



Travel Policy



Promoting independence, choice
and control

Contents



Page 1	Contents
Page 2	Introduction
Page 3	What is the policy for?
Page 4-5	What Surrey County Council must do
Page 6	Who does this apply to?
Page 7-8	The policy
Page 9-10	What are we aiming for?
Page 11-13	How we will do it
Page 14	Young adults moving from children's services
Page 15	One person taxis and charging for transport
Page 16-17	Mobility allowance and mobility scheme
Page 18	How to appeal
Page 19	Contact us, other formats and languages



You can read this booklet alone or with someone to support you.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

Acknowledgements

This booklet was developed by Surrey County Council and the Learning Disability and Autism Engagement Team at Surrey County Council. It was checked out by Get it Right!



June 2024

Introduction



Surrey County Council want to support you to benefit from all available opportunities.



We support people who have eligible care needs by promoting independence, choice and control.



We want to enable people to be as mobile and independent as possible.



We want to help people meet their goals and achieve their ambitions.



This policy shows how Surrey County Council can support people within its duties under the Care Act 2014.

What is the policy for?



This policy shows how residents are supported to travel to an activity or occupation that meets their needs under the Care Act 2014.



In line with the [community vision for Surrey in 2030](#) everyone will be supported to be part of their local community.



The policy tells people how decisions about travel are made by Surrey County Council.

What Surrey County Council must do



If you have care and support needs these are assessed under the Care Act.



It is the law for the council to meet eligible needs.



Sometimes to meet your needs you may attend a day service, activity or occupation.



If you can get there by yourself or with support from family or friends, the council will not pay for you.

What Surrey County Council must do



If you cannot get there on your own or with support the council may pay for you to get there.



You can talk about this when you are assessed or reviewed.

Who does this apply to?



This policy is for people who have eligible needs under that Care Act 2014. They must also need support to travel to an activity to meet their needs.



If you are 18 – 25 and go to college, you need the [Post 16 travel policy](#).



People who live in residential homes or nursing homes are not covered by this policy.



Adult Social Care do not pay if you need help to go to a health appointment.



You may be able to get your money back for health appointments though the [Healthcare Travel Costs Scheme](#). You may be able to use [Non-emergency patient transport](#).

The policy



Surrey County Council want to support people to be independent and be able to live their best lives.



If people find it difficult to travel to a service that meets their needs, the council will arrange travel support to get there.



We will only arrange or pay for transport if you cannot travel safely and independently or with support to meet the day centre /activity or occupation that meet your assessed need.



If a carer or family member needs to visit you in your home, they will have to pay for this journey.

The policy

This may be:



Travel
Training



Community
Transport
e.g. Bustler,
Surrey
Connect



Voluntary
Car
Schemes



Using a
Motability
vehicle



Using apps
or other
technology



Taxis

What are we aiming for?



Be person centred.



Promote independence.



Develop skills and the use of technology.



Promote choice and control.

What else are we aiming for?



Support carers wellbeing.



Support people to be in their community.



Promote Surrey's values.



Support value for money and better outcomes.



Promote green ways of travelling.

How we will do it



The Social Worker will talk about travel needs as part of your assessment.



We will look at direct payments.



If your family member or friend helps with your care and support, they will be offered a carers assessment.



If the person has a Motability vehicle, they will be expected to use it.

How we will do it



If you say no to the travel support offered, we may not pay for your preferred choice.



If you are eligible for travel support a risk assessment may be completed.



We want people to be connected to their local community so you may be offered the closest service to your home.



If you want to go to a service that is further away the council may not pay for the extra travel costs.

How we will do it



Where people get a taxi, this will be reviewed often.



People may become more independent.



A new travel and transport service may become available.



A person may need different support to get to different activities.



Transport to each activity will be looked at one at a time.

Young adults moving from children's services



When a person becomes an adult, they are looked after by the [Transition team](#).



The transition team works with people aged 18 to 25.



The Transition team will complete an [Adult Social Care assessment](#).



The assessment will consider people's strengths and promote independence.



If a person is 18 – 25 and has an Education Health and Care Plan (EHCP) they will be covered by a different policy: [SEND Travel assistance policy for learners aged 16 – 25](#).

One person taxis



Sometimes people that live together or live close by may go to the same service.



If so, the social worker may talk to people about sharing a taxi.



Some people don't like to sit in a car for a long time, others may enjoy this . We will talk to each person to see what they think.

Charging for transport



If a person receives support from Adult Social Care, they will have a financial assessment.



Personal Independence Payment (PIP) / Disability Living Allowance (DLA) are not counted as income.

Mobility allowance and the motability scheme

 Motability



If a person has a Motability car or receives Mobility Allowance this will be part of the assessment.



If a person can drive the Motability car themselves, they will be expected to do this.



If a friend , family or support worker normally drives the car for the person they will be expected to do this.

 Motability



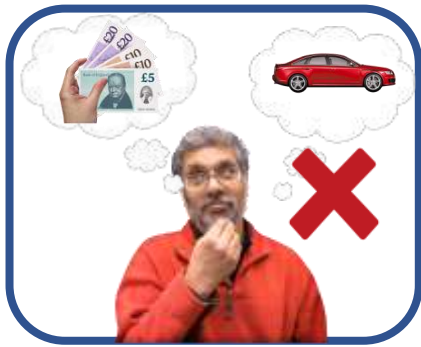
If the Mobility allowance doesn't pay for a car, then it will not be considered.

 Motability



If a Motability Car cannot be driven by anyone it will not be considered.

More about mobility allowance and the motability scheme



No mileage or other travel costs will be paid by the council.



People cannot use a Motability car for their own benefit that is meant for another person.



Motability scheme
www.motability.co.uk

How to appeal



If you do not agree with a decision that has been made about your travel support, you can speak to the adult social care team.



If you talk to the adult social care team and you are still unhappy with the decision that has been made, please contact the Adult Social Care Customer Relations Team.



Adult Social Care Customer Relations Team.

Email:

asc.customerrelations@surreycc.gov.uk



Adult Social Care Customer Relations Team.

Phone: 01483 518300

Contact Adult Social Care



Adult Social Care Website:

surreycc.gov.uk/adultsocialcare

Contact us, other formats and language

To contact us or if you would like this information in an alternative format or language:



Telephone: 0300 200 1005



Text (SMS): 07527 182 861 (for deaf or hard of hearing community)



Textphone (via Relay UK): 18001
0300 200 1005



British Sign Language:
www.surreycc.gov.uk/bsl



Email:
asc.infoandadvice@surreycc.gov.uk