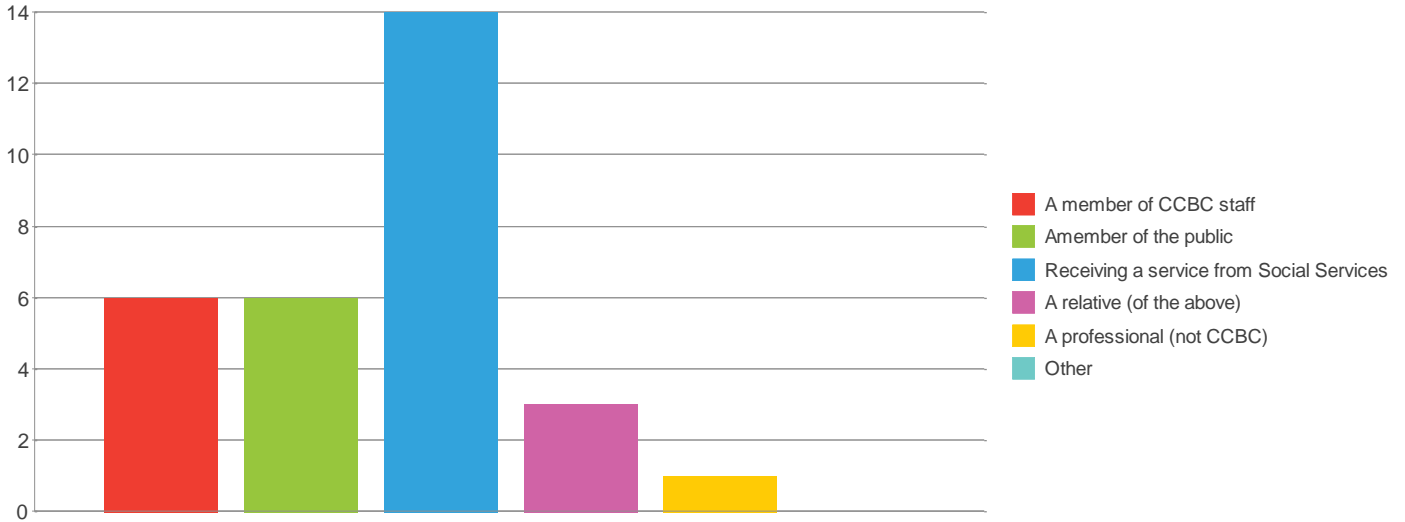


# Consultation for: Adult Social Services Assisted Transport Policy 32 Respondents

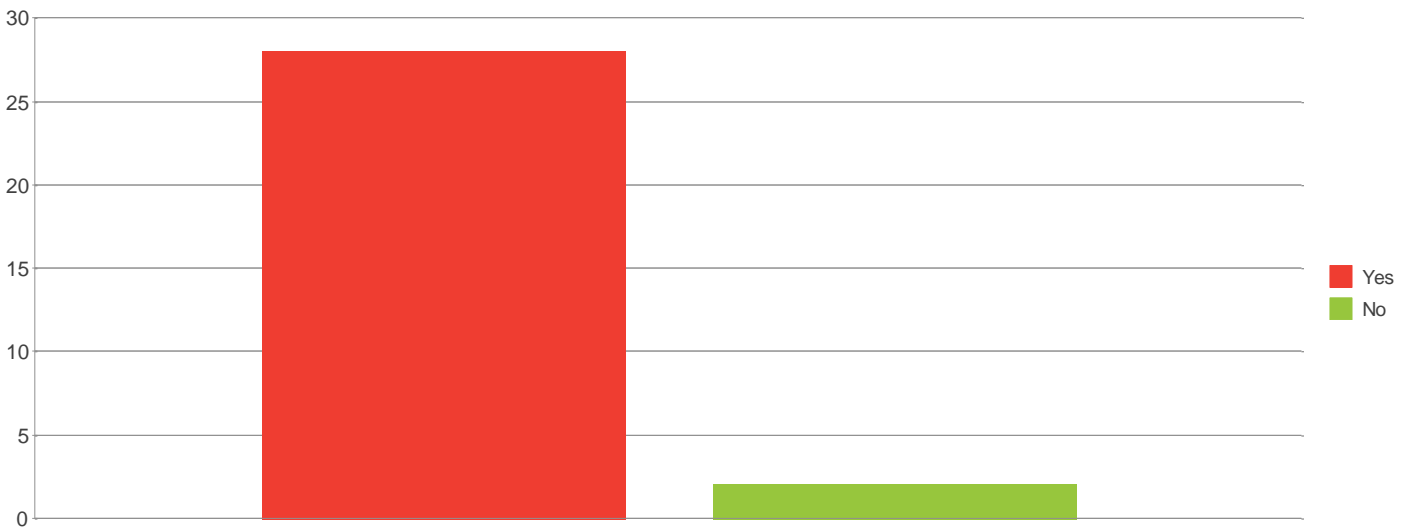
Q1. Are you: (please tick one)



**please state**

- Receiving care from Radis Care
- (Lee's mother) Linda LLoyd
- Care Worker visits me every week
- Daughter of this individual
- A member of the public
- Charity

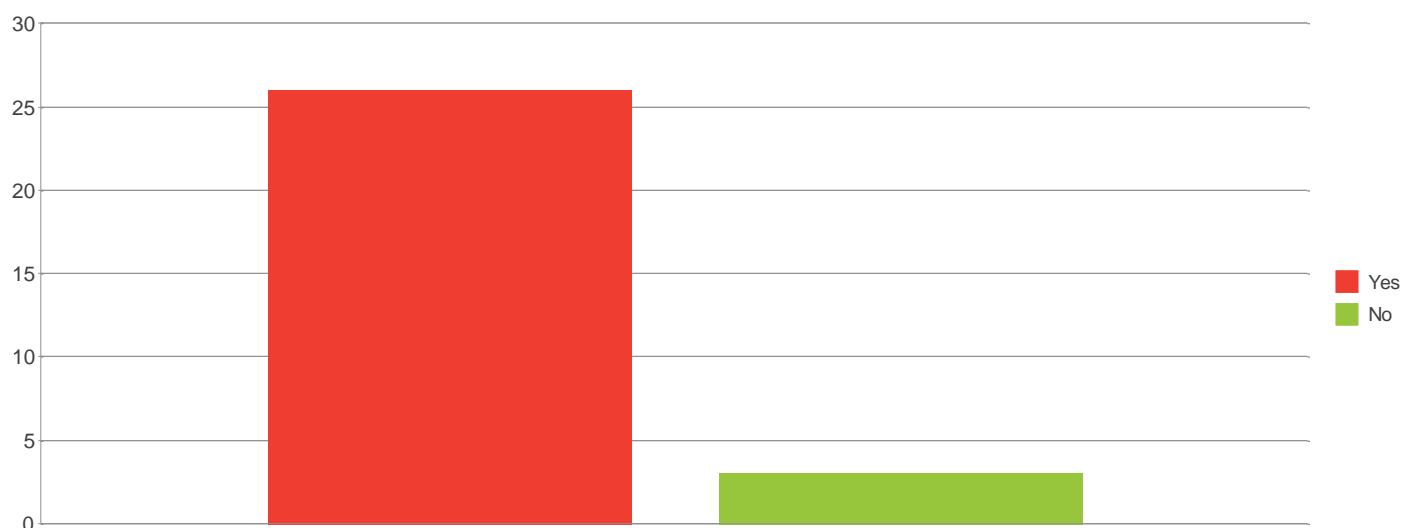
Q2. Do you feel this policy encourages people to access support in their local community?



### Please comment

- Would be ideal for me.
- But it is not suitable for Lee's needs.
- If this includes ambulance to transport my mum to hospital for appointments as is immobile
- I know individuals that I see shopping in Brecon, Merthyr and local areas that do this via public transport however they are brought to day services via social services transport. It would be promoting independence if these individuals that use public transport at weekend used public transport to access services on a daily basis.
- However, there are not many examples given about the kind of private provision people might be expected to be supported to look into (e.g. use of private taxi providers, private providers with escorts, wheelchair accessible taxis)
- it helps people to be part of the community

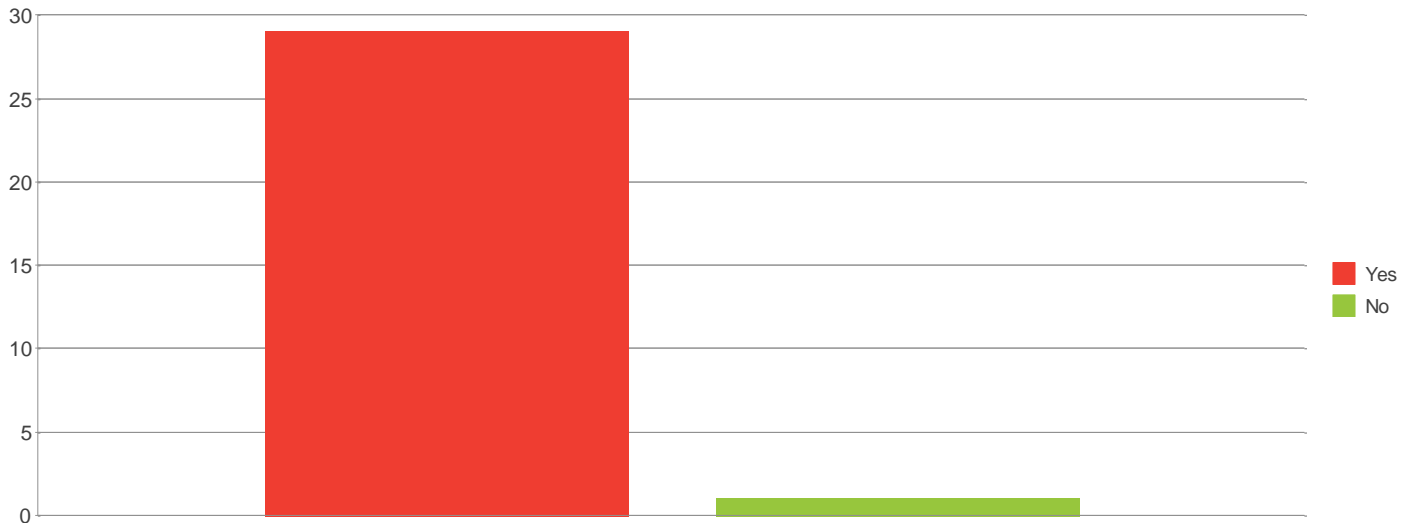
Q3. Do you feel this policy goes far enough to promote independence?



### Please comment

- Get to use it more
- Could be better for the right person.
- The policy does only if a person knows about it?
- Don't really know
- As above.
- If people learn to travel independently it gives them more Independence to visit doctors, shopping, dentist, hospital and leisure

Q4. Is the policy clearly written?



**Please comment**

- Transport staff are brilliant and very understanding of Lee's needs.

**Q5. Do you have any other comments you wish to make?**

- Would be nice to get out and about in the community with a van that can accommodate a wheelchair.
- No
- My carer takes me everywhere
- No
- No thank you
- None
- Lee has to have a seat on her own, it has to be the 2nd seat on the driver's side. \*No other person to sit with her as she likes her space and could start to pull hair or push at you upset starts problems and Lee will start to have fits.
- How is a person to know that this help exists, as until I received this form I didnt know there was such a policy?
- No not really.
- No
- As discussed previously, we fully support the principles outlined in the consultation document and feel it will support the provision of transport for those most vulnerable and genuinely unable to access day care facilities otherwise. Just a couple of observations. Section 5 Following on from our recent discussions, we would like to see a statement to the effect that if a person is assessed and deemed to be eligible for transport, appropriate transport will be considered, but the ability of the Council to meet these needs will depend on the mobility requirements of the individual and there being appropriate access to the property to facilitate this. Similarly, if the individual is a wheelchair user, an individual can only be transported if the chair has been appropriately crash tested for transport. In the case of electric wheelchairs, these would normally be expected to be dual controlled and capable of being isolated when

boarding and alighting via the passenger lift such that the driver or escort assisting has sole control over the chair. Section 10 Paragraph 4 ....everyday on most local bus services for anyone with a disability and anyone over 60 who is a resident of Caerphilly Borough Can this be qualified – for anyone with an eligible disability. The scheme also provides concessionary companion bus passes to anyone unable to travel on public transport alone. Can this be qualified – to those meeting the defined criteria and unable to travel on public transport alone.

- The only comment I have from my perspective as a complaints officer in education. I cannot see how either departments policy can accommodate 19+aged persons going into further education. These few cases tend to slip through our policy and Social Services Policy as ours doesn't allow based on age and SS. Based on if they go on to further education. I am sorry I am not sure what a solution is but case in hand we have had an issue with this over the last few weeks. Apologies would like to be part of a solution on this.
- I have difficulty understanding why individuals that have mobility allowance/cars are picked up from and returned home when the car that was for their mobility needs is parked on the drive. I feel that the individuals that receive the mobility car/allowance should be used to transport them, then the allowance/car could be given to social services transport department to be used to transport the individual. I know a family that have the mobility car however their son in in supported living and is transported via Social services transport how is that car for him ?
- Would it be possible for people who do may not have eligible needs for transport (e.g. those in receipt of mobility benefits) to choose to pay a non-subsidised rate for our transport to access this service. The availability in the community for vulnerable people to safely access transport if they need to have an escort is limited and this might mean that our service is the only option. Other services like Meals on Wheels have a non-subsidised rate and this would be a useful option for us to be able to explore under The Act if it were an available option.
- if people learn to travel independently it will help parents and careers when they get older to not worry about different things such as appointments and leisure activities and helping them meet friends and be part of the community
- The policy supports the ethos of the Social Services and Well-being (Wales) Act.
- I strongly feel some changes were required to the old policy. This policy will ensure that transport services are used fairly and will ensure staff look at the persons own community for resources and services they can access which is a key feature within the new Act.

**Q6. Do you feel that your experience in dealing with the Council was better or worse in any way, because of who you are (e.g. because of your age, your ethnic origin, your language requirements, your disabilities, your sexual orientation or gender, or anything else that makes you an individual)?**

- At present, I am unable to use the services you are offering as I am on bed rest (32 weeks to date) and I have to have ambulance to go to and from the hospital as I am not able to use my Motability car. If thing change in the future I would be interested in your service.
- They treated me well.
- Don't understand what this says.
- No
- Could do better

- It got worse with the cuts. I have gone at A+C, Lee gets picked up very late each day (10 o'clock). I could drop her off as its only 5 mins up road, (but she would lose her independence) which she needs as she's like my shadow now.
- N/A
- No, always been good to me
- My mum has dementia so has no understanding, fortunately I deal with things for her, but if she didnt have me I dont think she would cope.
- I haven't had much contact with the council so cannot honestly comment.
- In my experience when dealing with the council they have always been extremely helpful and willing to provide any help and assistance required.
- Yes
- I have not experienced any difficulty when dealing with the council.
- No
- I have not experienced any change with the Council
- All of our dealings over the years with the council has been brilliant in joint working and partnership and if we have got a problem we discuss it with the real-vent bodies

**END OF ANALYSIS**  
**27 SEPTEMBER 2017**