

# 2018 ADULT SOCIAL CARE TRANSPORT POLICY “Have Your Say” Results

Adult Social Care on the 8<sup>th</sup> January 2018 started consultation with citizens eligible for adult social care concerning a new Adult Social Care Transport Policy.

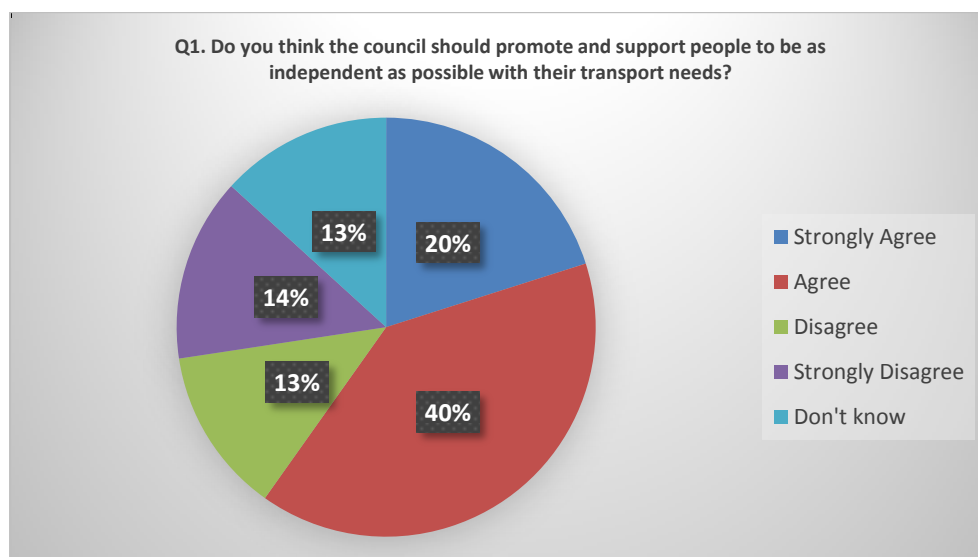
The provision of adult social care is aimed at promoting the maximum possible independence for the citizen. In extending this principle to the provision of transport, this policy sets the criteria that will be used to assess whether the citizen’s transport needs can be best met through independent travel arrangements, privately funded transport or whether Council funded transport assistance either through a commissioned service or a direct payment is necessary.

The consultation period closed on 16<sup>th</sup> February 2018.

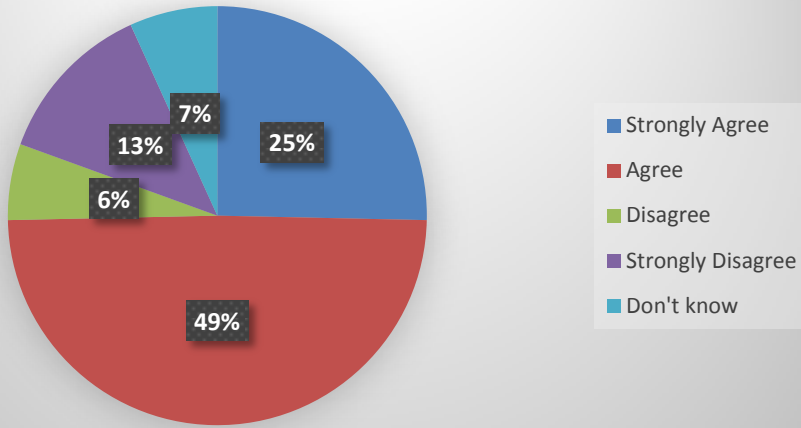
To support the citizens with this process a telephone help line was set up and lines were open between the hours of 10am to 12noon and 2pm to 4pm, Monday to Friday. The helpline had 3/4 telephone operators however there was only 12 calls received, the purpose/outcomes of these have been recorded and a copy is in section 2 of the manual.

Citizens were given the option to complete the survey either by returning the paper version in the pre-paid envelope or to go online, we have received 224 paper surveys and 2 online surveys this is a return of 47%. The survey asked citizens 8 questions and to indicate their response to a choice of 5 options – Strongly Agree, Agree, Disagree, Strongly Disagree or Don’t Know. On the reverse of the survey was the Equality and Diversity section, this section was optional and asked citizens to indicate the following – Male/Female, Age Range, Yes or No to Long term Health Problem or Disability and Ethnicity.

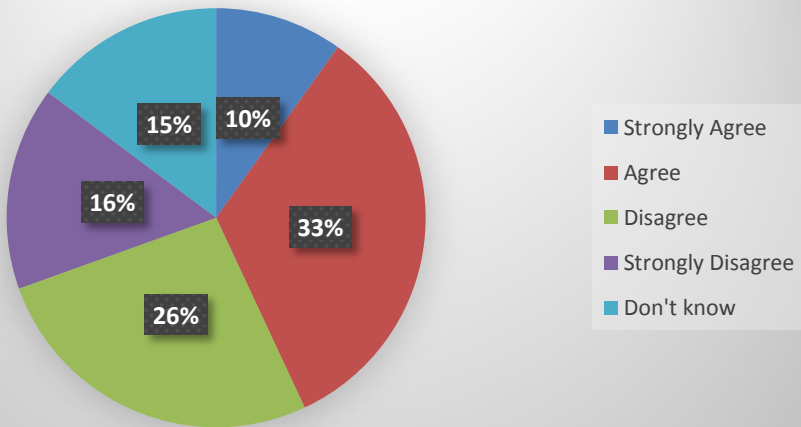
Below are the charts showing the results of the Adult Social Care Transport Policy “Have Your Say” 2018.



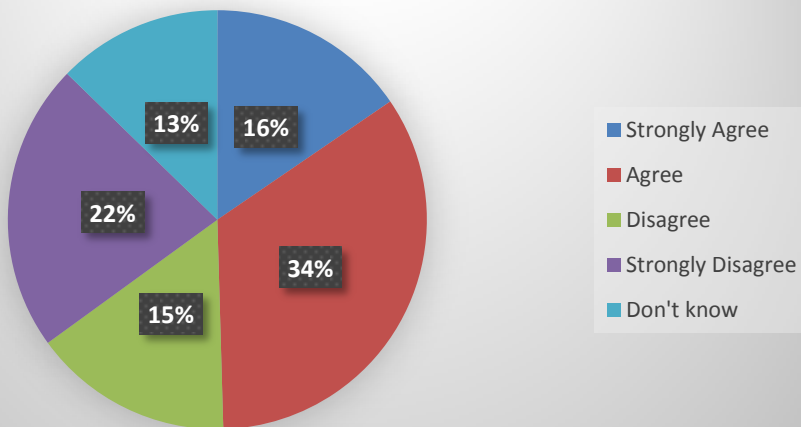
Q2. Do you think the council should have a transport policy to help it make sure citizens transport needs are fair for all?



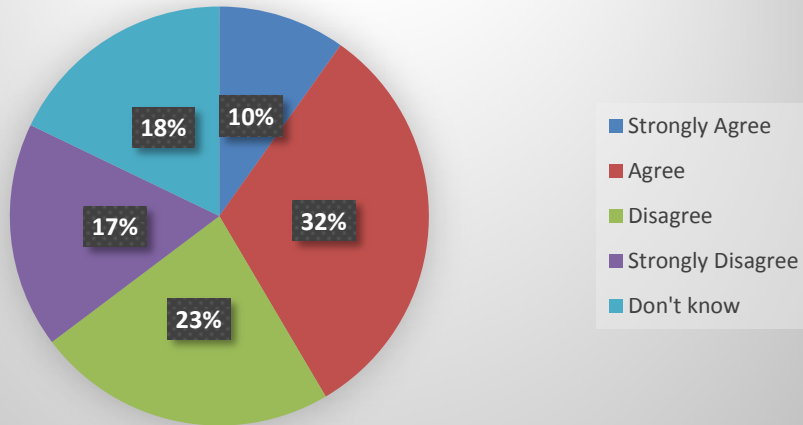
Q3. Do you agree that people who can afford to pay for their transport should pay for it?



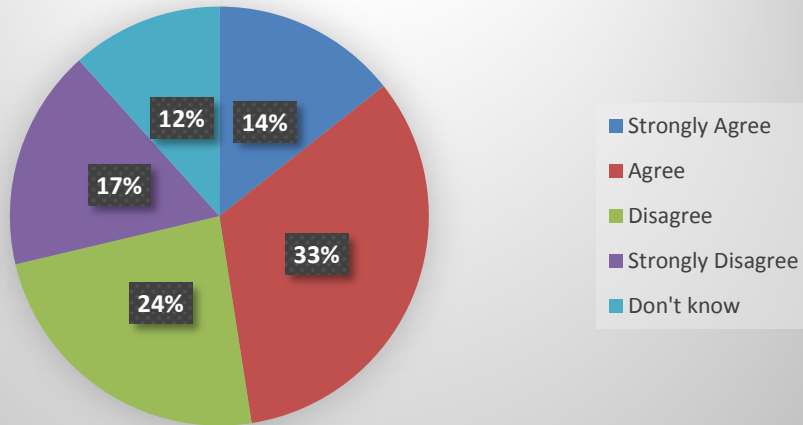
Q4. If someone has a concessionary bus pass do you agree that they should use this to access services?



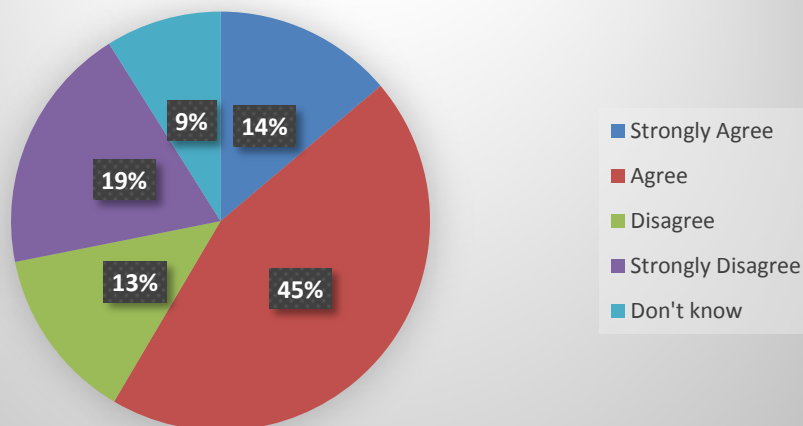
Q5. Do you agree that if a citizen receives a mobility benefit they should use this to pay for their transport?



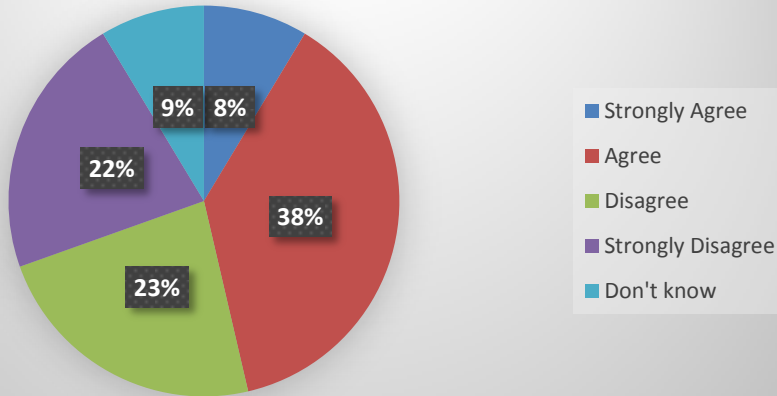
Q6. Do you agree that people who have their own transport should use it to get to and from services?



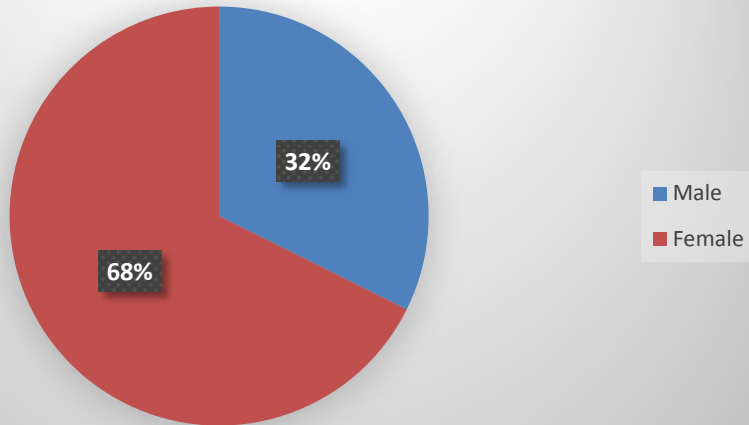
Q7. Do you think someone should go to the service closest to their home that can meet their needs?



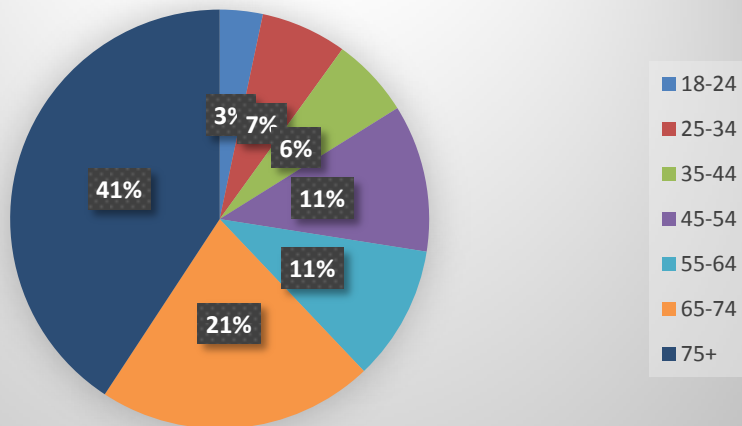
Q8. Do you agree it is fair, that if a citizen wishes to attend a service further away than one nearer their home, that they should pay the extra cost of the transport to get them there?



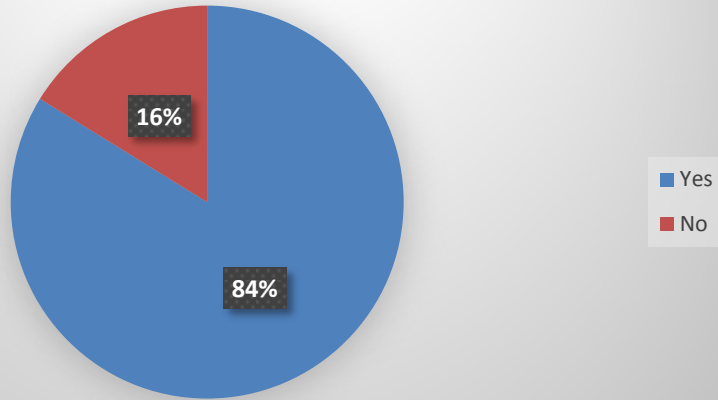
2018 ADULT SOCIAL CARE TRANSPORT POLICY "Have Your Say" Survey Response - Equality and Diversity - Male/Female



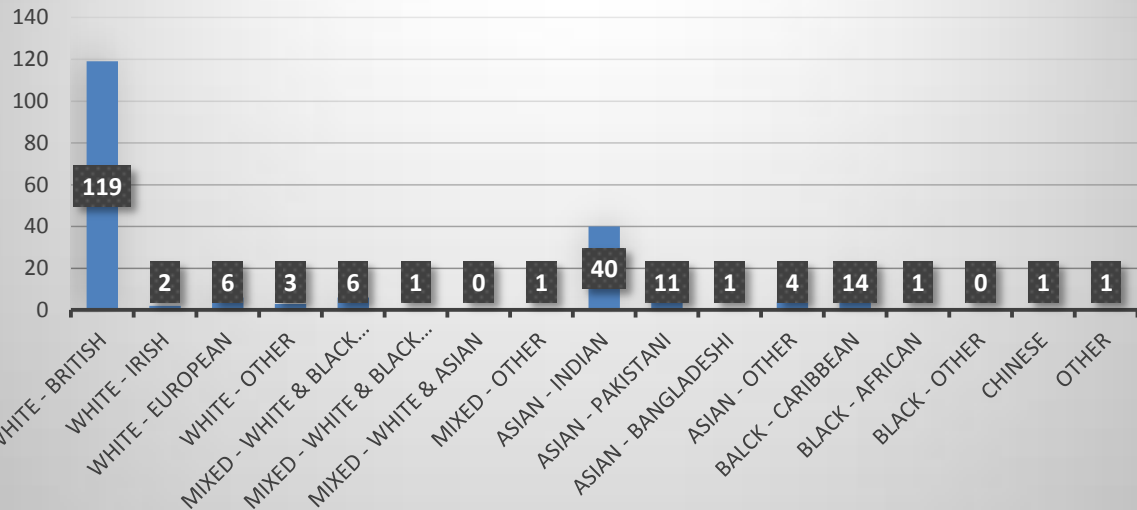
2018 ADULT SOCIAL CARE TRANSPORT POLICY "Have Your Say" Survey Response - Equality and Diversity - Age Groups



2018 ADULT SOCIAL CARE TRANSPORT POLICY "Have Your Say" Survey Response - Equality and Diversity - Do you have any long term illness, health problem or disability?



2018 ADULT SOCIAL CARE TRANSPORT POLICY "Have Your Say" Survey Response - Equality and Diversity - Ethnic Groups



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 19<sup>th</sup> February 2018