

Help with fulfilling your care and support needs, including transport



Information sheet A13

January 2020

We will assist you to achieve the outcomes that were agreed in your care and support assessment. This may include providing you with transport, or support to enable you travel independently. This guidance explains the criteria we use to decide if we can help you with transport. Subsidised transport will not be provided for **everyone** we support, and we expect people to make their own way to activities and meetings where possible.

If your care and support assessment shows that you have eligible needs under the Care Act, and support with transport is required to achieve your outcomes, then you are eligible to access subsidised transport if:

- No accessible public or community transport (see below) is available at the appropriate time **and** no other method of transport is available, for example access to a family car **Or**
- No accessible public or community transport is available at the appropriate time **and** not providing transport would place an unreasonable additional responsibility on your carer or other family members **Or**
- You are unable to walk or ride on public or community transport because of a disability, behaviour or poor health **and** no other method of transport is available, for example access to a family car.

The eligibility test for transport is separate from that of the Care Act. You must first be eligible under the Care Act criteria before you can be considered for subsidised transport. Not everyone will be eligible for both.

A charge will be made for all subsidised transport provided or arranged by Adults and Health and Somerset Partnership. Cabinet Members review these charges each year. Public transport will normally be free after 9am to people who are of pensionable age or have disabilities. Community Transport is available with a 50% discount, and you are encouraged to use these socially inclusive forms of transport.

We will consider all options to make it easier for you before we help with transport, including:

- 'Travel training' to help you to use transport services, which you may not have been able to access in the past, and to help you become more independent;
- Finding people in the local community who may be able to help;
- If your needs can be met at a resource/activity closer to where you live (this may mean looking at other transport options, reducing the distance, or even that you no longer need transport).

There is a wide range of community and accessible transport services available to people living in Somerset whose needs are not met by conventional public transport. These range from the 'SLINKY' demand-responsive transport service funded by Somerset County Council, to community transport and community car schemes. The schemes offer a mix of vehicles from accessible minibuses to cars driven by volunteers, with varying availability depending on where a person lives.

Community Transport and Community Car Schemes

These provide transport for individuals or groups using a range of vehicles from minibuses with disabled access to cars driven by volunteers. Charges will vary depending on which service or scheme is used, with discounts available for concessionary bus pass holders. For details of your local Community Transport or Community Car Scheme, visit www.somerset.gov.uk/communitytransport or phone 0300 123 2224.

SLINKY transport services

An accessible, demand responsive, door-to-door bus service that can be used for everything from health appointments to shopping trips. A number of SLINKY services operate in different parts of Somerset, all offering free travel to concessionary bus pass holders. To find out how to contact your local SLINKY service, visit www.somerset.gov.uk/slinky or phone 0300 123 2224.

Concessionary Bus Passes

These provide free bus travel, subject to time restrictions, to anyone of pensionable age (if you were born on or before 5 April 1950, your qualifying age is 60). People with a disability are also eligible. You can find more information and a copy of the application form by visiting www.somerset.gov.uk/concessionary or by phoning 0300 123 2224.

We subsidise some bus services in Somerset. For information about services and timetables, phone Traveline on 0871 200 2233.

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

- Contact us by going to our website, www.somerset.gov.uk, or
- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer
Floor B2 East
County Hall
Taunton TA1 4DY
Email: customerexperience@somerset.gov.uk

This document is also available on request in Braille, larger print, tape, disc and can be translated into different languages.