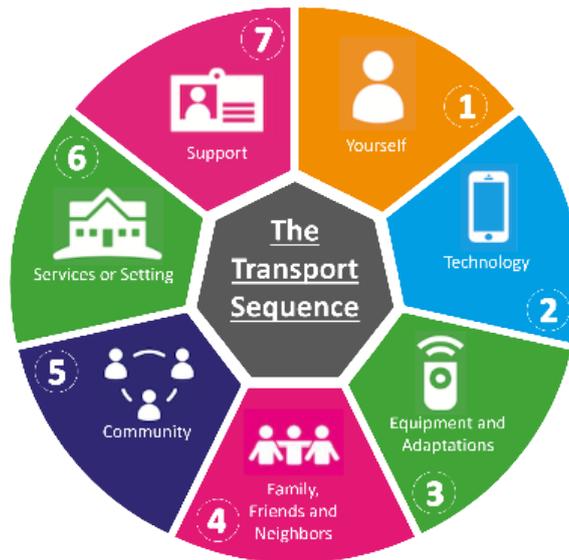


The Transport Sequence

Communication – December 2024

What is the Transport Sequence?

[The Transport Sequence](#) is a document to help guide social work practice. It is strengths-based and follows the same steps as The Outcomes and Support Sequence. Alongside the [Taxi Cost Calculator](#), The Transport Sequence is enabling people to do more for themselves, and where it is needed, cost effective transport options are being explored in social work practice.



The guidance was created to help address growing costs of transport provision, especially when taxis are used and was collaboratively produced with staff from social work teams, colleagues in the Passenger and Transport Service (PATS), and staff from across Brokerage, Finance, Corporate Transport, and Legal.



Social Work Teams described the lack of any formal guidance for supporting transport needs. It was found that Taxi firms will often inflate their prices because the Council is involved.



Corporate Transport provided information on the local schemes and initiatives available to transport people across Leicester.



Legal clarified assumptions about the use of Disability Living Allowance or Personal Independence Payments in paying for transport.



The data suggested cheaper alternatives to taxi transport.

The guidance is now live and there is a good opportunity to reflect on the lessons learned in its creation and implementation, as well as the achievements observed to date.

Lessons Learned – Good Practice

1. Data on the transport services provided to people highlighted that taxis commissioned by Adult Social Care can cost up to 4 times more than alternatives like direct payments, PATS buses, and day opportunities transport. This formed the basis of our discussions with social work teams.
2. Discussions with social work teams discovered that taxis, when ordered by council workers, can be more expensive when compared to a person and/or their family ordering a taxi for themselves.

3. Staff are making good use of the transport sequence, to explore transport options, and are checking if people can:
 - a. Make their own way to a venue – this can remove the need for a transport payment
 - b. Access transport that is provided by organisations such as Age UK – this can be up to 4x cheaper than a commissioned taxi
 - c. Manage a direct payment and arrange their own transport such as a taxi – this can be 2x cheaper than a commissioned taxi
4. Staff are making sure that review opportunities are used to check if people would prefer to organise their own transport via a Direct Payment (and cease their commissioned taxi).
5. People have more choice and control if they can manage a direct payment for transport themselves (rather than have a commissioned service in place).

Achievements

Benefits in practice

1. There is now consistent guidance available to support social work practice when identifying transport needs and how a person can be supported.
2. The guidance builds on an already well-embedded methodology – the Outcomes and Support Sequence. Using this methodology as the template for guidance on transport has helped make it seem “familiar” and thus easier to implement.
3. Social work teams feedback that using the Transport Sequence as part of the review process is working, as choice and control are better discussed, with financial responsibility being part of conversations with people.

“Using the transport sequence tool is very much going back to basics, using a strengths-based approach to how can the person support themselves with transport.”

“The transport sequence has proven to be effective with the Learning Disability Teams as the practitioners have become more confident in going through the sequence to ascertain whether there are other options of support, before considering commissioned transport or reducing existing transport costs.”

Financial Benefits

We looked at the 20 most expensive taxi journeys identified as part of this initiative. Savings have been achieved of up to £1,900 per week. Should these changes made in transport support continue, up to £100,000.00 per annum could be achieved for these 20 journeys. Not only have people continued to receive the transport they need, but they can have more choice and control (such as with the direct payment options).

What changes are being made?

Social Workers are being innovative with the use of the transport sequence by:

- Asking people to make best use of mobility benefits to fund their own transport.
- Engaging with our Brokerage Team to find cheaper taxis.
- Enabling people and their families to seek their own transport – using a direct payment.
- Reviewing what transport needs are required for people.
- Engaging with day providers that provide cheaper, bus-based transport, to maximise use of this option.