the Council funds travel or assistance to travel for people with assessed social care needs.
- 2.6 Consultation**
- 2.6.1** The Adult Social Care Committee, at its meeting on 4th December 2014, gave agreement for a three month consultation, attached, on the proposed transport policy for adult social care, to take place.
- 2.6.2** The consultation ([Appendix a](#)) opened on 12th December 2014 and closed on the 12th March 2015; although paper submissions were accepted up to 12 noon on 16th March 2015. The consultation questionnaire included a draft copy of the transport policy
- 2.7 Consultation Distribution**
- 2.7.1** The consultation questionnaire asked for comments on the draft policy and included additional questions for service users and family carers to provide better understanding of their use of transport which will help to inform the Joint Strategic Needs Assessment (J.S.N.A.) on Transport that is currently being worked on, led by Public Health colleagues. The questionnaire and the draft policy was placed on the Cambridgeshire County Council Website in line with Consultation Procedures.
- 2.7.2** The questionnaire was initially produced by County Council Officers and did not involve service users or their representatives. However, following the Adult Committee in December 2014 the proposed questionnaire was revised with colleagues from the Cambridgeshire Alliance for Independent Living. They and Voiceability also assisted in the production of the 'easy read' version of this policy once approved.
- 2.7.3** In addition, the following individuals and organisations were sent the consultation documents and three press briefings were released from the County Council at monthly intervals during the process.
- All members of the County Council.
 - The Libraries Section of the County Council published details in their Newsletter.
 - All Care Managers/Social Workers within Adult Social Care, Older People's and Mental Health Services.
 - All the Council's contracted independent providers and contracted voluntary organisations.
 - All members of the Partnership Boards.
 - The five District/City Councils.
 - All Heads of Service within Children, Families and Adults Directorate.
 - Some specific individual organisations such as Cambridgeshire Alliance for Independent Living, PinPoint and VoiceAbility.
 - Carers networks were also contacted.

2.7.4 The Head of Service, Provider Services attended a meeting of the Cross Board Transport Working Group organised by the Cambridgeshire Alliance for Independent Living to receive verbal feedback on the document.

2.8 Responses Received

2.8.1 Unfortunately there were a very low number of responses with only twenty seven completed questionnaires received. Within these there were a total of twelve responses with comments related directly to the policy. They were either from individuals or organisations acting on behalf of individuals. One telephone call was received by the Head of Service from a Carer of a young man with a disability.

2.8.2 The feedback also contained other comments relating to transport issues. These will be acknowledged, if source known, and further actions will be implemented. Comments concerning changes to contracts will be sent to Heads of Commissioning Enhanced Services and Procurement. Comments about use of Mobility Component of Disabled Living Allowance will be sent to the charging group and comments concerning integrated transport to the Members Cross-Party Working Group on Cambridgeshire Future Transport.

2.8.3 Feedback was received at the meeting organised by the Cambridgeshire Alliance for Independent Living and this has been collated and considered alongside the completed questionnaires

2.8.4 Separate feedback was also received from Management Teams and individuals within Cambridgeshire County Council. This information has also been considered alongside the other comments received. This was from Adults and Older Peoples and Mental Health Services Management Teams plus three individuals

2.8.4 Comments received are attached as [appendix c](#) to this report but relate to the following issues:-

- Transport provision in the Voluntary Sector
- Transport provision to be included in the Contract for Providers
- Local Social Car Schemes to be included in assessments
- Concerns about restricting number of people who qualify for transport
- Concerns about the charging system
- Use of Attendance Allowance and Disability Living Allowance Mobility Component to pay for transport
- Comments about terminology in policy
- Involvement of transport Section in future work with Adult Services
- The importance of the needs of family carers
- Frequency of reviews
- Difficulties in accessing current available transport.
- Assessment/eligibility criteria

2.9 Consideration of Comments Received and Changes Made to the Draft Policy

2.9.1 The comments received on the draft policy ([Appendix b](#)) were considered and the following changes have been made to the policy.

- 2.9.2** In paragraph 3.4.3.1 a change to the wording has been made from 'not an approved manufacturer' to 'owned by service Users that might not be on the approved list'.
- 2.9.3** In paragraph 3.4.3.3 there has been a change of words from 'with challenging and inappropriate behaviour,' to 'who exhibit behaviours that may be challenging'. The heading of this section has also been changed.
- 2.9.4** In paragraph 5.1 the second and third sentences have been added following a representation made at the meeting held by the Cambridgeshire Alliance for Independent Living. The question was raised if this applied to service users using their Direct Payment to pay for their carer's public transport costs if an escort was deemed essential in order for the service user to access services. This paragraph was previously not clear and hence the need for clearer clarity.
- 2.9.5** In paragraph 6 the final sentence has been added following a telephone conversation from a family carer asking about the process of changes to Care Packages. The request was in relation to the process to approve this policy and who makes the decision about changes to care packages as a result of it. This added sentence clarifies this issue.
- 2.9.6** Four comments that proposed specific changes to the draft policy were considered but it was not considered appropriate to make these changes. These are detailed below.
- 2.9.7** There was one comment suggesting that people who receive attendance allowance should also be included in the list in paragraph 3 which details when transport would not be provided. It is not considered to be appropriate to include this as the attendance allowance (now known as the attendance component of the Disability Living Allowance) is not related specifically to mobility or transport but is about the care needs of the individual.
- 2.9.8** There were two comments suggesting that the mobility component of the Disabled Living Allowance be included in the list in paragraph 3 which details when transport would not be provided. It is not considered to be appropriate to include this as charging for transport is a separate issue and subject to member approval. Also the mobility component cannot be assessed as income.
- 2.9.9** Another comment suggested that paragraph 3.1 (point m) is re-written and the cost of placements should not include transport costs. This is not considered to be appropriate as the relevant line in the policy is clear. Any such changes to the cost of placements need to be included in the relevant contract.
- 2.9.10** Some comments were made that did not related directly to the draft policy, but did relate to wider transport issues. At the Adult Spokes meeting on 16th April 2015 it was agreed that these comments together with an analysis of the questions responded to by service users and family carers would be shared with relevant officers in the council and also forwarded to the members working group on Cambridgeshire Future Transport for their consideration

3.0 ALIGNMENT WITH CORPORATE PRIORITIES

3.1 Developing the local economy for the benefit of all

There are no significant implications within this category.

3.2 Helping people live healthy and independent lives

The aim of this policy is to support people in their independence by accessing the variety of local transport opportunities available, to attend support services which promote healthy and independent living.

3.3 Supporting and protecting vulnerable people

This policy will affect how transport is provided and paid for. Changes to service users' existing plans, where applicable, will only be made following statutory reviews

4.0 SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

4.1.1 Although this policy, in itself, is not designed solely to achieve savings, nevertheless savings should be made as result of this and will support the savings target for both services.

4.1.2 There are no resource implications in relation to the council's charging policy

4.2 Statutory, Risk and Legal Implications

Legal: In terms of legal implications, our legal section has studied the document and currently can find no issues with the proposals in this policy. However, it should be noted that with the advent of the Care Act 2014, although there is nothing specifically related to transport in that Act, we should be aware of case law as it develops and any new implications that need to be taken into account. This means that the policy, once approved, will need to be reviewed on a regular basis to ensure it complies with statutory, legal and strategic responsibilities.

4.3 Equality and Diversity Implications

Any change in service user transport arrangements, as a result of this policy, could affect vulnerable adults. However, this should be mitigated as changes will only being implemented following a statutory review.

4.4 Engagement and Consultation Implications

4.4.1 Discussion on the proposals has taken place across the Adult and Older People's Directorate of the Children, Families and Adults Executive.

4.4.2 The three month public consultation on this proposed policy, did take place and sought the views of:-

- Service Users,
- Family Carers,

- Voluntary Organisations,
- Independent Care Providers,
- Staff within Children, Families and Adults Executive
- Partner Agencies e.g. Cambridgeshire and Peterborough Foundation Trust.

4.5 Localism and Local Member Involvement

4.5.1 All Members were the first to receive the consultation document after its launch and all views have been taken into consideration.

4.5.2 A community Impact assessment has taken place

4.5.3 The proposed transport policy empowers communities to do more for themselves

4.6 Public Health Implications

4.6.1 There are no significant implications within this category

Source Documents	Location
Draft Transport Policy Document December 2014 (prior to amendment)	http://www.cambridgeshire.gov.uk/site/custom_scripts/cons_details.aspx?ref=240%20
Transport Policy Consultation Document	Attached: Appendix a
Revised Draft Transport Policy Document	Attached Appendix b
Consultation Responses	Attached Appendix c

Adult Social Care Transport – wider public consultation

Cambridgeshire County Council is establishing a policy for the provision of adult social care transport which will help assessors of social care determine whether we are able to provide local authority assisted transport services as part of a care package. It will also outline the criteria for the allocation of available resources to ensure that access to services is equal and fair. To support us in this aim we would like to find out how our transport services in Cambridgeshire are helping you to maintain a healthy, independent life - what works well, and what you think is missing. You can have your say by completing the following questionnaire and providing us with any comments or opinions. We look forward to hearing from you.

SECTION ONE ABOUT YOU

Please tell us a little bit more about you. This will give us a better understanding of our “customer base”, and ensures that we have considered the views of a wide range of people.

1. *Are you:* ☐ Male ☐ Female ☐ Prefer not to say

2. *How old are you?* ☐ Under 25 ☐ 25-30 ☐ 30-39 ☐ 40-49 ☐ 50 - 59 ☐ 60 – 69 ☐ 70 – 79 ☐ 80+

3. *What is your home postcode?* _____
This is important to us because it will allow us to identify whether people experience particular problems in certain areas. It will not be used to identify you in any way.

4. *Which of the following best describes where you live?*
☐ my own home ☐ rented accommodation ☐ sheltered accommodation ☐ Residential Care ☐ supported living
☐ with family

- 5.. *Do you own or have access to a car funded by a mobility allowance?* ☐ Yes ☐ No

If yes do you drive it yourself? ☐ Yes ☐ No

6. *Do you have a disability that makes it difficult for you to get around?*
☐ Yes ☐ No ☐ Prefer not to say

7. *Do you currently access Adult Social Care Transport services or transport funded by the service you attend?*
☐ Yes ☐ No

If yes please describe the services you use _____

8. *Are you in receipt of a Personal Independence Payment (PIP) or Disability Living Allowance (DLA)? (PIP was scheduled to replace DLA in April 2013).*

☐ Yes ☐ No ☐ Prefer not to say

SECTION TWO

YOUR COMMUNITY AND SOCIAL LIFE

9. *Can we ask about your social life, this gives us an insight into how we can support your ability to live an independent life?*

	Yes	No	Comments
Do you attend any clubs or groups? If so which ones?			
Would you like to be more involved? (If so, what is preventing you currently?)			
Does being part of a club/ group help you to feel independent, safe and well?			
Does lack of available transport prevent attendance			

YOUR TRAVEL PREFERENCES

The role of provided transport is to assist participation in services for all those who meet the eligibility criteria. However, transport can only fairly be provided where, having considered all the options, you need this help. Where possible Cambridgeshire County Council will encourage and support you in making your own transport arrangements. We would therefore like to know how you normally travel.

10. *We would like to know about the main transport service you use. Do you use the following types of transport?*

	Yes	No	Comments
Your own car			
Public transport			
Family and friends transport			
Bicycle			

Train			
Taxi			
Dial-a-ride			
Shopmobility			
Council transport service			
Taxicard			
Other, please specify			

11. *We would also like to know about your use of public transport*

	Yes	No	Comment
Can you access public transport?			
Do you need someone accompanying you to use public transport?			
Do you need help getting around locally?			

12. *How do you usually travel to and from the following? Select the transport mode you use for most trips to*

	Public transport	Own Transport	Council Transport	Volunteer Transport
Work				
Study – school/college/university				
Health Services – doctor/dentist				
Essential shopping – groceries etc				
Non essential shopping - clothes etc				
Visiting friends/relatives				
Leisure/recreational facilities				
Community/day centres				
Other – please state below				

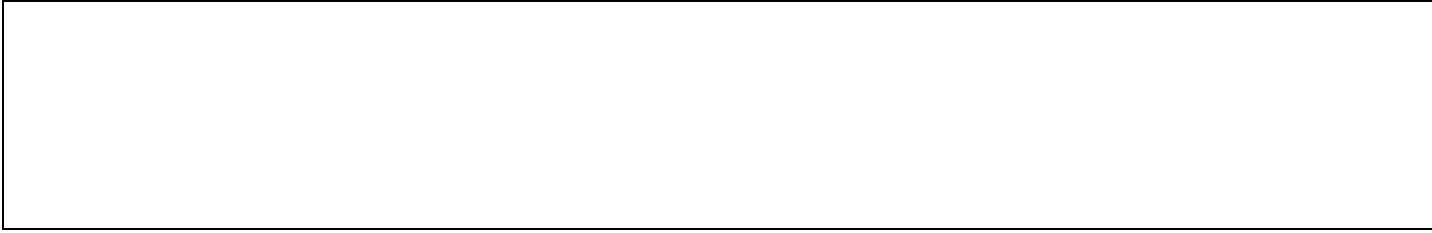
13. *Do you know about the range of transport services available in your area that can support you to pursue your activities?*

Service	I currently use this service	I have heard of this service and I do know how to access it	I have heard of this service but I do not know how to access this service	I have not heard of this service
Community ie Dial-a-Ride				
Voluntary Drivers				
Local community car schemes				
Age UK				
British Legion				
British Red Cross				
Patient Transport services				
Cambridgeshire County Council transport				
Public transport				
Other – Please state below				

14. *Would you be willing to pay or continue to pay for your transport?* ☐ Yes ☐ No
15. *Would you be willing to pay a contribution/reasonable costs for council transport to*
1. local facilities ☐ Yes ☐ No
 2. facilities outside of the local area ☐ Yes ☐ No
16. *Would you be willing to accept a change of day care centre or the service you attend, to the nearest appropriate facility, if this ensured continued transport availability*
☐ Yes ☐ No
17. *Would you be able to use your own/local transport facilities instead of council transport to do this?*
☐ Yes ☐ No

AND FINALLY -

For your information we have provided a copy of our draft policy and would ask if you have any comments that you please write them in this box:



Thank you very much for your time

TRANSPORT ALLOCATION POLICY

for adults in receipt of social care services

1.0 Introduction

This policy establishes guidance around the provision of transport within a person's support plan and outlines a distinct set of criteria by which assessors of social care may determine whether an individual should be provided with statutory local authority assisted transport services or Social Care funded transport as part of a support plan. It will also identify uniform criteria, in which resources can be allocated, ensuring fair access to social care services, by the principles of equality and fairness, applied reasonably and consistently. This policy will be reviewed on a regular basis to allow for future legislation.

The duty upon Cambridgeshire County Council as a local authority is

“to provide travel or assistance with travel arrangements for ‘Chronically Sick’ or ‘disabled’ persons lies within section 2(1)(d) of the Chronically Sick and Disabled Persons Act 1970.”

Cambridgeshire County Council fulfils this duty in two main ways:

- Funding allocated in an agreed support plan for provision of transport whether that is an arranged provision or funded by direct payments.
- Provision of local authority run assisted transport, where this is arranged by the County Council on behalf of an individual

This review takes place in light of changes in the delivery of social care options. It reflects the need to provide services that:-

- offer choice respecting an individual's right to take risk,
- promote user independence, and
- maintain a duty of care that protects the most vulnerable of service users.

The policy also determines the:-

- allocation criteria to transport services,
- provision of escorts,
- support in selecting independent travel options that promote independence and choice.
- resource authorisation and approval methods,
- assessment review, and
- financial management following the cancellation or variation of transport provision.

Consideration of transport provision will be for the following categories of service users:

- Older People's Services
- Physical Disability Services
- Sensory Services
- Users of Mental Health Services
- Learning Disability Services
- Drug and Alcohol Users
- Services Users with acquired immunodeficiency syndrome (Aids/HIV)

Such service users will have been assessed as being in 'critical' or 'substantial' categories of need, as identified in an assessment, in line with 'Fairer Access to Care Services' which will be replaced by the national eligibility criteria set out in the Care Act 2014

The introduction of direct payments and individualised budgets allows for not only:-

- flexibility in the choice of transport provision to meet individual needs, but also
- supports the local authority's duty to achieve efficiency savings in the key area of local authority expenditure.

2.0 Legal framework

The Care Act 2014 consolidates all previous legislation relevant to Adult Social Care.

The relevant legislation pertaining to transport is as follow:-

Section 29 of the National Assistance Act 1948 defines those within local authorities have the power to make provision for 'welfare services'.

Namely – 'Local Authorities shall have the power to make arrangements for promoting the welfare of persons for whom the section applies, that is to say persons that are blind, deaf or dumb, and other persons who are substantially and permanently handicapped by illness, injury or congenital deformity or such other disabilities as may described by the Minister'.

Chapter 44, section 22 (1)(d) of the 'Chronically Sick and Disabled Persons Act 1970, clarifies the areas of need to the authority to make arrangements.

Namely '2-(1) where a local authority having functions under section 29 of the National Assistance Act 1948 are satisfied in the case of any persons whom this applies who is ordinary resident in that area, that it is necessary to meet the needs of that person for that authority to make arrangements for all or any of the following matters, namely –
'(d) the provision for that person of facilities or assistance in travelling to and from their home for the purpose of participating in any services provided under arrangements made by the authority under the said section 29 or, with approval by the authority, in any services which could be provided under any such arrangements.

The role of provided transport is to assist participation in services for all those who meet Cambridgeshire County Council's eligibility criteria.

It should be noted that Parliament is progressing a new Care Act. There is nothing specific around transport issues but its impact may affect this policy. This Policy will be reviewed as further information comes to light.

3.0 Assessment and criteria

Following a social care assessment that identifies eligible needs, Cambridgeshire County Council (CCC) will consider all transport options set out in section 3.1 before considering the provision of transport through the following methods:

- Transport directly provided to access services, mainly day services, provided either by contracted vehicles or by our own In-House vehicles
- Locality Teams arranging transport using volunteer drivers or private taxi firms.
- An individual making their own arrangements using a Direct Payment

This approach will support the development or maintenance of skills in independent travel and ensure efficient use of the Council's resources. Where transport is provided the assessed need for the assistance to access services will need to be clearly documented.

Where a service user is found to be eligible for the provision of transport services, two categories of provision arise. One is unaccompanied travel. The other is travel with support from a travel escort (see section 3.2 below).

3.1 Assessment for independent travel options taking into account an assessment of risk

Transport will not be provided where the following options are available.

- a) it is possible for the service user to walk to the venue

- b) there is accessible public or community transport available within the given period of time
- c) the use of public transport does not place the service user in a position of risk of being harmed (eg physical or verbal abuse from other passengers)
- d) the service user is able to walk, or get public transport, without risk associated with ability, behaviour or health
- e) the service user could benefit from a programme of 'travel training' designed to equip the individual with the skills, and confidence, required to travel independently by public transport, were it to become available
- f) The service user has their own transport
- g) The service user has access to transport provided by a carer, relative or friend
- h) The service user is able to purchase transport services directly using benefits such as mobility allowance, or a concessionary bus pass
- i) The service user is able to access door to door transport schemes such as 'Dial a Ride'. If they cannot, then the reason should be listed. The funding of this transport needs to be determined
- j) Where the user has a vehicle provided by the 'Motability scheme' which should be appropriate to meet the service user's transport needs, CCC would expect that vehicle to be used as transport for the user to and from services identified as needed by the user through assessment
- k) Where a family carer is expected to drive a 'Motability' vehicle they should be asked to do so. However, assessors should be aware of a requirement to balance the needs of the family carer, identified in the family carers own assessment, against any responsibilities to assist with transport for the person that they care for. Other family members/friends should not be using the vehicle when required by the service user
- l) If there is no-one available to drive the 'Motability' vehicle eg because the family carer(s) or named driver works, consideration needs to be given to alternative sources of funding, such as a direct payment, or to arranged provision or to fund another driver
- m) Where people live in settings where their care is funded by the Adult Social Care Service (e.g. Residential Care, Supported Living Schemes), the cost of the placement will meet the full range of support needs, including transport, to attend community activities, including college and all-day opportunities
- n) Where people are living in adult placement on a long term basis, it will be expected that the cost of the placement will meet their full range of support needs, including transport to community activities and college
- o) Where people contribute towards the provision of a shared community vehicle, such as in 'Supported Living' settings, there is an expectation that this would be used to transport them to community activities including college

The procedures for assessing independent travel options must include an assessment of risk, in accordance with a professional judgement and expertise of the assessor, taking into account eligibility criteria.

3.2 Circumstances where CCC assisted transport may provide a passenger assistant

CCC assisted transport may be provided when the person is found to have an eligible need, following their assessment, to attend a particular service and, following an assessment of independence and risk, is found not to be able to use any of the available options identified in 3.1; and when it is identified in a carers comprehensive assessment that not providing transport would place an unreasonable, and additional, responsibility on the carer or family member.

Service users, assessed as being unable to travel unaccompanied, will usually be provided with transport with a passenger assistant. The passenger assistant provides assistance over and above that offered by the driver of the vehicle.

A local authority assisted transport passenger assistant may be provided when the service

user has been assessed as having eligible needs for social care services following their assessment and, following an assessment of independence risk, is found not to be able to use any of the available options mentioned in 3.1 and where any of the following conditions apply:-

- a) the service user may pose a risk to themselves or any passenger or to the driver when travelling.
- b) the service user has experienced epileptic seizure during the previous two years while travelling. It should be noted that the passenger assistant may not be able to administer medication.
- c) the service user's experience is severe and/or enduring medical conditions, including learning disabilities and mental health problems, that might affect their ability to travel without assistance.

A passenger assistant may also be provided following risk assessment where a grouping of adults determines the need for one

3.3 Provision of CCC assisted transport to services not commissioned directly by CCC

Some service users access services not commissioned directly by CCC Adult Social Care services, but may be assessed as being eligible for transport to access such services.

These include:-

- further education funded colleges,
- lifelong learning courses,
- community opportunities
- voluntary placements and
- work

In such circumstances, the service user's need for transport provision must be assessed if the service to be accessed is to be incorporated in to the support plan, as part of the assessment for critical or substantial needs. A CCC assessment will take into consideration the independent travel options in 3.1.

Where service users choose to attend college courses outside the boundaries of the CCC, transport to, and from, the college will not be provided, even if it has been provided under Children's Services.

CCC will not usually meet the cost of a service user's travel to, and from, residential further education colleges at the start, or end, of the term. Nor the start, or end, of mid-term breaks. This is a family or personal responsibility.

3.4 Health, Safety and Approval to transport

3.4.1 Seat Belts

Seat belts must be provided in all CCC commissioned transport either local authority assisted or arranged through a support plan and worn by drivers, passenger assistants and passengers at all times. [UK Seatbelt Guide](#)

Any request, or need, to opt out of this requirement will be considered on health grounds only. This must be accompanied by written relevant evidence, e.g. medical reports and risk assessments.

3.4.2 Transporting service users with life limiting conditions

There will be times when people with life limiting conditions could be taken seriously ill during transit. In this situation the care plan and or risk assessment for the individual should be followed and appropriate emergency services used. With these kind of situations the escort may wish to use professional judgment as to continuing with the journey and not causing others distress and respectfully managing the situation.

3.4.3 **Managing expectations of people with complex needs in Local Authority Assisted Transport**

Transport requires service users to be transported as safely and effectively as possible. Service users who have any of the following issues should seek approval from the transport department prior to agreeing **any** form of transport provision.

3.4.3.1 Non industry standard wheelchairs

Wheelchairs that are owned by Service Users that might not be on the approved list must be assessed but may be refused if they cannot be safely secured in the vehicle due to the type of chair involved. Users may need to transfer safely to a seat on the transport provided.

3.4.3.2 Epilepsy management

Clients whose epilepsy cannot be safely managed by risk assessment and care plan, may need to be reviewed by transport and a multidisciplinary assessment of the transport and risks understood.

3.4.3.3 Behavior that may challenge

People who exhibit behavior that may be challenging should have a detailed risk plan of how to manage these incidents or a joint decision to individually transport should be based on a case by case situation.

3.4.4 **Medication**

Medication for a service user will be carried on CCC assisted transport for use by the named person. If a requirement to administer medication to the service user occurs, then the person required to administer it must be appropriately trained. A risk assessment must be in place and the transport company must know the identity of the trained person.

4.0 **Carers**

Under the Carers and Disabled Children Act 2000, eligible carers are given the right to request an assessment of their own needs for services. Whilst there is no prescribed menu of services that can be offered, the Carers (Equal Opportunities) Act 2004 states that local authorities, when carrying out carers assessments, must consider how service provision will impact on the carers lives, with regard to;

- work
- education
- training and
- leisure

It is expected that, where possible, the carer, who is a named driver of a 'Motability' vehicle, should be able to transport the service user to and from the venue. However, It must be recognised that this may not be an option if such an arrangement contradicts the carer's assessment of need, as identified in the 2004 Act.

4.1 **Part carer provision/part CCC care provision**

It may be determined that a carer can be provided with transport, for the person that they care for, up to an agreed maximum commitment each week. This may result in a carer providing transport on certain days of the week, with CCC providing transport either through the assisted transport provision or alternative arrangements agreed within the support plan on the remaining days. These arrangements must be within current guidelines and meet the requirement of the carer's assessment. Details of the arrangement must be recorded in both the services user's and carer's assessments.

5.0 **Approval and resource allocation of CCC Assisted Transport**

1. Social and Education Transport Team (SETT) should be consulted before final agreement for transport provision is agreed. SETT will be able to indicate costs and resource availability. (This to be expanded on through SLA).
2. All transport proposals must be written into the Support Plan prior to approval by relevant manager.
3. Written approval can then be submitted to SETT alongside the transport request.

5.1 Direct payment and arranged provisions as part of self directed support

Transport requirements, and costing will be included as an item in an individual's support plan. This may also include the paying of public transport costs for a personal assistant if deemed essential for the Service User to access services. This must be clearly stated in Support Plans.

6.0 Assessment review

All transport arrangements will be reviewed as part of the annual assessment review. The criteria detailed in sections 3 and 4 will appertain. Where a service user is accustomed to assisted travel this will not be a criteria for the continuation of such provision. Where it is felt that an individual may already be able, or could develop the skills to travel independently, a full assessment for independent travel, including an assessment of risk, will be carried out, and an appropriate transport package will be identified. However, transitional plans must be put in place to ensure any risks are managed and access to a service is maintained, e.g. whilst the service user undertakes a programme of travel training, should such an option become available.

Any changes to a Service Users Care Package as a result of this Policy can only be made as an outcome of a statutory review/assessment.

7.0 Charges to service users

All assisted transport provided, or arranged, by CCC Adult Social Care Services is subject to a charge per journey. The charge will be reviewed in line with inflation on an annual basis.

Transport agreed within a support plan (other than CCC assisted transport) is included in the financial assessment made around contributions to care and there is no additional charge for these services.

8.0 Financial management – cancellation or variation of transport costs or provision

Social care assessors and practitioners will remind service users each time transport provision is re-assessed that, where transport provision is provided, service users must notify them, directly, of any planned journey cancellation at least 24 hours in advance. Late cancellations will result in a charge for journeys not taken. Where the reason for cancellation is not foreseen, for example sickness on the day, each case will be considered on its merits.

9.0 Appeals and complaints procedure

Any service user who is not satisfied with the local authority decision in relation to transport, or the nature of the service provided, will have the right to instigate the CCC complaints procedure. In conducting an investigation into the complaint the appropriate manager will look at the operation of the policy and procedure, and will also be able to consider any special circumstances that may apply to any applicant including cases of financial hardship.

If the service user continues to remain dissatisfied with the outcome of their complaint there is a right to appeal, through the CCC Adult Social Care complaints procedure, for the investigation and decision to be reviewed. Dissatisfaction with the council policy itself cannot be considered through this process, although the usual rights and representation are available

10.0 Review of Policy

This policy will be reviewed one year after implementing and then on a rolling three year basis as a minimum. This policy will also be reviewed in light of any external and/or internal policy changes which may have an impact on its accuracy.

ADULT SOCIAL CARE – TRANSPORT POLICY PROPOSAL	
<p>This report was generated on 26/03/15, giving the results for 30 respondents. A filter of 'All Respondents' has been applied to the data.</p> <p>The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.</p>	
<p>If you have any comments on the draft policy, please provide them below:</p>	
<p>You will need to bear in mind transport provision in the voluntary sector is already under pressure and the situation can change quickly - Ely and Soham Dial a ride is likely to close 31/03/2015 as an example.</p>	
<p>This response comes from a provider of social care services to the County Council. The Council is currently conducting a tendering exercise for frameworks for day services, supported living, care at home and residential care services. The pricing structure in those frameworks does not make provision for including transport costs. Framework prices are based on a standard hourly rate which does not include flexibility for variable transport costs. It is possible that large packages of care can include no transport requirement and small packages of care a very substantial transport requirement. We would like to suggest that the contracts for these frameworks make it clear that the price does NOT include the cost of providing transport to the service user and that paragraph 3.1 (m) of the draft policy is re-written. We would like to further suggest that the council adds to its transport policy a framework for determining acceptable rates of charge for providing transport (e.g. in the private car of paid care staff) and when these costs should be added as an additional element of the care package and when they should be recharged to the service user. We have recently made a similar agreement with Bedford Borough Council in which the council's care management team accept responsibility as part of their assessment to determine when there are transport costs associated with social care services which are eligible for council funding and when the service user should pay for these costs themselves. That council has also specified that charges to the council or the service user should not exceed HMRC rates</p>	
<p>As a representative of the voluntary sector that provides a local Social Car scheme I think that such schemes should be part of any assessment for transport provision as they are in many circumstances the most cost effective option.</p>	
<p>We have read the draft policy and our main concern is that it may restrict the number of social services clients who qualify for transport to our day care facility. Also if a relative is capable of providing transport, this will affect the quality of respite that the relative receives whilst providing transport. We understand that initial and annual assessments are necessary and hope that the conditions for transport provision are not too stringent.</p>	
<p>We are contracted through CCC to provide 155 places of day care to Cambridgeshire older individuals. These places are spread over various day and sites across the county. Our services provide social stimulation, companionship, a hot meal and a chance to reduce social isolation for many. We also have folk who attend to give their main family carers a break and time to themselves. Overall we have a mixed group of abilities ranging from individuals who are mentally very able but physically compromised to those who have a level of dementia and are physically well and very able. Most members live either at home or in sheltered housing scheme. Most clients who attend are able to walk far or drive to the centres, many using wheelchairs or walking frames. The members who live in more rural areas have very few options in terms of reduced public transport options Depending on the CCC contract arrangements, each centre will have places via SS assessment and others who come to us from a Community professional and haven't had an assessment. The travel arrangements vary from - CCC provided mini-bus, taxi firms who provide to a contract with CCC on their behalf, dial a ride services and private taxi arrangements made by individuals. Some of the centres get free transport provided and other receive a sum of money within the grant with which to pay their given solution If travel is provided to those clients with allocations via their care packages (SDP) - they have to pay different rates for their day and as such an element of inequity is introduced because of this. Not everyone was assessed because of lack of assessment time in the local teams - some were</p>	

made to pay - and others not. An unfair charging system resulted and clients left the centres complaining because of this		
If you have any comments on the draft policy, please provide them below:		
Many service users are awarded Attendance Allowance could this be included in the section where CCC will not provide transport if the person receives Attendance Allowance. Many people attend day centres who provide transport will the cost of transport be included ?		
I think we need to use the term 'behaviours that may challenge' not challenging or inappropriate behaviour. Cambridgeshire is a large geographical area and some people may need to use more money from their personal budget than others (5.1)? just wondering if this would be fair? Has this been distributed in easy read? otherwise the policy seems reasonable to me.		
Under section 3.1 it might be helpful to mention, where a service user has the mobility component of DLA, for the purchase of transport, they might be reasonably expected to purchase transport.		
We are CCC employees and feel that these proposals interact with our services and may have an impact on our budgets -Community Transport and English National Concessionary Fares Travel Scheme (ENCTS) bus passes. We would request that we are included in the development of any proposals from an early stage for the above reasons. In particular we are concerned that because CT coverage is not consistent across the county then some of the assumptions in the proposal may not necessarily be available. However we are more than happy to discuss and to offer our support in developing the proposals in a way that is realistic and workable as shared working on this is obviously the way forward in supporting our mutual customers. In principle, it would seem fair that a service user's receipt of DLA mobility allowance (at whatever rate) or a motability vehicle (in exchange for mobility allowance at the higher rate) should have an impact on the provision of transport associated with social care. Otherwise, the service user could be said to be receiving two benefits for the same transport provision. Care must be taken to ensure that the impact on family carers of the change in policy is not excessive. It would seem that there is a danger of treating working parent/carers more favourably than unemployed or retired parent/carers. To be obliged to provide two return journeys per day at peak times could be onerous and have a serious impact on leisure time, or other domestic activities (the policy seems to acknowledge this). Compare this with the provision of school transport - for journeys of three miles or more, a parent is not expected to provide transport. This policy makes the assessment of carers' needs much more important than hitherto. The policy depends on an annual assessment review. Recently, these reviews have certainly not been happening on an annual basis - the intervals seem to exceed two years. This must be improved.		
The remainder of this survey is directed specifically at service users and family carers, to get to know more about current travel habits. Those feeding back only on the policy do not need to complete these questions.		
I am a service user / family carer (this will take you on to the next section of the survey) (16) 59% I am not a service user / family carer (this will skip you to the end of the survey) (11) 41%		
Are you... ()	Male (9) Female (8) Other (1) Prefer not to say (1)	47% 42% 5% 5%
How old are you? (Age of respondent)	18 - 24 (1) 25 - 34 (3) 35 - 44 (2) 45 - 54 (3) 55 - 64 (3) 65 - 74 (2) 75 - 84 (2) 85 or older (2) Prefer not to say (1)	11% 16% 16% 11% 11% 11% 5% 5% 16%

Do you have any longstanding health conditions and / or a disability? (Long-standing illness, disability or infirmity)	Yes (17) No (1) Prefer not to say (1)	90% 5% 5%
Does this condition(s) cause you difficulty with any of the following? Please tick as many as apply. (Condition cause difficulty)	Everyday activities that people your age can usually do (13) At work, in education or training (5) Access to buildings, streets or vehicles (8) Reading or writing (9) People's attitudes to you because of your condition (9) Communicating, mixing with others or socialising (10) Any other activity (5) No difficulty with any of these (2)	13% 31% 63% 56% 81% 50% 56% 31%
What is your home postcode? You do not have to provide us with your postcode - but it is important because it will allow us to identify whether people experience particular problems in certain areas. It will not be used to identify you in any way.		
PE19 2EN, CB5 8TZ, CB24 8SA, , E13 2AG, PE29 3PS, PE14 0EG, SG8 6HS, PE28 5AW, CB24 9LZ, PE13 2DY, CB5 8UD, CB24 6YA, CB2 1JH, SG8 6HS,		
Which of the following best describes where you live? (Method of occupying accommodation)	Home owned completely (including under mortgage) (6) Privately rented accommodation (2) Social housing (2) Sheltered accommodation (2) Residential accommodation (1) Supported living (1) With family (3) Other - Please state: (2)	32% 11% 11% 11% 5% 5% 16% 11%
Are you in receipt of a Personal Independence Payment (PIP) or Disability Living Allowance (DLA)? (PIP was scheduled to replace DLA in April 2013).	Yes (12) No (6) Prefer not to say (1)	63% 32% 5%
If yes, do you receive the mobility component of this payment? (If yes, do you receive the mobility component of this pay...)	Yes (7) No (3) Don't know (1)	64% 27% 9%
Do you own or have access to a car funded by a mobility allowance?	Yes (7) No (12) Don't know (-)	37% 63%
Do you drive the car yourself?	Yes (2) No (4) Don't know (-)	33% 67% -
Do you currently access County Council Transport services or transport funded/provided by the service you attend?	Yes (10) No (9)	53% 47%
If yes please describe the service you use: (Do you have anything you wish to add about this service?)	Not the Horizon Coach Horizon transport	

Do you attend any organised social activities (e.g. clubs or groups)?	Yes (5) No (14)	26% 74%
Can you tell us which ones?	Friday Night Club, Sawston. Occasionally, sports nights organised by Edmund Trust Weekly coffee mornings at The Po Church, Wine club, Carers' support group, Car club I am in sheltered accommodation so often join in them Only Headway	
Would you like to be more involved in organised social activities (e.g. clubs or groups)?	Yes (8) No (11)	42% 58%
If so what is preventing you currently?	lack of knowledge on what is available staffing Inability to go out without help. i do not go out so do not know what is on Confusion Transport Transport, staffing	
Does being part of a club or group help you to feel independent, safe and well? (Does being part of a club or group help you to feel indep...)	Yes (2) No (1)	33% 67%
Do you have any additional comments about this?		
Unknown. I like meeting friends - meeting up with the same people in different situations. Not in a club of any sort		
Does a lack of available transport prevent you from attending any organised social activities (e.g. clubs or groups)?	Yes (6) No (13)	32% 68%
Do you have any additional comments about this?		
staffing issues		
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Own car)	Daily (4) At least once a week (7) At least once a fortnight (1) One to two times a month (-) One to two times every 6 months (-) One to two times a year (-) Less often (-) Never (6)	22% 6% 39% - - - - 33%
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Public bus)	Daily (1) At least once a week (3) At least once a fortnight (-) One to two times a month (1) One to two times every 6 months (3) One to two times a year (2) Less often (1) Never (7)	6% 11% - 17% 6% 17% 6% 39%
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport?	Daily (1) At least once a week (4) At least once a fortnight (-)	6% 11% -

(Transport through family and friends)	One to two times a month (2) One to two times every 6 months (-) One to two times a year (2) Less often (1) Never (8)	6% - 22% 11% 44%
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Bicycle)	Daily (-) At least once a week (1) At least once a fortnight (1) One to two times a month (1) One to two times every 6 months (1) One to two times a year (-) Less often (-) Never (14)	- 6% 6% 6% 6% - - 78%
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Train)	Daily (-) At least once a week (1) At least once a fortnight (1) One to two times a month (2) One to two times every 6 months (2) One to two times a year (3) Less often (2) Never (7)	11% 17% 11% 6% 6% 11% 39% -
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Taxi)	Daily (-) At least once a week (-) At least once a fortnight (1) One to two times a month (1) One to two times every 6 months (4) One to two times a year (2) Less often (2) Never (9)	- - 11% 11% 21% 5% 5% 47%
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Community transport (e.g. Dial-a-ride))	Daily (1) At least once a week (1) At least once a fortnight (-) One to two times a month (-) One to two times every 6 months (1) One to two times a year (-) Less often (-) Never (15) 83%	6% 6% - - 6% - - -
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Shopmobility)	Daily (-) At least once a week (-) At least once a fortnight (-) One to two times a month (-) One to two times every 6 months (-) One to two times a year (1) Less often (-) Never (17)	- - - - - 6% - 94%
We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Council transport service)	Daily (3) At least once a week (3) At least once a fortnight (-) One to two times a month (-) One to two times every 6 months (-) One to two times a year (-) Less often (1) Never (11)	6% 17% - - - - 17% 61%

<p>We would like to know more about the main types of transport you use. How often do you use each of the following modes of transport? (Other - please state:)</p> <p>Transport to hospital appointments, arranged through my surgery.</p> <p>Transport provided by a service provider , at least once per week</p>	<p>Daily (-) At least once a week (1) At least once a fortnight (-) One to two times a month (-) One to two times every 6 months (-) One to two times a year (-) Less often (-) Never (5)</p>	<p>- 17% - - - - - 83%</p>
<p>Do you have any other comments about using different types of transport you would like to add?</p>		
<p>access to information. I have my own mobility scooter, but cannot take it on buses, which limits how far I can go on my own. It would be really helpful to have transport that could take my Scooter. The car listed above is my motability car, driven by my parents, starting 25/3/15. Prior to that, my parents car.As I only attend the Horizon for half a day on Fridays</p>		
<p>We would also like to know about your use of public transport: (Where it is available, are you able to use public transport?)</p>	<p>Yes (9) No (8)</p>	<p>53% 47%</p>
<p>We would also like to know about your use of public transport: (Do you need assistance to enable you to use public transport?)</p>	<p>Yes (13) No (6)</p>	<p>68% 32%</p>
<p>Do you have any other comments about how you use public transport?</p>		
<p>"To accommodate my scooter." "I live in a rural village, public transport very limited" "My use of public transport is a learning experience, accompanied by a carer and, usually, a wheelchair" "It would not be practicable for me to use public transport more generally or as an alternative to a car"</p>		
<p>How do you usually travel to and from the following? Select the transport mode you use for most trips to: (Work)</p>	<p>Public transport (2) Own transport (e.g. car, bicycle, or on foot) (2) Council transport (1) Community transport (-) I do not do these trips (13)</p>	<p>11% 11% 6% - 72%</p>
<p>How do you usually travel to and from the following? Select the transport mode you use for most trips to: (Study - school/college/university)</p>	<p>Public transport (1) Own transport (e.g. car, bicycle, or on foot) (1) Council transport (-) Community transport (-) I do not do these trips (15)</p>	<p>6% 6% - - 88%</p>
<p>How do you usually travel to and from the following? Select the transport mode you use for most trips to: (Health Services (doctor/dentist))</p>	<p>Public transport (5) Own transport (e.g. car, bicycle, or on foot) (10) Council transport (1) Community transport (-) I do not do these trips (3)</p>	<p>26% 53% 5% - 16%</p>
<p>How do you usually travel to and from the following? Select the transport mode you use for most trips to: (Essential services (groceries etc))</p>	<p>Public transport (3) Own transport (e.g. car, bicycle, or on foot) (11) Council transport (-) Community transport (-) I do not do these trips (3)</p>	<p>18% 65% - - 18%</p>
<p>How do you usually travel to and from the</p>	<p>Public transport (2)</p>	<p>12%</p>

following? Select the transport mode you use for most trips to: (Non-essential services (clothes etc))	Own transport (e.g. car, bicycle, or on foot) (12) Council transport (-) Community transport (-) I do not do these trips (3)	71% - - 18%
How do you usually travel to and from the following? Select the transport mode you use for most trips to: (Visiting friends or relatives)	Public transport (2) Own transport (e.g. car, bicycle, or on foot) (13) Council transport (-) Community transport (-) I do not do these trips (2)	12% 77% - - 12%
How do you usually travel to and from the following? Select the transport mode you use for most trips to: (Leisure or recreational facilities)	Public transport (-) Own transport (e.g. car, bicycle, or on foot) (11) Council transport (-) Community transport (-) I do not do these trips (6)	- 65% - - 35%
How do you usually travel to and from the following? Select the transport mode you use for most trips to: (Community and day centres)	Public transport (1) Own transport (e.g. car, bicycle, or on foot) (1) Council transport (6) Community transport (2) I do not do these trips (9)	5% 5% 32% 11% 47%
Snap snapsurveys.com How do you usually travel to and from the following? Select the transport mode you use for most trips to: (Other place - please state below:) HEALTH APPOINTMENTS	Public transport (-) Own transport (e.g. car, bicycle, or on foot) (1) Council transport (-) Community transport (-) I do not do these trips (4)	- 20% - - 80%
Do you have any other comments about how you usually travel to places? () In the above table, use council provided Dial-a-ride.		
Do you know about each of the following transport services available in your area that can support you to pursue your activities? (Community transport (e.g. Dial-a-ride))	I currently use this service (3) I have heard of this service and I do know how to access it (7) I have heard of this service but I do not know how to access it (5) I have not heard of this service (2)	18% 41% 29% 12%
Do you know about each of the following transport services available in your area that can support you to pursue your activities? (Voluntary drivers)	I currently use this service (-) I have heard of this service and I do know how to access it (5) I have heard of this service but I do not know how to access it (7) I have not heard of this service (5)	- 29% 41% 29%
Do you know about each of the following transport services available in your area that can support you to pursue your activities? (Voluntary organisations (e.g. Age UK, the British Legion or Red Cross))	I currently use this service (-) I have heard of this service and I do know how to access it (2) I have heard of this service but I do not know how to access it (8) I have not heard of this service (7)	- 12% 47% 41%
Do you know about each of the following transport services available in your area that can	I currently use this service (2) I have heard of this service and I do	12%

support you to pursue your activities? (Patient Transport services)	know how to access it (4) I have heard of this service but I do not know how to access it (7) I have not heard of this service (4)	24% 41% 24%
Do you know about each of the following transport services available in your area that can support you to pursue your activities? (Cambridgeshire County Council transport)	I currently use this service (6) I have heard of this service and I do know how to access it (2) I have heard of this service but I do not know how to access it (6) I have not heard of this service (5)	32% 11% 32% 26%
Do you know about each of the following transport services available in your area that can support you to pursue your activities? (Public transport)	I currently use this service (5) I have heard of this service and I do know how to access it (9) I have heard of this service but I do not know how to access it (2) I have not heard of this service (1)	29% 53% 12% 6%
If you use other types of transport services please list them here: Taxi. Transport provided by care provider. Train		
How long - in minutes - does it take you to travel from your home to your current day service (e.g. daycare centre)? Please leave this blank if you do not attend a service.	60-90 40 30 minutes 30 90 0 40	
If the specific day services you needed were provided closer to your home, would you prefer to attend more a local site?	Yes (6) No (4) No - I do not attend a service (8)	33% 22% 44%
If it became necessary, would you be willing to pay for, or continue to pay for, your transport?	Yes (9) No (2) No - I do not attend a service (8)	47% 11% 42%
Would you be willing to pay a contribution/reasonable costs for Cambridgeshire County Council transport to: (Local facilities)	Yes (7) No (3) No - I do not attend a service (9)	37% 16% 47%
Would you be willing to pay a contribution/reasonable costs for Cambridgeshire County Council transport to: (Facilities outside your local area)	Yes (6) No (4) No - I do not attend a service (8)	33% 22% 44%
Would you be able to pay for, or continue to pay for, your transport?	Yes (7) No (7) No - I do not attend a service (5)	37% 37% 26%
Would you be able to pay a contribution/reasonable costs for Cambridgeshire County Council transport to: (Local facilities)	Yes (9) No (5) No - I do not attend a service (5)	47% 26% 26%
Would you be able to pay a contribution/reasonable costs for	Yes (4) No (9)	22% 50%

Cambridgeshire County Council transport to: (Facilities outside your local area)	No - I do not attend a service (5)	28%
Would you be able to use your own/local transport facilities instead of Cambridgeshire County Council's to remain at your preferred day care centre?	Yes (3) No (8) No - I do not attend a service (7)	17% 44% 39%
If you have any further comments, please provide them below: This was filled in on behalf of service user, using answers I think best appropriate. Home manager A bit optimistic to expect that people who attend a day service will have read the transport consultation documents. Good luck! There was an error on a previous page which prevented me from answering a question accurately. I attend Horizon Resource Centre twice a week. Paper copy, Case #1 Paper submission - Case 2 Paper copy = Case 4 : I already contribute to my existing transport services. Paper Copy - Case 5. Would be willing to pay for services - but cannot afford to so would be limited in what could be done.		
Would you be happy for us to contact you regarding any comments you have made in this survey? (If not, any details given above will not be associated with your personal feedback.)	Yes (14) No (13)	52% 48%

Other Responses Received

"I promised I would send you more following the little bit enclosed on the survey as requested. I wanted to express some of my concerns about some of the proposals, in that they talk about just the process of how/when folk will get access to transport in order to attend Day Care without perhaps understanding that it's not as simple as that. I do understand that for a proposal it has to be fairly concise but I wonder if there have been any discussion with the Contract Dept. of the CC as they are the group who, define and put together tenders for services to be potentially commissioned from a provider.

I understand that Day Care is split loosely into 3 levels of provision – and it is on that basis that various services and sites are commissioned by the CCC. However a site may have folk of very mixed ability levels **and tiers** who have/had not had access to an assessment for their needs which, in the proposal could define who is eligible for free transport or not. We have found in the past that this affects numbers who can /can't attend

Health service staff and others, because they now work in MDT teams – (and will do so more in the future) can also refer day care but their patients/clients don't need to go through the same assessment process – or so I understand. If older people have undergone an assessment then they may well be offered a personal payment to buy what they want to meet their needs. If they get this and continue to attend a club then they end up paying more for their day than others who attend, and have not had an assessment

There is shortage of assessment time available in the social work teams – thereby skewing the numbers of folk who might really want to access out of the house activities because they haven't had that Care Coordinator time offered to them. I'm not criticising - just understanding what it is like with that pressure of work placed upon them and the potential knock on effect to individuals.

To meet current eligibility criteria older individuals have to be fairly unwell.

Those we have contact with in the main find it difficult to walk very far, many use walking aids or wheelchairs. Some individuals are suffering from a degree of forgetfulness but can still enjoy a day out and get some enjoyment out of their trip but couldn't use public transport or negotiate taxis because of their potential for disorientation, or because of physical limitations.

Many will also need a paid carer in the morning to get them up and dressed ready for transport either because of their physical or mental situation

I hope this is useful. I would like to hear that these other factors have been taken into account in putting together this policy. Transport is the part that oils so many other wheels and processes within and outside the CCC that it would be a shame if they weren't considered as an integral part of the whole. Many other non-transport elements influence the end result of - does someone get to step onto free. or otherwise transport – or not

If it isn't all joined up in some way and the client pathway / journey is tracked through and joined up then – I worry that, unintentionally there are many potential cracks in the policy pavement for individual older people (and others) to fall down. “

“We endeavoured to encourage and support our clients to respond individually, either online or via a paper copy of the questionnaire, but the document was far too complex for most of our clients to undertake the task even with the support of our specialist workers. The overall effect of this is that only a very limited number of our clients has actually responded, which has not been helped as we were emailed about the consultation on 16 February with a response date of 16 March.

Transport is a key issue for all our clients

All clients understand that the council's funding is very limited but they do feel that funding for transport should be provided fairly, no matter where they live. Living in many parts of Cambridgeshire with little to no transport infrastructure or financial support to access specialist transport with restrict living life to the full and have a considerable impact on wellbeing of clients and carers.

Many clients have complex physical and cognitive difficulties that can make transport more expensive or more difficult to find appropriate transport, and sometimes they have to make difficult choices between attending specialist rehabilitation or not, when they have a limited personal budget. There seems to be a significant mismatch between the statutory responsibility of the council to provide the social care support via us and its inability to provide the funding for access to that social care support.

The other important aspect to be taken into account is the responsibility to carers and the provision of respite and their wellbeing which is well recognised in The Care Act with the focus on the carer's assessment. If transport is not available for clients then this has an immediate impact on the carer.”