

Feedback

Should people who have a mobility vehicle or can get a mobility benefit or travel concession i.e. bus pass, use it to travel to activities or services?

You cannot always get on public transport for other person's taken the space up with buggies and prams.

Person I care for not able to attend.

People often work or have other things to do.

I would like to see more taxi's that are wheelchair friendly within the Stockton area has there is not many in the area.

I am a carer I take my family to appointments also to take them to activities as and when needed.

If people were capable of travelling alone then fine, if they are ok to do so. My mother has dementia and is incapable of travelling alone. She would be unable to go the Halcyon.

My son pays for the bus to pick him up and bring him home again. I have peace of mind that he is going to get there safely and back home again. If not he would have to get two busses, one from Billingham to Stockton then from Stockton to Thornaby. Not too bad in the summer but terrible in the winter and would take about two hours to get home.

Our daughter is aware of what a bus is for (or taxi) but has no idea how to use it independently must be accompanied at all times, therefore from my point of view it is essential that she received community support from yourselves and as far as transport is concerned.

Someone has to go with S she cannot go on her own.

I am my husband's carer – Dementia.

I use my own transport to get my husband to the centre.

Possibly as a new business providing a service for the disabled.

No road sense, only if accompanied with another. Could not use public transport on own.

Because of the complexities of my son (C), long journeys can be stressful for him; the comfort of a spacious (taxi) vehicle is very important and is also important from a safety aspect. Public transport bus/train is out of the question (C) cannot talk. We already contribute approx. £37 per week towards costs for transport which we are more than happy to do. I believe everyone should contribute something.

My husband George is 90 this month. I am 88 and we really rely on the transport to take him to the Halcyon Centre every Tuesday & Friday.

Travel to service is very difficult as no buses run where I live. I agree you could use your benefit to contribute to services.

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I live with parents and have no other family members to help cannot go out on my own. I am very vulnerable. I have a bus pass but still need full support at all times.

My daughter can't cope on public transport as a result of sensory overload.

My daughter currently has an assessed need and due to her autism and severe learning difficulties would be unable to travel independently, however I feel there are a large proportion of adults in Stockton who with support, could travel independently.

Would be nervous and could have a convulsion.

Although I have said 'agreed' it is very much related to Q3. We are dealing with very vulnerable people and any assessment must take this into account.

Use Direct Payments for English adult education parent transports me to other activities.

As long as it is safe for the person to do so, e.g. supervision.

Public buses to services would be a problem as there would not be a direct bus from home to services which would be a problem due to challenging behaviour and disabilities.

As a parent I could drop my daughter off on my way to work but not pick her up. I pay the council every month for the transport.

My daughter has learning disabilities. She has a bus pass but cannot travel by herself. She will require help.

My son has a bus pass but is not able to travel independently. I do not have a mobility vehicle.

My Disability Living Allowance is for me to attend appointments and going out socially by taxi.

My daughter would not be able to access her services. She does not drive. She cannot access or use public transport independently. She is a vulnerable adult with no awareness of safety; she needs to be accompanied at all times.

Personal Independence Payment for the support worker. Also petrol allowance. I have a bus pass and disability rail pass that is used when necessary.

My mother Mrs O, 33 Mill Lane, Billingham is confined to a wheelchair therefore needs the bus to take the chair.

If people are physically able to get themselves to the activity or service by the above means I believe they should. I am not affected by this proposal because my mother would physically NOT be able to get to the day centre without the fantastic assistance given to her by the transportation people.

I have transport to access 60 Bishopton Road (Day Service) 3 days a week.

I pay for my service to go to Day Centre and pay for my meals at the centre. I think if people have their own transport they should use it, but I have a bus pass but I would have to get two buses one from Hardwick to town and from town to Thornaby. I don't mind paying for the transport I pay already £300 per month.

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Yes probably entitled to a bus pass but no service available where we live so do not have bus pass. For people with mobility vehicle or benefit attending day centre gives respite for carers which is much needed. They now the person they care for in a safe place and can relax.

Agree to leisure activities but not for day services.

We do not have a car and would need support from carers.

I use my bus pass on Friday morning to go Stockton. Wish this bus was on a Saturday when the market is on.

I am 24/7 carer for my husband have filled it in for both of us.

Our daughter has got a bus pass and is in residential care and transport is provided.

Person I care for would not be able to attend.

I use my own vehicle to transport a parent to the Halcyon Day Centre.

Although my mum has a bus pass she is no longer able to travel this way anymore. Her walking and balance are now quite poor, without the bus to take her to the Halcyon Centre she would be unable to go out at all.

E is 62 years old with learning difficulties, unsteady on her feet (stumbles) with numerous medical conditions. Needs help to and from the pick-up vehicle especially in winter months.

Possibly depends on the assessment. Bus stop too far way to use due to eye sight and mobility.

Unable to travel independently.

I am unable to access public transport on my own even though I have a bus pass. If forced to use it and other transport is removed I will be unable to attend services.

I depend on the transport.

If the person has the mobility and capacity to travel on the bus, even with a mobility vehicle the person must have the ability to access the vehicle safely. Carer or relative must be able to safely manage across the vehicle.

Family don't drive.

I attend the Halcyon ½ day as week and my wife takes and drops me off in her own car.

There are no direct buses to all three services I attend.

If I got the bus, I have no knowledge of where I am going. I would feel vulnerable on the bus especially nights.

Mrs O could not be able to get to Day Centre with the support and transport due to her suffering from dementia.

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I think it would be better if there was more taxi's that were wheelchair friendly and have easy access because there is not many about in the Stockton area.

I like going on the council bus with the other clients and escorts, I feel safe.

My wife would be unable to use her bus pass to get to her day centre. She uses a walking frame and needs and escort when outside.

There are no direct buses to all three services I attend.

My son has a mobility car but due to his severe learning difficulties he does not drive so he is collected or dropped off asking help from relatives when needed.

Someone with a Motability vehicle should be expected to use it to travel to activities wherever possible. Bus use may not be possible, however depending on disability and bus service.

It does not affect me now. I don't get mobility benefit at high rates so don't have mobility vehicle and don't have a bus pass. I can't travel on public transport as I am an anxious about small children coughing which hurts my ears.

Depending on disability.

My son has 2 days at Low Grange community centre and 4 days at the forum for tees alive. On the 4 forums days he either walks or gets the bus, but there is no direct bus route to Low Grange and it's too far for him to walk so he needs transport.

I can't travel on my own so I would not be able to go to the day centre.

I applied for Personal Independence Payment mobility benefit. Everyone talked about how far I can walk before extreme pain. My social worker wrote that I can only walk for a minute. Personal Independence Payment said that these were non-compatible. They said that I was exaggerating and could in a minute walk much further than I said (or can). There needs to be more across service training so that genuine cases are adequately supported to be able to access suitable/appropriate support to help maintain maximum independence.

I have confidence to travel on public transport alone and feel very vulnerable.

I do not get carers allowance because I am a pensioner.

I disagree because I use my Disability Living Allowance for taxi's to get me to appointments and things similarly to that and to go to activities such as cinema and theatre and swimming.

Due to needing mobility money for other fares to appointments or accessing the community to enhance fulfilment of life, i.e. to prevent isolation.

I could not walk without assistance.

My son has a travel concession pass but would be unable to travel anywhere without assistance due to his lack of understanding of transport, crossing roads etc. or money.

She has learning difficulties and she knows everyone on the bus.

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I think if the person who has the vehicle allocated to them can drive they should use it to travel to activities or services. However if they are being driven around by family members or carers this proposal will affect the whole family who have to work; as well as the rest of the family who would be socially disadvantaged by such a proposal. We have to remember when considering such proposals, people receiving such assistance are part of a family and such changes of impact the whole family and therefore should be carefully considered, as the collateral damage to family would be considerable.

I am my husband's carer and I am lucky enough to be able to drive him (using mobility care) to the Halcyon Centre.

Not able to travel on public service bus, would need support.

I can't travel independently so need somebody with me to help me. I use my disability living allowance to pay my bills and all the additional clothing I need. I won't be able to afford to pay for someone's help to get to the places I go to as I haven't got enough money.

Bus is only good for those who are able to take the journey. Motability car may be needed as partner (driver) to go to work. Some need specified vehicles and escort for safety.

I believe people should be assessed on an individual basis. My son pays £40 per week out of his mobility payment of approx. £60 per week towards his transport, perhaps if everyone contributed something this would help with costs.

I use a Bus Pass, aged 78, but the service is very slow to get to Stockton or Middlesbrough. We had a good Service, X6, which took about 15 mins, but now it takes us 45 mins. Also we need a good Service on Sunday morning in order to get to Church in Middlesbrough, Cargo Fleet Lane.

R uses his bus pass to get to his activities (once he had been given travel training in how and which bus and route to take).

We have never had a car, we live approx. 10 minutes' walk to the nearest bus stop this is for a fit person. My wife cannot walk this distance. We tend to use taxi's.

The costs of living with a disability already uses up most of my money. There are already many lonely, isolated people in the community; this will only make it worse.

You can spend thousands on art in the town centre – your old are the ones who have paid into things all their lives. Why take it off them again.

We are the parents of CH who attends the Youthy in Thornaby 3 days a week. We drop C off at Youthy, but he gets the bus back home. To drop C off and pick him up for other activities would be a big intrusion on our time and health.

I use my bus pass to go to Stockton and to get to other venues for various activities.

To get to activities can be extremely frustrating to someone with autism, especially on public transport. It's all very well having a bus pass but they also need a carer actually with them or at home waiting for the many phone calls to ease the persons anxiety and frustrations when buses are late/don't turn up, overcrowded. At bus stops in town more than one bus stops at the bus stop and he's worried he will miss his if 2 turn up together.

Having transport is a lot of help to people with various disabilities and a big relief to parents/carers knowing the person will arrive safely, on time and not too stressed.

My son is visually impaired he would have to walk to a bus stop, get another bus from Stockton to Thornaby then walk to the centre from the bus. He has a bus pass but only uses it with me. He cannot travel on his own on buses he is afraid not been able to see the numbers for the right bus plus getting off at the right stop. That is why I have ticked disagree on question 1. I am filling this form in for my son..

H has a bus pass but could only use public transport with the support of at least one person. It would be too much for her to travel on public transport i.e. distance to the bus stop, she would need to travel on more than one bus, poor mobility etc. Since H originally obtained her bus pass her mobility has decreased.

If mobility cars are used, service users could get used to using only one vehicle, which isn't ideal in the long term and certainly not for those with complex needs that find it difficult to tolerate changes. Also the carer would be tied to the task and driving the individual to their destination all of the time.

The small amount of monies provided by the DWP barely covers mobility assistance for carrying out personal activities such as recreation, attending appointments and accessing day to day essential travel. Additional costs to access council provided services will result in individuals being further prohibited in attending activities that would normally be readily available for people without special needs. Yet again vulnerable people are to be penalised.

Many disabilities prohibit the use of services without additional support, i.e. autistic people who are vulnerable and unsafe due to personal circumstances. I am autistic and have no road sense, appreciate danger. No appreciation of time and days of the week. I need the transport to be provided for my wellbeing. I already pay over £230 per month for the assistance I receive which minimises money to carry out other activities.

My suggestion is to stop cutting services that people with disabilities need. They need more support not less. All this is just to suite whatever budget SBC has. Crack on because the council will do whatever they want anyway.

Q2 Should family or carers help people travel to activities and or services is willing?

Family as carers if they can help with travel then they should have a choice to do so. However I am my mum's only carer and the time spent at the Halcyon via the transport allows me time to get on with chores. I have left because of the time I spend caring. We all need space at times.

I am my son's carer and have to work. I start at 6am in the morning so I could not take him.

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As with the previous answer a bus picks her up this proposal is inevitable lead to more problems with the current self.

We do at the moment it depends on our disability in the future.

Would be unable to take person I care for to the centre.

Carers need a break no matter how short. If they have to take their child to activities possibly have to wait until they finish and then get them home. What rest does that give carers especially if they have no other family members to help.

I provide the service now.

Neither myself nor my husband drive and therefore rely on the transport that is provided.

Like ourselves, most carers have other commitments and responsibilities as you understand being full time carer is demanding and more and more services are being taken off vulnerable people and the family of carers bear the brunt of it.

Unfortunately relatives work full time so will not have the opportunity to provide travel.

Parents pensioners not able to get to and from centre.

My family/carers do not always have access to transport and this would affect my ability to attend services. Also my carer has their own medical problems which sometimes makes driving/aiding me outside the home difficult. It would impact on their ability to work too.

I have no other help or means to go out.

Using services gives my carers time to themselves and are able to do things they want to do.

Both my husband and I work and manage at the moment to make sure that someone is at home.

I am able to transport my wife when required but I appreciate that this may not be possible to other people.

I think they can do this if they want to.

My carer will not be able to go with me so I won't be able to go to my centre.

Being independent is important. There should be no pressure to have to ask for help or expect it every week. Part of support for carers can be to release them from 'taxi' duties. Some people may see the travel together time as an invaluable contact time that they value and want to keep.

Daughter was assessed by social services for provision of transport.

No families with handicapped people receive all the help that's available to them.

My family are not available to take me out because they live too far away. My mum doesn't drive now because of age. The carer is caring for my husband on the days I am out. I go to the TASC centre by taxi.

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As my daughter gets older I would hope that she becomes less dependent on the family. Also as we parents get older I would hope that we are not expected to be more and more responsible for her daytime activities and transport requirements.

I have only one sister who lives four miles away.

My age and remote area where I live could restrict this.

Family have a lot to do without putting more on them.

I transport my daughter so different activities as and when the need arises. Due to work commitments I am not always available.

My family don't do anything for me. I don't have a carer I just get £220 monthly attendance allowance. I pay that to you. I pay £300 a month.

Yes the family will be affected as we would be tied to my son C's times for travelling to and from events; my wife would have difficulties attending work on time. I would, as his main carer be totally tied to these times to the detriment of any social life and that of my other child who would be prevented from many social interactions as she would have to come with me to pick or drop off C.

This would not be cost effective for someone on benefits as although the service users will be entitled to a free bus pass, carers will not. Plus a lot of care packages that service users have only have a limited amount of one-to-one time meaning extra hours for the carer which will need to be taken from elsewhere to cover travel times to and from services from the service user who no doubt needs their carers support in other areas (e.g. personal care, bedtimes etc.).

I travelled with Christopher on a voluntary basis for 18 months. Perhaps some people cannot do this for work commitments

I have been assessed before going on transport.

Family and carers are tied up with their caring role and time. Transport to day centre services allows carers and family time to themselves, less stress and peace of mind.

This would not be cost effective to someone on benefits as although service users have a bus pass for free travel, carers do not. Plus a lot of the care packages that service users have only have a certain amount of one-to-one time meaning extra hours for the carer which will need to be taken from elsewhere to cover travel times from the service user who no doubt need the hours to support them to carry out day to day tasks (e.g. personal care, bedtimes etc.).

Possibly a new business providing a service for the disabled.

They may have other responsibilities/plans. Stop independence. Not everybody has transport. Can't afford taxi/bus. Parents hanging around at the service waiting for those to finish.

Some families could support people to and from centres but there are people with no partners who would have to rely on family but then families have work commitments.

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I already travel with my son to and from college. I also did this voluntarily and for approx. 18 months. My main aim is to get C to and from his college safely and without distress to C. I contribute and assist as much as possible (widowed) so contribute as much as I can both financially and time wise.

Family and carers do help with taking me to activities outside centre hours and weekends.

Family/carers have to work they are too busy to help all of the time. Could be the straw that breaks the camel's back. A day centre provides some respite. As a carer (main carer husband) I can no longer drive due to sight problems and couldn't drive my wife couldn't travel on a 'normal' service bus.

This would not be cost effective to someone on benefits as although service users have a bus pass for free travel, carers do not. Plus a lot of the care packages that service users that service users have only have a certain amount of one-to-one time meaning extra hours for the carer which will need to be taken from elsewhere to cover travel times from the service user who no doubt need the hours to support them to carry out day to day tasks (e.g. personal care, bed times etc.).

My wife and I care for our handicapped son (downs syndrome) at 73/72 we find it hard to get ourselves around.

I dont have a family that are willing to do this as their day would have to fit around me.

I have no family and the carer can do this if she has the hours to do this.

If they are willing and able I agree family and carer should help, however I and my family work full time and do not live near my mother and would be unable to help her travel to the day centre. If her transportation provided was taken away we would be affected because she would not be able to get there which would cause her great distress.

I am sure if family want to take people to activities they already do it ! Because it is more convenient for them. The person I care for attends activities and get actual time to myself when they attend activities. Pick up times vary so I have to be flexible. I would have to change my activities if I have to include travel to and from activities which I have to pay for.

The day centre is for carers to have respite. Not to do transport too.

Where possible this is a good idea but not always possible if carer or family members need to go to work.

I can't afford to pay additional mileage to carers or pay for their transport. Some social activities I would be able to get to on the bus so I depend on family to take me to these activities. They don't charge me anything.

We have our own transport but public service is not very good at the moment.

I do try most times to transport R from venue to venue but sometimes I cant. We use direct payments for carers to take him out.

Once again, my wife and I have no family at all.

My daughter gave up her job to look after me. She cannot afford to pay to take me to services now.

Staff support me to use public transport.

The person may have a bus pass but the carer doesn't. The family member/carer to my son and do try to take him to all his places in the car so that he has a good fulfilled life but as a sole carer (lone parent) to him it puts a lot of pressure on me to be available constantly and have had to forfeit my life for him.

It is not always possible for family to take him.

We depend on the present travel service. It would shorten our day considerably if we had to transport her there and back. We are both in our seventies and I no longer drive and H who we care for is in her sixties and has reduced mobility. We both have health problems. This service is essential to us to enable us to continue caring for H.

Again, the carer would be tied to the task and the service user could become dependent upon their presence. If the carer is willing to do so and has the time available then this could be at their discretion.

This is another case of reducing service to save money and placing the burden of costs on the individual and family. In most cases family, friends and carers have busy lifestyles to be able to commit to sustained assistance. Any changes to current support will inevitably place more pressure on parents and siblings to alter their lives such as leaving work, losing friends and relationships and becoming reclusive.

This simply adds more pressure on family and friends and carers do put their lives on hold to provide a service that should be provided by the local council. This results in the standard of living of families being eroded continuously.

Yes family and carers to assist but also the local authority should provide good, quality, safe services to vulnerable people. There are just more and more cuts to a poor service all round. Stop moving the goalposts to suite the budget.

Question 3 – Should Council Transport only provided if a person is assessed by Adult Social Care as having a need for it?

People with disabilities often need assistance getting on and off the transport.

If everyone pays for the service what is the problem.

If S is still living with us when the proposal comes in.

If feel that if my mum was assessed then she would still the council transport.

Carers and families like to have the assurance their sons, daughters or relatives are getting to their day centres safely every day. More so now that Riavaux Centre has closed down and may I add has been refurbished and is being used again for similar purposes.

I will need assessment. The cost of providing assessments will probably be more.

Should be entitled to transport

People who are able to get about on their own should do so, freeing up transport for those who rely on help to get about. Removing transport would have a massive impact on my ability to attend services. It would also impact on my carer's ability to work. It should be provided to those who need it.

I have been assessed before going on transport.

Yes, this should be based on need and personal circumstances. Financial implementation 2 x £9 for one day would stop my wife attending the day centre.

If the users are not assessed, the transport could be abused by 'unauthorised' people using it.

Our son requires total help walking and must be with a carer at all times.

A lot of people use transport and have mobility cars that's unfair as the car is for the person.

No my daughter unfortunately has just moved into a care home.

My son has been travelling on transport for the last 16 years.

Everybody's situation is personal and their needs are different. It would be very difficult to accurately assess people's individual needs, which may not be the same as the family's opinions.

I do not think we would be affected by this proposal because I am sure an assessment would confirm my mother has the need for it.

I have no other means to get to the Centre only by your transport. If I was able to get transport I would but I am unable to because I am always falling over, just rollator to go out.

As my wife's carer she will only go to the bus as she thinks she is going on a trip. If I suggest I will drive her to the Halcyon Centre she will not go.

A social worker knows all of my needs as he/she does my care plan. I think that only the people who need this transport should get it.

On an individual basis perhaps some people cannot use public transport for several reasons public transport perhaps should be asked to do so.

Person must be fairly assessed to all disabilities looked at.

Possible a new business providing a service for the disabled.

Driving Miss Daisy is a new venture that has arrived in the North East. It is a companion driving service with an endless list of options for helping and assisting our elderly, disabled and vulnerable persons. We have a wheelchair accessible vehicle, with our fleet extending as the business builds our drivers are DBS checked, first aid and manual handling trained. Our drivers are also completing a range of other courses linked to the needs of our clients such as Dementia Friends.

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Mrs O was assessed by a Social Worker and relies on this transport. I have answered this survey on behalf of her.

If people are capable of using public transport I feel they should be asked to do so. Unfortunately my son C cannot talk, read or write and is doubly incontinent. Council transport is essential for C for which I am happy to contribute (financially) towards.

I don't mind being assessed by social worker because I like going on the bus.

Shared transport is a good way of meeting people.

Not sure what the terms of assessment are but feel that the council are moving all of the responsibility.

I have assessed needs. It will be impossible for me to travel independently due to my autism, learning disabilities and sensory issues.

The criteria used to assess clients must take into account not only the level and type of disability but also the vulnerability of clients to outside influences.

I have been assessed by social care but if that decision was changed I would be affected.

I get an allowance to cover mileage.

Personal assessment is subjective and might not always be the same as the opinions of the service users and their families and carers. Community transport is essential for service users to access daily activities.

This person already uses their full 22 hours Independent Living Fund 3 days a week for alternative day service of their choice in Hartlepool. This person only uses transport on her 4th day which is paid for through direct payments to Tees Alive. They only use their bus pass for leisure time.

The people who attend activities do so for integration with other people then their family/carers. I am sure if someone asks for transport then they need it. I know it is expensive for the council but if the alternative was to say home in the long run they will require more help at home so it could be more expensive in the long run for the council.

I believe my wife needs such transport for her days at the centre in Thornaby. When she is using taxi service I know she is safe.

C is not able to travel independently using social services transport is something he enjoys doing. Being with his friends is extremely important for him. He does not want his parents hanging around.

I access council transport to enable me to attend day services.

Not all people are assessed for council transport e.g. if they have mobility car or if they are able to access public transport with bus pass or help. If people are assessed as having special needs and use social care activities they should be offered council transport.

H has a need for provided transport.

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I am finding this questionnaire difficult as a mother of a learning and mobility daughter. I have peace of mind that she gets to go to the centre and home again safely. As it is only two days a week I think she has a right to be taken by transport.

I think that each individual should be assessed to determine specific needs and requirements.

Most people have an historic legacy of special needs and the adult social care service should be sufficiently experienced to be able to determine needs without assessment. This is a very obvious and would prevent the council wasting reserves on assessments that have been carried out on many occasions. Assessment of any kind can be traumatic for many individuals hence should be concluded only when considered essential.

I am autistic and have been assessed on so many occasions throughout my life. Assessment is very stressful and I could do without the repetitiveness of face to face contact to determine my needs. There is sufficient information in my files to determine that I am in need of services that the council are attempting to erode for those in the most need.

No as we have a private support worker to provide transport.

Any Other Comments

Reading between the lines I think this is a cost cutting process, to cut services and the one you provide will put costs up. If you want to cut costs why not look at education for pupils who go to naughty schools as I call them. If they are abled bodied and hold the parent responsible.

I would like to see more taxi's within the borough area that are wheelchair friendly.

All people/individuals have their own needs along with their carers. My mother likes the journey on the bus with the helpers who assist her on and off. The helpers give her confidence to remove the choice would be detrimental to the users who have very little confidence due to their varying problems. As a carer I know that my mum will arrive safely and be delivered home in the same manner, which puts my mind at rest.

The current situation is ideal for L's (daughter) purposes.

If transport not provided would not use Halcyon Centre. Would pay towards transport costs.

Rievauex Centre should never have been closed, clients are being sent to these different venues each week so they will need transport.

I hope these proposals does not stop me from attending the day centre.

If unable to use transport provided probably would not attend centre. Would pay small fee towards transport cost.

Removing transport would have a massive impact on my ability to attend services. It would also impact on my carer's ability to work. It should be provided to those who need it.

Retain them.

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When I received the consultation document I was horrified, the impact of the proposals on our family are huge. My son has just had 10 days in hospital following a fall at home and I have had to take time off work to look after him. My employer has been very understanding but it brought home to me how much our son relies on us. As he gets older so do we and we will need more help, not less.

I do not like day service transport.

In my experience when the council sends out these forms the decision has already been made so no doubt we will be told this is happening and if that's the case my son will not be attending Allensway anymore and if I am right, you will then be discriminating against disabled people. This is about the budget cuts but how come Stockton council is funding a multi million point luxury hotel.

In general service users need as much help as possible to access day time services. Community transport is fundamental to achieving this. Families and carers should not be expected to have their daily routines and respite where applicable, affected by providing essential transport.

Community transport is essential for service users to access daily activities.

I am sure the people who use the activities really appreciate them. The person I care for has changed for the better having attended services that are provided. Both transport and day centre. The bus journey itself brings joy as the escorts and drivers are very compassionate. A credit to themselves. It takes someone special to provide this.

Every vehicle should have equipment to load/unload all types of wheelchair/scooter without risk to driver/escort/patient - tail life.

Many users have unique, personal problems. I believe everyone should contribute something towards costs and expenses, not forgetting though that we have a duty of care towards disabled and vulnerable people.

There is a very lack of Bus Shelters throughout Ingleby Barwick.

Carers need breaks. Take away the transport and you would put further strain on already tired parents/carers. It also gives the disabled person a sense of independence with support.

Consideration needs to be given to the fact that transport provision for many carers is an essential part of the service provided.

All of the proposals will disadvantage further the disadvantaged, vulnerable people in our society. The measly monies received by disabled people barely cover the costs to be able to enjoy a lifestyle they should be allowed. In many cases the council the council already charges individuals for services that they provide which cannot be offered without restricting in other areas. In this particular case £230.

These proposals are yet more cuts to an already poor service provided by Stockton Adult Learning disabilities service. Cuts not changes are not just with transport, it is with staff so when your services just become unsafe and poor and you talk about 'choice' and 'control', really!!!

Service User Sessions Feedback

1. How did you get here today?

25th July 2016 – Halcyon Centre

- Everybody but two came on the Council bus.
- One came in a car with her sister
- One came in a taxi (unaccompanied).

26th July – Allensway

- Both by Council bus.

9th August – Ragworth

- Some people had a lift in. One person used the No.15 with no help. One person has a bus pass.

10th August – Halcyon

- Everyone came on the council bus apart from one lady who said her parents bring her.

24th August – ARC

- Three came on the council buses, one came in the car.

26th August – Halcyon

- Don't use public transport.

26th September – Abbey Hill School

- 3 came in cars (taxis)
- 1 on a bike
- 4 Council buses
- 1 on a public service bus

3rd October – Riverside College

- 3 come on council bus.
- Seven people came in a taxi.
- One boy came from Hartlepool and uses 23 cars (taxi)
- Five people had bus passes and yes they all use them.

2. How did you get here on other days

25th July 2016 – Halcyon Centre

Nobody came here any other way on different days.

26th July – Allensway

Appendix 3

Came in car as was coming from doctors.

9th August – Ragworth

- G switched buses to make it easier.
- One person said they used the bus (public transport).

10th August – Halcyon

- Public transport – some people use sometimes.
- Family members sometimes bring in car.
- One lady said if she has an appointment somewhere else her dad brings her in the car.
- He brings her to Halcyon.

26th August – Halcyon

- Sometimes come in a car
- I come in a car driven by my parents and I might go home on the council bus.
- Lives in Norton – someone would need to come with me if I went here on the bus.
- Both buses would need to be wheelchair accessible by electric wheelchair.
- Husband would need to accompany and they return home. He is 78 and has health problems of this own – i.e. bad leg and his mobility issues. This is his relieve time. He has a bus pass and uses all of time (e.g. if he accompanied his wife on the bus to get to the Halcyon Centre this would mean 4 round trips a day for him).
- Love coming in on the council bus.
- Escorts and drivers are all great.
- You know you have got help.
- People are missed if they don't appear on the bus.
- Nobody would help you if were on the public service buses.
- Who would know where you were if you didn't turn up?
- I've never used a bus pass in ten years.
- Very friendly people on the council buses.

26th September – Abbey Hill School

- 1 x walks sometimes
- 1 x bike
- Rest always the same way as today
-

3rd October – Riverside College

- Most were just the same.
- Mam used to take me every day but now I use taxis.

3. How do you travel to other activities?

25th July 2016 – Halcyon Centre

Appendix 3

- Nobody said they did difference activities – but one person said she had therapy and her sister drove her to that.
- Overwhelming support for the council buses and the service provided.

26th July – Allensway

- Don't go anywhere else.

9th August – Ragworth

- One person said they had changed their activity from the Dolphin.
- One person said some people can't use the bus.
- Nobody in the group goes anywhere on their own.
- Council bus is best for G because he has epilepsy and needs someone with him as his parents are worried about him having a fit.
- You never know who is on the bus.

10th August – Halcyon

- Taxi's and cars.

24th August – ARC

- Parish Church
- ARC
- Drama at Billingham
- All the same but she used car too.

26th August – Halcyon

- Taxi – e.g. to doctor or daughter takes out
- Can only go in a car or taxi if it's with a family member
- Because you're apt to fall
- Friends take her to church (Need separate toilets for men and women)
- Dial a ride was discussed
- People are now reliant on friends to get out
- One lady said she spends 2 and a half hours a day on the bus
- There's a longer time on the bus if it picks up more people
- An hour is a long time (to be on a bus)
- People need the toilet
- People decline afternoon drink because worried about toilet needs on the bus home (confirmed by staff)
- On public transport – there is a dearth of public toilets
- Have to have someone with me
- Taxis are good – I know the drivers' names
- Hospital appointments – can't travel alone – so parents take me in their car or my son takes me when I'm off work
- Can't go on my own on a bus to socialise so might as well go in a car
- Need to know which bus routes can accept a wheelchair
- Still have to get from the bus stop to home and from stop to the centre

3rd October – Riverside College

- I walk on my own.
- I get the bus to the Youthy on Fridays (girl) abut always with a carer and yes I use my bus pass.
- One boy goes on the bus with people he knows or on the bus with his girlfriend to town and is going to get a bus pass.
- I have social anxiety : I don't understand where to get on and off.
- You can get Wi-Fi on Stagecoach.
- I was on a coach for two hours.
- Coming from Hartlepool I would need to get two buses to go back.

4. Would you like to learn how to travel on your own (Transport Training)?

9th August – Ragworth

- Many people are worried about what their parents might say.
- Would need to be someone I know on my route.
- Worried about being forced to go on bus on own if I get transport training.

General discussion about using public service buses

25th July 2016 – Halcyon Centre

- One person cited the recent case where the driver didn't move the buggy to let the wheelchair user use the space and the court decided he should have.
- Two wheelchair users said they had these problems.
- Buses are very unreliable.
- Getting on the bus is a problem.
- Drivers don't always have that facility.
- Buses set off before the chair is in place and secured.
- Buses don't wait for people to sit down.
- Won't let me store my fold up chair next to me. Have to put in proper place but often can't when there is a buggy there.

26th July – Allensway

- Escorts name is Freda on the Council Bus. I know people on the bus.

9th August – Ragworth

- Can you come back again and another talk.
- Some get pick up from the house.
- Some get picked up from the top of the road.
- Need to get used to the route with public buses.
- Want someone to go on the same route as me.
- Wants somebody to know what to do if I have a fit.
- One person gets a bus at 9 and gets to 60 Bish at half past nine.

Appendix 3

- 7 minutes for another number 15.
- 52 buses comes every 10 minutes.
- If 52 is full can look at alternative e.g. 36
- 37 goes all the way round the town.

10th August – Halcyon

- I have a bus pass and it would take 2 buses and /or a lot of walking.
- Would have to go back into Stockton and come back out again which would take at least an hour.
- Weather might be bad in winter.
- Some people are vulnerable.
- 'Now in a wheelchair/difficult to use public service buses/want to come by council bus/ has to go down a path and that's difficult terrain near their house – bus stop is way away'.
- Even people without a wheelchair would find it difficult – we use a walking aid.
- I like Council buses.
- This morning it was a brand new one.
- There is a carer and a driver.
- Collect from my door.
- Pick me up and hand me over.
- They take us right into the bungalow or flat.
- Make sure we are seated and the door is shut properly.
- Escort on the buses report if someone is sick.
- Public services bus wouldn't know this.
- Wouldn't know where someone was (if they didn't arrive).
- Escort makes sure door is shut properly.
- I have a daughter that has her own family and they make demands.
- Some taxi drivers are very nice.
- Some taxi drivers just sit outside and won't come in or help.
- Respite at Halcyon. Family members can be reassured the person is being looked after.
- Daughter also works, has her own family.
- Everyone is entitled to personal life – and time even carers.
- Re. Lanark – my mam looks after me and some others (carers) but this gives them Respite.
- Some of the family members are also elderly.

24th August – ARC

- Council bus – only way for everyone (car is council car).
- R got wrong bus and it ended up in Middlesbrough.
- Public service buses must run on time. Get anxiety when they are late.
- R rang George (driver/support worker) to say he got on the wrong bus but didn't differentiate between bus going to Stockton and bus going to Middlesbrough and/e.g. via Thornaby etc.
- One man operation a problem on public service buses (too much is expected of driver when bus is moving).

Appendix 3

- Bus bunching.
- Have a sign song on the bus.
- Same driver
- Know the driver
- Trust in driver – carers and service users.
- Some have escorts and some don't.
- If someone is late.
- Normally only allowed maximum of an hour on the council bus.
- If put more people on the bus that increases journey time.
- Reduces time available to be in day centre.
- And more time waiting to get picked up

What if the council bus is full?

25th July 2016 – Halcyon Centre

- Some people have got disabled cars but they don't use them and if they live near they should use those.
- Once client said in response to the above that he has a disabled car but his wife uses it for work but needs the car with her in case she need to come back for her husband in an emergency.
- Everyone was generally very happy indeed with the service offered by the council transport.
- They have an escort on the bus to and from my house which you don't get anywhere else.
- Taxi's just drop you and go.
- The council bus takes away the worry about getting in the house.

The escort role is very important and mentioned many times

25th July 2016 – Halcyon Centre

- Escort can enter key codes to access the person's home.
- Escorts have the key codes.
- Escorts can help the person find their keys, get them into their home and settled.
- Council buses will see you in your house safely.
- They can get you sat down and can put you on the toilet before they go.
- Important in winter as it can be slippy.
- In winter might be more worried regarding using public transport e.g. what if the bus doesn't turn up.
- Feel safer on a council bus.
- Driver signs to them all the way here.
- Council drivers are more understanding/
- Like a little family on our bus.
- Our driver knows each and every one us.
- We know the other people on the Council bus.
- On the public service bus, even with a bus pass all the seats are taken by people with children especially the ones at the front near the driver so the clients can be left standing.

Appendix 3

- Should be put up in a bus itself “wheelchairs get priority”.
- Some drivers won’t move the buggies.
- Sometimes wheelchair users are finding they are told to get the next bus as the bus already has buggies on it.
- Some passengers are helpful but most are not.
- Needs notices on the buses telling people children should stand up and give their seats to the elderly.
- Drivers on public buses are not very helpful.
- Taxis – some are very good all the time and he’s always good so I always use them.
- Some taxis are very impatient.
- Council bus can take a long time because it has to take a lot of people and make lots of stops.

26th September – Abbey Hill School

- **Council buses**
- Council buses are free
- Picked up on doorstep
- Not waiting at bus stops (e.g. bad weather)
- Council buses bring us right onto the site
- There's an escort on the bus
- Same people on the bus each day
- **Taxis**
- Taxi firms – taxi – taxi – minibus picks up some people (many on same taxi)
- Picked up in a certain order
- Minibus-taxis sometimes take too long – as too many people being picked up
- Some taxis are ignorant
- One taxi crashed into us
- **Public service buses/ bus passes**
- Most of time public service buses are fine
- But my 13 year old sister wasn’t allowed on the bus (public service) – the driver said it wasn’t a proper bus pass
- Bus passes – confusion about when you pay i.e. in the mornings before nine
- I always take extra just in case
- WIFI – I can use Wi-Fi but don’t know how to on the stagecoach buses
- How do you get a bus pass?
- (Answered by other students) – Stockton library
- (I asked how they renew if lost)
- Can you use your bus pass as ID
- **Taxis (negatives)**
- Some taxis are ignorant
- One taxi crashed into us
- **Travel training**
- When do I start travel training?

Appendix 3

- Have we got funding for it (staff explained) Are the council offering some funding or resource as they withdrew our funding to deliver transport training – in fact we thought this was what today was about
- **Mobility benefits**
- Several people had heard of PIP and could tell me what it was
- Several people said they had bus passes