

## **Appendix 1: Draft Transport Eligibility Criteria**

### **Eligibility Criteria**

**Only where there is no alternative means of travel for a service user should the use of transport, provided or arranged by the council, be considered.**

Customers are eligible to access the council's transport services if they meet the following criteria:

1. The customer is assessed as having a substantial or critical need under the Fair Access to Care Services (FACS) framework and not meeting this need would produce an unacceptable level of risk to the customer and/or the recognised carer;
2. The customer has no access to transport and is unable to use public transport without putting themselves at an unacceptable risk;
3. There is not an alternative method of meeting the customer's assessed need which does not require transport services;

Where transport is to be provided by the local authority the Council's Eligibility Criteria Form must be completed and approved by a Team Manager / Budget Holder.

### **Exceptions**

The Council **will not** provide transport services in the following circumstances:

- 1. The customer has chosen to attend a service outside of their locality when a suitable service is available more locally;**

Notes:

Under no circumstances will transport be provided to a service where there is a suitable service available that meets the needs of the customer and is closer to the customer's home.

- 2. The customer is able to walk to the service;**
- 3. The customer is able to use public transport;**

Notes:

Consider if the customer could use public transport following a period of reassurance, support, enablement or transport training? This might be after a period of support has been provided by Occupational Therapists. Therefore transport may be provided on a temporary basis and reviewed when the service user is able to use public transport. In this circumstance a review date must be identified and recorded on SWIFT.

Carers supporting the customer to use public transport may be eligible for a free bus pass.

- 4. The customer lives in a residential or nursing home and has access to appropriate transport;**

**5. The customer is in receipt of the mobility component of Disability Living Allowance;**

Notes:

If the service user is not in receipt of mobility allowance, and the carer feels that they should be, then support should be provided to make an application.

**6. The customer has a mobility car provided by the Mobility Scheme;**

Notes:

It will not be acceptable for family members or carers to claim priority over the use of such vehicles.

**7. The customer has a family member or friend who is able to provide transport;**

**8. The customer is funded by another local authority to attend services in Rotherham.**

**CHARGING FOR TRANSPORT**

Charges for transport services are set by Cabinet Members and are subject to a process of regular review by Elected Members. Charges are in line with national guidance on charging policies.