



Statement of Policy on Adult Social Care and Support

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Introduction

This document has been developed in line with the Care Act 2014 (the Act) to set out the approach of Wiltshire Council in implementing this and other relevant legislation for adult social care.

The purpose of this policy document is to set out how Wiltshire Council applies this legislation, particularly in areas where it has discretion.

Glossary

Term	Description
Policy	A document that explains how Wiltshire Council will make decisions about a particular area or areas. Policies are used to make it clear to everyone what they can expect from Wiltshire Council.
Consultation	This is when the Council shares its ideas about a proposal to gather the views of communities and people who may be affected if the changes are agreed. Wiltshire Council will consider feedback gathered during the process and may make changes before submitting the proposal to elected members who make decisions.
Care Act (2014) Regulations Guidance	The law that sets out how local authorities must deliver care and support services in England. The policy has been developed to comply with the requirements of the Care Act, The Care and Support (Charging and Assessment of Resources) Regulations 2014 and the Care and Support Statutory Guidance.
Wellbeing	<p>This concept is central to the Care Act and must inform all of a local authority's activities. There is no one definition of wellbeing and it is a broad concept. Considerations of wellbeing will take the following into account;</p> <ul style="list-style-type: none">• Personal dignity• Physical and mental health and emotional well-being• Protection from abuse• Control by the individual over day-to-day life• Participation in work, education, training, or recreation• Social and economic well-being• Domestic, family and personal• Suitability of living accommodation• The individual's contribution to society

Term	Description
Carer	A carer is someone (aged 18 or over) who helps another person in their day-to-day life, who could not manage without that support and often is a relative or friend. This is not the same as someone who provides care professionally or through a voluntary organisation.
Eligible Needs	Needs that meet the criteria set out in the Care Act.
Information	Communication of relevant knowledge and facts regarding care and support.
Advice	Helping to identify choices and/or providing an opinion or recommendation regarding a course of action in relation to care and support.
Duty	What the Council is legally required to do.
Discretionary Power	Powers Wiltshire Council can exercise but are not legally required to do so.

Terms included in this Policy

Term	Description
Information Portal	Your Care Your Support Wiltshire (https://adults.wiltshire.gov.uk/) (opens new window)an information and advice website including information about health and social care in Wiltshire
Assessment	A conversation with an individual or carer that is recorded in writing, to establish if they have care and support needs that meet the national eligibility criteria for care and support.
Support plan	A document which details how care and support needs will be met and what services an individual will access or will be provided by the Council or other organisation.
Indicative Personal Budget	An amount of money the Council expects would be needed to fund the support, to meet eligible needs and to help create a support plan. Indicative budgets are an estimated figure and are not a guarantee of funding.

Term	Description
Personal Budget	The agreed amount of funding required to meet an adult's assessed eligible needs. The Council's contribution to this is always paid minus the adult's own contribution.
Help to Live at Home ('HTLAH') Alliance	A range of services intended to help people to live as independently as possible for as long as possible. Services include care at home services, assistive technology and equipment that will help people to live independently.
Direct Payment	A way in which a personal budget can be provided when the Council gives money to pay for care and support directly. Direct Payments can be used to employ staff directly or buy care from an agency or other organisation.
Commissioned Services	Services arranged and paid for by the Council to meet care and support needs.
Telecare	Any electronic equipment designed to meet care and support needs.
Independent Financial Advice	Advice about funding long term care and support regulated by the Society for Later Life Advisors. The Council works closely with two independent financial advisors.
Self-funder	A self-funder is the term we give to someone who pays the full cost of their own care and support. If you are a self-funder, we can still help you with information and advice in arranging your care and support.

Policy cover information

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Implementation lead	All adult social care managers
Implementation date	August 2016
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Date approved	July 2016
Next review date	March 2026

Policy control sheet

Policy title	Statement of Policy on Adult Social Care and Support
Purpose of policy	To set out Wiltshire Council's approach to delivering social care services
Policy author(s)	Olly Spence
Lead Directors	<ul style="list-style-type: none">• Emma Legg (Director of Adult Social Care)
Target audience	Frontline staff and members of the public
This policy should be read alongside	<ul style="list-style-type: none">• Charging policy (PDF) [188KB] (opens new window) Safeguarding Policy• Preventing, Reducing and Delaying Eligible Needs Policy• Personalisation and Self-Directed Support Policy
Monitoring and review lead	Adult Care Community Commissioning
First year review date	April 2017
Subsequent review dates	April 2018, June 2021, March 2024
Internet link	www.wiltshire.gov.uk

Background

The Care Act consolidated much of the patchwork of legislation which had built up over the previous 65 years. Many aspects of the legislation are mandatory; however, the Act set out areas where Councils may choose to do things (enabling legislation) and stipulates that government may set guidance for Councils to follow in these areas. The best example of this is in charging (or means testing) for some services, which is not compulsory for Councils but which in practice all Councils choose to do for at least some services. If a Council chooses to charge for a service, then it must follow the relevant guidance from the Secretary of State.

Notwithstanding this, there remains considerable scope for discretion in how Wiltshire Council interprets guidance and the approach that it adopts to service provision in key areas.

To provide clarity, this document sets out the policy of Wiltshire Council to service provision in these key areas. This statement of policy has been agreed by Wiltshire Council's Cabinet and is backed by further detailed guidance to operational staff where appropriate and information available to the public on [Your Care Your Support Wiltshire \(https://adults.wiltshire.gov.uk/\)](https://adults.wiltshire.gov.uk/)(opens new window).

1. Preventing, reducing and delaying eligible needs

Wiltshire Council will support people to live independently, with a focus on preventing, reducing, and delaying needs and building different types of support in the community.

Wiltshire Council makes available universal support services including information, advice and health promotion. Universal services are available to all Wiltshire residents and are not dependent on having assessed eligible needs. This includes provision for those who do not have any current needs for care and support and for carers.

Wiltshire Council will also undertake activity to identify adults with care and support needs, and carers with support needs whose needs are not being met to promote wellbeing. Information and advice are used together with targeted early interventions to support those identified. Provision of early intervention and targeted services is dependent on the level of risk to wellbeing: such support might include provision of equipment and telecare services from Wiltshire Council's equipment service or advice on how individuals can achieve outcomes in different ways or purchase equipment for themselves.

Where there is a high level of risk to an individual's independence Wiltshire Council will facilitate a range of preventative services to help people regain skills, reduce need, and promote independence. This includes time limited interventions in the form of reablement. Reablement is a form of support of up to six weeks from our Reablement Service which allows time to support individuals to meet a set of agreed outcomes. Towards the end of the reablement support, if the person is likely to need ongoing support, a Care Act assessment will be carried out. Care in a residential or extra care environment can be considered in some more exceptional circumstances (for example, while a house has extensive adaptations undertaken or while a complex package of care at home is being arranged).

Certain services may be charged for, in particular where there is a low level of risk. Further details are set out in our full Preventing Reducing and Delaying Eligible Needs policy.

2. Needs assessment and determination of eligible needs

Any adult with an appearance of need for care and support, including carers, can ask for an assessment of their needs and the outcomes they wish to achieve.

Needs assessments are not in themselves a gateway to services; they precede an eligibility assessment that will be recorded as part of the needs assessment. Those with needs that are deemed 'ineligible' for support from the Council will still be provided with information and advice on how to access support locally to meet those needs and how they can prevent or reduce their needs.

Needs assessments must:

- Be appropriate and proportionate to the needs and circumstances of the individual (this can include self-assessment where the adult wishes to, and the Council is satisfied the adult has capacity and is capable of fully assessing and reflecting their needs)
- Consider interventions that will prevent, reduce and delay needs
- Consider the impact on carers and the wider family
- Involve the adult and carers and any person whom the adult asks them to involve as appropriate and allow access to information the Council holds on them
- If an adult lacks capacity, involve people who appear to be interested in the adult's welfare
- Involve independent advocates when people may have substantial difficulty being involved in the process and where there is no one else appropriate or willing to consult or be involved
- Involve specialist assessors when necessary
- Consider fluctuating needs over an appropriate period of time
- Include an assessment of the impact of the adult's need for care and support on matters relating to their 'well-being', the outcomes or goals they wish to achieve and whether the provision of care and support will contribute to the achievement of these
- Be set out in a written record and given to the adult

The Care Act established national minimum criteria to determine social care needs eligible for support. **These are the criteria which Wiltshire Council uses: there is no intention to provide support for needs that do not meet the eligibility threshold.** Wiltshire Council does not apply eligibility criteria until its duty to prevent, reduce and delay needs has been considered.

Although health needs may be recorded as part of an assessment, health needs are not considered as part of the eligibility criteria and people will be referred to NHS services to have these needs met.

Where the eligibility assessment determines a person has eligible needs, Wiltshire Council will:

- agree with the adult which of their needs they would like the local authority to meet
- consider how the local authority may meet those needs
- establish whether the person meets the ordinary residence requirement

3. Care and support planning

In care and support planning, Wiltshire Council will only make provision for eligible needs which are unmet by other means. Wiltshire Council will ensure people are involved in their support planning, including choices about how their needs are met, whether through direct provision, by direct payments, or a combination of the two approaches.

The key considerations for Wiltshire Council in care and support planning are the needs that must be met, having regard to the facts of each case and the most effective and efficient way of meeting those needs. The Council will aim to meet an adult's eligible needs identified with the minimum necessary intervention. The focus

of the support plan will be on the outcomes or goals to be achieved. The starting point is consultation with the adult and carer(s) to maximise their own resources and contributions to their support.

Wiltshire Council will support adults to plan their support creatively. Support does not always require services commissioned by the Council, and we will regard universal services (services open to all) as a means by which an adult's eligible needs can be met. Universal services can include those provided by voluntary organisations. Wiltshire Council will help to identify health needs as part of an assessment and may help meet these needs where these are part of a jointly funded package with health. However, support to meet health care needs cannot be directly funded by the Council.

As part of the care and support plan, it is good practice for all adults to have a crisis plan in place, setting out what services would be put in place in the event of a breakdown of the normal care arrangements and informal support networks.

Support will not always need to directly relate to the outcomes agreed in a care and support plan, but the care and support plan should demonstrate how it will contribute to the achievement of outcomes for the adult. As part of the care and support planning, adults should be given an idea of what their personal budget will be.

Adults receiving support through preventative services, including reablement support will not be allocated a personal budget.

Personal Budgets

Following an assessment, a personal budget will be developed based on the cost of meeting an adult's needs and is made up of both Council funding and the person's assessed contribution. Individual adults may choose to take all or part of their personal budget as:

- a commissioned service, where the Council holds and manages the personal budget on the person's behalf
- as a direct payment (an amount of money you can use to meet your needs)
- or as a combination of both of these

The personal budget must be used to deliver the outcomes in the support plan. The size of a personal budget depends on a 'reasonable price'. The reasonable price is based on a balance of how effective a care and support plan will be; how cost-effective the care and support plan will be based on all the options; the level and complexity of need a person has; and the overall cost of a care and support plan will be based on how much it will cost the Council to commission services to address those needs.

To ensure a fair allocation of funding allocated to a person through direct payments, Wiltshire Council has established a 'reasonable price' for a range of ongoing services. These will be updated as new contractual rates are agreed. The rates for personal budgets will be stored on the Council's information and advice website [Your Care Your Support Wiltshire \(https://adults.wiltshire.gov.uk/\)](https://adults.wiltshire.gov.uk/) (opens new window) the rates are also available in other formats if required by an individual adult.

Services excluded

The Preventing, Reducing and Delaying Eligible Needs policy describes services that will not be included as part of a personal budget including, prevention services, intermediate care and reablement services provided for a period of up to six weeks, services provided under section 117 of the Mental Health Act and aids or adaptations under the value of £1000.

Direct Payments

If needs for care and support are to be met by Wiltshire Council, adults will be helped to think how best to meet those needs, including how to use their personal budget.

Where the Council is funding elements of the personal budget these may be taken as a direct payment as an alternative to any commissioned services. Direct payments are cash payments to an individual adult or a nominated or authorised person acting on the adult's behalf that can be used to purchase care and support services. Direct payments will be provided in accordance with the personalisation and self-directed support policy. This policy can be accessed via the Council's website: [Adult care personalisation policy \(PDF\) \[220KB\] \(opens new window\)](#) or by contacting the Council on 0300 456 0111 to request a copy.

Direct Payment Reviews

In accordance with the relevant Regulations and Guidance Direct Payments will be reviewed after six months (or sooner if required) to ensure they are providing the level of support the person needs and there are no excessive surpluses or deficits in the bank account. Thereafter reviews of direct payments will be annual and in so far as possible the Council will align annual reviews of direct payments with care and support plan reviews.

4. Financial assessment

Wiltshire Council has exercised its statutory discretion to charge and assesses what contribution an adult may make towards their personal budget for a range of services and does this in line with the charging regulations arising from the Care Act.

The areas in which the Council may levy charges are all those outlined in the personal budget section above (not including the 'services excluded') and:

- An administration fee covering legal work, valuation, and land registry fees (which will not exceed the cost of providing the service) for deferred payment agreements and an interest rate (set in line with the maximum amount set in the deferred payment regulations) for those eligible for this support. These agreements allow adults to meet the cost of residential care without having to sell their home straight away. Further details are set out in the Council's Deferred Payment Agreement Policy
- An **arrangement fee** (not exceeding the cost of arranging the service) where a self-funder asks the council to arrange their services. These fees will be regularly reviewed and updated by the Director for Adult Social Care as and when necessary.

We will support adults to maximise their income through providing a benefits check, ensuring they receive all their financial entitlements. We will ensure individual adults are aware of charges before entering into any agreements.

Reviews and re-assessments

Existing care and support plans (and support plans for carers) will be reviewed at regular intervals and at any time when there is a significant change in circumstance for an individual adult. Dependent on individual need and agreement, reviews can happen at any time after a support plan is started but must happen within one year of the service starting. A review of individual financial contributions to care and support needs will also be completed at least annually by the Council or an authorised representative.

Anybody involved with an individual adult's support can ask for a review of need at any time or a reassessment of financial contributions if there is a change of circumstances. The Council will then decide if a review is required. If it does not accept a request to review a care and support plan it will provide the adult with reasons for this decision

Reviews will look at needs, support arrangements and whether the outcomes are being met. If minor changes to the way in which needs are met are needed, then the worker will carry this out. If any needs have significantly changed then a reassessment may be carried out. Any re-assessment should not start from the beginning but pick up from what is already known about the person and should be proportionate.

5. Services commissioned to meet assessed needs and deliver outcomes

Supporting independence at home

We will always aim to enable an adult to return to their own home, as longer term this can help with their

independence and may in the longer term reduce the needs that require support.

If an adult chooses to stay at home in circumstances where the value of the resulting personal budget will significantly exceed the cost of support in a care home, the Council will have regard to the facts of each individual case and if it is satisfied there is a more efficient and economical way of meeting needs offer the adult the option of receiving a personal budget as a direct payment. This personal budget will be equivalent in value to the cost of support in a care home minus any funded nursing care. This can then be used towards the total cost of a self-directed care package at home.

In some instances, we will approve high-cost care and support plans for a time limited period, to establish whether a care at home package would be a sustainable option for their care and support. These care and support plans must be signed off

by a relevant Head of Service and will be reviewed on a regular basis to establish whether the support has achieved the outcomes.

The basis of how these plans are set up will be clearly explained to individual adults so that plans can be ended should it become clear that outcomes will not be achieved.

Ongoing support at home packages

We will support people to live at home wherever possible and commission a range of services to meet an

individual adult's eligible needs only. These services are focused on meeting outcomes. Individual adults' outcomes can be met in a variety of ways. Our aim in working with individual adults is that the Council will always maximise independence, and support individuals to remain in their own home whenever possible.

Apart from those that are merely incidental to meeting social care needs, Wiltshire Council cannot provide support services to meet health needs. Where appropriate the Council may work with healthcare services to create a jointly funded package of care to meet both health and social care needs. The Council will not purchase services solely to support people with medication needs as this is a health need and individual adults will be directed to health services. Support which involves prompting for medication may be offered from time to time but only when this is an ancillary task that can be completed while meeting social care needs.

No services (including care homes) are provided indefinitely. All provision will be regularly monitored and reviewed with an aim to reflect progression as individual adults' independence is supported. Goals and outcomes for reducing reliance on care will be clearly recorded in the care and support plan.

Equipment

Provision of equipment will be considered as a way of meeting assessed needs and outcomes in a cost-effective way. Equipment provision may also prevent or reduce the need for domiciliary care support and will help the adult remain independent.

Community equipment (aids and minor adaptations) will be loaned free of charge where it is identified that these might prevent, reduce, and delay needs arising. Equipment might also be issued after an assessment of need if it is agreed that this will meet or prevent, reduce, or delay needs arising. A minor adaptation is one costing £1,000 or less.

If an adult does not have eligible needs or is not thought to be at a high risk of developing an eligible need, they will receive advice and support in the purchasing of the correct equipment to meet any needs.

One-off Direct Payments (covering the cost of equipment, delivery, and five years of maintenance costs) are an option for the provision of equipment and may enable an

adult to top up or choose non-standard equipment where this will still be suitable for meeting or preventing needs arising.

Where community equipment and/or minor adaptations (under the value of £1000) is provided for people who meet the eligibility criteria, this will be excluded from an adult's financial assessment. Wiltshire Council would expect major adaptations to housing to be funded through and subject to the eligibility criteria for Disabled Facilities Grants.

Where hoisting is required, as part of an adult's care and support plan, a moving and handling risk assessment and handling plan should be agreed with providers to establish the need for any support by two support workers. The provision of current techniques and equipment should be identified to establish whether moving and handling, including hoisting, can be completed by a single carer.

Adults who have been provided with equipment by Wiltshire Council, who choose to move to a different local authority area may be allowed if it is practicable to take that equipment with them to the new host authority. The decision to move equipment with the individual adult will be based on the individual adult's preference, the effectiveness of the equipment and if it will still be effective in the new host authority area and the cost effectiveness of the decision.

Consideration will also be given to the contract for maintenance of the equipment and whether the equipment is due to be replaced. The Council will only retain responsibility for maintaining equipment if the adult remains ordinarily resident in Wiltshire.

Telecare

All staff are required to consider how telecare and other equipment can be an alternative to, or complement, direct care. Telecare will not be seen as an additional service people can receive but offered to every adult as an alternative to direct service provision, or part of a service offered to meet care and support needs. If a person has a long-term package of care, telecare will be a chargeable service.

6. Accommodation and Services outside the home

Choice of Setting

Where the care planning process has determined that a person's needs are best met in settings such as a care home, shared lives, supported living or extra care housing, Wiltshire Council will ensure at least one option for providers of the same type is available within a person's personal budget.

An adult has the right to exercise a preference for the care home they wish to live in. An adult must be informed of their rights. Where, for any reason, Wiltshire Council decides not to arrange a place for someone in their preferred accommodation it must have a clear and reasonable justification for that decision which is subject to four considerations:

1. **Suitability of accommodation**- which depends upon the individual adult's assessment of need and the compliance of the home with relevant registration regulations
2. **Cost**- the Council is not required to pay more than they would usually expect to pay, having regard to assessed needs. When an adult has expressed a preference for more expensive accommodation than the Council would usually expect to pay to meet the assessed needs, the individual may be asked to pay a top up fee.
3. **Availability**- it is acknowledged that waiting and interim placements are occasionally inevitable. The Council should give adults an indication of the likely duration of any interim arrangement and provide a review (reassessment) after a reasonable time period (e.g. 12 weeks) before a move to different accommodation.
4. **Terms and conditions**- the Council needs to be able to impose certain contractual conditions on the care home.
5. **Quality**-the Council will not place anyone in a provision where there are concerns about quality or it has been judged inadequate by CQC. The Council's policy is to place in good or outstanding provision. If the Council is concerned about the quality of a provider it may take action to prevent or limit admissions and will consider the risk to people already receiving care.

A choice of care home places within the block contract (which means a contractual arrangement the Council has with the provider to provide a placement at an agreed fee level) will always be offered first where this is reasonable and meets need. Any offer of a Council commissioned care home within Wiltshire will meet the above criteria and will therefore be a suitable option. Wiltshire Council will not cover the cost of transport in such circumstances (where the offer is a suitable option) but will work with families to overcome any transport difficulties that arise (see transport section below).

Where an adult wants a place in a care home which costs more than the Council's block contract rates, top-up payments or a deferred payment agreement can also be arranged.

Where an adult wants a place in a care home outside of Wiltshire, the personal budget will be set at the same rate that is paid by the host local authority.

Where an adult has already arranged a care home placement, and finds they can no longer afford the

fees, the Council will arrange for a needs assessment and financial assessment to take place. In such circumstances, the Council will not necessarily pay for the current accommodation and may instead pay for eligible needs to be met in another care or nursing home. In deciding how much to pay, the Council will take into account the individual adult's needs and wellbeing, in particular whether it would be proportionate to expect an adult to move into another care or nursing home even though, for example, the current accommodation costs more than it would usually expect to pay. For this purpose, the Council will balance the disruption to the individual adult (to include the likely effect of a move on wellbeing and on physical and mental health) with its duty to the community as a whole to achieve best value.

Councils can make decisions under the Care Act between options for meeting needs it is prepared to fund. The Council may in its consideration include costs of different care options. This does not mean that the cheapest option will always be chosen but that if there is a cost difference between two options, both of which can meet need, then the less expensive option can be chosen. If an adult or a third party choose a more expensive option when needs can be met at a lower cost, the Council would need to be satisfied, in the care and support planning process, that the adult or the third party would be willing and able to pay the difference.

Third party top ups and deferred payment agreements would remain an option to avoid any move. Any placements in care homes must also meet the criteria on suitability, availability and the Council's standard terms.

Extra care and sheltered housing with care

Before considering a care home placement, all other options should be explored with the individual adult. The use of extra care housing or sheltered housing with care may give an adult more independence and choice and may provide a better value option for the Council and more choice for the adult.

Care Home Provision

Where the Council is arranging a care home placement for an individual adult, the Council's block contracts for care homes providing personal care will be used. Other placements in care homes providing personal care cannot be used without the specific authorisation of a Head of Service.

Nursing Homes

The Council has purchased beds from a number of nursing homes in Wiltshire. Framework agreements, with the remaining nursing homes in Wiltshire, have been agreed or are being negotiated with fixed prices. These homes must be used wherever possible when the Council is arranging care. If someone moves to live in a care home which is registered to provide nursing care they will be entitled to NHS-funded nursing *care (FNC)*. *FNC* is when the NHS pays for the nursing *care* component of nursing home fees. *FNC* is not assessed or means-tested and is tax free.

Interim placements

Where an individual adult has been assessed as requiring a long-term care home placement and funding has been agreed, but their chosen care home does not have a suitable vacancy, an interim placement will be offered in another suitable home in Wiltshire. Interim placements will be chargeable and adults who are in interim placements will be offered a move to their chosen home once a vacancy has become available.

Financial information and advice

The Council will not normally arrange care home placements for individual adults able to meet the full cost of their care (often referred to as 'self-funders'). Instead, the Council will provide the adult and their family with information and guidance to make

private arrangements directly with the care home provider. The Council might make a placement for self-funders in exceptional circumstances (for example, where the adult has no relatives or is unable to arrange his or her own affairs). All people contacting the Council for information and advice will be informed about the arrangement the Council has with companies offering independent specialist financial advice to people needing long term care.

Where the Council makes a care home placement on behalf of a self-funder and the individual adult wishes to be placed in accommodation that is more expensive than the Council would normally be expected to pay, then a written agreement will be arranged with the adult or his/her representative clarifying that this may mean a move for the adult in the future subject to a needs assessment if:

- the Council has to assist with funding if the individual adult's resources are depleted; and
- the accommodation occupied by the adult still costs more than the rate the Council would pay; and
- there is suitable accommodation elsewhere that meets the adult's needs.

Continuing Health Care

In any case where the individual adult has complex health needs, assessments and reviews will consider potential eligibility for NHS Continuing Health Care (CHC). Adults will be made aware of their right to CHC funding and joint assessments, and care and support planning will take place wherever possible.

The Council will seek case-by-case legal advice where individual adults are believed to have health needs and do not wish to pursue CHC funding.

The Council is not legally able to fund any services that are deemed as health services and which should be met via a health care assessment and provided by appropriately trained staff, for example, nurses.

Day Services

For some people provision of some type of daytime activity can reduce the need for individual care or placement and can also be a cost-effective way of meeting someone's need. Some day services for older people are currently provided under contract by Orders of St John Home Trust and the rates for this are set out in the personal budget table.

The Council also funds a number of community-based day opportunities or offers a personal budget to meet individual adults' needs in another way.

Transport to services outside the home

During an assessment under the Care Act 2014, all needs for care and support are identified and the ways in which needs are met already or can be met is considered. This includes from the person's own resources, their own network (family and friends) and from universal and community services.

Decisions on transport will be made on the facts of the individual adult's case. The starting decision will be whether the Council is satisfied it is necessary to provide transport in order to meet needs.

The Council has a duty to meet eligible needs. Transport is not in itself an eligible need; however, transport may be identified within the care and support plan as part of the outcomes as a way to help meet eligible needs. Support planning with individuals to consider options for meeting eligible needs will include consideration of transport required to enable a person to access services that will meet their needs.

Where transport to access services is identified as a need, all possible options for transport will be discussed with the individual adult such as support from friends and family or the use of universally available services (public transport). All relevant benefits including but not limited to personal independence payment (PIP) mobility component will be taken into account when considering available options for transport.

If, as a result of an assessment, an adult has a requirement for transport in order to meet an eligible need, e.g. they need transport to access a community-based service, the Council will calculate the adult's personal budget to include the cost of reaching the nearest suitable activity. For the Council suitability means the activity has a place available and it can meet the individual's needs. Adults may choose alternative activity centres located further away from their home but in these circumstances will be expected to contribute the difference in transport costs.

7. Complaints

Wiltshire Council's Complaints Policy applies - see [Making a complaint](#) for further information.

Contact details

Alternative contact details for complaints or compliments are set out below.

Email

complaints@wiltshire.gov.uk(opens new window)

Telephone

01225 718 400

Postal address

Customer Complaints Team,
Wiltshire Council,
County Hall,
Bythesea Road,
Trowbridge,
BA14 8JN

