

LONDON BOROUGH OF WALTHAM FOREST

Meeting / Date	Cabinet / 12th January 2023
Report Title	Appendix 5: Public Consultation Report

1 Introduction

This report outlines the results of the public consultation undertaken on the proposal to introduce an Adult Social Care Transport Policy.

2 The Consultation Process

The public consultation took place between 12th September and 21st October 2022. Further targeted consultation took place between 7th and 15th November 2022, as recommended by the Adult Social Care Scrutiny Committee.

Residents could participate via an online consultation portal, which hosted downloadable version of all key documents and a link to both the easy-read and standard online version of the survey. Hard copies of all documents, with a freepost envelope for responses were available from the Waltham Forest Dementia Hub upon request in person, by telephone or via email.

Seven carers, a relative and a person attending the Council's Markhouse day opportunities provision and the Intensive Dementia Outreach Service were supported by staff to participate via the phone, with staff member entering the carers' responses into the online form.

The following communications were made to inform residents of the consultation:

- A link on the Council's homepage.
- A series of six media releases on Facebook, Twitter, Residents' News, and the Providers' Newsletter from 8th September until 17th October. Apart from the first pre-consultation release, these all contained links to the consultation portal. The Council-wide moratorium of most media releases over the period of public mourning, following the Queen's passing, delayed the second media release from the 12th until 20th September.
- Letters were sent out to all service users and carers for both the Markhouse Road day opportunities and the Intensive Dementia Outreach Service (IDOS) on the week commencing 26th September. Emails were also sent out to the IDOS carers for whom we had email addresses.
- A dedicated information session was held with the Community Learning Disability Team social workers on the 22nd of June.
- Dedicated information sessions were held for day opportunities providers on 15th July and at the Providers' Forum on 19th July.

- Two public Zoom sessions on 14th and 30th September. There were no public attendees at these sessions.
- Three public information sessions held in the evenings on 20th September and 4th October, and on Saturday 24th September. The 4th October session was added owing to the delay of the second media release until 20th September, since this was the same day as the information session took place. All the sessions took place at the Markhouse Centre since this is situated in the middle of the borough. There were no public attendees at any of these sessions.
- Details of the consultation were also re circulated at a Service Managers meeting on 3rd October. This was followed up by an e-mail on 11th October for dissemination to staff.
- The consultation was also featured in the Care Providers Newsletter on Monday 3rd October and Residents' News on Thursday 13th October.
- Third sector organisations were informed via the Connecting Communities' notice board from 11th October. Age UK Waltham Forest and the Alzheimer's Society were also contacted directly regarding the consultation on 7th October.

3 Consultation responses

In total there were 22 separate responses from individuals:

- 18 online using the standard response form.
- One paper response using the standard response form.
- Two online using the easy-read response form.
- One paper response using the easy-read response form.

An organisational response was also received from Age UK Waltham Forest on 22nd November.

Five paper copies of the consultation paperwork were dispatched in the post upon request.

The following response summaries have been separated into different sections depending on whether the respondent used either the Standard Version (SV) or Easy-Read Version (ER) of the survey. Slightly different text had to be used for each due to constraints around each platform. The Easy-Read versions had images relating to each question, both in the paper copy and online. Please note that all text responses are quoted verbatim.

4 Standard Version (SV) responses (online and paper-based)

4.1 SV Q1 In what capacity are you responding to this consultation?
Please note that one respondent selected the following two options for this question:

- I am a carer of someone who uses social care services
- I am a relative of someone who uses social care services

This response has been included as a 'carer' in the summary analysis since this would be their key relationship with regards to this consultation.

Category	Number	%
Someone who uses social care services	1	5.3
I am a carer of someone who uses social care services	10	52.6
I am a relative of someone who uses social care services	1	5.3
I am a resident of Waltham Forest who has an interest in social care services	6	31.6
Other (please specify): I'm disable person - patient with MS (wheelchair)	1	5.3
Total	19	

(No respondents skipped this question.)

4.2 SV Q2 What is your age range? (If you are a carer, please provide the age range of the person you care for.)

Category	Number	%
Under 18 years old	0	0.0
18 - 64 years old	16	84.2
65 years old +	3	15.8
Total	19	

(No respondents skipped this question.)

4.3 SV Q3 Do you or a member of your family currently receive Council-funded transport to access services?

Category	Number	%
Yes	10	52.6
No	8	42.1
Other (please specify): Waiting for centre to be put	1	5.3

Category	Number	%
in place		
Total	19	

(No respondents skipped this question.)

- 4.4 SV Q4 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.

Please note that four respondents selected two methods of transport. Since the question requested that participants selected all of the options that apply, each of these has been included as a single response, therefore there are 23 responses from 19 individuals.

Category	Number	%
Public transport	2	8.7
Taxi	1	4.3
Private vehicle driven by the person receiving services	0	0.0
Private vehicle owned by the person receiving care and driven by someone else e.g. a family member/ friend/neighbour	0	0.0
Motability vehicle	1	4.3
Walk	0	0.0
Lift from a family member/ friend/ neighbour	5	21.7
Not applicable	6	26.1
Other (please specify): Transport provided by council	1	10.0
Other (please specify): Community Transport	1	4.3
Other (please specify): Community Transport	1	4.3
Other (please specify): council transport. This is the only way my brother can access his service	1	4.3
Other (please specify): council transport	1	4.3
Other (please specify): council transports	1	4.3
Other (please specify): service bus	1	4.3
Other (please specify): Received council funded transport for day services	1	4.3
Total	23	

(No respondents skipped this question.)

- 4.5 SV Q5 To what extent do you agree or disagree that the Council requires a

Transport Policy to set out a procedure for allocating transport provision?

Category	Number	%
Strongly agree	9	47.4
Agree	9	47.4
Neither agree nor disagree	0	
Disagree	0	
Strongly disagree	1	5.3
Total	19	

(No respondents skipped this question.)

The following comments were received for this question:

- Bus drivers not one time ignore me on wheelchair pick me sad, sometimes before I didn't have motability car I was discriminated in bus by peoples (standing with crotch), nobody help me easily going out from bus.
- Eligibility to be consider in regards to risk and vulnerability of the person attending the relevant resources.
- This policy is being produced only to yet again reduce services for the most vulnerable people in our society. Their day services have already been made 'in house' cutting council transport, isolating them from community activities and taking them back to years ago when they sat around doing nothing.

4.6 SV Q6 To what extent do you agree or disagree that Council-funded transport should be allocated on the basis of assessed need?

Category	Number	%
Strongly agree	12	63.2
Agree	5	26.3
Neither agree nor disagree	1	5.3
Disagree	0	
Strongly disagree	1	5.3
Total	19	

(No respondents skipped this question.)

The following comments were received for this question:

- To make it fair
- Also depends on assessed need criteria.

- If your assessment was fair and reasonable then yes but it has far too high expectations and is unrealistic in relation to what people can actually do.
- Who will assess needs? The normal assessment never get done on time if at all so how do you anticipate these assessment will be completed and reviewed. Assessors would need to know a person very well to be able to assess correctly.

4.7 SV Q7 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:

Category	Rank
Could the person travel independently?	1
Are there any barriers to independent travel, e.g. behaviours that may challenge other passengers?	2
Does the person have access to a Motability vehicle that they drive or someone drives on their behalf?	3
How far is the service? How long would it take to get there (on foot, bus, car)?	4
Could the person travel independently or with support following a programme of travel training?	5
Is it easily accessible by public transport?	6
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)?	7
Is the person eligible for a Taxi Card or Freedom Pass?	8

(No respondents skipped this question.)

Please note that the single respondent using the paper version of this survey weighted, rather than ranked the options:

Category	Rank
Could the person travel independently?	1
Could the person travel independently or with support following a programme of travel training?	1
Are there any barriers to independent travel, e.g. behaviours that may challenge other passengers?	1
How far is the service? How long would it take to get there (on foot, bus, car)?	1
Is it easily accessible by public transport?	5
Is the person eligible for a Taxi Card or Freedom Pass?	5
Do they have a carer/ relative/ Personal Assistant who could assist with their transport needs (have the carer's	8

Category	Rank
needs also been taken into account)?	
Does the person have access to a Motability vehicle that they drive or someone drives on their behalf?	8

- 4.8 SV Q8 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)?

Category	Number	%
Strongly agree	5	26.3
Agree	6	31.6
Neither agree nor disagree	5	26.3
Disagree	1	5.3
Strongly disagree	2	10.5
Total	19	

(No respondents skipped this question.)

The following comments were received for this question:

- But individual circumstances are to be risk assessed.
- Depends on the person's ability to travel independently.
- Some transport services are totally unreliable. With the current cost of living crisis where do you think there will be funds to pay for transport. A joke stating 'No cost savings associated with this policy'.

- 4.9 SV Q9 If you have any other general views on the policy then please share these below:

SV Q9 Text Responses
1. People who need transport should get it. My sister is a wheelchair user, her wheelchair is specialized and doesn't always fit in cars it can be very difficult to travel with.
2. My brother relies on the council transport. he depends on it
3. There we need safety places for disabled peoples on bus stops, Walthamstow Central tube don't have possibilities to travel with wheelchair! No lift for platforms!!! I need to travel Tottenham for take underground! We are growing up borough by building but there is still not

<p>enough facilities for travelling for people on wheelchairs.</p>
<p>4. If Service users are required to use their own vehicle, council should provide parking permits or allocated spaces. Also expenses should be provided.</p>
<p>5. Disabled service users who are claiming pip mobility their carers/parent should not be expected to pick or drop them off for day service/centre activities. Mobility vehicles are used for the disabled person all week for all days when they are not at Centre. Some disabled adults need 24 hours care which carers/ parents are providing and social services are not. Then if you expect carer/parent to do the night care with disabled adult waking up every hour, broken sleep, lack of concentration for carer etc they can not get up start running around dropping picking up from centres carers will have breakdowns. Council needs to understand its not just dropping picking up its all the other care carers are providing to the disabled adult which exhausts carers social services do not provide this so carers have to do. Disabled adults have a right to reach to their destination safely and for carers to feel confident they have reached there safely. Also its councils duty legally to provide transport whether disabled person has a motability vehicle or not. Priority should be given to wheelchair bound and mentally impaired then the rest should be categorised ability from their home situations eg carers can or can not</p>
<p>6. It is clearly really important that risk assessments are undertaken to ensure an equitable service provision, enabling those at a higher level of risk to access the transport service, but it is also really important that carers needs are considered, as the service is a respite for carers and if carers feel they then have to accompany and collect their loved ones this could result in increased carer stress, and potentially carer breakdown, or individuals not accessing the services they would benefit from.</p>
<p>7. Need to ensure that the policy also applies to adults attending day services due to physical disabilities in addition to learning disabilities.</p>
<p>8. Priority should be given to those who cannot reasonably use public transport on their own, or if it exposes them to significant risk e.g. elderly or at risk people getting lost in the cold.</p>
<p>9. It is far more cost effective collecting numerous people by bus than everyone using individual taxis/private transport and would have less impact on carbon emissions. Carers would have to give up more their precious time and users could be at risk of not being included in day services. Is that the aim of this council? Day service hours are short anyway. Day services should be for the benefit of services while respite is to give carers a break. No respite available in Waltham Forest since the closure of Trumpington Road.</p>

(Ten respondents skipped this question.)

5 Easy-Read Version (ER) responses (online and paper-based)

5.1 ER Q1 Who are you?

Category	Number	%
I go to a day centre or somewhere else to meet my needs	1	33.3
I am a carer of someone who goes to a day centre or somewhere else to meet their needs	1	33.3
I am someone else (please type below): Carer	1	33.3
Total	3	

(No respondents skipped this question.)

5.2 ER Q2 How old are you?

Category (free text response)
1. 46
2. 97
3. 49

(No respondents skipped this question.)

5.3 ER Q3 Are you completing this for someone else?

Category	Number	%
Yes	2	66.7
No	1	33.3
Other (please specify)	0	0.0
Total	3	

(No respondents skipped this question.)

5.4 ER Q4 Does the Council sort out transport for you?

Category	Number	%
Yes	2	66.7
No	1	33.3
Other (please specify)	0	0.0
Total	3	

(No respondents skipped this question.)

5.5 ER Q5 If the Council sorts out transport for you then what type do you use?

ER Q5 Text Responses	
1.	Mini-bus
2.	Council bus

(One respondent skipped this question.)

5.6 ER Q6 Does the Council need a policy for sorting out transport?

Category	Number	%
Yes	1	33.3
No	2	66.7
Other (please specify)	0	0.0
Total	3	

(No respondents skipped this question.)

5.7 ER Q7 Do you think the Council should arrange transport for people who need it most?

Category	Number	%
Yes	2	100.0
No	0	0.0
Other (please specify)	0	0.0
Total	2	

(One respondent skipped this question.)

5.8 ER Q8 What should we think about when sorting out transport for people?

ER Q5 Text Responses	
1.	Mobility and disability needs and how easy it would be to get to a Day Centre without transport if they had to use public transport.
2.	People/carer needs. Cost effective transport overall. Length of the service services run.

(One respondent skipped this question.)

5.9 ER Q9 If someone already gets a benefit to help with transport, should they use this to get to a day centre or somewhere else?

Category	Number	%
Yes	0	0.0
No	3	100.0
Other (please specify)	0	0.0
Total	3	

(No respondents skipped this question.)

5.10 ER Q10 Is there anything else you would like to say about the Transport Policy?

ER Q10 Text Responses
1. Everyone's care/home situation is different. If service user can get to their destination then fine but if not council should provide transport.
2. Is this just another policy to reduce or cancel services to save money!
3. This policy could deprive people services and isolate them.

(No respondents skipped this question.)

6 Response from Age UK Waltham Forest

6.1 A response from Age UK Waltham Forest was received on 21st November in response to an email requesting feedback, sent on 7th October. These were made as comments inserted into the text of the draft Policy, comprising of the following themes:

- Taking into account the availability and regularity of support during the assessment, not simply considering whether it is theoretically present.
- Making a commitment to undertaking equality monitoring during the assessment.

6.2 It was thought that these comments were helpful in clarifying the process and were included within the revised Policy accompanying this report.

7 Analysis

7.1 Respondent Identity

The most numerous participants who responded to the consultation were carers, who constituted 54.5% of all participants. The second largest cohort were residents with an interest in social care services (27.3%).

Please note that the respondent who identified as both 'a carer of someone who uses social care services' and as 'a relative of someone who uses social

care services' has been included as the former for the sake of this calculation.

7.2 Respondent/ Care Receiver Age (in the Standard version it was asked that the respondent provide the age of the cared-for)

81.8% of respondents identified themselves as aged between 18 and 64, with the remaining 18.2% replying that they were aged 65 and over.

7.3 Are you completing this for someone else (Easy-Read version only)?

Two the responses to this question, only found in the Easy-Read Version, replied that they were completing this on someone else's behalf. One respondent stated that they were not undertaking this for someone else.

7.4 Does the cared-for receive Council-arranged transport?

54.5% of respondents received Council-funded transport. The remaining 45.5% did not receive Council-funded transport or were waiting for a package to be put into place.

7.5 How does the cared-for travel to day activities, social activities or respite care?

40.0% of respondents used Council-funded minibuses/service bus or Community Transport and 24.0% replied that this question did not apply to them. Other respondents used public transport, a taxi, a motability vehicle or a lift from a family member/friend or neighbour. Four respondents used two forms of transport.

7.6 Does the Council require a Transport policy?

86.4% of all respondents thought that the Council does require a Transport Policy and 13.6% thought that it does not. People responding using the Standard Version of the survey had several possible responses corresponding to how strongly they felt the policy was needed or not needed:

- 47.4% strongly agreed
- 47.4% agreed
- 5.3% strongly disagreed

For those responding using the Easy-Read Version had an option of 'yes' or 'no':

- 33.3% agreed
- 66.7 disagreed

There were three text responses on the Standard Version survey (both online and paper-based):

- One respondent describing instances of being discriminated on buses due to mobility issues.
- Eligibility for transport needs to be considered in relation to a person's risk and vulnerability.
- A respondent felt that the policy is being produced to reduce Council

services.

7.7 Should Council-funded transport be allocated based on assessed need?

90.5% of respondents felt that Council-funded transport should be allocated based on assessed need. One participant neither agreed nor disagreed and another strongly disagreed with this approach (4.8% each). People responding using the Standard Version of the survey had several possible responses corresponding to how strongly they felt the policy was needed or not needed:

- 63.2% strongly agreed
- 26.3% agreed
- 5.3% neither agreed nor disagreed
- 5.3% strongly disagreed

For those responding using the Easy-Read Version had an option of 'yes' or 'no' with both respondents agreeing (100%). The person responding using a paper Easy-Read response form did not complete this question.

There were four text responses on the Standard Version survey:

- Allocation based on assessed need would make it fair.
- Transport should also be dependent on 'assessed need criteria'.
- The expectations for the assessment process were too high and were unrealistic in relation to what the person being cared-for can manage.
- One respondent questioned who will be assessing the needs and questioned how the assessments will be completed and reviewed.

7.8 Ranking considerations that should be taken into account when assessing someone for an appropriate transport provision

Respondents replaying used the Standard Version of the survey were asked to rank a series of eight factors into the order of importance for assessing transport needs. The top three were:

- Could the person travel independently?
- Are there any barriers to independent travel, e.g. behaviours that may challenge other passengers?
- Does the person have access to a Motability vehicle that they drive or someone drives on their behalf?

One respondent using the Standard Version paper response form added weightings for each statement rather than ranking them. Those with the joint-highest weightings were:

- 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)?

Respondents using the Easy-Read Version of the survey were provided with a free-text box to identify what should be taken into consideration when sorting out transport. There were two responses:

- Mobility and disability needs and how easy it would be to get to a Day Centre without transport if they had to use public transport.
- People/carer needs. Cost effective transport overall. Length of the service services run.

7.9 Is it 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.

50.0% of all respondents agreed that this was a reasonable proposal and 27.3% disagreed. Five participants (22.7%) neither agreed nor disagreed.

People responding using the Standard Version of the survey had several possible responses:

- 26.3% strongly agreed
- 31.6% agreed
- 26.3% neither agreed nor disagreed
- 5.3% disagreed
- 10.5% strongly disagreed

For those responding using the Easy-Read Version had an option of 'yes' or 'no' with all three respondents disagreeing with this proposal.

There were two text responses on the Standard Version survey (both online and paper-based):

- Individual circumstances need to be risk-assessed.
- Depends on a person's ability to travel independently.
- Another respondent felt that transport services are unreliable and questioned who would fund the transport during a cost-of living crisis. They also felt that the statement that there are no cost-savings associated with the policy was untrue.

7.10 Other general views

The free text responses from both the Standard and Easy-Read surveys can be categorised into the following themes:

Category	Occurrences in Text
Priority for transport should be given to those with the greatest level of need in relation to levels of risk and mobility or cognitive impairment.	4

Category	Occurrences in Text
People could potentially not receive beneficial services if transport is not provided.	3
Potential for carer breakdown if Council-funded transport is not used.	1
The Council cannot expect carers to drop-off or pick-up people on top of their other caring duties.	1
The Council should provide parking permits or allocated spaces and expenses if people are required to use their own transport.	1
Carers/parents claiming the mobility component of PIP should not be expected to transport people to day services/centre	1
A flexible approach is required since each person's individual circumstances are different.	1
Is this policy a method of reducing or cancelling services to save money?	1
There are poor public transport facilities for people who use wheelchairs within the borough.	1
It is more cost-effective and better for the environment to transport people collectively.	1
Day service hours are short.	1
No respite facilities are available within the borough.	1

End of Appendix 5