

London Borough Of Havering

# Transport Policy – Adults

2024

Laura Wheatley  
3/13/2024

## Document Control

### Sign off and ownership details

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<b>Version number</b>	1.0
<b>Approved by</b>	Barbara Nicholls, Strategic Director of People
<b>Date Approved</b>	13/03/2024
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<b>Author</b>	Laura Wheatley, Senior Commissioner Ageing Well
<b>Owner</b>	Laura Wheatley, Senior Commissioner Ageing Well
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### Revision history

<b>Version</b>	<b>Change</b>	<b>Date</b>	<b>Dissemination</b>
<b>V0.1</b>			
<b>V0.2</b>			

## Equality & Health Impact Assessment record

1	Title of activity	<i>Transport Policy - Adults</i>		
2	Type of activity	<i>New policy</i>		
3	Scope of activity	<p><i>New Transport policy which sets out the Council's approach to the provision of travel assistance for Care Act 2014 eligible service users - ensuring an equitable needs-based system is in place across Adult Social Care.</i></p> <p><i>This Policy sets out criteria, which practitioners should use to determine whether a service user should be provided with travel assistance, as part of a Care and Support Plan.</i></p>		
4a	Are you changing, introducing a new, or removing a service, policy, strategy or function?	Yes	If the answer to <u>any</u> of these questions is ' <b>YES</b> ', please continue to question <b>5</b> .	If the answer to <u>all</u> of the questions (4a, 4b & 4c) is ' <b>NO</b> ', please go to question <b>6</b> .
4b	Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?	Yes		
4c	Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?	Yes		
5	If you answered YES:	<b>Please complete the EqHIA in Section 2 of this document.</b> Please see Appendix 1 for Guidance.		
6	<p>If you answered NO: (<i>Please provide a clear and robust explanation on why your activity does not require an EqHIA. This is essential in case the activity is challenged under the Equality Act 2010.</i>)</p> <p><i>Please keep this checklist for your audit trail.</i></p>			

Date	Completed by	Review date
13/03/2024	Laura Wheatley	13/03/2025

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## **Introduction**

### **1.0 Purpose**

The Care Act (2014) provides a legislative framework as to how Adult Social Care assessments must be conducted and eligibility- determined. Travel assistance is considered as part of this broader assessment of a person's needs, outcomes and wellbeing.

The Act advises that 'Local Authorities should consider the adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing. Local Authorities do not have responsibility for the provision of NHS services such as patient transport, however they should consider needs for support when the adult is attending healthcare appointments'.

### **2.0 Policy summary**

This Policy sets out the Council's approach to the provision of travel assistance for Care Act eligible service users, ensuring an equitable needs-based system is in place across Adult Social Care.

### **3.0 Scope**

This Policy sets out criteria, which assessors should use to determine whether a service user should be provided with travel assistance, as part of a Care and Support Plan, and seeks to ensure all suitable alternatives have been explored and exhausted.

### **4.0 Timescales**

The policy is applicable for the foreseeable future and will be reviewed annually.

### **5.0 Aims, objectives and outcomes**

The decision to provide travel assistance, and the type of travel assistance provided, will be dependent on the needs and circumstances of the service user, as identified in their assessment. If an eligible transport need is identified the most appropriate travel method will be determined once all options have been fully explored and evidenced.

The assessment will focus on the service user's 'assets and strengths' - identifying their ability or potential ability to travel independently. The assessment should promote a culture of risk enablement, taking into account that for some service users to develop and learn new skills could take longer and require support. The focus of the Care and Support Plan will ensure skills in this area are maximised, a focus on achieving outcomes is maintained and independence attained wherever possible.

Service users who can travel to community, social or recreational activities, either independently or with support from family, friends, community partners or support providers (including volunteers) will usually be expected to do so. The Council will facilitate the signposting towards appropriate travel assistance options and/or travel training.

## **6.0 Detail**

### **6.1 Transport and the Duty to Assess**

- 6.1.1 The council has a duty to assess social care needs and a duty to meet eligible needs. If one of our service users has been assessed as needing social inclusion or a need to take part in social/leisure activities within the community, then we are under a duty to consider how they are going to get to and from the centre/service.

- 6.1.2 Transport is not in itself an eligible social care need but is a means of accessing other services or support. The overriding principle is that the decision to provide transport is based on a person's individual circumstances including needs, risks, outcomes and promoting independence.
- 6.1.3 Adult Social Care will only fund transport for people to enable them to attend an activity or community based services which is meeting an assessed social care need. Although a person may attend a specific community service or activity to meet their assessed needs, they will not be automatically eligible for transport to and from the service/activity. In exceptional circumstances transport may be considered for respite services that have been provided as part of a needs assessment.
- 6.1.4 The council has a duty to assess the needs of any service user for whom the authority may provide or arrange the provision of community care services and who may be in need of such services. They have a further duty to decide, having regard to the results of the assessment, what, if any, services they should provide to meet the individual's needs. A value for money approach will be taken and we will only fund what is a reasonable cost for transport.
- 6.1.5 Adult Social Care (ASC) has a duty to support someone to get to a service if:
- The person using the service meets the eligibility criteria for ASC;
  - Use of that service is assessed as necessary - it meets an assessed need;
  - The person cannot get to the service without support from the council.
- 6.1.6 When a need for transport is identified as an eligible need then the council are under a duty to ensure it is provided. It is not a discretionary service. If, following assessment, the council consider there is not an eligible need then it will explain in clear and logical/lawful terms why it has arrived at this decision.
- 6.1.7 The need for and purpose of transport must also be reflected clearly in the support plan setting out why the service user will be unable to access the service without it. On this basis transport is necessary to meet the outcomes outlined in the service users support plan. This would not be the case if the place a service user wanted to go was not necessary to meet the outcomes outlined in the support plan or if he/she could get there without help from the council or, if the he/she decides to attend a setting that is not the nearest available/out of borough.
- 6.1.8 Every service user's situation will be different but when assessing whether someone requires help from ASC with transport the council will consider the following:
- What support is needed to travel and can that be provided by natural supports?
  - Can the person learn to travel independently?
  - What are the relative risks of different options?

## **6.2 Eligibility Criteria**

- 6.2.1 Travel assistance may be provided in situations where:
- the service user is travelling to a destination which is deemed to be essential in the context of their assessed Care Act eligible needs.
  - the service user is unable to travel safely to, and from, their destination, with or without mobility aids, either independently or with support from their Carer, family member(s), friend(s), Support Worker or volunteer.
  - the service user cannot use public transport, Concessionary Travel options, or similar either independently or with support.

- there are specific Health and Safety reasons which means travel assistance may be necessary to safeguard the service user and / or others.
- the service user is unable to attend their nearest community, social or recreational facilities because there is no space available or their cultural specific need cannot be met, and all other options have been explored and exhausted. This may be on a temporary basis until an appropriate place is found nearer to home.

#### 6.2.1 Travel Assistance will not usually be provided in situations where:

- the service user is assessed as being able to travel safely to and from their destination, with or without mobility aids, either independently or with support from their Carer, family member(s), friend(s), Support Worker or volunteer.
- the service user can use public transport, Concessionary Travel options, or similar either independently, or with support. Service users who qualify for Concessionary Travel will be expected to apply for and use this to meet their needs. The constraints of Concessionary Travel (i.e. no free travel before 09:30) will be taken into account during the assessment.
- the service user receives the higher rate mobility element of Disability Living Allowance or Personal Independence Payment. In this case, the service user will be required to fully utilise the benefit to access travel assistance.
- the service user has access to a private car, including a car leased through the Motability scheme. In this case, unless exceptional circumstances apply, the service user will be required to travel independently using that vehicle. If the service user uses their own vehicle or Motability car, no petrol costs or other expenses will be considered for funding by the Council.
- the service user requires support to travel to, and from, work. In this case, service users will be expected to apply for support from Access to Work in the first instance.
- the service user chooses to attend community, social or recreational facilities which are not the nearest available resource to meet their assessed need. In this case, the service user will be expected to travel independently or meet the cost of travel assistance.

This list is not exhaustive, and dependent on a holistic assessment of the service user's circumstances.

### 6.3 Escorts

6.3.1 Eligibility for travel assistance does not automatically mean the service user will have a need to be accompanied on their journey by an escort. This must be considered as part of the assessment and take into account the following factors:

- availability of the service user's Carer, family member or friends.
- the proposed method of transport (for instance, a service user travelling by bus will need a higher level of communication, understanding and mobility than a service user travelling 'door to door' in a taxi).
- mobility (e.g. a service user's ability to walk and transfer in and out of the proposed method of transport / building where the activity is taking place; risk of falls, risk of self-harm, etc.).
- communication difficulties.
- psychological factors (e.g. mental health, dementia, lack of confidence, agoraphobia, etc.).
- challenging behaviours whilst travelling.

- vulnerability, including impact of past experiences and risk of harassment.
- consideration of degenerative conditions.
- Mental Capacity.
- any other factors that may affect personal safety.

If the ability to travel would be made possible by an accompanying companion, assistance will be provided in applying for Attendance Allowance or Personal Independent Payment to pay for this.

## 6.4 Travel Assistance Options

- 6.4.1 *Access to Work* - Access to Work helps people to get or stay in work if they have a physical or mental health condition or disability. The support provided will depend on the person's needs. For more information, visit [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work).
- 6.4.2 *Freedom Pass* - Freedom Passes are managed by London Councils. There are three different Freedom Passes; Older Persons, Disabled Persons and Veterans. To apply for a Freedom Pass visit [www.londoncouncils.gov.uk/services/freedom-pass](http://www.londoncouncils.gov.uk/services/freedom-pass).
- 6.4.3 *60+ London Oyster Photocard* – Transport for London manage these Oyster Photo cards. If you're 60 or over and live in a London borough, you can get free travel on our transport services. To apply for a 60+ Oyster Photocard visit <https://tfl.gov.uk/fares/free-and-discounted-travel/60-plus-oyster-photocard>.
- 6.4.4 *Blue Badge* - Blue Badges are managed nationally with a set national criteria - based upon a person's mobility and more recently 'hidden disabilities' such as Learning Disabilities and Mental Health needs). To apply for a Blue Badge visit [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge).
- 6.4.5 *Taxi Card* - A Taxi Card offers subsidised travel in licensed taxis and private hire vehicles (minicabs) to London residents with severe mobility impairments or who are severely sight impaired. It enables members who have difficulty in using public transport to get out and about. Taxi Cards are managed by London Councils with a set eligibility criterion with option of discretion. For information, visit [www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard).
- 6.4.6 *Dial-A-Ride* - Transport for London manages Dial-a-Ride. A person is automatically entitled to Dial-a-Ride if they have a Taxi Card. Dial-a-Ride does not operate at evenings and weekends and has limited spaces. As such, it is good to use Dial-a-Ride in the week and Taxi Card at weekends / in the evenings. For more information visit: [www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride).
- 6.4.7 *Accessible Public Transport* - Transport for London (TfL) has a wide range of resources and schemes to make travelling on London transport easier including Accessibility Guides, Please Offer Me A Seat Badge, DLR Community Ambassadors, Passenger Assist and Travel Mentoring. For more information visit <https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport>.
- 6.4.8 *Transport for All* - Transport for All is an organisation led by disabled and older people who champion the cause of accessible transport in London. Transport for All believes in a fully accessible, reliable and affordable transport network for disabled and older people. They provide advice, information, advocacy and training. For more information visit: [www.transportforall.org.uk](http://www.transportforall.org.uk).
- 6.4.9 *Motability Scheme* - The Motability Scheme enables people to get mobile by exchanging their mobility allowance to lease a new car, WAV, scooter or



powered wheelchair. Residents can check they are eligible by visiting: [www.motability.co.uk/about/check-your-eligibility](http://www.motability.co.uk/about/check-your-eligibility).

- 6.4.10 *Travel Training* - Our travel training programme helps give young people with disabilities, special educational needs or additional needs the confidence and skills they need to be able to travel safely independently. The travel training programme can support students to learn how to use public transport, including buses, trains, tubes or a combination of different types of transport, and can support young people with finding and walking to destinations. For more information, visit: [traveltraining@dabd.org.uk](mailto:traveltraining@dabd.org.uk).
- 6.4.11 *Direct Payments* - A weekly payment given to service users for transport via taxi, transport services or mileage. Set rates apply and service users may be required to top up. A taxi is a motor vehicle licenced to transport passengers i.e. a black cab, mini cab or mini bus. Transport services is for a service run by PTS. And Mileage is paid per mile for use of own personal vehicle. It should be assessed if service user has an eligible need for transport. Consideration should then be given to the most appropriate way to meet this need.
- 6.4.12 *Directly Commissioned Services* - A transport service which is arranged and paid for by the council generally via transport services run by PTS or local taxi firms. It should be assessed if service user has an eligible need for transport. Consideration should then be given to the most appropriate way to meet this need. Costs are capped which may mean that costs are not met in full but partially requiring a top up by the service user.

## 6.5 Assessment Process

- 6.5.1 There are 4 stages in the process for assessment of eligibility for the provision of assistance with transport and the identification of appropriate transport as follows:
- Access to existing transport;
  - Assessment of mobility;
  - Assessment of ability to travel independently;
  - Identification of appropriate transport provision for those eligible.
- 6.5.2 Stage 1: Access to existing transport service users will not normally be eligible for transport if:
- They have a mobility vehicle which they drive themselves. In this instance there will be consideration of whether it is reasonable to expect that the service user will use that vehicle in order to travel to the location of the care service/activity.
  - They have a mobility vehicle of which they are not normally the driver themselves. Similarly, there will be consideration of whether it is reasonable to expect that the service user will use that vehicle in order to travel to the location of the care service/activity.
  - They have a Freedom Pass (and a reasonable public transport route is available), and have been assessed at Stage 3 as capable of independent travel.
  - They receive the Mobility component of Disability Living Allowance, and this can adequately meet the cost of travel to meet their assessed social care needs and they have been assessed at Stage 3 as capable of independent travel.
- 6.5.3 Stage 2: Assessment of mobility. An assessment will be made of the service user's mobility. This will involve assessing issues such as:
- Ability to walk outside (including slippery/icy weather conditions).
  - Requirement for wheelchair/ other walking aid.

- Ability to get in and out of property.
- Ability to get in and out of vehicle.
- Risk of falling without support.
- Ability to bear weight to transfer
- Whether mobile but at a risk when mobilizing due to uncontrollable movements
- Ability to use stairs, manage gradients, steepness of stairs in home, safety, energy levels.

Service Users will be categorized for this purpose as follows:

- No mobility problems.
- Limited mobility problems
- High/ complex mobility problems.

Some service users may need a weather plan put in place to ensure their safety during harsh or icy weather conditions.

6.5.4 Stage 3: Assessment of ability to travel independently. This assessment considers both physical and social reasons that enable or prevent the service user from travelling independently. This will include:

- Extent of the mobility problems identified in Stage 2.
- Availability of family/carers.
- Communication difficulties (for example ability to order taxi or use public transport).
- Psychological factors e.g. mental health, loss of confidence, agoraphobia.
- Experience or risk of harassment.
- Any other factors affecting personal safety.

The assessor will determine whether the service user:

- Is capable of travelling independently.
- Requires some training, support or assistance that will enable them to be capable of travelling independently in the near future.
- Not capable of travelling independently.

Stages 1 to 3 will determine the eligibility of the service user for some form of transport or transport assistance. Assuming the service user is eligible under Stage 1 (access to existing transport) then the eligibility will be determined as follows:

		Mobility problems		
		None	Low	High/complex
Capable of Independent travel	Yes	Not eligible Use public transport Walk if more than 1km Use concessionary pass	Not eligible Use public transport Walk if more than 1km Use concessionary pass	Eligible May require door to door service
	Potentially	Eligible Directly-provided transport if no other suitable option	Eligible Directly-provided transport if no other suitable option as last resort	Eligible May require door to door service
	No	Eligible Designated pick-up points near home	Eligible Designated pick-up points near home	Eligible Requires door to door service

- 6.5.5 Stage 4: Identification of appropriate transport. Once eligibility has been assessed following the table above, it will be the duty of Adult Social Care services to make appropriate arrangements for transport. Directly provided transport services - whether internal or external - will be provided only once other alternatives have been considered and ruled out and not as a matter of course.

## **6.6 Review**

- 6.6.1 The criteria detailed above applies at review, and at every stage where a service user's needs are being reassessed.
- 6.6.2 A service user being accustomed to travel assistance is not a criterion for the continuation of such provision where a suitable alternative has been identified. Any review and proposed removal of travel assistance will be discussed and agreed with the service user or their representative. If appropriate, a time-limited transition period will be agreed so that alternative arrangements can be made.
- 6.6.3 Once eligibility has been confirmed, the Council will facilitate appropriate arrangements for travel assistance, ensuring that the need is met in the best-value way.
- 6.6.4 Where service users move from Children's to Adult Social Care services, then their needs will be reassessed by Adult Social Care services in relation to the new services required.

## **6.7 Appeals Procedure**

- 6.7.1 Any service user who is not satisfied with the Council's decision in relation to transport or the service provided, should in the first instance liaise with their allocated Social Care practitioner. Should the service remain dissatisfied, the resident may use the Council's Complaints Procedure.

## **Applicability**

This policy applies to service users who are assessed for travel assistance as part of a support package to meet their eligible needs.

## **Ownership and authorisation**

Policy Lead: Laura Wheatley

Authorising Body: Cabinet

Operational Responsibility: Joint Commissioning Unit

## **Related documents**

None

## **Dissemination and communication**

Disseminated to for comment:

Barbara Nicholls – Strategic Director of People

Annette Kinsella – Director of Ageing Well

Andrew Sykes – Live Well Portfolio Manager

Chibuike Oji – Service Manager Disabilities

Jackie Lawson – Service Manager IHSC

Location of policy: <https://onesourceict.sharepoint.com/sites/AdultSocialCare>

### **Implementation**

The Transport Policy does not have a mandatory training requirement or any other training needs.

### **Monitoring and review**

The policy will be monitored quarterly and reviewed annually by the Joint Commissioning Unit.

### **Further information**

For further guidance please contact:

Laura Wheatley, Senior Commissioner & Project Manager, Joint Commissioning Unit

## Appendix 1: Equality Analysis



# Equality & Health Impact Assessment (EqHIA)

### Document control

<b>Title of activity:</b>	<i>Transport Policy</i>
<b>Lead officer:</b>	<i>Laura Wheatley, Senior Commissioner Ageing Well</i>
<b>Approved by:</b>	<i>Barbara Nicholls, Strategic Director of People</i>
<b>Date completed:</b>	<i>13/03/2024</i>
<b>Scheduled date for review:</b>	<i>13/03/2025</i>

<b>Did you seek advice from the Corporate Policy &amp; Diversity team?</b>	<i>No</i>
<b>Did you seek advice from the Public Health team?</b>	<i>No</i>
<b>Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?</b>	<i>No</i>

# 1. Equality & Health Impact Assessment Checklist

## About your activity

1	Title of activity	<i>Transport Policy</i>		
2	Type of activity	<i>New policy</i>		
3	Scope of activity	<p><i>New Transport policy which sets out the Council's approach to the provision of travel assistance for Care Act 2014 eligible service users - ensuring an equitable needs-based system is in place across Adult Social Care.</i></p> <p><i>This Policy sets out criteria, which practitioners should use to determine whether a service user should be provided with travel assistance, as part of a Care and Support Plan.</i></p>		
4a	Are you changing, introducing a new, or removing a service, policy, strategy or function?	Yes	If the answer to <u>any</u> of these questions is 'YES', please continue to question 5.	If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6.
4b	Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?	Yes		
4c	Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?	Yes		
5	If you answered YES:	<b>Please complete the EqHIA in Section 2 of this document.</b> Please see Appendix 1 for Guidance.		
6	If you answered NO:			

Completed by:	<i>Laura Wheatley, Senior Commissioner &amp; Project Manager, Joint Commissioning Unit</i>
Date:	<i>04/01/2024</i>

## 2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

### Background/context:

#### **Purpose**

*The Care Act (2014) provides a legislative framework as to how Adult Social Care assessments must be conducted and eligibility- determined. Travel assistance is considered as part of this broader assessment of a person's needs, outcomes and wellbeing.*

*The Act advises that 'Local Authorities should consider the adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing. Local Authorities do not have responsibility for the provision of NHS services such as patient transport, however they should consider needs for support when the adult is attending healthcare appointments'.*

#### **Aims, objectives and outcomes**

*The decision to provide travel assistance will be dependent on the needs and circumstances of the service user, as identified via their assessment. If an eligible transport need is identified the most appropriate travel method will be determined once all options have been fully explored, evidenced and exhausted.*

*The assessment will focus on the service user's 'assets and strengths' - identifying their ability or potential ability to travel independently. The assessment should promote a culture of risk enablement, taking into account that for some service users to develop and learn new skills could take longer and require support. The focus of the Care and Support Plan will ensure skills in this area are maximised, a focus on achieving outcomes is maintained and independence attained wherever possible.*

*Service users who can travel to community, social or recreational activities, either independently or with support from family, friends, community partners or support providers (including volunteers) will be expected to do so. The Council will facilitate the signposting towards appropriate travel assistance options and/or travel training.*

#### **Detail**

##### **6.0 Transport and the Duty to Assess**

- 6.1.1 *The council has a duty to assess social care needs and a duty to meet eligible needs. If one of our service users has been assessed as needing social inclusion or a need to take part in social/leisure activities within the community, then we are under a duty to consider how they are going to get to and from the centre/service.*
- 6.1.2 *Transport is not in itself an eligible social care need but is a means of accessing other services or support. The overriding principle is that the decision to provide transport is based on a person's individual circumstances including needs, risks, outcomes and promoting independence.*
- 6.1.3 *Adult Social Care will only fund transport for people to enable them to attend an activity or community based services which is meeting an assessed social care need. Although a person may attend a specific community service or activity to meet their assessed needs, they will not be automatically eligible for transport to and from the service/activity.*

*In exceptional circumstances transport may be considered for respite services that have been provided as part of a needs assessment.*

- 6.1.4 *The council has a duty to assess the needs of any service user for whom the authority may provide or arrange the provision of community care services and who may be in need of such services. They have a further duty to decide, having regard to the results of the assessment, what, if any, services they should provide to meet the individual's needs. A value for money approach will be taken and we will only fund what is a reasonable cost for transport.*
- 6.1.5 *Adult Social Care (ASC) has a duty to support someone to get to a service if:*
- *The person using the service meets the eligibility criteria for ASC;*
  - *Use of that service is assessed as necessary - it meets an assessed need;*
  - *The person cannot get to the service without support from the council.*
- 6.1.6 *When a need for transport is identified as an eligible need then the council are under a duty to ensure it is provided. It is not a discretionary service. If, following assessment, the council consider there is not an eligible need then it will explain in clear and logical/lawful terms why it has arrived at this decision.*
- 6.1.7 *The need for and purpose of transport must also be reflected clearly in the support plan setting out why the service user will be unable to access the service without it. On this basis transport is necessary to meet the outcomes outlined in the service users support plan. This would not be the case if the place a service user wanted to go was not necessary to meet the outcomes outlined in the support plan or if he/she could get there without help from the council or, if the he/she decides to attend a setting that is not the nearest available/out of borough.*
- 6.1.8 *Every service user's situation will be different but when assessing whether someone requires help from ASC with transport the council will consider the following:*
- *What support is needed to travel and can that be provided by natural supports?*
  - *Can the person learn to travel independently?*
  - *What are the relative risks of different options?*

## **6.2 Eligibility Criteria**

- 6.2.1 *Travel assistance may be provided in situations where:*
- *the service user is travelling to a destination which is deemed to be essential in the context of their assessed Care Act eligible needs.*
  - *the service user is unable to travel safely to, and from, their destination, with or without mobility aids, either independently or with support from their Carer, family member(s), friend(s), Support Worker or volunteer.*
  - *the service user cannot use public transport, Concessionary Travel options, or similar either independently or with support.*
  - *there are specific Health and Safety reasons which means travel assistance may be necessary to safeguard the service user and / or others.*
  - *the service user is unable to attend their nearest community, social or recreational facilities because there is no space available or their cultural specific need cannot be met, and all other options have been*



*explored and exhausted. This may be on a temporary basis until an appropriate place is found nearer to home.*

*6.2.1 Travel Assistance will not usually be provided in situations where:*

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- the service user can use public transport, Concessionary Travel options, or similar either independently, or with support. Service users who qualify for Concessionary Travel will be expected to apply for and use this to meet their needs. The constraints of Concessionary Travel (i.e. no free travel before 09:30) will be taken into account during the assessment.*
- the service user receives the higher rate mobility element of Disability Living Allowance or Personal Independence Payment. In this case, the service user will be required to fully utilise the benefit to access travel assistance.*
- the service user has access to a private car, including a car leased through the Motability scheme. In this case, unless exceptional circumstances apply, the service user will be required to travel independently using that vehicle. If the service user uses their own vehicle or Motability car, no petrol costs or other expenses will be considered for funding by the Council.*
- the service user requires support to travel to, and from, work. In this case, service users will be expected to apply for support from Access to Work in the first instance.*
- the service user chooses to attend community, social or recreational facilities which are not the nearest available resource to meet their assessed need. In this case, the service user will be expected to travel independently or meet the cost of travel assistance.*

*This list is not exhaustive, and dependent on a holistic assessment of the service user's circumstances.*

### **6.3 Escorts**

*6.3.1 Eligibility for travel assistance does not automatically mean the service user will have a need to be accompanied on their journey by an escort. This must be considered as part of the assessment and take into account the following factors:*

- availability of the service user's Carer, family member or friends.*
- the proposed method of transport (for instance, a service user travelling by bus will need a higher level of communication, understanding and mobility than a service user travelling 'door to door' in a taxi).*
- mobility (e.g. a service user's ability to walk and transfer in and out of the proposed method of transport / building where the activity is taking place; risk of falls, risk of self-harm, etc.).*
- communication difficulties.*
- psychological factors (e.g. mental health, dementia, lack of confidence, agoraphobia, etc.).*
- challenging behaviours whilst travelling.*
- vulnerability, including impact of past experiences and risk of harassment.*
- consideration of degenerative conditions.*
- Mental Capacity.*
- any other factors that may affect personal safety.*

*If the ability to travel would be made possible by an accompanying companion, assistance will be provided in applying for Attendance Allowance or Personal Independent Payment to pay for this.*

#### **6.4 Travel Assistance Options**

- 6.4.1 *Access to Work - Access to Work helps people to get or stay in work if they have a physical or mental health condition or disability. The support provided will depend on the person's needs. For more information, visit [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work).*
- 6.4.2 *Freedom Pass - Freedom Passes are managed by London Councils. There are three different Freedom Passes; Older Persons, Disabled Persons and Veterans. To apply for a Freedom Pass visit [www.londoncouncils.gov.uk/services/freedom-pass](http://www.londoncouncils.gov.uk/services/freedom-pass).*
- 6.4.3 *60+ London Oyster Photocard – Transport for London manage these Oyster Photo cards. If you're 60 or over and live in a London borough, you can get free travel on our transport services. To apply for a 60+ Oyster Photocard visit <https://tfl.gov.uk/fares/free-and-discounted-travel/60-plus-oyster-photocard>.*
- 6.4.4 *Blue Badge - Blue Badges are managed nationally with a set national criteria - based upon a person's mobility and more recently 'hidden disabilities' such as Learning Disabilities and Mental Health needs). To apply for a Blue Badge visit [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge).*
- 6.4.5 *Taxi Card - A Taxi Card offers subsidised travel in licensed taxis and private hire vehicles (minicabs) to London residents with severe mobility impairments or who are severely sight impaired. It enables members who have difficulty in using public transport to get out and about. Taxi Cards are managed by London Councils with a set eligibility criterion with option of discretion. For information, visit [www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard).*
- 6.4.6 *Dial-A-Ride - Transport for London manages Dial-a-Ride. A person is automatically entitled to Dial-a-Ride if they have a Taxi Card. Dial-a-Ride does not operate at evenings and weekends and has limited spaces. As such, it is good to use Dial-a-Ride in the week and Taxi Card at weekends / in the evenings. For more information visit: [www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride).*
- 6.4.7 *Accessible Public Transport - Transport for London (TfL) has a wide range of resources and schemes to make travelling on London transport easier including Accessibility Guides, Please Offer Me A Seat Badge, DLR Community Ambassadors, Passenger Assist and Travel Mentoring. For more information visit <https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport>.*
- 6.4.8 *Transport for All - Transport for All is an organisation led by disabled and older people who champion the cause of accessible transport in London. Transport for All believes in a fully accessible, reliable and affordable transport network for disabled and older people. They provide advice, information, advocacy and training. For more information visit: [www.transportforall.org.uk](http://www.transportforall.org.uk).*
- 6.4.9 *Motability Scheme - The Motability Scheme enables people to get mobile by exchanging their mobility allowance to lease a new car, WAV, scooter or*

*powered wheelchair. Residents can check they are eligible by visiting: [www.motability.co.uk/about/check-your-eligibility](http://www.motability.co.uk/about/check-your-eligibility).*

- 6.4.10 Travel Training - Our travel training programme helps give young people with disabilities, special educational needs or additional needs the confidence and skills they need to be able to travel safely independently. The travel training programme can support students to learn how to use public transport, including buses, trains, tubes or a combination of different types of transport, and can support young people with finding and walking to destinations. For more information, visit: [traveltraining@dabd.org.uk](mailto:traveltraining@dabd.org.uk).*
- 6.4.11 Direct Payments - A weekly payment given to service users for transport via taxi, transport services or mileage. Set rates apply and service users may be required to top up. A taxi is a motor vehicle licenced to transport passengers i.e. a black cab, mini cab or mini bus. Transport services is for a service run by PTS. And Mileage is paid per mile for use of own personal vehicle. It should be assessed if service user has an eligible need for transport. Consideration should then be given to the most appropriate way to meet this need.*
- 6.4.12 Directly Commissioned Services - A transport service which is arranged and paid for by the council generally via transport services run by PTS or local taxi firms. It should be assessed if service user has an eligible need for transport. Consideration should then be given to the most appropriate way to meet this need. Costs are capped which may mean that costs are not met in full but partially requiring a top up by the service user.*

## **6.5 Assessment Process**

- 6.5.1 There are 4 stages in the process for assessment of eligibility for the provision of assistance with transport and the identification of appropriate transport as follows:*
- Access to existing transport;*
  - Assessment of mobility;*
  - Assessment of ability to travel independently;*
  - Identification of appropriate transport provision for those eligible.*
- 6.5.2 Stage 1: Access to existing transport service users will not normally be eligible for transport if:*
- They have a mobility vehicle which they drive themselves. In this instance there will be consideration of whether it is reasonable to expect that the service user will use that vehicle in order to travel to the location of the care service/activity.*
  - They have a mobility vehicle of which they are not normally the driver themselves. Similarly, there will be consideration of whether it is reasonable to expect that the service user will use that vehicle in order to travel to the location of the care service/activity.*
  - They have a Freedom Pass (and a reasonable public transport route is available), and have been assessed at Stage 3 as capable of independent travel.*
  - They receive the Mobility component of Disability Living Allowance, and this can adequately meet the cost of travel to meet their assessed social care needs and they have been assessed at Stage 3 as capable of independent travel.*
- 6.5.3 Stage 2: Assessment of mobility. An assessment will be made of the service user's mobility. This will involve assessing issues such as:*

- Ability to walk outside (including slippery/icy weather conditions).
- Requirement for wheelchair/ other walking aid.
- Ability to get in and out of property.
- Ability to get in and out of vehicle.
- Risk of falling without support.
- Ability to bear weight to transfer
- Whether mobile but at a risk when mobilizing due to uncontrollable movements
- Ability to use stairs, manage gradients, steepness of stairs in home, safety, energy levels.

Service Users will be categorized for this purpose as follows:

- No mobility problems.
- Limited mobility problems
- High/ complex mobility problems.

Some service users may need a weather plan put in place to ensure their safety during harsh or icy weather conditions.

6.5.4 Stage 3: Assessment of ability to travel independently. This assessment considers both physical and social reasons that enable or prevent the service user from travelling independently. This will include:

- Extent of the mobility problems identified in Stage 2.
- Availability of family/carers.
- Communication difficulties (for example ability to order taxi or use public transport).
- Psychological factors e.g. mental health, loss of confidence, agoraphobia.
- Experience or risk of harassment.
- Any other factors affecting personal safety.

The assessor will determine whether the service user:

- Is capable of travelling independently.
- Requires some training, support or assistance that will enable them to be capable of travelling independently in the near future.
- Not capable of travelling independently.

Stages 1 to 3 will determine the eligibility of the service user for some form of transport or transport assistance. Assuming the service user is eligible under Stage 1 (access to existing transport) then the eligibility will be determined as follows:

		Mobility problems		
		None	Low	High/complex
Capable of Independent travel	Yes	Not eligible Use public transport Walk if more than 1km Use concessionary pass	Not eligible Use public transport Walk if more than 1km Use concessionary pass	Eligible May require door to door service
	Potentially	Eligible Directly-provided transport if no other suitable option	Eligible Directly-provided transport if no other suitable option as last resort	Eligible May require door to door service
	No	Eligible Designated pick-up points near home	Eligible Designated pick-up points near home	Eligible Requires door to door service

6.5.5 *Stage 4: Identification of appropriate transport. Once eligibility has been assessed following the table above, it will be the duty of Adult Social Care services to make appropriate arrangements for transport. Directly provided transport services - whether internal or external - will be provided only once other alternatives have been considered and ruled out and not as a matter of course.*

**6.6 Review**

6.6.1 *The criteria detailed above applies at review, and at every stage where a service user's needs are being reassessed.*

6.6.2 *A service user being accustomed to travel assistance is not a criterion for the continuation of such provision where a suitable alternative has been identified. Any review and proposed removal of travel assistance will be discussed and agreed with the service user or their representative. If appropriate, a time-limited transition period will be agreed so that alternative arrangements can be made.*

6.6.3 *Once eligibility has been confirmed, the Council will facilitate appropriate arrangements for travel assistance, ensuring that the need is met in the best- value way.*

6.6.4 *Where service users move from Children's to Adult Social Care services, then their needs will be reassessed by Adult Social Care services in relation to the new services required.*

**6.7 Appeals Procedure**

6.7.1 *Any service user who is not satisfied with the Council's decision in relation to transport or the service provided, should in the first instance liaise with their allocated Social Care practitioner. Should the service remain dissatisfied, the resident may use the Council's Complaints Procedure.*

**Who will be affected by the activity?**

*This policy applies to service users who currently have transport as part of a support package to meet their eligible needs and eligible services users in the future who have a need for the provision of travel assistance.*

*There are currently 63 service users receiving a direct payment for transport and 249 service users receiving a commissioned service for transport.*

**Protected Characteristic - Age: Consider the full range of age groups**

<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>  <i>The new transport policy will have a neutral impact on all age groups as it ensures that there is a clearly defined offer that is based on a service user's needs and not age.</i>
<b>Positive</b>	<input type="checkbox"/>	
<b>Neutral</b>	<input checked="" type="checkbox"/>	
<b>Negative</b>	<input type="checkbox"/>	

**Evidence:**

Of the service users who attend transports as part of a support package 61.03% are aged 18-64, 4.41% are aged 65-74, 15.44% are aged 75-84 and 19.12% are aged 85+.

The 2021 Census data showed that the biggest growth has been seen in 25 to 39 year olds (an increase of 26.5%) in Havering seeing the second highest growth of all local authorities in the country. Havering also continues to have a high proportion of service users aged over 65 (17.6%). This is the second highest proportion in London and only marginally lower than Bromley's figure of 17.7%. Havering is also becoming a younger borough; the median age has reduced from 40 in 2011 to 39 in 2021. Meanwhile the median age increased in London from 33 in 2011 to 35 in 2021, and England from 39 in 2011 to 40 in 2021.

**Sources used:**

- Service specific data
- Census 2021 data
- Legal obligation under the Equality Act 2010
- Public Sector Equality Duty under the Health and Social Care Act 2012

**Protected Characteristic - Disability:** Consider the full range of disabilities; including physical mental, sensory and progressive conditions

Please tick (✓) the relevant box:

**Positive**

**Neutral**

**Negative**

**Overall impact:**

The new transport policy will have a neutral impact on all disabilities as it ensures that there is a clearly defined offer that is based on a service user's needs and not disability.

**Evidence:**

Of the service users who access transport as part of a support package 52.21% require Learning Disability support, 37.13% require Physical support, 4.41% require Social support, 5.88% require Memory & Cognition support, 0% require Mental Health support and 0.37% require Sensory support.

The 2021 Census data showed that 15.3% of Havering service users have disabilities, similar to London (15.6%) but lower than England (17.7%). 29,742 households in Havering had at least one person with a disability.

**Sources used:**

- Service specific data
- Census 2021 data
- Legal obligation under the Equality Act 2010
- Public Sector Equality Duty under the Health and Social Care Act 2012

**Protected Characteristic - Sex/gender:** Consider both men and women

Please tick (✓) the relevant box:

**Overall impact:**

<b>Positive</b>		<i>The new transport policy will have a neutral impact on all genders as it ensures that there is a clearly defined offer that is based on a service user's needs and not gender.</i>
<b>Neutral</b>	✓	
<b>Negative</b>		
<b>Evidence:</b>		
<i>Of the service users who access transport as part of a support package 51.84% are male and 48.16% are female.</i>		
<i>The 2021 Census data showed that males account for 48.2% of Havering's population, while females made up 51.8% of the total. Within the 65+ population, the rate of growth for females is a lot lower than that for males in this age group. The number of males aged 65+ has increased by 15.5%, which is only slightly lower than the increase for London (17.4%). The growth of the female aged 65+ demographic in Havering was just 4.8%, which is considerably lower than the growth in London (13.8%).</i>		
<b>Sources used:</b>		
<ul style="list-style-type: none"> <li>• Service specific data</li> <li>• Census 2021 data</li> <li>• Legal obligation under the Equality Act 2010</li> <li>• Public Sector Equality Duty under the Health and Social Care Act 2012</li> </ul>		

<b>Protected Characteristic - Ethnicity/race:</b> Consider the impact on different ethnic groups and nationalities		
<i>Please tick (✓) the relevant box:</i>		<b>Overall impact:</b>
<b>Positive</b>		<i>The new transport policy will have a neutral impact on all ethnicities as it ensures that there is a clearly defined offer that is based on a service user's needs and not ethnicity.</i>
<b>Neutral</b>	✓	
<b>Negative</b>		
<b>Evidence:</b>		
<i>Of the service users who access transport as part of a support package 77.94% are White British, 5.88% are Black, 5.88% are Asian, 5.51% are Other White, 2.57% are Mixed/Other, and 2.21% are not recorded.</i>		
<i>The 2021 Census data showed that White British remains the most common ethnic group in Havering, with 66.5% (174,232) of the population identifying in this group, down from 83.3% (197,615) in 2011. The next most common ethnic group is Asian, accounting for 10.7% (28,150) of the population, up from 4.9% (11,545) in 2011. London remains the most ethnically diverse region of England and saw an 8.1% percentage point decrease in people who identified as White British from 44.9% in 2011 to 36.8% in 2021.</i>		
<b>Sources used:</b>		
<ul style="list-style-type: none"> <li>• Service specific data</li> <li>• Census 2021 data</li> <li>• Legal obligation under the Equality Act 2010</li> <li>• Public Sector Equality Duty under the Health and Social Care Act 2012</li> </ul>		



<b>Protected Characteristic - Religion/faith:</b> Consider people from different religions or beliefs including those with no religion or belief	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<input type="checkbox"/>
<b>Neutral</b>	<input type="checkbox"/>
<b>Negative</b>	<input type="checkbox"/>
<b>Overall impact:</b> <i>Not Known</i>  <i>There is no information available to make an assessment on the impact of the new transport policy on this protected characteristic.</i>	
<b>Evidence:</b>	
<b>Sources used:</b>	

<b>Protected Characteristic - Sexual orientation:</b> Consider people who are heterosexual, lesbian, gay or bisexual	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<input type="checkbox"/>
<b>Neutral</b>	<input type="checkbox"/>
<b>Negative</b>	<input type="checkbox"/>
<b>Overall impact:</b> <i>Not Known</i>  <i>There is no information available to make an assessment on the impact of the new transport policy on this protected characteristic.</i>	
<b>Evidence:</b>	
<b>Sources used:</b>	

<b>Protected Characteristic - Gender reassignment:</b> Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<input type="checkbox"/>
<b>Neutral</b>	<input type="checkbox"/>
<b>Negative</b>	<input type="checkbox"/>
<b>Overall impact:</b> <i>Not Known</i>  <i>There is no information available to make an assessment on the impact of the new transport policy on this protected characteristic.</i>	
<b>Evidence:</b>	
<b>Sources used:</b>	



<b>Protected Characteristic - Marriage/civil partnership:</b> Consider people in a marriage or civil partnership	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<input type="checkbox"/>
<b>Neutral</b>	<input type="checkbox"/>
<b>Negative</b>	<input type="checkbox"/>
<b>Overall impact:</b>	
<i>Not Known</i>	
<i>There is no information available to make an assessment on the impact of the new transport policy on this protected characteristic.</i>	
<b>Evidence:</b>	
<b>Sources used:</b>	

<b>Protected Characteristic - Pregnancy, maternity and paternity:</b> Consider those who are pregnant and those who are undertaking maternity or paternity leave	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<input type="checkbox"/>
<b>Neutral</b>	<input type="checkbox"/>
<b>Negative</b>	<input type="checkbox"/>
<b>Overall impact:</b>	
<i>Not Known</i>	
<i>There is no information available to make an assessment on the impact of the new transport policy on this protected characteristic.</i>	
<b>Evidence:</b>	
<b>Sources used:</b>	

<b>Socio-economic status:</b> Consider those who are from low income or financially excluded backgrounds	
<i>Please tick (✓) the relevant box:</i>	
<b>Positive</b>	<input checked="" type="checkbox"/>
<b>Neutral</b>	<input type="checkbox"/>
<b>Negative</b>	<input type="checkbox"/>
<b>Overall impact:</b>	
<i>Not Known</i>	
<i>There is no information available to make an assessment on the impact of the new transport policy on this protected characteristic.</i>	
<b>Evidence:</b>	
<b>Sources used:</b>	

**Health & Wellbeing Impact:** Consider both short and long-term impacts of the activity on a person's physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity? Please use the Health and Wellbeing Impact Tool in Appendix 2 to help you answer this question.

<i>Please tick (✓) all the relevant boxes that apply:</i>		<b>Overall impact:</b>  <i>The council demonstrates its commitment to the Equality Act in its decision-making processes, the provision, procurement and commissioning of its services, and employment practices concerning its workforce. In addition, the council is also committed to improving the quality of life and wellbeing of all Havering service users in respect of socio-economics and health determinants.</i>  <b>Do you consider that a more in-depth HIA is required as a result of this brief assessment?</b> Please tick (✓) the relevant box  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Positive</b>	<input checked="" type="checkbox"/>	
<b>Neutral</b>	<input type="checkbox"/>	
<b>Negative</b>	<input type="checkbox"/>	
<b>Evidence:</b> <i>By assessing service users individually on their travel assistance needs it will:</i> <ul style="list-style-type: none"> <li>• <i>Eliminate unlawful discrimination, harassment and victimization</i></li> <li>• <i>Advance equality of opportunity between different groups</i></li> <li>• <i>Foster good relations between different groups</i></li> <li>• <i>Reduce inequalities in health outcomes</i></li> </ul>		
<b>Sources used:</b> <ul style="list-style-type: none"> <li>• <i>Service specific data</i></li> <li>• <i>Legal obligation under the Equality Act 2010</i></li> <li>• <i>Public Sector Equality Duty under the Health and Social Care Act 2012</i></li> </ul>		

### 3. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

✓	1. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u>	➔	<b>Proceed with implementation</b> of your activity
	2. The EqHIA identified some <u>negative impact</u> which still needs to be <u>addressed</u>	➔	<b>COMPLETE SECTION 4:</b> <b>Complete action plan</b> and finalise the EqHIA
	3. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level	➔	<b>Stop and remove</b> the activity or <b>revise</b> the activity <b>thoroughly</b> . <b>Complete an EqHIA on the revised proposal.</b>

## 4. Action Plan

The real value of completing an EqHIA comes from the identifying the actions that can be taken to eliminate/minimise negative impacts and enhance/optimize positive impacts. In this section you should list the specific actions that set out how you will address any negative equality and health & wellbeing impacts you have identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

Protected characteristic / health & wellbeing impact	Identified Negative or Positive impact	Recommended actions to mitigate Negative impact* or further promote Positive impact	Outcomes and monitoring**	Timescale	Lead officer
<i>All</i>	<i>Neutral</i>	<i>Monitor the implications of the new transport policy.</i>	<i>We will monitor the impact of the new transport policy. The data collated will form part of regular reporting arrangements to senior management</i>	<i>Annually</i>	<i>Laura Wheatley</i>

## 5. Review

In this section you should identify how frequently the EqHIA will be reviewed; the date for next review; and who will be reviewing it.

**Review:**

*The policy will be monitored quarterly and reviewed annually by the Joint Commissioning Unit.*

**Scheduled date of review:** *13/03/2025*

**Lead Officer conducting the review:** *Laura Wheatley*