

Adults Transport Survey

The consultation survey is available online at <https://askwarks.wordpress.com/>

Paper copies of this survey can be returned to

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Following the end of the consultation we shall publish the results and this may include quotes of comments which will be anonymous. If you reply to an anonymous survey then no personal details will be captured.

Information you provide in any additional correspondence to our surveys and consultations, including personal information, may be disclosed in accordance with the Freedom of Information Act 2000 and the Data Protection Act 1998. If you want the information that you provide to be treated as confidential, including your contact details, please tell us why, but be aware that, under the Freedom of Information Act, we cannot always guarantee confidentiality.

If you would like further information, visit our website: www.warwickshire.gov.uk/privacy or contact our Customer Service Centre on 01926 410410

Warwickshire County Council is consulting on the proposed Adults Transport Policy for Adult Social Care customers with planned implementation on 1st April 2018.

The Policy will replace the existing informal policies to provide transport routinely for customers who have been assessed as having certain social care needs which are eligible for funding from the Warwickshire Council. The policy will introduce eligibility criteria for transport which takes account of the national social care eligibility criteria introduced by the Care Act 2014.

1. The consultation is seeking views on the proposed policy from current transport customers and their carers; day services customers and their carers; children and young people in transition to adult services and their carers; children leaving care and transitions teams; Warwickshire County Council staff and the general public. The consultation will be used to inform the final version of the policy. **Are you a:**

Service user

Carer of a service user

Family member of a service user

Other

2. **Do you or the person you care for / your family member receive assisted transport (bus or taxi or any other) from Warwickshire County Council to access services such as a day centre or respite?**

Yes

No

3. **How do you or the person you care for / your family member travel to the day centre or respite?** *(Please tick one box only for the option that best applies)*

- Not applicable
- Public transport
- Private Vehicle driven by you
- Private Vehicle driven by other e.g. a family member/ friend/neighbour
- Mobility vehicle
- Walk
- Lift from a family member/ friend/neighbour

The key aim of this policy is to ensure that people travel as independently and safely as possible.

4. **To what extent do you agree or disagree that we should support people to be able to travel as independently as possible?** *(Please tick one box only)*

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

The policy states during social care assessments and Care and Support planning, all relevant transport options will be considered and Assisted Transport will be offered as a last resort where appropriate to needs and circumstances.

5. To what extent do you agree or disagree that we should only support the people who have no other means of travelling to their destination? (Please tick one box only)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

6. The policy introduces eligibility criteria for where transport may be provided. Under each of the following criteria, please indicate to what extent you agree/disagree (Please tick one box only)

- For specific health and safety reasons specialised transport arrangements may be necessary.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

- A customer is unable to access services without supervision or support.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

- Where applicable, the lower rate mobility element of Disability Living Allowance or Personal Independence Payment is being fully utilised to support the customer's transport needs to and from community activities, and the customer has re-applied for a higher rate of benefit entitlement where appropriate.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

- A customer has no access to transport and cannot mobilise, use assisted mobility (wheelchair/aids) or use public transport, either independently or with support, in line with this transport policy.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

- A customer cannot attend their nearest community activity including college or a day opportunity because there is no placement available or their culturally specific need cannot be met and all other options have been explored and exhausted. This may be on a temporary basis until an appropriate place is found nearer to home.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

7. The policy introduces eligibility criteria for where transport may NOT be provided. Under each of the following criteria, please indicate to what extent you agree/disagree that transport will not be provided: (Please tick one box only)

- Where a customer is assessed as able to mobilise safely to their destination, with or without mobility aids, either independently or with support from family, friends, support worker, volunteer etc. to get to a local community activity. Where a customer can use public transport, voluntary transport, or similar services either independently or with support (family, friends, carer, support worker etc.) to get to and from community activities.

- Strongly Agree
- Agree
- Neither Agree or Disagree

- Disagree
- Strongly Disagree

- Where a customer receives the higher rate mobility element of Disability Living Allowance or Personal Independence Payment, the customer will be required to fully utilise the benefit to access transport options.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

- Where a customer has access to a private car, including a car leased through the Motability scheme, then they will be required to travel to the community activity independently using that vehicle.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

- Where a customer uses their own vehicle or Motability car, no petrol costs or other expenses will be considered for funding by the department.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

- Where a customer chooses to attend community, social or recreational, or education facilities which are not the nearest available recourse to meet their assessed need, the customer will be expected to travel independently or meet any additional cost of transport considered necessary.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

8. To what extent do you agree/disagree that people should meet their own travel needs if this is possible? (Please tick one box only)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

The policy states that entitlement to assisted transport does not automatically mean that the customer will have a requirement to be escorted on their journey. This will need to be considered as part of the individual Assessment and Support Planning processes.

9. To what extent do you agree or disagree that the need for escorts should be established through the individual Assessment and Support Planning processes? (Please tick one box only)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

The policy states that a transitional period of up to one month may be offered to support customers who will no longer be entitled to assisted transport following implementation of the Policy allowing them to travel independently or to make use of alternative arrangements following their re-assessment/annual review.

10. To what extent do you agree or disagree that Warwickshire County Council should offer a transition period for customers who no longer qualify for assisted transport? (Please tick one box only)

- Strongly Agree
- Agree

- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

11. To what extent do you agree or disagree with the one month period proposed through the policy? (Please tick one box only)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

The proposed Adults Transport Policy aims to promote independent and safe travel. Travel Training aims to equip a transport user with the skills and confidence to travel independently.

To what extent do you agree or disagree with the following statements?

(Please tick one box only for each statement)

12. Travel training would promote customer independence.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

13. Warwickshire County Council should offer customers Travel training.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

14. Warwickshire County Council should only offer Travel training to customers assessed as having eligible needs and where the assessment determines it would benefit the customer.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Please provide any additional comments related to this question:

15. Which of the following customers groups should be offered travel training?

(Please tick all those that apply)

- Access and Mobility Only
- Learning Disability Support
- Mental Health Support
- Personal Care Support
- Support for Carer
- Support for Risk of Harm or Exploitation
- Support for Social Isolation / Other
- Support for Visual Impairment
- Support with Memory and Cognition

16. Travel training should consist of the following:

(Please tick all those that apply)

- One to one session with a qualified trainer
- Class room based sessions

Textbook style learning

ELearning

Other _____

17. Please use the space below to provide us with any other comments relevant to this consultation.

PTO for Equalities Monitoring Questions

Equality Monitoring Information

Warwickshire County Council is committed to promoting and achieving equality and fairness for all. The information requested below helps us monitor and understand the profile of our customers, staff and members. It is confidential and anonymous, and it cannot be attributed back to you.

Under the Public Sector Equality Duty section of the Equality Act 2010, we have a legal duty to understand the communities we serve, our customer profile and the profile of our staff and members. This Duty can only be met by effective monitoring of the protected characteristics as identified in the Equality Act 2010.

If you are responding on behalf of an organisation you may not feel these questions are relevant. However, we would like to ensure we have fair access to the consultation for all.

19. What is your gender identity?

- Male (including trans man)
- Female (including trans woman)
- Other including non-binary
- Prefer not to answer

20. How old are you?

- Under 18
- 18 – 29
- 30 – 44
- 45 – 59
- 60 – 74
- 75 +
- Prefer not to answer

21. Do you have a long standing illness or disability? (physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.)?

- Yes
- No

Prefer not to answer

22. What is your ethnicity?

White – English/ Welsh/ Scottish/ Northern Irish / British

White - Irish

White – Gypsy or Irish Traveller

White - Any other background please specify

Mixed - White and Black Caribbean

Mixed - White and Black African

Mixed - White and Asian

Mixed - Any other mixed background

Arabic

Asian or Asian British - Pakistani

Asian or Asian British - Bangladeshi

Asian or Asian British - Chinese

Asian or Asian British - Indian

Asian or Asian British Any other background

Black or Black British - African

Black or Black British - Caribbean

Black or Black British - Any other background

Any other Ethnic group. Please specify

Prefer not to answer

Other (please specify)

23. What is your religion?

- Buddhist
- Christian
- Jewish
- Muslim
- Hindu
- Sikh
- None
- Prefer not to answer
- Other (please specify)

24. Do you consider yourself to be...?

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Prefer not to answer
- Other (please specify)