

Hammersmith & Fulham Council

**A STRATEGY FOR TRAVEL SUPPORT AND TRANSPORT
FOR ADULTS
2012-2017**

Any significant changes to service delivery recommended in this strategy will be subject to formal consultation in the boroughs concerned.

November 2012

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1 BACKGROUND

- 1.1 This strategy and the implementation plan have been developed during 2012 in discussion with local transport users, community groups, transport providers and council staff. They are subject to approval by the Cabinet Members for Adult Social Care in each of the boroughs in the Tri-borough area.
- 1.2 The strategy is about **Travel Support**, which is an overarching term for all forms of transport (vehicles) and support to use them. This includes:
- Passenger transport to day centres and colleges
 - Public transport (trains, buses, tubes, taxis and private hire) and Dial a Ride
 - Freedom Pass, Taxicard and parking badges
 - Support to travel including training, planning and buddies
 - **Community Transport** including volunteer car schemes, shopper service, scooter loans, community group transport and coach voucher schemes.
 - Transport to health facilities including Patient Transport Services (PTS) and healthlink schemes.
 - The term **Transport** will be used to describe vehicles including public transport and community transport like buses, mini buses and cars that are wheelchair accessible

2 INTRODUCTION

- 2.1 The ability to travel, to get out of the house, go to work or college, shop, visit family and friends, attend GP or hospital appointments, go to sports or other events or just move about within the neighbourhood and city, is something which many of us take for granted. However, for people with impaired mobility, travel can be the biggest challenge of every day.
- 2.2 With the implementation of the Disability Discrimination Act 1995, significant improvements have been made in accessibility of public transport – buses, tubes and taxis – and attitudes to those travellers with mobility difficulties have improved to some extent. Councils have increasingly commissioned travel training or buddies to support people who may be nervous or inexperienced to get used to using public transport or provided escorts where this is needed.
- 2.3 The current economic climate provides a context within which it is imperative that funding to support travel is used well and really meets the needs of local people. Significant funding is spent on the various forms of transport provided by local councils and Transport for London (TfL), yet they do not always meet people's needs. People's expectations have risen

and a more personalised (tailored to the individual) response to travel support is called for, both to promote independence and to make more effective use of the various modes of transport and support available.

- 2.4 The three councils have decided to pool their experience and knowledge to undertake a review of transport and travel, with a view to establishing better systems for understanding individual needs; providing information and advice on travel support available and commissioning specific travel support where this is not available from other sources. We interpret the duty of councils in relation to vulnerable adults is to facilitate access to travel, whilst not necessarily funding all travel support.
- 2.5 We aim to work with Transport for London (TfL), London councils, Greater London Authority (GLA), the Department of Work and Pensions (DWP) and the NHS, to ensure that we provide a comprehensive travel support service which complements the other support available from regional and national government.
- 2.6 This strategy reviews current patterns of travel support provision in the three local authority areas and maps the changing needs of our population to provide a basis for future planning. More importantly, it sets out a vision of a very different travel support offer for the future, one which is flexible enough to meet individual needs and expectations and which is able to make use of the fast changing technology to meet those needs.
- 2.7 Whilst the strategy is across the three Inner West London boroughs, each borough still retains sovereignty and can make decisions on a local sole borough basis. This includes such things as criteria for services, funding and specific local services relevant to the needs of the borough.

3 VISION AND AIMS

- 3.1 People should have the right travel support when they need it, which means that people can access the full range of transport options and support available, which can vary even within the same day. **Travel Support** will also enable the three councils to provide personalised, efficient and cost effective services, linking it to the Travelling Greener agenda.
- 3.2 Travel Support is a more person-centred (tailored to the individual) approach looking at what people want to do with their lives and what support and type of transport vehicle a person requires to meet their travel needs. It is linked to the personalisation of adult social care services, social inclusion, independence, the localism agenda and achievement of better health and wellbeing.
- 3.3 Consultation with users has led us to identify five elements required for a personalised and efficient Travel Support service for adults. These are:

i. Flexible – available when it is needed

Travel support should maximise the use of the range of accessible public and community transport vehicle options throughout the day catering for a variety of needs.

ii. Good information and advice on a range of options

Travel support should provide good, accessible information and advice on the range of services which can help people with travel, including allowances, travel cards as well as transport (vehicle) options available.

iii. Creates and supports independence, health and well-being

Travel support should enable people with mobility needs and those who are vulnerable and isolated to remain in their local communities and travel to wherever they need to go

iv. Simple to use

Travel support should offer an easy system for planning and booking transport which is simple and quick to use.

v. Offers a mix of free, subsidised and full pay transport vehicles

Enable people who need Travel Support to make use of free, subsidised and full pay transport (vehicle) options to meet their needs throughout the day.

vi. Meets the Travel Greener agenda

Travel support options should be consistent with the three councils' environment policies: "Travelling Greener", "Go Green" and Carbon Reduction. This includes such areas as carbon management, having and procuring a green vehicle fleet, reducing carbon emissions, reducing fuel consumption, maintenance etc.

4 OBJECTIVES – how we will achieve the aims

Accessible information

- 4.1** We will have good quality information on the councils' websites and in various formats to maximise the use of Travel Support which can also be printed if required.
- 4.2** For people who do not require an assessment but are looking for some help with mobility issues, we will publish links to other Travel Support sources and mobility allowances. We will connect people to the TfL information on accessible transport and route finder services and other advice lines such as Transport for All (www.transportforall.org.uk).

Travel planning and assessment

- 4.3** Parking badges, Taxi-card, Freedom Passes - the councils will review these assessment processes with a view to making them simpler i.e. one assessment for all.
- 4.4** Community Transport - many local residents who are vulnerable and isolated use community transport to get about. Community transport organisations assess if people are eligible for such services as community car schemes, shopper transport and disability scooter hire. These are prevention services and enable older people, people with physical and learning disabilities to stay in their local communities accessing shops, essential appointments, local support and social groups and more.
- 4.5** People eligible for Adult Social Care services - for people with more complex health and social care needs (learning and physical disabilities, severe dementia for example); the councils Adult Social Care services will assess their eligibility for travel support.
- 4.6** People with eligible needs are now entitled to a Personal Budget, which is an indicative amount of money they can spend on their care, support and travel support or transport.
- 4.7** The Personal Budget holder will have a *Travel Support Plan* describing their requirements and how this will be met.
- 4.8** We will ensure that options such as powered wheelchairs, motorised scooters or travel training to use public transport are considered in travel planning along with associated factors such as storage and maintenance.

Collaborate with the NHS

- 4.9** Transport to health care comprises of Patient Transport Services (PTS - funded and commissioned by the NHS) and a mix of other services such as the Westminster Health Link, Volunteer Car Scheme and other community transport services as well as use of Taxicard. The councils will work with the local NHS, Health and Well-being Boards and Healthwatch to have a more joined up approach in the future.

Commission a range of transport providers (vehicles, drivers, escorts)

- 4.10** From discussion with local residents and professionals we intend to commission a range of greener transport listed below. This may vary from borough to borough.
- Group transport buses, large and small with a driver/no driver for Day Services and community groups
 - Taxis and private hire vehicles
 - Community car schemes
 - Shopper services
 - Zip or city cars (to be investigated)

- Escorts
 - Travel buddies
 - Mobility Scooters
- 4.11** Transport providers will be selected for their ability to be flexible and have easy to use booking systems, on-line presence, telephone, face to face contact, and offer value for money. This may include advising Personal Budget users, assessed by Adult Social Care assessment teams.
- 4.12** There will still be some direct council funded provision of Travel Support for people who meet eligibility criteria for social care and whose needs can be met through a contracted service. However we expect this to reduce as people use Personal Budgets to arrange their own transport as individuals or a group.
- 4.13** We will consider whether there is scope to jointly commission travel support with the NHS in the future.
- 4.14** We aim to provide a better quality and range of travel support whilst also delivering value for money. This will be achieved by ensuring that we are commissioning services more effectively that meet the needs of individuals and local communities.

5 CURRENT PROVISION AND SPEND

Adult Social Care Client Groups¹

- 5.1** Not all adult social care service users require managed transport services and indeed there has been a drive to encourage people to utilise public transport, particularly as this has become more accessible.
- 5.2** The main groups that currently use community transport services include:
- Older people
 - People with physical disabilities /or sensory impairments
 - People with learning disabilities who have complex physical, sensory and/or challenging behaviour. These include long term health conditions

¹ Separate work is being done on the needs of Children with Special Needs and Looked After Children for passenger transport. If you would like to know more about this please contact Joanne.hay@rbkc.gov.uk

6 TYPES OF ACCESSIBLE TRANSPORT AND SUPPORT CURRENTLY AVAILABLE FOR ADULTS

Provision	Details	Management and Funding	Current providers
Blue Badge	National scheme, that allows people to park a car free anywhere for a short period, except in parts of Central London,	National, administered borough by borough; eligibility assessed by occupational therapist	n/a
Purple Badge and White Badge schemes in RBKC and WCC respectively	Local schemes, only applicable in Central London, providing preferential parking to local residents	Local, administered by borough parking services	
Taxicard	Card holders can book and hail certain black cabs at a reduced fare	A London-wide scheme, administered by London Councils and jointly funded by Transport for London and the boroughs – boroughs can vary eligibility	Computer Cab
Freedom Pass	Free 24 hour bus, tube and train pass for London residents on high rate DLA and over the age of 60	London wide, administered borough by borough; funded by the boroughs on a “no net loss” formula	Councils issue passes provided by Transport for London
Dial a Ride	A free pick-up and drop-off membership bus service. Can be used for shopping, visiting friends/family, recreational	London wide; eligibility based on permanent or long term disability Managed and funded by Transport for London	Transport for London
Community Transport Services	Varies across the 3 boroughs and includes a fleet of minibuses for	RBKC – volunteer driver scheme, scooter and shopper schemes	Westway Community Transport

Provision	Details	Management and Funding	Current providers
	voluntary and community use; volunteer car scheme; shopper shuttle; mobility scooter and wheelchair loan schemes.	<p>LBHF – Coach Voucher Scheme and Development Worker with community transport services supporting various community groups, door to door with passenger assistance, transport to schools and colleges, links to employment schemes and training on transport</p> <p>WCC – is commissioning a subsidised community transport scheme offering a community car service and transport for local community groups</p> <p>Enterprise, who deliver the day service transport contract, also provide a shopper service</p>	<p>H&F Community Transport Project</p> <p>To commence in January 2013</p>
Travel training and mentoring	Trained volunteers work with people to train and support them to use public transport based on specific routes i.e. to an activity centre, college etc	<p>RBKC – fund AGE UK to deliver a generic older people’s training and stroke survivors and the Volunteer Centre to offer travel buddying</p> <p>LBHF – Provide travel training as part of the Community Access Team</p> <p>WCC- PIP provide travel training for people with learning disabilities</p> <p>Employment related travel training</p>	<p>AGE UK K&C</p> <p>Community Access Team</p> <p>PIP</p> <p>Westminster Employment Service (WES)</p>
Day Services (Day Centre)	Various size buses that are wheelchair	RBKC Commission and contract an external	RBKC- HCT Group

Provision	Details	Management and Funding	Current providers
transport)	accessible support people with more complex needs to and from Day Centres with an escort. Increasingly buses are being used more flexibly during day.	provider LBHF Provide in –house travel support to Day Centres and luncheon clubs WCC - Commission and contract an external provider – some Day Centres/ residential homes have their own buses	LBHF- council run WCC – Serco/ Enterprise
Individual taxis for complex needs	Taxi and escort for people with very complex needs	All boroughs on a spot purchase basis	All/various companies
Transport for community groups	Usually grant funded directly to the community group to enable them to support people to attend who are unable to use public transport	Via council grants	RBKC –various groups LBHF –Coach voucher scheme and direct purchasing by groups WCC - to be procured in 2013 for various groups
NHS commissioned Patient Transport Services (PTS)	Free service available for people who meet national eligibility criteria based on medical condition or disability which prevents use of public transport or requires an escort	PCTs fund hospitals who arrange their own PTS; eligibility assessed by clinicians as part of care pathway Other NHS Trusts also arrange their own PTS e.g. Central London Community Healthcare	Imperial Hospitals - DHL Chelsea & Westminster Healthcare and Transport Services (HATS) Westway Community Transport
NHS	NHS free service	PCTs commission	NRS

Provision	Details	Management and Funding	Current providers
Wheelchairs and Mobility Scooters	Or to purchase	wheelchair services – assessment, delivery and maintenance	

7 SPEND BY TRI-BOROUGH COUNCILS FOR 2011/12

- 7.1** Freedom Passes are issued by London Council as part of the national scheme. In Hammersmith and Fulham (LBHF) this represents an annual spend of £8.2m, in the Royal Borough of Kensington and Chelsea (RBKC) the annual spend is slightly lower at £8.05m, whereas in Westminster City Council (WCC) it is higher at £12.067m. London Councils also issues Taxicards and TfL issues parking badges for those residents that meet the eligibility requirement. The budgets for these areas are not controlled by the councils but they do form an important element in facilitating travel for residents in the boroughs.
- 7.2** The key areas of the budget that councils have influence over includes Community Transport, transport to day centres and colleges, individual taxis for people complex needs, travel training, buddying, mentoring, and grant funded transport for community groups. The combined total expenditure for this is £2.7m of which £2.1m is made up of Day Centre related transport provision.
- 7.3** For the three councils the NHS commissioned patient transport service annual expenditure is £1.879m.

8 APPROACH TO TRAVEL SUPPORT IN PERSONAL BUDGETS

- 8.1** Tri-borough councils are at very different stages with this issue, which is focused on moving Day Centre transport passenger journeys to a more personalised approach. There are also further complexities when we look at changing needs as set out in section ten of this strategy; for example, the older population favour traditional services while younger adults may have different requirements and expectations of transport as they age.
- 8.2** The three councils have been investigating the challenge of personalising community transport over the last few years. Kensington and Chelsea developed the travel support planning model and worked with their local providers, the HCT Group and Westway Community Transport, to pilot more flexible approaches. This included maximising the downtime of vehicles to enable more opportunities out of the Day Centres, reallocating one vehicle to be bookable by other centres and creating a “Virtual Purse” for Day Centres to book community cars and cabs from Westway Community Transport. The HCT group have also been commissioned to produce a report on personalisation ideas and themes from the pilot.
- 8.3** Hammersmith and Fulham have included transport in their Direct Payment price for a Day Service session, so people will use an element of this to purchase transport in the future. Westminster have also developed personal transport budget rates through the closure of Day Centres and the move to providing day opportunities and accessible transport as part of a Personal Budget.

9 USING TECHNOLOGY

- 9.1** Technological advances offer opportunities for better journey planning, navigation and communication, with the potential for further improvements in areas such as reliability and targeted travel information. For example, vehicles can be tracked and texts sent to users to inform them that their car has arrived. As a result disabled people now have more choice in how they get around London and can do so with greater independence.

10 CHANGING NEEDS

- 10.1** Over the next 10 years the older populations of all three boroughs are predicted to increase markedly, especially among the 90+ years age group but also in the younger older age groups in WCC and LBHF. By 2020 the population aged 90+ years is predicted to increase by some 50%. During the same period the number of older people living alone is predicted to increase significantly – those aged 75+ by over a 1,000 in both WCC and RBKC and by over 400 in LBHF
- 10.2** As would be expected, the number of older people who have difficulty in managing at least one mobility activity (such as getting up, moving down stairs, going out doors and walking down the road) is also predicted to increase. In RBKC the number of people aged 85+ who have such difficulty is predicted to increase from 6,100 to 8,050 and in WCC from 6,650 to 7,600. In LBHF the predicted increase is smaller, from 4,430 to 4,864
- 10.3** The complexity in need of people who are using accessible and community transport services is increasing due to a number of factors including the criteria to receive a service being pushed to a higher level: Young people in transition aged 16-25 are now presenting with very complex needs both physically and mentally. Older people are living much longer, resulting in them having becoming frail, having impairment and other issues like dementia, that then need support to assist them to live in the community.
- 10.4** Reablement, recovery, volunteering and work agendas are also contributing to the need for more flexible transport options.
- 10.5** Day Services will be changing in the future. This will mean transport that supports going to and from centres and which enable people to do things during the day will need to change as well. The key themes include people having a personal or individual budget to purchase their day services, which could mean people doing different things rather than just going to a centre.

- 10.6** With people living longer and a trend in children with more complex health and social care needs moving into adult social care services, there will still be a need for specialist transport and support: It is anticipated as people get used to arranging their own care, support and activities that a more flexible approach to the types of transport available and times will be required.
- 10.7** Catering for several generations – whilst personalisation is the way forward, there is a current generation of people who like what they have and don't want to change, so the traditional Day Centre and a bus to and from there is what they want. By comparison, it is anticipated that the new generation of younger old and the new generation of people with disabilities will have higher expectations and embrace more control of their care and support options.
- 10.8** Maintaining some traditional transport – with the level of need increasing, those with very complex needs, who cannot use other transport options may still require additional formal and traditional transport to be used.
- 10.9** Flexibility - a range of transport options needs to be available for people to use in the future as they become more used to having personal budgets. Pilots such as the Silver Trail Blazers Travel Support Service in Wandsworth highlight the need for travel mentors that offer people knowledge and brokering to the range of travel and transport options available for them to use, based on needs and the funding they have available. For example, someone may choose to use a mix of transport because of activities on certain days, times, weather, if their mobility has deteriorated and so on.

11 NATIONAL CONTEXT

- 11.1** Nationally, in recent years there have been significant improvements in the accessibility of public transport as consequence of the Disability Discrimination Act 1995 which requires all new trains, buses, coaches and taxis to be accessible to disabled people, including wheelchair users.
- 11.2** Improvements have been seen in the urban environment with the Department for Transport promoting accessibility. This includes transport infrastructure being accessible, including the use of tactile paving and advice for disabled pedestrians.
- 11.3** The Department for Work and Pensions (DWP) has introduced the Independent Living Fund (ILF). This delivers discretionary direct payments to disabled people across the UK. This allows individuals the choice and control to purchase personal care and other support services (including transport) to live independent lives in their communities. However, this scheme is now closed to new applicants.

- 11.4** There is also a mobility component of Disability Living Allowance (DLA) available for both adults and children with a disability severe enough to make walking difficult, even when wearing or using an aid or equipment.
- 11.5** In 2011, the government introduced changes to the Blue Badge scheme which is used by more than 2.5 million disabled people. These changes was to counter fraudulent use and forgery and to also include improvements to customer experience and efficiency including:
- Shared administration between authorities resulting in faster renewals, less financial abuse and operational efficiency savings of up to £20 million a year;
 - Better customer service experience for badge holders, including being able to apply for and renew badges online using Directgov, as well as access to a new national helpline number. From April 2012, customers will also be able to report lost and stolen badges online;
 - Wider use of independent mobility assessments to determine eligibility. To support this, local authorities will now have control of National Health Service spend on Blue Badge assessments; and
 - The scheme has been extended to more disabled children under three years of age and severely disabled Armed Forces personnel and veterans; removing residency requirements for disabled service personnel and their families who are posted overseas on UK bases.

12 LONDON CONTEXT

- 12.1** Transport for London's (TfL) investment in London's transport system, together with the principles and priorities for further investment aims to transform the journey experience for disabled people. To achieve this, TfL considers 'whole journey' physical accessibility, to ensure that the transport system is accessible from the start to end by overcoming barriers that exist for some users, thus enabling easier and more spontaneous travel. Although it has some way to go to achieve this vision, improvements are being made all the time. The Mayor's Transport Strategy (MTS) and in particular, the Accessibility Implementation Plan includes major new schemes such as Crossrail, the Tube upgrades and Access for All step-free station projects.²
- 12.2** According to TfL, disabled people have identified the time it takes to make a journey as an important accessibility element in the service provided and in response TfL are aiming to reduce the journey time difference between step-free and non step-free journeys which disabled people make.

² www.tfl.gov.uk/travelinlondon

- 12.3** However, the London Assembly Transport committee report Accessibility of the Transport Network³, identified significant shortfalls in step-free access and other accessibility measures on London's transport network. This shortfall excludes more than one in 10 Londoners from large sections of the network because buses, trains and stations are not accessible to people with reduced mobility.
- 12.4** Disabled people also value particularly highly the reassurance and assistance provided by well trained staff. TfL aims to work closely with disabled groups to develop and deliver staff training programmes and monitor the standard of service provided to travellers with disabilities

13 TRI-BOROUGH STRATEGIES

- 13.1** Independence, reablement and personalisation are three of the key themes which run through the Social Care Mandates⁴ for each of the three boroughs, which reflect both common themes and local variations to meet the needs of the boroughs' diverse communities.
- 13.2** Each of the boroughs has a new statutory duty to develop joint Health and Wellbeing Strategies through their Health and Well-being Boards. It is in this forum where joint travel support initiatives can be developed as part of an integrated public service approach.
- 13.3** The priorities for the NHS are set out in the Out of Hospital Strategies of the three Clinical Commissioning Groups which aim to meet health and social care needs of residents closer to home, keeping them out of hospital and residential care and enabling them to maintain their independence and wellbeing in the community. It will be important that travel support is not overlooked and should be considered in the development of the reablement and secondary prevention elements of the strategy.
- 13.4** Each of the three boroughs also offer specialised transport services (see section 5 and 6 above).

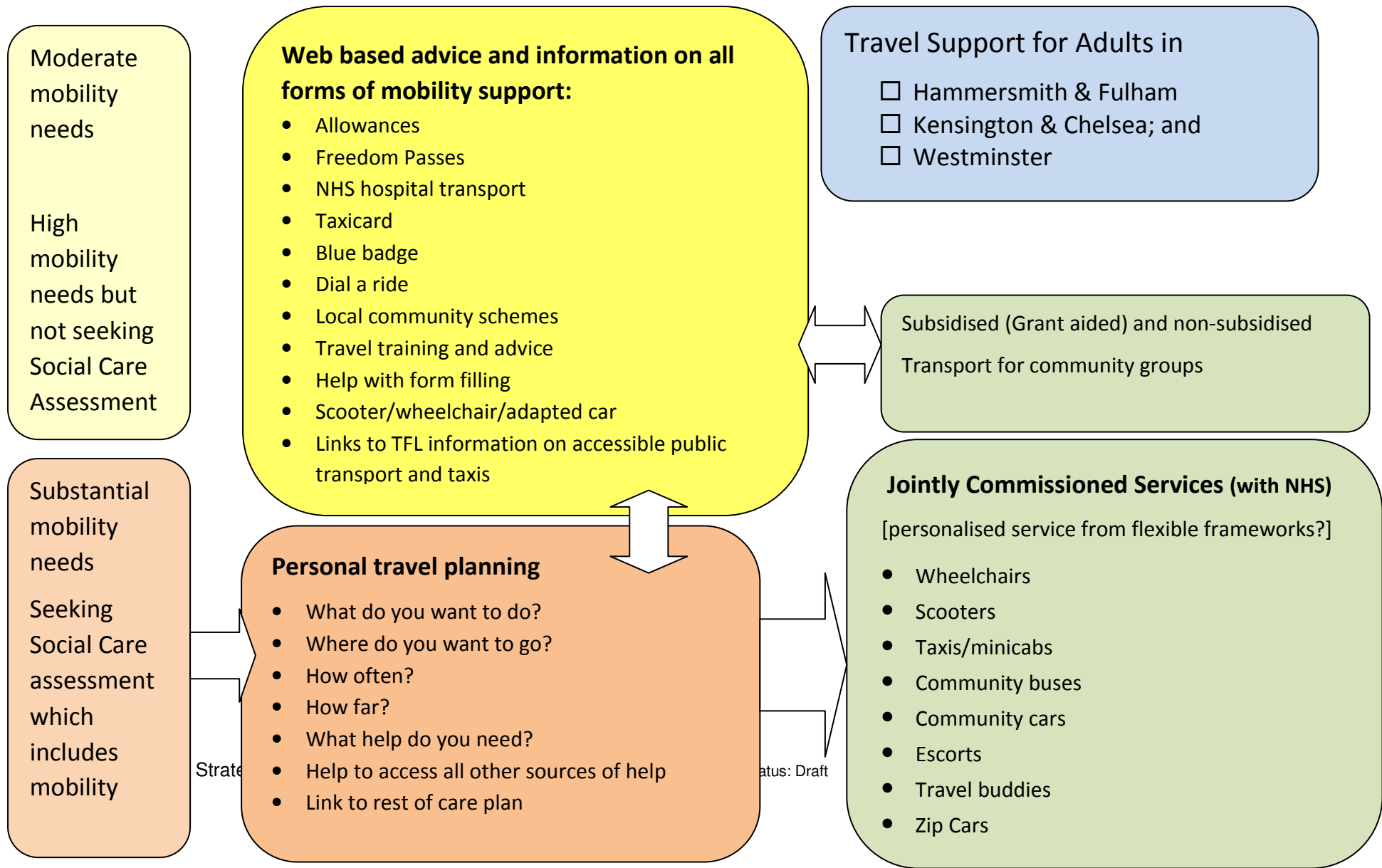
14 IMPLEMENTATION

- 14.1** Appendix 1 sets out the three areas of work we will be taking forward to implement the Travel Support and Transport Strategy which are:
- Web based advice and information on all forms of mobility support
 - Personal travel planning
 - Commissioning a range of transport and travel support options

³ London Assembly Transport Committee report: www.london.gov.uk/publication/accessibility-transport-network-london

- 14.2** Appendix 2 shows the key work streams and activities required to deliver these outputs, who will be leading the work and the timescale for implementation.
- 14.3** We are already working with colleagues in Children’s Services and the councils’ corporate departments to re-tender passenger transport services for children with special needs and adults at risk. The themes of this strategy will be reflected in the specification for these services and in the creation of the Client Team which will oversee the passenger transport management and transport operators, who we anticipate will include a number of different providers of special needs transport.

APPENDIX 1: AREAS OF WORK TO IMPLEMENT TRAVEL SUPPORT AND TRANSPORT STRATEGY FOR ADULTS



APPENDIX 2: KEY WORK STREAMS AND ACTIVITIES TO IMPLEMENT A NEW TRAVEL SUPPORT AND TRANSPORT STRATEGY

	Activity	Time	Lead	Partners
1	Develop a web-based transport Information and advice service and improve information and advice to local residents and groups	Sept. 2013	Adult Social Care Communications	Transport for London
2	Establish a strong Client Team to oversee the new passenger transport services and link service users to other appropriate travel support services including the web-based information	June 2013	Children's Services Adult Social Care	Procurement Teams
3a	Passenger Transport - Commission Transport Management function to administer operational delivery of the service and link Client requirements with operators	Sept. 2013	Children's Services Adult Social Care	Procurement
3b	Passenger Transport - Commission a Framework of transport providers who can supply vehicles and drivers and escorts for individual and group transport to day centres and colleges, and other venues and transport for community groups	Sept. 2013	Children's Services Adult Social Care	Procurement
4	Develop person centred travel plans for people to increase choice and flexibility to meet their transport/support needs.	2013	Adult Social Care Care Management	Workforce Development and IT
5	Develop Tri- borough Adult Social Care engagement with Transport for London, including a review of Dial- a- Ride across the three boroughs with TFL and Com Cab services	Dec 2012 ongoing	Adult Social Care Commissioning	Transport for London Computer Cab
6	Review and develop Travel Mentoring and Buddy schemes across the three boroughs	2013	Adult Social Care Commissioning	
7	Review parking badge, freedom pass and taxi card and streamline assessment processes	2013	Parking Teams	Adult Social Care
8	Develop more joined up approaches to transport with the NHS, linking to Health and Well-being boards	2013 onwards	NHS	Adult Social Care
9	Review availability of mobility scooters	2013	NHS	Adult Social Care

APPENDIX 3: CONSULTATION FEEDBACK

Responses

A draft strategy was published in August 2012 with a two month consultation. There were 32 responses and sessions mainly from and with local groups, forums, the LINK, transport providers, health and social care professionals and some individual local residents.

Respondents included

Westminster	Kensington and Chelsea	Hammersmith and Fulham
Care management	Care management	H&F Community Transport
PHAB	HCT	INWL Public Health
Out and About	Westway CT	The local Disability Forum
Enterprise	INWL Public Health	Good Neighbour Scheme
INWL Public Health	Age UK	Day Centre managers
LINK	POWhER	Diabetic Eye Screening
Open Age	ADKC	Accessible Transport
The Advocacy Project (Our Choice)	The Advocacy Project	
POWhER	Day Centre managers	
Day Centre managers	Octavia Foundation	
Two Local residents	Equal People	
Octavia Foundation	RBKC AIA team	
Inner London Scope North West Club		

N.B The above contacts varied from full group comments, a bespoke session or comments via a rep from the group

Key themes identified included from the consultations:

- Good information and advice on transport and support with this
- Simple assessment and systems
- A much better interface is needed between the councils and TFL concerning issues raised by local disabled residents, older people and other vulnerable groups e.g. the council's need to review services like Com Cab and Dial a Ride with TFL
- The councils and the NHS should be working closer together around transport across the three boroughs
- People are concerned about changes to benefits and eligibility criteria
- Parking badge systems across the boroughs need to be reviewed
- The Travel Support commissioned by the councils (day centre buses, community car schemes and group transport) need to be more flexible and responsive
- Plus Bus or circular bus routes incorporating hospitals and key shopping areas were popular
- Use of volunteers for escorting and travel buddies were seen as a good idea
- Need developments like disabled zip or city car schemes were seen as a good idea to be investigated
- Subsidised Community Car and group transport schemes seen as important preventative support services

Comments on the document

- Lacked clarity and confused different types of transport
- Some information incorrect or missing
- Needed to be more joint with health
- Needs to be clearer about implementation
- Should be more needs based
- Missed out green issues
- Needs to note that the three boroughs are still separate and different in various ways