

CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP



“FAIR AND EQUITABLE”

**ASSISTED TRANSPORT:
ADULT SOCIAL CARE**

POLICY STATEMENT

&

PROCEDURE HANDBOOK

2022 – 2025

CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

FAIR AND EQUITABLE

Assisted Transport: Adult Social Care

CONTENTS

1. Fair and Equitable – Policy Statement	3
2. Health and Social Care Standards: My support, my life	5
3. Policy Objectives	6
4. Scope	7
5. Roles and Responsibilities	7
6. Definitions	7
7. Eligibility	7
8. Utilising Local Services	10
9. Mainland Placements	11
10. Respite trips back to the Western Isles	11
11. Complaints	11
12. Review	12
13. Procedure Handbook	13

1. Fair and Equitable - Policy Statement

Comhairle nan Eilean Siar/ Western Isles Integration Joint Board is committed to promoting independence across all areas of service provision and seeks to ensure that all service users are able to live and travel as independently as possible.

The benefits of independent travel on an individual's physical and mental health and wellbeing cannot be over emphasised and the provision of assistance with transport can help people to access work, leisure and key services promoting health and facilitates key elements of Self-Directed Support (Scotland) Act 2013. Summary guide: <https://www.gov.scot/publications/statutory-guidance-accompany-social-care-self-directed-support-scotland-act-2013/>

Comhairle nan Eilean Siar **does not** have a statutory responsibility to provide assisted transport, therefore it is not normally available, however consideration will be given in very exceptional circumstances, in line with eligibility criteria as outlined and explained within this policy.

The over-arching aim of this Policy is, therefore, to provide a definition of 'Assisted Transport' that offers clarity, equity, and fair access to transport and travel arrangements for vulnerable service users, whilst reducing the level of dependency on transport provided by Comhairle nan Eilean Siar.

1.1 The Policy is underpinned by the following key principles:

- **That a service user's benefits are used to meet their own transport needs:** This policy rests upon a general assumption and expectation that service users will meet their own needs for transport to access services and/or support. For example, where a service user has Disability Living Allowance (DLA)/Personal Independence Payments (PIP) in place, it will be assumed that these benefits will contribute to travel costs.
- **That all other options will have been explored:** Assisted transport should be considered after all other options have been exhausted and the person has no other support (NB: This must be evidenced in an application for funding of transport costs)
- **That service user safety is not compromised:** Assisted transport will only be provided by Comhairle nan Eilean Siar if alternatives are either unavailable or inappropriate i.e., via an assessed outcome and/or it is the only reasonable way to allow a person to safely access an eligible service.
- **That any financial risks are assessed:** Assisted transport will only be provided if there is a risk of financial hardship and a failure to provide assisted travel/transport could lead to greater expense at a later date, subject to review and re assessment.
- **That assisted transport is cost-effective and subject to regular review:** Any arrangement for assisted transport must be the most cost-effective option and will be subject to regular review.

- 1.2 This policy aims to reflect national and local priorities by promoting independence; prevention; choice and control; healthy living; improved quality of life; dignity; and provision of local accessible services and facilitate key elements of Self-Directed Support (Scotland) Act 2013

<https://www.gov.scot/publications/guide-social-care-self-directed-support-scotland-act-2013/>

- 1.3. This policy recognises that a reasonable charge may be applied for the provision of funded transport. This would be a low, fixed rate, charge which would not be subject to a financial assessment, but would be compliant with Comhairle nan Eilean Siar, *“Contribution Policy for Adult Social Care and Support (Non-residential) within a Self-directed Support System”*

[http://www.cne-siar.gov.uk/committees/documents/e-agendas/2015/11-november/health-and-social/agendas/J%20Item%2010B%20-%20Appendix%201%20-%20Contribution%20Policy%20for%20Adult%20Social%20Care%20and%20Support%20\(Non-residential\)%20within%20a%20Self-directed%20Support%20System.pdf](http://www.cne-siar.gov.uk/committees/documents/e-agendas/2015/11-november/health-and-social/agendas/J%20Item%2010B%20-%20Appendix%201%20-%20Contribution%20Policy%20for%20Adult%20Social%20Care%20and%20Support%20(Non-residential)%20within%20a%20Self-directed%20Support%20System.pdf)

- 1.4 This policy and procedures takes into consideration recommendations made in Transport for Health and Social Care (Audit Scotland 2011),

“Considering transport needs when planning and delivering services can help make services more efficient by getting people to the right place at the right time”

http://www.audit-scotland.gov.uk/docs/health/2011/nr_110804_transport_health.pdf

2. Health and Social Care Standards: my support, my life

<https://hub.careinspectorate.com/national-policy-and-legislation/health-and-social-care-standards/>

Dignity and Respect...

"I am treated fairly and do not experience discrimination"

Be Included...

"I am supported to participate fully and actively in my community"



PRINCIPLES

Dignity and respect

- My human rights are respected and promoted.
- I am respected and treated with dignity as an individual.
- I am treated fairly and do not experience discrimination.
- My privacy is respected.

Compassion

- I experience warm, compassionate and nurturing care and support.
- My care is provided by people who understand and are sensitive to my needs and my wishes.

Be included

- I receive the right information, at the right time and in a way that I can understand.
- I am supported to make informed choices, so that I can control my care and support.
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.
- I am supported to participate fully and actively in my community.

Responsive care and support

- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time.
- My care and support adapts when my needs, choices and decisions change.
- I experience consistency in who provides my care and support and in how it is provided.
- If I make a complaint it is acted on.

Wellbeing

- I am asked about my lifestyle preferences and aspirations, and I am supported to achieve these.
- I am encouraged and helped to achieve my full potential.
- I am supported to make informed choices, even if this means I might be taking personal risks.
- I feel safe and I am protected from neglect, abuse, or avoidable harm.

February 2016

3. Policy Objectives

3.1 The overarching aim of this policy is to reflect national and local priorities as set out in Social Care (Self-Directed Support (Scotland) Act 2013. It also acknowledges the recommendations contained within, Audit Scotland's 'Transport for health and Social Care'

https://www.audit-scotland.gov.uk/docs/health/2011/nr_110804_transport_health.pdf

And 'Reshaping Care for Older People.' A Programme for Change 2011 -2021

<http://www.gov.scot/Resource/0043/00434007.pdf>

3.2 The specific aim of this policy is to reflect national and local priorities by promoting:

- Independence rather than dependence
- Prevention rather than just intervention
- Duty of care from Users, Carers, and families
- Choice and Control
- Healthy Living
- Improved quality of life
- Dignity
- Access to local accessible services
- Improve Public Protection arrangements, enabling people to live healthier lives in safer communities.
- Build community resilience
- Maintain services for the most vulnerable people whilst addressing financial challenges.
- Support, develop and make the best use our staff.

4. Scope

- 4.1 This policy applies to adults' adult social care service users and sets out how an individual is assessed as eligible for funding for transport by Comhairle nan Eilean Siar.

5. Roles and Responsibilities

- 5.1 The agreement to fund assisted transport must be authorised by Social and Community Services management as part of process to agree a Support Plan.
- 5.2 Internal and external service providers must ensure that all service users are encouraged and supported to travel independently, including making optimum use of public/mainstream transport options and their own financial resources.

6. Definitions

- 6.1 **Service User** – A service eligible person in receipt of statutory care and/or services
- 6.2 **DLA** – Disability Living Allowance
- 6.3 **ADP** - Adult Disability Payment
- 6.4 **PIP** – Personal Independence Payments
- 6.5 **SDS** – Self-Directed Support
- 6.6 **IJB** – Integration Joint Board

7. Eligibility

A principle of reasonableness will be adopted i.e., an exploration will be undertaken in any given situation as to whether it is reasonable to expect individuals to make their own arrangements, all transport options have been examined and the outcomes have been identified and evidenced.

7.1 There are 12 key criteria elements which individually and collectively highlight when assisted transport should be delivered:

- 1) Any transport provided must support the person to be as independent as possible.
- 2) A preventative approach should be taken at all times, to maintain a person's abilities.

- 3) Assisted transport should be considered only after all other options have been exhausted and the service user has no other support (this must be evidenced in an application for funding of transport costs).
- 4) Generally, assisted transport will be provided if:
 - Statutory powers are in place and a person is attending a service as per an agreed care programme approach (See section 27 of Mental Health Care and Treatment (Scotland) Act 2003)
<https://www.gov.scot/publications/mental-health-care-treatment-scotland-act-2003-code-practice-volume-1/pages/6/#:~:text=11%20Section%2027%20of%20the%20Act%20places%20a,provided%20under%20sections%2025%20and%2026%20outlined%20above.>
 - There is no other appropriate transport alternative, due to specific health and safety issues identified by the service. (Again, see section 27 of Mental Health Care and Treatment (Scotland) Act 2003)
<https://www.gov.scot/publications/mental-health-care-treatment-scotland-act-2003-code-practice-volume-1/pages/5/>
 - A carer is caring for more than one dependent and the competing demands mean the carer is not in a position to provide assistance with transport – to be approved by Social and Community Services management.
 - An assessed risk of financial hardship has been identified and a failure to provide assisted transport could lead to greater expense at a later date. (For example, a service user requiring to regularly access an inter-island service.)
 - As an outcome of a Carer's Assessment.
- 5) The agreement to fund assisted travel is to be authorised by Social and Community Services management as part of process to agree the Care Plan
- 6) Assisted transport may be provided subject to the conditions set out within a service users Care Plan. Please refer to Comhairle nan Eilean Siar, Self-Directed Support Policy information:
<https://www.cne-siar.gov.uk/social-care-and-health/community-care-and-criminal-justice/community-care/self-directed-support/>
And:
<https://www.gov.scot/publications/statutory-guidance-accompany-social-care-self-directed-support-scotland-act-2013/>

- 7) Transport, travel, and mobility must feature in a care/support plan if the assessed outcome requires any travel/transport component of assistance (e.g., escort, taxi, or adapted vehicle)
- 8) Assisted transport will only be provided where it is clear that such assistance is essential in enabling the person to access community care or rehabilitation services and their own financial resources, including DWP DLA/ADP/PIP Mobility component.
- 9) The designated assessor is able to demonstrate that the support plan for assisted transport meets the agreed outcomes expressed within the overall care plan. (This will include due consideration of carers' needs; where it is concluded that the carer cannot provide transport because it would place an unreasonable demand on them and their respite time)
- 10) All assistance with transport is to be provided in the most cost-effective way; concessionary travel and self-travel arrangements must be a primary consideration in any assessment
- 11) Welfare/state benefits, such as DLA, ADP or PIP should be used to aid mobility and the person must use the benefits to access services
- 12) Income-maximisation, through a benefits review will be available – in order to ensure that people are in receipt of DLA, ADP or PIP (including the highest possible rate of the mobility component to which the person is entitled)

7.2 Assisted transport may only be granted once all other options have been considered, evidenced, and recorded. Resources from Comhairle nan Eilean Siar, Social and Partnership Services will not be allocated to meet transport-related needs in the following cases:

- Where the service user is able to walk and/or use a mobility aid; either independently or with the assistance of others, to access a local community service.
- Where the person can use public or community-provided transport, and voluntary transport (for example, Tagsa Uibhist, Cobhair) either independently or with support to get to and from community activities, including further education.
- Where the service user is in receipt of state benefit (DLA, ADP, PIP) to facilitate their mobility needs and it is considered reasonable for them to utilise the benefit for travel/transport purposes, unless the benefit is insufficient to meet the persons identified outcomes.

7.3 NB: It is acknowledged that certain medical conditions will cause fluctuation within service users physical or mental ability - this will be considered and reflected within the assessment process.

8. Utilising Local Services

To ensure that locally based services are available and responsive to the needs of local people, it is inappropriate to arrange a service outside of a service user's local area, unless it is not possible to meet their assessed need in that area. People will be expected to access the support and services based nearest to where they live, so long as they are appropriate to meet the assessed, eligible needs.

Where service users chose to access a service that is not nearest to where they live, they will be expected to self-fund to meet the costs of additional travel.

9. Mainland Placements

The following conditions apply where a service user's needs cannot be met locally, and a placement has been arranged on the mainland:

- The placement, unless it is a short-term placement, must be considered as the service user's home and all DWP benefits, including DLA/PIP mobility, must be used for the benefit of the service user at their placement.
- Where DLA, ADP or PIP mobility component is paid and a Motability vehicle is not in place, service users will be expected to contribute from their Motability component to supplement all travel placement costs (including any travel back to the Western Isles

10. Respite trips back to the Western Isles

- Any respite trips from the mainland back to the Western Isles are funded by Comhairle nan Eilean Siar/Integration Joint Board in accordance with identified Outcomes.
- Contributions to respite travel costs from DLA/PIP mobility component will be expected where possible.
- Where flying is unavoidable, trips must be booked 3 months in advance to ensure best value in terms of cheapest available tickets.

11. Complaints

11.1 Any complaints regarding the management of assisted transport in an adult care setting can be made through the Social Work Complaints Procedure, copies of which are available online and at any of the Islands' Council Offices.

12. Review

- 12.1 The Policy on Assisted Transport will be kept under regular review to ensure legal compliance and best practice. In addition, the entire policy and associated procedures will be reviewed every three years.

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13. Procedure Handbook



CÙRAM IS SLÀINTE NAN EILEAN SIAR

WESTERN ISLES HEALTH AND SOCIAL CARE PARTNERSHIP

Fair and Equitable

Assisted Transport - Adult Social Care

CONTENTS

1. Introduction: Fair and equitable: A person-centred and outcome-focussed approach.
2. Guidance in determining the eligibility and need for assisted transport.
3. Useful Links

1. Introduction - “Fair and equitable: A person-centred and outcome-focussed approach”

1.1 Comhairle nan Eilean Siar/Integration Joint Board acknowledges the beneficial effects of independent travel related to individual health and wellbeing and is committed to a fair and equitable, person-centred and outcome focussed approach in all aspects of social care provision; including the consideration of viable transport options to enable service users to participate fully and actively in the community. Adult social work service users, in a range of care settings within the Western Isles community may need assistance with transport to attend, for example, community services, day services, leisure services, learning and training opportunities, respite care and employment.

The principle aim of this Procedure Handbook is to set out the criteria Comhairle nan Eilean Siar/Integration Joint Board will use to determine who, because of their needs, can access services, this includes the use of taxis, mini-buses, and the provision of assistance to use public transport.

The assisted Transport Policy rests upon a general assumption and expectation that service users will meet their own needs for transport to access services and/or support. For example, where a service user has the mobility component of Adult Disability Payment (ADP) /Disability Living Allowance (DLA)/Personal Independence Payments (PIP) in place, it will be assumed that these benefits will contribute to travel costs.

It should be noted that Mobility components with low/high rates are paid with Disability Living Allowance, Adult Disability Payment and Personal Independence Payments. Please see:

<https://www.entitledto.co.uk/help/disability-living-allowance-mobility-component>

To reiterate, assisted transport will only be provided by Comhairle nan Eilean Siar if alternatives are either unavailable or inappropriate i.e., via an assessed outcome and/or it is the only reasonable way to allow a person to safely access an eligible service.

2. Guidance in determining the eligibility and need for assisted transport.

2.1 Comhairle nan Eilean Siar/Integration Joint Board’s decision to provide assistance with transport must only follow a full assessment of mobility needs and the risks associated as part of the support planning process. The purpose of transport should be clearly stated on an individual’s Support Plan.

2.2 In general, the Policy and accompanying procedure is based on the assumption that service users will travel independently except where assessment shows that this is not possible. The

test used in the assessment should be ***‘what will happen if the Adult Social Care does not provide transport’*** i.e., are there other ways in which the service user can reasonably be expected to attend services and/or support making his/her own arrangements to get there. The provision and/or funding for transport should only be considered if the service user has needs categorised in accordance with the Council’s Fair Access to Care Services Eligibility Framework and Guidance.

2.3 There are 4 stages in the process for assessment of eligibility for the provision of assistance with transport and the identification of appropriate transport as follows:

- Stage 1: Access to existing transport
- Stage 2: Assessment of mobility
- Stage 3: Assessment of ability to travel independently
- Stage 4: Identification of appropriate transport

2.3.1 Stage 1: Access to existing transport

Service users will not be eligible for transport if:

- They have a “Motability” vehicle which they drive themselves. In this instance there will be consideration of whether it is reasonable to expect that the service user will use that vehicle in order to travel to the location of the care service/activity.
- They have a mobility vehicle of which they are not normally the driver themselves. Similarly, there will be consideration of whether it is reasonable to expect that the service user will use that vehicle in order to travel to the location of the care service/activity.

Service users with the following will only be eligible for transport if they are assessed at Stage 3 as not capable of independent travel:

- Mobility component of Disability Living Allowance/PIP

2.3.2 Stage 2: Assessment of mobility

An assessment will be made of the service user’s mobility. This will involve assessing issues such as:

- Ability to walk outside
- Requirement for wheelchair/ other walking aid

- Ability to get in and out of property
- Ability to get in and out of vehicle
- Risk of falling without support
- Ability to bear weight to transfer
- Whether mobile but at a risk when mobilizing due to uncontrollable movements
- Ability to use stairs, manage gradients, steepness of stairs in home, safety, energy levels

Service users will be categorized for this purpose as follows:

- No mobility problems
- Limited mobility problems
- High/ complex mobility problems

2.3.3 Stage 3: Assessment of ability to travel independently

This assessment considers both physical and social reasons that enable or prevent the service user from travelling independently. This will include:

- Extent of the mobility problems identified in Stage 2
- Availability of family/carers
- Communication difficulties (for example ability to order taxi or use public transport)
- Psychological factors e.g., mental health, loss of confidence, agoraphobia, and lack of insight into dangers associated with independent travel.
- Experience or risk of harassment
- Any other factors affecting personal safety The Assessor will determine whether the service user:
 - Is capable of travelling independently
 - Requires some training, support or assistance that will enable them to be capable of travelling independently in the near future

- Not capable of travelling independently

Stages 1 to 3 will determine the eligibility of the service user for some form of transport or transport assistance.

2.3.4 Stage 4: Identification of appropriate transport

Once eligibility has been assessed as above, it will be the duty of the allocated worker to make appropriate arrangements for transport. Directly provided transport services – whether internal or external – will be provided only once other alternatives have been considered and ruled out, and not as a matter of course.

2.4 The range of transport service provision includes:

- Assistance with using public transport, e.g., travel buddies.
- Transport by parents/carers - supported by a direct payment to cover payment of mileage allowance if appropriate community transport or a taxi service (council managed or via direct payment)
- Transport in Comhairle nan Eilean Siar vehicles, e.g., minibuses

2.5 Resources from Adult Social Care are unlikely to be allocated specifically to meet transport related needs where an individual:

- Is in receipt of the higher rate mobility component of the DLA/PIP, the purpose of which is to assist those who have mobility problems, with severe difficulty walking or who need help getting around out of doors. Under normal circumstances no-one in receipt of the higher rate mobility allowance would receive funded transport, unless there are factors limiting their ability to fully utilise the benefits of the allowance e.g., geographical location, the nature of the disability, wheelchair type or carer support requirements. The support plan will determine the level of support offered in these circumstances as part of the assessment process.

NB. Treatment of disability-related benefits

As set out in section 73(14) of the Social Security Contributions and Benefits Act 1992, the mobility component of Disability Living Allowance (DLA)/ **Personal Independence Payment (PIP)** is excluded by law from being taken into account for charges. Councils should disregard the War Pensioner's Mobility Supplement in assessing income, as this should be treated as analogous to DLA/ADP/PIP mobility component.

- Lives in a registered residential care home and the individual is assessed as having the ability to travel independently, or with minimal intervention, then the care home will make provision to support independent travel if they are responsible for transport arrangements. If the individual is a tenant in supported accommodation or adult placement scheme, they will be subject to the same assessment and care planning

arrangements as people living in their own homes or with relatives. In some circumstances the cost of the placement covers the full range of support needs, including transport, to attend community activities including college.

- Where transport costs are included in residential care fees, the person should be charged the fixed rate contribution in the same way as all others are charged for funded transport.
- 2.6 There is no single definition of what is reasonable distance/time to access services or activities that meet social care needs. An assessor should be able, having information about an individual's abilities and the transport options available, to define "reasonable" for that individual. It will be for each person to decide how far they are willing to travel in order to extend their choice and this will need to be balanced between distance, value for money and choice. In addition, the time taken to travel to the service destination or the cost of alternative means of transport should also be taken into account by the assessing officer as these may be prohibitive for the individual.
- 2.7 Where people incur extra expense for transport, in addition to normal daily living costs, related to their impairment (Disability Related Expenditure - DRE) this will be assessed and agreed as part of the financial assessment process and allowances made in accordance with the Comhairle's Charging Policy (currently under review.) This may reduce the amount the person would otherwise have to pay for means tested charges e.g., for Day Care services.
- 2.8 Part of the individuals' assessment or review will identify their potential to learn road safety and orientation skills so that they can travel independently, thus maximising their skills and autonomy. This may require a planned programme of transport training by a support worker, or a system of pairing people up or forming small groups, so that people can travel together and support each other. Programmes of support must be identified in Support Plans and be subject to regular review to monitor progress.
- 2.9 Where a person cannot attend their nearest community activity including college or a day opportunity because there is no placement available the assessor may make a case requesting additional resources to be allocated. However, where a person chooses to attend community activities, college or a day centre that is not the nearest and the nearest service is available to meet their assessed need, any additional cost of any transport considered necessary will be met by the person.
- 2.10 Geographical isolation may be a factor in an individual's ability to access services outside the home. People living in outlying areas may experience additional barriers in terms of the frequency and number of buses they are required to use, or the prohibitive cost of taxi fares. The availability of alternative accessible and affordable means of transport must be considered when assessing an individual's ability to travel independently.
- 2.11 Where a person, who has previously been using Special Education Needs transport (SEN), is assessed as needing continued transport after transition to Adult Social Care, Adult Social Care may consider allocating resources that will not be adequate for individualised transport options (i.e., not arranged to meet individual convenience). This may mean the provision of any of the

following but not exclusively: shared transport or transport arranged at set times for college days.

- 2.12 Where a person contributes towards the provision of a shared community vehicle, there is an expectation that this would be used to transport them to community activities including college, assuming it is available to do so.
- 2.13 Where the individual is reliant on a relative or other carer to drive a mobility car, consideration must be given to supporting carers respite needs, including enabling them to work. None the less, if an individual or carer makes the decision that the car will not be used for the intended purpose the onus must be on the individual and/or carer to make alternative appropriate arrangements. Assessing officers must also ensure that a carer's reluctance or inability to assist with transport does not prevent an individual from accessing a service that meets their assessed needs and the individual/carer will need to make alternative arrangements.
- 2.14 Where there is conflict between the individual and carer, regarding "Motability" cars, officers may need to consider the possibility of reverting back to a monetary allowance with the Department for Work and Pensions if the individual so wishes. This would promote independence and allow the individual to take control of their own transport requirements. Consideration will be given to the impact of this option on service user/carer relationships and the need to avoid creating unnecessary conflict. In some circumstances support from an independent advocacy service should be sought for the individual and, if necessary, the carer.
- 2.15 Where it is identified that a carer will provide transport it is important that the assessor is able to demonstrate that the impact of this has been appropriately considered in an assessment of the carer's needs. Where it is concluded that the carer cannot provide transport because it would place an unreasonable demand on them, then the assessment should lead to an allocation of resources to meet the critical and substantial needs that can be met by enabling access to transport. Where carers or friends have been identified as being able to provide transport, alternative arrangements should be detailed in the contingency plan to cover periods where they are unable to do so.
- 2.16 In all other circumstances where a person has no access to their own transport and cannot walk, use assisted mobility (wheelchair/aids), or use public transport, either independently or with support, then the assessment should lead to an allocation of resources to meet critical and substantial needs that are adequate to access funded transport to and from services or activities.
- 2.17 There may be a need for periodic transport support for individuals in times of illness of themselves or their carer, or in relation to family circumstances, and a flexible approach will be taken in these situations. A review of the Care/Support Plan is appropriate in these cases.

4. Useful Links

The Assisted Transport Policy Statement and Procedure Handbook provide a framework, which is consistent with a range of Local Outcomes and National Legislation, including:

- The Outer Hebrides Community Planning Partnership, Single Outcome Agreement 2013 - 2023
<https://www.cne-siar.gov.uk/media/CommitteeArchive/OldCommitteeDocs/policyandresources/agendas/june2013/K%20Item%2011C%20Appendix%202.pdf>
- Adult Health and Social Care Integration
<https://www.gov.scot/policies/social-care/health-and-social-care-integration/>
- Mental Health (Care and Treatment) (Scotland) Act 2013
<https://www.legislation.gov.uk/asp/2003/13/contents>
- Social Care (Self-directed Support) Scotland Act 2013
http://www.legislation.gov.uk/asp/2013/1/pdfs/asp_20130001_en.pdf
- Public Bodies (Joint Working) (Scotland) Bill
http://www.legislation.gov.uk/asp/2014/9/pdfs/asp_20140009_en.pdf
- The Public Services Reform (Scotland) Act 2010
http://www.legislation.gov.uk/asp/2010/8/pdfs/asp_20100008_en.pdf
- The Public Services Reform (Social Services Inspection) (Scotland) Regulations 2011
http://www.legislation.gov.uk/ssi/2011/185/pdfs/ssi_20110185_en.pdf
- The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011
http://www.legislation.gov.uk/sdsi/2011/9780111012321/pdfs/sdsi_9780111012321_en.pdf
- The Welfare Reform Act 2012 – Shift from Disability Living Allowance (DLA) TO Personal Independence Payment (PIP)
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/387981/pip-assessment-first-independent-review.pdf
- Health & Social Care Standards
<https://hub.careinspectorate.com/national-policy-and-legislation/health-and-social-care-standards/>
- Audit Scotland 'Transport for health and Social Care'
http://www.audit-scotland.gov.uk/docs/health/2011/nr_110804_transport_health.pdf

- Scottish Government Social Security Policy

<https://www.gov.scot/policies/social-security/benefits-disabled-people-ill-health/>

Covid-19: It is highly recommended that you refer to the following:

- Transport Scotland: 'Advice on how to travel safely'

<https://www.transport.gov.scot/coronavirus-covid-19/>

- Scottish Government: Coronavirus (COVID-19): guidance

<https://www.gov.scot/collections/coronavirus-covid-19-guidance/>

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