

1 INTRODUCTION

Please note that a glossary for words in italics can be found in Section 8 of the Information Pack.

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.

Previously, there has been no formal agreed procedure in Waltham Forest for the allocation of transport to meet *eligible needs*. These needs are those which arise from or are related to a physical or mental impairment or illness, prevent the person from achieving outcomes such as making use of necessary facilities or services in the local community, and consequently impact the person's well-being. For example, someone's behaviour or anxiety means that they are unable to use public transport.

This has led to inconsistency when providing transport. This policy is intended to provide a transparent process for allocating limited transport resources for those that need it the most. It will cover all adult social care provision, not just in-house services like the Markhouse Centre.

Please note that there are no cost savings associated with this policy. There are also no plans to reduce the number of people being supported with transport, although those that receive Council-arranged transport may change according to their level of need.

We need to know what you think about these proposals. We will include your responses in a report that will be reviewed by the Council's *Adult Social Care Scrutiny Committee* and *Cabinet*.

If you need help to complete this document, then please see Section 6: Help with Your Response.

2 WHY YOUR VIEWS ARE IMPORTANT

It is important to the London Borough of Waltham Forest that the views of people who use Council-funded transport, their families, carers and advocates are carefully considered, as well as feedback from other stakeholders.

3 RESPONSE FORM

Please read the accompanying Information Pack before completing this questionnaire. This, along with Easy Read versions of all documents, are available to download and print from the consultation webpage at www.walthamforest.gov.uk/consultations/adult-social-care-transport-policy-consultation.

If you have any queries about the public consultation, please e-mail dementia.hub@walthamforest.gov.uk or call the Dementia Hub on 020 8558 0647.

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Public Consultation Response Form



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.

Please return paper Response Forms in the Freepost envelope provided. If you do not have a Freepost envelope, please post your response to: The Markhouse Centre, 247 Markhouse Road, Walthamstow, London 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.

Thank you for taking part in this public consultation.

4 HOW WE USE YOUR INFORMATION

All the information you provide will be treated in confidence. It will not be shared with other agencies and will only be used for the purposes we have stated above.

5 YOUR VIEWS

Please read the Transport Policy Information Pack and complete the questions below to let us know your views. Details of how to return the form are set out at the end of this document.

5.1 In what capacity are you responding to this consultation:

- Someone who uses social care services
- I am a carer of someone who uses social care services
- I am a relative of someone who uses social care services
- I am a resident of Waltham Forest who has an interest in social care services
- I am a stakeholder (e.g. partner agency, provider of services, staff member etc. - please specify which): _____
- Other (please specify): _____

5.2 What is your age range? (If you are a carer, please provide the age range of the person you care for.)

- Under 18 years old
- 18 - 64 years old
- 65 years old +

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5.3 Do you or a member of your family currently receive Council-funded transport to access services?

- Yes
- No
- Other (please specify): _____

5.4 How do you or the person you care for/your family member currently travel to the day activities, social activities or *respite care*? Please tick all the options that apply

- Public transport
- Taxi
- Private vehicle driven by the person receiving services
- Private vehicle owned by the person receiving care and driven by someone else e.g. a family member/ friend/neighbour
- Motability vehicle*
- Walk
- Lift from a family member/ friend/ neighbour
- Not applicable
- Other (please specify below)

5.5 To what extent do you agree or disagree that the Council requires a Transport Policy to set out a procedure for allocating transport provision?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

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Is there anything further that you would like to say about this question:

5.6 To what extent do you agree that Council-funded transport should be allocated on the basis of assessed need?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

If you disagree then please let us know how you feel transport should be allocated?

5.7 In order of importance (where 1 is the most important and 8 is the least important), please rank which of the following considerations should be taken into account when assessing someone for an appropriate transport provision:

- Does the person have access to a Motability vehicle that they drive or someone drives on their behalf?
- Could the person travel independently?
- Could the person travel independently or with support following a programme of travel training?
- Are there any barriers to independent travel, e.g. behaviours that may challenge other passengers?
- How far is the service? How long would it take to get there (on foot, bus, car)?
- Is it easily accessible by public transport?
- Is the person eligible for a Taxi Card or Freedom Pass?
- Do they have a carer/ relative/ Personal Assistant who could assist with their transport needs (have the carer's needs also been taken into account)?

5.8 To what extent do you agree or disagree that it is reasonable to expect those who could travel using a benefit or travel concession provided by the Government or the Council to use it to attend *day activities*, social activities or *respite care*. Such benefits or concession would include *Disability Living Allowance (DLA)* or *Personal Independent Payment (PIP)* *higher rate mobility allowance*, *Motability vehicle*, *Taxi Card*, or *Freedom Pass*)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Is there anything further that you would like to say about this question:

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5.9 If you have any other general views on the policy then please share these below:

Thank you for participating