

Adult Social Care

# Travel Assistance Policy



 Enfield Council Adult Social Care

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**ENFIELD**  
Council 

# Contents

	page(s)
<b>1. About this policy</b>	<b>3</b>
<b>2. Terms used in this policy</b>	<b>4</b>
<b>2.1 Travel assistance</b>	<b>4</b>
<b>2.2 Travel Broker</b>	<b>4</b>
<b>3. Care Act Assessment and Care and Support Plan</b>	<b>4</b>
<b>4. Contributions to travel assistance costs</b>	<b>5</b>
<b>5. Complaints and Fraudulent Claims</b>	<b>6</b>
<b>Appendix 1. Travel Assistance Options</b>	<b>7</b>
<b>Appendix 2. Travel Assistance Process</b>	<b>10</b>
<b>Appendix 3. Eligibility for Care and Support</b>	<b>11</b>

# 1 About this policy

- 1.1 The Care Act 2014 sets out (amongst many other things) Local Authorities legal duties to assess individuals' needs for care and support, and, where eligible, put in place arrangements for those needs to be met. This policy is one part of Enfield Council's broader approach to meeting its duties under the Care Act. To find out more about the Care Act see [here](#). Care Act Eligibility Criteria are also included in Appendix 3.
- 1.2 This policy will set out how Enfield Council will provision and fund travel assistance for service users with eligible needs. This includes how we will use our limited resources to fairly and consistently support travel assistance to meet the eligible needs of our most vulnerable residents, tailoring the type of support based upon individual eligible needs.
- 1.3 Enfield Council is committed to support service users to live as independently as they can for as long as they can, within their local community. This policy will support us to work with service users to promote their independence.
- 1.4 This Adult Social Care Travel Assistance Policy applies to;

- Individuals who need travel assistance to meet eligible needs under the Care Act 2014
- Are aged 18 and over
- Are an ordinary resident in Enfield – (as defined in the Care Act)

Note, this policy does not apply to young adults (aged up to 25) who have special educational needs and are in education or training. Please see the [Getting To School policy](https://www.enfield.gov.uk/_data/assets/pdf_file/0014/5612/getting-to-school-policy-local-offer.pdf) for further information (internet address; [https://www.enfield.gov.uk/\\_data/assets/pdf\\_file/0014/5612/getting-to-school-policy-local-offer.pdf](https://www.enfield.gov.uk/_data/assets/pdf_file/0014/5612/getting-to-school-policy-local-offer.pdf)).

This policy also applies to service users who –

- Access travel assistance support provided directly by the Council
- Access travel assistance support commissioned by the Council
- Use a direct payment to arrange their care and support

- 1.5 Enfield Council will be reviewing all new requests for travel assistance in accordance with this policy. Travel assistance options for existing service users will be reviewed as part of their annual care and support review.
- 1.6 This policy introduces the following travel assistance principles –
  - Promote the wellbeing of the service user and their carer/s
  - Promote a healthy and sustainable approach to travel assistance
  - Promote the most independent approach to travel assistance
  - Utilise the most cost-effective travel options (including the use of public transport)

- 1.7 The decision to provide support with travel assistance is based on a service user's individual circumstances including their needs, risks and outcomes in line with promoting wellbeing and independence, as determined in the person's Care Act Assessment (see section 3).
- 1.8 This policy replaces the existing Adult Social Care Transport Policy dated 2016.

## 2. Terms used in this policy

- 2.1 **Travel assistance.** We have used the term 'travel assistance' throughout this policy, but the form of assistance will vary depending on your individual circumstances. If you have an eligible need, we will work with you, your carer / representative and professionals involved to establish the most appropriate type of assistance. Some of the travel assistance options available are summarised in Appendix 1. Travel assistance options can also be viewed on the [MyLife Travel & Transport page](https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxx&TagCategory=440) (internet address; <https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxx&TagCategory=440>).
- 2.2 **Travel Broker.** Enfield's Travel Brokerage Team are part of Enfield Council's Adult Social Care Brokerage Service who arrange care and support for adults with eligible needs for all commissioned services. The Travel Brokers have expertise in identifying suitable travel assistance options, working together with you, your carer / representative and professionals involved (for example, a social worker / social care assessor / occupational therapist).

## 3. Care Act Assessment and Care and Support Plan

- 3.1 The Care Act assessment will determine whether you have care and support needs that are eligible for Council support. It will also determine whether you require travel assistance to meet those needs. If you are able to travel independently to meet your eligible needs you will be expected to do so.
- 3.2 Where you have 'substantial difficulty' being involved in the assessment or planning process, you have a right to an advocate to speak on your behalf. If you do not have anyone, such as a family member or friend, who can advocate for you, the Council will provide an independent advocate.
- 3.3 The assessment and planning processes are designed to be inclusive. You can invite family, friends, support staff, professionals, and advocates (if appropriate) to any meetings. Their views will be taken into account.
- 3.4 Where you require travel assistance to meet eligible needs, a referral will be made to the Travel Brokerage Team. They will work with you, your carer / representative and professionals involved (for example, a social worker / social care assessor / occupational therapist) to identify the most appropriate and cost-effective form of travel assistance based on your circumstances.



- 3.5 Family or friends (unpaid carers) may provide some or all of your travel assistance support. The Council will ask family or friends as part of your assessment, whether they are willing and able to do this.
- 3.6 You will be involved in any decisions about your care and support. If you lack the capacity to make any decisions, they will be made in your best interests in line with the Mental Capacity Act. Further information on the Mental Capacity Act 2005 is available [here](https://mylife.enfield.gov.uk/enfield-home-page/content/safeguarding/mental-capacity-act/) (internet address; <https://mylife.enfield.gov.uk/enfield-home-page/content/safeguarding/mental-capacity-act/>).
- 3.7 Your Care and Support Plan will show how your eligible needs will be met, including any travel assistance required to meet those needs. The Care and Support Plan can also be enhanced with any information and advice given beyond the scope of eligible needs. The Council will not support travel needs that are not included within your Care and Support Plan.
- 3.8 The Council are aware that needs and circumstances can change over time. Where this is the case, a referral will be made to the Travel Brokerage Team to identify whether the current travel assistance arrangements are still appropriate. If an alternate travel assistance option is identified, the Care and Support Plan will be updated.
- 3.9 Where a family member or friend is providing travel assistance support, the Care and Support Plan will include details of any contingency arrangements that would be put in place, should this support not be available, e.g. the unpaid carer is unwell, on holiday, taking respite, etc.
- 3.10 If you have recently had a change in your health as a result of an illness or accident, you may benefit from a period of enablement support. This is short term support to help you regain your independence. Examples of enablement can include equipment loans or independent travel training. More about enablement services can be found [here](https://mylife.enfield.gov.uk/directory/providerdetails/211845) (internet address: <https://mylife.enfield.gov.uk/directory/providerdetails/211845>).

## 4. Contributions to travel assistance costs

- 4.1 A Personal Budget is money allocated to meet your eligible needs
- 4.2 Where you have eligible needs you may be required to pay a contribution into your personal budget. This is sometimes called a 'Care Charge'. The Council will work out how much you will need to pay.
- 4.3 This policy should be read together with the Council's information on [Community based charges](https://mylife.enfield.gov.uk/enfield-home-page/content/financial/community-based-charges/) (internet address; <https://mylife.enfield.gov.uk/enfield-home-page/content/financial/community-based-charges/>) *Or a printed booklet and form can be requested from the Council.*
- 4.4 If you receive disability related benefits you can claim Disability Related Expenditure. Please refer to the [Disability Related Expenditure Factsheet](https://mylife.enfield.gov.uk/community-based-charges/) (internet address; <https://mylife.enfield.gov.uk/community-based-charges/>) *Or a printed factsheet and claim form can be requested from the Council.*

- 4.5 If you live in a care home you pay a fixed charge, see [Paying for Care Homes](https://mylife.enfield.gov.uk/enfield-home-page/content/financial/paying-for-care-homes/) (internet address; <https://mylife.enfield.gov.uk/enfield-home-page/content/financial/paying-for-care-homes/>) Or a printed booklet can be requested from the Council.
- 4.6 The Council will not charge for enablement support (see 3.10)
- 4.7 You will not have to pay for social care services if;
- You qualify for statutory after care under Section 117 of the Mental Health Act 1983
  - You have been diagnosed with Creutzfeldt Jacob Disease (CJD)

## 5. Complaints and Fraudulent Claims

- 5.1 If you or your carer / representative are unhappy with the assistance agreed, the Travel Brokerage Team or your social care assessor should be contacted to discuss this and consideration will be given to reviewing the travel assistance option agreed. If you or your carer / representative remain unsatisfied and wish to make a complaint, please refer to the [Adult Social Care Complaints Policy](https://mylife.enfield.gov.uk/media/37287/adults-social-care-complaints-policy-november-2022.pdf) (internet address; <https://mylife.enfield.gov.uk/media/37287/adults-social-care-complaints-policy-november-2022.pdf>).
- 5.2 Where it is proven that travel assistance was obtained on the basis of fraudulent or misleading information, the Council may immediately remove travel assistance and seek reimbursement. Details are set out in our [Counter Fraud Strategy and Operating Plan](http://www.enfield.gov.uk/data/assets/pdf_file/0025/25666/Counter-Fraud-Policy-and-Operating-Plan-Your-council.pdf) (internet address; [www.enfield.gov.uk/data/assets/pdf\\_file/0025/25666/Counter-Fraud-Policy-and-Operating-Plan-Your-council.pdf](http://www.enfield.gov.uk/data/assets/pdf_file/0025/25666/Counter-Fraud-Policy-and-Operating-Plan-Your-council.pdf)).

# Appendix 1. Travel Assistance Options

## a. Travel Assistance Payment

You, your carer / representative, may request a sum of money as a Direct Payment to enable you to organise your own travel assistance. This payment will form part of your Personal Budget and be added to your E-Card, or Direct Payment bank account. The amount of the travel assistance payment will be based on the most appropriate form of travel assistance that is available and relevant to your needs.

If you are unable to manage your Direct Payment you can ask a relative or friend to act as your agent and manage the Direct Payment on your behalf. Alternatively, the Council may ask an external provider to manage your Direct Payments, we call this a third-party managed account. Further information is available [here](https://mylife.enfield.gov.uk/media/24455/factsheet_dp04_direct_payments_faqs.pdf) (internet address; [https://mylife.enfield.gov.uk/media/24455/factsheet\\_dp04\\_direct\\_payments\\_faqs.pdf](https://mylife.enfield.gov.uk/media/24455/factsheet_dp04_direct_payments_faqs.pdf)).

Typically, this is to support you or a family member to arrange travel assistance directly, this could include funding towards;

- mileage
- vehicle servicing
- taxi travel
- taxi travel and an escort if required
- Public transport travel costs for yourself and/or your carer where appropriate

If a commissioned service has a separate charge for some or all of its transport costs, and this is included within a personal budget, this element would be reviewed if a payment for travel assistance is considered to be appropriate. This would depend on which transport elements were being replaced by the travel assistance payment.

## b. Independent Travel Training

An Independent Travel Trainer can help to improve your orientation skills so that you can travel more independently. Short term support can be provided to improve your knowledge and increase your confidence so that you can travel independently to and from places you go regularly.

## c. Transport provided by service providers

Service providers may provide their own transport. Eligibility for access to this transport will be determined by your assessment or review.

## d. Council Minibus Transport

The Council provides buses which are adapted and assisted. These buses support with access to the Council's own day centres only (Formont, New Options, Community Link Enfield, and Community Link Edmonton). Eligibility to access to this service is determined by your assessment or review.

## **e. Taxi travel, personal assistants and escorts**

Where you require accompaniment, there are agencies who can provide travel assistants for this purpose. These agencies can be found on the Council's Adult Social Care MyLife website. These services and taxi travel can be commissioned directly by the Council or purchased via a Direct Payment. The escort may be a personal assistant who already provides other types of support, before and after each journey, and the escort's planned transport costs would be included in your travel assistance payment as set out in your care and support plan.

## **f. Driving and the Blue Badge**

Disabled drivers and passengers, whether they travel in a private vehicle or lease a Motability vehicle, can apply for a Blue Badge. Blue Badge holders can park for free on most roads, however, there are exceptions where they can only park in designated bays, for example, on red routes. Blue badge holders can also claim exemption from the Congestion Charge (registration is required and a fee is payable). Disabled drivers can also claim exemption from road tax, in certain circumstances.

## **g. Disability Living Allowance or Personal Independence Payment**

Some people may choose to use any Mobility Component of PIP or DLA to meet eligible needs. If they do not wish to do this, the Council will make arrangements to make sure their eligible needs are met, either by commissioning an appropriate service or offering a Direct Payment (including options laid out in this appendix).

## **h. Dial-a-Ride**

To be eligible for Dial-a-Ride you must have a permanent or long-term disability which means you are unable to use public transport some or all the time.

You are automatically eligible for membership if you are:

- A Taxicard member
- Getting the Higher Rate Mobility Component of Disability Living Allowance
- Getting the Standard or Enhanced Mobility Rate of the Personal Independence Payment (PIP)
- Registered blind or partially sighted
- Aged 85 or over
- Getting a Higher Rate Attendance Allowance
- Getting a War Pension Mobility Supplement

If none of the above apply to you, you may still be able to join Dial-a-Ride but you will have to undergo a paper-based mobility assessment to establish your eligibility for the service.

Dial-a-Ride will not provide travel to and from day care centres. More information is available from Transport for London at [www.tfl.gov.uk/modes/dial-a-ride/membership?intcmp=4002](http://www.tfl.gov.uk/modes/dial-a-ride/membership?intcmp=4002)



## **i. London Taxicard Scheme**

The London Taxicard Scheme provides subsidised transport in taxis and private hire vehicles for people with mobility problems or a visual impairment. The application form can be downloaded from: [www.enfield.gov.uk/services/roads-and-transport/london-taxicard-scheme](http://www.enfield.gov.uk/services/roads-and-transport/london-taxicard-scheme)

Full details about the London Taxicard Scheme can be found at: [www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard)

## **j. Technology**

Assistive technology should be enabling, inclusive and provide more choice and control as to how your needs are met. Examples of Assistive Technology which may be appropriate include devices that support you with finding your way in the community or allow you to share your location and/or communicate with others in the event you need assistance.

## **k. Public transport**

Public transport includes Buses, trams and trains. There is limited step free access at stations in Enfield and, indeed, in London as a whole. Transport for London are improving accessibility on the Tube and London Overground by making more stations step-free. However, at the present time, most stations do not have step free access and few have lifts. Step free access means an alternative to stairs, i.e. an escalator, lift or both, through to street level.

A Disabled Person's Freedom Pass allows you free travel across London, and free bus journeys nationally. To apply, you must meet the following criteria:

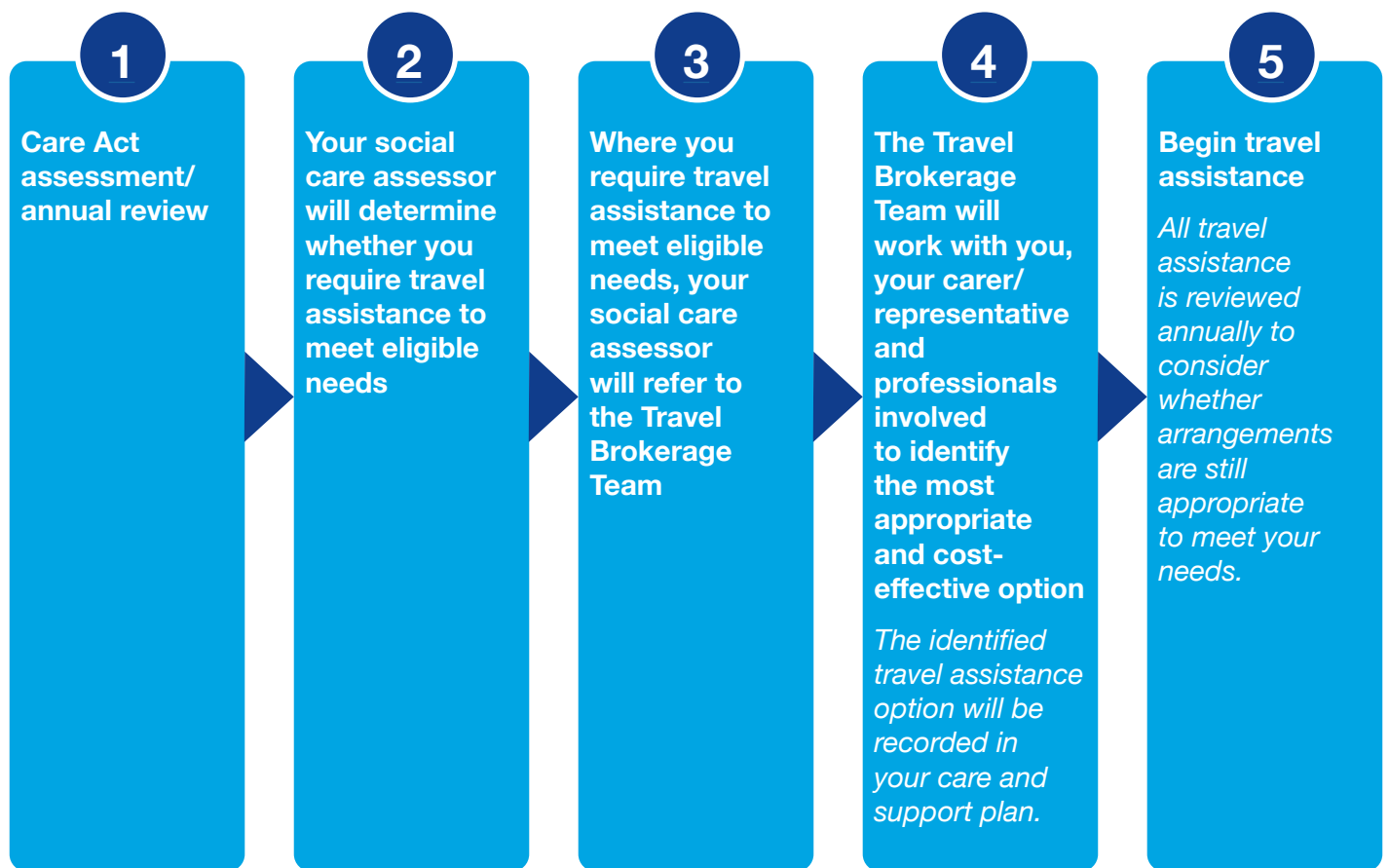
- live in Enfield
- have any statutory disability as listed in the Transport Act 2000, more information can be found [here \(internet address; https://www.londoncouncils.gov.uk/services/freedom-pass/disabled-persons-freedom-pass/eligibility\)](https://www.londoncouncils.gov.uk/services/freedom-pass/disabled-persons-freedom-pass/eligibility).

An Older Person's Freedom Pass provides free travel across London, free bus journeys nationally and is administered through London Councils. To be eligible you must be over 66.

More information, including eligibility criteria for each pass can be found [here \(internet address; https://www.enfield.gov.uk/services/roads-and-transport/freedom-passes\)](https://www.enfield.gov.uk/services/roads-and-transport/freedom-passes).

Paid or unpaid carers do not qualify for free travel on public transport (unless entitled to this by some other route).

## Appendix 2. Travel Assistance Process



## Appendix 3. Eligibility for Care and Support

The national eligibility criteria set a minimum threshold for adult care and support needs which local authorities must meet. All local authorities must comply with this national threshold. Authorities can also decide to meet needs that are not deemed to be eligible if they chose to do so.

### What is the national eligibility threshold for adults needing care?

The eligibility threshold for adults with care and support needs is set out in the Care and Support (Eligibility Criteria) Regulations 2015 (the 'Eligibility Regulations'). The threshold is based on identifying how a person's needs affect their ability to achieve relevant outcomes, and how these impacts on their wellbeing. In considering whether an adult with care and support needs has eligible needs, local authorities must consider whether the adult meets the following three conditions:

**CONDITION 1:** The adult's needs arise from or are related to a physical or mental impairment or illness

This includes conditions such as physical, mental, sensory, learning or cognitive disabilities or illnesses, brain injuries and substance misuse.

**CONDITION 2:** As a result of the adult's needs, the adult is unable to achieve 2 or more of the outcomes set out in the regulations. The Eligibility Regulations set out the following outcomes:

- a. Managing and maintaining nutrition - local authorities should consider whether the adult has access to food and drink to maintain nutrition, and that the adult is able to prepare and consume the food and drink.
- b. Maintaining personal hygiene - local authorities should, for example, consider the adult's ability to wash themselves and launder their clothes.
- c. Managing toilet needs - local authorities should consider the adult's ability to access and use a toilet and manage their toilet needs.
- d. Being appropriately clothed - local authorities should consider the adult's ability to dress themselves and to be appropriately dressed, for instance in relation to the weather to maintain their health.
- e. Being able to make use of the home safely - local authorities should consider the adult's ability to move around the home safely, which could for example include getting up steps, using kitchen facilities or accessing the bathroom. This should also include the immediate environment around the home such as access to the property, for example steps leading up to the home.
- f. Maintaining a habitable home environment - local authorities should consider whether the condition of the adult's home is sufficiently clean and maintained to be safe. A habitable home is safe and has essential amenities. An adult may require support to sustain their occupancy of the home and to maintain amenities, such as water, electricity and gas.
- g. Developing and maintaining family or other personal relationships - local authorities should consider whether the adult is lonely or isolated, either because their needs prevent

them from maintaining the personal relationships they have or because their needs prevent them from developing new relationships.

- h. Accessing and engaging in work, training, education or volunteering - local authorities should consider whether the adult has an opportunity to apply themselves and contribute to society through work, training, education or volunteering, subject to their own wishes in this regard. This includes the physical access to any facility and support with the participation in the relevant activity.
- i. Making use of necessary facilities or services in the local community including public transport and recreational facilities or services - 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.
- j. Carrying out any caring responsibilities the adult has for a child - local authorities should consider any parenting or other caring responsibilities the person has. The adult may for example be a step-parent with caring responsibilities for their spouse's children.

### What does being “unable” to achieve mean?

- Being unable to achieve the outcome without assistance. This would include where an adult would be unable to do so even when assistance is provided. It also includes where the adult may need prompting for example, some adults may be physically able to wash but need reminding of the importance of personal hygiene.
- Being able to achieve the outcome without assistance but doing so causes the adult significant pain, distress or anxiety. For example, an older person with severe arthritis may be able to prepare a meal but doing so will leave them in severe pain and unable to eat the meal.
- Being able to achieve the outcome without assistance but doing so endangers or is likely to endanger the health or safety of the adult, or of others. For example, if the health or safety of another member of the family, including any child, could be endangered when an adult attempts to complete a task or an activity without relevant support.
- Being able to achieve the outcome without assistance but takes significantly longer than would normally be expected. For example, an adult with a physical disability is able to dress themselves in the morning, but it takes them a long time to do this, leaves them exhausted and prevents them from achieving other outcomes.

**CONDITION 3:** As a consequence, there is, or there is likely to be, a significant impact on the adult's wellbeing.

Local authorities must consider whether the adult's needs and their inability to achieve the outcomes above cause or risk causing a significant impact on their wellbeing. Wellbeing is seen as a broad concept covering the following areas:

- personal dignity (including treatment of the person with respect)
- physical and mental health and emotional wellbeing
- protection from abuse and neglect

## 12 Adult Social Care Travel Assistance Policy

- control by the person over day-to-day life (including over care and support provided and the way it is provided)
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal relationships
- suitability of living accommodation
- the person's contribution to society.





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