

Appendix 5

Disabled Persons Freedom Pass Consultation 2016

Final Consultation Report

**26 September 2016 – 4 November 2016
Consultation**

SECTION 1

Executive Summary

1. EXECUTIVE SUMMARY

This report sets out the final consultation findings from the formal Disabled Persons Freedom Pass Consultation 2016 which will be presented to Policy and Resources Committee on 1 December 2016.

2. Disabled Persons Freedom Pass Review

The council undertook a review of the Disabled Persons Freedom Pass process with internal stakeholders via the working group and some partner groups during summer 2016. The findings of this review were presented to Policy and Resources Committee on 1 September 2016 prior to the full consultation.

A full report on the findings of the first phase of the review can be found in the report, available here: <https://barnet.moderngov.co.uk/documents/s34156/Report.pdf>

2.1 Summary of review

The aim was to review the Disabled Persons Freedom Pass assessment process and assessment criteria to date (August 2016). Recommendations were also made regarding a new draft Disabled Persons Freedom Pass process and assessment criteria for Committee to consider which was approved at Committee on 1 September 2016. These recommendations were revised with reference to processes of other London boroughs and to ensure that the Council is adhering to section 240 of the Greater London Authority Act 1999 as amended by section 151 of the Transport Act 2000, Department for Transport Guidance and is promoting the principles of the Care Act 2015 as part of its process.

One of the outcomes from the review was the methods of assessment for the new criteria which has widened the forms of evidence the council will accept. On 1 September 2016 this was approved by Committee and to be taken to consultation.

2.2 Disabled Persons Freedom Pass Consultation

This consultation and engagement is to inform the council's development of the application and renewal process for Disabled Persons Freedom Passes.

The council is making improvements to the way that we:

- assess if someone qualifies for a Disabled Persons Freedom Pass, and
- the way that people can apply for a Disabled Persons Freedom Pass.

Our proposals include:

- more ways to provide evidence to support your application
- looking at the ways you can apply for a Disabled Persons Freedom Pass and
- making documents more accessible for all users.

DISABLED PERSONS FREEDOM PASS CONSULTATION 2016

The consultation asked residents to what extent they support or oppose the types of evidence the council will accept for each of the seven categories of disabilities recognised by the by the s240 of the Greater London Authority Act (as amended).

Additional questions were asked surrounding the way individuals apply for or renew their pass to highlight the main methods used and what support can be provided when the new process is implemented.

2.2.1 Summary of method

The general consultation consisted of an online questionnaire published on <http://engage.barnet.gov.uk> together with a consultation document which provided detailed background information about the Council's proposals and include additional information on Disabled Persons Freedom Passes. Paper copies, easy read and large print versions of the consultation were also made available on request.

Letters were sent out to all 8,158 Disabled Persons Freedom Pass holders to invite them to take part in the consultation, or attend a library drop-in session to discuss the proposals and seek assistance in completing the questionnaire.

The consultation team engaged with the organisations and groups listed in Table 1 below. This was carried out by attending prearranged group meetings and other meetings with key organisers.

Table 1: List of organisations and groups engaged with during the consultation

Name of Organisation	Date
Mental Health AGM	31/10/2016
Barnet Asian Elders Association	13/10/2016
Mencap	10/10/2016
Met Police	10/10/2016
Age UK	06/10/2016
Barnet African Caribbean Association	20/09/2016
Barnet Older Asian Association	20/09/2016
Barnet Voice for Mental Health	20/09/2016
Barnet People's Choice	20/09/2016
Space 2 B	28/10/2016
Barnet Voice for Mental Health AGM	31/10/2016
Volunteering Matters	02/11/2016
Learning Disability Parliament	03/11/2016
Inclusion Barnet	11/10/2016
Community Barnet	19/09/2016

The consultation was promoted via local media, social networks and posters were distributed to voluntary organisations, Housing Estates, Police Stations, Libraries and prominent London Borough of Barnet Buildings and various daycentres.

Disabled Persons

Freedom Pass Consultation

From Monday 26 September to 4 November 2016

This is your opportunity to give us your views on:

- the way we assess if someone qualifies for a Disabled Persons Freedom Pass
- the way that people can apply for a Disabled Persons Freedom Pass.

Give us your views by:

1. Attending a drop-in session

Hendon Library	30 September 2016	10am – 12noon and 2 – 4pm
North Finchley Library	3 October 2016	10am – 12noon and 2 – 4pm
Chipping Barnet Library	11 October 2016	10am – 12noon and 2 – 4pm
Burnt Oak Library	19 October 2016	10am – 12noon and 2 – 4pm
Golders Green Library	27 October 2016	10am – 12noon and 2 – 4pm
Edgware Library	3 November 2016	10am – 12noon and 2 – 4pm

2. Complete a short online survey at engage.barnet.gov.uk

If you would like a paper copy of the information and questionnaire you can email: fpfeedback@barnet.gov.uk or call 020 8359 5460
For more information and to take part in the consultation visit:
engage.barnet.gov.uk

2.2.2 Response to the consultation

A total of 376 questionnaires have been completed; 238 of respondents advised they currently hold a Disabled Persons Freedom Pass.

Of those who did complete the diversity monitoring questions, younger residents are underrepresented and older residents are significantly over represented. There is also a significant over representation of White respondents and a significant under representation of Black, Mixed and Asian respondents.

During face-to-face engagement at library sessions, some respondents did not wish to complete every question and opted to only complete questions which related to their disability. When respondents were asked some did not feel they knew enough about the category and some did not wish to answer.

3. Summary of key findings and reasons given

Overall, 53 per cent of respondents supported the changes to the evidence suggested to be accepted by the council for each of the seven categories of disabilities.

8,158 pass holders were written to individually inviting them to take part in the consultation, 238 Disabled Persons Freedom Pass users responded to the consultation.

Of the total 8,158 pass holders, 194 letters were returned to sender and classed as 'Not known at this address' and 1358 pass holders are in the process of being transferred to the Older Persons Freedom Pass.

34% of residents feel that the proposed changes will have a positive impact whilst 42% stated that it would have no impact/not applicable. 24% stated that the proposals would have a negative impact.

Those who were more likely to support the changes were male, aged 56-60, white and has a disability related to mobility.

3.1 Council's proposal to change the acceptable evidence of eligibility for Disabled Persons Freedom Pass for each category of disability

The consultation asked residents to what extent they support or oppose the types of evidence the council will accept for each of the seven categories of disabilities recognised by the by the s240 of the Greater London Authority Act (as amended).

For some questions, a significant percentage of respondents answered don't know or not applicable.

3.1.1 Summary of stakeholders

Table 2 over the page shows the majority of respondents are Disabled Persons Freedom Pass users. Therefore the results are indicative of the views of Disabled Persons Freedom Pass users.

Table 2: Sample Profile

Stakeholder	Number	%
Disabled Persons Freedom Pass holder	238	80%
Older Persons Freedom Pass holder	12	4%
Resident interested in applying for a Freedom Pass	5	2%
Relative of a Disabled Persons Freedom Pass holder	19	6%
Job involves work with Freedom Pass users in Barnet	7	2%
Barnet residents interested in Disabled Persons Freedom Pass	5	2%
Voluntary/community organisation	7	2%
Public sector organisation	4	1%
Other	2	1%
Total	299	100%

3.1.2 Category a: is blind or partially sighted

To what extent do you support or oppose the proposed changes for this category?

- 47 per cent of respondents said they supported the proposed changes with 14 per cent opposing. 18 per cent neither support nor oppose and 21 per cent answered don't know or not applicable.
- 5 per cent of comments mentioned 'Evidence: GP letter should be accepted'.
- 64 per cent of respondents gave no reason for their answer.

3.1.3 Category b: is profoundly or severely deaf

To what extent do you support or oppose the proposed changes for this category?

- 48 per cent of respondents said they supported the proposed changes with 14 per cent opposing. 17 per cent neither support nor oppose and 21 per cent answered don't know or not applicable.
- 5 per cent of comments mentioned 'Evidence: GP letter should be accepted'.
- 70 per cent of respondents gave no reason for their answer.

3.1.4 Category c: is without speech

To what extent do you support or oppose the proposed changes for this category?

- 47 per cent of respondents said they supported the proposed changes with 15 per cent opposing. 18 per cent neither support nor oppose and 20 per cent answered don't know or not applicable.
- 4 per cent of comments mentioned 'Evidence: GP letter should be accepted'.
- 71 per cent of respondents gave no reason for their answer.

3.1.5 Category d: has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk

To what extent do you support or oppose the proposed changes for this category?

- 56 per cent of respondents said they supported the proposed changes with 17 per cent opposing. 15 per cent neither support nor oppose and 12 per cent answered don't know or not applicable.
- 5 per cent of comments mentioned 'Evidence: GP letter should be accepted'.
- 65 per cent of respondents gave no reason for their answer.

3.1.6 Category e: does not have arms, or have long term loss of both arms

To what extent do you support or oppose the proposed changes for this category?

- 54 per cent of respondents said they supported the proposed changes with 14 per cent opposing. 14 per cent neither support nor oppose and 19 per cent answered don't know or not applicable.
- 6 per cent of comments related to 'No other evidence required / Agree with suggestions'.
- 75 per cent of respondents gave no reason for their answer.

3.1.7 Category f: has a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning

To what extent do you support or oppose the proposed changes for this category?

- 59 per cent of respondents said they supported the proposed changes with 14 per cent opposing. 13 per cent neither support nor oppose and 14 per cent answered don't know or not applicable.
- 3 per cent of comments mentioned 'Everyone with this impairment should get a pass (even if less severe) / Needs to be not too strict / More flexibility required'.

- 69% of respondents gave no reason for their answer.

3.1.8 Category g: would, if he/she applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.

To what extent do you support or oppose the proposed changes for this category?

- 61 per cent of respondents said they supported the proposed changes with 8 per cent opposing. 14 per cent neither support nor oppose and 18 per cent answered don't know or not applicable.
- 4 per cent of comments mentioned 'Approve of proposals / Approve widening of evidence/ Good to have a choice'.
- 73 per cent of respondents gave no reason for their answer.

4. Disabled Persons Freedom Pass additional questions

4.1 Missed evidence

Respondents were also asked whether they believed any evidence had been missed from the accepted evidence presented with each question and available in the accompanying consultation document.

Do you think we have missed any evidence which should be included in proving the eligibility for Disabled Persons Freedom Passes?

- 39 per cent of respondents did not think any other evidence had been missed.
- Of those who did believe evidence had been missed, 18 per cent of comments related to 'Evidence: GP Letter should be accepted' and 18 per cent of comments mentioned 'Mental Health should be taken more into account / Autism should be taken into account'.
- 24 per cent of respondents thought evidence had been missed. Further explanation of the types of evidence which is suggested to have been missed is discussed in section 2.
- 37 per cent of respondents stated they did not know or were not sure if evidence has been missed.

4.2 Impact of the changes on respondents lives

Do you think the proposed changes will have a positive or negative impact on your life?

- 34 per cent of respondents stated that the proposals would have a positive impact to their lives. 27 per cent stated that the proposals would have no impact and 24 per cent felt that the proposals would have a negative impact. 15 per cent of respondents answered don't know or not applicable.
- Of those, who think it will have a negative impact on their lives the most common reason (42 per cent) was concern of losing independence / Freedom Pass / Unable to attend groups, work, college.
- 32 per cent of respondents gave no reason for their answer for the proposals impacting negatively on their lives.

4.3 Questions on the Freedom Pass process and methods

Respondents were asked the following questions on the way someone applies or renews their Disabled Persons Freedom Pass:

4.3.1 How would you prefer to submit evidence to the council of your recognized disability?

- 41 per cent of the respondents would prefer to submit evidence by post.
- 26 per cent would prefer to submit evidence online.
- 13 per cent would prefer to submit by email.
- 9 per cent stated they did not know or were not sure.
- 2 per cent would never apply for a pass.
- 4 per cent included various comments providing additional options to be considered. Further detail on these comments can be found in section 2.

4.3.2 If you needed help to complete a form, who would help you?

- 52 per cent would get help to complete a form from their families.
- 18 per cent would get help to complete a form from their friends.
- 14 per cent would get help to complete a form from their carer.
- 14 per cent would get help to complete a form from would not need help.
- 12 per cent would get help to complete a form from a third sector organisation or voluntary organisation.

- 9 per cent would get help from Citizens Advice Bureau.
- 7 per cent did not know or were not sure.
- 6 per cent would get help from a neighbour.
- 3 per cent would get help some their school, college or employer.

Further information on additional channels of support can be found in section 2.

4.3.3 At the moment, how much support would you need to complete an online form through the council website?

- 64 per cent of respondents would require varying levels of support.
- 26 per cent of respondents would require no support.
- 7 per cent did not know or were not sure and 3 per cent answered not applicable.

4.3.4 What do you use your Disabled Persons Freedom Pass for most often?

- 47 per cent of respondents use their pass to go to the Hospital, GP or other medical practice.
- 26 per cent use their pass for social visits to friends, family etc.

4.3.5 Which method do you currently use when applying/renewing your Freedom Pass?

- 57 per cent of respondents use paper to apply for or renew their Freedom Pass.
- 34 per cent of respondents apply online.
- 3 per cent receive an automatic renewal of their Freedom Pass.

4.3.6 Why do you not use the online method?

- 30 per cent of respondents prefer to use paper when applying/renewing their Freedom Pass.
- 12 per cent prefer to have a copy of their documents.
- 12 per cent require an alternative format.
- 10 per cent have not got a computer.

SECTION 2

Disabled Persons Freedom Pass Consultation

2016

Detailed Findings

1. BACKGROUND

This report sets out the full findings from the council's consultation on Disabled Persons Freedom Passes. The findings will be considered at Policy and Resources committee on 1 December 2016, where it will be decided whether to approve and commence onto the next stage.

In terms of service specific consultations the council has a duty to consult with service users where there are proposals to vary, reduce or withdraw services.

Table 1 outlines the phases of consultation and engagement to date:

Table 1: Consultation and engagement

Phase	Date	Summary
Review of existing process	<i>Summer 2016</i>	The council undertook a full review of the Disabled Persons Freedom Pass process and engaged with internal stakeholders via the working groups and some partners
Consultation to inform development of options	<i>September 2016 – November 2016</i>	<ul style="list-style-type: none"> • Engagement through library drop-in sessions • Meetings and presentations with stakeholders, third sector organisations and service users • Open engagement asking residents to feedback ideas on the future of Disabled Persons Freedom Passes in Barnet.
Workshops	<i>Winter 2016/2017</i>	<ul style="list-style-type: none"> • Data Cleansing • Data Matching • Application Forms • Website information and functionality • Communication Templates • Renewals • Accessibility • Diversity • Telephone Communication • Re-designing applicant journeys end-to- • Appeals Process • Automatic renewals • Desk based assessments

2. Disabled Persons Freedom Pass Review

The council undertook a review of the existing processes of Disabled Persons Freedom Pass.

The aim was to review the Disabled Persons Freedom Pass assessment process and assessment criteria to date (August 2016). Recommendations were also made regarding a new draft Disabled Persons Freedom Pass process and assessment criteria

for Committee to consider which was approved at Committee on 1 September 2016.

These recommendations were revised with reference to processes of other London boroughs and to ensure that the Council is adhering to section 240 of the Greater London Authority Act 1999 as amended by section 151 of the Transport Act 2000, Department for Transport Guidance and is promoting the principles of the Care Act 2015 as part of its process.

One of the outcomes from the review was the methods of assessment for the new criteria which has widened the forms of evidence the council will accept. On 1 September 2016 this was approved by Committee and to be taken to consultation.

3. Disabled Persons Freedom Pass Consultation

Following completion of the initial review and approval to commence to the consultation phase, a six week consultation began on 26 September 2016 and concluded on 4 November 2016.

The consultation aimed to:

- obtain residents views on evidence which should be accepted to support applications and renewals
- engage with users to understand their experience of the process
- focus on how the council will assess whether someone qualifies for a Disabled Persons Freedom Pass.

3.1 Technical details and method

In summary, the consultation was administered as follows:

- The Disabled Persons Freedom Pass Consultation was open for six weeks, from the 26 September 2016 to 4 November 2016.
- The consultation was published on Engage Barnet <http://engage.barnet.gov.uk> together with a consultation document which provided detailed background information about the council's proposals and include additional information on Disabled Persons Freedom Passes.
- Respondent's views were gathered via an online survey. Paper copies and an easy read version of the consultation were also made available on request.
- Letters were sent out to all Disabled Persons Freedom Pass holders to invite them to take part in the consultation, or attend a library drop-in session to discuss the proposals and seek assistance in completing the questionnaire.

- The consultation was widely promoted via the council's website; local press; Twitter; Facebook; Area Forums; and posters in libraries, police stations and other public places.
- Users were also invited to take part in the consultation through Barnet Asian, Elders Association, Mencap, Met Police, Age UK, Barnet African Caribbean Association, Barnet Older Asian Association, Barnet Voice for Mental Health, Barnet People's Choice, Space 2 B, Barnet Voice for Mental Health, Volunteering Matters, Learning Disability Parliament.
- A dedicated telephone line and email address was available for residents to contact if they needed any help, support or advice.

3.2 Questionnaire design

The questionnaire was developed to ascertain residents' views on the types of evidence accepted by the council to prove whether someone qualifies for a Disabled Persons Freedom Pass. In particular the consultation invited views on the:

- overall changes to evidence of proof of eligibility
- additional evidence which should be included as proof of eligibility
- ways in which someone applies/renews their pass.

In order to enable further understanding and in-depth analysis the questionnaire also included:

- open ended questions, where respondents were invited to write in any comments on the changes to evidence proposed and why they support or oppose the proposals
- open ended questions on the impact the changes may have, where residents were invited to give reasons for their answer
- key demographic questions to help understand the views of different demographic groups.

Throughout the questionnaire and where applicable hyperlinks were provided to the relevant sections of the consultation document and legislation. Those respondents who elected to receive a paper copy were also sent the consultation document.

3.3 Response to the consultation

As part of the consultation all 8,158 Disabled Persons Freedom Pass holders were invited to take part in the consultation by individual letter, the results show 238 respondents were Disabled Persons Freedom Pass holders.

A total of 376 questionnaires have been completed, 6 respondents were representing an organisation and 83 residents submitted a paper questionnaire.

299 respondents completed the stakeholder questions, 80 per cent of the respondents were Disabled Persons Freedom Pass holders.

DISABLED PERSONS FREEDOM PASS CONSULTATION 2016

Table 2 below show the categories of stakeholders and Chart 1 below shows the profile of those who responded to the consultation.

Table 2: Sample Profile

Stakeholder	Number	%
Disabled Persons Freedom Pass holder	238	80%
Older Persons Freedom Pass holder	12	4%
Resident interested in applying for a Freedom Pass	5	2%
Relative of a Disabled Persons Freedom Pass holder	19	6%
Job involves work with Freedom Pass users in Barnet	7	2%
Barnet residents interested in Disabled Persons Freedom Pass	5	2%
Voluntary/community organisation	7	2%
Public sector organisation	4	1%
Other	2	1%
Total	299	100%

The chart below shows the demographic profile of those who responded. 8,158 pass holders were invited to take part in the consultation as well as the consultation being open to all residents.

Chart 1: Sample profile – key demographics

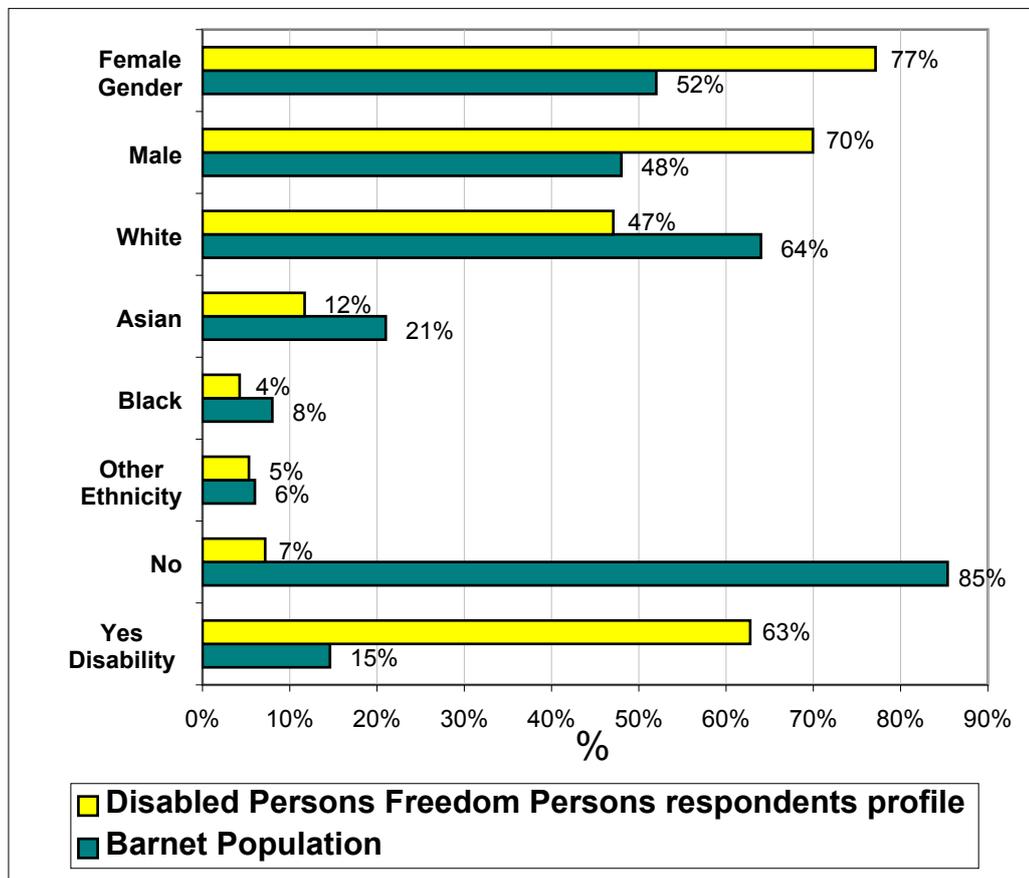
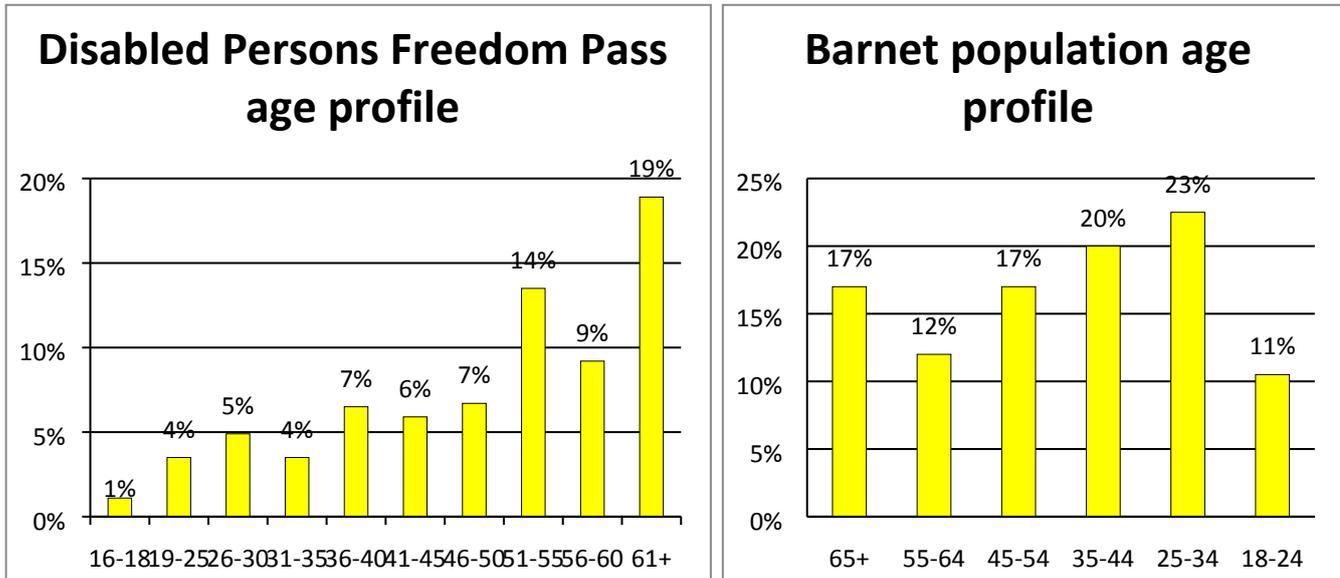


Chart 2 and 3: Age profile of respondents and Barnet population



3.4 Protected Characteristics

The council is required by law, Equality Act 2010, to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups.

The protected characteristics identified in the Equality Act 2010 are age, disability, ethnicity, gender, gender reassignment, marriage and civil partnership, pregnancy, maternity, religion or belief and sexual orientation.

To assist us in complying with the duty under the Equality Act 2010 we asked the general public consultation respondents to provide equalities monitoring data and explained that collecting this information will help us understand the needs of our different communities and that all the personal information provided will be treated in the strictest confidence and will be stored securely in accordance with our responsibilities under the Data Protection Act 1998.

Table 3: Protected Characteristic – faith and sexuality

Protected Characteristic	Respondents	
	Number	%
Faith		
Agnostic	8	3%
Atheist	10	4%
Baha'i	0	0%
Buddhist	3	1%
Christian	92	39%
Hindu	13	6%

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Protected Characteristic	Respondents	
	Number	%
Humanist	1	0%
Jain	1	0%
Jewish	23	10%
Muslim	17	7%
Sikh	0	0%
No religion	28	12%
Prefer not to say	25	11%
Other	6	3%
Not answered	9	4%
Total	236	
Sexuality		
Bisexual	12	3%
Gay man	3	1%
Heterosexual	186	50%
Lesbian	2	1%
Other	12	3%
Prefer not to say	51	14%
Prefer to define your sexuality in other terms	0	0%
Not answered	105	28%
Total	371	

Table 4: Protected Characteristic – gender and pregnancy

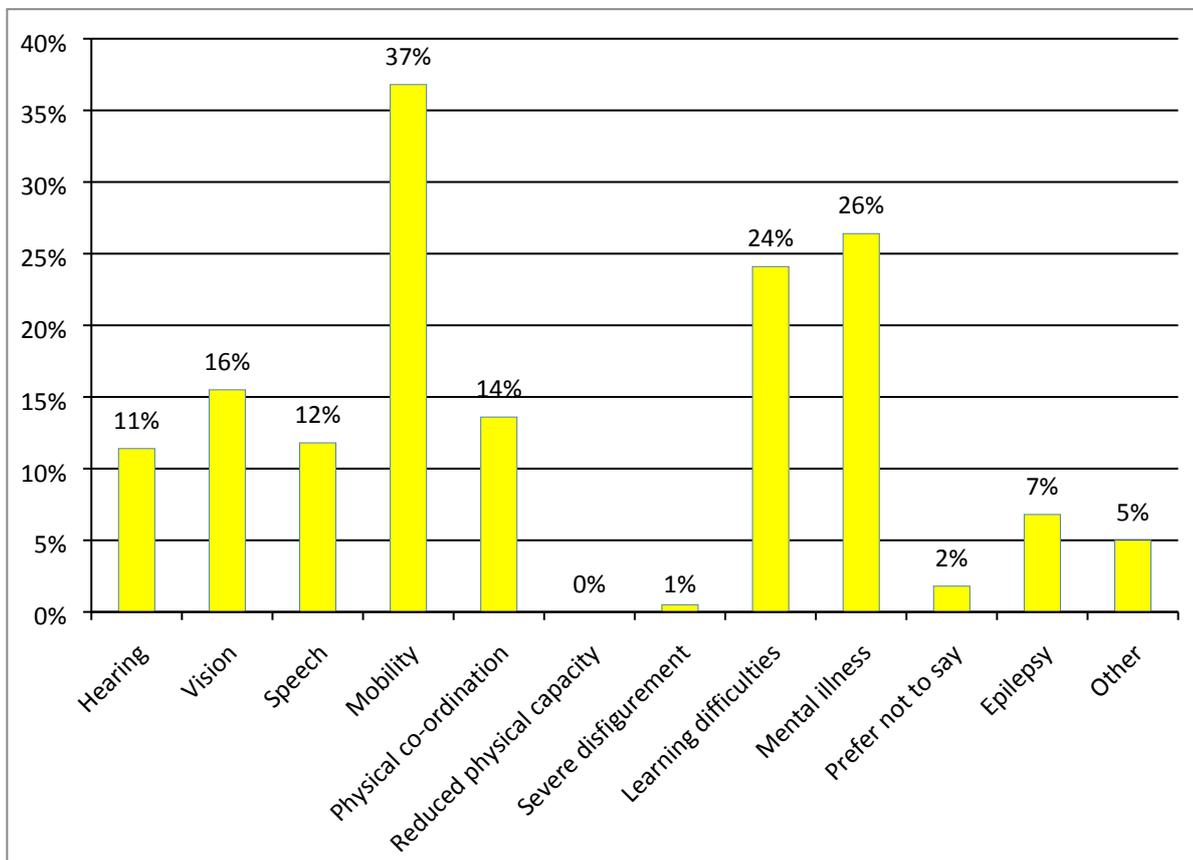
Protected Characteristic	Respondents	
	Number	%
Is your gender the same as that assigned at birth		
yes	263	71%
no	4	1%
prefer not to say	12	3%
not answered	92	25%
Total	376	
Pregnancy		
Pregnant	1	1%
on maternity leave	0	0%
prefer not to say	4	2%
Not answered	12	8%
Total	142	

Table 3 and 4 show the results for the protected characteristics of the respondents.

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Analysis of respondents sub groups and pass holder's responses showed no significant trends.

Chart 4: Nature of disability of respondents



- The chart above shows 37 per cent (81 out of 236) of respondents have a disability relating to mobility.
- A further breakdown of other disabilities provided by respondents can be found in section 2.

3.5 Interpretation of the results

In terms of the results, it is also important to note the following:

- The general public consultation is not representative of the overall population of Barnet but provides considerable information, in particular on the opinion of those residents who are more engaged with the council. However it should be treated with caution as a guide to overall opinion because its response profile does not match the Barnet population.
- Where percentages do not add up to 100, this may be due to rounding, or the question is multi coded. All open ended questions that invite respondents to write in comments, are multi-coded and therefore add up to more than 100 per cent.
- All open-ended responses to the public consultation have been classified based on the main themes arising from the comment, so that they can be summarised.

3.6 Calculating and reporting on results

The results for each question are based on “valid responses”, i.e. all those providing an answer (this may or may not be the same as the total sample) unless otherwise specified. The base size may therefore vary from question to question.

4 Results in detail

4.1 Disability category results

Respondents were asked if they agree with the council’s proposals to change the types of evidence required for a person under each of the seven recognised categories of disabilities.

A question was asked on each of the seven categories of recognised disabilities to determine whether the respondents agreed with the new assessment criteria.

4.1.2 Category a: is blind or partially sighted

Chart 5: Results for category a

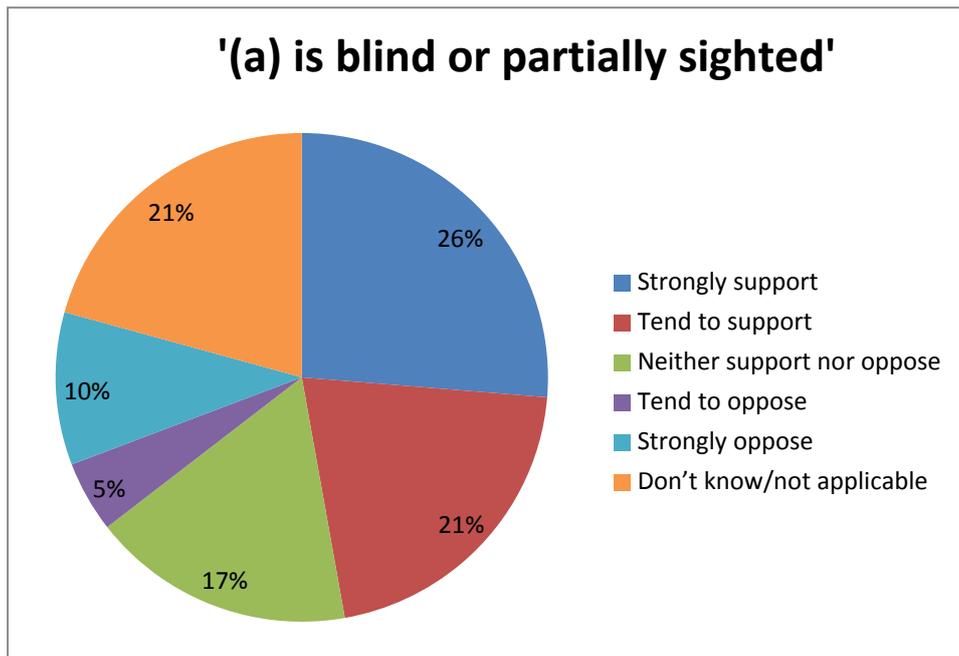


Table 5: Questionnaire results for category a

To what extent do you support or oppose the proposed changes for the evidence required for a person with a disability under this category?		
	%	Base
Strongly support	26%	93
Tend to support	21%	75
Neither support nor oppose	17%	62
Tend to oppose	5%	17

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Strongly oppose	10%	34
Don't know/not applicable	21%	74
Total	100%	355

- The table above shows that 47 per cent (168 out of 355) of the respondents support the council's proposal to accept additional types of evidence as proof that someone qualifies for a pass.
- In contrast, 15 per cent of those responding to the general public consultation disagree with the council's proposal. 18 per cent neither support nor oppose and 21 per cent answered don't know or not applicable.

Respondents were also asked to provide reasons for their answers which are shown below in Table 6.

Table 6: Comments given for the respondents answer

Reasons for answer given		
	%	Base
		355
No reason given	64%	228
Evidence: GP Letter should be accepted	5%	19
Approve of proposals / Approve widening of evidence/ Good to have a choice	5%	17
Evidence: Hospital/ Consultant/ Specialist/ Therapist / NHS diagnosis proof	5%	16
Comment not applicable to question category	4%	15
Ensures the system is not abused / Provides proof	3%	12
This evidence is easy to obtain / People already have this information/ Simpler for people	3%	9
People need this aid / Enables them to use public transport/ Allows independence	2%	7
Not applicable - Do not have this impairment	2%	7
Evidence: Proof of receipt of disability related benefit : Disability Living Allowance (DLA)/ Proof of Disability Income Support/ PIP: All should be eligible for pass/ Include Low Level DLA	2%	6
For conditions which are unlikely to change over time this should only be required to be submitted once	1%	5
Do not know what these things are / What is a Barnet Social Care Direct registration number/ How do you get one/ How do you apply	1%	5
Evidence: Listen to, trust the person/ Registration should not be required / Not everyone wants to 'register' and/or receive benefits	1%	4

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Reasons for answer given		
People may have an impairment but do not have paper evidence of it/ Are not in receipt of related benefits/ Not registered anywhere	1%	4
Process needs to be simple for people with disabilities and impairments/ Should not be too much to read/ Should offer users assistance	1%	3
Too much bureaucracy/ Waste of money / Another stress on the service	1%	3
The system / current requirements are fine as they are / Eligibility has not changed/ Waste of money	1%	3
Avoid causing stress to people / Don't make life difficult for disabled people.	1%	3
This widens the category of people who can get a Freedom Pass / I could now get a Pass	1%	2
Evidence: Social Services should provide council with CVI directly / Council issues BDB so already has the information	1%	2
A physical test alone is not satisfactory - people with some disability often have other non-physical issues/ PIP tests are not always fair - cannot be relied on	1%	2
Evidence: No other evidence required / Agree with suggestions	1%	2
Suspect these measures are designed to deny more people passes to save a few pounds / Don't take free travel away	1%	2
The Freedom Pass should indicate what holder's condition is so that local transport operators are aware / Colour coded	0%	1
Evidence: There should be more options generally (unspecified)	0%	1
Evidence: Proof from Social Services/ From Support Workers/ Link Workers	0%	1
Evidence: From Barnet carers	0%	1
Evidence: Personal interview	0%	1
GP's charge a fee for providing a letter	0%	1
Continue with Discretionary Disabled Freedom Pass	0%	1
Unaware of the Freedom Pass / Not aware of entitlements	0%	1
Everyone with this impairment should get a pass (even if less severe) / Needs to be not too strict/ More flexibility required	0%	1
Evidence: LBB Registration number should still be accepted / Has the LBB Registration number changed its name?	0%	1
Procedures must be monitored to ensure all relevant	0%	1

DISABLED PERSONS FREEDOM PASS CONSULTATION 2016

Reasons for answer given		
groups have been consulted		
Registered people moving into Barnet would already qualify without having to re-apply	0%	1

4.1.3 Category b: is profoundly or severely deaf

Chart 6: Results for category b

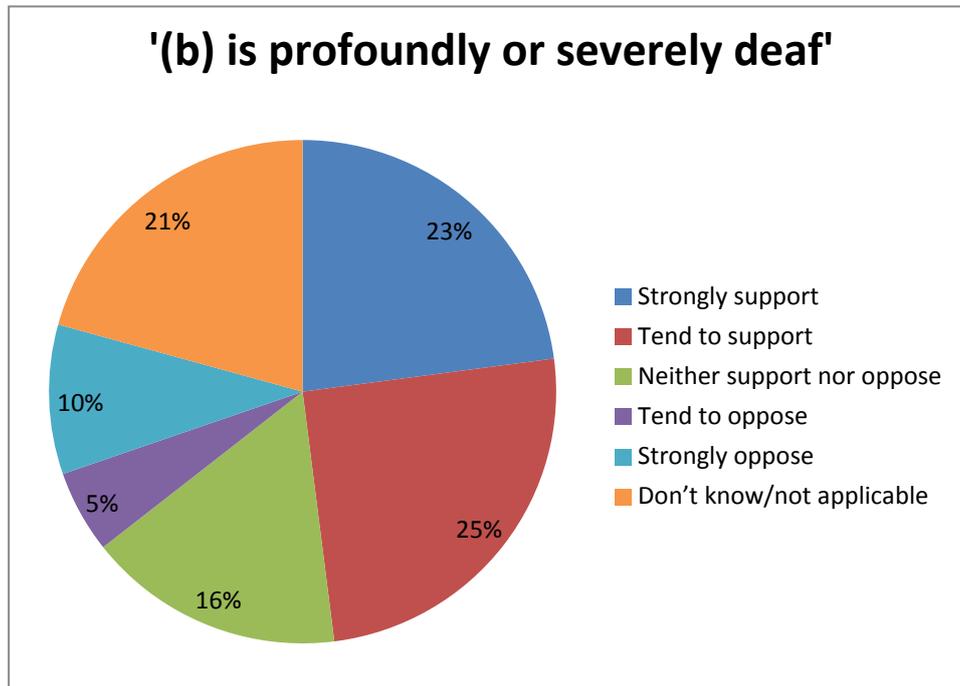


Table 7: Questionnaire results for category b

To what extent do you support or oppose the proposed changes for the evidence required for a person with a disability under this category?		
	%	Base
Strongly support	23%	73
Tend to support	25%	81
Neither support nor oppose	17%	53
Tend to oppose	5%	17
Strongly oppose	9%	29
Don't know/not applicable	21%	67
Total	100%	320

- The table above shows that 48 per cent (154 out of 320) of the respondents support the council's proposal to accept additional types of evidence as proof that someone qualifies for a pass.
- In contrast, 14 per cent of those responding to the general public consultation disagree with the council's proposal. 17 per cent neither support nor oppose and 21 per cent answered don't know or not applicable.

Respondents were also asked to provide reasons for their answers which are shown below in Table 8.

Table 8: Comments given for the respondents answer

DISABLED PERSONS FREEDOM PASS CONSULTATION 2016

Reasons for answer given		
	%	Base
		320
No reason given	70%	224
Evidence: GP Letter should be accepted	5%	15
Approve of proposals / Approve widening of evidence/ Good to have a choice	4%	14
Evidence: Hospital/ Consultant/ Specialist/ Therapist / NHS diagnosis proof	3%	11
Avoid causing stress to people / Don't make life difficult for disabled people.	3%	8
Not applicable - Do not have this impairment	2%	7
For conditions which are unlikely to change over time this should only be required to be submitted once	2%	7
This evidence is easy to obtain / People already have this information/ Simpler for people	2%	6
The system / current requirements are fine as they are / Eligibility has not changed/ Waste of money	2%	6
Ensures the system is not abused / Provides proof	2%	5
Suspect these measures are designed to deny more people passes to save a few pounds / Don't take free travel away	2%	5
Process needs to be simple for people with disabilities and impairments/ Should not be too much to read/ Should offer users assistance	1%	4
People may have an impairment but do not have paper evidence of it/ Are not in receipt of related benefits/ Not registered anywhere	1%	4
Disagree that this condition / impairment warrants a Pass	1%	4
This widens the category of people who can get a Freedom Pass / I could now get a Pass	1%	3
Too much bureaucracy/ Waste of money / Another stress on the service	1%	3
Evidence: Proof of receipt of disability related benefit : Disability Living Allowance (DLA)/ Proof of Disability Income Support/ PIP: All should be eligible for pass/ Include Low Level DLA	1%	3
Everyone with this impairment should get a pass (even if less severe) / Needs to be not too strict/ More flexibility required	1%	3
Evidence: Listen to, trust the person/ Registration should not be required / Not everyone wants to 'register' and/or receive benefits	1%	2

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Reasons for answer given		
Comment not applicable to question category	1%	2
Evidence: Personal interview	1%	2
Evidence: No other evidence required / Agree with suggestions	1%	2
Every disability should be treated equally	1%	2
Evidence: LBB Registration number should still be accepted / Has the LBB Registration number changed its name?	1%	2
The Freedom Pass should indicate what holder's condition is so that local transport operators are aware / Colour coded	0%	1
Evidence: Proof from Social Services/ From Support Workers/ Link Workers	0%	1
Procedures must be monitored to ensure all relevant groups have been consulted	0%	1
Registered people moving into Barnet would already qualify without having to re-apply	0%	1

4.1.4 Category c: is without speech

Chart 7: Results for category c

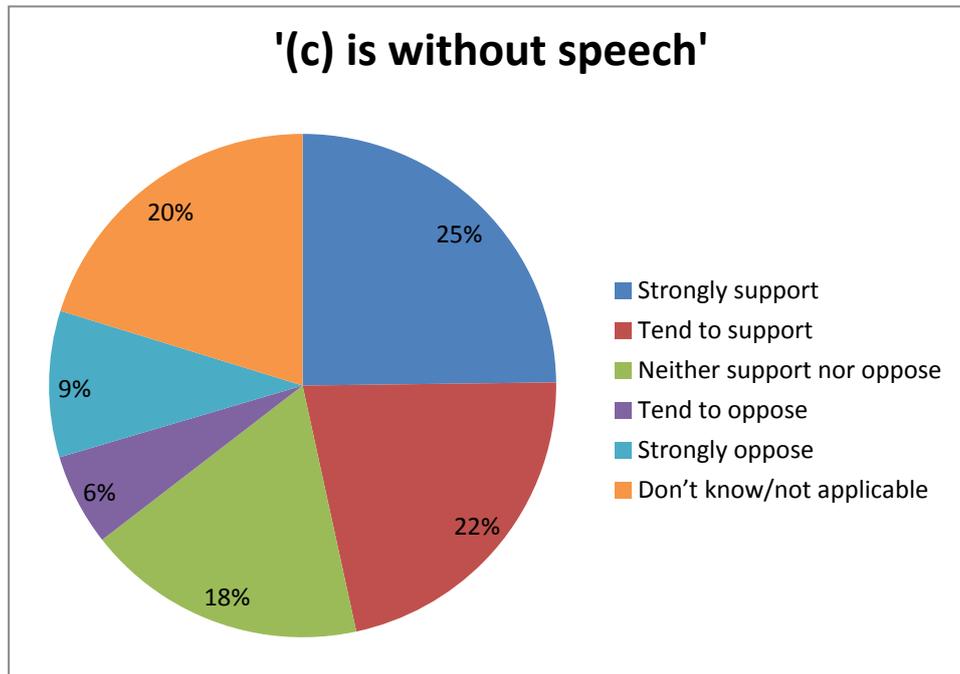


Table 9: Questionnaire results for category c

To what extent do you support or oppose the proposed changes for the evidence required for a person with a disability under this category?		
	%	Base
Strongly support	25%	76
Tend to support	22%	67
Neither support nor oppose	18%	55
Tend to oppose	6%	18
Strongly oppose	9%	29
Don't know/not applicable	20%	62
Total	100%	307

- The table above shows that 47 per cent (143 out of 307) of the respondents support the council's proposal to accept additional types of evidence as proof that someone qualifies for a pass.
- In contrast, 15 per cent of those responding to the consultation do not support the council's proposal. 18 per cent neither support nor oppose and 20 per cent answered don't know or not applicable.

DISABLED PERSONS FREEDOM PASS CONSULTATION 2016

Table 10: Comments given for the respondents answer

Reasons for answer given		
	%	Base
		306
No reason given	71%	216
Evidence: GP Letter should be accepted	4%	12
Evidence: Hospital/ Consultant/ Specialist/ Therapist / NHS diagnosis proof	4%	12
Evidence: No other evidence required / Agree with suggestions	4%	11
People may have an impairment but do not have paper evidence of it/ Are not in receipt of related benefits/ Not registered anywhere	3%	10
Takes too long to see and get reports from specialists / therapists	3%	10
Avoid causing stress to people / Don't make life difficult for disabled people.	3%	9
Approve of proposals / Approve widening of evidence/ Good to have a choice	2%	7
A physical test alone is not satisfactory - people with some disability often have other non-physical issues/ PIP tests are not always fair - cannot be relied on	2%	7
Not applicable - Do not have this impairment	2%	6
Ensures the system is not abused / Provides proof	1%	4
For conditions which are unlikely to change over time this should only be required to be submitted once	1%	4
Everyone with this impairment should get a pass (even if less severe) / Needs to be not too strict/ More flexibility required	1%	4
Evidence: LBB Registration number should still be accepted / Has the LBB Registration number changed its name?	1%	4
This evidence is easy to obtain / People already have this information/ Simpler for people	1%	3
Process needs to be simple for people with disabilities and impairments/ Should not be too much to read/ Should offer users assistance	1%	3
Too much bureaucracy/ Waste of money / Another stress on the service	1%	3
Evidence: Proof of receipt of disability related benefit : Disability Living Allowance (DLA)/ Proof of Disability Income Support/ PIP: All should be eligible for pass/ Include Low Level DLA	1%	2
The system / current requirements are fine as they are / Eligibility has not changed/ Waste of money	1%	2

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Reasons for answer given		
Suspect these measures are designed to deny more people passes to save a few pounds / Don't take free travel away	1%	2
Unaware of the Freedom Pass / Not aware of entitlements	1%	2
People need this aid / Enables them to use public transport/ Allows independence	0%	1
Evidence: Listen to, trust the person/ Registration should not be required / Not everyone wants to 'register' and/or receive benefits	0%	1
The Freedom Pass should indicate what holder's condition is so that local transport operators are aware / Colour coded	0%	1
Procedures must be monitored to ensure all relevant groups have been consulted	0%	1
Disagree that this condition / impairment warrants a Pass	0%	1
Registered people moving into Barnet would already qualify without having to re-apply	0%	1

4.1.5 Category d: has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk

Chart 8: Results for category d

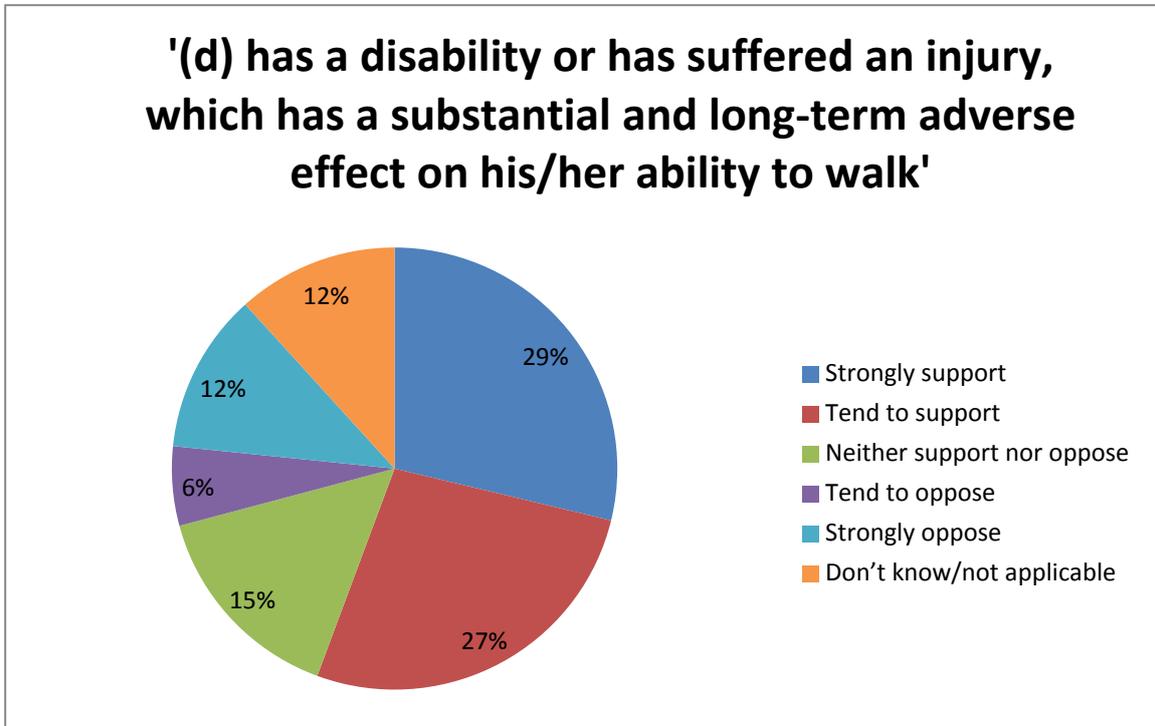


Table 11: Questionnaire results for category d

To what extent do you support or oppose the proposed changes for the evidence required for a person with a disability under this category?		
	%	Base
Strongly support	29%	89
Tend to support	27%	83
Neither support nor oppose	15%	47
Tend to oppose	6%	18
Strongly oppose	12%	36
Don't know/not applicable	12%	36
Total	100%	309

- The table above shows that 56 per cent (172 out of 309) of the respondents support the council's proposal to accept additional types of evidence as proof that someone qualifies for a pass.
- In contrast, 18 per cent of those responding to the consultation do not support the council's proposal. 15 per cent neither support nor oppose and 12 per cent answered don't know or not applicable.

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Table 12: Comments given for the respondents answer

Reasons for answer given		
	%	Base
		308
No reason given	65%	200
Evidence: GP Letter should be accepted	5%	16
Evidence: Hospital/ Consultant/ Specialist/ Therapist / NHS diagnosis proof	5%	15
A physical test alone is not satisfactory - people with some disability often have other non-physical issues/ PIP tests are not always fair - cannot be relied on	4%	13
Everyone with this impairment should get a pass (even if less severe) / Needs to be not too strict/ More flexibility required	4%	13
Evidence: No other evidence required / Agree with suggestions	4%	11
Evidence: Proof of receipt of disability related benefit : Disability Living Allowance (DLA)/ Proof of Disability Income Support/ PIP: All should be eligible for pass/ Include Low Level DLA	3%	8
People may have an impairment but do not have paper evidence of it/ Are not in receipt of related benefits/ Not registered anywhere	3%	8
For conditions which are unlikely to change over time this should only be required to be submitted once	2%	7
Avoid causing stress to people / Don't make life difficult for disabled people.	2%	7
People need this aid / Enables them to use public transport/ Allows independence	2%	6
Approve of proposals / Approve widening of evidence/ Good to have a choice	2%	5
The system / current requirements are fine as they are / Eligibility has not changed/ Waste of money	2%	5
Not applicable - Do not have this impairment	1%	4
Ensures the system is not abused / Provides proof	1%	3
Evidence: Listen to, trust the person/ Registration should not be required / Not everyone wants to 'register' and/or receive benefits	1%	3
Evidence: There should be more options generally (unspecified)	1%	3
This evidence is easy to obtain / People already have this information/ Simpler for people	1%	2
This widens the category of people who can get a Freedom Pass / I could now get a Pass	1%	2
Comment not applicable to question category	1%	2
Do not know what these things are / What is a Barnet Social Care Direct registration number/ How do you get one/ How do	1%	2

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Reasons for answer given		
you apply		
Suspect these measures are designed to deny more people passes to save a few pounds / Don't take free travel away	1%	2
Every disability should be treated equally	1%	2
Evidence: Link to the Blue Badge Scheme	1%	2
Process needs to be simple for people with disabilities and impairments/ Should not be too much to read/ Should offer users assistance	0%	1
Too much bureaucracy/ Waste of money / Another stress on the service	0%	1
Evidence: Proof from Social Services/ From Support Workers/ Link Workers	0%	1
Evidence: Personal interview	0%	1
Takes too long to see and get reports from specialists / therapists	0%	1
Unaware of the Freedom Pass / Not aware of entitlements	0%	1
Evidence: LBB Registration number should still be accepted / Has the LBB Registration number changed it's name?	0%	1
Procedures must be monitored to ensure all relevant groups have been consulted	0%	1
Be more stringent - Must be a long term disablement	0%	1

4.1.6 Category e: does not have arms, or have long term loss of both arms

Chart 9: Results for category e

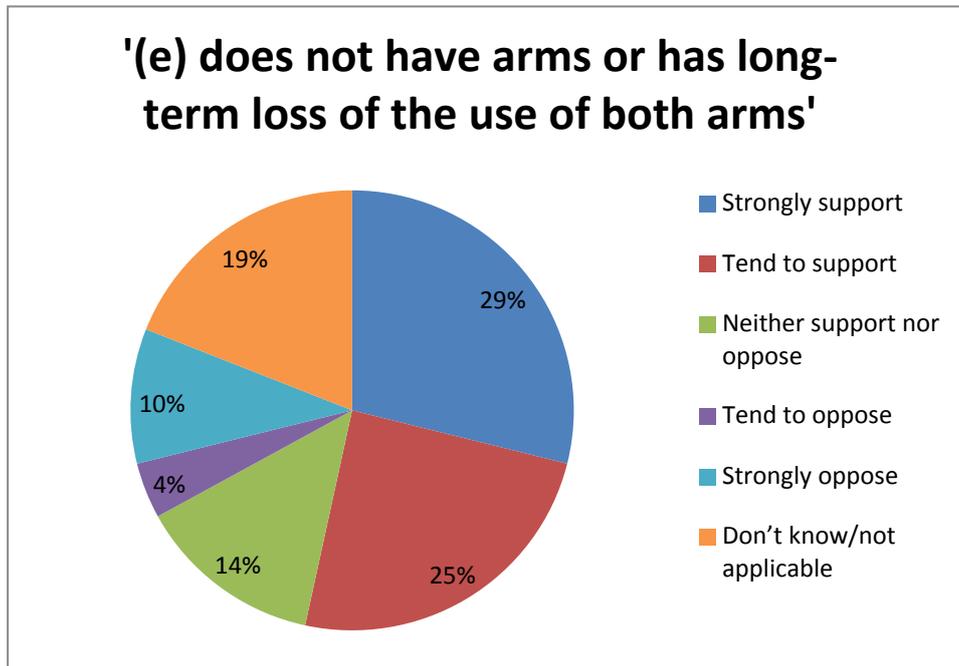


Table 13: Questionnaire results for category e

To what extent do you support or oppose the proposed changes for the evidence required for a person with a disability under this category?		
	%	Base
Strongly support	29%	85
Tend to support	25%	72
Neither support nor oppose	14%	40
Tend to oppose	4%	12
Strongly oppose	10%	29
Don't know/not applicable	19%	56
Total	100%	293

- The table above shows that 54 per cent (157 out of 293) of the respondents support the council's proposal to accept additional types of evidence as proof that someone qualifies for a pass.
- In contrast, 14 per cent of those responding to the consultation do not support the council's proposal. 14 per cent neither support nor oppose and 19 per cent answered don't know or not applicable.

Table 14: Comments given for the respondents answer

Reasons for answer given		
	%	Base

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Reasons for answer given		
		293
No reason given	75%	219
Evidence: No other evidence required / Agree with suggestions	5%	16
An obvious, visible disability should not require documentation	4%	11
Evidence: GP Letter should be accepted	2%	7
Everyone with this impairment should get a pass (even if less severe) / Needs to be not too strict/ More flexibility required	2%	7
Not applicable - Do not have this impairment	2%	6
Avoid causing stress to people / Don't make life difficult for disabled people.	2%	6
Evidence: Hospital/ Consultant/ Specialist/ Therapist / NHS diagnosis proof	2%	5
For conditions which are unlikely to change over time this should only be required to be submitted once	2%	5
Approve of proposals / Approve widening of evidence/ Good to have a choice	1%	4
Comment not applicable to question category	1%	3
Evidence: Personal interview	1%	3
Suspect these measures are designed to deny more people passes to save a few pounds / Don't take free travel away	1%	3
People need this aid / Enables them to use public transport/ Allows independence	1%	2
Too much bureaucracy/ Waste of money / Another stress on the service	1%	2
The system / current requirements are fine as they are / Eligibility has not changed/ Waste of money	1%	2
Ridiculous / Disgraceful (not expanded)	1%	2
Process needs to be simple for people with disabilities and impairments/ Should not be too much to read/ Should offer users assistance	0%	1
Ensures the system is not abused / Provides proof	0%	1
Evidence: Proof of receipt of disability related benefit : Disability Living Allowance (DLA)/ Proof of Disability Income Support/ PIP: All should be eligible for pass/ Include Low Level DLA	0%	1
People may have an impairment but do not have paper evidence of it/ Are not in receipt of related benefits/ Not registered anywhere	0%	1
Every disability should be treated equally	0%	1
Procedures must be monitored to ensure all relevant groups have been consulted	0%	1
Evidence : Photograph	0%	1

4.1.7 Category f: has a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning

Chart 10: Results for category f

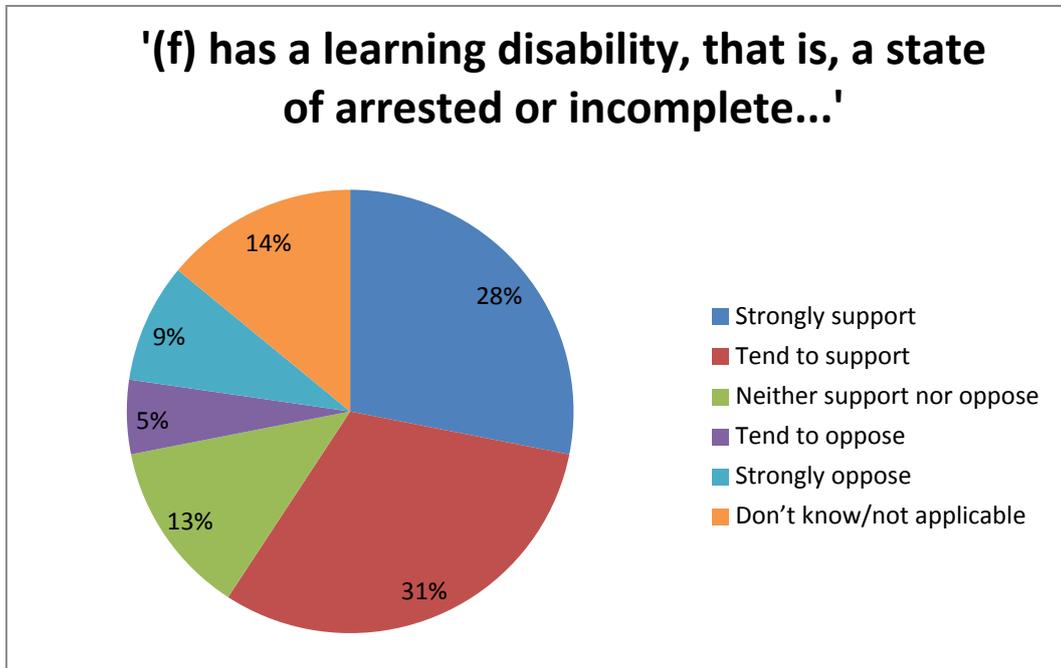


Table 15: Questionnaire results for category f

To what extent do you support or oppose the proposed changes for the evidence required for a person with a disability under this category?		
	%	Base
Strongly support	28%	84
Tend to support	31%	93
Neither support nor oppose	13%	38
Tend to oppose	5%	16
Strongly oppose	9%	26
Don't know/not applicable	14%	42
Total	100%	299

- The table above shows that 59 per cent (177 out of 299) of the respondents support the council's proposal to accept additional types of evidence as proof that someone qualifies for a pass.
- In contrast, 14 per cent of those responding to the consultation do not support the council's proposal. 13 per cent neither support nor oppose and 14 per cent answered don't know or not applicable.
-

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Table 16: Comments given for the respondents answer

Reasons for answer given		
	%	Base
		298
No reason given	69%	205
Everyone with this impairment should get a pass (even if less severe) / Needs to be not too strict/ More flexibility required	5%	14
Evidence: Hospital/ Consultant/ Specialist/ Therapist / NHS diagnosis proof	3%	10
Evidence: GP Letter should be accepted	3%	9
Approve of proposals / Approve widening of evidence/ Good to have a choice	3%	9
People may have an impairment but do not have paper evidence of it/ Are not in receipt of related benefits/ Not registered anywhere	3%	9
Evidence: Proof of receipt of disability related benefit : Disability Living Allowance (DLA)/ Proof of Disability Income Support/ PIP: All should be eligible for pass/ Include Low Level DLA	3%	8
Not applicable - Do not have this impairment	3%	8
This directly affects household/ person	3%	8
Evidence: No other evidence required / Agree with suggestions	2%	7
People need this aid / Enables them to use public transport/ Allows independence	2%	5
Process needs to be simple for people with disabilities and impairments/ Should not be too much to read/ Should offer users assistance	2%	5
The system / current requirements are fine as they are / Eligibility has not changed/ Waste of money	2%	5
For conditions which are unlikely to change over time this should only be required to be submitted once	1%	4
Avoid causing stress to people / Don't make life difficult for disabled people.	1%	4
More efficiency required / Fewer mistakes made	1%	3
This widens the category of people who can get a Freedom Pass / I could now get a Pass	1%	2
Ensures the system is not abused / Provides proof	1%	2
Too much bureaucracy/ Waste of money / Another stress on the service	1%	2
Suspect these measures are designed to deny more people passes to save a few pounds / Don't take free travel away	1%	2

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Reasons for answer given		
Disagree that this condition / impairment warrants a Pass	1%	2
Offer Pass to Carers as well	1%	2
Evidence: Proof from Social Services/ From Support Workers/ Link Workers	0%	1
Evidence: From Barnet carers	0%	1
Do not know what these things are / What is a Barnet Social Care Direct registration number/ How do you get one/ How do you apply	0%	1
Evidence: LBB Registration number should still be accepted / Has the LBB Registration number changed its name?	0%	1
Procedures must be monitored to ensure all relevant groups have been consulted	0%	1
An obvious, visible disability should not require documentation	0%	1
Making receipt of benefits a criteria encourages people not to find work	0%	1
Registered people moving into Barnet would already qualify without having to re-apply	0%	1
Evidence: Educational attainment, or lack of it	0%	1

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4.1.8 Category g: would, if he/she applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol

Chart 11: Results for category g

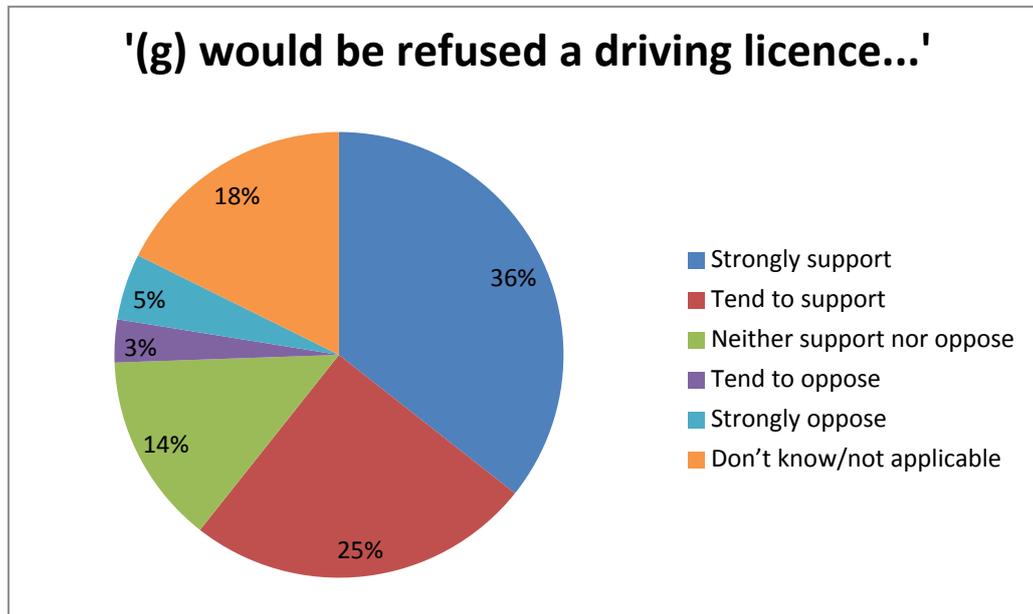


Table 17: Questionnaire results for category g

To what extent do you support or oppose the proposed changes for the evidence required for a person with a disability under this category?		
	%	Base
Strongly support	36%	103
Tend to support	25%	72
Neither support nor oppose	14%	40
Tend to oppose	3%	9
Strongly oppose	5%	14
Don't know/not applicable	18%	51
Total	100%	289

- The table below shows that 61 per cent (175 out of 289) of the respondents support the council's proposal to accept additional types of evidence as proof that someone qualifies for a pass.
- In contrast, 8 per cent of those responding to the consultation do not support the council's proposal. 14 per cent neither support nor oppose and 18 per cent answered don't know or not applicable.

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Table 18: Comments given for the respondents answer

Reasons for answer given		
	%	Base
		288
No reason given	73%	210
Approve of proposals / Approve widening of evidence/ Good to have a choice	4%	11
E Evidence: GP Letter should be accepted	3%	10
Evidence: No other evidence required / Agree with suggestions	3%	9
Open to abuse/ not sure suggested evidence valid where mental health involved / Not clear / Too vague	3%	8
People need this aid / Enables them to use public transport/ Allows independence	2%	7
Everyone with this impairment should get a pass (even if less severe) / Needs to be not too strict/ More flexibility required	2%	7
Other people must not be put at risk by unfit drivers	2%	7
Evidence: Hospital/ Consultant/ Specialist/ Therapist / NHS diagnosis proof	1%	4
Evidence: Proof from Social Services/ From Support Workers/ Link Workers	1%	4
People may have an impairment but do not have paper evidence of it/ Are not in receipt of related benefits/ Not registered anywhere	1%	4
The system / current requirements are fine as they are / Eligibility has not changed/ Waste of money	1%	4
Evidence: List of medications taken	1%	4
Ensures the system is not abused / Provides proof	1%	3
Not applicable - Do not have this impairment	1%	3
Avoid causing stress to people / Don't make life difficult for disabled people.	1%	3
'Current evidence' section in booklet confusing / possibly in error	1%	3
This widens the category of people who can get a Freedom Pass / I could now get a Pass	1%	2
Evidence: Proof of receipt of disability related benefit : Disability Living Allowance (DLA)/ Proof of Disability Income Support/ PIP: All should be eligible for pass/ Include Low Level DLA	1%	2
For conditions which are unlikely to change over time this should only be required to be submitted once	1%	2

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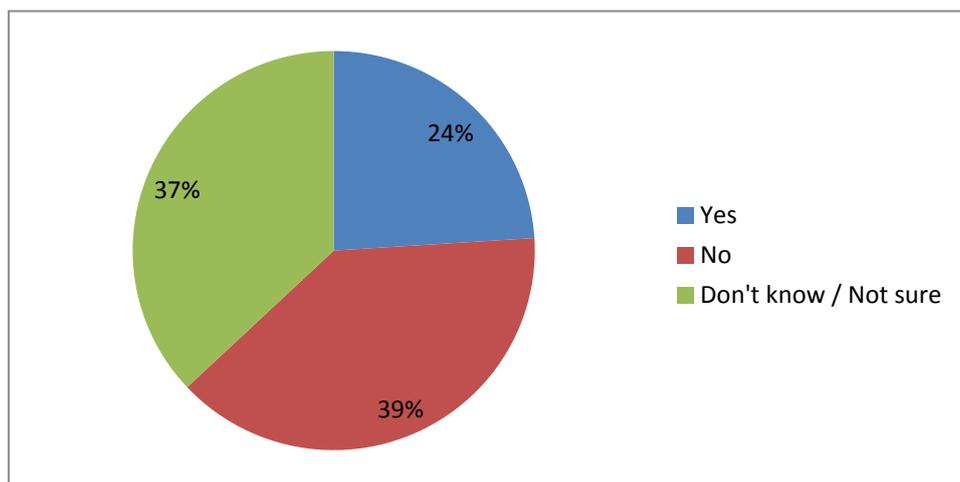
Reasons for answer given		
Suspect these measures are designed to deny more people passes to save a few pounds / Don't take free travel away	1%	2
This directly affects household/ person	1%	2
This evidence is easy to obtain / People already have this information/ Simpler for people	0%	1
Too much bureaucracy/ Waste of money / Another stress on the service	0%	1
GP's charge a fee for providing a letter	0%	1
Do not know what these things are / What is a Barnet Social Care Direct registration number/ How do you get one/ How do you apply	0%	1
Takes too long to see and get reports from specialists / therapists	0%	1
Evidence: Means testing	0%	1

4.2 Results from additional information questions

4.2.1 Evidence which should be considered

Respondents were asked whether they believe any evidence has been missed and should be considered for the final criteria. Respondents who answered 'Yes' were then asked to state their reasons for their answer.

Chart 12: Results for whether respondents think evidence has been missed



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Table 19: Questionnaire results for any other evidence to be considered

Do you think we have missed any evidence which should be included in proving the eligibility for Disabled Persons Freedom Passes?		
	%	Base
Yes	24%	72
No	39%	116
Don't know / Not sure	37%	109
Total	100%	297

- The table above shows that 24 per cent (72 out of 297) of the respondents believe evidence support the council's proposal to accept additional types of evidence as proof that someone qualifies for a pass.
- Below is the table of comments which relates to respondents who believe evidence has been missed. The comments have been grouped under each suggested evidence.

Table 20: Comments from those who answered 'Yes' to evidence which has been missed

If you answered 'Yes', please state the reasons for your answer below:	
	Count
All benefits should be accepted/ lots of hospital appointment letters	1
Specialist medical reports from Consultants that detail the underlying issues as opposed to the fluctuating symptoms that will be different on different days – e.g. MRI Scans, consultant radiologist reports, consultant orthopaedic reports	1
You forgot to add autism, ASD, special needs, mental health, Asperger's syndrome & non-verbal communication.	5
Link workers in GP surgeries should be accepted as evidence	3
All the evidence of luck and failed governance are already presented in this survey.	1
Letter from GP should be accepted for those without speech	1
Evidence from GP should be accepted	14
Low/medium care component of DLA allowance should also qualify as this can impede movement	1
Several major surgeries bowel removal numerous toilet visit 24/7 unsuccessful drugs trial caused serious asthma osteoporosis caused bas fall earlier this year - still improving	1
I have suffered from birth with a bad back some days I am okay other days I can't move this freedom pass helps me so much I do hope I get to keep it.	1
Evidence of benefits relating to a disability is sufficient	1
Evidence of attending a special needs school	1
Process needs to be clear and efficient, request for all documents at once and quick turnaround of issuing passes. Ensure the team dealing	2

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If you answered 'Yes', please state the reasons for your answer below:

	Count
with applicants are compassionate and helpful to applicants.	
As stated earlier I have been some people refused because of certain situations	1
People who have multi handicaps and are only put on one team	1
Listen to the patient	2
Cat G: anxiety and panic attacks should be included in this category	1
By ignoring the statutory rights granted by the Concessionary Bus Travel Act 2007 you have missed a great deal of evidence that is accepted elsewhere outside Barnet Council.	1
Include ESA and other benefits relating to disabilities, social groups and organisations can support the application as evidence	3
For those with hearing loss should liaise with the individuals via a text message.	1
Evidence from any medical professional	1
Residents who have other disability effecting their mobility but not receiving other benefits should be eligible such as Chronic Fatigue syndrome/ ME/ uncontrolled asthmatic	1
What about for people with mental health illness?	4
People should be asked to attend an interview if there is any doubt about their disability.	1
It is bureaucratic and insensitive.	2
Timing	1
Anyone claiming disability income support should also be eligible under the criteria!	1
Freedom Pass is essential for independence	1
Should be included in community Barnet	1
The effort that an individual actively puts in to improve his/her health, wellbeing and prospects.	1
The distance travelled or the number of journeys taken by an individual over a period of time.	1
LD as few will access psychologist/psychiatrist services	1
Autistic spectrum to include high functioning/Asperger's a GP letter confirming this condition should suffice	
Evidence from consultant/hospital	6
Should take into consideration people who are severely depressed and severely physically impaired.	1
No further evidence	2
Evidence person already holds a blue badge	1
Active checking for fraudulent users	2
Asthma sufferer and lot of medications.	1
People who suffer diabetic hypos should be considered too	1
A person should have either a freedom pass or blue badge but not	1

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If you answered 'Yes', please state the reasons for your answer below:

	Count
both. People over 60 qualify for the pass from transport for London. No need for Barnet to give them to anyone 60 or over.	
Some people become immobile through illness rather than injury	1
Applications should be assessed case by case	2
Key worker/ support worker or social services could possibly provide supporting evidence	1
Accept evidence of brain injury	1
Persons with Visual Impairment should still be allowed to use their LBB registration number	1
Accept GP letter for those who are profoundly or severely deaf or blind.	1
Once evidence has been provided automatically renew	2
Total number of different types of comments	48

4.2.2 Negative or positive impact

Respondents were asked to give an answer on whether they feel the changes would have a negative or positive impact on their lives if approved as proposed.

Chart 13: Results for positive or negative impact on your life

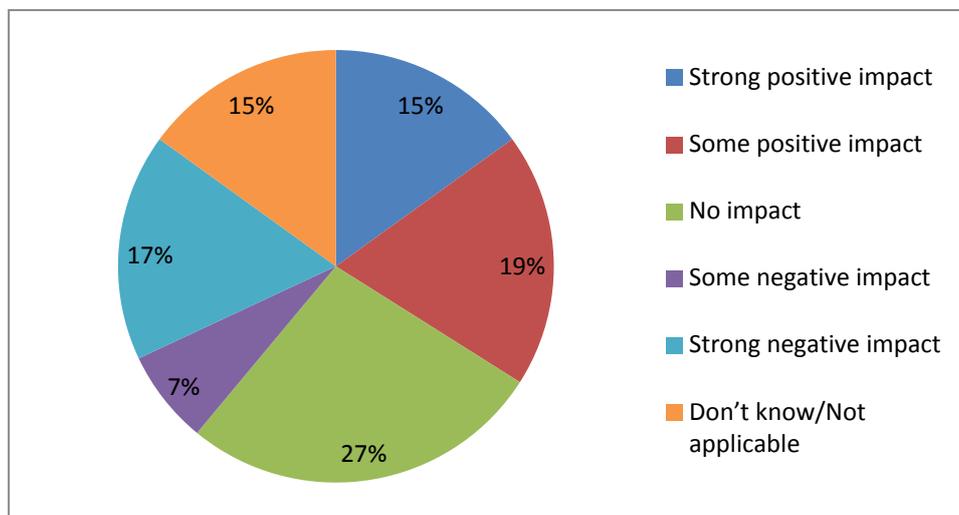


Table 21: Questionnaire results for positive or negative impact on your life

Do you think the proposed changes will have a positive or negative impact on your life?		
	%	Base
Strong positive impact	15%	44
Some positive impact	19%	57
No impact	27%	81
Some negative impact	7%	21

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Strong negative impact	17%	50
Don't know/Not applicable	15%	46
Total	100%	299

- The table above shows 34 per cent (101 out of 299) respondents believe the proposals will have a positive impact on their lives.
- 27 per cent of respondents do not think it will impact their lives.
- In contrast, 24 per cent believe the proposals will have a negative impact on their lives.
- The table below shows the comments provided by respondents on why they think the proposals would positively or negatively impact their lives.

Table 22: Reasons for answer

Reasons for answer given		
	%	Base
		71
No reply	32%	23
Would lose independence/ Unable to attend groups, College, Work	23%	16
Concern may lose Freedom Pass	20%	14
Would cause more stress and worry	15%	11
Renewal process is unnecessarily complicated / Too much paperwork	14%	10
Criteria is too strict/narrow. / Concern that will be harder to qualify	13%	9
Unnecessary to apply repeatedly for a long-standing condition	7%	5
Cannot afford fares / Cannot afford to lose pass	4%	3
Ensure that those who need it most continue to get it	3%	2
GP Evidence should be accepted. Disabled people know and trust their GP.	3%	2
May have difficulty understanding fares and tickets	1%	1
May prejudice against people with Autism	1%	1
It is harder now to obtain evidence, to access professionals	1%	1
The concept that Barnet Council is treating disabled people badly	1%	1

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4.2.3 How users would prefer to submit evidence to the council

Chart 14: Results for preferred method to submit evidence over the page

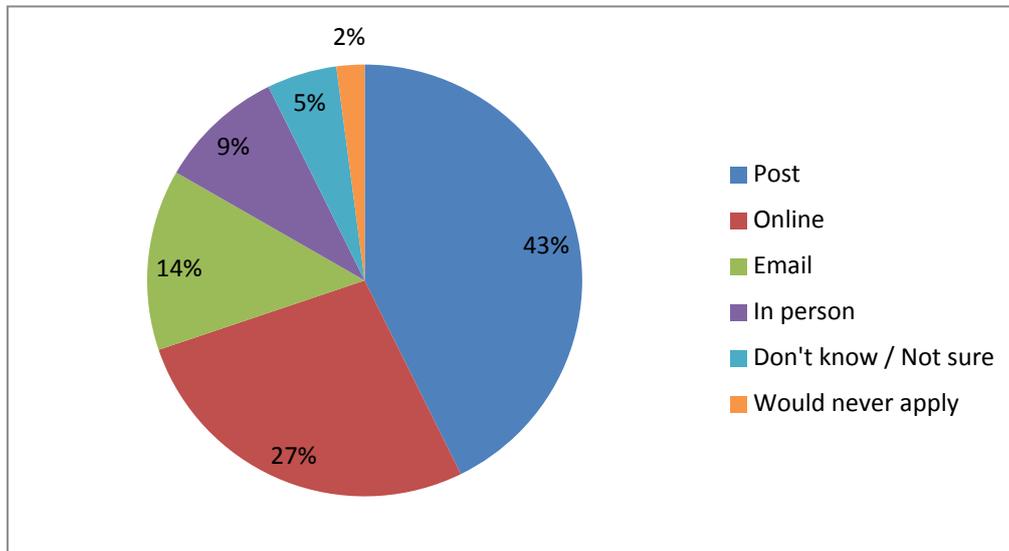


Table 23: Questionnaire results for how to submit evidence.

How would you prefer to submit evidence to the council of your recognised disability?		
	%	Base
Post	41%	123
Online	26%	77
Email	13%	38
In person	9%	28
Don't know / Not sure	5%	15
Would never apply	2%	7
<i>Additional comments below:</i>		
<i>Several - Need a choice of options/alternatives. Depends on source / type of evidence</i>	1%	4
<i>In person with someone coming to me</i>	1%	4
<i>You need to offer a choice, alternatives generally</i>	1%	1
<i>Via GP</i>	1%	3
<i>Several - Need a choice of options/alternatives. Depends on health/ability at the time</i>	0%	1
<i>Telephone</i>	0%	2
Total		300

➤ 41 per cent of the respondents would prefer to submit evidence by post.

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- Through comments provided, 6 alternative options were presented. Of these options, respondents think all options should be available and applicants should be able to provide evidence in person.

4.2.4 Help completing a form

Chart 15: Results for completing a form

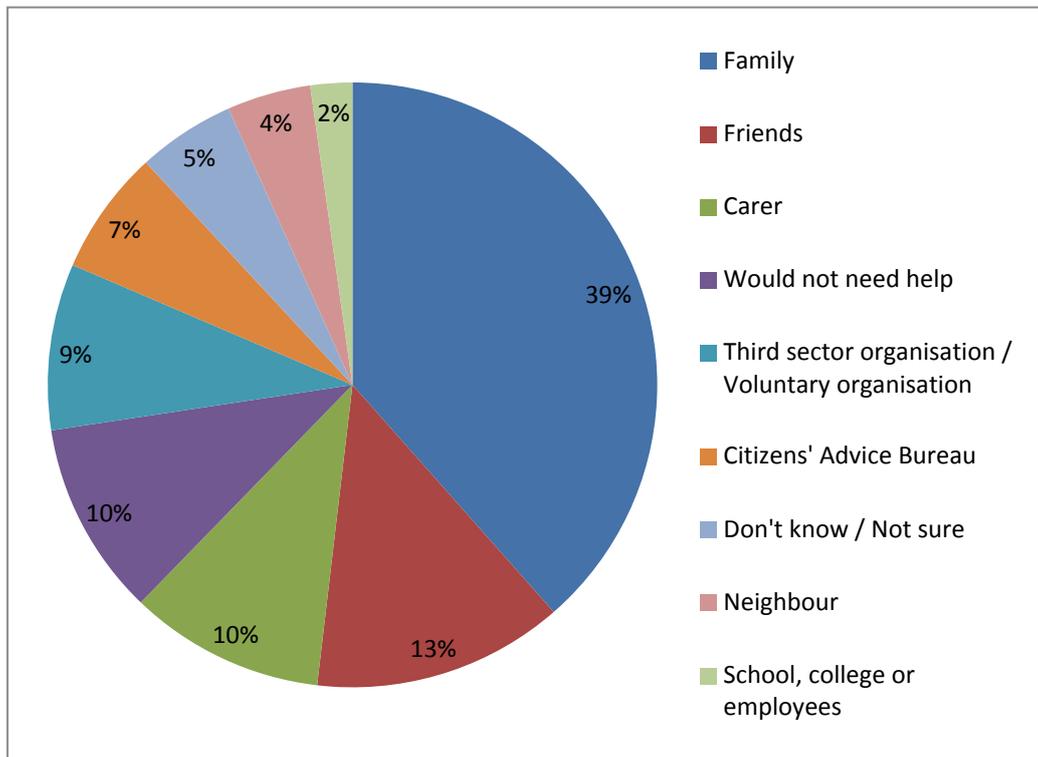


Table 24: Questionnaire results for help completing a form

If you needed help to complete a form, who would help you?		
	%	Base
Family	52%	152
Friends	18%	53
Carer	14%	42
Would not need help	14%	42
Third sector organisation / Voluntary organisation	12%	35
Citizens' Advice Bureau	9%	26
Don't know / Not sure	7%	20
Neighbour	6%	16
School, college or employees	3%	8
<i>Additional comments below:</i>		
<i>Social worker / Support worker</i>	2%	7
<i>Barnet Council Drop-In centre/ Officer from Barnet Council</i>	2%	5
<i>Nurse / Therapist</i>	1%	3

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If you needed help to complete a form, who would help you?		
Barnet Learning Disabilities Team	0%	1
GP	0%	1
Total		290

- Respondents were asked how much support they would need to complete a form online. Respondents were asked to provide any other mediums for support, of which four other options were given.
- 7 respondents would ask a social worker or support worker to help them complete a form and 5 respondents would receive help from the council/council drop in session.
- The table below shows the responses for how much support respondents would require to complete an online form.
- 35 per cent of respondents would require a lot of support to complete a form and in contrast, 26 per cent of respondents would not require any support.

Table 25: Questionnaire results for help completing a form

At the moment, how much support would you need to complete an online form through the council website?		
	%	Base
A lot of support	35%	102
Some support	19%	55
A little support	10%	29
None	26%	75
Don't know/Not sure	7%	20
Not applicable	3%	9
Total		290

4.2.5 Stakeholder analysis

- Table 26 below shows the stakeholder responses, 80 per cent (238 out of 299) of the respondents are Disabled Persons Freedom Pass holders.
- There was a slight majority of male respondents to female respondents.
- The majority of respondents were aged 56-60 years old.

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Table 26: Stakeholders

About you: To help us understand the feedback you give us, please tick the most appropriate box:		
	%	Base
I currently hold a Disabled Persons Freedom Pass	80%	238
I currently hold an Older Persons Freedom Pass	4%	12
I would like to apply for a Disabled Persons Freedom Pass	2%	5
I am a relative, carer or friend of someone who uses a Disabled Persons Freedom Pass and always help completing forms	6%	19
I am a relative, carer or friend of someone who uses a Disabled Persons Freedom Pass	2%	7
My job involves work with Freedom Pass users in Barnet	2%	5
I am a Barnet resident and interested in Disabled Persons Freedom Passes for other reasons	2%	7
Representing a voluntary/community organisation	1%	4
Representing a public sector organisation	1%	2
<i>Additional comments below:</i>	1%	3
<i>Automatic renewal</i>	0%	1
<i>Responding on behalf of a family member</i>	0%	1
<i>Applicable to more than one category</i>	0%	1
Total		301

- The table below shows the categories under 'Other' which were provided as comments by respondents of their disability.

4.2.6 Disabled Persons Freedom Pass users – use of pass

- 47 per cent of respondents use their pass to go to the Hospital, GP or other medical practice.
- 26 per cent use their pass for social visits to friends, family etc.

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Table 27: Results for use of Disabled Persons Freedom Pass

What do you use your Disabled Persons Freedom Pass for most often?		
	%	Base
Hospital, GP or other medical practice	47%	109
Visit friends or family or other social visit	26%	60
Work	24%	57
Social / youth club	8%	19
Various - unspecified	6%	15
School / College / University	6%	14
Care centre	6%	13
Shopping	5%	11
Group (Therapy / Project)	3%	6
Library	1%	2
Place of worship	0%	1
Voluntary work	0%	1
Job interviews	0%	1
Nothing: Only have it because can, do not use	0%	1
Total		234

4.2.7 Applying for and renewing your Freedom Pass

- 57 per cent of respondents use paper to apply for or renew their Freedom Pass.
- In contrast, 34 per cent of respondents use the online.
- 3 per cent receive an automatic renewal of their Freedom Pass.

Table 28: Results of methods used for applying/renewing a Freedom Pass

Which method do you currently use when applying/renewing your Freedom Pass?		
	%	Base
Online	34%	79
Paper	57%	134
Not applicable - It is automatically renewed	3%	7
Telephone	1%	3
Can't remember	3%	6
In person	0%	1
Not renewed it yet	3%	6
Total		236

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4.2.8 Why the online method is not used

- 30 per cent of respondents prefer to use paper when applying/renewing their Freedom Pass.
- 12 per cent prefer to have a copy of their documents.
- 12 per cent require an alternative format.
- 10 per cent have not got a computer.

Table 29: Results of methods used for applying/renewing a Freedom Pass

Why do you not use the online method?		
	%	Base
Prefer to use paper	30%	45
Prefer to have a copy of your documents to file	12%	18
Require an alternative format	12%	18
No computer	10%	15
No reasons / Likely to use online net time	10%	15
Unaware that online is an option	9%	14
No access to the internet	7%	10
Form is hard to read online	4%	6
Still have to post document, photos (and originals asked for)	3%	5
Not skilled enough on internet / find using internet stressful/ exhausting	2%	3
Other unspecified	1%	2
Online option was not available then	1%	2
Condition prevents/ Dyslexia, Visual impairment	1%	2
Have to take documents to other people (GP etc) for them to complete sections	1%	2
Unreliability of online systems	1%	2
Need someone to help me and not always someone available	1%	1
Could not send photograph - file too large	1%	1
Prefer personal contact	1%	1
Renewal is automatic	1%	1
Total		151

4.2.9 Protected characteristics – Other disabilities

- Some respondents listed additional disabilities not covered by the protected characteristic list. The table below lists these additional disabilities below '*Other (specified below)*'.

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Table 30: Protected characteristics describing disabilities of the respondents

Please select the definition/s from the list below that best describes your disability/disabilities:		
	%	Base
Hearing (such as deaf, partially deaf or hard of hearing)	11%	25
Vision (such as blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)	14%	34
Speech (such as impairments that can cause communication problems)	11%	26
Mobility (such as wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis)	33%	77
Physical co-ordination (such as manual dexterity, muscular control, cerebral palsy)	12%	28
Reduced physical capacity (such as inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, asthma, angina or diabetes)	31%	72
Severe disfigurement	0%	1
Learning difficulties (such as dyslexia)	21%	49
Mental illness (substantial and lasting more than a year, such as severe depression or psychosis)	25%	58
Prefer not to say	2%	4
<i>Additional comments below:</i>	23%	53
Autism	2%	5
Addison's disease	0%	1
Bones removed on both wrists, eye surgery, nerve problems, curved spine	0%	1
Brain injury	0%	1
Broken shoulder, mastectomy, arthritis	0%	1
Cancer	1%	3
CIDP	0%	1
Claustrophobic, anxiety	0%	1
COPD	1%	2
Diabetes	0%	1
Down's syndrome	0%	1
Emotional problems	0%	1
Epilepsy	6%	15
Gastro paresis	0%	1

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Please select the definition/s from the list below that best describes your disability/disabilities:		
Haemophilia	0%	1
Hemiplegic left side, glaucoma (severe)	0%	1
Hepatitis C	0%	1
HIV	1%	2
Irritable Bowel Syndrome	0%	1
Myalgic encephalomyelitis	0%	1
Mobility	1%	2
Multiple sclerosis	1%	2
Narcolepsy	0%	1
No peripheral vision	0%	1
Paralysed limb	0%	1
Parkinson's Disease	1%	2
Sciatic pain (nerve pain) back pain	0%	1
Heart Failure with Reduced Ejection Fraction, Ischemic Heart Disease with myocardial infarction, Primary prevention ICD, Diabetic Neuropathy, Myo Cardiac Perfusion scan, Dilated left Ventricle with severely impaired dictolic function LV	0%	1
Spina bifida	0%	1