



West Dunbartonshire
Health & Social Care Partnership

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Assisted Transport Policy

Document Management Details

Table 1 - Document Management Details

Document Management Category	Details
Policy Title	Assisted Transport Policy
Owner	Margaret- Jane Cardno
Approved By	WDHSCP Integration Joint Board
Date Approved:	18/03/2026
Version No:	V2
Superseded Version:	V1
Date Effective	April 2023
Review Date	April 2028
Policy Title & Reference	Assisted Transport Policy
Version Number & Date	FINAL V2 – review after two years.
Version Number & Date of superseded version (if applicable)	FINAL V1
Rationale for Introduction/driver for Change	To provide a policy position aligned to service provision, to ensure equality and equity around allocation and access
Summary of Substantive Changes (if applicable)	This policy will ensure as part of an individual's needs assessment their requirement and eligibility for assisted transport will also be assessed
Summary of Technical changes (if applicable)	N/A
Lead Officer	Laura Evans
Final Trades Union Position	TBC
Consultation and Approval Process	Consultation with staff, service users and wider stakeholders. Presented and approved by IJB
Financial consultation	N/A
Legal consultation	Consulted Section Head, Regulatory and Regeneration
Audit and Fraud consultation	N/A
Trades Union consultation	N/A
Approval at IJB	15th March 2023
Accompanying Documentation (including EQIA)	EQIA 616, see WDC Corporate
Linked Policies and Procedures	Adult Social Care Eligibility Criteria and My Life Assessment



Background/Introduction

West Dunbartonshire Health and Social Care Partnership (HSCP) is committed to promoting independence across all areas of service provision and seeks to ensure as many people live as independently as possible within their local community.

In line with the vision of the HSCP Strategic Plan 2019-2023 and the [HSCP Strategic Plan 2023-2026](#) with its commitment to the implementation of this policy, the HSCP is developing modern, flexible, financially sustainable approaches that will support people and their carers to remain independent and enabled to lead fulfilling lives. Travel is a necessary aspect of everyday life and central to this Assisted Transport Policy is the aim that people live and travel as independently and safely as possible. a high-quality environment if the organisation provides the premises.

Policy Aims and Purpose

This policy has been developed to provide a fair, equitable and transparent approach to transport provision applied across HSCP services by empowering and enabling individuals to be as independent and in control of their lives as they want and can be.

This policy outlines a consistent and equitable way of supporting people in the provision of assisted transport. The policy also seeks to encourage reduced dependency on transport provided by the HSCP via West Dunbartonshire Council and at the same time to maximise independence and the use of community-based resources. The over-riding principle of this policy is that the decision to provide transport is based on promoting independence and wellbeing while maintaining the HSCP commitment to Best Value.

The policy is underpinned by the following principles:

- Ensuring safety
- Promoting Independence and enablement
- Dignity
- Best Value and cost effectiveness
- Improving quality of life by supporting health and wellbeing
- Maximising choice and control
- Accessing local and universal services
- Person-centred and personalised outcomes
- Care for the environment

In the absence of an Assisted Transport Policy, when there is an assessment of need and a requirement for services which involve the need for transport, the



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HSCP often provides that support as part of the overall package of care regardless of what other supports may be available such as mobility benefits, mobility car or the ability of an individual to make their own arrangements for transport. The policy aims to avoid the provision of transport as a default option and allow the HSCP to use its resources more equitably and effectively to ensure those who need assisted transport the most can access it.

Scope

The Assisted Transport Policy applies to:

- Children and families accessing social work and social care support
- People assessed as eligible for social care support via the WDHSCP Eligibility Criteria for Adult Social Care.
- Carers assessed as eligible for support via the WDHSCP Eligibility Criteria for (Unpaid) Carers.

Related legislation, policies, and procedural mechanisms

This policy should be read in conjunction with other relevant policies, procedures, legislation and guidance as appropriate including:

- [My Life Assessment & Guidance](#)
- [Self-Directed Support \(Scotland\) Act 2013](#)
- [Social Work \(Scotland\) Act 1968](#)
- [Education Scotland Act 2016](#)
- [West Dunbartonshire Health and Social Care Strategic Plan 2019-2022](#)
- <https://www.west-dunbarton.gov.uk/schools-and-learning/schools/school-travel-and-trips/school-transport>



Legislative Context

This policy is aligned to Social Work Scotland Act 1968 where it stated that the Local authority has a function in relation to the provision of travel, Part4, chapter 2 section 27 states:

Assistance with travel

A local authority—

(a)

shall—

(i) provide, for persons who are not in hospital and who have or have had a mental disorder, such facilities for, or assistance in, travelling as the authority may consider necessary to enable those persons to attend or participate in any of the services mentioned in sections 25 and 26 of this Act; or

(ii) (ii)secure the provision of such facilities or assistance for such persons; and

(b)

may—

. (i) provide such facilities or assistance for persons who are in hospital and who have or have had a mental disorder; or

(ii) secure the provision of such facilities or assistance for such persons.

In meeting the legal responsibilities outlined above, this Assisted Transport Policy provides that the HSCP will only consider aiding with transport where:

a) There is a duty to provide this, and / or

b) Such assistance is assessed as essential to enable the achievement of the assessed care plan.

- In considering any assistance with transport, and in line with the above, the HSCP will consider the availability of other sources of assistance with transport. Where other assistance with transport is available, and depending on the source and nature of that assistance, the HSCP will decide to:
- Provide some assistance with transport
- Provide no assistance with transport
- Provide some assistance with transport and claim / reclaim the cost or part of the cost of this assistance (from the person who received the assistance where appropriate).



Ensuring the meeting of this function does not deter West Dunbartonshire Council in meeting the statutory duties that are outline in the Education Act (Scotland) 2016.

Children's services will continue to provide travel to and from school as outlined within the School Transport Guidance 2021 document. This policy is separate from and will operate alongside the School Transport Policy.

Equalities

An Equalities Impact Assessment (EIA) has been completed in relation to the Assisted Transport Policy and identified the policy as having relevance across socioeconomic and health impacts as well as the duty to eliminate discrimination, advance equal opportunities and foster good relations.

The EIA primarily considers a policy through the lens of the Equalities Act 2010 and the nine protected characteristics therein. A review of the policy and evidence found there likely to be no differential impact on the protected characteristics of race, sexual orientation, gender reassignment, religion and belief, marriage and civil partnership status and pregnancy and maternity. There was some evidence of differential impact on age and disability because people affected by the policy were more likely to possess these protected characteristics.

More detail on these impacts can be found within the EIA. The EIA concluded that the policy should be implemented and monitored on an ongoing basis, initially using the indicators noted below and supplementing these with additional data when appropriate.

Implementation

Guidance documentation has been co-produced with members of staff and stakeholders who will be responsible for supporting policy implementation. The guidance will assist with the implementation of the policy, ensuring that access to assisted transport is equitable and transparent, at the same time supporting the practitioner in their decision making.

While reference to the guidance will be required to aid implementation, the guidance is underpinned by the principles below.

Principles:

- Equality – Transport will be provided where it is not possible for the person to use public transport or travel by other independent means, this also includes instances where it would not be appropriate for an unpaid carer to provide support with transport in line with the Carers (Scotland) Act 2016.
- Practitioners will use their professional knowledge and experience in assessing an individual's eligibility for support with transport. People who are unable to access public transport without assistance should be provided with support to travel where possible so that they are not disadvantaged.
- Health – The HSCP wants to encourage people to be physically active as much as practical and practicable; walking even short distances can help people to feel better mentally and physically. Any decisions regarding procurement of transport should also be cognisant of the public health impacts of the transport system.
- Affordability – Any assessment of need and subsequent package of support should consider the travel and transport arrangements that can be made from the individual's own resources and the affordability of any transport, including the use of a mobility vehicle or mobility benefits to transport themselves. This should happen regardless of the SDS option that is chosen. Any request for help with transport will be underpinned by an assessment of need and cognisant of any appropriate eligibility criteria.
- Promoting Independence – Any transport that is arranged must support the person to be as independent as possible. Assistance with transport must support the person to make the best use of their abilities and local resources. Any service that is arranged for the service user should be as local as possible. Transport should not be provided to take the person to a resource further away if there is a reasonable alternative closer to where the person lives.
- Eligibility – Assistance with travel or transport should only be considered after all the other options have been explored. In addition to this for a request to be considered, all the following (1-5) must apply:
 1. The person is attending a resource or facility for which there is no suitable more local alternative.
 2. The distance is too great for the person to walk independently or with help.
 3. The person does not have it within their own means to transport themselves, including the use of a mobility vehicle and / or benefits provided for the purpose of travel support
 4. There is no public transport available, or the person cannot use public transport or has difficulty accessing public transport unassisted.
 5. There is no assistance with transport available from family or friends (including unpaid carer).



OR

The person is subject to conditions laid down in the Mental Health Care and Treatment (Scotland) Act 2003 and is therefore entitled to assistance with travel.

Transport provision is subject to the HSCP Non-Residential Services Charging Policy. There are additional costs for transport that must be assessed on a case-by-case basis. In line with the principles of the Assisted Transport Policy, decisions should be made taking cognisance of Best Value, the interests and abilities of the person and intended outcomes from care planning.

Where individuals have external Support Providers escorting or driving them to activities, the costs for staff travel and use of staff vehicles will also be considered in the assessment and charge calculation, so any transport costs are fair and transparent.

Practitioners must use Assisted Transport Policy guidance to ensure due regard has been given to alternative support and transport options before presenting their assessment on the use of transport to their respective Area Resource Group (ARG). This will be as part of the overall assessment with the request for a suitable resource for the individual. The decision on assistance with transport will be recorded as part of the ARG meeting.

Review of Policy

The Assisted Transport Policy will be reviewed every two years from date of approval; however, monitoring of the policy will be undertaken on an ongoing basis. Following consideration by stakeholders, the following indicators will be used to monitor the implementation of the Assisted Transport Policy (additional indicators may be added over time):

- Number of Assisted Transport Assessments completed o Number of applications for assistance with transport made to ARG
- Number of applications for assistance with transport approved by ARG
- Number of applications for assistance with transport declined by ARG
- Attendance trends at services where assistance with transport is used o Variance in cost incurred due to commissioned transport (changes to transport provision commissioned by HSCP)