



Transport Research Survey



Easy Read



This is an easy read version of the important parts of the information.



You can read this booklet alone or with someone to support you.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

Acknowledgements

This booklet was developed by the Learning Disability and Autism Engagement Team at Surrey County Council.



September 2023



About this booklet



Surrey County Council is making a Travel and Transport policy for Adult Social Care.



We want to find out more how you travel.



We want to know about the ways you can travel.



You can tell us what you think by answering these questions.

You need to send us your answers by: **13 November 2023**

About you

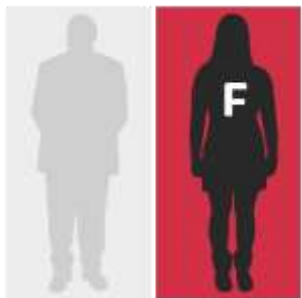


Date of birth



Your postcode

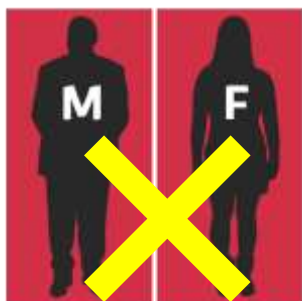
Your gender



Female



Male



Prefer to self-identify



Prefer not to say

More about you



Your ethnicity



Black



White



Asian



Other

Awareness and Eligibility



There is law called the Care Act 2014 that says how to decide if a person can get care and / or support. This is called eligible needs.



People who have eligible needs can get help to find ways to travel if they need it.



Did you know that you can get help with travel if you have eligible needs?



Yes



Not Sure



No



Do you have eligible needs?



Yes



Not Sure



No



Do you know who to ask about help with travel?



Yes



Not Sure



No

Public Transport



Public transport includes bus, train or other transport open to everyone (not taxis).



Can you travel on public transport?



Yes

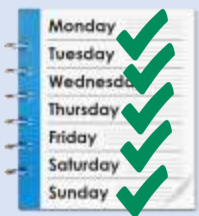


No

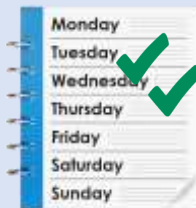


Yes, but I need someone with me

How often do you use public transport?



Most days



1 to 2 times a week



1 to 2 times a month



1 to 2 times a year



Never

Public Transport Barriers



What makes it hard for you to travel by public transport?



Timetables



Unreliable



Not where and when I need it



Mean people



Rude or unhelpful staff

More Public Transport Barriers



What makes it hard for you to travel by public transport?



Mobility



Staff don't understand me



No bus pass



Can't use bus pass when I need to travel



Too expensive

Other

Companion Pass



If you get a free bus pass and need help you can get a companion pass.



A companion pass means that the person helping you to travel can travel free.



Did you already know about companion passes?



Yes



Not Sure



No

Local Community Transport



Community transport could be a volunteer car scheme or bus service run locally.



Examples: Hopper, Dial-a-ride, Surrey Connect, Buses4u.



Do you know about local community transport in your area?

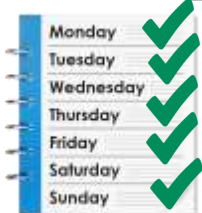


Yes

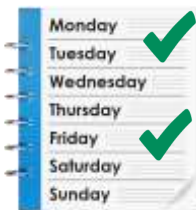
Not Sure

No

How often do you use local community transport?



Most days



1 to 2 times a week



1 to 2 times a month



1 to 2 times a year



Never

Local Community Transport Barriers

What makes it hard for you to travel by local community transport?



?



Too hard to book



Unreliable



Don't know in ahead of time when I want to travel.



Mean people



Rude or unhelpful staff

More Local Community Transport Barriers

What makes it hard for you to travel by local community transport?



Mobility



Too expensive

Other

Motability



Some people get higher rate Personal Payment (PIP) or Disability Living Allowance (DLA).



They can exchange this for a car, scooter or powered wheelchair.



Do you think you could get a Motability car, scooter or powered wheelchair?



Yes



Not Sure



No

Do you have a Motability car?



Yes, but it's not working



Yes, but I need someone to drive.



No



No, I did not choose a car.



Do you think people who have a Motability vehicle should use it to get to activities?



Yes



Not Sure



No

Appealing a travel decision



If you did not agree with a decision made by Surrey County Council about travel, do you know how to appeal?



Yes



Not Sure



No

If you have tried to appeal, what did you do?



I have not tried



Spoke to Social Worker



Contacted customer services



Surrey County Council Complaint



Contacted local politician or MP



Contacted ombudsman

Other

If you have tried to appeal, how would you rate your experience?



1



2



3



4



5



Do you think there should be a formal process to appeal about travel?



Yes



Not Sure



No

Transitions



A child or young person may get support with travel as part of an Education, Health and Care Plan (EHCP). This lasts until age 21 or 25 if still in education.



If you got support to travel as a child or young person, we want to know what has happened as an adult.



Have you been supported with travel through an EHCP?



Yes

Not Sure

No



If you have, how would you rate your experience of travel support moving to adult support?



1

2

3

4

5

Would any of these things help with this transition?



More help to prepare for adult support



A booklet about travel options for young people



A video about travel options for young people

Other

General

Is there any other information you want to see in the policy?



Bus company complaints details



Local community transport options

Benefits details



Bus pass details



Blue badge information



Travel support cards e.g., sunflower lanyard

Other

Where would you look for the Surrey County Council Adult Social Care Travel and Transport Policy?



Ask my Social Worker



Look on Surrey County Council website



Search engine e.g., Google



Local Offer website



Ask local community group e.g., Citizen's Advice

Other

Future contact

Would you like us to contact you about the Travel and Transport policy again?



Yes



No



If yes, what is your email address:

You can send your answers to us by either:



Email: research@surreycc.gov.uk



Post:

Surrey County Council Contact Centre
First Floor Dakota,
De Havilland Drive
Weybridge
Surrey KT13 0YP



You need to send us your answers by: **13 November 2023**

Other formats and language

If you would like this information in an alternative format or language, please contact us on:



Telephone: 0300 200 1005



Text (SMS): 07527 182 861



Textphone (via Relay UK): 18001
0300 200 1005



British Sign Language:
www.surreycc.gov.uk/bsl