

Travel Policy Consultation  
Analysis of responses to  
Travel Policy Questionnaire

28.10.2016

# Response Rate

- We carried out pre-consultation work for both adults and children's services
- The consultation ran from 7<sup>th</sup> of July 2016 to 4<sup>th</sup> of October 2016.
- We organised various workshops for parents, carers and users.
- We sent the consultation pack to all users of SEND Transport and all Day Centre Users.
- We got 39 responses to the consultation which equates to a response rate of 6%

# Q1. Do you agree with the principle of the policy 'to encourage more independent travel' through accessing the range of travel assistance options identified in the policy ?

- a) Strongly Agree -8%
- b) Agree – 20%
- c) Neither Agree or disagree -18%
- d) Disagree -20%
- e) Strongly Disagree -34%
- f) No Reply – 0%

In general people capable of using public or independent transport would not be asking or requiring council transport

My daughter is 5 years old with cerebral palsy and requires equipment plus no interventions. Uses a wheel chair buggy. Parent agrees with independence but this should start with secondary school.

This wouldn't apply as my child goes to school far away. Not my choice where he was placed

It has to be proportionate to the service users ability to travel independently and not solely reliant on the carer who may be taking free time

I agree but only with full support in place

I agree but only with full support in place

As long as people travelling more independently are supported in this by Haringey Council, and they do not end up deprived of any practical transport provision.

My son can not travel independently and as a working single mother, it will be difficult to manage him if he has to travel on public transport.

I think you need to carry out independent travel needs to be assessed individually, according to the user's needs.

Not if you are a child and physical disabled like my daughter who is 5 year old and has cerebral palsy uses a buggy. How is this possible making her more independent

I agree but only with full support in place

# Q2. Alternative options to travel assistance. Please choose all that you would like to use:

- a) Freedom pass or free Oyster photo card for all under 18's from Transport for London – 49%
- b) Provision of a bus pass. – 39%
- c) Reimbursement of mileage costs for parents/carers – 23%
- d) Personal Transport Budget– 41%
- e) Car Share – 10 %
- f) Walking bus – 15%
- g) Travel Mate 10%
- h) Zip Car – 8%
- i) Dial a ride – 38%
- j) Travel Training – 18%

Please remember that not only mobility impairment persons are unable to take public transport. A child with autism finds it difficult to take public transport. They become anxious because of sounds, unable to get a seat and as simple as if one bus stop is close and they have to go to the other can be a real challenge.

With a freedom pass I would need someone younger to travel with me, A support worker or similar. In my experience dial-a-ride don't always turn up.

My daughter is 5 years old and uses a buggy as well as additional equipment that goes with her to school. The practicalities of using public transport at peak times is not ideal

NONE of the above are possible at all INSANE to think this is an option for my young person

Door to door service which my son has used all along. He is now at the stage where it is a bigger step towards his independence travelling on the minibus to and from 6th Form

None other than school buses.

I have 4 children at different schools. 1 in Camden, 1 in Barnet, 1 in Essex 1 in Haringey. None of these options would work for my children.

### Q3. If you currently use transport what are your main reasons for using travel assistance? (1 for highest and 5 for lowest priority)

	No reply	1	2	3	4	5
<b>Total</b>	44%	16%	10%	9%	3%	18%
To achieve the quickest travel time from A to B	46%	18%	14%	2%	2%	18%
For the convenience of the carer	44%	10%	14%	4%	2%	26%
To develop the independence of the service user	41%	14%	15%	10%	2%	18%
To reduce the costs of the service user/carers	54%	8%	8%	8%	4%	18%
To improve the health of the service user	46%	10%	10%	24%	2%	8%
To access services	39%	37%	4%	4%	0%	16%

My daughter is 5 - cant walk and needs additional equipment that goes with her to school

At present I could walk to the day centre but Haringey would have to pay more money to provide a support worker.

I have another child at another school I cannot do school runs at the same time in different parts of the borough

# Q4 . When deciding who should be entitled to free travel assistance which of the following do you think should be assessed? (rank from 1 to 7)

Person has the potential to benefit from travel training and travel independently	Whether suitable public transport is available for the journey	Whether other modes of travel are available (eg. access to a family car or a vehicle funded through the Motability Scheme)	Whether the service user is able to walk or ride on public/community transport due to ability, behaviour or health	Whether it places an unreasonable additional responsibility on the family or other carer	Whether transport is identified as part of an Education Health and Care Plan	Whether the reason for the journey is to attend routine health and or social care appointments
116	112	122	47	87	81	113

I'm a service user and whatever way I travel I will need to have a support worker to accompany me

I use transport to go to and from day centre

We have an adapted mobility car but I cannot drive my disabled daughter to school in Tottenham at the same time as I drop my other child to school in Crouch End.

Can travel but does not need total support and assistance to travel safely

I have 3 children below/in primary how would that work?

Anyone who reaches the criteria to have a freedom pass and free travel for their carer should be able to travel for quality of life and equality. Also safety. Haringey is a dangerous place.

# Q5. The Travel Policy mentions that travel assistance will be reviewed regularly. How long do you think is a reasonable time frame to review your travel needs?

- a) Under a month -2%
- b) Every 3 months – 13%
- c) Every 6 months -8%
- d) Annually -57%
- e) Other -5%
- f) No Reply – 15%

Never. If I see yet another required assessment I will go crazy.

Adults with high needs should only be reassessed as part of their regular care review.

Flexible approach depending on child's diagnosis. If a child has long term disability, LD this is not going to change so why review annually

Every five years. But with the option for the service-user to make it sooner if independence has increased

You need flexibility as everyone's circumstances are different

Not reviewed. My necessity is for life. Cannot travel independently

# Q6- 7

**Q6. Do you agree that young people with statements or Education Health Care Plans, who move from schools to Further Education colleges at age 16 will have their travel needs reviewed?**

No reply	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree
8%	10%	39%	15%	13%	15%

**Q7. Do you agree that Haringey Council is not responsible for providing transport for young people, who have been placed by Haringey Children and Young People's Services with fostercarers in another borough?**

No reply	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree
8%	5%	21%	28%	28%	10%

# Q8. Some people are eligible for concessionary fares. Do you think people in receipt of concessionary fares should not be entitled to further travel assistance from Haringey Council?

- a) Strongly Agree -13%
- b) Agree – 10%
- c) Neither Agree or disagree -21%
- d) Disagree -21%
- e) Strongly Disagree -28%
- f) No Reply – 7%

Depends on disability as they might not be able to access public transport

Children with long term disabilities will still need the same provision so I'm not sure that it's necessary

The Motability scheme and provision of the vehicle is every five years; however people should have access to transport if needs worsen or other circumstances change

Again Safety is an issue. You need to take so many things into account. Have you ever tried to get an electric wheelchair onto a public bus or get a cab when you need it.

Some people need travel assistance to access services such as health, visiting family

I am really concerned that young and vulnerable service-users are being forced into situations that will cause them a great deal of distress.

Everyone wants to be as independent as they can be, but trying to ram everyone into a one-size-fits-all approach will not work. Many service-users require a lot longer than a few weeks to build up to gradually more independent way to travel. My real objections are to the bus-stop style pick-ups which do not make anyone more independent, indeed they make service-users more dependent, create complications for households with more than one service user or those with very young children who will have to get their entire families out in the morning to wait at a bus stop with the service user and then repeat the whole performance, whatever the weather, again in the evening.

# Q9. Do you think that people receiving a mobility benefit should use this to pay for travel assistance from the local authority?

- a) Strongly Agree -0%
- b) Agree – 7%
- c) Neither Agree or disagree -19%
- d) Disagree -21%
- e) Strongly Disagree -51%
- f) No Reply – 2%

Children with special needs have multiple appointments in multiple settings to attend and I don't think above will cover all of this. Also going to school 5 days a

I disagrre because it depends how much you get in benefit. Also what needs a person has are different.

My daughters mobility component goes towards a car which is needed for her to travel anywhere. If I took her to the day service it would take at least 3 hours of her time away from home. I could not cope without this time to do all that is necessary before 3pm when she leaves the centre.

What Haringey fail to remember is that mobility rate ranges from low to high. A person getting low rate cannot afford to pay for transport from it so this needs to be more specific. People use their mobility allowance to purchase convenient means of equipment to ensure their children are fully equipped. These things are not provided by the LA. The mobility rate is not a lot of money so it cannot pay for transport at all

A proportionate charge may be appropriate, but some of the mobility allowance should be available to meet the person's wider travel needs.

These questions cannot be answered in a blanket way like this! There is far too much that depends on an individual's own abilities and needs. If you take away part of the mobility benefit to pay for travel assistance to access education or services during the week, then those using the Motability scheme would have to give up the scheme in order to fund the travel assistance they need during the week leaving them without a vehicle for the evenings, weekends and holidays. Is that what Haringey wants.

# Q10. Do you agree or disagree that people in residential or supported housing who are charged a contribution for transport should have their travel assistance costs paid for by their provider?

- a) Strongly Agree -21%
- b) Agree – 30%
- c) Neither Agree or disagree -21%
- d) Disagree -8%
- e) Strongly Disagree -15%
- f) No Reply – 5%

I don't feel I know enough about this.

Assistance should be paid for by the Council.

Without more information I can't answer this question properly. If, for example, the people in residential or supported housing are paid an adequate contribution then my answer would be 'Agree'. If, however, the contribution was inadequate to meet all the costs of the transport needs, then my answer would be 'Disagree'.

That would depend on whether the contribution paid to the provider was a true reflection of the cost of meeting the person's travel needs.

Depends on circumstances

Depends on circumstances

# Q11. If you are a carer would you be interested in any of the following:

	No reply	Yes	No
Attending Travel Training so that you could train the person you care for?	26%	18%	56%
Attending Travel Training so that you could train other carers?	28%	10%	62%
Attending Travel Training so that you could train other service users?	28%	8%	64%
Would you be willing to Car share your car?	26%	8%	66%
Would you be willing to share a ride in someone else's car?	26%	13%	61%
Would you be interested in using something like Zipcar or DriveNow car schemes?	26%	13%	61%

My daughter needs an adapted wheelchair car not able to car share Zipcar

As we are both working parents of disabled child who uses the school bus to get to school safely I do not understand why change, I can see this being more costly in the long run

As carer life is so hard looking and caring for the loved ones. This is more responsibility for carer and they don't get paid for any hard work that they do.

In principle training the carer is a good idea. However, in practice most carers are parents of the service-users and of course are already doing everything they can to prepare their young people for an independent life including using their common sense and training them to travel independently as far as possible. For many of these young people it is not just a case of "get on a couple of buses and push your wheelchair between bus stops, the provision and home", it is how exhausting that would be and the fact that they would be too tired to access the provision once they reached it after having undertaken such a journey. On a separate note, you also need to be very careful about suggesting car-sharing to users of Motability vehicles as they could potentially be in breach of their lease agreement under the scheme.

# Q12. Overall do you agree with the purpose of the Travel Policy?

- a) Strongly Agree -0%
- b) Agree – 21%
- c) Neither Agree or disagree -13%
- d) Disagree -20%
- e) Strongly Disagree -36%
- f) No Reply – 10%

I agree with the principles of sustainable transport and greater independence but am frankly insulted that the council is couching its cuts and money saving in this way. As I said before, if the authority really wants to help our young people to gain greater independence in travelling, more time and work individually with carers, provision and the young people themselves is required.

As previously stated, the Travel Policy tries to mix up the development needs of the people with disabilities with environmental concerns and a drive to save money. These are separate issues and should be addressed separately. Some people with high needs would benefit from accompanied travel on public transport, even though they may not be able to progress to fully independent travel.

If the individuals could be independent then they would have been, there is no point in trying to give independence to children it will only bring more problem to their life.

Promoting independence, enabling mobility. Does Haringey like seriously understand the wide vast of disability. You see, we try to make sure our children live as independent as possible but sometimes it is just hard and causes more distress than what we expect. Our children being happy is so important and they just cannot cope. It is so hard to now force a child to go take public transport and other means that will take them in a melt down, makes them so distress and then the carer parent is unable to manage. I strongly disagree with this and I hope there can be some other purpose or elaborate more on this purpose but definitely not for our children.

# Equalities

<b>No Reply</b>	5%
<b>A child or young person with SEND</b>	10%
<b>An adult social services user</b>	10%
<b>A carer</b>	54%
<b>Parent</b>	21%

<b>White</b>	<b>British</b>	<b>Irish</b>
14	12	2
35%	30%	5%

<b>White Other</b>	<b>Turkish/Cypriot</b>	<b>Kurdish</b>
3	2	1
7%	5%	2%

<b>Mixed</b>	<b>White and Black Caribbean</b>	<b>White and Asian</b>	<b>White and Black African</b>	<b>Other</b>
5	1	1	1	2
11%	2%	2%	2%	5%

<b>Asian or Asian British</b>	<b>Indian</b>
3	3
8%	8%

<b>Black or Black British</b>	<b>African</b>	<b>Caribbean</b>
4	3	1
11%	8%	3%

<b>Chinese</b>	<b>Chinese</b>
3	3
8%	8%

<b>Prefer not to Say</b>
8
20%

Are you or the person you care for in receipt of any mobility benefit?

<b>No reply</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>
5%	62%	31%	2%

Do you, or the person you care for live in residential or supported housing?

<b>No reply</b>	<b>Yes</b>	<b>No</b>	<b>Not applicable</b>
5%	8%	82%	5%

What is your age

<b>No reply</b>	<b>16-24</b>	<b>25-44</b>	<b>45-64</b>	<b>65+</b>	<b>Prefer not to say</b>
0%	2%	28%	46%	10%	14%

Do you have a physical or mental health condition or illness

<b>No reply</b>	<b>Yes</b>	<b>No</b>	<b>Prefer not to say</b>
0%	21%	64%	15%

What is you gender?

<b>No reply</b>	<b>Male</b>	<b>Female</b>	<b>Prefer not to say</b>
-	18%	72%	10%

What is your sexual orientation?

<b>No reply</b>	<b>Homosexual (Gay)</b>	<b>Homosexual (Lesbian)</b>	<b>Heterosexual (Straight)</b>	<b>Bisexual (Attracted to both sexes)</b>	<b>Prefer not to say</b>
10%	0%	2%	63%	2%	23%

# General summary

- From reading all the responses to the consultation (a low return rate of 6%), the perception was that most people who responded are service users/carers/ parents who have /care for high complex need cases, and are afraid that the Travel Policy will take travel assistance away from them.
- Most people stated in various form that this should not be a blanked policy (which is not) and that travel arrangements should take individual circumstances into account (which Haringey does).
- Also, most respondents feel that the drive of the policy is to make further budget savings, rather than offer a wide range of alternative travel arrangements, which would be tailored to each individuals needs and outcomes to be met.