

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.