

Transport Policy



Hampshire
County Council

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Adults' Health and Care Directorate Policy		10/25 v1
Transport Policy		
Date	October 2025	
Effective Date	December 2025	
Summary	The objective of this policy is to outline the County Council's position on the arrangement and provision of transport to enable people to access agreed provision to meet their eligible needs.	
Issued By	Donna Harrison, Head of Service Younger Adults	
Contact	CG&QABusinessSupport@hants.gov.uk	
Sponsors	Jason Brandon Assistant Director and Principal Social Worker	
Accountable Officer	Donna Harrison, Head of Service Younger Adults	
Content Owner	Samantha Davenport, Locality Service Manager	
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Authority to Vary	Directorate Management Team (DMT)	
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Amendment:		Date:
<ul style="list-style-type: none"> • Full review of the policy and moved to the updated policy template for clarity. • Amendments include updated corporate branding and terminology changes from AIS to CareDirector. • Addition of sections 3, 16, 17, and 18 to adhere to the policy template. • Included detailed principles of providing transport, assessing eligibility, and risk management. • Aligned review and complaints procedures with current standards. • Clarified charging principles and financial assessment details. 		October 2025

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1. Purpose

1.1 The objective of this policy is to advise the public and Adults' Health and Care staff of the Directorate's position regarding the arrangement and provision of transport to enable people to access agreed provision to meet their eligible social care needs.

2. Scope

2.1 This policy covers the criteria for transportation assistance in relating to meeting the social care needs of adults aged 18 years and over who have been assessed as eligible for services and/or support from Adults' Health and Care.

3. Introduction

3.1 Hampshire County Council Adults' Health and Care Directorate is committed to promoting independence and seeks to ensure people live as independently as possible within their own communities and continue to travel as independently as possible.

3.2 This policy has been developed to provide a strategic approach to transport support that is consistent and transparent and clearly outlines the framework through which an individual's need for transport is supported.

3.3 This policy is based upon the principles of independence, choice and control; therefore, where people are able to access transport themselves or make their own transport arrangements to access social care services and/or support they will be expected to do so.

3.4 The arrangement and provision of transport will only be provided by the Adults' Health and Care Directorate where it has been assessed and agreed as required to meet an assessed eligible social care need and that there are no suitable or practical alternatives available. Any transport funding provided by Adults' Health and Care must represent best value. Guidelines for the assessment of transport needs are provided in this policy in sections 9 and 10.

3.5 In instances where the provision of transport has been assessed and agreed, the cost will be included in the person's Personal Budget and met by the provision of Direct Payments where possible.

4. References

4.1 To Legal, Central Government and other external documents, including research:

- [The Care and Support \(Eligibility Criteria\) Regulations 2015](#)
- [The Care Act 2014 - Power of Local Authority to Charge](#)
- [The Care and Support \(Charging and Assessment of Resources\) Regulations 2014](#)

5. Definitions

5.1 In this policy “transport” means any travel funded by Adults’ Health and Care to or from destinations to which a person requires access to help meet an assessed eligible social care need.

6. Roles

6.1 Managers will ensure that by following these procedures people are transported in ways that meet all relevant legislation and guidance and provide the best available value for money.

7. Aims of the Policy

7.1 The aim of this policy is to reflect local and national priorities and complement Hampshire’s approach to Adult Social Care.

- Promoting independence
- Provision of personalised care
- Ensuring safety
- Dignity
- Choice and control
- Improved quality of life

7.2 Adults’ Health and Care will encourage the use of sustainable, local methods of transport where viable. Adults’ Health and Care will continue to work closely with Children’s Services to ensure the needs of young people in transition are met, ensuring they receive an assessment of need whilst at school which in part will explore transport options prior to them attending education or a service within the community.

8. Principles of providing transport

8.1 The following principles and pathway must be adhered to:

8.2 There is no automatic entitlement to transport. The arrangement and provision of transport by Adults’ Health and Care will only be considered after the use of alternatives has been explored.

8.3 If transport funding is agreed, the cost of this should represent best value for money and be entirely appropriate to meet the need and relevant circumstance.

8.4 Any transport which is funded by Adults’ Health and Care is a chargeable service, and therefore the cost will be included within a person’s Personal Budget.

8.5 In the first instance if a person requires transport and is in receipt of a Mobility allowance and/or a Motability vehicle the use of these should be discussed with the service user in order to meet any transport needs. If the allowance is being used to access other essential services; or the vehicle cannot be used due to a lack of a

licensed driver, alternatives such as using voluntary sector and public transport should be considered.

8.6 If any of these means of accessing transport are not available or suitable; Adults' Health and Care will fund transport where it has been assessed as being essential in meeting the persons eligible social care needs. Transport will be funded until an independent alternative method is identified and available.

8.7 Ordinarily, when an individual does not wish to receive a Direct Payment to support transport requirements, a referral should be made to the Passenger Transport Team for the sourcing of appropriate transport. Practitioners can submit referrals using this link: [AHC Transport Referral](#).

8.8 Transport funded by the Directorate will be recorded using a Care Director provision and will be included in a person's Personal Plan and Budget. Wherever it is appropriate transport funding will be offered in the form of Direct Payments in order to maximise peoples' independence.

8.9 Any transport funded by Adults' Health and Care should be cost effective, therefore the use of local voluntary sector transport schemes and public transport should be considered prior to using taxi services.

8.10 Transport funded by Adults' Health and Care should only be provided from designated pick up and return points specified in the Personal Plan. Any transport should take into consideration distance. People should be allowed and encouraged to access local services wherever possible.

8.11 Where the need is not an eligible social care need (such as travel to meet medical needs), individuals may be eligible for help with NHS hospital travel costs – for more information see [NHS Hospital Travel Costs](#).

9. Assessing Eligibility

9.1 Once a person has been assessed as having eligible care and support needs, the practitioner and individual will discuss and agree what care and support the person requires and their preference as to how this should be delivered. The following sets out the considerations which should be given prior to any agreement to fund and/or arrange transport as well as guidelines which should be adhered to where transport is agreed.

9.2 Considerations prior to the agreement to fund transport:

- If a person is able to make their own arrangements independently for transport, then they should be encouraged to do so.
- If a person has a Motability vehicle which they are able to drive themselves, they should be encouraged to use this to meet any identified transport needs.
- If a person has a Motability vehicle which they are unable to drive themselves one of the other licensed drivers should be asked whether they are able to

provide the transport required. The Motability scheme permits up to three people to become a licensed driver of the vehicle.

- If there are no other transport options available, then the cost of transport may be considered as part of the person's personal budget. Any spend on transport is subject to the usual financial governance processes.

10. Assessing Risk

10.1 Where funding for transport has been agreed in principle Adults' Health and Care Practitioners should conduct a risk assessment using the Adults' Health and Care risk assessment tool. This assessment must include any relevant risks which may need consideration prior or during transport such as; the type of transport required, a person's behaviour, physical condition, medical conditions and the use, size and type of equipment such as wheelchairs and need for escorts.

10.2 Not all wheelchairs are suitable for transport purposes. Adults' Health and Care Practitioners should support the person to consider this when planning care and support and any relevant transport requirements. Consultation with Occupational Therapists may be required in some cases to assess equipment suitability. If there are any specific training requirements of drivers or escort staff, this must be explicitly referenced in both the risk assessment and any subsequent referral to the Passenger Transport Team.

10.3 If a door to door service is required as opposed to the standard kerb to kerb service, the reasons for this should be documented within the risk assessment. Door to door services should only be applied where a kerb to kerb service presents unacceptable risks which are not mitigated by any other arrangements such as an escort.

10.4 Escorts should only be accompanying people where there is a reason which has been documented and explained within the risk assessment.

11. Review of Services

11.1 If transport provision currently forms part of an individual's Personal Plan, a re-assessment must be undertaken before any significant change of transport takes place.

11.2 The continuation of the provision of transport and/or passenger assistants/escorts will be subject to ongoing review, along with other elements of the care package.

11.3 If any changes to the Personal Plan result from a review, the user will be supported through an agreed transition period to ensure any identified risks are mitigated.

12. Complaints Procedure

12.1 Anyone wishing to make a complaint about the Directorate or its decisions made they may contact the Adults' Health and Care Complaints Directorate. Information on how to submit complaints can be found the Adults' Health and Care Hantsweb pages; [Adults' Health and Care Customer Care and Complaints](#).

13. Principles of Charging for Transport

13.1 Full details of how the County Council may charge for Social Care, including community transport, is laid out here [What you might have to pay for | Health and social care | Hampshire County Council](#)

14. Review of the Policy

14.1 The policy reflects the Adults' Health and Care Directorate's current position and will be reviewed in accordance with the review schedule or more regularly if required in line with other policy changes.

15. Implementation plan and training needs analysis

15.1 The current October 2025 update is mainly a change to terminology rather than any process changes. Therefore, no formal training is required. Details of updates will be circulated electronically and via the various forums (see section 17).

16. Impact assessments

16.1 Equality Impact and Climate Change Impact Assessments have been completed. There is no associated impact with either.

17. Stakeholder Consultation

17.1 The updated Transport Policy was circulated to four co-production groups for feedback. These included the Hampshire Learning Disability Partnership, Autism Partnership Board, Hampshire Older Adults Partnership Board and the Personalisation Expert Panel (PEP). No feedback was received.

For more information about Adults'
Health and Care, visit:

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