

1 INTRODUCTION

Please note that a glossary for words in italics can be found in Section 8.

In Waltham Forest, we pride ourselves on being open, honest and fair; leading by example, retaining our longer-term ambitions for the Borough in the face of adversity; being determined; delivering genuine value for money and setting high standards of customer-focused public service.

The Waltham Forest Strategy, Putting Families at the Heart of our Place, outlines “that going forward, our focus will be to put individuals and families at the centre of everything we do. We want to nurture resilient individuals and communities across the borough where all residents feel well, safe, connected and independent”.

We recognise the need for residents and partner organisations to understand what we do and aiming to do, so that people can have their voices heard and influence changes that we make on their behalf and are able to access the services we provide. That’s why effective communications and consultations are an important focus for us.

2 WHY YOUR VIEWS ARE IMPORTANT

Gaining the views and real-life experience of those who will be using our services, their families and carers is an important step in making sure that we get the plan right for the borough now and in the future.

We value the opinions and views of those who are experts by their own experiences.

3 HOW TO HAVE YOUR SAY

You are invited to give your views on the proposals. You can do this by using the online Response Form at https://walthamforest.research.net/r/Transport_Policy. An easy read response form can be found at https://walthamforest.research.net/r/Easy_Read. There is an easy read The Information Pack and Response Form, along with Easy Read versions of both documents, are available to download and print from the engagement webpage at www.walthamforest.gov.uk/consultations/adult-social-care-transport-policy-consultation.

If you require a paper copy of the Information Pack or the Response Form, or if you have any queries about the engagement, please e-mail dementia.hub@walthamforest.gov.uk or call the Dementia Hub on 020 8558 0647.

Please also contact us using these details if you require the Information Pack and the Response Form in alternative formats such as large print, easy-read, audio, Braille or an alternative language.

There will be a Freepost envelope provided to return paper Response Forms. If you do not have a Freepost envelope, please post your response to: The Markhouse Centre, 247 Markhouse Road, Walthamstow E17 8DW.

The public consultation is open from 12th September until the 21st October 2022. Please note that responses received after this date will not form part of the decision making process.

4 SHARING YOUR VIEWS: FACE-TO-FACE EVENTS

If you would like to attend any of the events then please e-mail dementia.hub@walthamforest.gov.uk.

At the face-to-face events you will be able to:

- Discuss the proposals
- Find out about the timetable for key decisions
- Talk to Waltham Forest Council staff
- Pick up a paper copy of the engagement Information Pack and Response Form.

If you are attending any of these sessions then please can you wear a mask when moving around inside the Markhouse Centre and observe social distancing.

Details of the events are set out below:

Date	Time	Venue
Tuesday 20 th September	18.00 – 19.00	The Markhouse Centre, 247 Markhouse Road, Walthamstow E17 8DW
Saturday 24 th September	11.00 – 12.00	
Tuesday 4 th October	18.00 – 19.00	

5 SHARING YOUR VIEWS: ZOOM SESSIONS

Zoom sessions have been arranged for those people who cannot attend the face-to-face session.

If you would like to attend either event then please e-mail dementia.hub@walthamforest.gov.uk.

At the Zoom meetings you will be able to:

- Discuss the proposals
- Find out about the timetable for key decisions
- Talk to Waltham Forest Council staff

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Details of the Zoom meetings are set out below:

Date	Time
Wednesday 14 th September	10.00 – 11.00
Friday 30 th September	14.00 – 15.00

6 WHY ARE WE SEEKING YOUR VIEWS?

We know that councils that perform highly most often have effective communication and engagement at the heart of all that they do. In these councils, effective communication and engagement is central to the business, it's not an 'add on' that is used to get the message out after decisions on policy are taken.

We want the voice of the residents to be heard and they play an important part of shaping the future of our services.

7 WHAT WE WANT YOU TO HAVE YOUR SAY ON?

The *Care Act (2014)* states that local authorities should consider an adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing. There are currently residents who are receiving Council-funded transport to meet their *eligible needs*.

Previously, there has been no formal agreed procedure in the borough for providing transport to meet these *eligible needs*. This has led to the inconsistent provision of transport. This policy is therefore intended to regulate the provision of transport through an agreed process. This policy would apply to all Council-funded transport, whether the provider is run by the Council or by the private/voluntary sector.

There are no savings targets attached to the application of this policy nor any anticipated reduction in the number of people receiving transport, although the actual people receiving Council-funded transport may change in accordance with moving to allocation in accordance with need.

This policy is based on the assumption that people will normally travel independently except where assessment shows that this is not possible. The assessment will promote the development and learning of new skills. In addition, the assessors would fully explore with the person and/or their carer/advocate how any benefits or travel concession provided by the Government or the Council could be used to meet their assessed need. The support planning process will also detail contingency arrangements that would be activated should the planned travel arrangements not be able to take place.

Following an assessment of need, Council funded transport will only be provided to meet an *eligible need*. The transport provided will be appropriate for that need, provide value for money, be cost effective, and will take into account the environmental impact of the different transport options.

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The different transport options available could include provision such as public transport, private vehicles driven by the person receiving services or their carers; *Motability* vehicles; walking; taxis; *taxi cards*; *Freedom Passes* and minibuses.

8 GLOSSARY

Term	Explanation
Adult Social Care Scrutiny Committee	This Committee holds the Council's Adult Social Care decisions and work to account.
Cabinet	This is the main decision-making committee within the Council.
Care Act (2014)	The Care Act 2014 sets out in one place, local authorities' duties in relation to assessing people's needs and their eligibility for publicly funded care and support.
Disability Living Allowance (DLA)	Disability Living Allowance is a monthly payment to help with care and mobility needs if someone is living with a disability. DLA is being replaced by the Personal Independence Payment (PIP).
Eligible needs	Needs which arise from or are related to a physical or mental impairment or illness that prevent the person from achieving outcomes specified within the Care Act, and consequently impacts a person's well-being.
Freedom pass	The Freedom Pass provides disabled people with free travel on public transport and subject to certain time restrictions.
Motability	The Motability Scheme enables people to get mobile by exchanging their mobility allowance to lease a new car, wheelchair accessible vehicle, scooter or powered wheelchair.
Personal Independent Payment (PIP)	<p>Personal Independence Payment (PIP) supports people with extra living costs if they have both:</p> <ul style="list-style-type: none"> • a long-term physical or mental health condition or disability • difficulty doing certain everyday tasks or getting around because of their condition. <p>There are two parts to PIP:</p> <ul style="list-style-type: none"> • a daily living part for help with everyday tasks • a mobility part for if someone needs help with getting around.

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Respite care	Respite care allows carers to take a break from their caring roles, while the person they support is looked after by someone else.
Taxi cards	A scheme that offers reduced taxi fares for people who find it difficult to use public transport.

9 CONCLUSION

Thank you for reading through this Information Pack. If you have any questions, then please get in touch through the channels set out in Section 3.

End of Information Pack