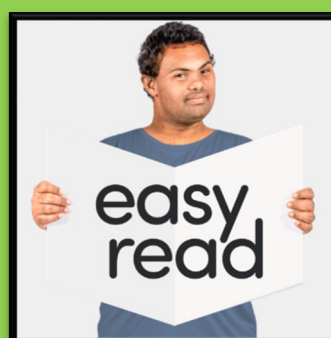


Adult Care and Wellbeing Transport Policy Easy Read Version





What is in this Policy?

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What is this Policy?



A **policy** is a set of rules or guidelines to tell people how something needs to be done.



This Easy Read policy will tell you about arranging and paying for **transport** to support your needs.

Transport covers anything that helps you get from one place to another, such as a car, train, or bus.



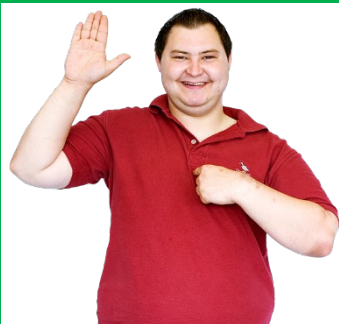
Cornwall Council's Adult Care and Wellbeing can arrange any transport you need.

This includes looking at different ways that you may access your support services, if needed.



This policy applies to you if you:

- Are over 18
- Are a resident of Cornwall
- Have been assessed as having Social Care Needs



This policy expects that, where you can, you will meet your own needs for travel.

The Council wants you to grow and be independent, where you can.



This policy has been made to make sure that:



- You are given support with transport where you are assessed as needing it.



- Transport arrangements are fair, equal, and given to all who have assessed needs. This is based on the Care Act 2014.



- You are aware of options for transport to services. These options will be in your support plan.



- All types of transport are considered to meet your transport needs.



Transport is not a social care need, but you may need transport to help you access support and services that you need for your social care.



The Council may be able to help to pay towards some or all of your transport costs.



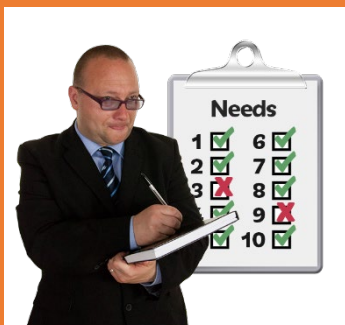
You will not have a financial assessment for paying for the cost of transport.
The Council will instead talk to you about how much you may need to pay towards the cost of your transport.



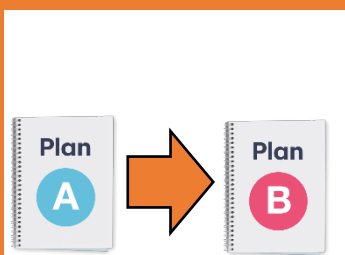
Who Can get Transport Support?



When the Council look at if you need to have support with transport, we check to see:



1) That you have been assessed as needing a service or support that you may need help to access.



2) Whether you can get to that support in another way. If you have access to transport already, we expect you to use it.



Travel plans will be written in your support plan. You will also have backup plans in case there is a sudden change or something goes wrong.

+ £23,250



If you have more money than the upper capital limit (£23,250), you will have to pay the full cost of your travel needs if you ask the Council to help with transport.



Your Social Worker or Social Care Practitioner will make sure you do not have to rely on your transport support too much. This is to help keep you independent and keep your support from getting too difficult to manage.



They also must keep in mind your carer's needs when deciding what transport may work best for you and how it may affect their caring role.



Arranging Your Transport



If Adult Care and Wellbeing are arranging your transport, your transport request will be given to and organised by the Council's Transport Department: The **Integrated Transport Unit**.



The **Integrated Transport Unit** will use the information your Social Worker or Social Care Practitioner gives them to arrange the best transport for your needs.



The Council will arrange the transport once these things have been done:



- A needs assessment. This will work out what support or services you need to access in the community.



- Your Social Worker will make a support plan with you and work out how you will get to your support or services.



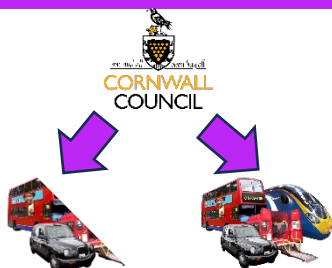
My
Views



- If you have assessed needs, you and your carer can give the Council your thoughts on accessing your support and services.
We must think about your views when planning your support and services.



- You may have more than one service or support or have them on more than one day a week. Because of this, there may be more than one transport option that you can take.
Each of your journeys should be planned out in your support plan and the best travel options should be chosen for each event.



- Some or all of your transport may be arranged by the Council.



Must All Be Safe

- Any and all choices for travel plans must be safe and reasonable.



**Best
Option**

If it is not possible to find transport to meet your assessed needs, the Council will look for the best transport option to support you.



Paying for Your Transport



You may have to pay money for any transport the Council gives or arranges. This charge will be decided by the Council and will be reviewed every year.



How much you pay towards the cost of your transport will be based on how much of your Personal Independence Payment (PIP) you get for transport. This is called the **mobility component** of your Personal Independence Payment.

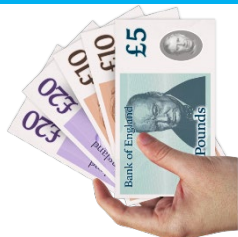


70%

If you are getting Disability Living Allowance or Personal Independence Payment (DLA/PIP), then 70% of your mobility component may go towards the cost of your transport needs.



If you agree to pay your part of the cost of transport, the rest of the cost will be paid for by the Council.



Weekly

You will pay weekly for the cost of your transport, no matter how much transport was used during that week.



If you get less transport than you pay for, you can cancel the payments. See how to do this in the Cancellations section (Page 12).



The money you pay towards your transport is not the same as the money you pay towards your care and support.



The money you pay towards your care and support needs is set by a financial assessment. The financial assessment, which is part of the Charging Policy, does not include the mobility component of the Disability Living Allowance or Personal Independence Payment.



If your total transport costs are more than your mobility component of the Disability Living Allowance or Personal Independence Payments, there are other options.



The cost may be taken as a **Disability Related Expenditure (DRE)** or included in your Personal Budget if you are getting a Direct Payment. See the Easy Read Charging Policy for more information.



Cancelling Your Transport



This section will tell you how to cancel transport and how to collect transport payments you do not use.



**At Least 24
Hours Before**

There will be times when transport needs to be cancelled. Where you can, the transport must be cancelled at least **24 hours** before it happens. This is called **Reasonable Notice**.



Reasonable notice gives the group organising the transport the proper amount of time to cancel it.



In order to cancel, you or your carer must contact the **Frontline Admin Team**, who will then arrange for the transport to be cancelled.



Here are the email addresses for the Frontline Admin Team in Cornwall:

West: adultsadminwest@cornwall.gov.uk

Mid: adultsadmincentral@cornwall.gov.uk

North and East:
adultsadminnorthandeast@cornwall.gov.uk

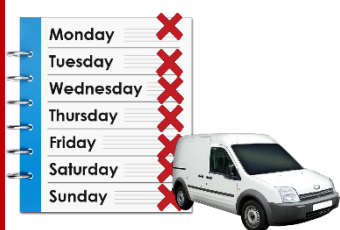


Here is the telephone number for the Frontline Admin Team:

0300 1234 131



If the transport is cancelled without reasonable notice, the transport provider can still charge the usual rate for the transport.



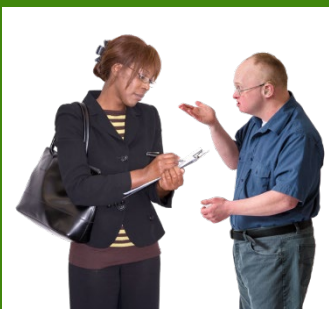
You will still have to pay for the cost of your transport for the week unless all the transport has been cancelled for that week.



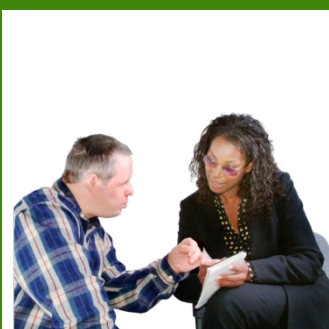
Appeals



Your assessment for social care needs will be done by a Social Worker or Social Care Practitioner. This will include any assessed need for support with transport. This follows the Care Act.



You can appeal against any decision made in the assessment if you feel it is wrong.



Speak with your Social Worker or Social Care Practitioner for more details about this.



Compliments



If you have any feedback or compliments, you can send them to us on our compliments webpage. Here is a link:

<https://www.cornwall.gov.uk/health-and-social-care/adult-social-care/adult-services-comments-compliments-and-complaints/>



You can also contact us in writing. Here is our postal address:

Cornwall Council
New County Hall
Treyew Road, Truro
TR1 3AY

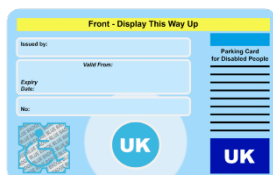


We also have an email address for feedback. Here it is:

ascfeedback@cornwall.gov.uk



Useful Contacts



The Blue Badge Scheme can help with parking and let you park closer to the shops and services you need to use. You can apply for a blue badge at:

<https://www.cornwall.gov.uk/health-and-social-care/blue-badge-disabled-parking-permits/how-do-i-apply-or-reapply-for-a-blue-badge/>

or you can phone:

0300 1234 121



The Community Directory lists organisations that can help with access to transport. You can find it at:

www.cornwall-link.co.uk



The **Cornwall Public Transport** information website has a full list of all bus services in Cornwall. They also have information on rail, coach, air, and ferry services. This site only covers public transport. You can find it here:

<https://www.cornwall.gov.uk/transport-parking-and-streets/public-transport/>

or use this phone number:

0300 1234 222



Volunteer Cornwall run a Community Car Scheme which you may be able to access. Here is their webpage:

www.volunteercornwall.org.uk

And this is their phone number:

01872 265305



This is the email for the **Integrated Transport Unit (ITU)**:

ITUsocialcaretransport@cornwall.gov.uk



Here are the email addresses for the **Frontline Admin Team** in Cornwall:

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Mid: adultsadmincentral@cornwall.gov.uk

North and East:
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Here is their phone number:

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