

# Complete Agenda



**Democratic Service**  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

To: Members of the Services Scrutiny Committee

19/05/16

Dear Member,

## **SERVICES SCRUTINY COMMITTEE – 26 MAY 2016 LATE REPORT**

I enclose a late report in respect of the following item:-

### **9. TRANSPORT POLICY: ADULTS, HEALTH AND WELL-BEING 2 - 7 DEPARTMENT**

***Cabinet Member: Cllr. W. Gareth Roberts***

To receive a report by the Adults, Health and Well-being Cabinet Member on the above.

(Copy enclosed)

11.00 a.m. – 11.45 a.m.

Yours sincerely,

*Glynda O'Brien*

**Members Support Officer**

# Agenda Item 9

<b>MEETING</b>	Scrutiny Committee
<b>DATE</b>	26/05/16
<b>TITLE</b>	Transportation Policy - Adults, Health and Well-being Department
<b>PURPOSE</b>	To scrutinise the report and policy in question regarding the procedure of funding transportation across the Adults, Health and Well-being Department
<b>AUTHOR</b>	Ceryl Teleri Davies
<b>CABINET MEMBER</b>	Councillor Gareth Roberts

## 1. Purpose of the Report

Gwynedd Council has identified the need to implement a new transportation policy and transportation arrangements for the Adults, Health and Well-being Department due to:

- The need to respond to the Social Services and Well-being Act (Wales) 2014 which places a duty on us as a Council to promote the well-being of our residents in order to promote and support independence.
- The Department's local aspiration to promote social work practice which focuses on developing the skills and independence of our service users.

## 2. Introduction

In light of changes to legislation and the financial climate, it will be necessary to adopt a fair and sustainable transportation policy. Changes can of course have some sort of impact on service users and therefore engaging with stakeholders (including service users and their families) will be a crucial part of adopting and implementing the policy.

While the savings programme adopted by the Council notes the need to seek savings in the transportation budget, the main purpose of the changes will be to concentrate on changing our culture to correspond with the core principles of the Social Services and Well-being (Wales) Act 2014. Therefore, a robust mind-set and principles for the future need to be instilled, which are driven by:

- The well-being of our service users;
- Delivering positive outcomes for users and their families;
- Anti-risk professional practice;
- Promoting the use of resources within communities, and the resources available to families.

Therefore, the aim of the work programme is to create a new procedure for Gwynedd by:

- Developing a new transportation policy for the Adults, Health and Well-being Department;
- Developing practice guidelines and including the transportation element as part of the Department's assessment forms;
- Setting a clear precedent that distance from a service does not necessarily involve a 'transportation need';
- Reviewing the current situation in terms of the budget spent and the transportation costs/packages across the Department;
- Ensuring and preventing duplication in terms of paying for transportation, for example, ensuring that a service user who receives a Motability allowance does not also receive a full payment for transportation costs from the Council;
- Creating a transportation procedure with our providers regarding their contract/role as providers;
- Identifying methods and good practice in terms of promoting the independence of our service users on transportation matters;
- Establishing a clear balanced vision on transportation for the future.

We will consult with the Corporate Transportation Unit when considering all the possible available options in order to ensure the development of transportation provision e.g. the spare capacity of the Service's fleet vehicles to provide the necessary transportation in light of assessing packages.

### **3. Relevant Considerations**

Forming similar arrangements in other counties has not caused difficulties in terms of attending services, instead the changes have offered service users and their families more flexibility.

There are several positive examples of service users seeking a solution to their transportation issues within their families and the community. Cases were also seen of people using the mobility allowance to fund transportation.

### **4. Reasons for recommending the decision**

It is necessary to ensure that the service provided addresses the needs of our users in line with their needs assessments. At present, it is timely in light of local and national changes, specifically in respect of the Ffordd Gwynedd principles and the focus on enablement, promoting well-being and independence and addressing care and support needs in an empowering way.

#### *Gwynedd's Profile: Our expenditure*

The cost of the Department's actual expenditure on transportation was **£531,164**. Below is an analysis of these figures and the budget for 2016/17:

Service Group	Adults, Health and Well-being Department	Internal Provider			TOTAL
	Taxis	Fleet	Taxis	Total	
Older People	126,657	110,237	47	110,284	<b>£236,940</b>
Physical Disability	0			0	<b>0</b>
Learning Disabilities	69,397	96,843	126,663	223,506	<b>£292,903</b>
Mental Health	0			0	<b>0</b>
Housing	1,321			0	<b>1,321</b>
<b>TOTAL</b>	<b>£197,375</b>	<b>£207,079</b>	<b>£126,710</b>	<b>£333,790</b>	<b>£531,164</b>

### 2016-2017 Budget

Service Group	Adults, Health and Well-being Department	Internal Provider			TOTAL
	Taxis	Fleet	Taxis	Total	
<b>Older People</b>	132,410	106,100	90	106,190	<b>£238,600</b>
<b>Physical Disability</b>	0			0	<b>0</b>
<b>Learning Disabilities</b>	72,577	86,190	93,260	179,450	<b>£252,027</b>
<b>Mental Health</b>	550			0	<b>£550</b>
<b>Housing</b>	1,550			0	<b>£1,550</b>
<b>TOTAL</b>	<b>£207,087</b>	<b>£192,290</b>	<b>£93,350</b>	<b>£285,640</b>	<b>492,727</b>

### 5. Next steps

There are three possible options to consider:

1. To decide not to change our arrangements. But not changing our practice in this field would bring about financial and cultural implications.
2. To adopt the new policy and review care packages specifically on the grounds of the new transportation policy.
3. To adopt the new policy on the grounds of new packages, re-assessments and annual reviews of packages rather than undertaking a specific review on transportation matters.

In light of the new legislation and in the context of the financial situation that faces the Council, Option 1 is unrealistic and unsustainable. Adapting and changing is necessary in some way or another.

The Department prefers option 3 as it corresponds with the principles of the Social Services and Well-being (Wales) Act 2014 by building on individuals' strengths, and examining and building on community strengths.

With option 3, the focus would be on the package in its entirety rather than undertaking a specific transportation review. It is considered that Option 2 would require the Department to identify a specific additional resource to realise this task, and could possibly raise unnecessary concerns for service users and their families.

Clearly, the intention prior to adopting a new policy and implementing would require engagement with specific stakeholders, including service users and their families. It must be accepted that adopting changes would not necessarily be easy, and it would be necessary to ensure a clear procedure in terms of engagement to explain and realise these changes by ensuring the understanding of our service users and their families, staff, and internal and external providers.

The observations of the Scrutiny Committee will be of assistance to the Cabinet Member in considering the content of the draft policy for engagement. In addition, discussions have already commenced with the specific Transportation Officer to plan information which outlines the range of transportation available locally.

## **6. Appendices**

Appendix 1: Draft Transportation Policy

## 1. INTRODUCTION

The aim of this policy is to ensure that citizens assessed as eligible to receive care and support services, receive a proportionate level of service to meet their assessed needs. In particular, this relates to the potential requirement to assist with transport to these services. In applying the policy the focus will be on;

- a) Promoting the well-being of service users in need of care and support;
- b) Promoting independence;
- c) Empowering service users to use locally available transport;
- d) Empowering service users to use their own transport;
- e) Empowering service users to access community transport schemes. An enablement programme may be implemented to ensure services users can access community transport schemes safely;
- f) Adults, Health and Well-being Department arranging to fund transport when a service user has an assessed transport need.

This policy is based on the principles outlined within the Social Services and Wellbeing (Wales) Act 2014, as a guiding principle, until otherwise identified we will assume that service users assessed as needing care and support services can transport themselves to these services. The Social Services and Well-being (Wales) Act 2014 introduces an overarching 'eligibility test' for determining whether adults, children and carers qualify for support in Wales. A person will be eligible for care if an assessment establishes that they can overcome barriers to achieving their wellbeing outcomes by the local authority preparing a care and support plan and ensuring it is delivered. Therefore, we would not generally provide escort or transport services.

## 2. ELIGIBILITY CRITERIA

In order for transport to be arranged and funded by us, each service user will be assessed to see whether they have an 'eligible' need to receive care and support and whether they are eligible as per the transport criteria below. Transport will be discussed as part of the 'what matters conversation' regarding what is important for them to assist them achieve their well-being outcomes. Eligible transport provision will be costed as part of a support plan and reviewed alongside all other services.

Therefore, transport matters will be included as part of the needs assessment completed with the individual and their family, specifically around their strengths and the provision available within the community. To be eligible for transport provision, the following criteria will be considered:-

- a) **Motability allowance/support:** Service users in receipt of motability allowance or who have the use of a motability vehicle will not receive subsidised transport, unless there are factors limiting their ability to fully use the benefits of the allowance / vehicle e.g. the nature of the disability, wheelchair type or carer support requirements. If a service user or carer makes the decision that a motability car will not be used for the intended purpose the onus is on the service user and or carer to make alternative appropriate arrangements.

- b) The **distance** a service user has to travel to receive a service **does not** constitute a transport need.
- c) For service users living in residential/nursing home, supported living or extra care housing, **we expect the service provider to arrange for the transportation** of the service user at the service users expense. Only where this is not possible should the issue of access to transport be referred back to us.
- d) **Risk Management:** The assessor will complete an individual risk assessment of the service user's needs in respect of transport, highlighting potential risks and the controls in place to minimise the impact of those risks. Personalised support will only be available in Wales to individuals if it is established that they can, and can only achieve well-being, by receiving such a service.

Essentially, the decision to arrange and fund transport will be supported following a full needs assessment and full assessment of the associated risks as part of a support planning process if it is evidenced that not providing transport provision would produce an unacceptable level of risk to the service user and / or to the recognised carer. Also, individual eligibility will be considered in line with their needs and well-being outcomes.

### 3. APPEAL PROCESS

Where a person disagrees with their transport assessment, they may present an appeal to be received within **28 days** of the original decision. Details of how to appeal will be provided to the individual or their family/carer by the assessor. Individual service users or their family representative/carer will be given the opportunity to attend the appeal panel to present any relevant information. The appeal panel will make its finding known to the service user or their family representative/carer as soon as possible after the appeal hearing.

The complaints procedure will only come into effect after the transport appeal process has been exhausted. If a service user or their representative/carer have any comments, concerns or complaints, then they should be advised to contact the customer care team on 01286 679549 or [gcgc@gwynedd.gov.uk](mailto:gcgc@gwynedd.gov.uk).