



Transport to day services consultation 2016

Report

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Irfan Bin Ghaus, Mick Edwardson and Mike Walker

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For further information on the work of the Corporate Research and Intelligence Team, please contact us at:

Business Intelligence

Lancashire County Council

County Hall

Preston

PR1 8XJ

Tel: 0808 1443536

www.lancashire.gov.uk/profile

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1. Executive summary

This report summarises the responses of Lancashire County Council's transport to day services consultation 2016.

For the consultation, paper questionnaires were sent to all service users and made available at day centres managed by Lancashire County Council. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

The fieldwork ran for four weeks from 30 April until 27 May 2016. In total, 1,362 questionnaires were sent to service users and 536 completed questionnaires were returned, giving a response rate of 39%.

Although the questionnaires were sent to service users their family or carer could complete it on their behalf. Therefore, the findings presented in this report are of service users and their family or carers.

1.1 Key findings

- The disability day services that respondents were most likely to say that they have used are: Preston District Adult Disability Day Service (34); Burnley District Adult Disability Day Service (30); and Hyndburn District Adult Disability Day Services (30).
- The older people day services that respondents were most likely to say that they have used are: Vale View including Altham Meadows (Stratford Close, Lancaster) (49); Derby Centre (Derby Street, Ormskirk) (34); and Leyland (King Street, Leyland) (34).
- Just less than nine out of ten respondents (88%) said that they used a Travelcare bus to get to Lancashire County Council day services in the last 12 months.
- Over a quarter of respondents (26%) said that they use transport to get to day services two days a week. Nearly a quarter of respondents (23%) said that they use transport to get to day services five days a week. One fifth of respondents (20%) said that they use transport to get to day services one day a week.
- One fifth of respondents (20%) said that they pay for their own transport costs. Over two-thirds of respondents (69%) said that they do not pay for their transport costs.
- Just over a fifth of respondents (21%) said that the proposal will have a positive impact on them. Just over a third of respondents (34%) said it will

have no impact on them. Nearly two-fifths of respondents (38%) said it will have a negative impact on them.

- Just over a fifth of respondents (21%) said that the proposal will have a positive impact on their carer/family. Just over a third of respondents (34%) said it will have no impact on their carer/family. Nearly two-fifths of respondents (38%) said it will have a negative impact on their carer/family.
- Nearly a fifth of respondents (19%) said that the service users wouldn't react well to change. About one in seven respondents (14%) said it would affect the carer's work hours.
- About one in seven respondents (14%) said that they will be more likely to use the transport if the county council introduces the proposal. Three-fifths of respondents (60%) said that the introduction of the proposal would not make any difference to their use of the transport. Just under one in ten respondents (8%) said that they will be less likely to use the transport if the county council introduces the proposal.
- A quarter of respondents (25%) said that they had used the accessible transport service for community based/off-site activities in the last 12 months.
- Nearly a fifth of respondents (18%) said that they would consider paying to use other forms of accessible community transport to enable them to access community based/off-site activities.
- Over two-fifths of respondents (43%) said that they would be likely to use the travel services to a respite care service. A third of respondents (33%) said that they are unlikely to use the travel services to a respite care service. And nearly a quarter of respondents (24%) said that they don't know how likely they would be to use the travel services to a respite care service.

2. Introduction

The county council continues to face an unprecedented financial challenge. Over the next five years to 2020/21 the council needs to make savings of £262m on top of those agreed within previous budget processes. This extremely difficult financial picture is the result of continued cuts in funding by Government, rising costs and rising demand for key services.

Based on current spending and forecast demand for services, the council will not have sufficient financial resources to meet its statutory obligations by April 2018, even if we no longer continue to deliver any of the non-statutory services. The council will need to rely heavily on reserves in order to set a balanced budget for 2016/17 and 2017/18.

As part of the budget cuts, the county council initially proposed to remove free transport to day services for disabled and older people, as it is not a statutory service for the county council to provide. However, at the full council meeting in February 2016, this proposal was amended. It was initially proposed to waive any charges for the first six months, but now the proposal is that the service will be provided free of charge for eligible passengers for the foreseeable future.

However, there will be some changes to the times that the service operates to take into account the cost of continuing this service free of charge. We are proposing that service users will still get the same number of hours at their day service, but they will be picked up from home slightly later than they currently are and they will also be dropped off at home slightly later than now.

We are proposing to pick service users up from home between 9.10am and 10.30am and return them home arriving at between 4.30pm and 5.45pm. The reason for this is because we currently have two fleets of buses, one for children and one for adults. However, we plan to use the same fleet of buses that will firstly transport children to school and then transport adults to day services.

The service for adults will still operate over school holiday periods and the pickup and drop off times will not change (between 9.10am and 10.30am for pickup and between 4.30pm and 5.45pm for drop off). The service will be provided by Lancashire County Council (LCC) using our fleet of Travelcare buses, but where access is difficult for these buses we may use a private taxi firm. Where Travelcare can't undertake a journey for you, we may signpost you to Community Transport. Passenger assistants will continue to support service users who currently use them.

Day services for disabled and older people provided by LCC will open and close at a later time to accommodate those travelling on accessible transport in line with new journey times. For example, disability day services are currently open 8.30am to 4.45pm and in future they may be open from 8.30am to 5.15pm. For service users who do not attend an LCC day time support but use transport services to attend other

daytime supports, their transport times will be affected. The operating times of these day time supports will not change and alternative arrangements may have to be made.

Any individuals who have been assessed as meeting the eligibility criteria for accessible transport will have journeys to and from their day care placements provided. The council will regularly review the eligibility criteria to ensure that they are fit for purpose and will amend if required. Passengers who fund themselves will still be welcome to travel on the service. However, like with the current arrangements, commissioned passengers will take priority.

3. Methodology

For the consultation, paper questionnaires were sent to all service users and made available at day centres managed by Lancashire County Council. An online version of the questionnaire could also be accessed from www.lancashire.gov.uk.

Although the questionnaires were sent to service users their family or carer could complete it on their behalf. If requested, help to complete the questionnaire was also available at day centres.

The fieldwork ran for four weeks from 30 April until 27 May 2016. In total, 1,362 questionnaires were sent to service users and 536 completed questionnaires were returned, giving a response rate of 39%.

For the questions about which day service respondents attend, some respondents indicated which service they attend by writing in one of the 'other' boxes instead of ticking the appropriate box; these respondents have been re-coded so that all respondents are reported in a consistent way.

3.1 Limitations

Some people also chose to send a letter or email about the proposal. A summary of these responses is presented in the main consultation findings.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

4. Main consultation findings

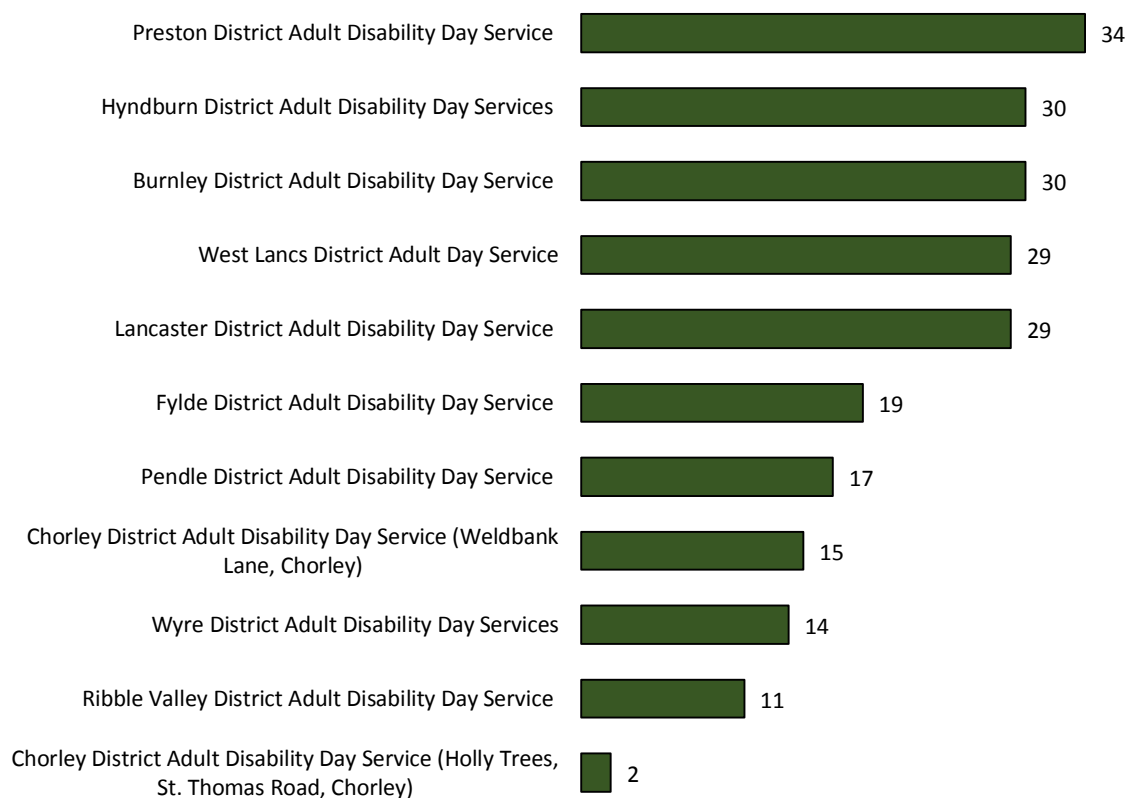
4.1 Your use of transport to day services

First, respondents were asked which Lancashire County Council disability day services they have used in the last 12 months.

The disability day services that respondents were most likely to say that they have used are: Preston District Adult Disability Day Service (34); Burnley District Adult Disability Day Service (30); and Hyndburn District Adult Disability Day Services (30).

Respondents could also tell us the details of any other disability day services that they use; these are presented in Appendix 2.

Chart 1 - Which of the following Lancashire County Council disability day services have you used in the last 12 months?



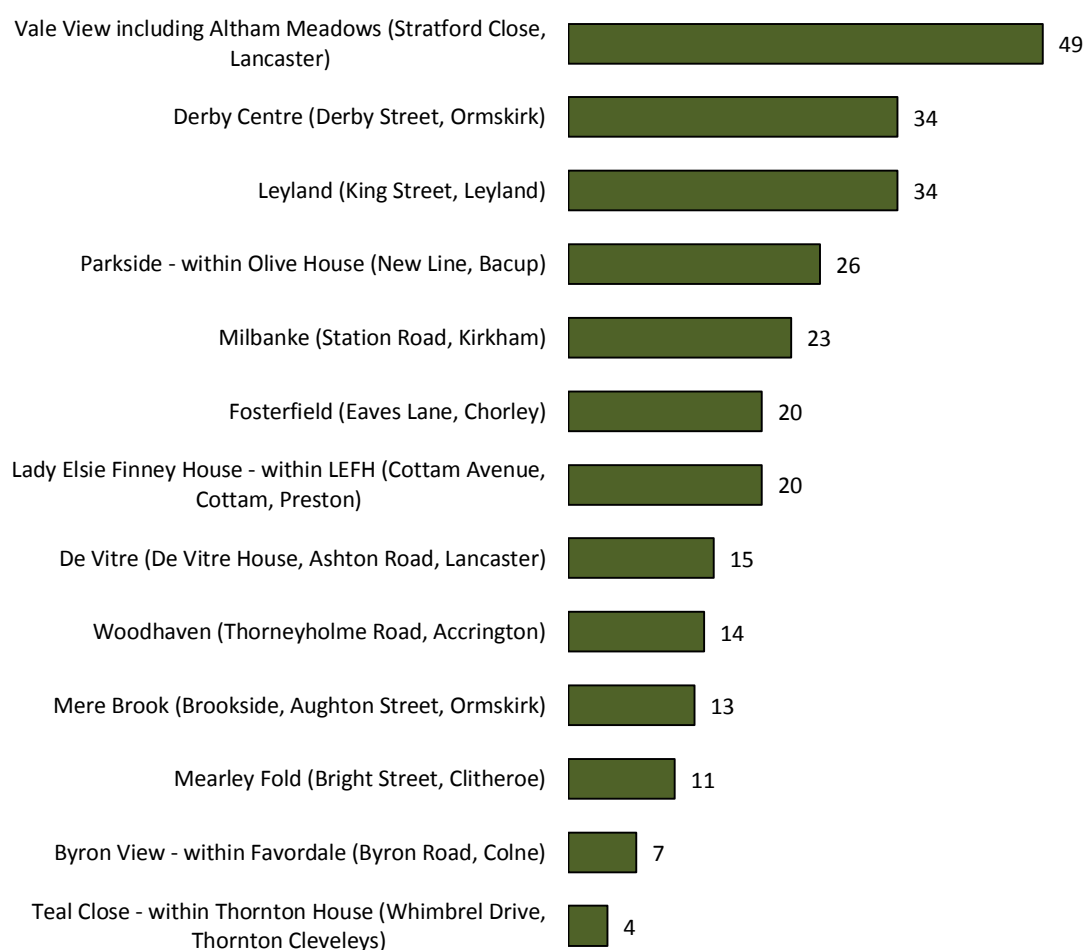
Base: all respondents (230)

Respondents were also asked which Lancashire County Council older people day services they have used in the last 12 months.

The older people day services that respondents were most likely to say that they have used are: Vale View including Altham Meadows (Stratford Close, Lancaster) (49); Derby Centre (Derby Street, Ormskirk) (34); and Leyland (King Street, Leyland) (34).

Respondents could also tell us the details of any other older people day services that they use; these are presented in Appendix 3.

Chart 2 - Which of the following Lancashire County Council older people day services have you used in the last 12 months?

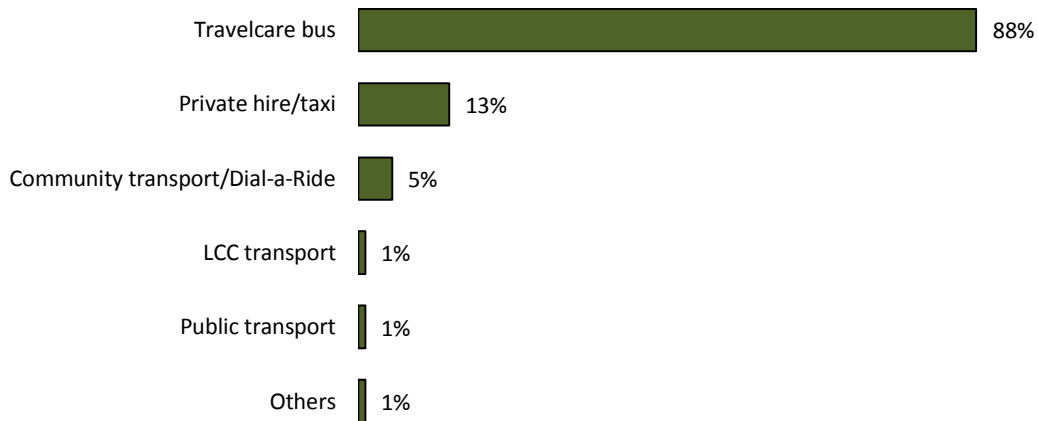


Base: all respondents (270)

Respondents were asked about the types of transport they have used to get to Lancashire County Council day services in the last 12 months.

Just less than nine out of ten respondents (88%) said that they used a Travelcare bus to get to Lancashire County Council day services in the last 12 months.

Chart 3 - Which of the following types of transport have you used to get to Lancashire County Council day services in the last 12 months?



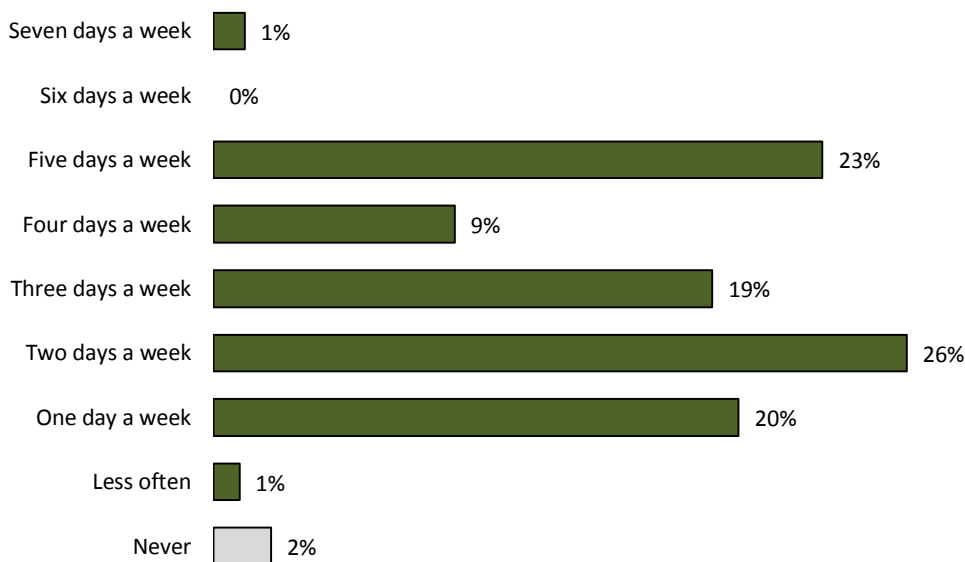
Base: all respondents (496)

Respondents were asked about how often they have used the transport in a typical week to get to day services.

Nearly all respondents used transport to day services between one and five days a week.

Over a quarter of respondents (26%) said that they use transport to get to day services two days a week. Nearly a quarter of respondents (23%) said that they use transport to get to day services five days a week. One fifth of respondents (20%) said that they use transport to get to day services one day a week.

Chart 4 - How often, in a typical week, do you use transport to get to day services?



Base: all respondents (511)

Respondents were asked if they pay for their own transport costs.

One fifth of respondents (20%) said that they pay for their own transport costs. Over two-thirds of respondents (69%) said that they do not pay for their transport costs.

Chart 5 - Are you a self-funder, so you pay for your own transport costs?



- Yes
- No
- Unsure/don't know

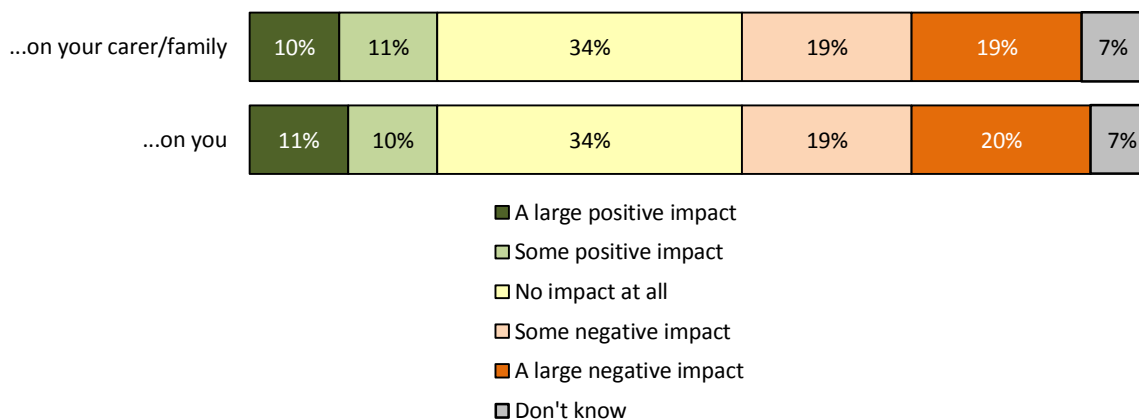
Base: all respondents (493)

4.2 Our proposal

Respondents were presented with a proposal that morning journeys will pick up service users from their home between approximately 9.10am and 10.30am and for their return journey they will arrive home between 4.45pm and 5.45pm. All respondents were then asked what impact it will have on them and what impact it will have on their carer/family.

Just over a fifth of respondents (21%) said that the proposal will have a positive impact on them. Just over a third of respondents (34%) said it will have no impact on them. Nearly two-fifths of respondents (38%) said it will have a negative impact on them. Just over a fifth of respondents (21%) said that the proposal will have a positive impact on their carer/family. Just over a third of respondents (34%) said it will have no impact on their carer/family. Nearly two-fifths of respondents (38%) said it will have a negative impact on their carer/family.

Chart 6 - How much of an impact will this have...?



Base: all respondents (501 and 497 respectively)

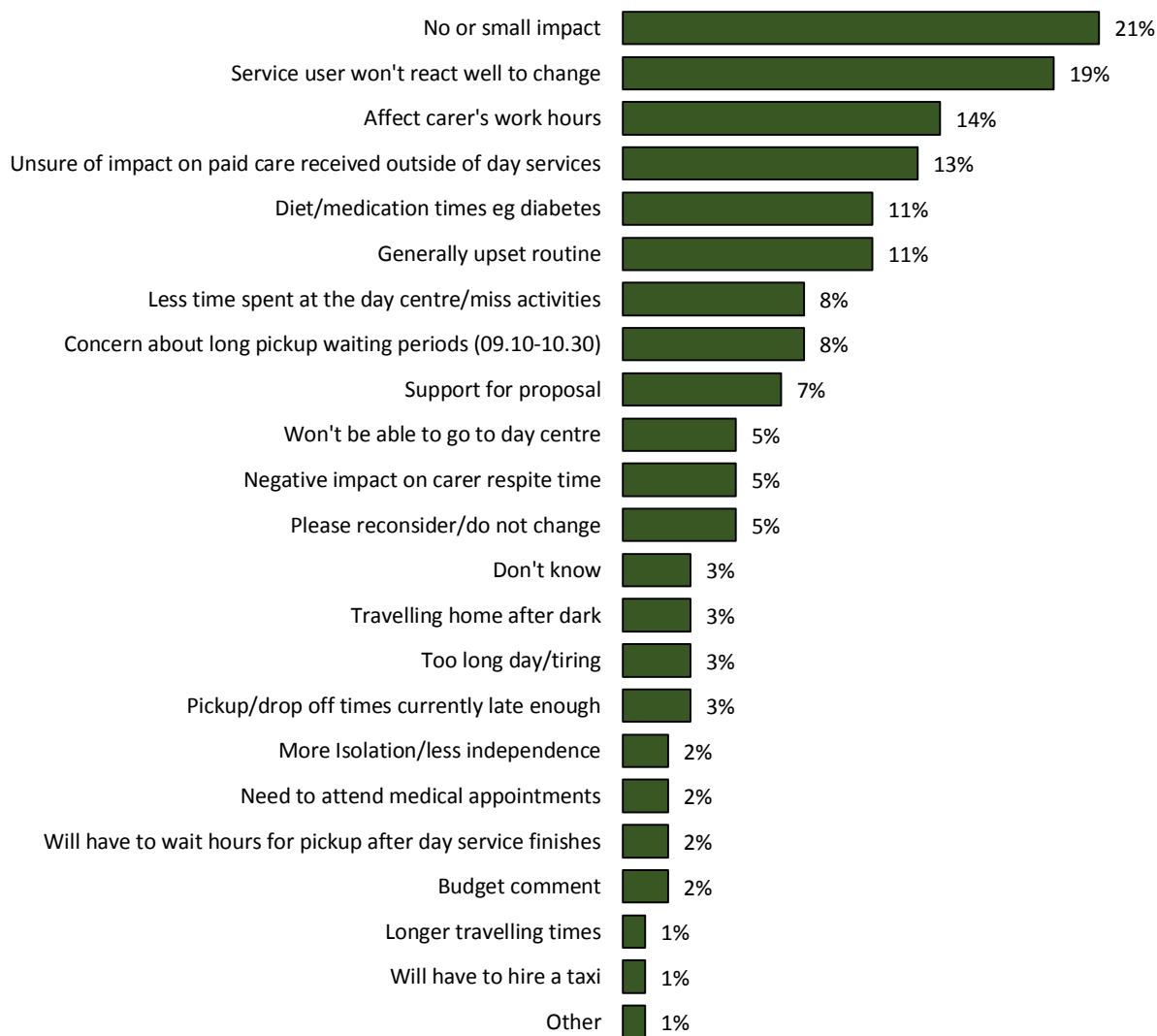
Respondents who use transport to day services four or five days in a typical week are more likely to say that the proposal will have a large negative impact on them and their carer/family. Of those respondents who said that they typically use the service four days a week, nearly a third (30%) said it will have large negative impact on them and nearly a quarter (24%) said it will have a large negative impact on their carer/family. Of those respondents who said that they typically use the service five days a week, a third (33%) said it will have large negative impact on them and over a third (34%) said it will have a large negative impact on their carer/family.

Respondents with a learning disability were also more likely to say that the proposal will have a large negative impact (30% large negative impact on them; 29% large negative impact on their carer/family).

Respondents were then asked about the impact on them or their carer of the county council introducing these proposal.

Nearly a fifth of respondents (19%) said that the service users wouldn't react well to change. One in seven respondents (14%) said it would affect the carer's work hours.

Chart 7 - What do you think would be the impact on you or your carer of the county council introducing these proposal?



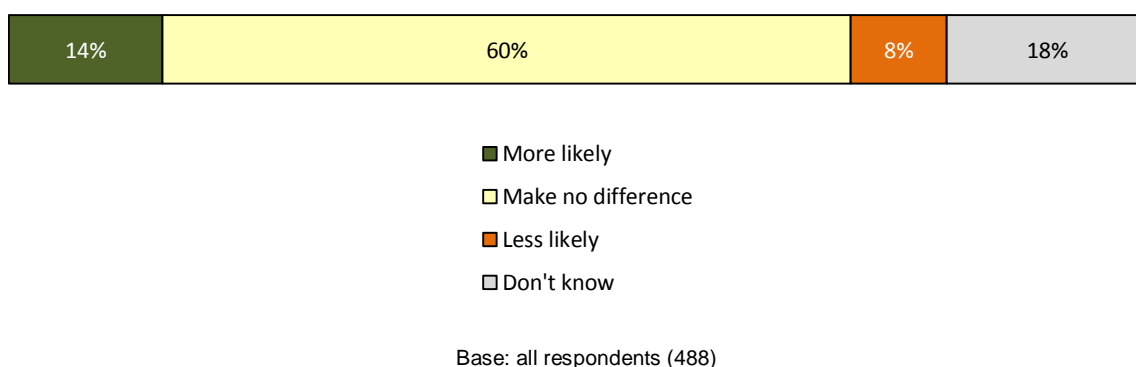
Base: all respondents (344)

Respondents with a learning disability are more likely to say that the service user won't react well to change and that it will affect the carer's work hours (29% and 24% respectively).

Respondents were then asked that, if the county council introduced this proposal for travel to day centres, would they be more likely or less likely to use the transport, or would it make no difference.

About one in seven respondents (14%) said that they will be more likely to use the transport if the county council introduces the proposal. Three-fifths of respondents (60%) said that the introduction of the proposal would not make any difference to their use of the transport. Just less than one in ten respondents (8%) said that they will be less likely to use the transport if the county council introduces the proposal.

Chart 8 - If the county council introduced this proposal for travel to day centres, would you be more likely or less likely to use the transport, or would it make no difference?

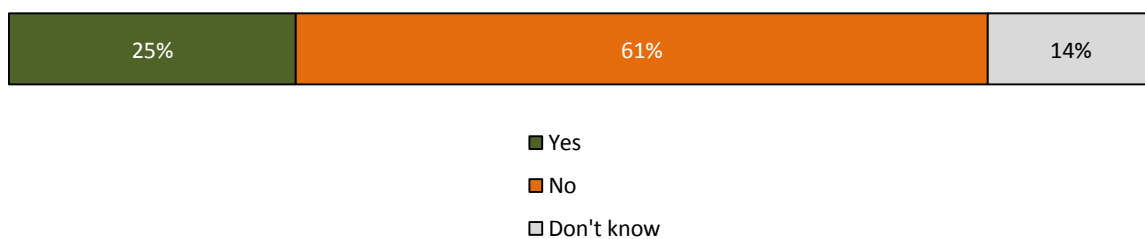


4.3 Community-based activities

Respondents were informed that accessible transport will still be available for travel to activities away from day services, but that the availability of these activities may reduce. Respondents were then asked if they have used accessible transport service for community based/off-site activities in the last 12 months.

A quarter of respondents (25%) said that they had used the accessible transport service for community based/off-site activities in the last 12 months.

Chart 9 - Have you used the accessible transport service for community based/off-site activities in the last 12 months?

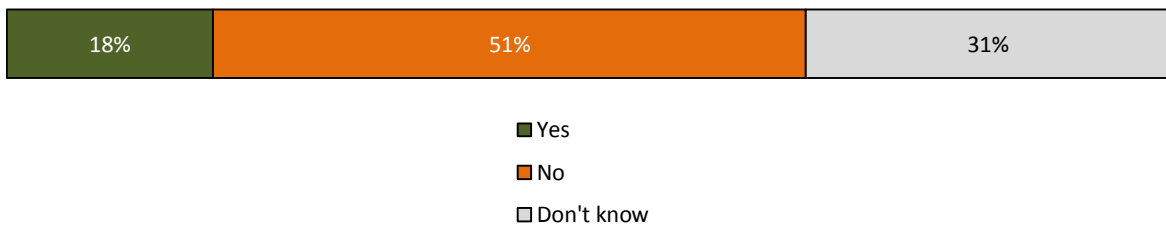


Base: all respondents (499)

Respondents were asked if they would consider paying to use other forms of accessible community transport to enable them to access community based/off-site activities.

Nearly a fifth of respondents (18%) said that they would consider paying to use other forms of accessible community transport to enable them to access community based/off-site activities.

Chart 10 - Would you consider paying to use other forms of accessible community transport to enable you to access community based/off-site activities?



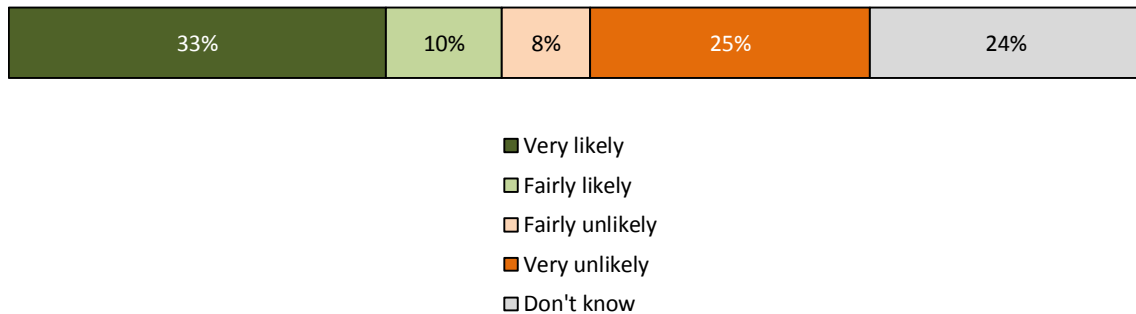
Base: all respondents (496)

4.4 Respite Care

Respondents were then asked how likely or unlikely they would be to use the travel service to a respite care service.

Over two-fifths of respondents (43%) said that they would be likely to use the travel services to a respite care service. A third of respondents (33%) said that they are unlikely to use the travel services to a respite care service. And nearly a quarter of respondents (24%) said that they don't know how likely they would be to use the travel services to a respite care service.

Chart 11 - How likely or unlikely would you be to use the travel service to a respite care service?



Base: all respondents (298)

5. Other responses to the proposal

5.1 Email responses

We received five emails about the transport to day services proposal. They were from service users' family members/carers.

In general, respondents expressed concerns about transport to day services stopping or changing and that the proposal would have a negative impact on them and the people they care for.

Respondents said that having affordable and accessible transport is important for their general health, wellbeing and social life.

Respondents commented specifically that the use of taxis is not a realistic or viable transport alternative due to the cost and accessibility issues (eg difficult for people with walking frames, sticks and other aids, as well as a lack of understanding from drivers).

Respondents said that it would impact their ability to work and earn a living and that they will have no option other than to access costly other services.

Appendix 1: demographic breakdown

Table 1- What was your age on your last birthday?

	%	Count
Under 16	0%	0
16-19	2%	8
20-34	15%	77
35-49	14%	73
50-64	13%	68
65-74	11%	56
75+	45%	231
Total		513

Table 2- Are you...?

	%	Count
Male	50%	256
Female	50%	256
Total		512

Table 3- Have you ever identified as transgender?

	%	Count
Yes	1%	4
No	97%	476
Prefer not to say	2%	11
Total		491

Table 4 - Are you a deaf person or do you have a disability?

	%	Count
Yes, physical disability	50%	254
Yes, learning disability	44%	223
Yes, other disability	34%	171
No	10%	52
Total		506

Table 5 - Are there any children in your household aged under 20?

	%	Count
No children aged under 20	90%	447
Yes, aged 17-19	5%	23
No, but expecting	2%	11
Yes, aged 9-11	2%	9
Yes, aged 12-16	2%	8
Yes, aged 5-8	1%	4
Yes, aged under 5	1%	4
Total		494

Table 6- Are there any children with a disability in your household aged 20-25?

	%	Count
Yes	5%	23
No	95%	478
Total		501

Table 7- Are you in a marriage or civil partnership?

	%	Count
Marriage	28%	138
Civil partnership	1%	3
Prefer not to say	2%	8
None of these	70%	352
Total		501

Table 8- How would you describe your sexual orientation?

	%	Count
Straight (heterosexual)	85%	403
Bisexual	0%	0
Gay man	0%	0
Lesbian/gay woman	0%	0
Other	2%	8
Prefer not to say	13%	63
Total		474

Table 9 - What is your religion?

	%	Count
No religion	10%	53
Christian (including CofE, Catholic, Protestant and all other denominations)	80%	404
Hindu	3%	16
Muslim	5%	27
Any other religion	1%	7
Total		507

Table 10 - Which best describes your ethnic background?

	%	Count
English/Welsh/Scottish/Northern Irish/British	90%	449
Indian	4%	22
Pakistani	4%	21
others	2%	8
Total		500

Appendix 2

Table 11- disability day services other responses

Name of day service	Count
Preston and South Ribble Domiciliary Service, Crossways Day Centre, West Paddock, Leyland PR25 1HR	13
Park View Resource Centre, 21a Rishton Road, Clayton-le-Moors, Accrington, Lancs, BB5 5PN	6
Gujarat Hindu Society and Community Centre, South Meadow Lane, Preston	5
Caritas Care/Vision in People, 218 Tulketh Road, Ashton-on-Ribble, Preston, Lancs	3
Charlotte House, 17 Charlotte St, Preston, Lancs, PR1 3RE	3
Caritas Care FX project, Bannister House, 23 Sedgewick Road, Preston, PR1 1TP	3
HFT Adult Services, Higher Walton Road, Walton-le-Dale, Preston	2
Bank Hall Lodge, Colne Rd, Burnley, Lancashire BB11 2AA	2
Warren Manor, Warren Dr, Thornton-Cleveleys FY5 3TG	2
Bridge Centre Accrington	2
Hyndburn Short Break Service, Gloucester Avenue, Accrington, Lancs, BB5 4BG	1
Farmer Parr's Animal World, Rossall Ln, Fleetwood, Lancs, FY7 8SL	1
Age UK, Moorgate. Ormskirk, Lancs, L39 4RY	1
Charnley Fold Enhanced Day Support, Cottage Lane, Bamber Bridge, Preston, Lancs, PR5 6PS	1
Nelson & Colne College	1
Sue Ryder, Cuerden Hall	1
Wyre Day Services	1
THE BASE - GREAT HARWOOD	1
Lisieux Hall, Dawson Ln, Whittle-le-Woods, Chorley	1
Fresh Fields, Burnley	1
Total	51

Appendix 3

Table 12- older people day services other responses

Name of adult day service	Count
Age UK, Moorgate. Ormskirk, Lancs, L39 4RY	4
Bridge Centre Accrington	3
Genesis Care, Trinity Church School Rooms, Gillibrand Walks Chorley, PR7 2EZ	2
Gujarat Hindu Society and Community Centre, South Meadow Lane, Preston	2
Preston and South Ribble Domiciliary Service, Crossways Day Centre, West Paddock, Leyland PR25 1HR	2
Nelson & Colne College	2
Caritas Care FX project, Bannister House, 23 Sedgewick Road, Preston, PR1 1TP	2
Park View Resource Centre, 21a Rishton Road, Clayton-le-Moors, Accrington, Lancs, BB5 5PN	2
Bank Hall Lodge, Colne Rd, Burnley, Lancashire BB11 2AA	1
Charnley Fold Enhanced Day Support, Cottage Lane, Bamber Bridge, Preston, Lancs, PR5 6PS	1
Charlotte House, 17 Charlotte St, Preston, Lancs, PR1 3RE	1
Oaklands Leonard Cheshire Home, Bowgreave nr Garstang, Preston	1
Nightingales Care, 355A Norbreck Rd, Thornton-Cleveleys FY5 1PB	1
Danesmoor, 45 Helmshore Road, Haslingden, Rossendale BB4 4BW	1
Charter House, Saunder Bank, Burnley BB11 2EN	1
Warren Manor, Warren Dr, Thornton-Cleveleys FY5 3TG	1
HFT Adult Services, Higher Walton Road, Walton-le-Dale, Preston	1
Woodlands HFCP	1
Total	29