

The future of transport for users of Adult Social Care consultation 2013

Have your say on the future of transport for users of Adult Social Care 2013

If you would like a copy of this questionnaire in large print, on audio cassette, in Braille, on computer disk, or in another language please call the Equalities team, tel: 0300 123 8 123

About this survey

We are interested in your views about the proposals in this leaflet and what you think the impact will be on you, your family or community. Please complete this short questionnaire and return to us by **Friday 24th January 2014**.

You can also complete this form online at:
www.cheshirewestandchester.gov.uk/consultation

If you would like further information or have any questions, please send an email to commissioningandcontracts@cheshirewestandchester.gov.uk or telephone 0300 123 8 123 or Textphone: 18001 01606 867 670

How to complete this questionnaire

This questionnaire is very easy to complete:

- Please mark a cross in the box by your answer, for example
- If you make a mistake, just shade in the box and put a cross in the answer you want
- Some questions will ask you to write your answer in a box, please try and write clearly.

If there are any questions that you do not wish to answer, please feel free to leave them blank. All the information you provide will be treated in the strictest confidence.

1. Current transport services

The Council currently funds door-to-door transport services for 428 people to get to and from day centres each day on a council-run fleet of minibuses. We also fund taxis for people who need individual transport to places they regularly attend.

Q1. Please tell us how strongly you agree or disagree with the following statements. (Please cross one box per row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Existing services are safe to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing services are easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing services are tailored to the needs of individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Existing services are environmentally friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any comments you would like to make about existing services?

2. Principles behind any potential change

The Council thinks the following principles should guide decision making on any changes to transport services.

Q2. Please complete the table below indicating how important or unimportant the following principles are... (Please cross one box per row)

Ref	Principles	Very important	Fairly Important	Neither important nor unimportant	Fairly Unimportant	Very unimportant	Don't know
A.	To minimise costs of transport to service users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B.	To minimise costs of transport to taxpayers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C.	To provide truly personalised transport services that are tailored to individual needs and circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D.	To ensure suitable alternatives are in place for the majority of service users that will no longer have their transport needs funded by the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E.	To work with service users to ensure suitable alternatives are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2. Continued (Please cross one box per row)

Ref	Principles	Very important	Fairly important	Neither important nor unimportant	Fairly Unimportant	Very unimportant	Don't know
F.	To work with service users to ensure suitable alternatives are easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G.	To work with service users to ensure suitable alternatives are environmentally friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H.	To work with service users to ensure suitable alternatives are safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I.	To ensure provision and funding is available for the small number of service users that have no alternative to council funded transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J.	To fully consider the views of service users and the wider community before making any final decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3. After considering all of the principles in question 2 above, please tell us which three principles you feel are the most important. Please write the corresponding letters in the boxes below for your top three principles. For example, if the first most important principle for you is 'To work with service users to ensure suitable alternatives are safe' write 'H' in the first box and so on.

First most important principle

Second most important principle

Third most important principle

Do you have any other comments about the principles outlined in question 2?

3. Funding transport services

Current door-to-door transport costs the council around £1.7million per year. There is a contribution made by the customer as well as the council, these costs are broken down as:-

- The customer - £1.79 per average trip
- The Council - £15.59 approximately per average trip

Therefore the overall cost of providing door-to-door transport is approximately £17.38 per average trip.

Q4. Please indicate how strongly you agree or disagree with the following statements.

(Please cross one box per row)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Transport for adult social care users should no longer be funded by the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transport for adult social care users should be funded by the council for people where there is no suitable alternative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All adult social care users should have their transport needs funded by the council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments about funding transport services?

4. Identifying suitable alternatives

The Council is committed to working with individuals to identify suitable alternatives to current provision to meet transport needs.

Q5. Please indicate what you think are the advantages and disadvantages of each of these alternatives compared to the existing provision. *(Please write your answers in the boxes below)*

A. Concessionary travel

This is a scheme which allows free travel on local bus services for senior citizens and people eligible through disability, after 9:30am Monday to Friday and at all times weekends and Public Holidays. There is also a discounted Railcard which can be used to purchase discounted rail travel for senior citizens and people eligible through disability.

What, if any are the advantages of this approach?

A. Concessionary travel continued

What, if any are the disadvantages of this approach?

B. Disability Living Allowance/Personal Independent Payment (Mobility Component)

This is a financial allowance paid by the Department for Work and Pensions. People can qualify for this benefit depending on the degree of their mobility impairment. People qualifying for Disability Living Allowance Mobility Component can qualify for a leased vehicle under the Motability scheme in exchange for their allowance. Disability Living Allowance will become known as Personal Independence Payment (PIP).

What, if any are the advantages of this approach?

What, if any are the disadvantages of this approach?

C. Blue badge

This scheme gives free and dedicated parking close to services for drivers and passengers with mobility-related disabilities, or who are blind. Currently there are 17,498 blue badge users in the borough. People can apply through the Council for a blue badge and this is valid for three years.

What, if any are the advantages of this approach?

C. Blue badge continued

What, if any are the disadvantages of this approach?

D. Community Transport

These are schemes that the Council supports to transport people who are without private transport to make their journey. There is usually a small charge for each journey which varies depending on the scheme. For example; Dial-a-Ride, Plus Bus

What, if any are the advantages of this approach?

What, if any are the disadvantages of this approach?

E. Voluntary transport scheme

This is a scheme where a group of car owners each volunteering a little of their time are able to help people, their neighbours and friends with transport.

What, if any are the advantages of this approach?

What, if any are the disadvantages of this approach?

F. Independent Travel Training

Travel training provides tailored and practical help with travelling by public transport, on foot or by bicycle. Travel training aims to help people travel independently to access work, education, and other key services, or simply for leisure.

What, if any are the advantages of this approach?

What, if any are the disadvantages of this approach?

G. Direct Payments

For the small number of service users that require door-to-door transport and who may require an escort and there is no suitable alternative means of travel, the Council will finance this provision via a direct payment. This is a cash payment made direct to the service user and will enable them to purchase appropriate transport with support and guidance from the Council.

What, if any are the advantages of this approach?

What, if any are the disadvantages of this approach?

Q5. Continued

Do you have any other comments to make about suitable alternatives?

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Your suggestions

Q6. If you have any further comments, or want to tell us about how the impact of the proposed changes will affect you, your family or community, please tell us in the box below.

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5. About you

All questions are voluntary and will be treated in the strictest confidence.

This information will be held only for the purposes of this consultation and will not be used for any other purpose. No personal data will be released to a third party or to the public. Please feel free to leave blank any questions that you do not wish to answer, we will still use the answers that you have given us so far.

Q7. Please tell us your postcode. *(Please write in the boxes below)*

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Q8. Are you responding to this consultation as.... *(Please cross one box only)*

- ...a person who currently receives adult social care transport services from CWAC *(go to question 9)*
- ...a person who provides care for someone who receives adult social care transport services from CWAC *(go to question 11)*
- ...a friend or relative of a person who currently receives adult social care transport services from CWAC *(go to question 11)*
- ...a representative of a group of people who receive adult social care transport services from CWAC *(go to question 11)*
- ...a representative of a group of people who provide care for someone who receives adult social care transport services from CWAC *(go to question 11)*
- ...a resident in the borough of CWAC who does not currently receive a service from the adult social care transport service *(go to question 11)*
- ...an other interested party (please say) *(go to question 11)*

Q9. If you currently receive adult social care transport services from CWAC, please tell us which of the following applies to you. *(Please cross all that apply).*

- | | |
|---|--|
| <input type="checkbox"/> I have a bus pass | <input type="checkbox"/> I use the Council's minibuses to transport me door-to-door |
| <input type="checkbox"/> I use public buses | <input type="checkbox"/> I use community transport e.g. Dial-a-ride or Plus Bus |
| <input type="checkbox"/> I have a discounted railcard | <input type="checkbox"/> I travel in cars driven by volunteer drivers |
| <input type="checkbox"/> Disability Living Allowance Mobility/Personal Independence Payment | <input type="checkbox"/> The Council organises taxis for me |
| <input type="checkbox"/> I use the Motability scheme | <input type="checkbox"/> My friends and family provide me with transport |
| <input type="checkbox"/> I have a blue badge | <input type="checkbox"/> I get a direct payment from the Council which I use to organise my own door-to-door transport |

Q10. Which day centre(s) and/or community group(s) do you attend and/or what other adult social care transport services do you use? *(Please write in the box below).*

Q11. Are you:

- Male Female

Q12. Please tell us which age group you belong to. (Please cross one box only)

- 16-24 45-54 75-84
 25-34 55-64 85+
 35-44 65-74

Q13. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? This includes health issues related to old age. (Please cross one box only)

- Yes, limited a lot Yes, limited a little No (go to question 15)

Q14. If you answered 'yes' to question 13, please indicate which of the following applies to you? (Please cross all that apply)

- Physical impairment that causes mobility issues (e.g. wheelchair user) Learning disability or difficulty
 Mental health issue Long standing illness or health condition
 Visual impairment Other (please specify)
 Hearing impairment

Q15. Which of these groups do you consider yourself to belong to? (Please select one answer only).**White**

- English/Welsh/Scottish/Northern Irish/British
 Irish
 Any other White background (Write in box below)

Asian or Asian British

- Indian
 Pakistani
 Bangladeshi
 Chinese
 Any other Asian background (Write in box below)

Other ethnic group

- Arab
 Other ethnic group (Write in box below)

Black or Black British

- Caribbean
 African
 Any other Black background (Write in box below)

Mixed

- White and Black Caribbean
 White and Black African
 White and Asian
 Any other mixed background (Write in box below)

Travelling Community

- Gypsy/Roma
 Traveller of Irish descent
 Other member of the travelling community (Write in box below)

Q16. Which of these groups best describes your religious belief/faith? *(Please cross one box only)*

- | | | |
|---|---------------------------------|--|
| <input type="checkbox"/> Church of England (Protestant) | <input type="checkbox"/> Jewish | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Roman Catholic | <input type="checkbox"/> Muslim | <input type="checkbox"/> Other (Please tell us in the box below) |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh | |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> None | |

Thank you for taking the time to give us your views.
The closing date for returning completed questionnaires is
Friday 24th January 2014.

**Please send your completed questionnaire to Strategic Commissioning -
Adults Transport Consultation, Cheshire West and Chester Council,
Floor 4, HQ, Nicholas Street, Chester, CH1 2NP**