

<b>Date</b>		29.10.2015			
<b>Policy title</b>		Reasonable expenses for families of children, placed out of area policy			
<b>Author(s)</b>		Nykayla Stockham			
<b>Supporting Executive(s)</b>		Caroline Dawe, Paul O'Sullivan, Fiona Phelps			
<b>Supporting Executive Approval Date</b>		28.10.2015			
<b>Purpose of Policy</b>	✓	<b>Decision</b>	✓		
		<b>Assurance</b>			
		<b>Information</b>	✓		
<b>FOI Status</b>	✓	<b>Public</b>	✓		
		<b>Private</b>			
<b>Category of Policy</b>	✓	<b>Decision</b>	✓		
		<b>Position Statement</b>			
		<b>Information</b>			
<b>Does this document place Individuals at the Centre</b>		<b>Y</b>	<b>N</b>	Yes	
<b>Actions Requested</b>		Approved for publication			
<b>Which other committees has this item been to?</b>		Northern and Eastern Planning Delivery Group 14.10.15 Western Planning Delivery Group 28.10.15			
<b>Reference to other documents</b>		Reasonable expenses for families of children, receiving acute elective treatment, out of area policy			
<b>Have the legal implications been considered?</b>		Yes			
<b>Equality Impact Assessment</b>					
<b>Who does the proposed piece of work affect?</b>		Staff	✓		
		Patients	✓		
		Carers	✓		
		Public	✓		
				Yes	No
1. Will the proposal have any impact on discrimination, equality of opportunity or relations between groups?					✓
2. Is the proposal controversial in any way (including media, academic, voluntary or sector specific interest) about the proposed work?					✓
3. Will there be a positive benefit to the users or workforce as a result of the proposed work?				✓	
4. Will the users or workforce be disadvantaged as a result of the proposed work?					✓
5. Is there doubt about answers to any of the above questions (e.g.					✓

there is not enough information to draw a conclusion)?		
If the answer to any of the above questions is yes (other than question 3) or you are unsure of your answers to any of the above you should provide further information using <b>Screening Form One</b> available from Corporate Services		
If an equality assessment is not required briefly explain why and provide evidence for the decision.		

**NEW Devon CCG has made every effort to ensure this policy does not have the effect of discriminating, directly or indirectly, against employees, patients, contractors or visitors on grounds of race, colour, age, nationality, ethnic (or national) origin, sex, sexual orientation, marital status, religious belief or disability. This policy will apply equally to full and part time employees. All NEW Devon CCG policies can be provided in large print or Braille formats if requested, and language line interpreter services are available to individuals of different nationalities who require them.**

### Reference to Core Strategies and Corporate Objectives

Core Strategies, we will:	Corporate Objective	Does this report reference to the Core Strategies/ Corporate Objectives	
		✓	X
1. Take joint ownership with partners and the public for creating sustainable health and care services	1.1 Develop people, and those who support them, to value strengths and personal qualities in all that they do	✓	
	1.2 Listen to people and take action on what they say about services	✓	
2. Implement systems that make the best use of valuable health resources, every time	2.1 Innovate to increase productivity and reduce waste	✓	
	2.2 Commission safe services and reduce avoidable harm	✓	
3. Commission to prevent ill health, promote well being and help people with long-term conditions to live well	3.1 Support people to make healthy lifestyle choices and understand the care, treatment and services available to them	✓	
	3.2 Commission services with partners to reduce health inequalities and improve people's lives	✓	

<b>Document Status:</b>	Final
<b>Version:</b>	4

<b>DOCUMENT CHANGE HISTORY</b>		
<b>Version:</b>	<b>Date:</b>	<b>Comments (i.e. viewed, or reviewed, amended , approved by person or committee)</b>
1	November 2014	Amended by: CCG PALS, CCG Contracting, CCG IPP Commissioning managers CCG Children's Commissioners
2	August 2015	Amended by: Communications managers Healthwatch Devon Healthwatch Plymouth South Devon and Torbay CCG Reviewed by: Virgin Care children's services managers
3	October 2015	Amended and approved by: Northern and Eastern Planning Delivery Group Western Planning Delivery Group
<b>Authors:</b>	Nykayla Stockham	
<b>Scrutinised by: (name &amp; title) Date:</b>	Northern and Eastern Planning Delivery Group 14.10.15 Western Planning Delivery Group 28.10.15	
<b>Document Reference:</b>	Reasonable expenses for families of children, placed out of area policy	
<b>Review date of approved document:</b>	This policy will be reviewed annually or as appropriate.	



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<b>Linked strategies, policies and other documents</b>	Reasonable expenses for families of children, receiving acute elective treatment, out of area policy  Policy and Procedure for the provision of non-emergency patient transport including arrangements for the reimbursement of patient travel costs under the NHS Healthcare Travel Cost Scheme (HTCS) <a href="https://www.newdevonccg.nhs.uk/information-for-patients/patient-transport-information/100276">https://www.newdevonccg.nhs.uk/information-for-patients/patient-transport-information/100276</a>
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## **1. Introduction**

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- 1.1. Historically, there have been no clear guidelines about how NHS NEW Devon CCG will support patients' families who need financial support to go to appointments and sessions with a child who has to go out of area for specialist treatment. This has meant that in the past decisions have been made using existing customs and practice and patients families have been advised through PALS. As a result there has been great variability in those decisions.
- 1.2 This policy has been written to standardise, make fair and provide definitive guidance on NHS NEW Devon CCG's payment of travel and accommodation expenses for the families of children placed out of area to receive specialist treatment.

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## **2. Definitions**

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- 2.1 Throughout this policy we use a range of terms that have precise definitions in the context of this policy. In this section we provide the definitions for those terms. For the purpose of this policy:
- A child or young person is defined as being someone who is under 18 years of age, has been looked after by a local authority at any time after attaining the age of 16; or has a learning disability and will be referred to as a child for the purpose of this policy.
  - Immediate family members are considered to be a child's parents/guardians and up to two siblings, for example, where travel can be accommodated by one vehicle.
  - 'Out of area' is considered to be anywhere outside the NHS NEW Devon CCG footprint
  - A looked after child is a child in the care of the local authority, either Devon County Council or Plymouth City Council.
  - The care manager is the person or people who are directly responsible for setting and monitoring the outcomes of the child.

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## **3. Scope – Placed children's families**

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- 3.1 The policy aims to support a child's family to take part in family therapy sessions or appointments that are identified in the child's care plan. It covers all placed children and their families where the child is:
- Registered with a GP in the NHS NEW Devon CCG area
  - Receiving NHS funded treatment outside Devon
  - A looked after child in a placement with a health component
  - In an NHS England funded placement / NHS England Tier 4 Child and Adolescent Mental Health Services (CAMHS)
- 3.2 On a person's 18th birthday this policy will no longer apply as they will then be classed as an adult. There is a separate policy for adults. NHS NEW Devon CCG

recognises that where a child has special needs the care manager of the service treating the child will consider transition planning beyond the age of 18 where appropriate.

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#### **4. Principles**

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The overarching principles which apply to the application of this policy are that:

- This policy applies to patients who cannot access treatment locally
- All costs relating to travel and accommodation for families of children are written into the child's care plan
- All such costs where agreed are funded as part of the child's placement.
- All decisions to fund such costs must be made in a timely manner (either when a child's care plan is made or when it is reviewed by the care manager).
- All those affected by the decision will be fully informed in a timely manner of that decision, within four weeks
- Communication is of utmost importance and should be timely, accurate, appropriate and accessible

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#### **5. Eligibility**

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In order to receive help with the cost of travel and accommodation children and their families need:

- To be registered with a NHS NEW Devon CCG GP practice.
- To have family visitation included in the child's care plan because the child's care manager or lead professional has defined this as being directly linked to health outcomes defined in the care plan.
- To be either on low income or be eligible for certain benefits and therefore would normally be entitled to assistance with such costs if they were attending treatment as patients, using the means-tested Healthcare Travel Costs Scheme (HTCS) process provided by the Newcastle eligibility checking office.  
An up to date list of benefits is available at:  
<http://www.nhs.uk/nhsengland/Healthcosts/pages/Travelcosts.aspx>
- Packages of care that do not currently include travel and/or accommodation and meet the above principles should be reviewed by the appropriate panel with the care manager, and families promptly informed of all decisions.

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#### **6. How transport and accommodation funding is considered for families of children placed out of area**

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6.1 The professional requesting the placement will:

- Identify the need for family visitation to improve health outcomes
- Clearly define the requirement and frequency in the care plan
- Identify eligibility in conjunction with sections 4 and 5 in totality
- Request funding at the appropriate panel (This will depend on geographic area)

- The HTCS regulations provide full reimbursement of travel costs by the cheapest “reasonable” means of transport and these principles will be applied to the decision by the panel/care manager.
- These costs must be decided by the appropriate panel/care manager in a timely manner, at the time the placement is made and/or reviewed

6.2 Those looking for support with costs should:

- Provide proof that the family are receiving one of the qualifying benefits listed in the HTCS policy or a low income certificate HC2 or 3 should be presented when requested by the staff member dealing with the child’s placement requirements. An up to date list is available at: <http://www.nhs.uk/nhsengland/Healthcosts/pages/Travelcosts.aspx>
- Limit their costs as any additional costs incurred above the amount agreed at panel is not a certain entitlement nor guaranteed even in unforeseen circumstances.

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## **7. Exceptional circumstances and appeals**

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7.1 In exceptional circumstances where additional costs have been incurred due to unforeseen circumstances or where emergency placements have been made out of hours and the family needs travel arrangements to be purchased in advance, the care manager should approach the placement funder for consideration of advanced purchase or reimbursement of these costs. This is likely to be NHS England/ specialised commissioning. Additionally the provider should be contacted for advice and signposting to additional funding. [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

7.2 If a decision has been made not to fund, please contact your child’s care manager in the first instance. The PALS team will signpost and advise on provider appeals and complaints services.

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## **8. Reasonable expenses guidelines for families of children placed out of area**

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- 8.1 Petrol costs at the public transport rate – currently 15p per mile
- 8.2 Rail fares for second class seats and standard coach fares which are booked in advance – if an immediate visit (with clinical substantiation), become necessary, the panel understands that tickets cannot be booked in advance.
- 8.3 Bus/underground fares to travel to and from central bus/train station and the unit or other settings where additional care/treatment is necessary. Family members with any specific mobility issues who require alternative forms of transport will need to show evidence why other forms of transport were needed
- 8.4 Reasonably priced accommodation costs that meet principles in section 4 in totality, up to a maximum amount set by the Individual Patient Funding Panel, not including food or any other costs. Families and providers should seek to fully utilise onsite accommodation where available before private accommodation is considered.

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## **9. Exclusions**

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- 9.1 Subsistence costs including meals, food and beverages will not be funded
- 9.2 The care plan must stipulate expected duration or number of visits and will be time limited.
- 9.3 This will be reviewed three to six monthly
- 9.4 NHS funded treatment overseas is outside the scope of this document (please see planned treatment abroad policy)
- 9.5 This policy does not consider funding of anything other than travel or accommodation costs.
- 9.6 All new claims will be considered after publication of this policy on the CCG website. Retrospective claims will not be considered.

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## **10. Who to contact/further information**

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- Detailed information about NHS funding for patient transport, and Healthcare Travel Costs Scheme (HTCS) form can be accessed, as follows:  
<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>  
[http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2014/HC5\(T\)%20April%202014.pdf](http://www.nhs.uk/NHSEngland/Healthcosts/Documents/2014/HC5(T)%20April%202014.pdf)
- The child's care manager or professional lead.
- PALS at the provider and funder organisations contact details will be available on their website.
- NHS NEW Devon CCG's PALS: [pals.devon@nhs.net](mailto:pals.devon@nhs.net)
- NHS England: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

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## **11. Review process**

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This policy will be reviewed annually or as appropriate.