



SURREY
COUNTY COUNCIL

Draft Adults Travel Policy Consultation

Large Print version

Overview

Thank you for your interest in our draft Adults Travel Policy.

The draft travel policy sets out the Council's approach to the provision of travel assistance for Care Act eligible residents. The policy explains our obligations under the Act to promote people's independence.

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 Adults Travel Policy.

We would welcome your input on the draft policy as your views will help shape this policy.

Thank you.

How to use this Large Print survey

This survey has been created to help people who need information to be provided in Large Print.

Most questions within this survey will contain a list of possible answers for you to select from. We will then confirm whether you should select just **one** answer from this list or whether you should **select all those that apply**. Under each of these questions there will be a space for you to give your answer.

For questions where we would like you to write your own answer or comment, there will be a larger space provided underneath the question for you to do this.

Privacy and Accessibility

All responses are strictly confidential, and your data will be used in-line with our data protection policy which can be found online by visiting www.surreycc.gov.uk/council-and-democracy/your-privacy/data-protection.

Alternative versions of both the Draft Adult Travel Policy and consultation survey questions are available to download from the Surrey Says survey platform.

If you would like a hard copy of any of the alternative formats of the policy and survey, please contact Surrey County Council using the contact details provided on page 17.

Closing date

This survey will be open until midnight Tuesday 10 December 2024.

Survey questions

About you

In this part of the consultation, 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 person who draws on care and support, 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.

Adults Travel Policy Survey

Question 1.

Are you responding as:

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

Please state **one** answer, if you selected 'other', please specify:

Question 2.

How do you classify your impairment or disability?

- a. Sight impaired
- b. Deaf or hard of hearing
- c. Mobility or physical impairment
- d. Learning Disability
- e. Neurodevelopment conditions (e.g., Autism, Aspergers Syndrome)
- f. Prefer not to say
- g. Other (please provide details below)

Please **state all those that apply**, if you selected 'other' please provide details of your impairment/s or disability / disabilities:

Question 3.

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?

- a. Yes
- b. No
- c. Not sure

Please state **one** answer:

Strength based approach to assessment

In this section we want to ask you about your views on a particular part of the draft adults travel policy, specifically the "strength based approach to assessment".

The Community Vision for Surrey in 2030 has the overarching theme that no one is left behind. The proposed adult social care travel policy builds on this vision and supports a strength-based approach to assessing peoples travel support to a service, activity or occupation that meets their assessed eligible need. (Strength based approach means an approach to social care which focuses on identifying the strengths, or assets, as well as the needs and difficulties, of adults, children, young people and families).

The policy states:

“If a person cannot travel to the service/activity/occupation independently or with support from their carer or family member, then the council will consider the most appropriate

Adults Travel Policy Survey

best value option that can support the individual to travel to the service that meets their assessed needs and supports their independence.”

The assessor will consider the following methods to help promote the individual’s independence.

Question 4.

Please be aware that this question is in multiple parts, please state **one** answer for each part.

Please indicate if you agree or disagree that the following travel methods can promote a person’s independence and should be included in the policy:

Technology enabled care (Policy Appendix 1)

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree
- f. Don’t know

Please state **one** answer:

Independent travel training

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree

Adults Travel Policy Survey

- e. Strongly disagree
- f. Don't know

Please state **one** answer:

Use of community transport/volunteer driving schemes

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

Please state **one** answer:

Bikeability scheme

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

Please state **one** answer:

Adult Social Care commissioned taxi service

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

Please state **one** answer:

Motability scheme

In this section we want to ask you about your views on a specific part of the draft adults travel policy, in particular the "Motability scheme".

Individuals that qualify for the higher rate mobility part of Personal Independence Payments may choose to lease a vehicle under the motability scheme. This scheme is for the benefit of the customer and can be driven by other people (they must be included within the Certificate of Motor Insurance) if they are using the vehicle to benefit the person leasing the vehicle.

The policy states:

“If the individual has a Motability vehicle there is an expectation that the Motability vehicle will be used to meet the individual’s transport needs. Where this is not possible the reasons behind this will be explored and a decision will be made.”

Question 5.

Please indicate if you agree or disagree with this approach:

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

Please state **one** answer:

Appropriate and available alternative forms of travel

In this section we want to ask you about your views on a particular part of the draft adults travel policy, specifically "Appropriate and available alternative forms of travel".

To support Surrey's climate change strategy 'the policy' requires the consideration of appropriate and available alternative forms of travel as opposed to Surrey County Council commissioning single journey vehicles to get to an activity, service or occupation that supports the individual's eligible need. Alternative forms of travel could be community transport, independent travel training, bikeability scheme or a combination of these methods (tech enabled support may also be used to help with all journeys).

The policy states:

Adults Travel Policy Survey

“Surrey County Council will fund or arrange transport if it is the only reasonable way of ensuring a person can safely get to the service/activity /occupation that meets their assessed eligible need. If a person is able to get to a destination themselves or source the support to achieve this, there will be an expectation that they will do so.”

Question 6.

Please indicate if you agree or disagree with this approach:

- a. Please select one answer.
- b. Strongly agree
- c. Agree
- d. Neither agree nor disagree
- e. Disagree
- f. Strongly disagree
- g. Don't know

Please state **one** answer:

Vehicle sharing

In this section we want to ask you about your views on a specific part of the draft adults travel policy, in particular "Vehicle sharing".

Surrey's climate change strategy has a target to reduce vehicle emissions within the transport sector to 60% by 2035. The policy aims to support this target by requiring the assessor to explore if it is possible for the individual to share a taxi that is

Adults Travel Policy Survey

taking people who are being supported through adult social care, to the same destination.

The policy states:

“If appropriate, the assessor or decision-maker will explore with the individual and service provider if it is possible for the individual to share a taxi that is taking people who are being supported through AWHP, to the same service/activity/occupation. “

Question 7.

Taking into account that each person will be considered individually to determine if it is appropriate for them to share a vehicle, please indicate if you agree or disagree with this approach:

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

Please state **one** answer:

Attending closest appropriate service or services

In this section we want to ask you about your views on a particular part of the draft adults travel policy, specifically the "Attending closest appropriate service or services".

Adult social care has a duty to consider value for money. Individuals will be expected to attend the closest available service that meets their eligible need.

If an individual attends the service that is closest to their home, the individual may be able to benefit from Independent Travel Training, any costs that are being incurred by the council will reduce and the person will have an increased opportunity to build local connections.

The policy states:

“In line with the council’s Community Vision for Surrey in 2030, and with the Care Act 2014, everyone will be supported to be part of their community; we will therefore offer the closest available service/activity/occupation that meets their eligible need. If the individual chooses a different option that is further away from their home, the council may not meet the extra travel cost.”

Question 8.

Please indicate if you agree or disagree with this part of the adults travel policy:

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree

- e. Strongly disagree
- f. Don't know

Please state **one** answer:

Additional thoughts and comments

This part of the consultation survey is an opportunity for you to provide any additional thoughts and comments - on any part of the adults travel policy - that you feel is important.

Question 9.

Please use the space below to provide any additional thoughts and comments. If you do not want to leave additional comments, then please leave this part blank and continue to the final section.

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.

Adults Travel Policy Survey

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

Question 10.

What age group are you in?

- a. 18-24
- b. 25-29
- c. 30-39
- d. 40-49
- e. 50-59
- f. 60-69
- g. 70-74
- h. 75+
- i. Prefer not to say

Please state **one** answer:

Question 11.

What is your gender?

- a. Female
- b. Male
- c. Nonbinary / Agender
- d. Other (please specify below)
- e. Prefer not to say

Adults Travel Policy Survey

Please state **one** answer, if you have answered 'other' and are happy to do so, please specify your gender (this is voluntary):

Question 12.

What is your ethnic group?

- a. White - British, English, Northern Irish, Scottish or Welsh
- b. White – Irish
- c. White - Gypsy or Irish Traveller
- d. Any other White background
- e. White and Black Caribbean
- f. White and Black African
- g. White and Asian
- h. Any other mixed or multiple ethnic background
- i. Asian or Asian British – Indian
- j. Asian or Asian British – Pakistani
- k. Asian or Asian British – Bangladeshi
- l. Asian or Asian British – Chinese
- m. Any other Asian background
- n. Black or Black British – Caribbean
- o. Black or Black British – African
- p. Any other black British, Caribbean or African background
- q. Arab
- r. Prefer not to say
- s. Other ethnic group

Adults Travel Policy Survey

Please state **one** answer, if you have answered 'other' and are happy to do so, please specify your ethnic group (this is voluntary):

Question 13.

Which borough or district do you live in?

- a. Elmbridge
- b. Epsom & Ewell
- c. Guildford
- d. Mole Valley
- e. Reigate & Banstead
- f. Runnymede
- g. Spelthorne
- h. Surrey Heath
- i. Tandridge
- j. Waverley
- k. Woking
- l. Prefer not to say
- m. Somewhere else / not listed above (please detail below)

Please state **one** answer: if you have indicated that you live in another area not listed above, please detail below:

Submitting your answers

Thank you for spending time to complete this consultation survey. Your participation is greatly appreciated and will help us develop the adults' 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 to your local Surrey library or by 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