

<b>MAYOR AND CABINET</b>			
<b>Report Title</b>	Response to the Consultation to implement a Joint Travel Assistance Policy		
<b>Key Decision</b>	Yes	Item No.	
<b>Ward</b>	All		
<b>Contributors</b>	Executive Director for Community Services, Executive Director for Children and Young People, Executive Director for Resources and Regeneration		
<b>Class</b>	Part 1	Date:	19 July 2017

## 1. SUMMARY

- 1.1. Lewisham Council is committed to supporting all of its citizens to live full lives and maintain their health, wellbeing and independence. This includes disabled people, both children and adults, with special educational needs and with social care needs. Where an individual is eligible for support from the Council, it will be from the perspective of empowering people and where appropriate their families, to take decisions and make choices as to how their needs can best be met, calling upon their own resources, those of the Council and its providers, and those available in the local community like public transport.
- 1.2. This consultation specifically related to the development of a policy for people aged over 16 for circumstances in which the Council may consider appropriate support for travel assistance. The development of a Joint Policy will support clarity for families during the transition process from children to adult services and will also provide a framework for decision making for the provision of transport for adults who have been assessed as having needs which meet the eligibility criteria for support from Adult Social Care.
- 1.3. The consultation asked questions on 5 proposals regarding the implementation of the Travel Assistance policy:
  - 1) Implement a Joint Travel Assistance Policy.
  - 2) Implement a travel assistance eligibility assessment.
  - 3) Encourage independent travel using services within the community.
  - 4) Parents and Carers will be encouraged to support people.
  - 5) Existing travel benefits will be considered for Travel Assistance.
- 1.4. An additional question was included which asked for people's thoughts on using a contribution from a young person's bursary for providing travel assistance, and what level of contribution they thought fair.
- 1.5. The consultation paper was available on the Council website and was posted to every centre user. An accessible version was available on request from the Council and was sent to all day centres for people to complete; and copies were also sent to

educational establishments for students attending colleges. Key stakeholder groups were also advised of the start of the consultation.

- 1.6. Analysis and response to the feedback from the consultation can be found in section 7 while a full analysis of the responses is attached at Appendix 4. Feedback from families and service users regarding the existing policy and travel options highlighted the difference between the travel options available to young adults in Children Services and those in Community Services. The proposed changes aim to ensure the offer of assistance across both services is both transparent and consistent.
- 1.7. The feedback also highlighted the need for an assessment which takes into consideration people's individual abilities and circumstances. Therefore the proposal is to implement an assessment which can identify people's travel needs, and put in place appropriate support.

## **2. RECOMMENDATIONS**

- 2.1. The Mayor is asked to consider the outcome of the consultation as set out in section 6 of this report and the Equalities Analysis Assessment in section 12.
- 2.2. The Mayor is then asked to agree the following recommendations:
  - 2.2.1 That the Council implements the Joint Travel Assistance Policy for people aged over the age of 16 based on the principles published in the consultation.
  - 2.2.2 That a personal budget will be developed as part of the individual's assessment of travel needs, in line with other support provided by Adult Social Care. Those eligible will be offered the choice of taking their personal budget as a direct payment if they wish.
  - 2.2.3 That the Council implement a travel assessment to identify people's individual travel needs and an eligibility criteria to determine the support offered by the Council.
  - 2.2.4 That the Council will follow the precepts of the Care Act in promoting independence by encouraging people to travel independently where they are able to do so safely.
  - 2.2.5 That the Council will include travel assistance in the existing Care Act assessment and ask how family and carers what support they can provide to meet a person's needs. This will be part of a holistic assessment which will take into consideration the carer's own need for support and other responsibilities they may have.
  - 2.2.6 That the Council will consider how other benefits and support available to the family can be used to meet the person's eligible needs, taking into consideration how they are currently used.

## **3. POLICY CONTEXT**

- 3.1. The contents of this report are consistent with the Council's policy framework. It supports the following goals outlined in Lewisham's Sustainable Community Strategy 2008-2020:

- **Healthy, active and enjoyable** – where people can actively participate in maintaining and improving their health and well-being.
- **Ambitious and achieving**: where people are inspired and supported to fulfil their potential.
- **Empowered and responsible**: where people can be actively involved in their local area and contribute to tolerant, caring and supportive local communities.

3.2. The proposed recommendations in the report also meet with the Council's following corporate priorities:

- **Community leadership and empowerment** – Developing opportunities for the active participation and engagement of people in the life of the community.
- **Young people's achievement and involvement** – raising educational attainment and improving facilities for young people through partnership working.
- **Strengthening the local economy** – gaining resources to regenerate the key localities, strengthen employment skills and promote public transport.

3.3. The function of both Children and Adult Social Care is to ensure that people eligible for support receive services appropriate to their needs within the framework of statutory duties and agreed policies.

3.4. For children this is determined by Education Act, this determines that the Council must annually publish a policy statement for how young people access educational settings between the age of 16 and 25; and can include expectations on young people and their families to use existing services in the community (e.g. TfL, freedom passes etc.). Where gaps in transportation options exist then the Council may decide to offer additional discretionary forms of support.

3.5. For adults, this is determined through the completion of an assessment in accordance with the Care Act 2014, followed by the application of the appropriate eligibility criteria and support decisions.

### **Adults' Policy**

3.6. There have been a number of government documents which set out the pathway of 'Personalisation' as a way of meeting those needs so that eligible service users have both greater flexibility about the service they receive and greater control over how they are delivered.

3.7. For example: 'Putting People First' (2007); 'Transforming Social Care' [LAC (DH) 2008]; 'Caring for Our Future: reforming care and support' (2012)). These policy and guidance documents have promoted the provision of Direct Payments whereby eligible adults are given an assessed sum as cash to purchase their own service and the local authority's role, rather than being one of a direct provider of services, becomes one more focused on market development and shaping.

3.8. The Care Act 2014 (The Act) is the most substantial piece of legislation relating to adult social care to be implemented since 1948. It has taken previous legislation, common law decisions and other good practice guidance and consolidated them. The Care Act places a wide emphasis on prevention, the provision of advice and information, changes to eligibility, funding reform and market shaping and commissioning. This final aspect of the Act also emphasises the use of personal budgets and direct payments; and requires the Council to promote appropriate service

supply across the provider market and assure quality and diversity to support the welfare of adults in the community. It also requires the Council to engage with providers and local communities when redesigning services and planning for the future.

- 3.9. The final report of the Local Government Association's Adult Social Care Efficiency (ASCE) Programme published in July 2014, sets out a number of initiatives that Councils across the country have put in place to deliver services that will meet the requirements of the Care Act in the current financial climate. It sets out advice on how to agree a new contract with citizens and communities, managing demand, transforming services, improving commissioning and developing more integrated services.

### **Children's Policy**

- 3.10. There is a requirement under Section 509AA of the Education Act 1996 for local authorities to prepare for each academic year a transport policy specifying the arrangements for the provision of transport that it considers necessary to facilitate attendance of young people of sixth form age to receive education or training at various institutions. As this is required for sixth formers, it applies to 16 to 18 year olds and those who started their studies before their 19th birthday.
- 3.11. Section 509AB of the 1996 Act relates to transport policy statements for young people of sixth form age and provides that the local authority must include in the policy statement the arrangements for facilitating attendances at relevant establishments of disabled persons and persons with learning difficulties. The statement must therefore specify arrangements for persons with learning difficulties and these must be no less favourable than the arrangements specified for students of the same age with learning difficulties attending schools.
- 3.12. Section 508G requires local authorities to also state in their Transport Policy Statement the arrangements to be made for young adults subject to an EHCP (i.e. 19-24 inclusive) year olds in respect of whom a learning difficulty assessment under Section 139A or 140 of the Learning and Skills Act 2000 has been carried out or is required to be carried out. This measure is designed to ensure that young people with learning difficulties aged 19-24 (inclusive) and their parents are able to access information about what travel assistance is available so that they are able to make informed choices between institutions.
- 3.13. In addition, under the Equality Act 2010 a local authority is required to take such steps as it is reasonable for it to have to take to ensure that disabled pupils are not placed at a substantial disadvantage in comparison with pupils who are not disabled.
- 3.14. It is important to note the Education and Skills Act 2008, as amended by the Children and Families Act 2014 contains a duty to encourage, establish and assist young people to participate in educational training. These duties are to secure sufficient and suitable educational and training provision for all young people aged 16-19 and those up to age 25 with a EHCP.

## **4. BACKGROUND**

### **Current Transport Provision**

### **Children's**

- 4.1. Children and Young People's Directorate (CYP) currently funds 89 young people aged between 16 and 19 who receive travel assistance from the Council in order to access their education destination. All young people have an Education and Health Care Plan (EHCP) and meet the existing policy's eligibility criteria. The approximate spend for this provision is £600k per annum.
- 4.2. CYP currently provides travel assistance for young people in education between the age of 16 and 19 who have been assessed as being eligible. Following the SEND reforms and the Council's commitment to develop greater independence in our young people the form of assistance offered is decided based on the individual's specific circumstances and needs.
- 4.3. Where appropriate a young person is expected to use existing free travel available from TfL and to travel independently to their place of education. Where this isn't appropriate due to their additional support needs alternatives are explored. This may include offering Independent Travel Training, providing a Direct Payment to allow the young person to make their own travel arrangements, or in the form of arranged transport either through the use of Lewisham Passenger Services or via one of the Council's approved providers.
- 4.4. In January 2017 CYP began to offer Independent Travel Training to young people who are eligible for travel assistance support, either to School or College. In May 2017 7 young people had successfully completed the training and were now travelling independently on public transport to their school or college. It is expected that the programme will successfully train more than 20 young people in the first year, and a further 25 during the following 12 months. The programme is branded as LIFT (Learning Independence for Travel) and is delivered by National Star College.
- 4.5. The numbers of young people with EHCPs continues to grow year on year in Lewisham, adding pressure on places of education. By offering a wider range of travel assistance options, and supporting the development of independence and life skills the Council will be in a better position to control expenditure supporting this service group and avoiding budget overspends. Where independent travel is supported and successfully trained, this will have a life time benefit for the individual as well as a financial benefit for the Council as the young person will be less reliant on the Council to access services and support in the future.

### **Adults'**

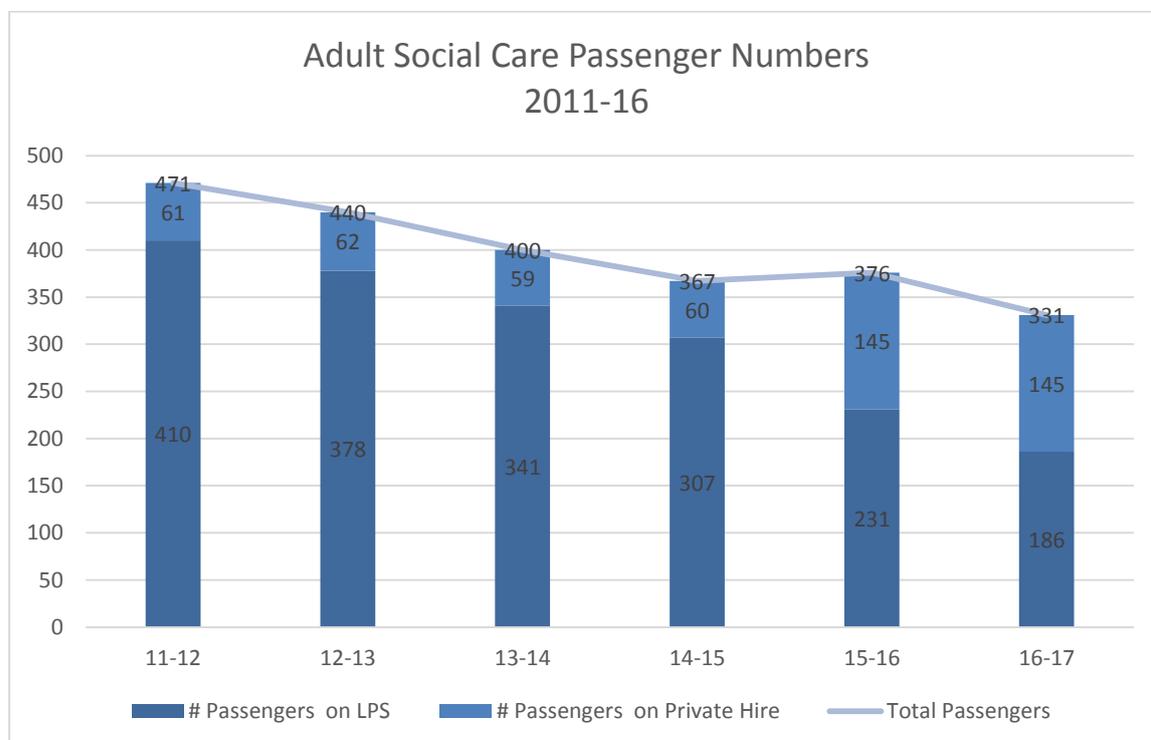
- 4.6. Adult Social Care currently provides travel assistance in the form of buses for people who have been assessed as being eligible to receive support as part of a Care Act assessment of their needs to attend a number of day activities. These are located both across Lewisham and outside the borough where an appropriate service is identified. It also provides support to young adults attending college placements who have a Statement of Education Need and Disability (SEND).
- 4.7. The reorganisation of Day Services undertaken in 2015 included a review of the transport provided to people supported by Adult Social Care as part of their care plan. At that time it was identified that there had been a clear reduction in the number of people attending the Council's day services as a consequence of the increasing number of people choosing to take Personal Budgets and Direct Payments to support their care. This led to a reduction in the requirement for transport provided by Lewisham Passenger Services.

4.8. People receiving travel assistance cover a number of differing client groups with a range of support needs and abilities. Adults with learning disabilities and older adults make up the largest groups of people receiving support with transport. The table below illustrates the numbers of people receiving support with travel by client group as of March 2017.

Client Group	Number of People
Adults attending college	56
Adults with complex physical and learning disabilities	45
Adults in day care	97
Older adults in day care	133
<b>TOTAL</b>	<b>331</b>

4.9. Currently support is provided by the Council’s own bus services, Lewisham Passenger Services and by a number of private hire companies and the voluntary sector. Private hire companies are used to provide assistance where Lewisham Passenger Services are not in a position to provide support.

4.10. As a result of the application of the Care Act’s focus on promoting people’s independence and choice; and offering support in the least restrictive way, the demand for the traditional model of travel assistance has reduced significantly over the last 5 years. In 2011 Adult Social Care transported 471 people to day activities, which has reduced to 331 in 2017. Therefore it is likely that there will be further reductions in demand which will supplement the implementation of the joint policy.

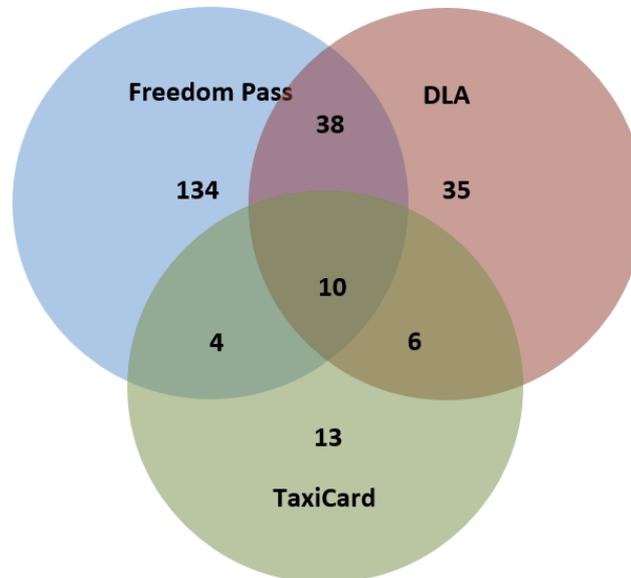


**Existing Concessionary Transport**

4.11. The Council already contributes to peoples transport with a number of concessionary transport schemes. 70% of people who use the Council’s in house transport also

receive support in the form of a disability freedom pass, taxi card or mobility benefit, and of this group 19% receive more than one type of concessionary transport.

- 4.12. The diagram below illustrates the numbers of people receiving support with travel from adult social care who are also receiving other forms of travel assistance or benefits (March 2015).



## 5. PROPOSALS FOR REMODELLING TRAVEL ASSISTANCE

- 5.1. Currently there are separate policies relating to travel assistance, one covering young people in education with a Statement of Educational Need and Disability aged 16-18 and a policy for adults receiving care and support from Adult Social Care.
- 5.2. Detailed work undertaken on the transition from children's to adult services has highlighted that travel assistance is an area where there is a lack of legislative clarity concerning the Council's duty to provide support. As a consequence families moving to adult services are often unclear about what support is available. The development of a joint policy aims to support clarity for families during the transition process from children to adult services.
- 5.3. Changes to adult legislation within the Care Act 2014 also means that the current travel policy used in Adult Social Care required updating to bring it into line with the principles of the Act. The development of a joint policy will also provide a framework for decision making and eligibility as outlined in the Act. It will also provide clarity for the provision of travel assistance for adults who have been assessed as having needs which meet the eligibility criteria for support from Adult Social Care.
- 5.4. The proposed policy would be underpinned by the principles of the Care Act to ensure that it complies with current legislation. The Act's principles of promoting independence, offering choice; and considering the most appropriate, cost effective and least restrictive options for meeting people's needs are at the core of the

proposed policy. These were included in the policy consultation as the principles of travel assistance.

- 5.5. Detailed analysis of the consultation can be found in Section 6 and the Council's response to the consultation are in Section 7.
- 5.6. The existing Travel Assistance policy for those accessing education under the age of 16 will continue to have its own separate policy. There are no planned changes to this policy for the 2017/18 academic year.

#### **Use of Personal Budgets and Direct Payments for travel assistance**

- 5.7. The Care Act 2014 "... places personal budgets into law for the first time, making them the norm for people with care and support needs"<sup>1</sup>.
- 5.8. Direct payments are the means by which Adult Social Care can offer people more choice over their budget; and the care and support which suits them. The Care Act is clear that direct payments "provide independence, choice and control by enabling people to commission their own care and support in order to meet their eligible needs"<sup>2</sup>. Where people wish to take their personal budget for travel assistance as a direct payment the Council will support their decision to organise their own support in a manner of their choosing.
- 5.9. The Council recognises that feedback from the consultation illustrated that most people disagreed with the proposal to offer personal budgets and direct payments for travel assistance, with 41% of people disagreeing with the proposal against 17% who agreed with it. Most comments associated with this proposal were concerned specifically with direct payments, which it was thought would be too difficult to manage, would place a greater burden on carers to administer and could be accidentally misused as a consequence. There was also a concern that the budget would not be enough to provide adequate support.
- 5.10. To address these concerns, if a person is not happy with taking their personal budget as a direct payment the Council will arrange suitable travel assistance in order support the person's eligible needs. The form this assistance will take depends on the needs of the individual, and will appropriate and suitable to meet those needs.

#### **Implement a Travel Assistance Eligibility Assessment**

- 5.11. Families and individuals are currently required to apply for travel assistance when their circumstances change: when they start post 16 education, when the young person turns 18 years of age or when they need support from Adult Social Care. At each of these stages different eligibility criteria may be applied when assessing if a person is eligible for support. The proposed policy aims to make it clearer what the eligibility criteria for travel assistance is, and if eligible what the form of assistance will look like. Eligibility will apply to both young adults attending education and adults supported by Adults Social Care.

#### **People will be encouraged to travel more independently by using existing travel arrangements and services within the community.**

- 5.12. The Care Act clearly promotes people's independence and recognises that people should be given the opportunity to connect with their local community and

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<sup>1</sup> Care and Support Statutory Guidance, P187

<sup>2</sup> Care and Support Statutory Guidance, p201

environment. The Act directs that “Local authorities should have regard to how universal services and community based and/or unpaid support could contribute to the factors in the (care) plan”<sup>3</sup>. Travel assistance is a core part of this philosophy, offering people more options to develop the skills and confidence to live independently as a part of the community.

- 5.13. This can include utilising existing free travel on TfL services, or using some of the funding and benefits an individual receives for travel needs. The proposal recognises that despite services and funding being in place for assistance with travel there will be some individuals who will continue to receive support from the Council to access essential services. These options will only be considered where they are suitable and appropriate to meet the needs of the individual.
- 5.14. Where appropriate, people with assessed travel needs will be offered the chance to participate in Independent Travel Training. This scheme supports people to learn the skills and confidence to use public transport safely as part of the Community. The pilot scheme is currently running in Children and Young People’s Services where young people have successfully been trained to use public transport to and from school, with the full support of their families. During the consultation there was a significant amount of support for the Independent Travel Training scheme, with parents identifying other opportunities to support their children’s independence outside of an educational setting.
- 5.15. The Council recognises that independent travel may not be suitable for all people, and will therefore retain other types of provision in order to ensure that people’s needs are adequately met.

**Parents and Carers will be encouraged to support people**

- 5.16. The Care Act states that local authorities should consider how the families and carers of people being assessed can provide support. “Any suggestion that support could be available from family and friends should be considered in light of their appropriateness, willingness and ability to provide any additional support...”<sup>4</sup>. The proposed policy will include this principle of the Care Act and ask if families and carers are appropriate, willing and able to provide travel assistance.
- 5.17. The Care Act is also clear that this consideration must be included as part of a holistic assessment which looks at the impact of the person’s needs on the whole family, as well as consider the carer’s need for an assessment and support. The proposed policy will consider if the family or carer can meet a person’s eligible travel needs as part of a broader holistic assessment, also looking at the carer’s own needs and commitments.

**Existing travel benefits will be considered for Travel Assistance**

- 5.18. The Care Act states that “Local authorities should also have a regard to how needs may be met beyond the provision, or arrangement, of services by the authority”<sup>5</sup>. Furthermore the Act states “... local authorities should take steps to support the individual to access the support to which they are entitled under other legislation. This may include, for example, helping the person to access some disability-related benefits and allowances.”<sup>6</sup>

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<sup>3</sup> Care and Support Statutory Guidance, p175

<sup>4</sup> Care and Support Statutory Guidance, p88

<sup>5</sup> Care and Support Statutory Guidance, p171

<sup>6</sup> Care and Support Statutory Guidance, p171

- 5.19. The policy therefore proposes that where a person is receiving DLA, PIP, concessionary passes or another form of travel benefit these will be taken into consideration when assessing a person's needs for travel assistance. In line with the requirements of the Care Act, the Council will consider people's travel needs as part of a Care Act assessment.

#### **Transition from Children's Services**

- 5.20. Although a client may have received transport through children's services, this does not automatically confer a right for the arrangement to continue with adult services. All such clients must first be re-assessed within adult services to determine eligibility according to the national eligibility criteria outlined in the Care Act.

#### **16–25 educational travel assistance**

- 5.21. Travel assistance for young people aged 16–25 going to educational establishments is not a statutory service the Council is required to provide. Many councils charge a contribution towards the cost of travel while some have stopped providing services all together.
- 5.22. Currently, most young people who are eligible for travel assistance are also eligible to apply for the vulnerable person's bursary from their further education provider. This vulnerable person's bursary alone can be worth up to £1,500 a year and is intended to help with the costs of lunches, equipment, stationery and travel. Whilst concessionary travel is also available.

### **6. FORMAL CONSULTATION AND ANALYSIS**

- 6.1. As the proposed changes to travel arrangement present a significant change to people's services the Council undertook a formal consultation with service users to give them an opportunity to understand the proposals, to respond to the proposals and make suggestions on the potential development of travel assistance. The formal consultation process started on January 9th 2017 and continued for three months until April 3rd inclusive.
- 6.2. The formal consultation process has included a formal questionnaire and a series of public meetings. In addition other correspondence and communications have been received and included in the analysis of the consultation.
- 6.3. Copies of the consultation questionnaire were sent to 444 service users and is included in Appendix 1 of this report. In addition a photo-symbol version of the questionnaire was made available to service users attending day services and colleges and is included in Appendix 2 of this report. An online questionnaire available on the Council's website for the duration of the consultation period. Letters were also sent to families of young people currently attending school in years 7-10 to inform them of the consultation as they were likely to be affected by the proposals in the future, and inviting them to participate in the consultation by visiting the online questionnaire.
- 6.4. The consultation document also contained a contact phone number, address and email address to ensure that people who could not, or preferred not to attend meetings were able to contact the Council about the proposals and to respond to the consultation.

6.5. In addition to the consultation documentation, Council officers from Adult Social Care and Children and Young People's Services held four open formal consultation meetings during the period of the consultation. These were all held in the Council's Civic Suite and in the afternoons and evening in order to accommodate a range people's personal schedules:

- Friday 27 January 2017, 12.30–2pm
- Tuesday 7 February 2017, 6.30–8pm
- Monday 20 February 2017, 11am–12.30pm
- Wednesday 8 March 2017, 6.30–8pm

6.6. There were also eight open meetings held over five days with service users and family members at the activity centres where the information was presented in a more accessible format and copies of the photo symbol questionnaire were available for people to complete.

- Wednesday 1 February : Parent and Carers Forum, Leemore Hub
- Friday 17 March 2017: Cinnamon Court & Mulberry Community Hub
- Monday 20 March 2017: Leemore Community Hub
- Tuesday 21 March 2017: Cedar Court Day Centre & Sydenham Community Hub
- Wednesday 22 March 2017: Calabash & Ladywell Day Centre

A breakdown of the comments and questions made at these meetings can be found in Appendix 6.

6.7. Colleges and schools were also offered the opportunity to meet with Council officers and arrange meetings with their service user's but declined the offer. Instead copies of the photo-symbol version of the consultation document was made available, as was the link to the online consultation questionnaire.

6.8. A full chronology of these meetings and attendance can be found in Appendix 3.

## **7. RESPONSE TO THE CONSULATION**

7.1. This section summarises the responses to the consultation and the comments received for each of the proposals. Table 1 below summarises the response to the proposals asked in the consultation document. These include the responses from people who completed a photo-symbol version of the consultation. A complete and separate analysis of the photo-symbol responses can be found in Appendix 5. A full analysis of all the results of the consultation questions can be found in Appendix 4.

7.2. During the analysis of the responses it was recognised that there was no clear means of distinguishing responses from people who attend an educational establishment and people who attend a day centre. It was difficult therefore to establish the level of support for the proposals in the consultation between these groups.

Table 1

Proposal	Question	Agree	Disagree	Neither / No response
1	Implementation of Joint Policy for Adult Social Care and young people	38%	37%	25%
	Principles of the Travel Assistance Policy	36%	35%	29%
	Use of Personal Budget & Direct Payments to support travel assistance	17%	41%	42%
2	Implementation of eligibility for post 16 travel assistance	51%	27%	22%
	Implementation of assessment for travel eligibility	65%	18%	17%
3	Agreement with encouraging people to travel independently	50%	32%	18%
4	Agreement with family & carers being asked to provide travel assistance	34%	41%	25%
5	Use of travel benefits as main means of travel assistance	28%	45%	27%
Question	Use of School Bursary for travel & level of contribution	26%	40%	34%

- 7.3. In addition to the main consultation questions on the proposal to implement a Joint Travel Assistance Policy, people were invited to comment on each of the proposals and for the overall consultation, as well as raise questions during the consultation meetings. The table in Appendix 7 summarises the questions and responses which were given at the meetings. Table 2 below outlines the main topics of discussion raised by respondents to the questionnaire in order of popularity. A full analysis of the responses can be found in Appendix 6.

Table 2

Discussion Topic	Questions Raised
Pressure on carers	69
Assistance must meet individual needs	60
Independence should be encouraged	53
Safety concerns	44
Carers other commitments	42
Concerns about isolation	35
Consultation about cuts and removing support	27
Benefits not enough or appropriate for assistance	19
Benefits cover other forms of travel and support	17
Concerns with Direct Payments	17
Keep current travel arrangements	16
Bursary use and suitability	11
Agreement that carers should provide support	10
Need for clarity on Policy details	10
Personal Budget not be enough to cover cost	8

### **Proposal 1: Implement a joint travel assistance policy**

- 7.4. This proposal sought views on three proposals: the implementation of the joint policy, the principles of travel assistance and the use of personal budgets and direct payments for travel. Slightly more people agreed with the proposal to implement the Joint Travel Assistance Policy which covered both 16+ educational transport and Adult Social Care Transport. A similar proportion agreed with the principles of the Travel Assistance Policy contained in the consultation documents. However a significant number of people did not agree that Personal Budgets and Direct Payments were the least restrictive means of providing support by the Council. Comments from the consultation and meetings suggested people were concerned about how direct payments would be used and the impact managing them would have on carers. People also wanted more information about how the policy would support people with very high needs. The comments also suggest that some people did not understand how personal budgets and direct payments would be administered while others were concerned if the budget provided would be enough to cover the cost of transport.

**Response:** Council officers from Community Services and Children and Young People will work on developing the joint travel assistance policy. Where people have indicated they would not like to take a direct payment for support the Council will look to offer other options to help meet people's needs within their personal budget.

### **Proposal 2: Implement a travel assistance eligibility assessment**

- 7.5. This proposal asked two questions, one on implementing an eligibility criteria for travel post 16 education as well as Adult Social Care, and the other on the implementation of an assessment of a person's needs to determine this eligibility. Significantly more people agreed with this proposal, with 65% of responses agreeing with the implementation of an assessment. Comments on this proposal were very clear that any assessment must be based around the individual's needs and supported the proposal to implement the assessment. Some comments were concerned that an individual assessment had already been undertaken and that people's needs had already been identified, therefore no additional assessment should be required.

**Response:** Council officers will develop an eligibility criteria taking into consideration people's individual needs and the support for people with high needs. This will be included in the current Care Act assessments used by the Social Care teams. The assessments will be adapted to include questions to ascertain people's individual travel abilities and identify suitable support people can choose to help meet those needs.

### **Proposal 3: People will be encouraged to travel more independently by using existing travel arrangements and services within the community.**

- 7.6. This proposal asked respondents to agree with the Council's aim to follow the principles of the Care Act 2014 by encouraging people to travel more independently if they were able to do so and if it were safe. Most people agreed with the proposal though some comments were concerned that this would be used as an excuse to remove people's services, or that this would be forced on people even if it were not safe. There was some comments which discussed individual cases and questioned if these people would continue to be supported by Adult Social Care. Overwhelmingly most comments supported the proposal but did include the caveat that if people were to

travel independently it would need to be safe and appropriate in consideration of each person's individual needs.

**Response:** Council officers will work to include independent travel as part of the joint travel assistance policy and reflect this in the assessment. In response to people's concerns, a person will only be encouraged to travel independently as a result of an individual assessment of that person's needs which indicates they would be safe in doing so.

**Proposal 4: Parents and carers will be encouraged to support people.**

- 7.7. The proposal asked if parents and carers should be encouraged to support people's travel needs. A significant proportion of people disagreed with this proposal, though the margin was only 7% between those who overall agreed and disagreed. The core message from the comments was that carers and family members already provide a significant amount of support or feel under pressure and that an increase in this would be unsustainable. Similarly there were a significant number of comments which mentioned the other commitments and obligations carers have to provide for, meaning they would not be able to take on board more caring responsibilities.

**Response:** Responses to this proposal clearly showed concern about the level of support already being provided to people by carers and families. Council officers will take this into consideration when developing the assessment for travel assistance. The Care Act assessments currently undertaken by Social Care already identify the support carers and families can offer to people, as well as identifying carers own needs. This approach will continue as part of the holistic assessment and take into consideration the ability of carers or family members to provide support, as well as the other family or work commitments they may have.

**Proposal 5: Existing travel benefits will be considered for travel assistance.**

- 7.8. This proposal asked if the Council should take into consideration the benefits people receive for transport into consideration when assessing people's need for support from Adult Social Care. A significant amount of respondents disagreed with this proposal with a high margin of difference. Most comments were concerned that benefits like Disability Living allowance or Personal Independence Payments were to cover forms of travel expenses not related to Adult Social Care and that taking these into consideration as part of the assessment would end up depriving the family of income. Other comments mentioned that having a Motability Vehicle would necessitate the family having more physical support to use it, suggesting the vehicle may not currently be used for the person with a disability.

**Response:** As a result of the concern raised about the impact that using benefits to meet travel assistance needs would have on people's ability to get to other activities or appointments, the travel assistance assessment will take into consideration how those benefits are currently being used in order to meet other travel needs. This will include consideration of the wider impact using these benefits may have on other members of the family as part of a holistic assessment. Where benefits are not being used to support the person for whom they are intended, the Council will report this information back to the relevant agency for a review of these benefits.

**Question: Is it fair to expect young people to use some of their vulnerable person's bursary/travel benefits to contribute towards the costs of their travel assistance?**

- 7.9. A question on the use of education bursary for travel support was included in the consultation. Though this was not a proposal in the consultation the questionnaire asked people for their opinion on young people contributing some of their educational bursary towards the cost of travel. The bursary is provided to cover some of the costs associated with attending education, including travel. Most respondent disagreed with the question with a high margin of difference, 40% compared to 26%. Most of the comments relating to this question were concerned about the negative impact using this may have on young people's college attendance.

**Response:** This question was for information gathering uses only and there is no proposal to implement a contribution towards travel assistance from young people's bursary.

**8. IMPLICATIONS FOR STAFF**

- 8.1. There are no implications for Adult Social Care staff as current travel assistance is provided either by Lewisham Passenger Service or private hire companies.
- 8.2. The proposal to offer more people travel assistance with a Personal Budget means Adult Social Care's requirement for buses provided by Lewisham Passenger Services will significantly reduce. There has already been a steady reduction in the numbers of people using this service over the last 5 years, which is set to continue. Lewisham Passenger Services are already in the process of reviewing their provision in light of the change in demand; and similar demand changes in Children and Young People's Services.

**9. TIMESCALES AND NEXT STEPS**

Policy Implementation	June 2017
Adult Social Care Assessment	June 2017 – December 2017
Support Planning	June 2017 – January 2018
Transition Planning	June 2017 – March 2018

**10. FINANCIAL IMPLICATIONS**

- 10.1. The proposed policy signals a significant change in the way the Council meets people's eligible travel needs and provides an opportunity to develop cost effective travel options. It is expected that there will be an ongoing decrease in the demand for transport, coupled with an increase in the numbers of people choosing alternatives to the current provision offered by the Council. As a consequence of these changes the cost associated with the travel provided by the Council are also due to reduce.

**Identification of individual travel needs**

- 10.2. Adult Social Care has seen a clear reduction in the demand for transport over the last 5 years. Coupled with the proposals to encourage more independent forms of travel assistance and travel training; as well as looking at how people could be supported by families and cares, there is the potential to reduce the current demand for travel assistance further.

10.3. The implementation of a travel assessment will allow the Council to identify people's individual needs and tailor appropriate support to meet those needs. The Council recognises that some people have significant travel needs and will require continual ongoing support with travel assistance. People with dementia, those with significant physical and well as learning disabilities and those who have challenging needs are groups who are likely will require ongoing support where other forms of assistance may not be suitable or appropriate.

**Implementation of personal budgets and commissioning efficiencies**

10.4. The proposal to use personal budgets to meet people's travel assistance needs with more flexible and appropriate options provides Adult Social Care with the opportunity to reduce the costs associated with travel. Moving service users onto personal budgets utilising the private hire market will offer more flexible options and contribute a reduction on the current fixed costs for travel assistance.

10.5. The current private hire framework has been changed to a Dynamic Purchasing System which offers a more flexible approach to the commissioning of services for people, as well as providing a more efficient platform for the delivery of services. The implementation of this system is estimated to reduce the current private hire costs by 10%.

10.6. The table below illustrates the impact efficiencies and reductions will have on the associated travel cost for Adult Social Care.

<b>Client Group</b>	<b>16/17 Cost</b>	<b>18/19 Estimate</b>	<b>Difference</b>
AWLD College	£308,000.00	£185,000.00	-£123,000.00
AWLD Day Care	£467,000.00	£350,000.00	-£117,000.00
OA Day Care	£801,000.00	£407,000.00	-£394,000.00
<b>Grand Total</b>	<b>£1,593,000.00</b>	<b>£959,000.00</b>	<b>-£634,000.00</b>

**11. LEGAL IMPLICATIONS**

11.1. The Care Act has replaced the National Assistance Act 1948 and the NHS and Community Care Act 1990 in providing the framework for assessment and provision of services to meet an adults eligible needs for services, as well as their wider need for supportive and preventative advice, information and support in the community. In changing or altering services provided under Social Care legislation each individual's needs for services must be individually reassessed before changing the service or manner of delivery. In addition, in making proposals for service changes overall, there must be proper and meaningful consultation with service users, their families and any stakeholders, to enable and facilitate clear understanding of the proposals and enable stakeholders to express their views effectively.

11.2. An obligation to consult on proposals for service changes arises either as a result of statutory requirement, or as a result of the operation of the principle of legitimate expectation, i.e. as a result of previous statements or practice adopted by the Council when making proposals for change; or an obligation to consult can arise from the principle of fairness, reasonableness and rationality in public law decision making.

- 11.3. The general principles involved in consultation are that the proper parties, i.e. those who will be affected, or have a legitimate interest in the proposals, are consulted, at an early enough stage to enable their response to be taken into account in making decisions; that all the necessary and relevant information is provided, in accessible and comprehensible format; that there is the opportunity ( and sufficient time) to raise questions and to express opinions during the decision making process, and before provisional and final decisions are made.
- 11.4. Therefore preliminary consultation as to the possible options should take place, even if at that stage only outline proposals are discussed, enabling more complex and detailed proposals to be worked up. In this case the proposed changes to travel assistance were initially raised during the remodelling of Day Care, where some of the options and proposals were discussed with those involved. There is some discussion as to the difference, if any, between consultation with relevant parties and involvement of those parties in the decision making, as case law in this area develops; in reality, there is now little distinction between the two processes. Therefore, in the matter of R( Robson) v Salford City Council [2015]EWCA Civ6 , the Court found that in practise, the Council had fulfilled requirements of consultation , as the persons affected by the changes had been in effect, individually involved in the Councils decision- making.
- 11.5. Lord Woolf MR remarked in R v North and East Devon Health Authority Ex p Coughlan QB213 that ...” It is common ground that, whether or not consultation of interested parties and the public is a legal requirement, if it is embarked upon it must be carried out properly. To be proper, consultation must be carried out at a time when the proposals are at a formative stage; it must include sufficient reasons for particular proposals to allow those consulted to give intelligent consideration and an intelligent response; adequate time must be given for this purpose; and the product of consultation must be conscientiously taken into account when the ultimate decision is taken”.
- 11.6. Good practice indicates that consultation should take place on the basis of a formal document, setting out the proposal/s and the reason/s why they are being made. Opportunity should be given for discursive response, avoiding a “tick box” approach, allowing the respondent to give reasons for their views. Clear explanation as to why any preferred option is favoured above the rest should be available, and the positives and negatives of each option should be explained. Projected difficulties or reasons why any option is not to be pursued should also be set out clearly. In addition to formal documentation, other consultation events should be arranged, as well as opportunities to communicate with respect to the proposals, via other media and in other ways.
- 11.7. The Courts have considered what constitutes “sufficient information” in two recent cases, R( United Company Rusal Plc) v London Metal Exchange [2014] EWCA Civ 1271 and R (Moseley) v Haringey LBC [2014] 1WLR 3947. In Rusal, the Court held that the information must enable those affected by the proposal to make a proper response to the proposal actually being made, not, “ in general, ...to providing options or information about proposals which it is not making unless there are very specific reasons for doing so”. However, Lord Reed in Moseley held that the duty to provide information /consult depends on context; “specifically the purpose of the consultation”, and, in context, this meant a need to provide information on alternatives to the preferred option.

- 11.8. However, there is no real conflict between these two judgements. It is clear that the requirement is to explain the reasons for the preferred option, with the consequences of its adoption. Alternatives, and the reasons for them not being pursued, should also be clear, transparent and explicable. The decision making authority should take into account the results of the consultation, duly evaluate them and respond to them when making final recommendations and decisions.
- 11.9. The Equalities Act 2010 (the Act) introduced a new public sector equality duty (the equality duty or the duty). It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. In summary the Council must, in the exercise of its functions, have due regards to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited under the Act.
  - Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - Foster good relations between people who share a protected characteristic and those who do not.
- 11.10. The duty continues to be a “has regard” duty, and the weight to be attached to it is a matter for the Mayor to decide, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.
- 11.11. The Equality and Human Rights Commission (EHRC) has issued “Technical Guidance on the Public Sector Equality Duty” and statutory guidance the “Equality Act 2010: Services and Public Functions & Associations Statutory Code of Practice”. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to chapter 11 which deals in particular with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The Statutory Code and the Technical Guidance can be found at [www.equalityhumanrights.com/legal\\_and\\_policy/equality-act-codes-of-practice-and-technical-guidance/](http://www.equalityhumanrights.com/legal_and_policy/equality-act-codes-of-practice-and-technical-guidance/)
- 11.12. The EHRC has previously issued five guides for public authorities in England giving advice on the duty:
- The essential guide to the public sector equality duty
  - Meeting the equality duty in policy and decision making
  - Engagement and the equality duty
  - Equality objectives and the equality duty
  - Equality information and the equality duty
- 11.13. The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duty and who they apply to. It covers what public authorities should do to meet the duty, including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at:

## **12. EQUALITIES IMPLICATIONS**

- 12.1. A full Equalities Analysis Assessment (EAA) has been completed and used to inform this section.
- 12.2. An analysis of the responses for these proposals and can be found in Appendix 8.
- 12.3. The Equalities Analysis Assessment suggests that:

### **Disability**

- 12.4. Given the nature of the service being provided people with disabilities would be disproportionately impacted by the proposals when compared to the population of Lewisham as a whole. By comparison this group are proportionate of other service users in Adult Social Care. The largest group who would be affected by the proposal are adults with learning disabilities who make up 40% of the overall service users, followed by over 65 who make up 31%.

### **Ethnicity**

- 12.5. The proposals will have a medium negative impact on people from black and minority ethnic groups compared to other groups of service users. 59% of people currently using travel identify as begin from a BME group as opposed to 46% of Lewisham's population. By contrast 39% of service users identify as being white compared to 54% of the population. It should be taken into consideration that one of the groups being supported is a culturally specific service which accounts for 12% of the overall service users, impacting on the results.

### **Age**

- 12.6. 60% of people on transport fall into the 18-64 age range, compared to 88% for the adult population of Lewisham. By comparison the 65+ age group accounts for 40% of people on transport but 12% of the adult population, meaning overall older people are likely to be disproportionately affected by changes to transport. This reflects the needs of older people, who are more likely to require travel support as they become physically frail.

### **Gender**

- 12.7. There is no disproportionate impact across genders.

### **Marital Status**

- 12.8. More people identified as being single or unmarried will be affected by the proposals. This is a consequence of the service users who are either unlikely to be married if they are younger or widowed if they are older.

### **Religion**

- 12.9. There is no disproportionate impact across religions.

### **Sexuality**

- 12.10. There is no disproportionate impact across sexual identity.

### **Mitigation**

12.11. The assessment of need will not take into consideration a person's protected characteristics, only their individual travel needs. As such the policy will promote equality of opportunity based on the outcome of an individual's assessment. The policy also recognises that people will still have a need for support with travel but allows the Council to offer a range of offers to meet those needs, as such the support is not necessarily being removed but may be delivered in a more appropriate form.

### **13. ENVIRONMENTAL IMPLICATIONS**

13.1. There are no specific environmental implications arising from this report.

#### **Background Documents**

Adult Social Care Efficiency Programme

<http://www.local.gov.uk/documents/10180/11779/LGA+Adult+Social+Care+Efficiency+Programme+-+the+final+report/8e042c7f-7de4-4e42-8824-f7dc88ade15d>

Putting People First

Transforming Social Care

<http://webarchive.nationalarchives.gov.uk/+www.dh.gov.uk/en/SocialCare/Socialcareref orm/Personalisation/index.htm>

The Care Act

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Caring for our future

<https://www.gov.uk/government/publications/caring-for-our-future-reforming-care-and-support>

Care and Support Statutory Guidance

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/315993/Care-Act-Guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/315993/Care-Act-Guidance.pdf)

For further information on this report please contact:

Heather Hughes, Joint Commissioning Lead Complex Care & Learning Disability on 020 8698 8133 and Joan Hutton, Head of Adult Assessment and Care Management on 0208 314 8364.

# **APPENDIX 1: STANDARD VERSION OF JOINT TRAVEL ASSISTANCE POLICY CONSULTATION PAPER**

Appendix attached with report.

## **APPENDIX 2: PHOTOSYMBOL VERSION OF JOINT TRAVEL ASSISTANCE POLICY CONSULTATION PAPER**

Appendix attached with report.

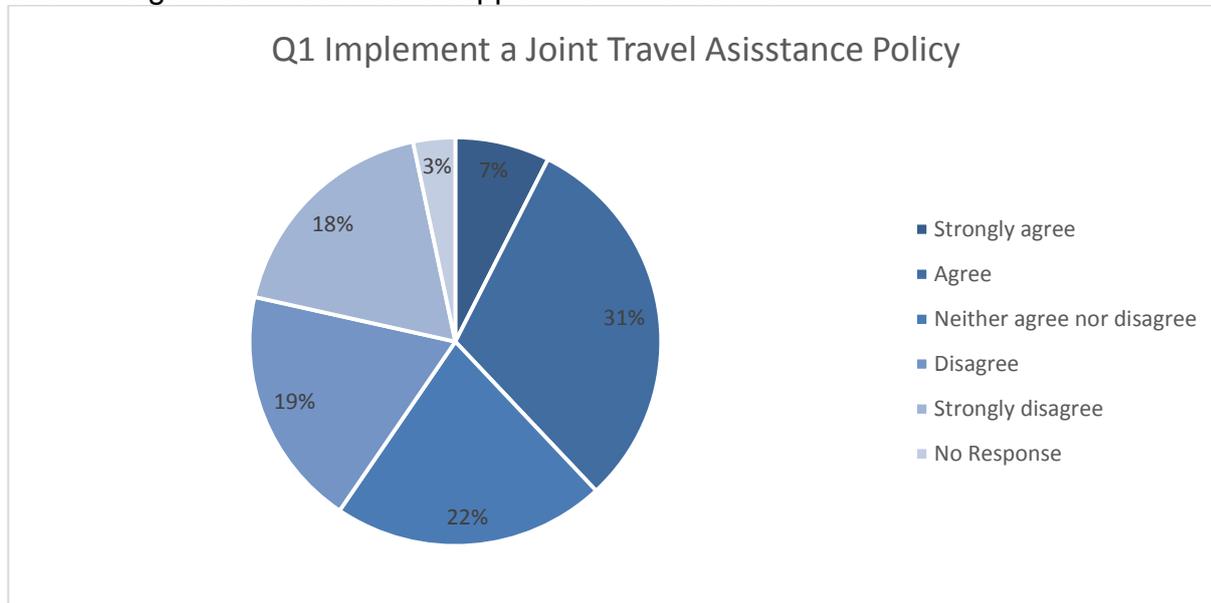
## APPENDIX 3: CHRONOLOGY OF CONSULTATION MEETINGS

<b>Date</b>	<b>Location</b>	<b>Time</b>	<b>Attendance</b>
Friday 27 January	Civic Suite	12.30pm – 2pm	10
1 February	Parent & Carer Forum	9.30am – 12.00pm	15
Tuesday 7 February	Civic Suite	6.30pm – 8.00pm	2
Monday 20 February	Civic Suite	11am – 12.30pm	10
Wednesday 8 March	Civic Suite	6.30pm – 8.00pm	2
Friday 17 March	Cinnamon Court	10.30am - 11.30am	15
Friday 17 March	Mulberry Community Hub	1.30pm - 2.30pm	25
Monday 20 March	Leemore Community Hub	10.30am - 11.30am	9
Tuesday 21 March	Cedar Court Day Centre	10.30am - 11.30am	22
Tuesday 21 March	Sydenham Community Hub	1.00pm - 2.00pm	11
Wednesday 22 March	Nexus New Beginnings	11.00am - 12.00pm	4
Wednesday 22 March	Ladywell Day Centre	1.00pm - 2.00pm	26

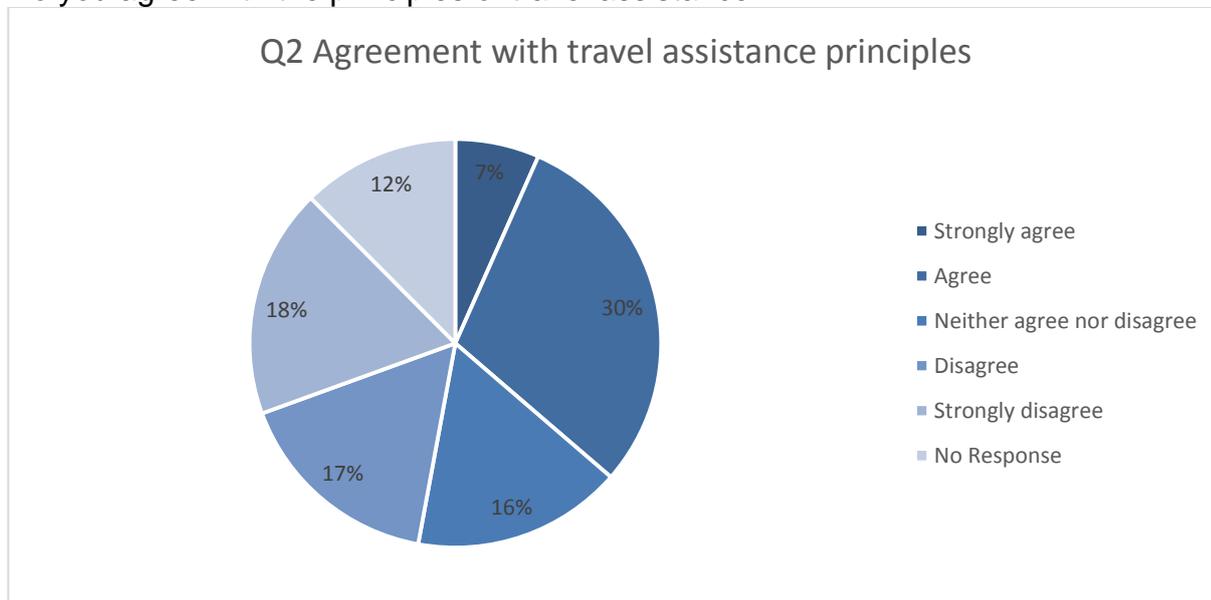
## APPENDIX 4: CONSULATION RESPONSE ANALYSIS

### Proposal 1: implement a Joint Travel Assistance Policy

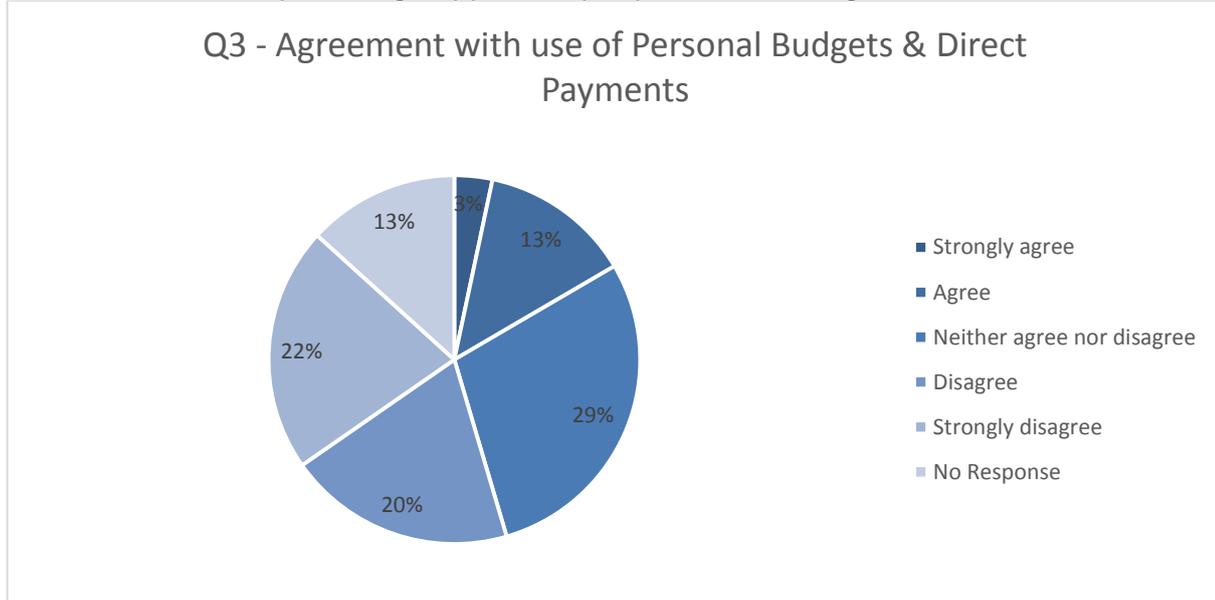
Do you agree with the proposal to implement a joint travel assistance policy covering young people over 16 with a special educational need attending education and adults aged 18 and over who get adult social care support from the Council?



Do you agree with the principles of travel assistance?

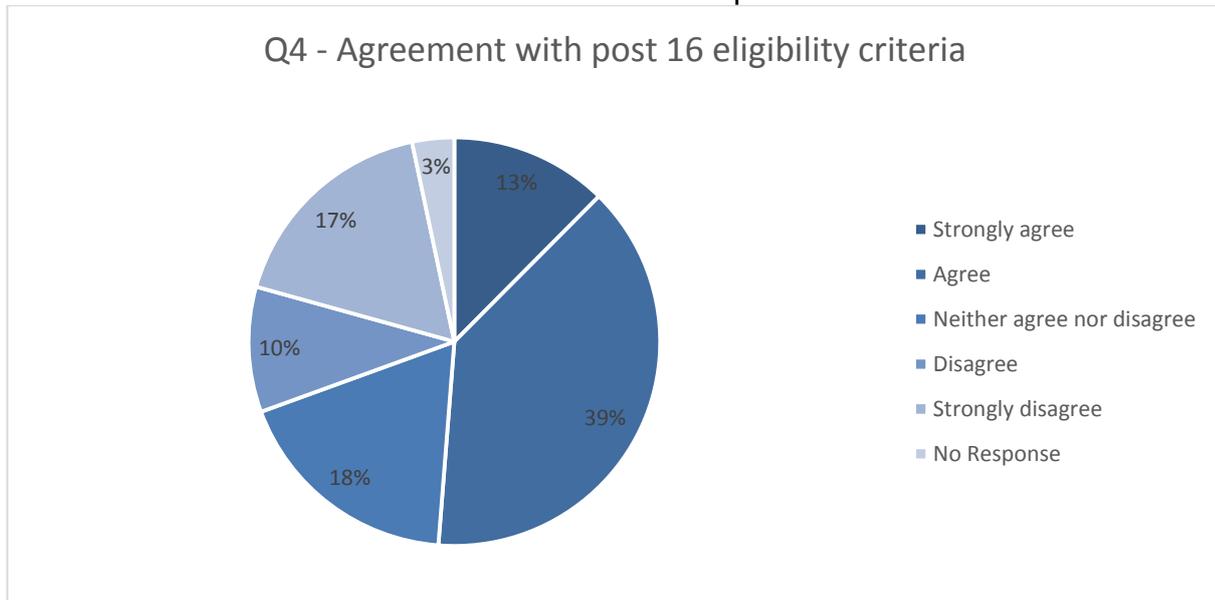


Do you agree that personal budgets and direct payments would be a least restrictive and suitable method of providing support for people who are eligible for assistance to travel?

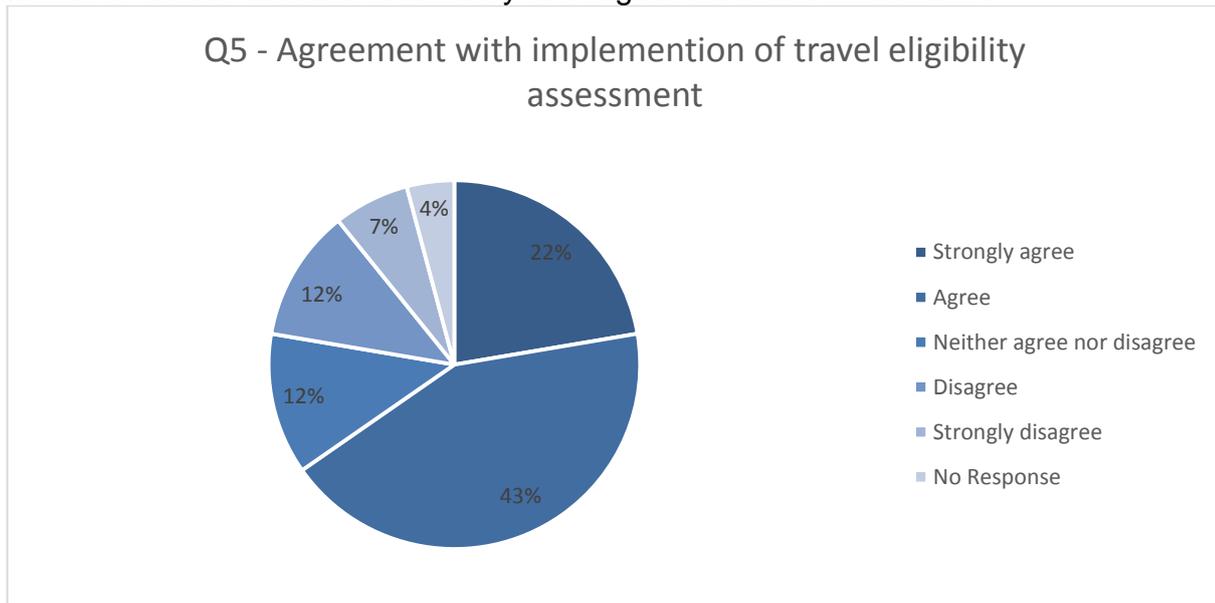


**Proposal 2: Implement a travel assistance eligibility assessment**

Do you agree that the travel assistance eligibility criteria should be the same for all post-16 educational travel assistance and adult social care provision?

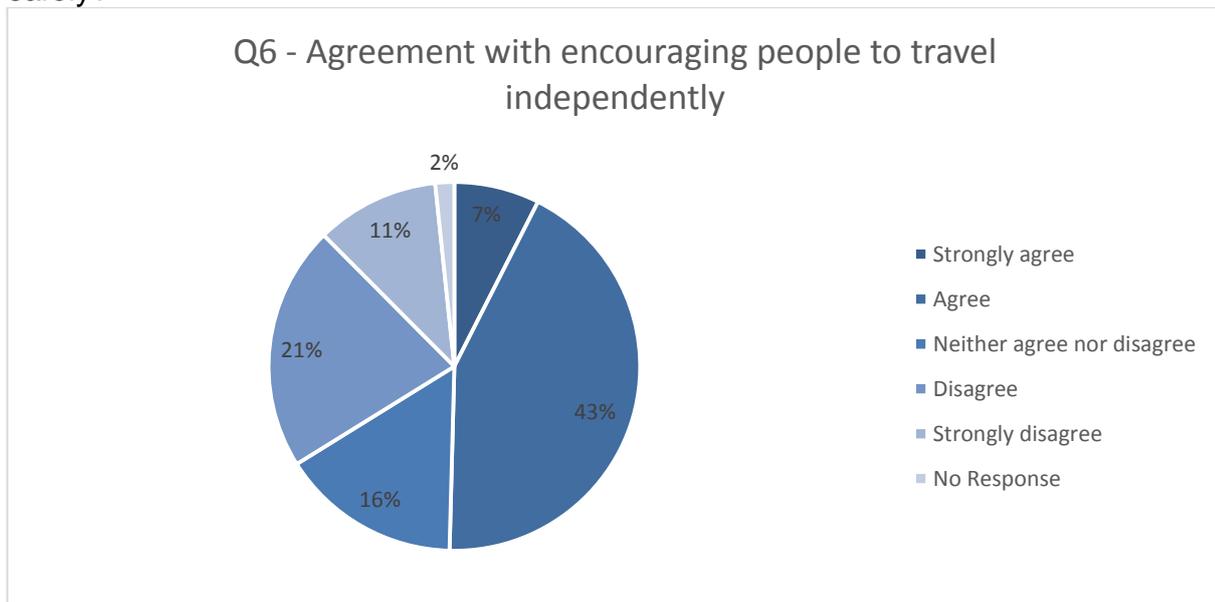


Do you agree, as with other services, the Council should do an assessment of a person's needs to decide whether or not they are eligible for travel assistance?



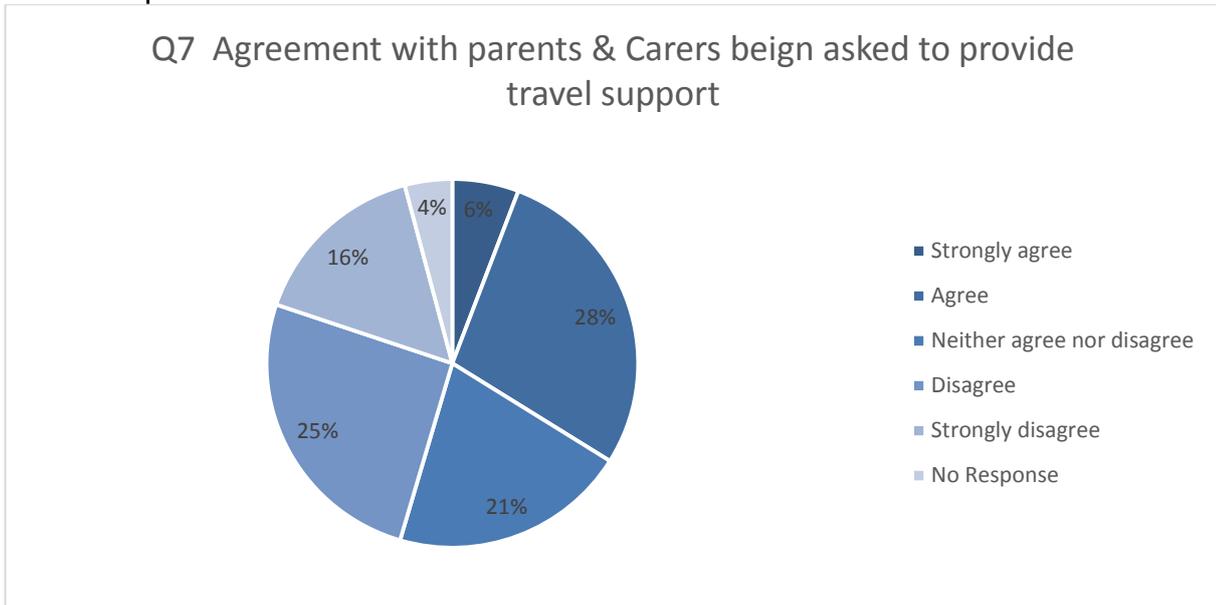
**Proposal 3: People will be encouraged to travel more independently by using existing travel arrangements and services within the community**

Do you support our aim of encouraging people to travel independently, if they are able to do so safely?



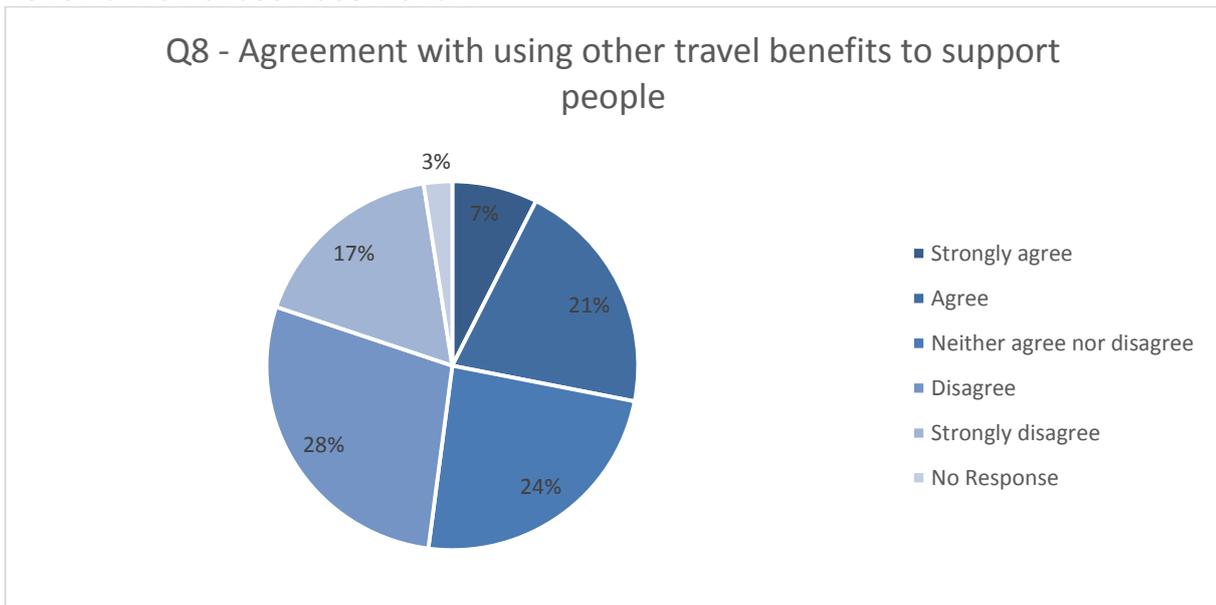
**Proposal 4: Parents and carers will be encouraged to support people**

Do you think families and carers should be asked how they can help support people’s travel needs as part of their assessment?



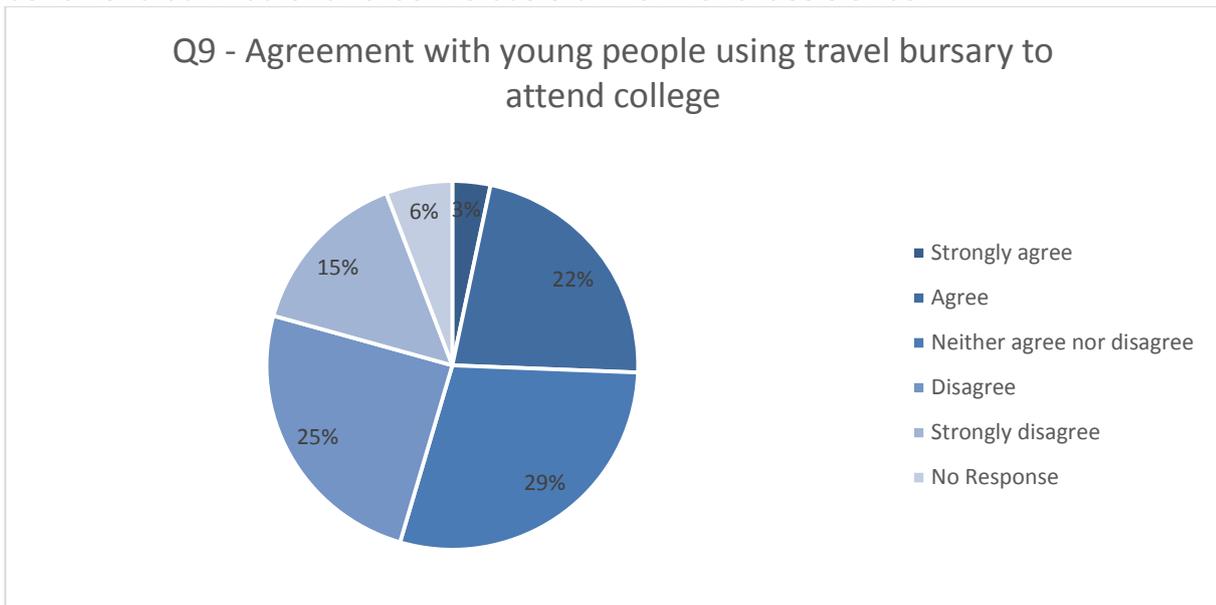
**Proposal 5: Existing travel benefits will be considered for travel assistance**

Should existing mobility benefits or travel concessions be the main method that people use to travel to their chosen destination?

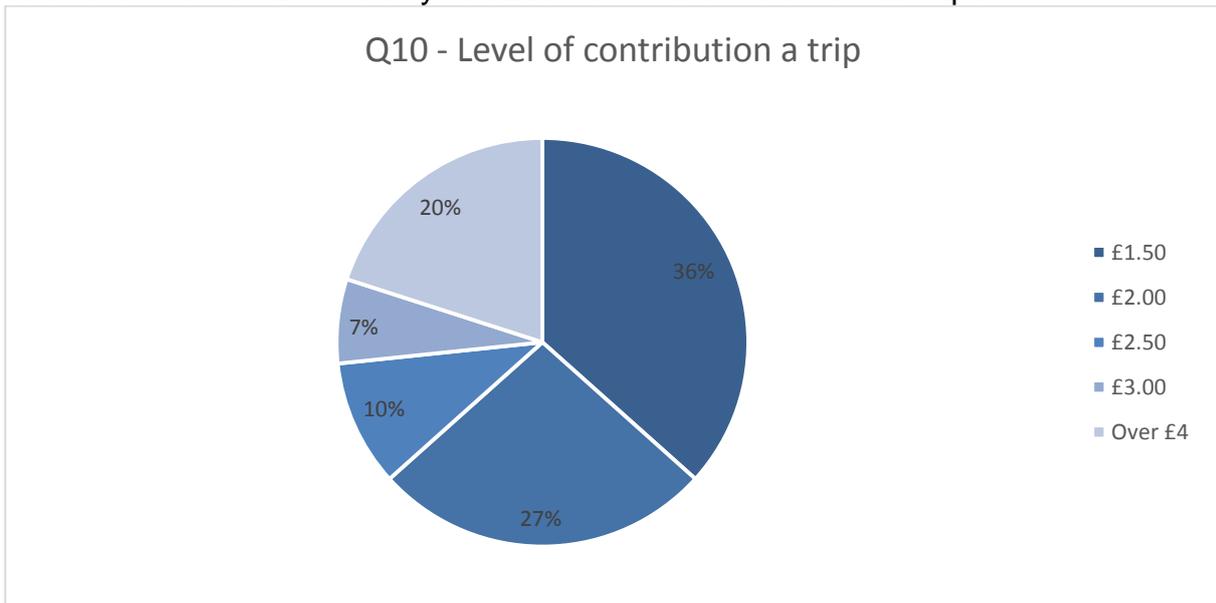


### 16–25 educational travel assistance

Is it fair to expect young people to use some of their vulnerable person's bursary/ travel benefits to contribute towards the costs of their travel assistance?



What level of contribution do you think is reasonable for a return trip?



## APPENDIX 5: PHOTO-SYMBOL RESPONSE ANALYSIS

	Proposal 1: implement a joint travel assistance policy	Proposal 2: Implement a travel assistance eligibility assessment	Proposal 3: People will be encouraged to travel more independently	Proposal 4: Parents and carers will be encouraged to support people	Proposal 5: Existing travel benefits will be considered for travel assistance
I agree	6	5	1	0	2
I don't know	0	0	2	3	3
I don't agree	9	10	12	10	9
Total	15	15	15	13	14
I agree	40%	33%	7%	0%	14%
I don't know	0%	0%	13%	23%	21%
I don't agree	60%	67%	80%	77%	64%

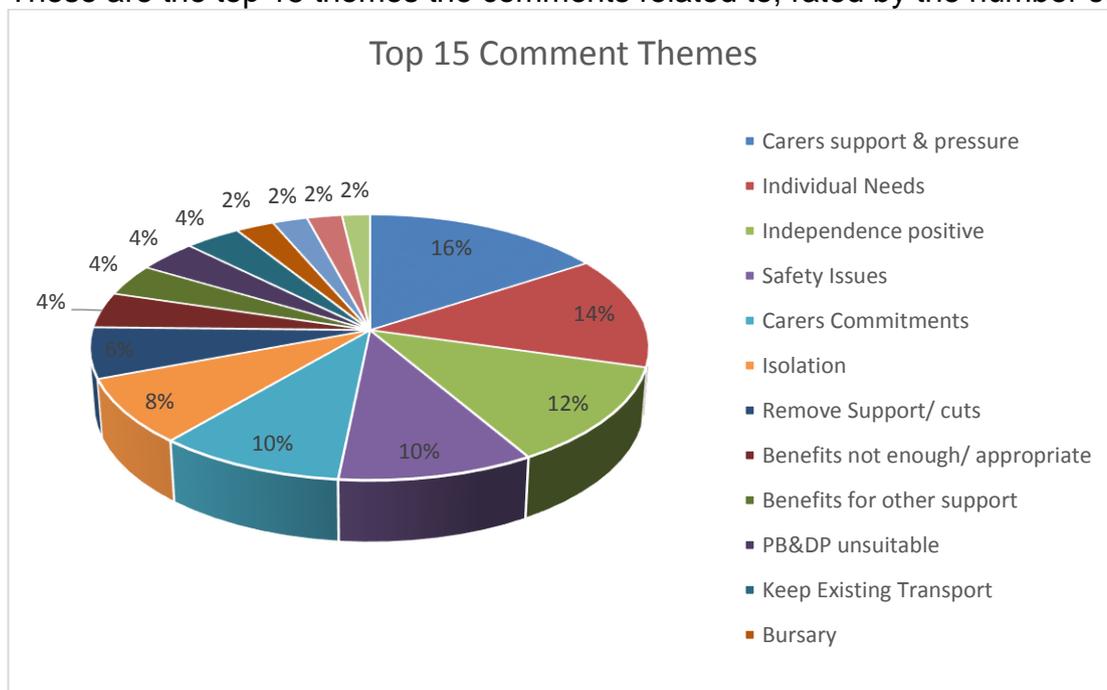
## APPENDIX 6: COMMENTS ANALYSIS

### Analysis of Comments from the consolation questionnaire

Analysis of comments included as part of the consultation questionnaire.

Comment	Sum of Count
Carers support & pressure	69
Individual Needs	60
Independence positive	53
Safety Issues	44
Carers Commitments	42
Isolation	35
Remove Support/ cuts	27
Benefits not enough/ appropriate	19
Benefits for other support	17
PB & DP unsuitable for support	17
Keep Existing Transport	16
Bursary	11
Carers should support	10
Policy details	10
PB & DP are not enough to support	8
<b>Grand Total</b>	<b>438</b>

These are the top 15 themes the comments related to, rated by the number of comments.



All comments and topics commented on in the consultation responses

Count	Topic	Comment
7	Assessment completed	Comments that assessments have already been carried out which identify needs
5	Benefits considered	Comments that DLA and PIP should not be the main method of support, but should be taken into consideration
14	Benefits for other support	Comments that travel benefits are to cover non-care related travel expenses and would deprive families and carers of income
2	Benefits for other support	Comments that these proposals and specifically the use of PIP and DLA will deprive households of income
1	Benefits for other support	Comment that DLA and PIP are there to provide other support and not for the Council
8	Benefits not enough/ appropriate	Comment that people may need more physical support in order to fully utilise their benefits or Motability car
5	Benefits not enough/ appropriate	Comments that some forms of benefit, like bus passes, might not appropriately meet people's needs
5	Benefits not enough/ appropriate	Comments that DLA and PIP alone are not enough to cover the cost of transport
1	Benefits not enough/ appropriate	Comment that the Taxicard scheme is too expensive and of little use
5	Bursary	Comments that respondents do not receive benefits/ bursary
4	Bursary	Comments agreeing that the bursary should be taken into consideration
2	Bursary	Comments that the amount considered should be capped and other education costs are also covered by the bursary
26	Carers Commitments	Comments that the other commitments to work and family need to be considered before asking family and carers to provide more support
11	Carers Commitments	Comments that family and carers have to work and have other commitments which need to be taken into consideration
4	Carers Commitments	Comments that the support required by the family and carer to help with this needs to be considered
1	Carers Commitments	Comment that parent or carer may not be available to drive a Motability Car when required
7	Carers should support	Comments supporting the proposal that family and carers should be involved in providing support
3	Carers should support	Comments that family and carers should be involved in the assessment for travel assistance
30	Carers support & pressure	Comments that family and carers already provide a lot of support
16	Carers support & pressure	Comments that families and carers are under pressure and cannot provide any more support
12	Carers support & pressure	Comments on the ability of carers to provide more support in addition to what they currently provide
6	Carers support & pressure	Comments that family and carers should not be pressurised or made to feel guilty for not providing travel assistance

Count	Topic	Comment
5	Carers support & pressure	Comments that if the family and carers provide travel support they will require more support / respite
6	Consult sham	Comments that the consultation is pointless as the Council has already decided what to do
4	Contribution	Comments that people would be willing to pay a contribution towards keeping the current travel provision
27	Independence positive	Comments showing agreement with the proposal to encourage independence
26	Independence positive	Comments that independent travel would need to be safe and appropriate, according to individual need
16	Individual Needs	Comments that any assessment must be around individual needs
9	Individual Needs	Comments agreeing with an assessment to support individual travel needs
8	Individual Needs	Comments questioning who will decide if a person can travel independently; and that carers should make that decision
7	Individual Needs	Comments that travel assistance must meet people's needs and be appropriate for them
7	Individual Needs	Comments agreeing that the policy needs to take into consideration individual's needs, and that the policy needs to recognise that.
6	Individual Needs	Comments that encouraging independence may require people to have more costly & appropriately trained support
4	Individual Needs	Comments that this would depend on people's individual needs
2	Individual Needs	Comments that people receiving support should be considered as adults and independent of their family
1	Individual Needs	Comment that the assessment must be undertaken by a professional
13	Isolation	Comments that this would be unfair or have a negative impact on attendance
11	Isolation	Comments that vulnerable and disabled people will be unable to get out and will be at risk of isolation
7	Isolation	Comments that the proposed policy will have an overall negative impact on people
4	Isolation	Comments that without travel assistance people would not get out and attend their services
10	Keep Existing Transport	Comments that the current transport is most suitable and make no changes
5	Keep Existing Transport	Comments that the transport should be left as is
1	Keep Existing Transport	Comment that support with travel is important
7	Little alternative support	Comments that there is a lack of suitable alternative travel options or they are difficult to use
6	PB&DP - not enough	Comments that Personal Budget or Direct Payment will not be enough to cover costs, or will not be an efficient means of providing support
2	PB&DP - not enough	Comments that people are unsure if Personal Budget & Direct Payments will be enough to cover the cost of transport
1	PB&DP appropriate	Comment agreeing that a Personal Budget or Direct Payment would be an appropriate means of support

Count	Topic	Comment
12	PB&DP unsuitable	Comments that the Personal Budget or specifically the Direct Payment may be too difficult to manage and may be misused as a consequence
3	PB&DP unsuitable	Comments which were confused how Direct Payments work and concerned people would be given money for the bus
2	PB&DP unsuitable	Comments that the administration and payment of Direct Payments can take too long
5	Policy details	Comments people uncertain about how the policy will be applied
3	Policy details	Comments that the criteria for adults are very different and not suitable to assess children
2	Policy details	Comments that young people and adults are very different user groups and will not be served by a joint policy
10	Remove Support/ cuts	Comments that cuts to vulnerable people are unfair and a lot of other services/support has already been reduced
6	Remove Support/ cuts	Comments that encouraging independence is an excuse for cost cutting
5	Remove Support/ cuts	Comments worried that this is going to remove support for vulnerable people
3	Remove Support/ cuts	Comments that the assessment will be an excuse to remove/ reduce services
3	Remove Support/ cuts	Comments that the policy was only about cutting costs or services
12	Safety Issues	Comments on the proposed policy's impact on people with complex needs and who are vulnerable
8	Safety Issues	Comments highlighting the risks of travelling in public transport or in the community
7	Safety Issues	Comments that the safety of vulnerable people should be the most important principle
6	Safety Issues	Comments that independent travel would not be suitable for the respondents family or anyone
6	Safety Issues	Comments that public transport is not suitable for vulnerable people or can present a risk to them when mixing with other members of the public
5	Safety Issues	Comments that the person would not be able to travel independently

## Comments and responses from consultation meetings

Number of times specific topics were brought up in questions or comments during consultation meetings held between January and March 2017.

Topic	# responses
Assessments	48
Independent Travel Training	37
Travel safety	28
Public transport	23
Implementation	20
Carers	20
Individual needs	19
Children's travel	19
Current Provision	18
New provision suitability	18
Saving /cuts	11
Continuity of service	11
DLA/PIP	11
Consultation	11
Policy	11
Independence	9
PB & DP	8
Mayor & Cabinet Decision	8
Cost Effectiveness	6
Disruption/ change	6
Foregone conclusion	5
Evening Club	5
Keep current transport	3
Charging for transport	2
Eligibility	2

Meetings	Date of Meeting	Comment	Question	Grand Total
Consultation Meeting Civic Suite	27/01/2017	7	38	45
	07/02/2017	1	14	15
	20/02/2017		34	34
	08/03/2017	1	14	15
Parent & Carer Forum	01/02/2007		16	16
Consultation Meeting Cinnamon Court	17/03/2017		8	8
Consultation Meeting Mulberry Hub	17/03/2017	12		12
Consultation Meeting Leamore Hub	20/03/2017	7		7
Consultation Meeting Cedar Court	21/03/2017	4	3	7

<b>Meetings</b>	<b>Date of Meeting</b>	<b>Comment</b>	<b>Question</b>	<b>Grand Total</b>
Consultation Meeting Naborhood Hub	21/03/2017	12		12
Consultation Meeting Ladywell Day Centre	22/03/2017	1	18	19
Consultation Meeting Nexus New Beginnings	22/03/2017		9	9
<b>Grand Total</b>		<b>45</b>	<b>154</b>	<b>199</b>

## APPENDIX 7: RESPONSES TO QUESTIONS RAISED DURING CONSULTATION

Question	Answer
When will the assessments be completed?	After the consultation on travel assistance ends in April the proposals and your responses to them will go to the Mayor and Cabinet for a decision. The assessments are due to begin in June with a plan to finish by January.
Why can the assessments not take place sooner?	The Council will take into consideration the feedback and suggestions from the consultation, which is asking about the principles of the Travel Assistance policy. These will then become the basis of the policy which will then apply to the assessments.
Will my transport suddenly stop while the assessment takes place or will people drop-off?	Travel assistance will not suddenly stop and will continue to be provided while the assessments take place. As these will take until approximately January there may be no changes until next year. In order to help the transition for people there may be a phased approach to the implementation as the assessments are completed.
It seems like the Council undertake a review after a review and the uncertainty is hard. Why carry out another review or assessment?	The Council does appreciate how it seems that every time it wants to make a change in Adult Social Care there is a review or assessment. The Council needs to make sure that it has the right picture of the person's needs, which is why it undertakes assessments. People supported by Adult Social Care should also have an annual review to ensure that their care is still appropriate, as people's needs can change over time.
What if we don't agree with the assessment, or with the indicative budget which has been calculated?	You can discuss this with the support planner during the assessment and you can still make a complaint about the assessment. For travel assistance relating to schools and colleges there is an appeals process in place with SEN.
How will the assessments take place, historically they have taken a long time?	There will be two stages of the assessment: the first part asks questions to identify a person's needs and the second part is with a support planner to work on how to meet eligible needs. Planning support for a person will probably take a number of meetings which is why these assessments will take 6 months to complete.
You mention PIP and DLA in the consultation. Will you be using the same assessment criteria? And if so will you be implementing the new changes in the PIP assessment?	The Council will not be using the DLA or PIP assessment. The Council has considered using similar criteria, taking the physical and mental capacity of a person into account in the assessment. For example, it may be that a person can physically get onto public transport and travel but there are other risks associated with their mental ability or behaviour which means that using public transport would not be appropriate.

Question	Answer
What do you mean by a reasonable and appropriate alternative for travel assistance?	It would depend on the assessment and what the person is able to do. An appropriate alternative may be a travel buddy on public transport; or it might be that the family are happy to have a Direct Payment to cover the costs of travel, make their own arrangements and manage their support. Other options could include independent travel training for those who are able or the use of more flexible, smaller vehicles for some journeys.
Assessments must follow Care Act, so why is there the need for another assessment if the first one was competently carried out?	<p>The previous assessment did not consider the questions The Council are proposing in this consultation. These will give the Council more information in order to understand people's needs for travel assistance, and therefore what would be an appropriate means of supporting them. As the current assessment doesn't include these it would be difficult to understand what a person's needs are.</p> <p>As the Council is proposing a different assessment criteria from the current one used it is only fair that it consult on the potential changes taking place.</p>
Some people get more in their budget than me, yet our circumstances are similar, so how can I afford to pay for transport as well?	Everybody's circumstances are different, even if it looks like they are the same. The assessments identify people's individual needs and therefore the budget they receive for care is likely to be different from someone else's.
According to the Care Act consideration should be given to carers, will that happen with these assessments?	The Council does recognise the important role that carers have to play in providing support and the Care Act is clear about the Council's duty to support carers and assess their needs. It is also clear that the Council should ask how carers can help in meeting people's needs, which is what is being proposed.
If I receive PIP/DLA does that mean I will not get support from the Council? Could people who receive PIP/DLA pay something towards the cost of transport?	The proposal is to take into consideration the use of DLA or PIP as a means of meeting people's travel needs. This will be included in the assessment and its use will depend on individual circumstances identified in the assessment. The use of the benefit to contribute towards the cost of travel assistance is something the Council could consider in the future and this will be included in the feedback.

Question	Answer
In the consultation mention people with complex travel needs will be identified in the assessment but what does complex mean?	<p>The Council recognises that some people's needs for travel assistance are greater than others, and their ability to travel independently may be limited by those needs. An example of these needs may be someone who has significant physical disabilities or may not be able walk far without assistance; they may not be able to plan a journey or have the mental capacity to travel safely.</p> <p>The individual assessment aims to identify people with those needs and find a suitable and appropriate means of supporting them. There may be a range of options as to how this person's travel needs can be met appropriately without being limited to using a bus provided by the Council.</p>
Will people with complex needs continue to receive transport?	Yes, if the most appropriate form of assistance for a person with significant travel needs is to continue to receive support directly from the Council then that is likely to continue. It should also be recognised that there will be other options available which currently aren't on offer, which may also be appropriate to support people.
Will the feedback be listened to if we strongly disagree? It is felt that consultations are a done deal.	These meetings are an opportunity for officers to feedback all information from the consultation to the Mayor and Cabinet, who will make a decision taking those results into consideration. These documents are normally public so people will be able to see what is included in them. The Council will take the feedback on board and make changes and adjustments to the proposals as necessary.
Won't it cost a lot of money to review all those people who receive transport?	There is already a team of social workers able to support this project.
If you are giving people DP and handing out contracts to private hire companies how will you save money?	This will still be a more cost effective option and will also allow choice.
You talk in the questions about promoting independence but isn't this is just about saving money?	<p>It would be wrong not to acknowledge that there are financial pressures on the Council which means it has to look at ways of delivering services more cost effectively and creatively but the consultation paper also clearly states that it is looking at ways of promoting independence and choice. The Council has a duty to apply the principles of the Care Act, which requires us to promote independence and choice. At the moment the Council feels that there current assistance does not offer enough choice or enough options to promote independence.</p> <p>Promoting and developing independence could start with letting people travel from home to school, day centre or college with the aim of helping them to build up their confidence to do something else.</p>

Question	Answer
	<p>Each person has a different potential in terms of independence and that is where the assessments come in in terms of identifying what is the individual's potential.</p>
<p>Are you saying that everyone will get a budget and the Council will carrying on paying to provide the transportation?</p>	<p>The Council is not implying this. The Direct Payment can be used to purchase travel assistance for each person and will replace the current travel assistance arrangements. If people decide they do not want a Direct Payment and opt for a Personal Budget then the Council can commission a service to provide that support for them.</p> <p>People will not be given money to purchase support and then have that support provided by the Council.</p>
<p>If you take a Direct Payments would you get the fare to go on the bus instead?</p>	<p>No, the Council would not normally provide money directly like that; and TFL buses no longer take money. The Council could provide you with a Direct Payment to provide travel support provided by a private hire company, or to employ a personal assistant to help you onto the bus if that is what you would prefer. If you wanted to get the bus you can also apply for a Freedom Pass to do so.</p>
<p>With the use of benefits for travel is there going to be a charge or financial assessment of these taking place?</p>	<p>There is nothing in the consultation paper which mentions we are consulting or considering a charge or financial assessment for transport at this time.</p>
<p>Do you intend to allow children to travel in taxis?</p>	<p>Children should be accompanied by an escort if taking a taxi or private hire vehicle.</p>
<p>With all the proposed changes, will the transport be in exactly the same form as it is now?</p>	<p>The assistance provided would depend on what is appropriate for that individual's needs and may not be exactly the same as it is now. If another form of travel assistance was suitable and appropriate then the Council could make this change.</p>
<p>What if I provide support for someone who needs an escort when they travel as they are a risk when in a car?</p>	<p>The assessment should identify that need and take it into consideration. The appropriate support may be to provide an escort to accompany you in the car to reduce the risks to that person and you.</p>

Question	Answer
Will drivers from the private hire companies be trained and DBS checked?	There is a new system of evidencing the safeguarding procedures, DBS checks, qualifications and accredited training for private hire companies used by the Council. Questions about the training drivers undertake have been expended and the companies have to evidence this before they can be considered suitable to provide a service for the Council. This is monitored carefully to ensure that private hire companies are complying.
If a client didn't want to take the taxi how long would the drive wait until the service user was ready?	The contract costs with private hire companies incorporate a waiting time and there is set period of 5 minutes waiting time for drivers. If the company knew of cases where an individual takes longer the Council would be aware of this and make provision for it. The Council and providers aim to make sure everything is done to make the journey as smooth as possible.
What if I have a Taxi card but cannot use it as I cannot get in and out of the car without help?	Mobility difficulties will be picked up as part of the assessment and you can point this out to the social worker at the time. If it want to travel by taxi you can ask for an MPV to take you instead which should provide easier access.
Why is the Council promoting independence?	The Care Act is clear that the Council has a duty to promote choice and Independence, as well as provide support by the least restrictive means available. If it is safe and appropriate the Council's aim is that people should have the opportunity learn the skills and gain the confidence to be more independent. It is hoped this will help people in other areas of their life and that they feel able to do other things which are of benefit to them; like going to college or getting a job.
I'm epileptic, live on my own and can't get out. I'm worried that if the transport stops I won't be able to come here and will become isolated.	The Council will take all of that into account as part of the assessment and aims to ensure people can still access the activities they are currently taking part in. The Council recognises that public transport can be difficult for people with epilepsy, and other conditions, which is why support has to be suitable for the individual.
If the family have access to a Motability vehicle the consultation stated we would be expected to use it but will other circumstances like jobs and using it for other care commitments be taken into account?	Yes, carer and family circumstances can be taken into consideration as part of the Care Act assessment but the Motability vehicle contracts are clear that Motability vehicles are to be used for the benefit of the person receiving care. Therefore the assessment would need to clearly identify reasonable circumstances under which the vehicle cannot be used for its intended purpose.
With Lewisham Passenger Service you know people are safe, unlike buses where some routes are noisy, full of school children and unsafe. What if	There are risks associated with all areas of leading an independent life, not just when using transport.  Somehow we have to agree a safe way to reduce risk and feeling unsafe so that people can lead a fulfilled life.

Question	Answer
people are getting bullied on the bus?	<p>The Council recognises that the environment on public transport can at times be daunting for anyone, not just people with disabilities.</p> <p>By implementing travel training the Council aims to start giving people the confidence to participate in the community.</p> <p>The travel training identifies these issues and how to deal with the situation. If this proved to be too much of a risk for someone due to their abilities or conditions then travel training may not be the best option for them and other alternatives would be looked at. For example travelling with a buddy may be more appropriate in some cases.</p> <p>Part of work TFL to make more appropriate for all people and improving travel accessibility on buses (and other public transport).</p>
Are bus drivers be aware of people with disabilities needs on public transport? Not all disabilities are visible.	<p>TFL drivers undertake disability awareness as a part of their training and this is important for improving accessibility. The Council does get feedback that this could be improved upon and TFL is working to help people with less visible disabilities to access public transport with their "Please offer me a seat" scheme.</p> <p>To be a success this needs people with disabilities to start using public transport more often and engage with bus companies because as more people with disabilities use the service, more support should be offered to them.</p>
What if someone is unsafe and travels very badly, or cannot use public transport safely - is travel training still an option as proposed?	<p>The Council aims to promote people's ability to travel as safely and independently as is appropriate and possible. If a person has very complex needs or cannot use public transport then they would not be suitable for independent travel training. The travel trainer will discuss the needs and suitability of training with the family before it starts.</p> <p>Not everybody is going to be able to travel independently which is why other options, including the current assistance is still available for those who need it.</p> <p>The Council recognise that people's abilities can change over time and though a person may not be suitable for travel training now that situation may change in the future.</p> <p>The assistance provided will be appropriate for people's individual needs.</p>
What if my son doesn't want or need all of the travel training?	<p>The travel training is designed to allow for individual needs, it can be tweaked or changed to offer more support or less as is required. The training covers skills which are beneficial to each individual and which they can use on the bus and elsewhere; like queueing or how to manage noise in public. Independent travel training can help people as it is not a</p>

Question	Answer
	blanket approach, so consideration is given as to what might work for the individual.
What if the person being travel trained is not capable of calling anyone or is non-verbal?	<p>The travel trainer will work with the individual about what a suitable alternative would be, as there are options which can support people who are non-verbal. If this continues to be an issue which cannot be resolved then the person may not pass the travel training.</p> <p>This should be identified as an issue before the training starts as the person may not be a suitable candidate for travel training.</p>
Is travel training only to and from school for children at special schools, as some children who attend mainstream schools but have travel issues would benefit from ITT as well?	Currently travel training is a 2 year pilot only for those eligible for travel assistance to attend school or education. The next step is to look at the benefits and consider how travel training may be developed. We can look at what we do and what other options are available, like Red Bus Days with TFL. We would hope it will expand but don't know at this point.
What happens at the end of the travel training, will people be left without support?	<p>At the end of the training the trainer assess if the person is able to safely and confidently travel on their own. This will be agreed by the trainer with the individual and family before they let the person travel on their own. If the person does not pass the travel training then appropriate assistance can be put in place support them.</p> <p>During the training the trainer tries to build the young person's overall confidence to travel. Once they have completed one route they can start to look if other routes can be undertaken. The idea would be to train the person on new routes, when they moved to college for example. This way the person gains more confidence in their ability to travel independently.</p>
How will travel training take into account differences to daylight in summer and winter, or changes in school days?	The training can be revisited if required and adapt to conditions which the person finds challenging.
If the travel training pilot has targets to achieve, won't that put pressure on the trainers to pass people who may not really be safe to travel on their own?	<p>The travel training pilot will only identify and train people who have a good chance of passing and being independent. They will not train people who have very little chance of maintaining independence.</p> <p>The contract includes an agreement that people are trained to a required standard, to be able to travel safely and independently. If the trainers are not happy with a person's</p>

Question	Answer
	<p>progress they will not pass them as that would put the person in jeopardy and also put the future of the scheme at risk. It is not in the interest of trainers to pass people who are not able to travel safely.</p>
<p>How will the travel training look at all situations and train for every eventuality or risk?</p>	<p>The travel trainers are experienced in providing this support and have a lot of knowledge about the various situations which can occur on public transport. The training consists of a number of stages with the aim of building on people's confidence in dealing with situations. The trainers will go through a number of scenarios with people: what if the vehicle breaks down for example, and then show how that learning can be applied to different scenarios. Personal safety and risk management is a core part of the training.</p> <p>Travel training is signed off with the agreement of the family and the person before they have passed, so any issue or concerns can be brought up at that point.</p>
<p>What if with all the changes there is only one person left on a bus, will that still be provided if it's not cost effective?</p>	<p>Larger vehicles are often required for bigger groups of people and would depend on the individual needs of the people travelling on them. If a single person was on a large vehicle then the Council would find a more cost effective form of assistance which could be used which still meets a person's needs. Currently where using a larger vehicle is not cost effective the Council already looks at offering alternative, cost effective options.</p>

## APPENDIX 8: EQUALITIES RESPONSE ANALYSIS

### Question 1: Implement a Joint Travel Assistance Policy

#### Age

Across all individual age groups, respondents on average agreed with the proposal to implement the joint policy (43%) than disagreed(30%). Agreement with the proposal was higher amongst 18-39 year olds and those 60+, while those aged between 40-59 were more likely to disagree.

Response from those under 18 was limited to a single response though that was in favour of implementing the policy. 50-54 year olds were more likely not to respond regarding the joint policy.

#### Disability

For the proposal to implement the joint travel policy most people who responded that they had a learning disability or physical disability were likely to say they agreed with it (44% to 28%). People who responded they had mental health issues were split between agree and disagree while those with a sensory impairment were undecided.

#### Ethnicity

Respondents who identified as being from a black or black mixed background were more likely to agree with proposal to implement a travel policy, with 47% compared to 23% agreeing with the question. People who identified as English or Irish were marginally more likely to disagree with the proposal, though those from any other white background strongly agreed with it. Other ethnic groups were split on their support.

#### Gender

Women were more likely to disagree with the proposal to implement the policy (43% to 37%) and men more likely to agree (41% to 21%).

### Question 2: Principles of Travel Assistance Policy

#### Age

Regarding the principles of travel assistance in the consultation, on average for across all age groups 53% of people agreed with the principles, as opposed to 27% who disagreed.

Those aged 40-59 were more likely to disagree with the proposal, with those aged between 50-59 most likely to disagree (73% of age group and 15% across all age groups).

Those aged 18-39 were more likely to agree (60% on average and 13% in total across all age groups). Overall there was a marginal agreement with the principles of travel assistance presented in the consultation.

#### Disability

People with Learning disabilities, physical disabilities and long term health conditions were more likely to agree with the principles of travel assistance (46% on average). Those who responded with mental health were more likely to disagree with the principles (41%).

People who stated they had a sensory impairment neither agreed or disagreed (54%). This would suggest that people who have a sensory impairment may not know how the principles will affect them. It should be noted that all but one person with a sensory impairment also stated they have another disability.

### Ethnicity

People who identified as English disagreed with the proposed principles, while those who identified as Irish or other White ethnicity agreed with them. By contrast people who identified as Black were more likely to agree with the proposals, with from respondents from White and Black Caribbean and Asian backgrounds strongly disagreeing.

### Gender

Similarly women were more likely to disagree with the proposal (45% to 40%) while men were more likely to agree (44% to 28%)

## **Question 3: Use of Personal Budgets and Direct Payments for support**

### Age

The proposal to use Personal Budgets and Direct Payments as a means of supporting people was disagreed with by most people across all age groups. Those aged 40+ were more likely to disagree with using either form of payment, while those aged 30-34 agreed that this was the least restrictive means to provide support.

Across all age groups there were a significant number of responses which neither agreed nor disagreed with the proposal, suggesting that people were not clear about how Personal Budgets and Direct Payments would work.

This was supported by a number of comments which illustrated that people were unaware of how this would work in practice for transport. It suggest that work would need to be done during the assessment and support planning phase of the project to clarify how these forms of support work.

### Disability

All disability groups disagreed with the proposal that Personal Budgets and Direct Payments were the least restrictive means of providing support for transport. The margin of difference was lower for people who identified as having a Physical disability or long term conditions (6%) compared to the average for other disabilities (32% margin if difference).

### Ethnicity

Amongst all ethnicities there was no strong consensus on this proposal. People who identified as African were disagreed with the proposal, while people who identified as being Caribbean were more likely to be undecided. People from a White background were more likely to disagree, though people with Irish backgrounds were split. People from other mixed backgrounds and Asia were more likely to be undecided, apart from people who identified as Chinese who strongly disagreed.

### Gender

Both men and women disagreed with this proposal by an average of 43% to 20%.

## **Question 4: Implement eligibility criteria**

### Age

Overall and across all age groups there was agreement with the proposal to implement an eligibility criteria for travel assistance applied to people aged 16+. Only the 55-59 age group significantly disagreed (50% to 38%); and the 35-39 age group were undecided (50%).

### Disability

Most people who identified as having a disability agreed with the proposal that travel eligibility criteria should be the same for all people aged 16+. Only those with identified as having a mental health issue or sensory impairment disagreed with the proposal by an average of 33%, compared to the average of 55% for those who agree.

#### Ethnicity

Overall across all ethnicities people agree with the proposal for an eligibility criteria. The margin was smallest for people who identified as being White English, while people from any other mixed background were undecided.

#### Gender

Both men and women agreed with this proposal by 49% to 29%.

### **Question 5: Implement travel assistance assessment**

#### Age

Across all age groups respondents agreed with the principle of implementing an assessment to identify people's travel needs. Only those aged 25-34 were below the average response rate for agreement with the proposal, with those aged 25-29 split in the middle.

#### Disability

All people who stated they had a disability agreed with the proposal to implement an assessment to identify people's travel needs (71% average across all groups).

#### Ethnicity

Across all ethnic groups people agree with the proposal to implement an assessment for travel assistance.

#### Gender

Both women and men strongly agreed with this proposal, 68% to 14%.

### **Question 6: Support people to travel independently**

#### Age

Most respondents across all age groups agreed with the proposal to encourage people to travel independently if it was safe to do so. Agreement was highest between 30-44 and 55+ (68% on average). The 25-29 age group were undecided, with a 43% split between agree and disagree. The 50-54 age group disagreed with the proposal (53% to 37%).

#### Disability

All groups who identified as having a disability apart from those with mental health issues and long term conditions agreed with the proposal to encourage people to travel independently if it were safe to do so. This may reflect the specific needs of those two groups or their perception of safety and independence relating to travel.

#### Ethnicity

On average most ethnic groups agreed with the proposal to support people to travel independently. Only people who identified as being from Any Other Black Mixed background or Chinese disagreed with the proposal.

#### Gender

Again both women and men strongly agreed with this proposal, 56% to 26%.

## **Question 7: Family and carers asked to provide travel assistance**

### Age

Most age groups disagreed with the proposal to ask family members and carers to provide travel assistance. The only groups who did agree with the proposal were those in the 18-24 age group (44% agreed to 22% disagreed) and the 60+ age group (56% agreed to 8% disagreed). Those in the 35-39 were undecided. Those aged 50-54 were most likely to disagree.

### Disability

There was no consensus amongst groups who identified as having a disability with the proposal to ask family and carers to provide travel assistance to people. Only people with learning disabilities clearly disagreed with the proposal (46%) while people who identified as having mental health conditions agreed with the proposal (43%). People with sensory impairments disagreed with the proposal while people with long term conditions agreed with it.

### Ethnicity

Results mostly agreed with this proposal. People who identified as African, and any Caribbean background were more likely to agree, as were those from Any Other Asian White or Mixed background. People from Irish backgrounds were split while White English people disagreed. Because this group were the largest group their responses skew the results overall and account for 38% of the overall responses.

### Gender

Female respondents were more likely to disagree with this proposal (43% to 35%) while men agreed (41% to 36%).

## **Question 8: Travel benefits should be take into consideration for travel assistance**

### Age

For the proposal to take existing travel benefits into consideration when assessing people's needs results across the age groups were mixed. The 18-24 and 35-39 age groups significantly agreed with the proposal; 25-29 and 40-54 year olds were significantly against it, while the rest were divided.

Almost a quarter of all respondents neither agreed or disagreed with the proposal, suggesting that there was some confusion about what the proposal meant or how it was going to be implemented. Similarly to the issue raised with Personal Budgets and Direct Payments this would need to be clarified during the assessment and support planning phase.

### Disability

For the proposal to consider other benefits as part of a person's assessment, the results for people who identified themselves as having a disability were split. On average 41% of respondents disagreed with the proposal compared to 26% who agreed and 32% who neither agreed nor disagreed.

People with mental health issues were most likely to disagree with the proposal and those with a sensory impairment or long term condition neither agreed nor disagreed.

### Ethnicity

Across most ethnic groups there was agreement that benefits should not be taken into consideration as part of the assessment. Those who identified as being from a White English background were the highest responders, followed by people who identified as being Black African.

Gender

Similar to other responses, women disagreed with this proposal (48% to 26%) while men agreed by a smaller margin (41% to 36%)

**Question 9: Question on educational bursary contribution**

Age

Most age groups disagreed with the question of young people using their education bursary to provide travel assistance. On average across the age groups 48% of people disagreed with the question. Only the 35-44 age group and those aged 65+ agreed with the question.

In terms of the value of the contribution suggested, most people did not respond. Of those who did respond most chose a contribution between £1.00 and £2.50 a journey.

Disability

Most people who identified as having a disability disagreed with the question about young people using their bursary to help with their travel needs. Only those people with long term conditions agreed with the proposal.

In terms of contribution most did not respond (71% across disabilities). Of those who did most chose contributions between £1.00 and £2.50 a trip.

Ethnicity

Almost all ethnic groups disagreed with this question, apart from people who identified as being Caribbean, Any Other Asian background and Any Other White Background. Regarding the value of contribution, most people did not respond most chose contributions between £1.00 and £2.50 a trip.

Gender

Both men women disagreed with this proposal (42% to 21% average).

**People identified with disabilities**

It should be noted that all these figures are for people who responded they had the disability stated as part of a multiple option question. As such a single respondent may be represented across more than one category of disability in the following figures.

What the data represent is how people who stated they have that individual disability responded to each of the questions as part of the overall group. The table below illustrates the number of disabilities people identified as having and amount of people who identified as having that number of disabilities.

# Disabilities Identified	# people identified	%
1	50	64%
2	15	19%
3	9	12%
4	3	4%
5	1	1%