

Fact Sheet 1: Assessing Need

This sheet provides information on **how to access Transport Services** funded by Adult Social Care and **how we decide if you are eligible for assistance** from Adult Social Care.



Stage 1 – Assessing eligible needs and support planning

If you are eligible for social care funded assistance a social worker will complete an assessment so that we can find out how much personal budget you will get and what kind of support you need.

Once the assessment has been agreed a support plan will be written to set out how your needs are to be met. The plan will support you in a positive way so that your physical, mental and social well-being improves. It will be agreed by everyone involved before your support is put in place. We call this your personal budget and support plan.

Part of your support may include services such as day opportunities, educational/ learning and training opportunities and respite/ short breaks.

If you want to, you can take your Personal Budget as a cash payment (we call this a Direct Payment). You could mix and match your support by taking part of your budget as Direct Payment as well as using some traditional services.

Your social worker will be able to explain all the options and can help you to decide how best to use your personal budget.

Stage 2 – Determining the need for Transport

Part of the assessment will be to establish whether you need assistance to get to the services identified in your support plan. Your social worker will do this by:

- Looking at all the information you have already provided about yourself and your needs.
- Asking you whether you have any **access to transport** such as a mobility car
- Looking at your **ability to travel**. The assessor will check whether you are able to travel independently taking into consideration your physical and mental health needs and your well-being. This may involve asking other professionals to come and meet with you to see exactly what support you need to travel.
- Looking at **what travel is required to get to a service**. This will involve looking at how far away the service is, whether there is parking, how long it

takes to get there (by car, bus, on foot).

- Looking at what **other support you have** that may be able to help meet your transport needs. This may be support from another person, or access to mobility related support that could be used to help pay for transport services.



Stage 3 – Deciding the best way of meeting your need for transport

The assessor will look at all the information they have learned about you and your needs and will use the Assisted Transport Policy to see if you qualify for help with your transport from Adult Social Care.



It may be that you are assessed as being able to travel independently. For more information about this please see **Fact Sheet 2: Travelling Independently.**

If you do need assistance from Adult Social Care with your transport, the assessor will look at which transport service would best meet your needs. For more information on the types of transport services offered see **Fact Sheet 5: Types of Transport Services.**

Stage 4 – Arranging your services and agreeing the cost

The assessor will arrange any services that we will be funding.

You will need to have a Fairer Charging Assessment (if you have not already had one). This means we will look at your finances to see if you can afford to pay towards the cost of your transport.

You can find more information about Fairer Charging on Fact Sheet 4 or by requesting a copy of the following leaflet:

“What will you have to contribute for your non-residential care services?”



Stage 5 – Reviewing your services

Your assessor will contact you about 6 weeks after you have started using your transport service to see how it is working for you. Following this, if everything is ok your service will be reviewed every 12 months.

In the meantime if your needs change or you are having any problems with your service you can contact your social worker or if you don't have one contact us on **0800 561 0015** to speak to an advisor.