

# **'Door to Door Transport for Vulnerable Adults' Consultation**

**On behalf of Barnet Borough Council**



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**Draft Report  
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## Contents

1.0	Introduction .....	3
2.0	Methodology/ Sample.....	4
3.0	Summary .....	7
4.0	Results .....	9
4.1	Travel Information .....	9
4.2	Policy One: Eligibility for Transport .....	10
4.3	Policy Two: Independent Travel Training.....	14
4.4	Policy Three: A Fair Price .....	16
4.5	Policy Four: Parking Bays for People with Disabilities .....	20
4.6	Policy Five: Travel Voucher Scheme .....	23

## 1.0 Introduction

### Background

Barnet Borough Council is proposing changes to transport services for residents with mobility problems; the Council perceives these changes to be necessary to modernise transport services as well as making them fairer in the future.

Service users are being given greater choice and control over the support they receive and at present residents with mobility problems are offered a range of different kinds of support with transport. This variety can be confusing as residents are required to apply in different ways and there is no standard criterion for qualification. The greater choice and control has also increased the importance of providing support which is tailored to the needs of the individual.

In addition changes are also necessary as increased demand and decreased budget mean that it is important for the Council to ensure they are making the best use of the resources available.

To address the changes required, Barnet Borough Council is proposing five new policies relating to door to door transport:

- **Proposal one:** To change the Council's Policy about who qualifies for support with transport provided by Adult Social Care and Health
- **Proposal two:** To provide travel training to individuals to support them to travel independently
- **Proposal three:** To introduce a charge of £10 for applications for a Blue Badge parking permit
- **Proposal four:** To change the eligibility criteria for providing parking bays for people with disabilities
- **Proposal five:** To withdraw the Council's Travel Voucher Scheme

### Consultation Aims

The Council consulted with older people, people with learning disabilities, and people with physical and sensory impairments to gather opinions on the proposed changes to door to door transportation. The consultation also aimed to discover the reasons driving these opinions.

## 2.0 Methodology/ Sample

A questionnaire was designed by officers at London Borough of Barnet, and was used to gather opinion on proposed changes to door to door transport services. In addition to the standard questionnaire, an easy read version of the consultation document was also created.

The Council commenced consultation on May 14th 2012 and the consultation period ended on 6th August 2012. Printed consultation documents and questionnaires were sent and residents also had the opportunity to complete the survey online. Some individuals who received transport services from Adult Social Care and Health also were invited to attend consultation meetings.

In total 265 surveys were completed, among which there were 121 standard surveys (of which 44 were completed online) and 144 easy read alternatives.

The breakdown of the sample is as follows:

Gender	Standard		Easy read	
	Number	%	Number	%
Male	36	29.8	62	43.1
Female	33	27.3	78	54.2
No response	52	43.0	4	2.8

Age	Standard		Easy read	
	Number	%	Number	%
Under 18	0	0.0	0	6.3
18 – 24	0	0.0	9	10.4
25 – 34	3	2.5	15	11.8
35 – 44	7	5.8	17	16.7
45 - 54	13	10.7	24	13.9
55 – 64	11	9.1	20	10.4
65 – 74	16	13.2	15	27.8
74 and over	52	43.0	40	2.8
No response	19	15.7	4	6.3

Disability	Standard		Easy read	
	Number	%	Number	%
Yes	76	62.8	122	84.7
No	22	18.2	11	7.6
No response	23	19.0	11	7.6

Is yes, type of disability	Standard		Easy read	
	Number	%	Number	%
Mobility	61	78.2	77	63.1
Reduced physical capacity	37	47.4	39	32.0
Vision	22	28.2	24	19.7
Physical coordination	18	23.1	29	23.8
Hearing	17	21.8	21	17.2
Speech	10	12.8	52	42.6
Learning difficulties	7	9.0	58	47.5
Mental illness	6	7.7	11	9.0
Sever disfigurement	3	3.8	2	1.6
Other	3	3.8	18	14.8

Ethnicity	Standard		Easy read	
	Number	%	Number	%
White or White British	73	60.3	92	63.9
Asian or Asian British	15	12.4	31	21.5
Black or Black British	7	5.8	3	2.1
Mixed	3	2.5	6	4.2
Other ethnic group	2	1.7	4	2.8
No response	21	17.4	8	5.6

Sexuality	Standard		Easy read	
	Number	%	Number	%
Heterosexual	77	63.6	81	56.3
Bisexual	0	0.0	4	2.8
Gay	0	0.0	0	0.0
Lesbian	0	0.0	0	0.0
Other	0	0.0	0	0.0
Prefer not to say	14	11.6	31	21.5
No response	30	24.8	28	19.4

Religion	Standard		Easy read	
	Number	%	Number	%
Christian	43	45.7	70	53.0
Jewish	13	13.8	16	12.1
Hindu	8	8.5	9	6.8
Prefer not to say	8	8.5	9	6.8
No religion	7	7.4	5	3.8
Muslim	4	4.3	12	9.1
Agnostic	4	4.3	0	0.0
Atheist	4	4.3	3	2.3
Other	2	2.1	0	0.0
Humanist	1	1.1	0	0.0
Buddhist	0	0.0	6	4.5
Jain	0	0.0	0	0.0
Baha'i	0	0.0	0	0.0
Sikh	0	0.0	2	1.5

Respondents to the standard survey were also asked the capacity in which they were completing the questionnaire:

Respondent	Number	%
I use the door to door transport services	50	50.5
I am a relative , carer or friend of someone who uses the door to door transport services	35	35.4
I am replying on behalf of an organisation	3	3.0
I am interested in changes to door to door transport for other reasons	2	2.0
I do voluntary work with people with mobility problems in Barnet	1	1.0
My job involves work with people with mobility problems in Barnet	0	0.0

Due to rounding and multiple responses to some questions, figures may not always add up to 100%. In addition to this tables in the report display the responses given most frequently. A complete list of all percentages and responses can be found in the appendices.

The data in this report has not been weighted.

### 3.0 Summary

#### **Policy One: Eligibility for Transport provided by the Council's Adult Social Care and Health**

Around a third (32%) of respondents to the standard survey expressed agreement for the policy regarding eligibility to travel; 24% of respondents to the easy read survey considered the policy to be a good idea.

When asked to give feedback on the policy, 20 respondents to the standard survey said the proposals would have a negative impact on the vulnerable and elderly. Respondents to the easy read survey also expressed concerns that the current service is vital to people whose condition(s) make independent travel unsafe (27 respondents) and the new service may be too expensive (13 respondents).

Respondents indicated that the policy on Eligibility for Transport was most likely to have a negative impact on people with disabilities (80%) and those with a low income (66%). When asked how the Council could improve the negative impact the policy may have on these and other groups within the community, respondents most frequently suggested continuing with the current policy.

#### **Policy Two: Independent Travel Training**

Around half (47%) of standard survey respondents considered it to be important that the Council commissioned Independent Travel Training, while 38% of respondents to the easy read survey said that this was the case.

When asked to give any additional comments, respondents to both the standard and easy read survey said that this type of training would be beneficial (20 respondents to the standard survey, 9 respondents to the easy read survey).

#### **Policy Three: A Fair Price**

After reading the information on why the Council were suggesting a £10 charge for those applying for a Blue Badge, almost two thirds (63%) of respondents to the standard survey agreed that introducing these charges would be fair and around half (51%) of respondents to the easy read survey felt that the charge was a good idea.

Around three fifths of respondents said the charge would negatively affect those with a low income (61%) and those with disabilities (58%). Among the 20 respondents who gave a suggestion on how negative impacts of the policy could be improved, 60% (12 respondents) said that blue badges should be free to those on low incomes.

### **Policy Four: Parking Bays for People with Disabilities**

Almost two thirds (63%) of respondents to the standard survey agreed with the proposed eligibility criteria for disabled parking bays; positive opinion towards the policy was lower among respondents to the easy read survey (39%).

Respondents to both surveys were again asked to give any additional comments they had about the policy. A half of those who provided an additional comment on the standard survey said that the proposal would ensure that a bay created for individuals would be available for their use (14 respondents). 37 respondents to the easy read survey provided an additional comment, with 22% (8 respondents) saying that the council needed to ensure that people who have their own bays really need them.

Similar to previous policies, it was residents with disabilities (51%) and residents with a low income (35%) who were most frequently identified as being negatively affected by the proposed changes. Among the 15 respondents who suggested a way to reduce the negative impact, around half (47%, 7 respondents) said that the eligibility criteria which had been suggested was too restrictive.

### **Policy Five: Travel Voucher Scheme**

When asked to what extent they agreed or disagreed that the Council should end the Travel Voucher Scheme, around three tenths (29%) of respondents to the standard survey said they were in agreement. Four out of ten respondents to the easy read survey considered this policy to be a good idea.

Among the 48 standard survey respondents who gave an additional comment about the policy, around a fifth said that free vouchers were needed (20%) and that removing the Travel Voucher Scheme would have a negative impact on the quality of life (18%).

31 respondents to the easy read survey provided an additional comment about the Travel Voucher Scheme; 11 respondents (36%) said they were unaware of the Taxicard scheme and a further 5 respondents (16%) said that more general information about the Taxicard scheme is needed.

Consistent with previous questions, when respondents were asked who, if anyone, would be negatively affected by the withdrawal of the Travel Voucher Scheme, residents with disabilities (57%) and those with a low income (54%) were identified most frequently.

When asked how negative impacts could be improved 15 out of the 23 respondents who provided an answer said that the Council should continue to provide vouchers after the income assessment.

### **Travel information**

Two fifths of respondents said finding information about help with travel was easy however, 45% of respondents reported difficulties with finding this type of information.

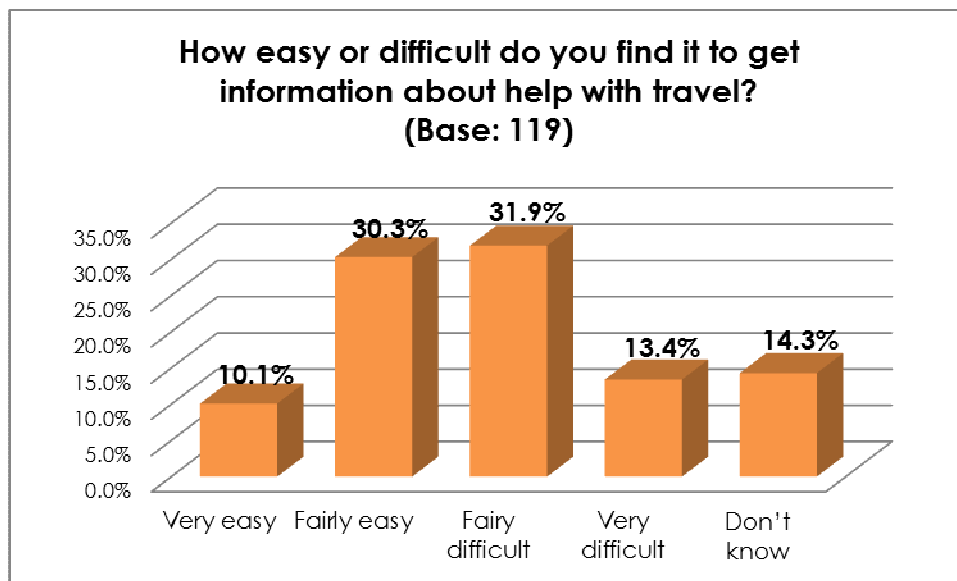


## 4.0 Results

### 4.1 Travel Information

Prior to considering the proposed changes, respondents to the standard survey were asked how easy it was for them to find information regarding help with travel. Of the 121 respondents to the survey, 119 provided an answer to this question.

Two fifths of respondents said finding information about help with travel was easy, with 10% of respondents saying that they found it very easy. Almost half (45%) of respondents reported difficulties with finding information about help with travel.



When asked to give reasons for the ease of finding information 16 respondents said that the information was not easy to understand, 11 respondents said such information was easy to obtain and 8 respondents said their response was a result of there being no single person / place to provide information.

## **4.2 Policy One: Eligibility for Transport**

Barnet Borough Council, in association with other local authorities in the West London Alliance, is creating a uniform policy on eligibility for transport.

The policy aims to promote the independence of people using social care services, and assumes that if unless assessment shows that it is not possible, the users of social care services will travel independently to care provisions.

Individuals who are eligible to assistance will receive the cost of the transport as part of their service package. The assessment of eligibility for the provision of assistance with transport and the identification of appropriate transport will consist of four stages:

### **Stage 1 - Access to existing transport**

Clients will not usually be eligible for assistance if they have a mobility vehicle which they either drive themselves or have access to but not as the normal driver; have a Freedom Pass; or receive the mobility component of Disability Living Allowance (if they can meet the cost of travel and have been assessed as capable of independent travel).

### **Stage 2 – Assessment of mobility**

Based on an assessment of their mobility service users will be categorised as having no mobility problems, limited mobility problems or high / complex mobility problems.

### **Stage 3 – Assessment of ability to travel independently**

The assessment considers physical and social reasons that enable or prevent the service user from travelling independently. Users will be categorised as being capable of travel (either with or without training, and at the time of assessment or in the near future) or incapable of such travel.

The first three stages will assess the eligibility to some form of assistance, and the level of assistance that the individual is entitled to. Respondents who are eligible to some form of assistance are given assistance through stage four:

### **Stage 4 – Identification of appropriate transport**

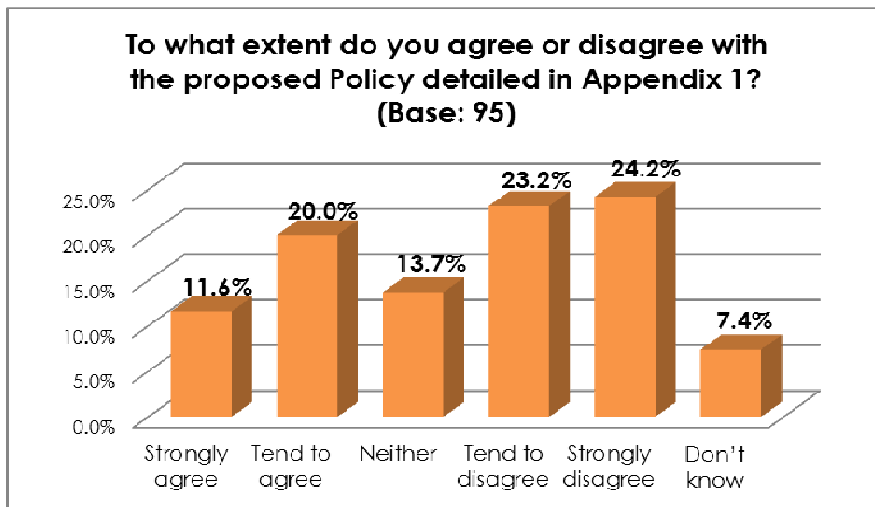
Adult Social Care Services will make appropriate arrangements for transport however, directly provided transport services will only be provided when it is not possible for public / shared transport to be used.

### 4.2.1 Agreement with the Policy

#### Standard Survey

Around a third (32%) of respondents to the standard survey agreed with the policy regarding eligibility to travel, however almost half (47%) of respondents disagreed with the policy outlined. A significant proportion of respondents said that they neither agreed nor disagreed (14%) or did not know their level of agreement (7%).

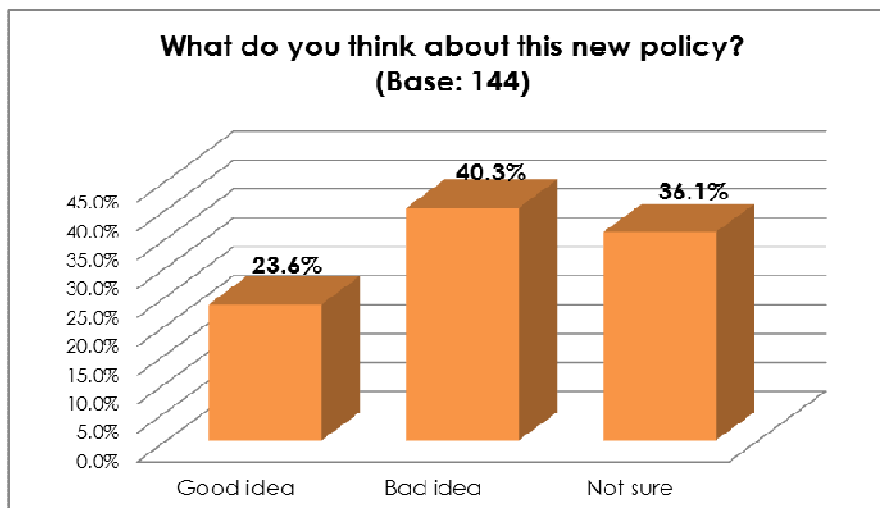
Among the 121 respondents to the standard survey 95 provided an answer to this question, meaning 26 did not.



#### Easy Read Survey

Those who felt the policy was a good idea was lower among respondents to the easy read survey (24%), however viewing the policy as a bad idea was also lower among respondents to the easy read survey (40%). More than a third (36%) of respondents said that they were not sure how they felt about the policy regarding eligibility for transport.

All respondents to the easy read survey provided an answer to this question.



## 4.2.2 Additional Comments about the Policy

### Standard

Among the 43 respondents who provided additional comments about the policy, 20 (47%) said that the policy would have a negative impact on the vulnerable and the elderly. Other frequently given responses included: *I rely on the bus service to be able to get out of the house* (8 respondents, 19%), *worried those wishing to use council transport will not be eligible because of cost cutting measures* (6 respondents, 14%), and *it should be based on personal circumstances and requirements* (6 respondents, 14%).

Please give reasons for your answer or provide further comments or suggestions about improvements (Base: 43)		
Response	Number	Percentage
Will have a negative impact on the vulnerable and elderly	20	46.5
Rely on the bus service to be able to get out of the house	8	18.6
Worried those wishing to use council transport will not be eligible because of cost cutting measures	6	14.0
It should be based on personal circumstances and requirements	6	14.0
Not easy to understand	4	9.3
We need the travel vouchers	3	7.0
Does not take into account evening activities	1	2.3
It will offer an improved service	1	2.3
Agree with proposal	1	2.3

### Easy Read

Respondents to the easy read survey were also invited to give any additional comments they had about the policy. Around half of the 53 respondents who gave an additional response said that the service was vital for people whose conditions made independent travel unsafe (27 respondents, 51%); a further 8 respondents (15%) said that the taxi service was essential.

Anything you want to say (Base: 53)		
Response	Number	Percentage
Vital service to a lot of people who have numerous conditions which make independent travel unsafe	27	50.9
Fear it will be too expensive	13	24.5
Will cause anxiety	9	17.0
The taxi service is essential	8	15.1
As long as the individual needs are catered for	7	13.2
Need to be clear about charges	6	11.3

### 4.2.3 Impact of the Policy

Respondents were asked if they felt the proposed Eligibility for Transport policy would have a negative impact on various groups within the community. More than half of respondents felt the policy would have a negative impact on those with a low income (66%), and eight out of ten said it would negatively affect people who had a disability. Few respondents felt that the proposed policy would have a negative impact on people who are bisexual, homosexual or transsexual (8%) or those with particular religious beliefs (7%).

<b>Do you think that the policy on Eligibility for Transport would have a <u>negative</u> impact on any of the groups below? (Number of respondents are shown in brackets)</b>			
<b>Response</b>	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
People with disabilities	80.4% (78)	10.3% (10)	9.3% (9)
People with low income	66.3% (61)	20.7% (19)	13.0% (12)
Women	34.1% (30)	36.4% (32)	29.5% (26)
Men	29.5% (26)	38.6% (34)	31.8% (28)
People from ethnic minority groups	22.8% (21)	37.0% (34)	40.2% (37)
People who are bisexual, homosexual or transsexual	8.0% (7)	46.6% (41)	45.5% (40)
People with particular religious beliefs	7.0% (6)	55.8% (48)	37.2% (32)

### 4.2.4 Improving Negative Impacts

Respondents were asked for any ideas they may have on improving negative impacts to specific groups; 34 respondents gave a suggestion meaning the majority (87) did not.

Among those who did make a suggestion for reducing negative impacts, 12 said that Barnet Borough Council should continue with the current policy and 11 felt that the proposed policy would have a negative financial impact.

<b>If you think there will be a negative impact on any of the groups above, do you have any ideas about what could be done to improve this? (Base: 34)</b>		
<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Continue with the current policy	12	35.3
It would have a negative financial impact	11	32.4
Barnet Council is using this exercise as another means of cost cutting	6	17.6
Use flexible criteria when making assessments	5	14.7
Would cause anxiety for some	4	11.8
It is not clear what is available	2	5.9
Don't know	1	2.9

### 4.3 Policy Two: Independent Travel Training

As part of the Council's aim to promote independence, independent travel training is provided by voluntary organisations. The training helps to support people who lack the skills, confidence or ability to undertake a journey by public transport independently. The voluntary services can also deploy volunteers to provide a buddy service for those who require a companion when using public transport.

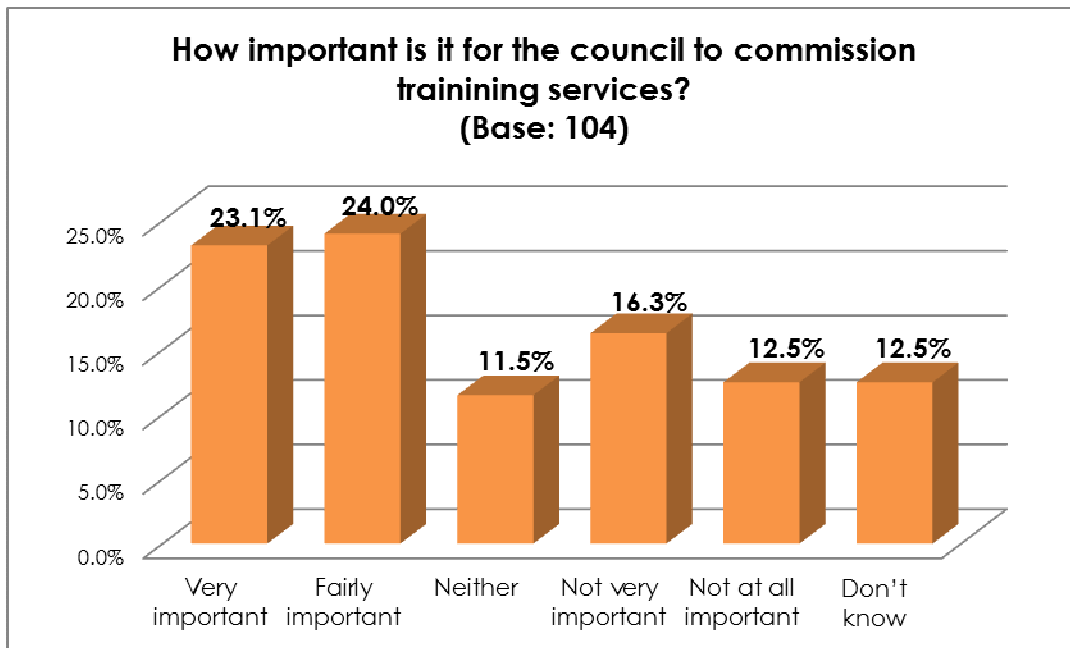
#### 4.3.1 Importance of the Policy

##### Standard

Respondents were asked how important they felt it was that the council commissioned trainings services which would promote independent travel and reduce the dependency on social services transport.

Almost a quarter (23%) of respondents said that it was very important for the council to commission such training and a further 24% said it was something which was fairly important. Only 13% of respondents said it was not at all important that the council commissioned independent travel training.

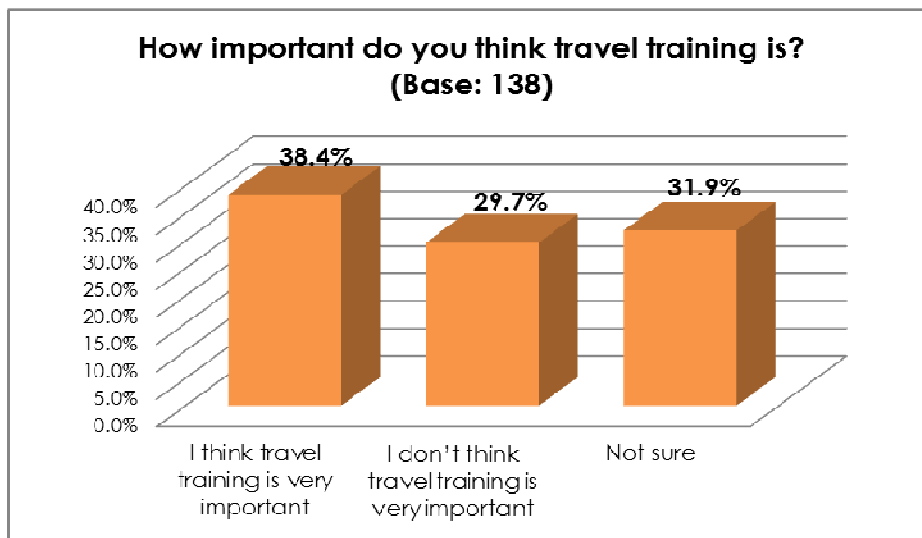
Among the 121 respondents to the standard survey, 104 provided an answer to this question.



**Easy Read**

Although still high, agreement that travel training was important was lower among respondents to the easy read survey; among the 138 respondents who gave a response, 38% said that they thought travel training was important. Three tenths of respondents did not think that travel training was important however, a further 32% said they were not sure how important this form of training was.

138 of the 144 respondents to the easy read survey answered this question.



**4.3.2 Additional Comments about the Policy**

**Standard**

Respondents were asked to give any additional comments or suggestions about the policy to commission more independent travel training. 48 respondents provided a comment, among which 42% (20 respondents) said that this type of training would be beneficial. Some respondents did express concern that independent travel was not possible for some people (particularly those who were vulnerable - 33%, 16 respondents).

Please give reasons for your answer or provide further comments or suggestions about improvements (Base: 48)		
Response	Number	Percentage
Training would be beneficial	20	41.7
Independent travel is not possible for a lot of people / vulnerable people	16	33.3
Not possible to provide volunteers 24/7 to support independent living	6	12.5
Would be beneficial to some people	6	12.5
Would cause anxiety /distress	5	10.4
Cannot walk far	4	8.3
Expensive to implement	4	8.3

## Easy Read

Respondents to the easy read survey also identified that independent travel may not be suitable for all, with 20 out of the 56 respondents who gave an additional comment saying that it was imperative that there was a door to door service for people with mobility / learning difficulties. Positively 9 respondents (16%) said that such training would be worthwhile / beneficial.

<b>Anything you want to say (Base: 56)</b>		
<b>Response</b>	<b>Number</b>	<b>Percentage</b>
It is imperative to have a door to door service on account of poor mobility / learning difficulties	20	35.7
Will be worthwhile / beneficial	9	16.1
Travel training is pointless for people who cannot walk far	8	14.3
Would not benefit me	8	14.3
Would need help to get on and off public transport	6	10.7
Would not benefit people with very limited communication skills	5	8.9
Would cause anxiety	4	7.1
Training should extend to the drivers to ensure they drive smoothly	3	5.4
This is merely shifting the responsibility of care	2	3.6

## 4.4 Policy Three: A Fair Price

People who use the Adult Social Care and Health transport services are required to contribute towards the cost if an assessment shows they have the means to pay (as detailed in the Fairer Contributions Policy). There are no charges for applications for concessionary travel.

Recently a national scheme has been introduced to improve the quality of the Blue Badge parking permit service; these improvements have meant that the administration cost of the scheme is £20 per application. This policy is proposing to introduce a £10 charge for those who are applying for a Blue Badge parking permit. This £10 charge is the maximum which Local Authorities are able to charge, and 11 out of 15 comparable Local Authorities will be introducing this maximum charge.

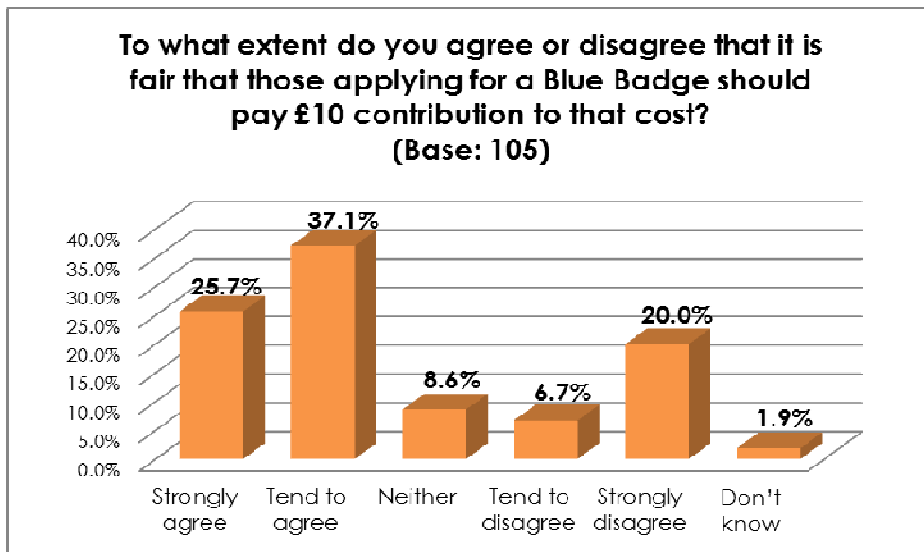


#### 4.4.1 Agreement with the Policy

##### Standard

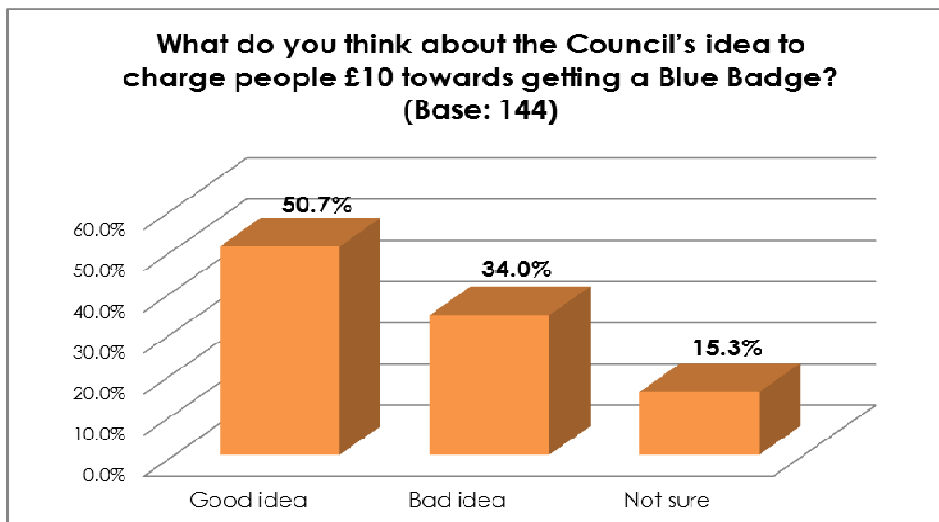
After reading the information on why the Council were suggesting a £10 charge for those applying for a Blue Badge, almost two thirds (63%) of respondents agreed that introducing these charges would be fair. Although a fifth of respondents strongly disagreed with the suggestions outlined in this policy, 26% strongly agreed with these proposals.

In total, 16 standard survey respondents did not provide an answer to this question.



##### Easy Read

Around half (51%) of easy read respondents felt that the proposal to charge £10 towards the costs of the Blue Badge scheme was a good idea. Around a third (34%) of respondents said that this charge would be a bad idea and 15% of respondents were not sure whether this cost would be a good or bad idea. All respondents to the easy read survey gave an answer to this question.



#### 4.4.2 Additional Comments about the Policy

##### Standard

Respondents were asked to give any additional comments or suggestions they had which related to the Fair Price policy. Among the 40 respondents who provided an additional comment, almost half (48%, 19 respondents) considered £10 to be a fair contribution. Some respondents did express concern towards the cost with 30% (12 respondents) saying no cost should be incurred for residents who need to use the scheme and 25% (10 respondents) feeling that people on low incomes would struggle with the extra expenditure.

Please provide any further comments or suggestions (Base: 40)		
Response	Number	Percentage
£10 is a fair contribution	19	47.5
No charge should be incurred for those who need them	12	30.0
People on low incomes would struggle with the extra expenditure	10	25.0
More should be done to police those who abuse the Blue Badge system	6	15.0
Blue Badge holders should pay as they save money on parking	2	5.0
Should be means tested	1	2.5

##### Easy Read

Respondents to the easy read survey were also asked for any additional comments they had about the policy. 52 respondents to the easy read survey provided an additional comment, and as with the standard survey the greatest proportion felt that £10 was a reasonable contribution (33%, 17 respondents). Also similar to the standard survey some respondents expressed concern as people with a disability struggle with care costs / benefit cuts (31%, 16 respondents).

Anything you want to say (Base: 52)		
Response	Number	Percentage
£10 is a reasonable amount	17	32.7
Disabled people are already struggling with care costs and benefit cuts	16	30.8
£10 is too much / should be free	10	19.2
The council will make a charge regardless of people's views	6	11.5
It will not prevent parking bays being occupied by people without a blue badge	4	7.7

#### 4.4.3 Impact of the Policy

Respondents were asked if they felt the proposed charge would have a negative impact on various groups within the community. Around three fifths of respondents said the charge would negatively affect those with a low income (61%) and those with disabilities (58%).

Almost three fifths of respondents said that the charge would not have a negative impact on people with particular religious beliefs (59%); people from ethnic minorities (58%); people who are bisexual, homosexual or transsexual (58%); women (57%) or men (57%).

<b>Do you think that the proposed charge would have a <u>negative</u> impact on any of the groups below? (Number of respondents are shown in brackets)</b>			
<b>Response</b>	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
People with low income	60.9% (56)	23.9% (22)	15.2% (14)
People with disabilities	57.9% (55)	34.7% (33)	7.4% (7)
People from ethnic minority groups	22.2% (20)	57.8% (52)	20.0% (18)
Women	18.6% (16)	57.0% (49)	24.4% (21)
Men	18.6% (16)	57.0% (49)	24.4% (21)
People who are bisexual, homosexual or transsexual	10.6% (9)	57.6% (49)	31.8% (27)
People with particular religious beliefs	10.5% (9)	59.3% (51)	30.2% (26)

#### 4.4.4 Improving Negative Impacts

Only 20 respondents gave an idea on how negative impacts could be improved; the most frequent suggestions was that blue badges should be free to those on low incomes (60%, 12 respondents).

<b>If you think there will be a negative impact on any of the groups above, do you have any ideas about what could be done to improve this? (Base: 20)</b>		
<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Should be free to those on low incomes	12	60.0
Look at reducing the number of blue badges provided to those who clearly do not need them	4	20.0
Should be means tested	4	20.0

## 4.5 Policy Four: Parking Bays for People with Disabilities

Blue badge holders are able to apply for disabled parking spaces outside of their homes however; these disabled bays can be used by any blue badge holder, not just the resident who they are intended for. The Council are proposing that these rules be changed and personalised bays are created for applicants who successfully meet the criteria.

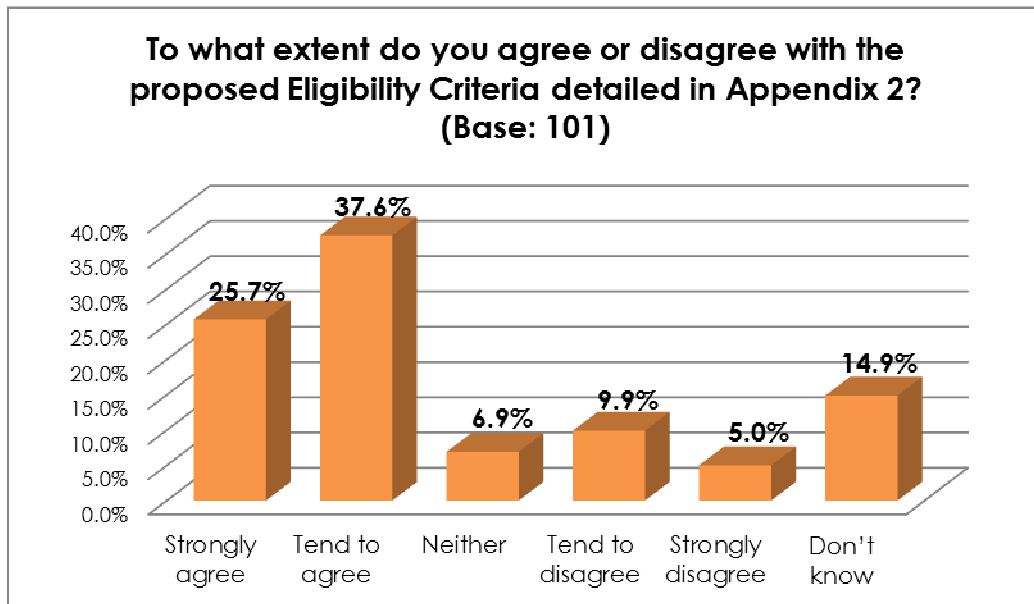
The full list of the current and proposed eligibility criteria were provided to respondents as part of the consultation document.

### 4.5.1 Agreement with the Proposed Eligibility Criteria

#### Standard

Respondents were asked to what extent they agreed or disagreed with the proposed eligibility criteria for disabled parking bays. Almost two thirds (63%) of respondents agreed with the criteria to some extent, with 26% saying they strongly agreed with the criteria which was being proposed. Although 15% of respondents disagreed with the criteria, 7% neither agreed nor disagreed and 15% said that they did not know their level of agreement.

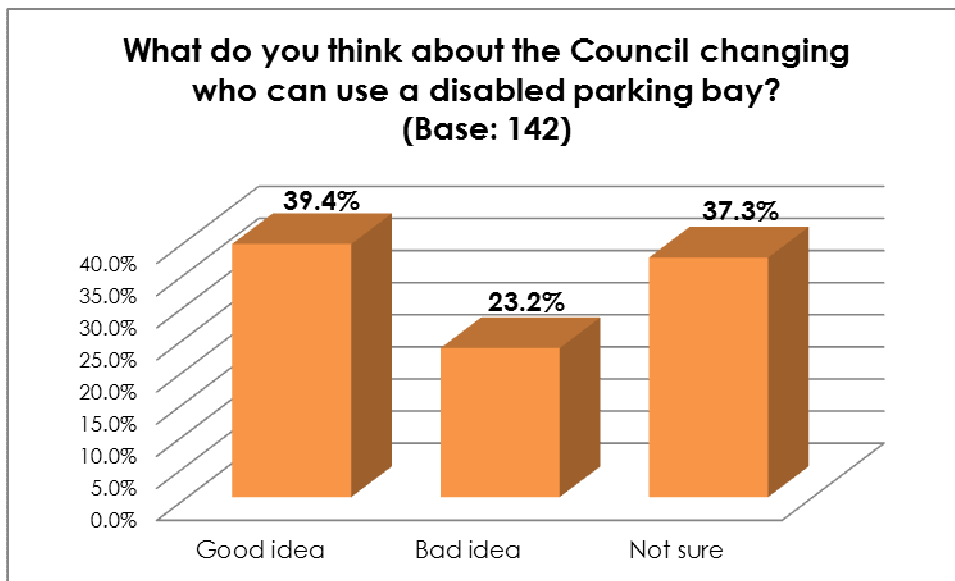
Of the 121 respondents to the standard survey, 101 gave an answer to this question.



## Easy Read

Respondents to the easy read survey were also asked their views on the changes to who is able to use disabled parking bays. Although positive opinion of the proposed changes was lower among respondents to this survey (39%), a greater proportion of respondents said they were not sure if the proposed changes were a good or bad idea (37%).

142 of the 144 respondents to the easy read survey provided an answer to this question.



### 4.5.2 Additional Comments about the Proposed Changes

#### Standard

Respondents were again asked to provide any additional comments or suggestions. Among the 28 respondents who provided an additional comment / suggestion, half said the proposed changes would ensure that the bay created would be available for the use of the individual whom it was intended for. 9 respondents (32%) also said that the changes would prevent the misuse of the blue badge.

Please give reasons for your answer or provide further comments or suggestions (Base: 28)		
Response	Number	Percentage
Would ensure a bay created for their use is available to them	14	50.0
To prevent misuse of the blue badge	9	32.1
Unfair to people who pay road tax and wish to park on their own street	4	14.3
Should be available for all disabled to use	2	7.1
Unfair to people who pay their CPZ charge	1	3.6

## Easy Read

Respondents to the easy read survey were also given the opportunity to provide any additional comments about the proposed changes to the eligibility criteria. Among the 37 respondents who provided an additional comment the most frequently given responses were: *the council needs to ensure that people who have their own bays really need them* (22%); *there will be less disabled parking places in the streets* (19%) and *anyone who has a blue badge should be allowed to park in any parking bay regardless* (19%).

Anything you want to say (Base: 37)		
Response	Number	Percentage
Council needs to ensure that people who have their own bays really do need them	8	21.6
Will be less disabled parking places in the streets	7	18.9
Anyone who has a blue badge should be allowed to park in any parking bay regardless	7	18.9
It will prevent problems occurring when unable to park near own front door	6	16.2
Will leave people confused about where they can or cannot park	4	10.8
More action on people who occupy parking bays without a badge	4	10.8
Not enough disabled parking places as it is	2	5.4

### 4.5.3 Impact of the Policy

Respondents were asked if they felt the Eligibility Criteria which was being proposed would have a negative impact on various groups within the community. Similar to previous questions, it was residents with disabilities (51%) and residents with a low income (35%) who were most frequently identified as being negatively affected by the proposed changes.

More than half of respondents said that the changes would not have a negative impact on people from ethnic minority groups (54%); people with particular religious beliefs (53%); people who are bisexual, homosexual or transsexual (52%); women (52%) and men (51%).

Do you think that the proposed Eligibility Criteria would have a <u>negative</u> impact on any of the groups below? (Number of respondents are shown in brackets)			
Response	Yes	No	Don't Know
People with disabilities	51.1% (48)	28.7% (27)	20.2% (19)
People with low income	34.8% (32)	41.3% (38)	23.9% (22)
Men	12.4% (11)	50.6% (45)	37.1% (33)
Women	12.4% (11)	51.7% (46)	36.0% (32)
People with particular religious beliefs	10.1% (9)	52.8% (47)	37.1% (33)
People from ethnic minority groups	9.9% (9)	53.8% (49)	36.3% (33)
People who are bisexual, homosexual or transsexual	6.7% (6)	52.2% (47)	41.1% (37)

#### 4.5.4 Improving Negative Impacts

Respondents who felt the changes to the Eligibility Criteria would have a negative impact on any of the groups mentioned were asked if there was anything that the Council could do to improve this. Among the 15 respondents who suggested a way to reduce the negative impact, around half (47%, 7 respondents) said that the eligibility criteria which was suggested is too restrictive.

If you think there will be a negative impact on any of the groups above, do you have any ideas about what could be done to improve this? (Base: 15)		
Response	Number	Percentage
Eligibility criteria is too restrictive	7	46.7
It is a positive idea	3	20.0
Would need more information on the eligibility criteria	2	13.3
Parking bays should be given regardless of driver residing at the same address	2	13.3
More parking bays should be available	1	6.7

#### 4.6 Policy Five: Travel Voucher Scheme

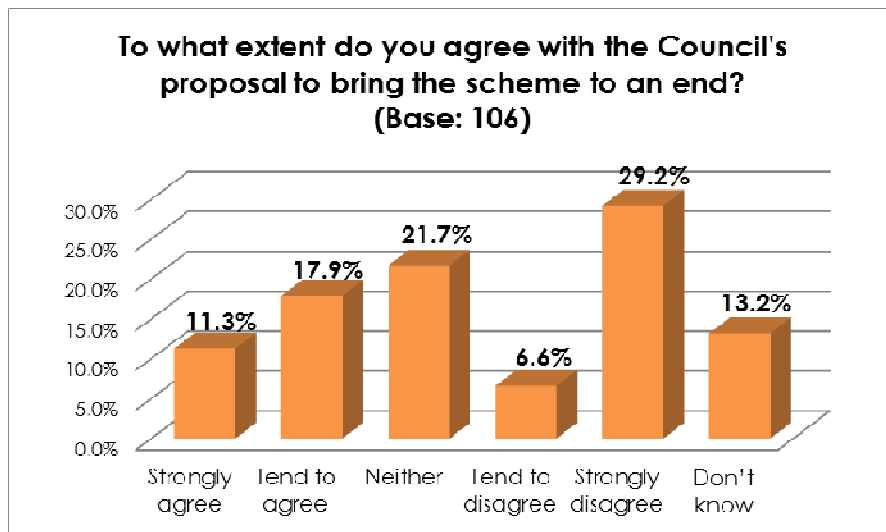
Barnet Borough Council currently provides travel vouchers for residents who are unable to use public transport or travel independently; this Travel Voucher Scheme is not used by many and is costly to the Council. The Council is therefore proposing to cease this scheme and instead assist residents in applying for a Taxicard. The Taxicard scheme is run by London Councils and offers help with taxis to people living in London.

### 4.6.1 Agreement with the Policy

#### Standard

When asked to what extent they agreed or disagreed that the Council should bring the Travel Voucher Scheme to an end, around three tenths (29%) of respondents said they were in agreement. Contrary to this, a further 29% of respondents strongly disagreed that the Council should end the Travel Voucher Scheme, with a further 7% stating that they disagreed.

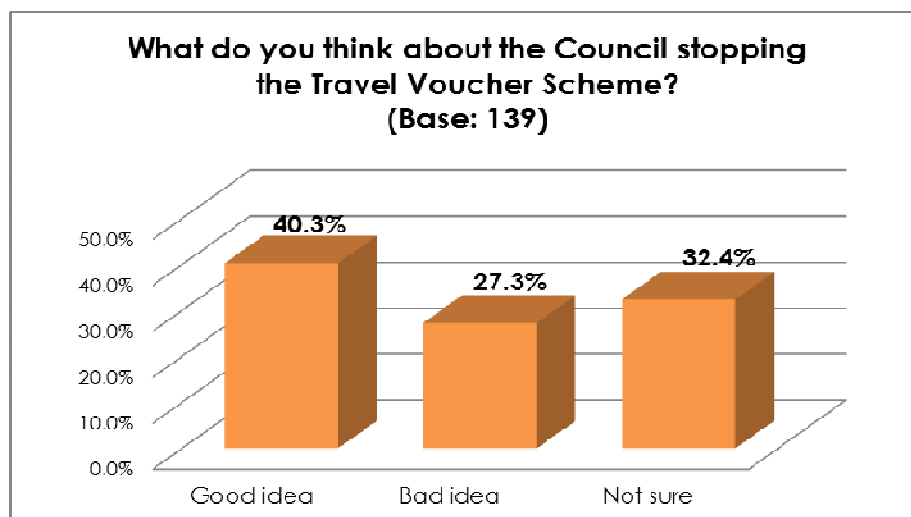
106 out of the 121 respondents to the standard survey answered this question.



#### Easy Read

Respondents to the easy read survey tended to be more positive about the Council's proposal to stop the Travel Voucher Scheme, with four out of ten respondents considering the policy to be a good idea. Around a quarter (27%) of respondents thought that stopping the scheme was a bad idea and 32% said they were not sure if this policy was a good or bad idea.

Only 4 respondents to the easy read survey did not provide an answer.





#### 4.6.2 Additional Comments about the Policy

##### Standard

Respondents were given the opportunity to provide further comments or suggestions, and 45 of the 121 provided a response. Among those who gave a response, around a fifth said that free vouchers were needed (20%) and that removing the Travel Voucher Scheme would have a negative impact on the quality of life (18%).

Please give reasons for your answer or provide further comments or suggestions (Base: 45)		
Response	Number	Percentage
We need free vouchers	9	20.0
Would have a negative impact on quality of life	8	17.8
Unaware the scheme existed	7	15.6
Scheme would be easier to administer	5	11.1
Just another cost cutting exercise	4	8.9
Taxicard service is sufficient	4	8.9
As long as travel remains subsidised	4	8.9
Only allows a small minority to use this	3	6.7
Vulnerable people need help	3	6.7
Would enable me to make more journeys	2	4.4
Taxicard scheme is expensive	1	2.2
Taxicard scheme is unreliable	1	2.2

##### Easy Read

31 respondents to the easy read survey provided an additional comment about the Travel Voucher Scheme; 11 respondents (36%) said they were unaware of the Taxicard scheme and a further 5 respondents (16%) said that more general information about the Taxicard scheme is required.

Anything you want to say (Base: 31)		
Response	Number	Percentage
I was unaware of the Taxicard scheme	11	35.5
Scheme is very good	9	29.0
More information about Taxicard scheme is needed in general	5	16.1
Support is needed for deaf people (most taxi drivers are unable to sign)	4	12.9
Will be too expensive	3	9.7
It will prove too difficult for some people	2	6.5
More cost effective	1	3.2
Would cause anxiety to some	1	3.2

#### 4.6.3 Impact of the Policy

Consistent with previous questions, when respondents were asked who, if anyone, would be negatively affected by the withdrawal of the Travel Voucher Scheme residents with disabilities (57%) and those with a low income (54%) were identified most frequently. Fewer respondents said that the withdrawal of the scheme would have a negative impact to people with particular religious beliefs (12%) or people who are bisexual, homosexual or transsexual (9%).

<b>Do you think that the withdrawal of the Travel Voucher Scheme would have a <u>negative</u> impact on any of the groups below? (Number of respondents are shown in brackets)</b>			
<b>Response</b>	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>
People with disabilities	56.6% (56)	19.2% (19)	24.2% (24)
People with low income	53.7% (51)	25.3% (24)	21.1% (20)
People from ethnic minority groups	25.5% (24)	40.4% (38)	34.0% (32)
Women	23.1% (21)	44.0% (40)	33.0% (30)
Men	22.8% (21)	43.5% (40)	33.7% (31)
People with particular religious beliefs	12.1% (11)	49.5% (45)	38.5% (35)
People who are bisexual, homosexual or transsexual	8.7% (8)	48.9% (45)	42.4% (39)

#### 4.6.4 Improving Negative Impacts

Respondents were asked if they had any ideas on how to reduce the negative impact to any groups they had identified previously. Among the 23 respondents who gave a suggestion, 65% (15 respondents) said that the Council should continue to provide vouchers after the income assessment.

<b>If you think there will be a negative impact on any of the groups above, do you have any ideas about what could be done to improve this? (Base: 23)</b>		
<b>Response</b>	<b>Number</b>	<b>Percentage</b>
Continue to provide vouchers after income assessment	15	65.2
Just another cost cutting exercise	4	17.4
May have a negative impact for some	3	13.0
Women feel safer using a cab with a known driver	1	4.3
Taxicards need to enable booking to minicabs	1	4.3
Would need more information	1	4.3