

CONSULTATION REPORT:
Assisted Transport Policy

Background

- 1.1 On 7th March 2019, the Social Care, Health and Well-being Cabinet Board authorised officers to consult members of the public and other stakeholders for 90 days on the Assisted Transport Policy.
- 1.2 The existing Assisted Transport Policy was approved by Members and implemented with effect from 1st April 2014.
- 1.3 Set against a background of increasing demand for our services and economic pressures requiring budgetary savings, the provision of good quality and responsive adult social care support remains a priority of the Council.
- 1.4 However, in doing so it is necessary to review what services are provided and how we deliver them.
- 1.5 The proposed revised Assisted Transport Policy therefore places greater emphasis on an individual, where practicable, making their own transport arrangements to and from a service which has been identified under an assessment of need, and clarifies that transport to/from a destination outside of an eligible assessed need is the responsibility of the individual. This contributes to promoting individuals' independence and sustainability of services.
- 1.6 In the event that the proposed removal of transport results from the assessment/review, the user will be supported through an agreed time limited transition period to ensure any identified risks are mitigated and alternative arrangements can be made.

2.0 Introduction

- 2.1 A range of engagement and consultation activities have taken place in order to help inform the Policy, including:
 - Overarching public consultation
 - Stakeholder consultation
 - Formal written responses

3.0 Consultation objectives

- To provide a mechanism for people to contribute their views
- To find out if people agree or disagree with the proposals and the reasons for this
- To provide a mechanism for people to make comments and suggestions
- To provide a mechanism for people to suggest alternative proposals
- To ensure that the consultation was available to as many stakeholders as possible
- To ensure that the consultation was available in a format so people could understand

4.0 Overarching public consultation – Methodology

4.1 To help ensure that the consultation was as widely available as possible, people could submit their views by four mechanisms:

- **Online** - a self-completion questionnaire was published on the Council's website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in the Draft Plan and their postcode. The questionnaire was live from 8th April to 8th July 2019.
- **Paper Questionnaires in public buildings** - consultation packs were made available in the three Civic Buildings and within CVS. The consultation packs included a poster and copies of the Draft Policy in various formats in Welsh and English, which outlined the proposals along with a supply of self-completion questionnaires, and a post box for completed questionnaires in Civic Buildings.

The questionnaire was a replica of the online version and responses were entered into 'SNAP' (our online consultation software package) for analysis.

- **Email** - The email address ccu@npt.gov.uk was promoted for people who wanted to respond via this mechanism.
- **Corporate social media accounts** – the Council's corporate Facebook and Twitter accounts were also monitored for feedback.

4.2 The consultation was promoted via:

- The Council website homepage – via the ‘top tasks’ and ‘top visited’ areas and a dedicated web page - Have your say <https://www.npt.gov.uk/1615>
- Adverts/posters on TV screens in the Quays, Neath Civic Centre, Port Talbot Civic Centre
- The Council’s corporate social media accounts on Facebook and Twitter
- The Council’s corporate staff newsletter ‘In the Loop’. The purpose of this was to encourage staff to give their views and as an additional way to raise awareness of the consultation amongst residents as a significant number of staff live in the county borough
- Details of the consultation were also promoted via Community Voluntary Service and Carers Service Newsletters, Social Media and Webpages

5.0 Overarching Public Consultation – Responses

A total of 41 completed questionnaires were received during the consultation period. Thirty-one were completed in English with 9 Welsh responses. 38 of the responses were submitted online, with 3 paper questionnaires received.

The following provides a summary of the feedback from the questionnaire responses. All percentages shown in this section are relative to the total number of completed questions. A more detailed report has been provided.

5.1 About the respondents

Of the 37 responses received:

- 5 (14%) stated that they are a service user
- 9 (24%) stated that they are a carer for a service user
- 11 (30%) stated that they are related to a service user
- 12 (32%) stated that they are a member of staff at a service

5.2 Age

| Age range (years) | Number | % of respondents |
|-------------------|--------|------------------|
| Under 16 | 2 | 5% |
| 16 - 24 | 2 | 5% |
| 25 – 29 | 7 | 18% |
| 30 - 39 | 11 | 28% |
| 40 - 49 | 5 | 13% |
| 50 – 59 | 6 | 15% |
| 60 – 74 | 3 | 8% |
| 75 – 85 | - | - |
| Prefer not to say | 3 | 8% |
| Total | 39 | |

5.3 Gender

23 respondents (59%) were female, 9 (23%) male, 1 (3%) transgender and 6 (15%) prefer not to say.

5.4 Ethnic origin

33 respondents (94%) described their ethnicity as White British, 1 (3%) as White Irish, and 1 (3%) preferred not to say.

5.5 Sexual orientation

30 (81%) respondents described themselves as heterosexual, 2 (5%) as bisexual and 5 (14%) preferred not to say.

5.6 Disability

11 respondents (28%) reported having a disability, with 24 (62%) stating that they did not have a disability and 4 (10%) preferring not to say.

5.7 Welsh Language

9 respondents (24%) stated they were a fluent Welsh speaker and writer, 4 (11%) as fairly fluent speaker and writer, 1 (3%) as fairly fluent speaker, 5 (13%) as Welsh learners, and 19 (50%) respondents reported having little or no knowledge of the Welsh language.

5.8 Religion / Belief

20 respondents (50%) stated they were Christian, 3 (8%) Hindu, 1 (3%) Muslim, 6 (15%) as any other religion, 7 (18%) preferred not to say and 3 (8%) respondents reported as having no religion/beliefs.

5.9 Nationality

29 respondents (74%) stated they were Welsh, 5 (13%) British, 1 (3%) English, 1 (3%) Other and 3 (8%) preferred not to say.

6.0 How respondents feel about the proposals

How respondents feel about the proposals

How easy or difficult do you find it to get information about help with travel?

4 respondents (10%) stated it was very easy to get information, 15 (38%) that it was fairly easy, 5 (13%) that it was fairly difficult, 9 (23%) that it was very difficult, while 6 (15%) stated don't know. Although the numbers are relatively small almost half of respondents found it easy to get information while more than a third found it difficult.

To what extent do you agree or disagree with the proposed policy?

5 respondents (14%) strongly agree, 3 (8%) tend to agree, 2 (6%) tend to disagree, 18 (50%) strongly disagree, 5 (14%) that they neither agree nor disagree, and 3 (8%) stated don't know. Again, although the numbers are relatively small, in this case the majority disagree with the proposed policy.

6.1 Do you think that the policy would have a positive or negative impact on any of the adult care sector?

7 respondents (19%) stated positive, 20 (54%) stated negative and 10 (27%) stated don't know.

6.2 How important is it for the Council to commission training services to promote independent travel and reduce dependency on social services transport?

13 respondents (33%) stated it was very important, 8 (21%) stated fairly important, 9 (23%) that it was not important at all, 6 (15%) that it was neither important nor unimportant, and 3 (8%) stated don't know.

7.0 Social Media and Email Responses

- 7.1 During the consultation a number of posts were published on the Council's corporate Twitter (@NPTCouncil and @CyngorCnPT) and Facebook (Neath Port Talbot CBC and Cyngor Castell-nedd Port Talbot) accounts to raise awareness of the consultation and encourage people to respond. These posts were monitored for comments on the draft policy proposals.
- 7.2 Of the comments made on posts about the draft policy consultation, the following issues were raised via Facebook:
- Comments regarding taking away from the most vulnerable
 - Suggestion to save money by cutting council staff salaries
 - Help needed in applying for benefits e.g. PIP
 - Stop spending money on speed humps and green bags
 - That the council only wants to pay the bare minimum for adult services
 - That the consultation is a tick box exercise / lack of information
- 7.3 Two email responses were received - from a social worker and a member of the public:

Response from social worker

You use the phrase physical and/ or mental ability. Can I suggest use of the word cognitive rather than mental please? It's more accurate and less labelling in this context.

Response from member of the public

Our chief concerns about the consultation are that it is primarily about making cuts, however nicely the Council are trying to word it in their letters and policy proposals. With regard to our daughter, while we can usually take her to and from Bespoke for skills training and Trem Y Mor for respite, she would still require service user transport between the two centres if we were away for some reason. She would not be able to use public transport or travel

independently between Aberavon and Neath Abbey. She may not have occasion to use it very often but it would be essential if and when she does need it. We would also be strongly opposed to any threat to remove or cut her (and our) access to using Trem Y Mor for respite, as it is essential for our well-being as a family to have this support and facility in place.

8.0 Consultation with other stakeholders

8.1 To ensure that the consultation was accessible to as many stakeholders as possible, it was raised as an agenda item at a number of Third Sector forum meetings, and two public meetings were held for service users, carers, family members and the wider public.

8.2 CVS Forums:

- 10th June – Strategic Forum
- 13th June – Health, Social Care & Wellbeing Forum
- 20th June – Older Persons' Council

8.3 Public Events:

- 22nd May 2019 – Trem Y Mor Respite & Day Service, Aberavon.
- 22nd May 2019 – Bespoke Enterprises, Neath Abbey.

9.0 Formal / Written Responses

9.1 Two formal responses were received; from the Older Persons' Council and from Polestone Support Ltd. A summary of each formal response is as follows:

Response from the Older Persons' Council

- In terms of the proposals, it is recognised that there needs to be an emphasis on promoting greater personal independence for both current and future users of the service, whilst also understanding

that the main objective of the proposed changes is to take pressure off the local authority both financially and in practical terms going forward.

- There were, however, a number of issues raised that are of concern to the members of the Older Persons' Council.
- In terms of Care Reviews and assessments, it was felt that a greater understanding of what this process consists of and who conducts it would be helpful. The importance of having the staff with the appropriate skills, knowledge and empathy to do so effectively, and to understand that some individuals, whose health issues can change from day to day, find assessments to be stressful situations.
- It is important that for the potential users of the service there is a clear, easily understandable process and set of criteria that need to be met in order to qualify for local authority support with transport needs, and that both potential users, impacted family members and Carers have a say in this process.
- There are also concerns with regards proposed designated pick up and return points for service users in that, assuming there are mobility and transport issues, how would they get to and from these locations?
- It would also appear that there is potential lack of consistency in the proposals due to the fact that only persons under current state pension age can claim the mobility element of any health based state benefit. In agreeing that those who are already in receipt of the mobility element, should be expected to use the benefit for the purpose for which it was intended, it means that persons over state pension age would be treated differently. This also links into the qualification criteria for the Blue Badge Parking scheme, where those over state pension age without a mobility award, need to provide further proof in the form of a consultants letter to accompany their application. In view of the proposals, should the criteria be relaxed in order to make it easier for people with their own transport to take advantage of this scheme?
- Finally, there is recognition that the proposed policy only relates to the Neath Port Talbot Assisted transport scheme. Given the lack

of affordable community based alternatives, would there be the capacity for use of Neath Port Talbot Social Services transport vehicles by other agencies to help meet people's needs and what are the longer term cost implications for the local authority of providing alternative transport such as taxi's under the proposals?

Response from Polestone Support Ltd, followed by letter from Director of Social Services in response

Dear Sir,

Regarding the recent policy document 'Adult Services Assisted Transport Policy' (April 2019), I would draw your attention to the fact that that the mobility component of a persons Disability Living Allowance is excluded by law from being taking into account. Indeed, this was pointed out in 2014 during NPT's last proposed review of its transport policy and resulted in the Head of Community Care and Housing Services recommending that;

- Reference to 'Motability' vehicles is replaced by 'private vehicle'.
- References to Benefits such as DLA, PIP, etc are removed.

The following are documents (appendices) that I believe establish this beyond doubt.

- A. The report of the Head of Community Care and Housing Services (C. Marchant) to the Social Care, Health & Housing Cabinet. 24th April 2014
- B. Letter from Banane Nafeh Information Advisor on Independent Living (Disability Rights UK)**
- C. Lee Davis, Social Services and Integration Directorate Department for Health and Social Services Welsh Government**
- D. Introducing More Consistency in Local Authorities' Charging for Non-Residential Social Service April 2011 Guidance for Local Authorities**
- E. Social Care Charges (Wales) Measure 2010**
- F. Social Services and Well-being (Wales) Act 2014 Part 4 and 5 Code of Practice (Charging and Financial Assessment)**

The last attachment (F), taken as it is from the most recent Act establishes;

- 1. Point 4.4 of the NPT's 'Transport Policy' (April 2019) states that 'the need for transport is not an 'eligible need', yet section 5.12 of the Social Services and Well-being (Wales) Act 2014 states; Transport to a day service where the transport is provided as part of meeting a person's needs.**
- 2. Section 5.12 of the 'Act' goes further than instructing local authorities not to take into account a person's benefits when assessing transport needs, it emphasises that eligible transport needs must be arranged 'free of charge'**

I look forward to your considered response.

Yours faithfully

(A)

SOCIAL CARE, HEALTH & HOUSING CABINET BOARD 24th April 2014

SOCIAL SERVICES, HEALTH & HOUSING

REPORT OF THE HEAD OF COMMUNITY CARE AND HOUSING SERVICES – C. MARCHANT

INDEX OF REPORT ITEM PART 1 – Doc. Code: SCHHB-240414-REP-SS-CM

The following comments were however raised which do have some bearing over the proposed policy presented to SCHHCB on 13th December 2013:

- *A comment over the viability of taking into account whether a service user has access to a Motability vehicle; this comment has been considered further and the appropriateness of this in relation to an assessment of need. It is considered to be more appropriate to identify whether the service user has access to a private vehicle whether directly or indirectly, e.g. via a carer or family member, or one that they drive themselves.*
- *A comment regarding taking into consideration Disability Living Allowance / Mobility component / Personal Independence Payments; since financial benefits cannot be taken into consideration when considering a person's disposable income under the broader Charging Policy, by extension it would be inappropriate to take into consideration such benefits when assessing for transport needs, particularly as local authorities cannot charge for transport to attend a day service where the transport is provided or arranged by a local authority and where attendance at the day service and transportation to it are included in the service user's assessments of needs. Whilst the policy was not seeking to charge for assisted transport it is felt that implementation including what could be regarded as a financial assessment would cause confusion or not be in the spirit of wider Regulations.*
- Section 6 will outline how this will be addressed in the final proposal that is being put to SCHHCB today.

In summary, other than the above the consultation responses indicate broad agreement with the proposed new policy and do not suggest any major changes other than those outlined above.

A full copy of all of the consultation responses is available on request.

6. Proposed New Policy following consultation:

In light of the consultation responses, it is proposed that the policy is amended as follows:

- **Reference to 'Motability' vehicles is replaced by 'private vehicle'.**
- **References to Benefits such as DLA, PIP, etc are removed.**

It should be noted that the essence of the original policy remains intact, i.e. that each individual will receive a transport needs assessment taking account of whether they are capable of travelling to day services without Assisted Transport.

The aim remains to increase independence where possible by promoting alternative transport methods, including by providing access to travel training.

(B)

Dear Sir

Thank you for your email that was forwarded to me by my colleague. I am very sorry for the delay in responding as I was unwell.

My understanding is that your client has got needs which have been recognized and assessed. His local authority is refusing to allow the service user of a day centre to get assisted transport.

When carrying out an assessment, the local authority has a duty to take the full range of the client's needs into account. If one of your client's needs is to access services from a day centre, then the local authority would normally assist the individual to access these services either by arranging the transport or by allocating funding in their direct payments budget.

The mobility component of DLA must be completely disregarded. Your client chooses how he wishes to spend his mobility component. The local authority should not dictate upon the client on how he should utilize his mobility component or his adapted Motability vehicle. It is a matter of choice which the individual makes. If the client chooses to use his vehicle (assisted by his driver) or to use taxi transport to go to a day centre, then this is his choice.

The mobility component should not be a factor or a reason for the local authority to withdraw their services from individuals. The local authority should not also discriminate between service users.

We have a factsheet that gives additional information on complaint procedures as well as contact details of legal firms, please log onto the below link:

<http://www.disabilityrightsuk.org/complaining-about-local-authority-decisions>

Please do not hesitate to contact me again for any further queries.

Kind regards,

Banane Nafeh

Information Advisor on Independent Living

Disability Rights UK

(C)



Dear Sir

I am able to comment with regard to the requirements on local authorities to assess people's needs and plan for their care. I look at the matter you raise from the point of view of the disabled person and their carer/driver: If the carer is unable or unwilling to drive the disabled person to and from the day centre then I do not see that the local authority can require that person so to do. The situation is then that person has an assessed need which the local authority has chosen to meet by providing attendance at a day centre, but he/she is not able to attend as he/she has no driver. The local authority would need to consider this when establishing the care plan. If the person cannot attend a day centre then it would seem to me

that the local authority would need either to find another way to meet needs, or to find a way to enable the person to attend the day centre.

I think the response you have had from 'Disability Rights' contains some sound advice and I would agree with their suggested way forward

With best wishes

Lee Davis

Social Services and Integration Directorate
Department for Health and Social Services
Welsh Government
Cathays Park, Cardiff CF10 3NQ

*Y Gyfarwyddiaeth Gwasanaethau Cymdeithasol ac Integreiddio
Yr Adran Iechyd a Gwasanaethau Cymdeithasol Llywodraeth Cymru
Parc Cathays, Caerdydd CF10 3NQ*

02920 801410

07808 727466

(D)

Introducing More Consistency in Local Authorities' Charging for Non-Residential Social Service April 2011 Guidance for Local Authorities

4. This guidance is being issued to local authorities as statutory guidance under section 7 of the Local Authority Social Services Act 1970. It replaces the earlier guidance issued in 2002 entitled "Fairer Charging Policies for Homecare and Other Non-Residential Social Services" and the subsequent circular letter of 7 March 2007 issued as NAFWC 11/07, both of which now cease to have effect. Section 7 of the 1970 Act allows Welsh Ministers to issue statutory guidance to local authorities on the exercise of their social services functions. In exercising those functions, local authorities must have regard to guidance issued under section 7.

7. It is the policy intention that the changes being introduced will apply to both service users receiving services direct from their local authority, or arranged by their authority, and those who have entered into a direct payments arrangement with their local authority to purchase themselves the services they require. **Therefore, unless otherwise stated references to service user, services and charges in this guidance should also be interpreted to mean direct payments recipient, services provided through a direct payments arrangement and contribution or reimbursement that a person who receives a direct payments arrangement may be asked to make in respect of the services they receive within that arrangement.**

32. In addition, the following non-residential social services for adults may not be charged for as required by the regulations listed; the Social Care Charges (Means Assessment and Determination of Charges) (Wales) Regulations 2011 and the Social Care Charges (Direct Payments) (Means Assessment and Determination of Reimbursement or Contribution) (Wales) Regulations 2011

- *the provision of transport to attend a day service where the transport is provided by, or arranged by, a local authority and where attendance at the day service and transportation to it are included in the service user's assessment of need;*

33. Authorities must ensure that neither direct service users nor those persons in receipt of direct payments arrangements are charged for the services listed above. **In respect of those in receipt of direct payments and transport to day services, authorities must not seek any reimbursement or contribution for that part of a person's direct payment that is intended to meet the reasonable cost of transport to attend a day service,** where attendance at the day service and transport to enable such attendance has been identified in that person's care assessment and care plan.

77. **In addition, the mobility component of Disability Living Allowance (DLA) is excluded by law from being taken into account** for charges. Authorities should also disregard the War Pensioner's Mobility Supplement in assessing income, as this should be treated as analogous to the DLA mobility component.

(E)

Social Care Charges

(Wales) Measure 2010

- (1) A local authority must not impose a charge under section 1 of the Measure for any of the services specified in this paragraph—**
- (a) the provision of transport to attend a day service where the transport is provided by a local authority and where attendance at the day service and the provision of transport to enable such attendance are included as part of the service user's assessment of needs;**

(F) Social Services and Well-being (Wales) Act 2014

Part 4 and 5 Code of Practice (Charging and Financial Assessment)

1.1 This code of practice is issued under section 145 of the Social Services and Wellbeing (Wales) Act 2014 (the "Act").

1.2. The Social Services and Well-being (Wales) Act 2014 is available at:

<http://www.legislation.gov.uk/anaw/2014/4/enacted>

1.3. Local authorities, when exercising their social services functions, **must** act in accordance with the requirements contained in this code. Section 147 (departure from requirements in codes) **does not** apply to any requirements contained in this code.

1.4. In this code a **requirement** is expressed as "must" or "must not". **Guidance**, where local authorities have discretion, is expressed as "may" or "should/should not"

5.12 local authority must not charge for certain types of care and support which must be arranged free of charge. These are: transport to a day service where the transport is provided as part of meeting a person's needs.

Response from Director of Social Services:



Date Dyddiad 16 April 2019
Direct line Rhif ffôn 01639 763279
Email Ebost
Contact Cyswllt
Your ref Eich cyf
Our ref Ein cyf AJ/EB

Mr. S. Mainwaring
Security House
Old Road
Neath
SA10 7LT

Dear Mr. Mainwaring,

Adult Services Assisted Transport Policy (April 2019)

Thank you for taking the time to review our proposed policy and contacting me with your valuable feedback. I would like to firstly assure you that no decision has been made with regards to the proposed transport policy, as we are in the process of undertaking consultation on the proposal. The outcome of this consultation will inform any subsequent decision made with regards to the proposed policy and your letter will be considered as part of this consultation process.

In response to your letter, I can confirm that the Council is not putting forward any proposal whereby a charge will be made for, or towards, the provision of transport assessed to be a necessary part of meeting a person's eligible needs for care and support. Furthermore, the Council is not proposing that the mobility elements of DLA or PIP should be taken into account when assessing eligibility to pay a charge.

Once again thank you for taking the time to contact me with your views on our proposed policy and I trust that this letter will give you reassurance.

Yours sincerely,
Andrew Jarrett
Director of Social Services, Health and Housing

Social Services, Health & Housing Andrew Jarrett

Gwasanaethau Cymdeithasol,
Iechyd a Thai

Director of Social Services, Health & Housing
Civic Centre, Neath SA11 3QZ
Tel: 01639 686868

Andrew Jarrett

Cyfarwyddwr Gwasanaethau Cymdeithasol, Iechyd a Thai
Y Ganolfan Ddinesig, Castell-nedd SA11 3QZ
Ffôn 01639 686868

www.npt.gov.uk

10.0 Petitions

10.1 The Council received no petitions relating to the Draft Policy.

11.0 Council Response to the Consultation

11.1 The Council response to comments received is summarised below.

| Comments or questions raised on SNAP Survey and formal responses | | |
|---|--|---|
| Getting information about help with travel | | |
| Number | Comment: | Council response: |
| 1 | I would initially look on the website and failing that contact the Gateway or social worker. | No response required. |
| 2 | It isn't clear why some people get access to funded travel and others don't. It does seem that sometimes it's a case of if someone makes enough fuss the council gives in. I think there's a general lack of understanding about assisted transport as well. | The policy aims to provide a clear rationale for assessing individual's transport needs and how those needs are met. The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability. |
| 3 | This information isn't readily available nor is the criteria people are assessed against to see if they are eligible. | The policy aims to provide a clear rationale for assessing individual's transport needs and how those needs are met. The Council's website content is being reviewed and updated to ensure it is easier to find up to date information. Staff will also be briefed on any new policies to be implemented to ensure they follow latest guidance. |
| 4 | No information on service. | When someone is offered a care and support package as part of an assessed need then information on assisted transport options should be made available at the same time. |

| | | |
|----|---|--|
| 5 | Nobody seems to give a clear answer on the subject. | The policy aims to provide a clear rationale for assessing individual's transport needs and how those needs are met. The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability. |
| 6 | The person I needed to contact was always unavailable and actually moved offices during this time and I was not informed. Also during us using the service, they received wrong information and it took far too long to sort it out due to lack of communication from the council's side. | No response required. |
| 7 | Assisted is spelt incorrectly. | No response required. |
| 8 | I have the contact numbers for Transport Dept, and case worker normally easy to contact them. | No response required. |
| 9 | I had a look online all the info was there and staff who answer calls are very helpful. | No response required. |
| 10 | Inconsistent. | No response required. |
| 11 | Different answers and delays on answers up until 2 days before son started school. | This policy is aimed at adults with eligible assessed care needs living in Neath Port Talbot. |
| 12 | Your website isn't exactly simple to use and I wouldn't know where else to get information. | The website content is being reviewed and updated to ensure it is easier to find up to date information. |
| 13 | I have asked for assistance and for literature to assist me to understand your policies. I was told 'as she is attending school in a different authority you can't provide transport. Nothing was given to me in writing and I was not directed to online literature to assist me, so it is very difficult. | This policy is aimed at adults with eligible assessed care needs living in Neath Port Talbot. The website content is being reviewed and updated to ensure it is easier to find up to date information. |
| 14 | I want to get on the bus with my friends not strangers as they could have a knife and kill me. I am scared and | The transport needs of individuals (and their carers where applicable) will be determined following a |

| | confused as I can't remember where I am going sometimes and I don't want to get lost, this is making me ill. | person centred assessment. This policy is not removing access to assisted transport for those with an eligible need. |
|--|---|--|
| 15 | Usually off the driver. | No response required. |
| 16 | Thank you to the school for raising awareness of this consultation. | No response required. |
| 17 | Social worker assisted at the time. | No response required. |
| | | |
| Do you agree or disagree with the proposed policy? | | |
| Number | Comment: | Council response: |
| 18 | I believe that the Mobility and Blue Badge system is massively taken advantage of and it is totally ludicrous to expect the tax payer to fund taxis and minibuses to the hilt when in a lot of cases their own vehicle could be used. I am a parent who has to transport my children around with no help. However, this statement is in the broadest sense and each case would have to be looked at on its own individual circumstances. | <p>The transport needs of individuals (and their carers where applicable) will be assessed on a case by case basis.</p> <p>The Motability Scheme guidance on how the cars can be used will be promoted as part of this policy: https://www.motability.co.uk/about-the-scheme/how-your-car-can-be-used/</p> |
| 19 | I feel that any service user with their own access to transport should use said transport method to attend services across the local authority. This would save a lot of money. | The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability. |
| 20 | I wholeheartedly support this policy. I think it's entirely reasonable to expect individuals, with some exceptions of course, to meet their own transport needs. I think it is important to promote independence and managing transport is part of that as all other people in the county have to. It's also completely illogical to me that someone can have a mobility car or PIP or concessionary travel and then effectively be paid again for travel. I think as a | <p>The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability.</p> <p>The Motability Scheme guidance on how the cars can be used will be promoted as part of this policy:</p> |

| | | |
|----|---|---|
| | general rule insisting that benefits are used for their intended purpose is a sensible and fair measure. The policy seems fairly clear and sets the right kind of tone. | https://www.motability.co.uk/about-the-scheme/how-your-car-can-be-used/ |
| 21 | Individuals who are in receipt of the mobility component of PIP/DLA are receiving money to pay for their transport needs from central government. Those on higher mobility are eligible for a bus pass and to use their benefits for a mobility car. Providing transport means some people are being provided with four government funded options to get around. This is not sustainable. | <p>The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability.</p> <p>The Motability Scheme guidance on how the cars can be used will be promoted as part of this policy: https://www.motability.co.uk/about-the-scheme/how-your-car-can-be-used/</p> |
| 22 | Not seen it. | No response required. |
| 23 | Clarification is still required around eligibility around mobility cars. | The policy will assist us in working with carers to look at all possibilities and establish what is reasonable in each case. |
| 24 | Transport should be provided. It should not be the carer responsibility to transport their cared for to day services, as it only adds to the day to day pressures that are constantly on the carer, especially if they cannot travel on public transport. Some carer are simply not able to transport their cared for, for whatever reasons. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 25 | You need to either adopt ISO standards or commission research into the effectiveness of ISO standards. | No response required. |
| 26 | Even if it is means tested or a carer has use of a mobility car, it is not always practical for a carer to be available to transport "X" and is also detriment to the carer's health as they can be constantly on the road, as the day service should be respite time for the carer. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |

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| 27 | Your question is terrible! I have no idea what you mean. I am in a senior position in the NHS in patient feedback and if you honestly expect anyone to be able to answer this question or even understand it when the average reading age in Wales is 9?? | An Easy Read version of the policy was provided in English and Welsh. Consultation events were arranged to discuss the policy and get feedback. |
| 28 | There needs to be parity about access to services, including transport needs. People who need support to travel should have this need met through additional income provided through the benefits system. If this is not the case, staff should be signposting to Welfare Rights Service for assistance with this. | No response required. |
| 29 | It appears to be more barriers in favour of budgets. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 30 | For adults with a disability this service helps them lead a normal life which they are fully entitled to. | No response required. |
| 31 | Very restricted, you do not explain who is eligible, you do not explain that you don't provide assistance to people who attend school/college outside the authority. The Welsh Government are funding support for some people's education and the only choice is to attend a school/college outside the authority, this is not mentioned. | This policy is aimed at adults with eligible assessed care needs living in Neath Port Talbot. |
| 32 | To ask a parent/carer to transport their loved ones to and from assessed services is unfair, and as far as I understand the mobility component of PIP cannot be taken into account for this purpose. Mobility cars are for the family and again can and should not be taken into account. Parents/carers already contribute a massive amount to this country by looking after their loved ones which saves this country billions of pounds. Where is the fairness in asking an already stressed family to give | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |

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| | up their time, and sometimes this is the only free time the parent/carer will have during the day/week. | |
| 33 | I feel I am getting pushed into something I can't do and it is not helping my condition. I get upset and lash out with my mum. I can't cope with change to my routine. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 34 | I think they should not upset the status quo. | There is a need to review our policies to ensure that access to assisted transport is fair, equitable and transparent, based on eligible need. |
| 35 | This approach to Ystalyfera should not be raised. | <p>It is believed that these responses actually relate to the Council's draft Home to School Transport Policy which was out for consultation at approximately the same time.</p> <p>The draft Assisted Transport Policy was available in Welsh and English and relates to transport for adults with eligible care and support needs living in Neath Port Talbot.</p> |
| 36 | Do you want to kill the language in the county? | |
| 37 | The policy will have a negative impact on the county's Welsh medium education where you have already invested millions of pounds. | |
| 38 | Welsh medium education numbers to reduce. Staff losing jobs. Too expensive for many families. | |
| 39 | The proposal to increase the cost of travelling to post-16 education is outrageous. There are a number of reasons against this which include an unequal offer for Welsh medium pupils aged 16+. There's one option in the county for 16+ and there is no option for public transport for hospitals, this is therefore a disadvantage for pupils in the south of the county. The recommendation reduces the opportunities for pupils to continue to study through the medium of Welsh, how do you as a county support the Government's strategy to promote the Welsh language and reach a million Welsh speakers? | |
| 40 | Each individual has different abilities and disabilities. Those without physical have other issues to consider, such as learning difficulties, communication, not able to cope on one's own. Those with mobility cars should use | |
| | | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |

| | them but some have more than one cared for at different school, college, day centre that need to start at same time but great distance apart. | |
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| Do you think that the policy would have a positive or negative impact on any of the adult care sector? | | |
| Number | Comment: | Council response: |
| 41 | Yes. | No response required. |
| 42 | I think it would have a positive impact as it will allow parents and carers to spend more time with their loved ones. It will also ensure the mobility cars are being used appropriately. | No response required. |
| 43 | This could offer reliable safe transport whereby carers know the person they care for will be looked after if a problem occurs, rather than if they use private hire vehicles. | No response required. |
| 44 | If cutbacks then negative. | The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability. |
| 45 | It would most certainly have a negative impact, if the carer is unable to transport the cared for to day services etc, it would mean that the cared for would not be able to access the day services. Once again the vulnerable of society are going to suffer!! | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. No-one will be left without a service if this policy is implemented. |
| 46 | ISO standards are needed or research them. | No response required. |
| 47 | If the carer is unavailable to transport "X" then she is unable to attend day service. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. No-one will be left without a service if this policy is implemented. |

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| 48 | Hilarious question!! What are you asking? Who are you asking? | No response required. |
| 49 | Think the biggest issue will be backlash from families of individuals who currently receive a service that may be withdrawn. I'd expect negative feedback in the short term. | The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability. |
| 50 | Most adults would no longer be able to attend learning/training facilities and yes their family might have a motability car to allow them to take these adults to appointments, day trips (weekends and evenings) and other outings required for their needs; that does not mean that they should be available 24 hours and cannot work. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. No-one will be left without a service if this policy is implemented. |
| 51 | As explained above, young people with hidden disabilities are often forgotten. | This policy is aimed at adults with eligible assessed care needs living in Neath Port Talbot. |
| 52 | I am all for promoting independence for all, but comprehensive training which is person centred over a period which is appropriate to the individual must be in place. | Travel training will be one of the options open to all those capable of being trained on a case by case basis. |
| 53 | This will upset lots of people like me. Why can't you leave us disabled people alone to live our lives as we want to not how you want us to. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 54 | There will be no Welsh speaking staff in the future as there will be fewer going to the hospital. | It is believed that these responses actually relate to the Council's draft Home to School Transport Policy which was out for consultation at approximately the same time. The draft Assisted Transport Policy was available in Welsh and English and relates to transport for adults with eligible care and support needs living in Neath Port Talbot. |
| 55 | Negative impact on post-16 Welsh education. | |
| 56 | Fewer pupils going to be attending the school. | |

| 57 | For many negative but some who have the ability would be a more positive outcome as would build confidence but with initial support to achieve this. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. This policy is aimed at promoting travel independence wherever possible. |
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| How important is it for the Council to commission training services to promote independent travel and reduce dependency on social services transport? | | |
| Number | Comment: | Council response: |
| 58 | To actually promote independent travel is a good thing if people are able to do so. However, public transport leaves a lot to be desired. To promote the use of their own vehicles or mobility element is a good thing as that's what it is there for to help people not their family be mobile. | The Motability Scheme guidance on how the cars can be used will be promoted as part of this policy: https://www.motability.co.uk/about-the-scheme/how-your-car-can-be-used/ |
| 59 | Independent travel training is important as it will able the service users to feel in control of the support that they receive. It will also maximise and promote independence. | The transport needs of individuals (and their carers where applicable) will be will be determined following a person centred assessment. Options including travel training will be explored. No-one will be left without a service if this policy is implemented. |
| 60 | It is essential that the council ends the culture of dependency on services that some individuals and families have become accustomed to. Leaving aside economic pressures it is the right thing to promote independence and encourage people to take responsibility for their own lives as much as possible. We as an authority should be enabling people not disabling them through letting them learn how to travel independently rather than providing a subsidised taxi service. | The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability. The transport needs of individuals (and their carers where applicable) will be will be determined following a person centred assessment. Options including travel training will be explored. No-one will be left without a service if this policy is implemented. |
| 61 | Transport training is important however issues such as people not living on a bus route or regular buses do not | The transport needs of individuals (and their carers where applicable) will be will be determined following |

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| | run in the area needs to be taken into consideration. It's easy to say an individual can be transport trained when those making the judgement don't use buses. | a person centred assessment. No-one will be left without a service if this policy is implemented. |
| 62 | Help should be given wherever needed. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 63 | If the person is able to use public transport safely, then this may be an option. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 64 | Extremely important to promote safe travel for those who are ABLE to learn and continue to travel on their own. However, for those who are not able for whatever reason the respite for carer and to allow them to care for others in the family this is invaluable. | Travel training will be one of the options open to all those capable of being trained on a case by case basis. |
| 65 | Research or get ISO standards. | No response required. |
| 66 | In our personal circumstances, "X" is not competent to understand and use public transport. She also has health issues which prevent her from using public transport and also there is no public transport until after 10am anyway from our area. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. No-one will be left without a service if this policy is implemented. |
| 67 | Don't know because your questions are focused to give the answers you want to hear. | The purpose of the consultation was to obtain people's opinions on the proposals to inform the final draft. |
| 68 | If this policy uses the underlying theme of withdrawing services to promote independence then we need to demonstrate that we are supporting people towards independent travel where possible. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored. No-one will be left without a service if this policy is implemented. |
| 69 | I think the council is taking something else away from the community to feed its own needs. If cutbacks are needed then get rid of your own staff (too many | The proposals are aimed at encouraging people with access to their own transport or other viable |

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| | councillors, mayors, chief executives, etc). They do nothing for the community but these vulnerable adults are a pleasure to watch enjoying themselves in a normal environment. | alternative to do so which supports individual independence and service sustainability. The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored. No-one will be left without a service if this policy is implemented. |
| 70 | Of course! But other areas that are not necessarily about saving money are also important. | No response required. |
| 71 | Depends on the individual in question. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 72 | Not interested in this as I am happy with things as they are. If need be my mum will take me to centre and she will lose her part time job in doing this. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 73 | But each case needs to be individually assessed. "X" cannot use public transport. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. |
| 74 | This is a weak excuse to save money. There's a need to reduce independent travel to reduce environmental pollution and encourage sharing of transport. | The policy seeks to promote travel independence, including the provision of travel training where possible. |
| 75 | Not everyone has the ability to travel alone due to learning disabilities, present challenging behaviour, lack of understanding, unable to cope with people unknown to them, crowds – a busy bus stop and bus can be overwhelming for many and can't cope, there are safety issues, if a bus is late or arrive at a different bay as another bus has pulled in already. It can be confusing, not enough wheelchair space on bus, a member of public already using the space. This causes problems, some buses run hourly, long wait for next one. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored. No-one will be left without a service if this policy is implemented. |

| Public Consultation Meeting held at Trem Y Mor | | |
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| Number | Comment: | Council response: |
| 76 | Parent noted that social worker did not know that policy was being updated. | All social workers were briefed regarding the development of the policies, and all social workers will be issued with the new policy if agreed. |
| 77 | Parent stated that copies of both policies should have been sent out to people. | Copies were given out at council day centres. Letters were sent to all service users which provided a link to all documents online. Paper copies were also made available at civic centre receptions and CVS offices. |
| 78 | My son attends day service five days a week it sounds like you will be taking transport off him. He is afraid of the bus and I will have to lose a job to take him. I want to know what's happening, why does he have to go through all of this? | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. No-one will be left without a service if this policy is implemented. |
| 79 | Why does my son need another assessment, he has what he has for life that is never going to change! | Most have a review annually by law. The reviewer (Social Worker or Community Well-Being Officer) will look at individual circumstances and care and support to determine outcomes are being met. |
| 80 | Do you have a social worker for us all? | All will have a social worker or Community Well-Being Officer allocated for a review. |
| 81 | Where are all the staff coming from, you are giving us reason to be worried! | People were offered to stay behind to discuss any issues on an individual basis. |
| 82 | You can't get hold of a social worker and they can't return your calls, you get a review if you're lucky! | People were offered to stay behind to discuss any issues on an individual basis. |
| 83 | What is the criteria? | The Social Services and Well-being (Wales) Act 2014 sets out criteria against which people are assessed. |

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| 84 | People with mobility cars are expected to be taxi services? Parents have a choice and so do carers. | There will be circumstances where people cannot use their mobility car for transport, but this is all down to individual circumstances and will be discussed at review/assessment. |
| 85 | It is a misconception that we have an annual review and sometimes we are not aware is it even taking place. What is the timescale of getting a copy of the review? | There are no specified timescales, we are glad you have fed back everyone should have an annual review and this will be fed back to the social work teams. |
| 86 | It is hard work caring for our kids, how will my son/daughter get anywhere if I am not well? Social Workers visit and they don't know the legislation, I asked what the responsibility is, is it the person or the Council's budget? The reply was both. You should be there for carers as well, we have to fight for everything! | People were offered to stay behind to discuss any issues on an individual basis. |
| 87 | The emphasis is about taking things away. | It's not about cost cutting, wording in the policies will need to be amended to clarify this. The Act is very clear if there is an assessed need the Local Authority has a duty to meet that assessed need. Eligibility criteria is set by Welsh Government. |
| 88 | If it isn't broken then why try and fix it, no one has a problem. There will be a point when I pass away and I am worried for my children. I understand but you are picking on the people that give the most, we have fought for taxis for years, we see different social workers every time. There has to be common sense, you have been given guidelines and you are hiding behind them, they won't fit everyone. I know there is only 'X' amount of money in the pot and you have to make it work. | People were offered to stay behind to discuss any issues on an individual basis. The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. No-one will be left without a service if this policy is implemented. |

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| 89 | Looking at transport from another angle, my daughter has respite at TYM and day service the bus takes her from respite to day service how will this work? | We do not know, it is a broad policy and the Act is clear about individual assessment for an individual's needs. |
| 90 | We have a mobility car for our daughter, if we go away when our daughter is in respite will we get a call to come and collect her? | Nothing will be put into place until an annual review is undertaken, it's all about assessed need, and nothing will change for the majority. |
| 91 | My son is 57, I can take him on occasions to B'spoked but have you tried walking from the bus stop to B'spoked? | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored where practicable. No-one will be left without a service if this policy is implemented. |
| 92 | So you will have to employ more social workers, can't you just send a letter to ask if our circumstances have changed? I haven't seen a social worker for five years! | We can't send letters out as we must legally undertake a review. |
| 93 | The Well-Being act is positive but the policy emphasis is on transport. It is important to make things better for our children to make them more able. You have upset a lot of people. | There is a Pathways to Adulthood Team and Route 16 Team in place which seeks to ensure a smooth transition between Children's and Adult Services. |
| 94 | My son had a lovely social worker he is travel trained, since his social worker left it is very difficult to get a replacement bus pass. | Help can be obtained via Gateway or the Council's website. |
| 95 | There is a lack of access to social workers when transferring to Adult Services, if you are just about managing then its ok. | There is a Pathways to Adulthood Team and Route 16 Team in place which seeks to ensure a smooth transition between services. |
| 96 | My mother has had an assessment which was carried out by a social worker and an occupational therapist, my | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored where practicable. No-one |

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| | mother has advanced dementia, they asked her questions which she doesn't know the answers too. | will be left without a service if this policy is implemented. |
| 97 | We don't trust anyone anymore, couldn't you put someone on your Committee who doesn't have anything to gain? | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored where practicable. No-one will be left without a service if this policy is implemented. |
| 98 | My son used to love travelling on the bus, but is no longer able as they will not accept his wheelie case, I have to take him myself. | Unfortunately due to Health & Safety they are unable to accept wheelie cases. |
| 99 | My disabled child has a mobility car, I don't have an objection I will take them when I can, but I have vertigo so not always well enough to drive couldn't you bring back the charge for transport? | We are not allowed to charge for transport if there is an assessed need for it. |
| 100 | Carers Coffee Mornings would be an ideal place to air our issues | Policies were taken to Carers Coffee Mornings to discuss. |
| 101 | You have to think about the destination, for example to get to B'spoked you have to walk through an industrial estate, when I expressed concerns I had to chase up months later and the situation hasn't improved. | The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored. No-one will be left without a service if this policy is implemented. |
| 102 | I have concerns about 4.4 and 4.5 of the transport policy, it's all about money, cuts and costs. | It's about assessed needs and what is out there which can encourage and promote the use of non-Council bodies to provide care and support. It is not unreasonable to ask the question that if someone has a mobility car why can't it be used for transport, any reasons as to why it cannot then these will form part of the assessment. |

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| 103 | It sounds as if the policy is positive, there have been questions around if they can get there themselves. Why focus on transport when we are now trying to get ourselves to National Standards. Will money actually be saved? | The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability. |
| 104 | Every time we have a meeting the aspect of the car is always a focus, if I have to use the car to transport I would have to cancel hospital appointments. | The proposals are aimed at encouraging people with access to their own transport or other viable alternative to do so which supports individual independence and service sustainability. The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored. No-one will be left without a service if this policy is implemented. |
| 105 | How will you be implementing the Act? | We are already implementing the Act. |
| 106 | Going back to social workers we have to go through lots of layers, some don't have a clue and can't always reach one urgently. | We will take that feedback back to look at. |
| 107 | Who can we contact if social worker is off sick or on holiday? | Each team has a duty social worker so there will be someone to contact if support is needed. |
| 108 | I hope transport won't impact on respite, or there is no point in having respite. | The Respite Policy is being reviewed separately. |
| 109 | How many social workers do you have? | Between the teams there is around 65, a mixture of social workers and well-being officers, they have a caseload of around 25. |
| 110 | My child mysteriously fell off the list when she was 12, she has had no contact with a social worker. | It was not possible to comment on individual cases. All people were offered to stay behind to discuss individual concerns on a one to one basis. |

| 111 | What is the role of Community Well-Being Officer? | We have around 20 community well-being officers the difference being is that social workers are registered and have a social work degree. CWO's are very experienced people that work in Adult Services but cannot carry out Mental Capacity Assessments. It is important to get a balanced view of the carer and the cared for. |
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| 112 | When is the respite policy being reviewed? | This will be in the late summer and there will another 90 day consultation. |
| 113 | Will a holistic assessment ignore those with dementia? | No, the views of the cared for will not be ignored and will help inform the assessment. |
| Public Consultation Meeting held at Bespoked | | |
| Number | Comment: | Council response: |
| 114 | If we are getting something now will we be losing it? | Legislation requires that we re-assess and review. We cannot promise any changes, however if changes occur they will be done in conjunction with all involved. |
| 115 | Promoting independence means cut backs. People cannot afford taxis and buses. | The transport policy is not saying that we won't provide transport, we are setting out how we will be assessing people's needs. |
| 116 | When do assessments take place? | When the next assessment or review is due it will be undertaken in line with new policies, for example, if you are assessed as needing transport to get to day service is there any other way this need can be met? |
| 117 | Several families have asked how individual mobility component and monies will be affected by these new | We do not put the onus on carers to provide care, we can review packages of care as and when needed. |

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| | <p>policies (DLA cannot be taken into account). Welsh Government advice that if a carer is unable to transport then the Local Authority cannot 'make' the carer do so. You cannot charge for transport and Luke Clements has stated that it is the LA's duty to provide transport for activities. You expect carers to use a variety of ways to transport – you shouldn't assume.</p> | <p>We agree that the wording of the policies needs to be revised.</p> |
| 118 | <p>People don't have to justify why they do not use their mobility component.</p> | <p>The transport needs of individuals (and their carers where applicable) will be determined following a person centred assessment. Options including travel training will be explored. No-one will be left without a service if this policy is implemented.</p> |
| 119 | <p>Who, where and when does the assessment take place, my last assessment was 2017.</p> | <p>You should be reviewed annually by a social worker or a community well-being officer. We will look into this.</p> |
| 120 | <p>Will the reviews be done in-house?</p> | <p>Yes, the person who is doing the review will also be reviewing the need for transport. The transport policy will be setting out the framework for the social worker to ensure there is equitability across the board.</p> |
| 121 | <p>I was told that my son wasn't eligible for transport because I had free tax on my car.</p> | <p>People were invited to stay behind to discuss issues on an individual basis.</p> |
| 122 | <p>The statement in the [Transport] policy states that if you have a mobility car and PIP, you will not be eligible.</p> | <p>Noted that the policies are drafts and are out for consultation and comments.</p> |
| 123 | <p>I challenged an assessment, if I don't comply told that services will be suspended. Saying one thing and writing something different.</p> | <p>It was not possible to comment on individual cases. All people were offered to stay behind to discuss individual concerns on a one to one basis.</p> |
| 124 | <p>Resolven surgery moving to Cwmgrach, transport is difficult.</p> | <p>This was outside of the scope of this consultation.</p> |

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| 125 | Parents raised concerns regarding social work assessments and social workers recording what they think – not being fully aware of needs. Social Workers need to listen to carers as well as the service user. | People were invited to stay behind to discuss issues on an individual basis. |
| 126 | I downloaded the document online, it sounds like the Local Authority will only offer the service that they can afford – Direct Payments – I don't want a PA. | Sometimes a person may wish to access service(s) that are more costly than the service(s) identified by the Council as available and capable of meeting their assessed needs and agreed desired outcomes. In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than the services identified by the Council. |
| 127 | Details need to be put out in the open to families [referred to a 2016 report re Domiciliary Care], there was a lack of staff training, it is hard to challenge an assessment. All services should be treated independently. | Noted that could not comment on report as it was written many years ago and was not related to this consultation. |
| 128 | We need to comment on the here and now, the law is changing all the time and we are trying to meet new needs – technology is not being used enough. NPT provide marvellous care. | No response required. |
| 129 | My 2 brothers use Direct Payments to attend Polestones and we have had choice. | No response required. |
| 130 | We haven't seen our social worker in months, when we phone up we can't get through. | People were invited to stay behind to discuss issues on an individual basis. |
| 131 | Our children were born this way and they enjoy coming to day service - you are stressing the service users out when you send them home with letters. | We did not intend to distress anyone. We issued copies of the policy to people attending day services so that we could inform and provide information to as many people as possible. |

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| 132 | All you have to do is say no. It is supposed to be a level playing field, how can you justify £35 an hour – the private sector doesn't charge this. | No response required. |
| 133 | I have difficulties in contacting staff because they are working part time. | All teams have a duty officer, if you need to speak to someone urgently then please ring the duty officer. This will be raised with Team Managers. |
| 134 | When someone is assessed and if a carer can only do "X" amount of hours, how can that be over ruled? | The Local Authority would establish what a carer can do, then look at other services in the community. If there was an unmet need then the Local Authority would have to meet that need. An adult does not have to look after another adult. |
| 135 | The DWP have their own rules. We can't spread ourselves that thin. Section 4 should be taken out completely. Our biggest issue is the Transport policy. | Feedback from today will help inform our policy. |
| 136 | So you are saying that we have to use PIP, mobility car etc. there is a lack of mention of carers in the policy. | Feedback from today will help inform our policy. |