

Travel Policy Consultation Feedback

The Council consulted widely over the 90 day consultation period from July to October.

This including engaging with stakeholders at Partnership Boards, Reference Groups, Forums, Steering Groups and focus groups. There were also three specific workshops held going in depth into the Travel Policy.

The feedback from these various engagements is as follows:

- There was a pervading perception that the Travel Policy is about the Council taking away transport from people where it is currently working for them.
- Some people felt that the sole purpose of the policy was for the Council to save money. Was about cuts; not about promoting independence.
- Some people felt that overall the clarity of the policy needed looking at.
- For example it was felt that there needed to be more clarity about who will receive travel assistance.
- Some found it difficult to understand the difference between the specific sections and which parts referred to CYP and which to Adults
- There was a view that the policy did not give clarity around the fact that children and young people are assessed individually. That the priority needed to be the outcome of the child.
- There was a feeling that there should be collaboration with parents around choices which needed to be made.

Issue regarding using family Cars

- The cost of purchasing cars was raised.
- They are expensive to buy, insure, tax, MOT, service and run.
- There is also the issue of the need in some cases for an escort separate from the driver.
- Mobility vehicles are also a very expensive option. The mobility car grant provided does not cover the total cost.
- Not feasible for a low income family

- Issue around the fact of having a family car and therefore being responsible for travel to the activity or service.

- The Travel policy was deemed to be contrary to the Council's policy to reduce traffic congestion and pollution. The view was that the travel policy would lead to an increase in traffic usage if people needed to use their own transportation.

Issue around Parking

- The lack of disabled parking at schools/services was raised.
- This has been a long running issue and the view was that it was difficult enough to have this provided without an increase in car journeys to schools or services.
- A suggestion was made to stagger start times for classes at school therefore easing congestion at the school and allowing for better use of the limited disabled parking.
- The law requires a minimum of 2 disabled bays in public car parks
- Infrastructure audit for wheel chair accessible

Issues around Payments

- Concerns around payments for travel. How much would it be? What about how the mobility benefits were currently being used. Would these be taken into account? Or would they be impacted upon.
- The legality of DLA being used for travel assistance was raised.
- It was felt that how welfare benefits were used was not the business of the Council

Travel assistance options

- Agreement that a broad range of options were being made available
- Concerns about safety for example unsure about DBS checks if car sharing
- View about travel training being more prominent in the policy as something that should be explicitly encouraged.
- Not everyone understood that these are options and are not compulsory.
- Concerns Insurance for driving Zip cars – does this cover having a disabled person in the car
- Questions around the number of zip cars available in Haringey.
- Experience of using Dial-a-ride was that you might have to wait around.
- Difficulty of using public transport especially at busy times like in the morning.

- Difficulty of those with challenging behaviour or those using wheelchairs to be able to safely access public transport.
- The issue of inclement weather. What to do when weather conditions made it more difficult to get about.
- No suggestions were made for any auxiliary travel options.

Carers

- There were concerns around the impact of the travel policy on carers. Some carers felt that the focus of the policy was on the promoting the users independence without taking into account the needs of the carer.
- It was felt that the policy didn't take into account the extra burden that might be placed upon carers having to arrange travel assistance.
- There was also the issue of the amount of extra time this may take. Also the issue of having more than one child who went to different schools. Would this be taken into account?

Care Act Compliance

- The issue of whether the travel policy is Care Act compliant was raised.
- The Care Act puts carers on an equal footing with those who have care needs. Some carers raised the issue about whether the Travel Policy was Care Act compliant in regards to carers.