

**Wiltshire County Council  
Department of Adult Care Services**

**Eligibility Criteria**

**For**

**Community Care**

**Transport**

## **Introduction**

Historically the provision of transport to users of services has sat outside our eligibility criteria unlike all other services. Wiltshire County Council has automatically provided transport to users of services; this paper changes that policy. In future the Council will only provide support to users of social care services in line with our duty under Section 29 of the National Assistance Act 1948 and Section 2 of the Chronically Sick and Disabled Persons Act 1970 and within the eligibility set by the Framework of the Fairer Access to Care Services (FACS) which is currently set at Substantial and Critical.

This document requires that the provision of a transport service to a user will:

- be provided against an identified need which meets the eligibility criteria of the department.
- be fully costed as part of an integrated care plan.
- will be reviewed in line with all other services.

## **Eligibility**

Services are provided by the County Council against assessed need as defined in the Care Management and Assessment: Practitioners Guide, Department of Health/SSI 1991. Need is defined as “the requirements of the individual to enable them to achieve, maintain or restore an acceptable level of social independence or quality of life”. This has always to be viewed within the framework of the FACS Criteria.

Once a service user has been assessed as having eligible needs for services then the care manager should consider if the user can access those services:

- by walking to the services,
- by the use of public transport,
- by being transported by a carer, family or friend,
- through alternative resources they have available to them.

Transport provision should be viewed as an independent item on a user's care plan and a clear record kept of the decision making process against the eligibility criteria

The care manager will take into account when making the decision to request the provision of transport to meet a need:

- the proximity of the service to the user's home. Always choosing a service that is appropriate to meet the user's needs but also as near to the users home community as possible.
- if the user is not able to use public transport whether a period of support and enablement may improve the user's skill and confidence in using public transport.
- in the rural areas of the county whether practical public transport is available and whether the cost of such transport would jeopardise the user's ability to meet their other financial commitments.
- if the user is in receipt of Mobility Allowance whether there are other demands of a critical or substantial nature that would mean the user is not able to meet the full transport costs to these services from their benefit.

***The test of eligibility is: Would the failure of the County Council to provide transport result in an eligible need for services going unmet.***

The County Council would not normally:

- provide transport for individuals in receipt of a motability payment.
- provide transport where the user chooses to attend a service outside their locality where a suitable service is available to them locally.
- provide transport for a user on a short stay break to return to their day service provision in their local area.

***Charges for transport services will continue to be set by the County Council through the normal process of reviewing charges and within the national guidance***

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