Assisted Transport in Neath Port Talbot

Consultation Paper

Draft Version 1.0   12/02/19

Building Safe and Resilient Communities

CONTENTS

Assisted Transport Policy

1. Background

Neath Port Talbot Council is committed to promoting independence across all areas of service provision and seeks to ensure as many people live and travel as independently as possible within their own communities.

This policy has been developed to provide a strategic and sustainable approach to delivering assisted transport. It places greater emphasis on promoting independence and transparency and clearly outlines the framework through which Neath Port Talbot County Borough Council Adult Services provide assisted transport.

The policy applies to all adults aged 18 years and above who access services provided directly, or commissioned by, Adult Services.

2. What are the aims of this consultation?

The aims of the consultation are to:-

- Make sure that all interested parties are aware of the Council's proposals.
- Provide clear information so that people understand why the changes are necessary.
- Make sure that people have all the information they need to come to an informed opinion.
- Encourage people to give their views on the proposal (outlined in section 4).
- Make sure people know how to submit their views.
- Collect feedback and consider this before a final decision is made.

3. When will the consultation take place?

The Council will be collecting feedback for 90 days from 11th March to 9th June 2019 (see section 6 for how to give your views).

As well as this document, Council officers will be visiting Services throughout the consultation period to explain the proposals to service users face-to-face as well as meeting with carers. This will be a chance to ask questions.

After the consultation ends, all of the feedback will be analysed and a report will be presented to the Council's Cabinet. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4. What is the proposal for the Assisted Transport Policy?

The policy aim is to promote independence and encourage the use of sustainable local methods of transport where viable. This will mean that individuals will need to be assessed via a Care Review to indicate if the person is eligible for assisted transport.

This could mean that for example, if an individual has access to a Motability car or other type of transport to and from community services, they would be expected to use that method. The Council will not automatically provide Assisted Transport.

For a service user to access assisted transport provided by Adult Services, the following factors will apply:

- Assessment for assisted transport will only be considered where the person is eligible for a community service provided by the Council in order to meet an assessed eligible need.
- In completing this assessment, emphasis will be placed on the person's strengths and capabilities, and focus on solutions that enable them to do things for themselves rather than become dependent.
- The assessment will aim to establish whether it is safe and reasonable to expect the person, or their representative, to make transport arrangements. As part of the assessment, all transport options will be examined and the outcomes will be identified and evidenced.
- Provision of assisted transport will only be considered to enable people to travel to and from services they are assessed as needing to meet their social care needs following a Care

Assessment. Any transport provided will be appropriate for that need, will provide value for money and be cost effective.

- Assessment of need will take into account and consider all available transport options including, where applicable, assisted / supported transport, taxi, passenger transport services, public transport, bus pass, Motability vehicle and the mobility component of the Personal Independence Payment (PIP) or Disability Living Allowance (DLA) entitlement.

- If eligible, the provision of transport will be agreed from a designated pick up and return point within the Neath Port Talbot boundary. Trips that do not form part of an agreed care plan will be the responsibility of the service user.

- When assessing eligibility for transport and feasibility of different ways to access provision of services, the following will be taken into account:
  - Access to existing transport
  - Access to Mobility Allowance, PIP, or alternative funds
  - Assessment of mobility
  - Assessment of ability to travel independently
  - Identification of appropriate transport provision for those eligible
  - People may have the financial means to fund their own travel arrangements
  - Outcome of a period of travel training

- If it is established during the assessment process that the person can travel to a community activity that meets their outcomes, either independently or with assistance from family, friends or support providers, the Council will not provide transport, or pay for travel costs. However, this does not prevent people using their own financial resources to pay for transport should they choose to do so.

- The provision of assisted transport to enable young people to access schooling or other services does not confer a right to Council funded transport in adulthood. This will form part of any transitions discussions and the assessment of need.

5. Questions & Answers

During the consultation, there will be a number of ways in which you can submit questions about this proposal (see Section 6). However, here are answers to some questions you may have:

Q: How has the Council reached the conclusion that this proposal is the best option for service users?

A: Adult Services has reviewed current service provision and has developed this policy as the best way to provide sustainable services for our most vulnerable residents.

Q: Will I have to use our mobility car to transport to and from Services?

A: If the person accessing services is in receipt of a mobility allowance this may be utilised by them to purchase private transport, e.g., taxis. Should the person have a motability vehicle, this will be taken into account under the assessment of need. Where applicable, transparent reasons will be given as to why the benefit cannot be utilised.

Q: How will the Council agree if I need assisted transport?

A: All service users will be assessed using the new Social Services Assessment tool following the criteria which illustrates where assisted transport will be provided on page 3.

6. How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on this proposal:

i. 'Face-to-face' meetings with Service Users and their carers
Regular meetings will take place during the consultation. These will be an opportunity to find out more about the proposal, ask questions and give your views.

ii. Team Staff Meetings

iii. One to one meetings
Individual meetings with service users and their families will be arranged where needed.

iv. Advocacy
If required, an independent advocacy service will be made available to Day Service Users.

v. Display and Suggestion Box
There will be an information display giving details of the proposal at Day Services, together with suggestion box where questions, letters and completed feedback forms can be deposited. The boxes will be emptied regularly and answers to any questions will be displayed on the notice board.

vi. Consultation Portal
Neath Port Talbot County Borough's consultation portal which will allow you to comment and provide feedback

vii. Meetings with partner agencies, groups and forums
We will be discussing the proposal at meetings with key partner agencies, learning disability groups/forums and other stakeholders.

viii. In writing
You can respond in writing by writing to the address below

You can write to us or complete the Feedback Form at the end of this booklet. Letters and forms can be put into the suggestion box or can be posted to:

Assisted Transport Policy Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

or email ccu@npt.gov.uk

7. Explanation of terms used in the context of this document

Advocacy is a service, which represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

Partner agencies - these are agencies who work together to provide services, e.g. the Council, National Public Health Service, Local Health Board etc.

Partnership - co-operation between organisations working together to provide a service.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/ service users of a business or service.

Alternative Formats

This information is available in a range of different formats including a Welsh language version and, on request, in other languages, large print, Braille or audio tape/CD. To make a request for another format, please ask one of the Day Centre Staff who will pass your request on to the Commission Unit.

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8. Feedback form

Neath Port Talbot County Borough Council

Assisted Transport Policy Consultation

Feedback Form

If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:

Assisted Transport Policy Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

If you wish to receive a response to any questions raised on this form please supply your name and address:
Name: _____

Address: _____

_____ Postcode: _____

Please indicate your interest in this project (please ✓):

I am a Service User ☐

I am related to a Service User ☐

I am a carer for a Service User ☐

I am a member of staff at a Service ☐

Other (please specify) _____

Please insert your comments below *(please feel free to include additional sheets if required)*:

Questions
Choosing the Right Services
a. How easy or difficult do you find it to get information about help with travel?
Please tick ☐ one box only

Very easy	Fairly easy	Fairly difficult	Very difficult	Don't know

Please give reasons for your answer or provide further comments in the box below

Questions
The Policy on Eligibility for Transport provided by the Council's Adult Social Care
To what extent do you agree or disagree with the proposed Policy detailed.
Please tick ☐ one box only

Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree	Don't know

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below

Questions

Do you think that the Policy on Eligibility for Transport would have a negative impact on any of the adult care sector? *Please state yes, no or don't know*

Yes	No	Don't know

Questions

Independent Travel Training
How important is it for the Council to commission training services to promote independent travel and reduce dependency on social services transport?
Please tick □ one box only

Very important	Fairly important	Neither Not very important	Not important at all	Don't know

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below

About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

Age: *(please ✓ one answer)*

☐ Under 16   ☐ 30-39   ☐ 60-74   ☐ 86+

☐ 16-24   ☐ 40-49   ☐ 75-85   ☐ Prefer not to say

☐ 25-29   ☐ 50-59

Welsh Language – are you: *(please ✓ one answer)*

☐ Fluent speaker & writer   ☐ Fluent speaker   ☐ Learner

☐ Fairly fluent speaker & writer   ☐ Fairly fluent speaker   ☐ Little or no knowledge

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? *(please ✓ one answer)*

☐ Yes   ☐ No   ☐ Prefer not to say

Ethnic origin: *(please ✓ one answer)*

☐ White British   ☐ Mixed: White & Asian   ☐ Black: African

☐ White Irish   ☐ Indian   ☐ Black: Caribbean

☐ Mixed: White & Black Caribbean   ☐ Bangladeshi   ☐ Chinese

☐ Mixed: White & Black African   ☐ Pakistani   ☐ Prefer not to say

☐ Other *(please specify):* _____

Sex *(please ✓ one answer)*

☐ Male   ☐ Female   ☐ Transgender   ☐ Prefer not to say

Religion/Belief: *(please ✓ one answer)*

☐ Christian   ☐ Buddhist   ☐ Hindu   ☐ Jewish   ☐ Muslim

☐ Sikh   ☐ No religion   ☐ Prefer not to say   ☐ Any other religion

☐ Any other religion *(please specify):* _____

Sexual Orientation *(please ✓ one answer)*

☐ Heterosexual   ☐ Lesbian   ☐ Gay   ☐ Bisexual   ☐ Prefer not to say

Nationality *(please ✓ one answer)*

☐ Welsh   ☐ Scottish   ☐ English   ☐ British

☐ Irish   ☐ Prefer not to say   ☐ Other

☐ Other *(please specify):* _____

THANK YOU FOR YOUR TIME

Building Safe and Resilient Communities