

Adult Social Care (ASC) Travel Policy Research Survey

Overview

Surrey County Council are currently reviewing the travel information that is available to people accessing Adult Social Care (ASC). This includes details regarding the council's statutory duties, the process that Adult Social Care follow and the community options that are available to all residents.

The review has highlighted the need to have a new ASC Travel Policy for people who access ASC services, which is available in a range of formats and is easy to access both on the Surrey County Council website and elsewhere.

Therefore, as a person receiving support from Adult Social Care, the family member / carer of someone using these services, or another interested party, we would like your help in shaping the new ASC Travel Policy.

This research survey is intended to gather information about people's experiences of finding information and accessing different travel options. As well as implementing statutory requirements, this process will help inform what the policy could include in order to promote people's independence, choice and control around travel.

Once a draft policy has been developed a formal consultation will follow, so, at this stage we are simply

trying to ensure that we have a greater understanding of people's experiences.

This survey will be open until **Monday 13th November 2023**.

To increase accessibility, and help ensure everyone has a voice, alternative versions of the ASC Travel Policy Research Survey are available below in the related documents section. If you need a hard copy of any of the alternative formats, please contact us using details provided on this page.

If you have any queries or comments you can contact us by email.

- **Telephone:** [0300 200 1005](tel:03002001005)
- **Email:** research@surreycc.gov.uk
- **Textphone (via Relay UK):** 18001 0300 200 1005
- **Text (SMS):** 07527 182 861 (for the deaf or hard of hearing)
- **VRS:** [Sign Language Video Relay Service](#)

General Information - About you...

In this section, we want to understand the context in which you are filling out this survey. This can vary depending on different types of needs or disabilities and whether you're completing the form as a service user, a carer, or an interested party.

If you are completing this survey as a carer for a person with disabilities, please answer the questions from the perspective of the person you are caring for. This will help provide valuable insights.

Question 1. Are you responding as:

Please select one answer.

- A person who has care/support needs
- A carer that is paid (on behalf of the person you care for)
- A carer that is unpaid (on behalf of the person you care for)
- Other (e.g., an interested party such as family)

If you responded 'other', please provide further details in the box below:

Question 2. Are you a carer (paid or unpaid), with care and support needs yourself?

Please select one answer.

- Yes
- No

Question 3. If you are answering these questions on your own behalf, or on behalf of someone you care for, what needs do you/they have.

Please select as many answers as apply.

- Vision
- Hearing
- Mobility
- Learning Disability
- Mental Health
- Stamina or breathing difficulty
- Neurodevelopment conditions (e.g., Autism, Aspergers Syndrome)
- Acquired brain injury
- Prefer not to say
- Other (please detail below)

"Other" needs are as follows:

Question 4. Does Adult Social Care pay for any support that you (or the person you care for) receive – either through a service or via a direct payment?

Please select one answer.

- Yes
- No
- Not sure

Awareness and Eligibility

Adult Social Care uses the [national eligibility rules](#) set out within the Care Act 2014 to determine whether you qualify for support from the council. A decision on your eligibility can only be made once we understand your needs. We do this through a support needs assessment.

[More information about assessments and eligibility is available on our website.](#)

If a person has eligible needs (as outlined above) and is not able to get to the service, activity or occupation that meets their eligible need, the Local Authority have a duty to help them identify and access appropriate travel. This may include a range of travel options such as Independent Travel Training, Bikeability, Tech support, information about Local Community Transport options, use of a Motability vehicle (if applicable), and / or shared or sole taxi use if other options are not appropriate.

Question 5. Were you aware of your legal right to support with travel, as outlined above, before reading the provided explanation?

Please select one answer.

- Yes
- No
- Partially / I wasn't sure

Question 6. Do you know if you are eligible for support with your travel?

Please select one answer.

- I am eligible
- I am not eligible
- I am unsure if I am eligible or not

Question 7. If you had questions about what travel options are available to you, and what support you could get, would you know how to find out?

Please select one answer.

- Yes
- No
- Not sure

Public Transport

Public transport may include a public bus, train, or other transport open to the general public.

Question 8. Are you able to travel on public transport?

Please select one answer.

- Yes
- Yes – sometimes (I have a dynamic disability / changing needs)
- Yes – only with a carer / companion
- Yes – sometimes with carer / companion, other times I can manage alone
- No

Question 9. What barriers have you encountered when trying to travel by public transport?

Please select as many answers as apply.

- I have not tried to travel by public transport
- No barriers encountered
- Difficulty in understanding timetables
- Inaccurate timetables (e.g., out of date)
- Unreliable service
- No public transport nearby
- Public transport routes very slow
- Public transport routes not going to where I need
- Timings of transport not appropriate for my travel times
- Public not inclusive (e.g., can be mean or rude)

- Staff not supportive
- Physical mobility issues (e.g., adaptations to get on or sit comfortably not available)
- Disability needs change and it is sometimes not safe
- I need support from a carer/companion on public transport
- Difficulty in communication with staff (e.g., buying a bus ticket)
- Not eligible for a bus pass
- Cost too high
- Other (please detail below)

The "Other" barriers you have encountered include the following:

Question 10. How often do you use public transport?

Please select one answer.

- 5-7 days a week
- 3-4 days a week
- 1-2 days a week
- 1-2 days a month
- 1-2 days every 6 months
- 3-5 days a year
- 1-2 days a year
- Less than once a year
- Never

Companion Pass

If an adult is eligible for a free bus pass and requires support to access the bus, a Companion Pass can be applied for. The Companion Pass provides free travel to the companion / person travelling with them on Surrey County Council buses.

Question 11. Were you aware of the Companion Pass before reading the information above?

Please select one answer.

- Yes
- No
- Unsure (e.g., heard of scheme but not sure what it is / who can get it)

Local Community Transport

Community transport could be a voluntary car scheme or bus service that is run by the local District or Borough Council, local community or local voluntary group. It gives you access to a bus or car service if you can't access public transport. For example, you may have heard of Hopper, Dial-a-ride, Surrey Connect bus service, Buses4u, Woking Bustler.

Question 12. Are you aware of the local community transport available in your area?

Please select one answer.

- Yes
- No
- Not sure

Question 13. How often have you used local community transport?

Please select one answer.

- 5-7 days a week
- 3-4 days a week
- 1-2 days a week
- 1-2 days a month
- 1-2 days every six months
- 3-5 days a year
- 1-2 days a year
- Less than once a year / I have used it in the past but not in the last year
- Never used it

Question 14. What, if any, are the barriers to using this service?

Please select all that apply.

- I have not tried to use local community transport
- No barriers experienced
- Difficulty booking
- Don't know in advance when I want to travel / booking is impractical
- Unreliable service
- None nearby / available
- I don't think I'm eligible to access
- Very slow / poor service
- Timings not appropriate for my travel times
- Other travellers not inclusive (e.g., being mean or rude)
- Staff not supportive
- Physical mobility issues (e.g., adaptations to get on or sit comfortably or not available)
- Difficulty in communication with staff (e.g., buying a bus ticket)
- Cost too high
- Other (please detail below)

The "Other" barriers to using Local Community Travel include the following:

Motability

Motability is a scheme that is open to people who are in receipt of the higher rate of Personal Independence Payment (PIP) or Disability Living Allowance (DLA).

Under the Motability scheme, someone who is eligible may choose to exchange their qualifying mobility allowance for a brand new car, wheelchair accessible vehicle, scooter or powered wheelchair (adapted for the individual if needed).

[More information is available on the Motability website.](#)

Question 15. Under this definition, do you believe you would be eligible for a motability vehicle?

Please select one answer.

- Yes
- No
- Not sure

Question 16. Do you have a motability vehicle?

Please select one answer.

- Yes
- Yes - but not working
- Yes - but no longer appropriate for my needs
- Yes - but reliant on someone else to drive it
- No
- No - I chose a scooter / powered wheelchair as my Motability option

Please consider the following statement, “Best practice states that someone who has a Motability

vehicle should use it to access the service / activity / occupation that is identified to meet their eligible needs, unless it is assessed that there is a reason this is not possible."

Question 17. Reviewing the above statement, to what extent would you agree with this being included in the ASC Travel Policy?

Please select one answer.

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Unsure

Question 18. Please tell us any concerns or benefits you could foresee from including this in the policy.

Appealing a transport or travel decision

Under certain circumstances, someone may wish to challenge a decision made about travel and transport support by Adult Social Care. This next set of questions relates to this.

Question 19. Have you previously appealed or challenged a decision, made by Adult Social Care, about your travel and/or transport support needs?

Please select one answer.

- Yes - using official appeal process
- Yes - outside official appeal process (e.g., challenge via complaint)
- No - never appealed or challenged a decision
- Not sure

Question 20. If you were to disagree with a decision, how aware would you be of the process to appeal or challenge a decision?

Please select one answer.

- Very unaware
- Unaware
- Neither aware nor unaware
- Aware
- Very aware

Question 21. If you have tried to appeal or challenge a decision, what mechanism did you use to do this?

Please select as many as apply.

- I have not tried to appeal/challenge

- I wanted to appeal/challenge but did not know how
- Contacted customer services
- Surrey County Council official complaints process
- Contacted a local community/voluntary group (e.g., Citizen's Advice)
- Contacted local councillor
- Contacted local MP
- Contacted the ombudsman
- Other (please detail below)

The "Other" mechanism/s I used to appeal/challenge a decision included the following.

Question 22. If you have tried to appeal or challenge an ASC travel decision, how would you rate your experience?

Please select one answer.

- Very good
- Good
- Neither good nor bad
- Bad
- Very bad
- I haven't tried to appeal or challenge

Question 23. How supportive would you be of the introduction of a formal appeals process for when people disagree with a decision made by Surrey County Council about travel?

Please select one answer.

- Very unsupportive
- Unsupportive
- Neither supportive nor unsupportive
- Supportive
- Very supportive
- Unsure

Question 24. Please tell us any concerns or benefits that you can see from including a formal appeals process within the ASC Travel Policy.

Transitions

If a child or young person has support through a Statement of Special Educational Needs (SEN) or an Education, Health and Care Plan (EHCP), they may receive support with travel as part of this.

This applies up to age 21 years, or up to 25 years if still in education. After this, they may or may not continue to receive the same type of support from Adult Social Care.

If you have been supported with travel as a child, we would like to know what your experience has been moving/transitioning into adulthood.

Question 25. Have you previously been supported with travel through a Statement of SEN or an EHCP?

Please select one answer.

- Yes
- Yes - but it stopped before I reached adulthood
- No
- Unsure

Question 26. If you have received travel support through a Statement of SEN or an EHCP, how would you rate your experience of going from this to ASC travel support?

Please select one answer.

- Very good
- Good
- Neither good nor bad
- Bad

- Very bad
- Not applicable to me

Question 27. Which of the following would have helped to support this transition?

Please select as many as apply.

- Nothing, the transition worked well.
- Not applicable as I was not in receipt of travel support when I became an adult / left education.
- Have not previously received transition support.
- More focus on preparing me for travel as an adult, before I reached adulthood, as part of the support I received as a child or young person.
- Improved information in a booklet and other accessible formats about travel options aimed at young people preparing to transition to adulthood.
- Information in a video about travel options, aimed at young people preparing to transition to adulthood.
- Other (please detail below)

Something "Other" that would have helped support this transition includes.

Improving access to information

Question 28. Is there any other information that you would like to have included in a Travel and Transport policy in addition to statutory regulations?

Please select as many as apply.

- Bus company complaints details
- Community transport options in my local area
- Benefits details
- Bus pass details
- Blue badge information
- Travel support cards (e.g., Sunflower Lanyard)
- No additional information needed
- Other (please detail below)

"Other" information that I would like included, is as follows.

Question 29. If you wanted to find the Adult Social Care (ASC) Travel Policy, what would be your process?

Please select as many as apply.

- Ask the person doing my ASC Assessment / Review / Carer's Assessment
- Search the Surrey County Council website
- Search on Google (or other search engine)
- Look on the Local Offer website

- Ask a local community / voluntary group (e.g., Citizen's Advice)
- Would not want to find ASC Travel Policy
- Other (please detail below)

The "Other" processes you would use to find the ASC Travel Policy include.

Future Contact

Question 30. Are you happy for us to contact you again in the future to find out more about your views and experiences, and to monitor whether the new policy we are developing has had a positive impact?

Please select one answer.

- Yes
- No

I am happy to be contacted again and my email address is.

Demographics

The demographics section of our survey asks you to provide answers to a set of questions which are about you as a person. This will help us to better understand and analyse the range of responses we receive - they will not be used for any other purposes.

The information is collected anonymously and cannot be used to identify you personally.

Question 31. What is your age?

Please select one answer.

- 18-24
- 25-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-74
- 75+
- Prefer not to say

Question 32. What is your gender?

Please select one answer.

- Female
- Male
- Prefer not to say
- Prefer to self-identify

I would prefer to self-identify my gender as follows.

Question 33. What is your ethnic group?

Please select one answer.

- White - British, English, Northern Irish, Scottish or Welsh
- White – Irish
- White - Gypsy or Irish Traveller
- Any other White background
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background
- Asian or Asian British – Indian
- Asian or Asian British – Pakistani
- Asian or Asian British – Bangladeshi
- Asian or Asian British – Chinese
- Any other Asian background
- Black or Black British – Caribbean
- Black or Black British – African
- Any other black British, Caribbean or African background
- Arab
- Prefer not to say
- Other ethnic group

Other ethnic group - please specify

Question 34. Which borough do you live in?

Please select one answer.

- Elmbridge
- Epsom & Ewell
- Guildford
- Mole Valley
- Reigate & Banstead
- Runnymede
- Spelthorne
- Surrey Heath
- Tandridge
- Waverley
- Woking
- Prefer not to say
- Somewhere else / not listed above (please detail below)

If you have indicated that you live in another area not listed above, please detail this area below.

Question 35. To help with planning local transport options and mapping transport needs it would be helpful if you could provide the first half of your postcode.

Please indicate 'yes' or 'no' and complete the box accordingly.

- Yes
- No

The first half of your postcode (e.g., GU1 or RH2) is as follows:

Submitting your answers

Thank you for spending time to complete this research survey. Your participation is greatly appreciated and will help us develop the Adult Social Care Travel Policy.

If you are completing this survey electronically, it can be returned to:

research@surreycc.gov.uk

If you are completing this survey via paper, it can be returned by hand or post to:

Surrey County Council Contact Centre

First Floor Dakota

De Havilland Drive

Weybridge

Surrey

KT13 0YP

Further information

If you have any questions or you would like the survey in a different format, please contact Adult Social Care as follows:

Telephone: 0300 200 1005

Textphone (via Relay UK): 18001 0300 200 1005

Text (SMS): 07527 182 861 (for the deaf or hard of hearing community)

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

Email: research@surreycc.gov.uk