

Transport Policy



In this booklet...



Purpose

Page 4

Who is the policy for?

Page 5

Why is transport important?

Page 6



Who makes transport choices?

Page 6



What if I can travel on my own?

Page 7



What if I have a car or allowance?

Page 7



How is transport paid for?

Page 8



What if I don't want Direct Payments?

Page 8



What kind of transport is used?

Page 9





Where does transport pick me up? Page 9



What if I need help with medical travel? Page 10



How do we decide who gets transport? Page 10



What if I need special transport? Page 11



What if my wheelchair is not suitable? Page 12



What if I need someone with me? Page 13



What if my transport needs change? Page 13



How do I complain about transport? Page 14



Do I have to pay for transport? Page 14



Equality and climate impacts

Page 15



Who helped make this policy?

Page 15



What if I have more questions?

Page 16

1. Purpose



This booklet was made by Hampshire County Council.



This policy explains how the County Council helps people travel to places they need for their care.

2. Who is the policy for?



The policy is for adults over 18 who need help with transport.

They must be eligible for services from Adults' Health and Care.

3. Why is transport important?



Transport helps people live independently.

It helps them get to places they need for their care and support.

4. Who makes transport choices?



Adults' Health and Care decide if someone needs transport help.

They check if there are other ways to travel first.

5. What if I can travel on my own?



If you can travel by yourself, you should.

This policy is for people who need help to travel.

6. What if I have a car or allowance?



If you have a Mobility car or allowance, you should use it for travel.

If not, Adults' Health and Care will look at other options.

7. How is transport paid for?



Transport costs are part of your Personal Budget.

You might get Direct Payments to help pay for it.

8. What if I don't want Direct Payments?



If you don't want Direct Payments, Adults' Health and Care can help find transport for you.

9. What kind of transport is used?



Adults' Health and Care tries to use local transport options. They look for the best value for money.

10. Where does transport pick me up?



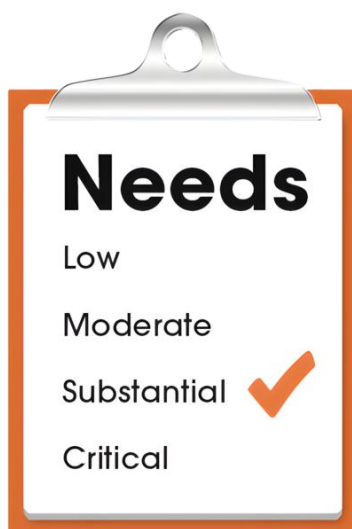
Transport picks you up from places in your Personal Plan. It should be close to where you live.

11. What if I need help with medical travel?



For medical travel, you might get help from the NHS. This policy is for social care travel.

12. How do we decide who gets transport?



Adults' Health and Care talks to you about your needs. They check if you can travel on your own or need help.

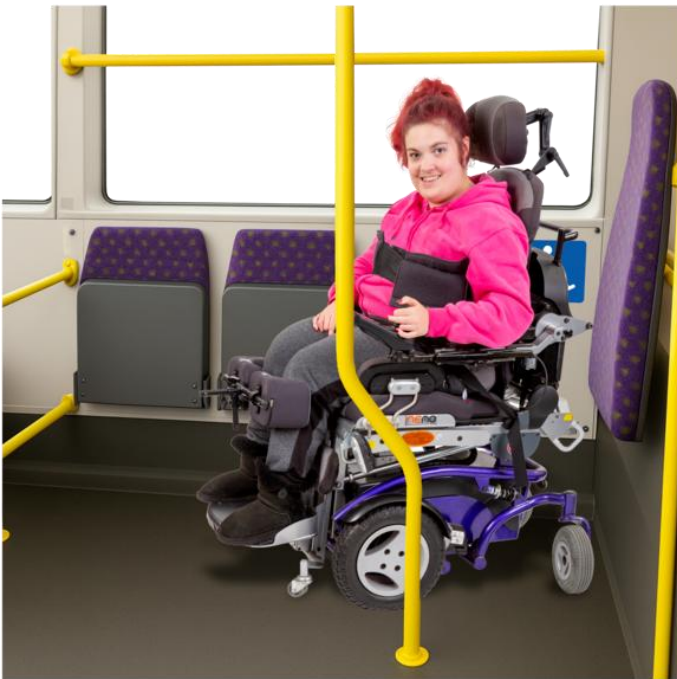
13. What if I need special transport?



If you need special transport, the team will do a risk assessment.

They will check what kind of transport is safe for you.

14. What if my wheelchair is not suitable?



Not all wheelchairs are easy to move for transport. The team might talk to an Occupational Therapist to check.

15. What if I need someone with me?



If you need an escort, the team will check why. They will decide if it's needed for your safety.

16. What if my transport needs change?



If your needs change, the team will look at your plan again. They will make sure your transport is still right for you.

17. How do I complain about transport?



If you are unhappy, you can complain. The Adults' Health and Care team has a complaints process.

18. Do I have to pay for transport?



Yes, transport is a chargeable service. The cost is part of your Personal Budget.

19. Equality and climate impacts



The policy was checked for equality and climate impacts. There were no problems found.

20. Who helped make this policy?



Groups like the Hampshire Learning Disability Partnership helped. They gave feedback on the policy.

21. What if I have more questions?



You can contact the Adults' Health and Care for more help. They can answer your questions about transport.

**For more information about Adults'
Health and Care, visit:
hants.gov.uk/adultsocialcare**

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