



Derbyshire County Council Adult Social Care & Health

Transport Practice Guidance for Fieldwork and Day Service Practitioners

Version 5

Version: 5 FOI Status: Public	Derbyshire County Council - Adult Social Care Transport Practice Guidance for Fieldwork and Day Service Practitioners	Originally issued: October 2014 V5 issued: October 2023 Review Due: October 2025 Author: Marcel Van Der Venne
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If you would like to make any comments, amendments, additions etc. please email
ASCH.AdultCare.Policy@derbyshire.gov.uk

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Transport Provision Covered by this Practice Guidance

The transport policy should be applied to determine whether a person is eligible to receive support to assist them to travel to a specific location where this is an essential factor in enabling them to meet the outcomes agreed in their support plan and they have no other means of doing so, and all other options have been explored.

The practice guidance has been developed to assist Prevention and Personalisation (P&P) practitioners, including the Community Connectors, in implementing the policy as it relates to individual clients.

A flow chart is attached in Appendix 1.

The Outcomes where Transport is Relevant

The outcomes are:

- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education, or volunteering
- making use of necessary facilities or services in the local community including public transport and recreational facilities or services and outcomes identified in strength-based assessment and support planning

The Form of Transport

This could be:

- supporting the person to use their own vehicle
- supporting the person to access public transport
- supporting the person to make use of community transport
- transport operated by, or arranged by Derbyshire County Council (DCC), or provided by an independent provider including specialist transport, for example, tail-lift transport, people carrier, minibus, or taxi
- transport will always be provided in the most cost-effective way, for example, using shared transport.

The Nearest Appropriate Location

The department will generally only support access to transport to facilities in the person’s local community or the nearest appropriate location to meet assessed eligible outcomes. Taking into consideration the specific goals and outcomes as identified in their (personal) support plan.

Passenger Assistants

Where necessary, due to health and safety needs, transport may include the provision of a passenger assistant. The need for this will be determined during the support planning process.

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Eligibility for the Provision and/or funding of Transport

Support with transport will only be provided:

- where the person has no access to transport resources
- where the person is unable to deploy their own transport resources and reasonable steps have been made to do this
- where a person has no other method of transport available

And access to the activity is essential to meet an assessed eligible need and the related outcomes as recorded in the person’s care and support plan. See practitioner practice guidance on eligibility for further information.

Definition of other Methods of Transport

This is where the person has access to, and can utilise, an alternative method of transport. Another method of travel is defined as:

- a person has their own transport, for example a [motability car](#) for their own use
- suitable alternative transport is available, for example via family/carer
- It is important that the assessor can demonstrate that the impact of providing this has been appropriately considered in an assessment of the carer’s needs and that the carer is able and willing to be involved. Where it is concluded that the carer cannot provide transport because it would place an unreasonable demand on them, then the assessor should consider what additional resources are required to meet the eligible needs that can only be met by enabling access to transport
- suitable alternative transport is available, for example if the person lives in residential care where there is a care home vehicle
- the person is eligible for funding for their transport from another agency, e.g., they have fully funded continuing healthcare
- the person can use the public transport network or has the potential to do so
- if the above applies then independent travel training should be considered when appropriate*

* Independent travel training is defined as an outcome for an individual to increase their independence. Part of the assessment or review will identify the person’s potential to learn road safety and orientation skills so that they can travel independently to and from community activities. Part of the support planning process will involve encouraging people to develop their skills around travelling independently.

People in receipt of the higher rate of Disability Living Allowance (DLA) or the enhanced rate of Personal Independence Payment (PIP) for mobility

The receipt of the higher rate for mobility of these benefits does not rule someone out of receiving transport or funding for transport. However, there is an expectation that if people with the higher rates of DLA/PIP mobility use this funding for a car under the [Motability scheme](#), this will be used to transport them to services when it is available to them. Reasons why this is not possible will

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need to be given. If the person does not use it to lease a car there is an expectation that the person would generally use this money to meet their transport needs.

If someone has a transport asset such as a Motability vehicle that is not utilised to meet their transport needs, then support should be offered to enable this to take place. This should include advice that consideration is given to converting back into a cash amount. Any rationale as to why this is not possible should be captured in the assessment/care and support planning documentation.

If a person (or their appointee) refuses to disclose details about receipt of the higher rates of DLA or PIP for mobility, the person will be regarded as being in receipt of the benefit, for the purposes of applying this practice guidance.

Planning and Recording the Provision of Transport

The need for transport provision/funding/development of travel skills should form part of the assessment and care and support planning process.

Recording in the Assessment

All assessments plans should include:

- details of the person's transport needs and resources including whether they are eligible for the provision of transport, or the funding of transport, should be recorded in the assessment
- the support plan should record where independent travel training forms part of meeting a person's outcomes

Assessing Risk

If a person accessing services is eligible to receive transport, practitioners should risk assess the suitability of the individual to be transported. considering any pertinent mobility issues, the wheelchair size and type (if relevant), whether a passenger assistant is required, any medical issues and any other information that may affect the environment or way in which the person is transported, e.g., access to the house. The assessment should cover the whole process, from the person getting from the place of departure onto the transport, the journey on the transport itself and the person getting off the transport.

These risk findings **must** be transferred to the X79 form to procure the best and safest transport solution for the person's needs. Inaccurate or limited information may result in significant delays to setting the transport up.

Process for Organising the Transport Required

The process involves the following:

- for inclusion on a DCC vehicle, or an external transport provider, the practitioner completes a Request for Transport (X79) form which contains details of why this is required and any costings if known
- an up-to-date Risk Assessment must accompany all new requests for transport.

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- the Request for Transport (X79) must contain information about why the form is being completed/submitted i.e. new referral, amended days etc. In the case of amended days please provide text to say, for example, "X attends Mondays, additionally Thursday is being requested."
- the completed form must be sent to adult care transport section in the economy, transport and environment department - **at least 5 working days' notice will be required to arrange the transport request**
- the 5 working days is a minimum period as if there are access to property or risk assessments to be carried out, this will delay the commissioning process
- the X79 form should be authorised by either the service manager or the budget holder
- if a person must cancel their transport due to illness or holidays, they are requested to inform the adult care transport section if they manage the contract, or, if not, contact the transport provider directly giving as much notice as possible, preferably at least 48 hours
- if there are requests for respite care, change in circumstances or address, long term sickness issues or client bereavement, adult care transport must be informed

Recording of Information on the Case Management System

Complete the X79 form on the case management system. It is important to detail any other requirements that will affect transport, e.g., wheelchair user, need for passenger assistant, times for pick up and drop off.

Reviews

The review will include the offer for the person to have their mobility benefit status checked.

If a decision has been made to withdraw provision of transport following a review, notice of this decision will be given in writing, at least 28 days in advance of the withdrawal.

Post 16 Transport Policy

Practitioners should consult the council's "Post 16 Transport Policy Statement" for guidance on transport and funding issues for young people under the age of 25 with special educational needs and/or disability (SEND) and/or learning difficulty/disability (LDD) who are seeking to access education or training.

For more information and a copy of the policy see the DCC website. For other transport policy issues contact student services ext. 33260.

Complaints

If any person is not satisfied with the process that has been followed or the way that their case has been handled, they can make a complaint under the [complaints procedure](#).

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Contact details

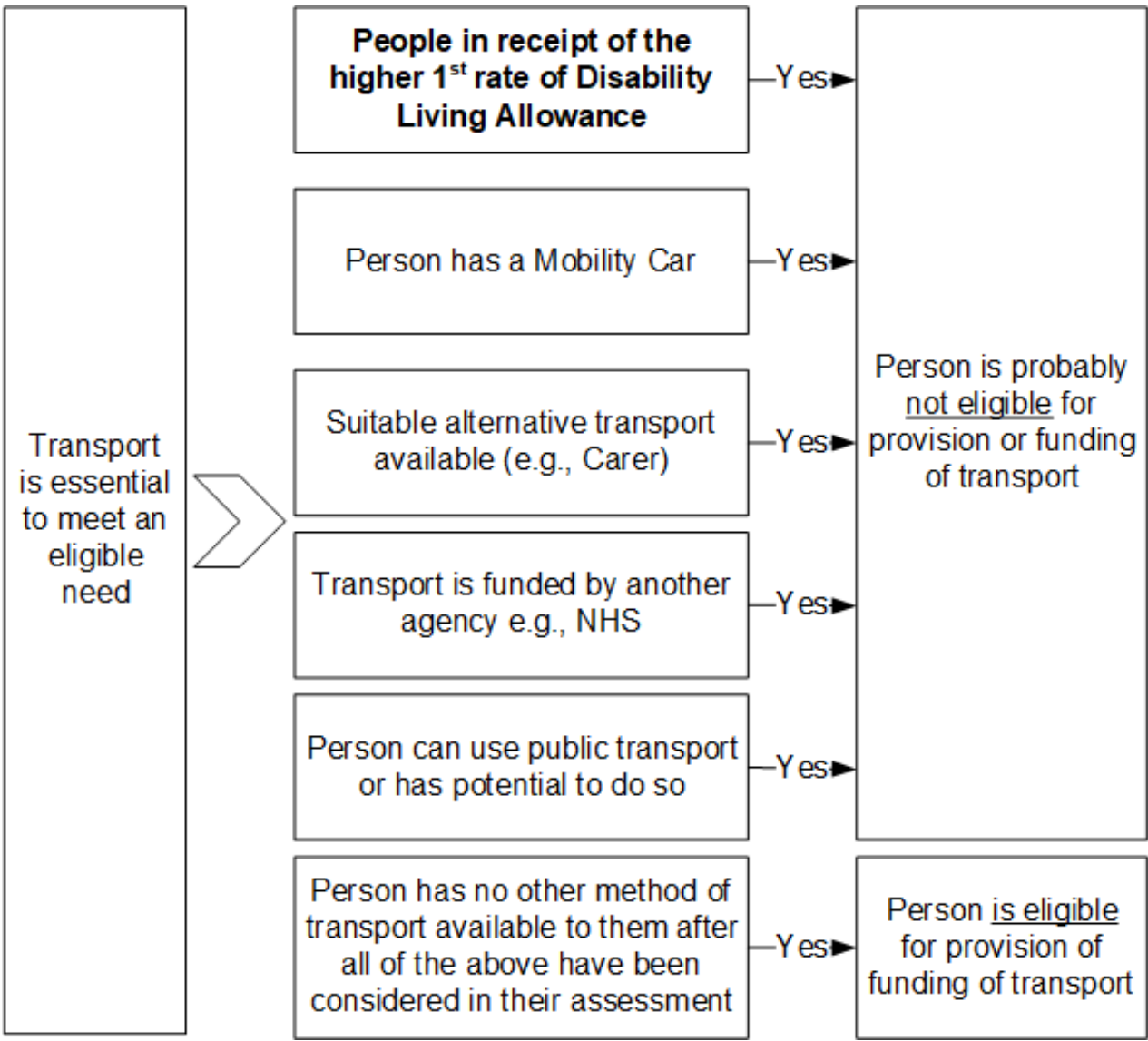
If you have any queries about this form or the application of the adult care transport policy, contact the specialist transport manager, adult care department.

Queries about transport should be addressed to:

Adult Care Transport
Economy, Transport & Environment
Room U15, Central Buildings County Hall
Matlock

Email: eteadultcare.transport@derbyshire.gov.uk

Appendix 1 Adult Care Transport Flowchart



Process for deciding whether a person is eligible for adult care transport

Left of chart begins: Is transport essential to meet an eligible need
 This moves on to a list of eligible needs, Boxes 1 to 5 have the outcome of, If “yes”, then person is probably not eligible for funding of transport.
 Box 1 - People in receipt of the higher first rate of disability living allowance
 Box 2 - Person has a mobility car
 Box 3 - Suitable alternative transport is available (e.g., carer)
 Box 4 - Transport is funded by another agency (e.g., NHS)
 Box 5 - Person can use public transport or has potential to do so

Box 6 has the outcome, if “yes” person is eligible for provision of funding of transport.
 Box 6 - Person has no other method of transport available to them after all of the above have been considered in their assessment

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Appendix 2 Things to consider

- destinations such as Day Centres should include name and address and post code.
- only include the arrival time at the centre and collection time from the centre rather than boarding time, this should be established with the centre when agreeing the attendance.
- the Transport Request Form (X79) must have a family\carers contact number.
- completed applications for transport must have the details of any wheelchair being used including all the information headings on the Transport Request Form or they will not be progressed by specialised transport.
- requests must identify the need for a Passenger Assistant, and this must be established at the time of the assessment.
- please note that specialised transport only deals with transport requests for periods lasting longer than 6 weeks. Ad-hoc transport should be sourced at a local level using OrderPoint to authorise transport by obtaining three quotes (please be aware however that these services will not have the council's DBS checking process in place).
- please be aware that transport for young adults transitioning from children and family services who are continuing education at a college, etc are the responsibility of children and family services and should be identified at the assessment stage.(Post 16 transport has to be applied for by email (specialisedtransport.services@derbyshire.gov.uk))
- transport provision that cannot be met from an existing contracted service will need to be tendered and this will take a minimum of 14 days. Any emergency transport during this period will be the responsibility of the area office.
- contract management of all specialised transport contracts is the responsibility of the specialised transport section and no changes to transport should be communicated to the operator by anyone other than specialised transport practitioners. This is to ensure that records are accurate and GDPR requirements are met. This will also help to inform others should there ever be a serious incident.

Approval and Authorisation History

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Name	Job Title	Date
Authored by Isuelt Cocking	Service Manager Commissioning	October 2014
Approved by Quality Assurance Group		September 2016

Change History

Version	Date	Name	Reason
Version 1	October 2014	Isuelt Cocking	Development of new practice guidance
Version 2	November 2015	Isuelt Cocking	Revision to guidance
Version 3	September 2016	Roger Miller/ Becky Roberts	Review and update. Removal of the intention to charge for transport
Version 4	January 2020	Ram Paul	Review and update
Version 5	October 2023	Marcel Van Der Venne	Review and change of title