

Bridgend County Borough Council
Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr

www.bridgend.gov.uk



Assisted Transport in Bridgend County Borough



Consultation Paper

Every Contact Counts

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Assisted Transport Policy



1. Background

Bridgend County Borough 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 Bridgend County Borough Council Adult Services provide assisted transport.

Bridgend County Borough Council is currently facing unprecedented pressures on its budget which will result in the need to make significant budget reductions over the next four years.

The policy applies to all adults aged 18 years and above who access services provided directly, or commissioned by, Social Services. This policy may also be applicable to certain Children's Social Work teams.

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 12 weeks from 6th August to 29th October 2024 (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 individuals face-to-face as well as meeting with carers. There 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?

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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 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 individual 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 Bridgend County Borough 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

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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.
- This policy does not cover the provision of transport to educational settings. This must be considered under the separate Home-School Learner Transport policy.

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 individuals?

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 individuals 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 Individuals 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

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Individual meetings with individuals and their families will be arranged where needed.

iv. Advocacy

If required, an independent advocacy service will be made available to people who use transport .

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 noticeboard.

vi. Consultation Portal

Bridgend County Borough Council's consultation portal which will allow you to comment and provide feedback via the Internet found on the Council's website.

vii. 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
 Bridgend County Borough Council
 Civic Offices
 Angel Street
 Bridgend
 CF31 4WB
 or email consultation@bridgend.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/ individuals of a business or service.

Alternative Formats

Assisted Transport Policy



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 Consultations Team.



8. Feedback form

Bridgend 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
Bridgend County Borough Council
Civic Offices
Angel Street
Bridgend
CF31 4WB

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 Individual

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Questions

The Social Services Assisted Transport Policy on eligibility for transport provided by the Council's Social Care teams

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Questions

Do you think that the Assisted Transport Policy would have a positive or negative impact on any of the social care sector? *Please tick one box:*

Positive	Negative	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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



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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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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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)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+ |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 50-59 | | |

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

- | | | |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer | <input type="checkbox"/> Fluent speaker | <input type="checkbox"/> Learner |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> 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)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Ethnic origin: (please ✓ one answer)

- | | | |
|---|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black: Caribbean |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | |

Sex (please ✓ one answer)

- | | | | |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

Religion/Belief: (please ✓ one answer)

- | | | | | |
|---|--------------------------------------|--|---|---------------------------------|
| <input type="checkbox"/> Christian | <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu | <input type="checkbox"/> Jewish | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Sikh | <input type="checkbox"/> No religion | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Any other religion | |
| <input type="checkbox"/> Any other religion (please specify): | <input type="text"/> | | | |

Sexual Orientation (please ✓ one answer)

- | | | | | |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Lesbian | <input type="checkbox"/> Gay | <input type="checkbox"/> Bisexual | <input type="checkbox"/> Prefer not to say |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|

Nationality (please ✓ one answer)

- | | | | |
|--------------------------------|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> Welsh | <input type="checkbox"/> Scottish | <input type="checkbox"/> English | <input type="checkbox"/> British |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other | |

Other (please specify):

THANK YOU FOR YOUR TIME

Every Contact Counts