

Annex A

Responses and Analysis to Sefton Council's consultation on the option to (i) cease the provision of specialist transport for adults (E2.3) and on the option to (ii) increase the flat rate charge for specialist transport for adults (E2.4)

**Consultation Period:
21st October 2011 – 16th January
2012**

Introduction

Background

Following the 2010 Comprehensive Spending Review and settlement the Council forecast a significant budget gap over the three years 2011-2014.

An initial package of potential budget options was approved by Cabinet, 13th October 2011, to commence consultation and engagement. In relation to these, consultation activity continues with service users, the general public, partners, key stakeholders, staff and Trade Unions. The consultation on the budget options closed on Monday 16th January 2012.

This report analyses the responses for two options (i) **ceasing the provision for specialist transport for adults** and (ii) **increasing the flat rate charge for specialist transport for adults**.

The Specialist Transport Service for Adults

There is currently a charge for adult specialist transport services which our clients use to help them attend day care provision. The charge currently equates to approximately five percent of the total cost to the local authority. The service currently costs £2.1 million and we currently receive through charging £146,000. This means that in real terms the Council is subsidising the service by over £1.9 million.

Proposed Options

As part of the savings options required by the Council two options relating to adult specialist transport services have been proposed to Council:

Option One: Cease the provision of specialist transport for adults attending day services in the borough.

Option Two: Increase flat rate charge for individual journeys to and from day care provision. The current flat rate charge is £1.50 per one way journey, those with capital in excess of £23,250 pay £6.50 per trip.

Methodology

Engagement Process

A list of users of the Specialist Transport Service known to the People Directorate was obtained based on details from our finance section. These users were sent postal questionnaires in November 2011. A reminder was sent to non-respondents in December 2011. Of those 677 who were sent a survey, 336 responded giving a 49.6% response rate. A version of the questionnaire was developed specifically for our clients with a Learning Disability in easy read format. The questions in this version were slightly different from the main questionnaire and where appropriate this is noted in the results.

A series of 'group' face to face engagement sessions were also undertaken at the Carers Centre and a variety of Day Centres to provide further opportunity for service users and family carers to provide extra information and opinions relating to the possible transport service changes. These workshops also provided an opportunity to engage with clients with learning disabilities or dementia and their carers.

Confidentiality

Questionnaires were identified by a unique serial number in order to facilitate the administration of the survey. A statement about confidentiality was included in the covering letter assuring service users that their answers would be treated as confidential and would not be passed on to anyone associated with the provision of their home care. They were advised that if they said on the form that they were being hurt or abused by anybody, the Safeguarding Adults Coordinator would contact them to talk about it, but this would be the only instance in which we would contact people unless they specifically asked on the questionnaire.

In a small number of questionnaires the respondents raised issues which were of sufficient concern to require follow up. In these cases the social work team, customer access team, or contract and commissioning team was contacted as appropriate.

Survey Margin of Error

As with all sampled surveys the Specialist Transport Survey is subject to a margin of error. The level of error is calculated statistically and is based on the number of respondents, size of the original sample, and size of the population being surveyed.

For this survey the margin of error is plus or minus 3.8%. For example, for question one, the percent of people who 'strongly disagree' is 78.5%. Applying the margin of error means that the actual proportion who 'strongly disagree' is likely to be somewhere between 74.7% and 82.3%.

Summary Results

Executive Summary

Overall clients using the STSA were very unhappy about the potential options. Most felt there were better ways of saving money including re-organising the way the service itself was run. Many felt that these options would victimise the most vulnerable in society in particular if the service was ceased completely. 91% of those surveyed disagreed with the proposal to cease the service. The same percentage would prefer an increase in cost rather than cessation of the service if they **had** to choose.

Just under half of the questionnaire respondents felt that - whilst not welcome - some increase in charge might be acceptable. Generally it was felt that a 100% increase (to £3.00 per journey) was excessive. 56% of people responding to the question disagreed with the proposal to increase the flat rate charge for adults.

Approximately half of respondents said they would have to stop attending the Day Centre if the transport service was removed or charges increased to £3.00.

Areas of concern from carers and service users interviewed in Day Centres covered many areas the key ones of which included:

- Many had serious concerns about the viability of stopping the service since they felt they would ultimately have to place more demand on other Council services such as increased home help and increased need for respite. Some felt that they might be pushed into a care home as they could no-longer cope.
- Many felt that there would be a significant deterioration in their health due to the isolation and loneliness which they would feel if they could no longer afford to go to day care.
- Many felt that the existing service could be made more efficient and that whilst there is potential for other options for delivering the service - such as parents and carers getting together to provide the service - they were very concerned about the additional responsibility and additional pressures this would place on carers.
- Several commented on the huge stress that carers were already under and these proposals were going to make it even more difficult to cope at the expense of people who are vulnerable and often unable to stand up for themselves.

An overview of the equality impact that the proposed changes to the service might have on specific groups suggests that the options may have a disproportionate impact on those with specific learning and physical disabilities and the elderly. As part of any equality impact assessment it will be necessary to ensure these impacts are mitigated.

Questionnaire Summary

The vast majority of current users of the Specialist Transport Service felt that complete removal of the service would have a significant impact on their lives and most disagreed or strongly disagreed with the complete removal of the service.

Whilst naturally not happy about the proposal to increase fees less than 56% disagreed with this idea. 58% of respondents would be willing to pay £3.00 per one way journey (just four percent would be willing to pay £5.00).

Overall 52% of respondents felt that an increase in charges would not deter them from using the service. If the charge was to increase to £5.00 per single journey 61% of respondents said they would no longer be able to attend day care provision.

Key question responses (non-learning disabled clients):

- 91% (173 people) disagreed or strongly disagreed with the proposal to cease provision of transport for adults attending day services (*Question 1*).
- 56% (106 people) disagreed or strongly disagreed with the proposal to increase the flat rate charge for adults attending day services. 30% (58 people) agreed or strongly agreed with this proposal. (*Question 2*).
- 58% (125 people) responded that they would be willing to pay £3.00 per one way journey. Just four percent (eight people) stated they would be willing to pay £5.00. (*Question 2a*).
- 91% (211 people) would prefer an increase in cost rather than cessation of the service if they **had** to choose. 10% (20 people) preferred the service to cease. (*Question 3*).
- 52% (146 people) would not be deterred from using the service if the charge went up. (*Question 4*).
- 56% (193 people) would not be able to attend day care provision if the transport service was removed. (*Question 8*).
- 50% (65 people) would not be able to attend day care provision if the transport service charge was increased to £3.00. (*Question 9*).
- 61% (103 people) would not be able to attend day care provision if the transport service charge was increased to £5.00. (*Question 9*).

Key question responses (specific Learning Disabled clients survey questions):

- 99% (86 people) disagreed with the proposal to cease provision of transport for adults attending day services. (*Question 1*).
- 67% (62 people) disagreed with the proposal to increase the flat rate charge for adults attending day services. (*Question 2*).
- 59% (42 people) stated they would not be able to attend a day centre if the price of transport went up. (*Question 9*).

Many respondents also made comments as part of their questionnaire return and these are listed in Appendix 5 by question number.

Face to Face Engagement Summary

The numbers of clients and carers involved in the face to face engagement process were generally small as the idea was to get more depth to answers than would be available through the questionnaire. The section below provides a summary of the results which are detailed in Appendix 1.

The centres visited were:

- Sefton Carers Centre – Waterloo (6 carers)
- Sefton Carers Centre – Southport (10 carers)
- Brookdale Day Centre (14 family carers)
- Orchards Day Centre (6 attendees)
- Chase Hayes Day Centre (14 service users)
- West Park Day Centre (5 service users)
- Waterloo Day Centre (8 service users)
- David Brown Day Centre (-)
- Sandbrook Day Centre (8 service users)
- Dunningsbridge Day Centre (16 service users)
- Mornington Road Day Centre (10 service users)
- Bootle Day Centre (17 service users)

Comments from carers and service users covered a wide range of options and issues and can be seen in detail in Appendix 1. The key areas of concern covered:

- The vast majority were strongly against the cessation of the service.
- Whilst some increase in cost could be acceptable by most £3.00 was felt to be much too high and that an increase in line with inflation or the cost of living would be more appropriate.
- In most cases clients and carers would need to think carefully about reducing or cancelling attendance at day centres if the service stopped or charges increased significantly.
- Many had serious concerns about the viability of stopping the service since they felt they would ultimately have to place more demand on other Council services such as increased home help and increased need for respite. Some felt that they might be pushed into a care home as they could no-longer cope.
- Many felt that there would be a significant deterioration in their health due to the isolation and loneliness which they would feel if they could no longer afford to go to day care.
- Many felt that the existing service could be made more efficient and that the significant problems with billing from Sefton were already a big problem.
- Several mentioned the potential for other options for delivering the service such a parents and carers getting together to provide the service, but were very concerned about the additional responsibility and additional pressures this would place on carers.
- Several commented on the huge stress that carers were already under and these proposals were going to make it even more difficult to cope at the expense of people who are vulnerable and often unable to stand up for themselves.

Note some had refused to complete/discuss the questionnaire directly as it was felt the options were a “Hobson’s Choice”.

As part of the engagement process a number of social care forums have commented on the proposals. In relation to the specific transport proposals the Older Person’s Forums have submitted the following comment as a group:

“The Forums believe that specialist transport services are vital and must be continued and certainly not reduced (E2.3). The Forum is opposed to raising charges for specialist transport services (E2.4).”

The detailed group response from the forums is included in Appendix 3.

As part of the engagement process partner organisations were also offered the opportunity to comment on the proposals if appropriate. One Vision Housing submitted a detailed response and this is included in Appendix 4. Their summary response was:

“The proposals to either cease the work of the specialised transport unit or to increase the cost of this service direct to clients will have an immediate impact on service users.”

Equality & Diversity Impact Overview

The diversity monitoring forms and internal case management data were used to assess the potential for disproportionate impacts that changes to the service might have on specific groups.

Overall in general:

- All geographic areas would be similarly affected by any changes. Between 10 and 16 percent of respondents live in L20 (Bootle), L23 (Crosby), L31 (Maghull), and PR8 (Southport) respectively.
- There is a slight gender bias in respondents (57% female, 43% male) and thus changes would potentially have slightly more impact on women than men.
- There is a significant age bias to respondents with 52% of respondents aged 70 or over. Changes have the potential to have a disproportionate impact on the elderly.
- All client groups would be similarly affected by any changes. Between 10 and 19 percent of respondents were described as having a physical disability, learning disability, visual impairment, mental health issue, or long-term illness.
- There is a significant ‘self-reported disability’ bias with 80% of respondents describing themselves as disabled. Changes have the potential to have a disproportionate impact on this group if not properly managed.

- Responses indicate that overall any changes would not have disproportionate impacts on specific religious, ethnic, sexual orientation, or gender-reassigned groups compared to the overall population demographics in Sefton.

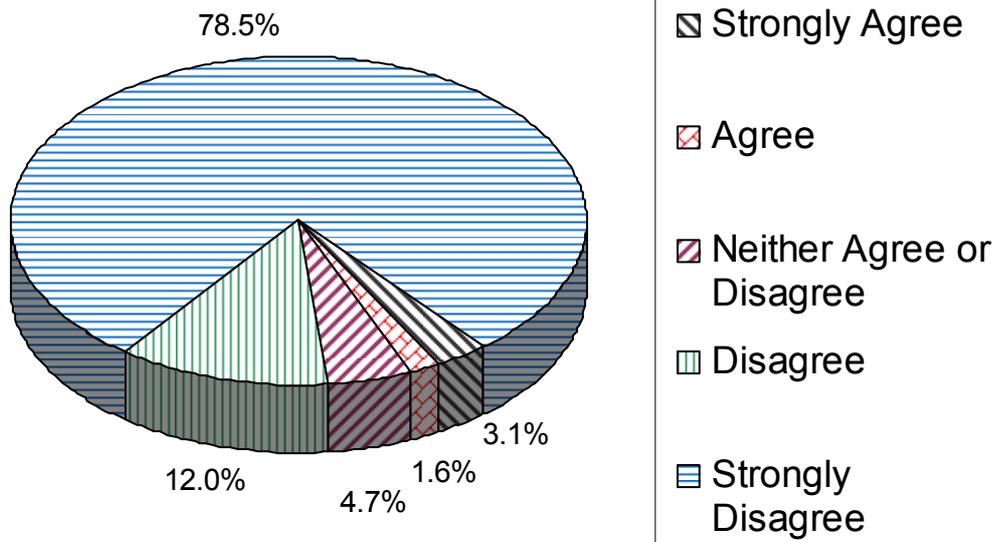
Additional details cross-tabulating key question answers with the numbers answering from key equality and diversity areas can be found in Appendix 2.

Detailed Questionnaire Responses

Q1 – To what extent do you agree with option one – cease provision of transport for adults attending day services? (For those sent a standard form)

	Number	Percentage
Strongly Agree	6	3.1%
Agree	3	1.6%
Neither Agree or Disagree	9	4.7%
Disagree	23	12.0%
Strongly Disagree	150	78.5%
Totals	191	100.0%

Q1. To what extent do you agree with option one - cease provision of transport for adults attending day services?



This table cross-tabulates the responses in question 1 (above) by some key 'protected characteristics' for the survey sample.

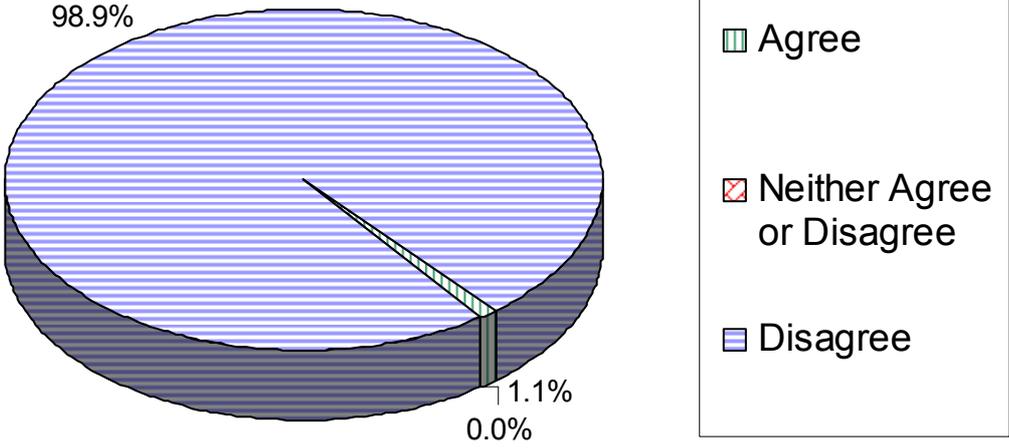
	Strongly Agree		Agree		Neither		Disagree		Strongly Disagree		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Disability												
Physical impairment	1	0.3	2	0.6	2	0.6	8	2.4	80	23.9	93	27.8
Visual impairment	0		0		1	0.3	5	1.5	33	9.9	39	11.6
Learning difficulty	1	0.3	0		2	0.6	5	1.5	7	2.1	15	4.5
Hearing impairment / deaf	0		0		2	0.6	4	1.2	33	9.9	39	11.6
Mental health / mental distress	2	0.6	0		3	0.9	5	1.5	36	10.7	46	13.7
long term illness	2	0.6	0		2	0.6	6	1.8	54	16.1	64	19.1
Other	2	0.6	0		0		3	0.9	34	10.1	39	11.6
Total	8	2.4	2	0.6	12	3.6	36	10.7	277	82.7	335	100
Gender												
Male	3	1.8	1	0.6	4	2.4	5	3.0	49	29.2	62	36.9
Female	3	1.8	2	1.2	2	1.2	14	8.3	85	50.6	106	63.1
Total	6	3.6	3	1.8	6	3.6	19	11.3	134	79.8	168	100.0
Age												
18-29							1	0.7			1	0.7
30-39											0	0.0
40-49							1	0.7	8	5.2	9	5.9
50-59					1	0.7			10	6.5	11	7.2
60-69	2	1.3			1	0.7	1	0.7	12	7.8	16	10.5
70+	2	1.3	1	0.7	3	2.0	12	7.8	98	64.1	116	75.8
Total	4	2.6	1	0.7	5	3.3	15	9.8	128	83.7	153	100.0

Note: Clients with learning difficulties were provided with an 'easy read' version of the questionnaire and the question answers were slightly different. The analysis for these clients is below.

Q1 – To what extent do you agree with option one – cease provision of transport for adults attending day services? (For those sent an Easy Read form)

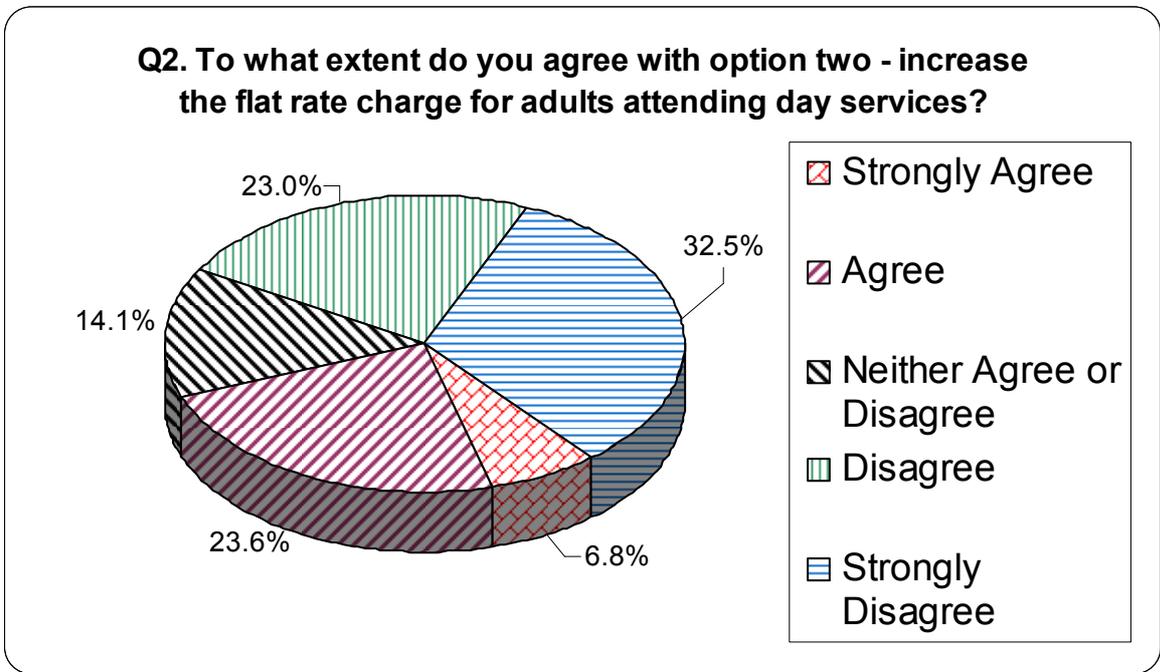
	Number	Percentage
Agree	1	1.1%
Neither Agree or Disagree	0	0.0%
Disagree	86	98.9%
Totals	87	100.0%

Q1. To what extent do you agree with option one - cease provision of transport for adults attending day services?



Q2. To what extent do you agree with option two - increase the flat rate charge for adults attending day services? (For those sent a standard form)

	Number	Percentage
Strongly Agree	13	6.8%
Agree	45	23.6%
Neither Agree or Disagree	27	14.1%
Disagree	44	23.0%
Strongly Disagree	62	32.5%
Totals	191	100.0%



This table cross-tabulates the responses in question 2 (above) by some key 'protected characteristics' for the survey sample.

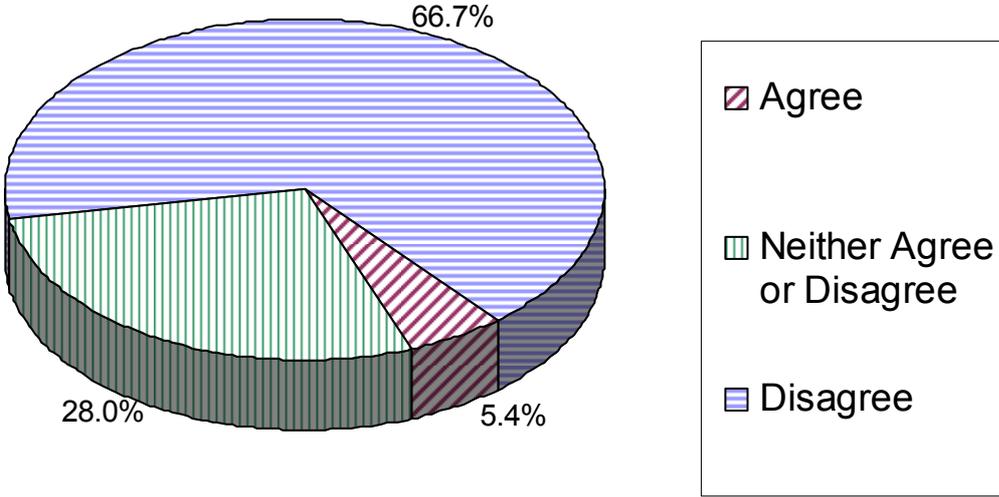
	Strongly Agree		Agree		Neither		Disagree		Strongly Disagree		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Disability												
Physical impairment	7	2.1	25	7.5	13	3.9	16	4.8	34	10.2	95	28.4
Visual impairment	2	0.6	7	2.1	6	1.8	10	3.0	14	4.2	39	11.7
Learning difficulty	1	0.3	2	0.6	3	0.9	4	1.2	5	1.5	15	4.5
Hearing impairment / deaf	3	0.9	6	1.8	4	1.2	11	3.3	15	4.5	39	11.7
Mental health / mental distress	3	0.9	11	3.3	4	1.2	12	3.6	16	4.8	46	13.8
long term illness	3	0.9	15	4.5	11	3.3	10	3.0	24	7.2	63	18.9
Other	2	0.6	9	2.7	5	1.5	10	3.0	11	3.3	37	11.1
Total	21	6.3	75	22.5	46	13.8	73	21.9	119	35.6	334	100.0
Gender												
Male	1	0.6	18	10.7	10	6.0	9	5.4	22	13.1	60	35.7
Female	10	6.0	24	14.3	13	7.7	27	16.1	34	20.2	108	64.3
Total	11	6.5	42	25.0	23	13.7	36	21.4	56	33.3	168	100.0
Age												
18-29							1	0.6			1	0.6
30-39											0	0.0
40-49					2	1.3	1	0.6	6	3.9	9	5.8
50-59	1	0.6	4	2.6	2	1.3			4	2.6	11	7.1
60-69			6	3.9	4	2.6	2	1.3	3	1.9	15	9.7
70+	10	6.5	32	20.8	13	8.4	25	16.2	38	24.7	118	76.6
Total	11	7.1	42	27.3	21	13.6	29	18.8	51	33.1	154	100.0

Note: Clients with learning difficulties were provided with an 'easy read' version of the questionnaire and the question answers were slightly different. The analysis for these clients is below.

Q2. To what extent do you agree with option two - increase the flat rate charge for adults attending day services? (For those sent a learning disability form)

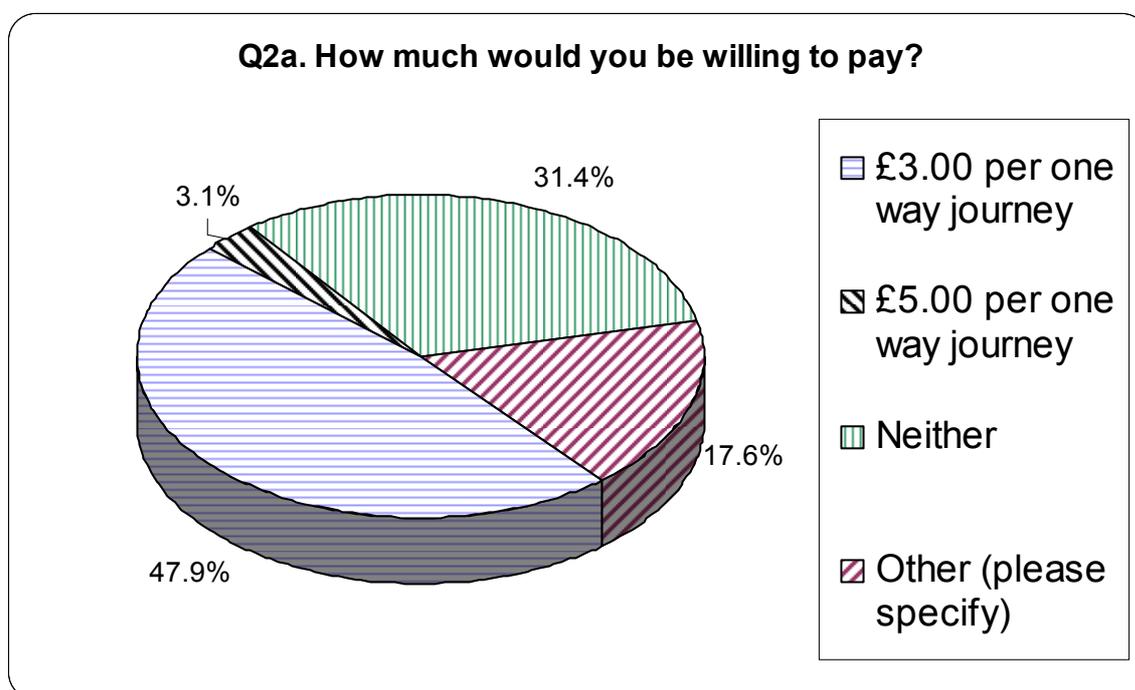
	Number	Percentage
Agree	5	5.4%
Neither Agree or Disagree	26	28.0%
Disagree	62	66.7%
Totals	93	100.0%

Q2. To what extent do you agree with option two - increase the flat rate charge for adults attending day services?



Q2a. How much would you be willing to pay?

	Number	Percentage
£3.00 per one way journey	125	58.1%
£5.00 per one way journey	8	3.7%
Neither	82	38.1%
Other (please specify)	46	21.4%
Totals	215	100.0%



A majority of users (58.1%) indicated a preference of £3.00 per one way journey. Only 8 users (3.7%) said they were prepared to pay £5.00 per journey.

82 users (38.1%) said that neither value was agreeable.

Of the 46 service users (21.4%) who commented in the other field 33 of these specified a value. These are as follows:

1 user £1.25; 11 users £1.50; 1 user £1.57; 1 user £1.62; 1 user £1.80; 15 users £2.00; 1 user £2.50.

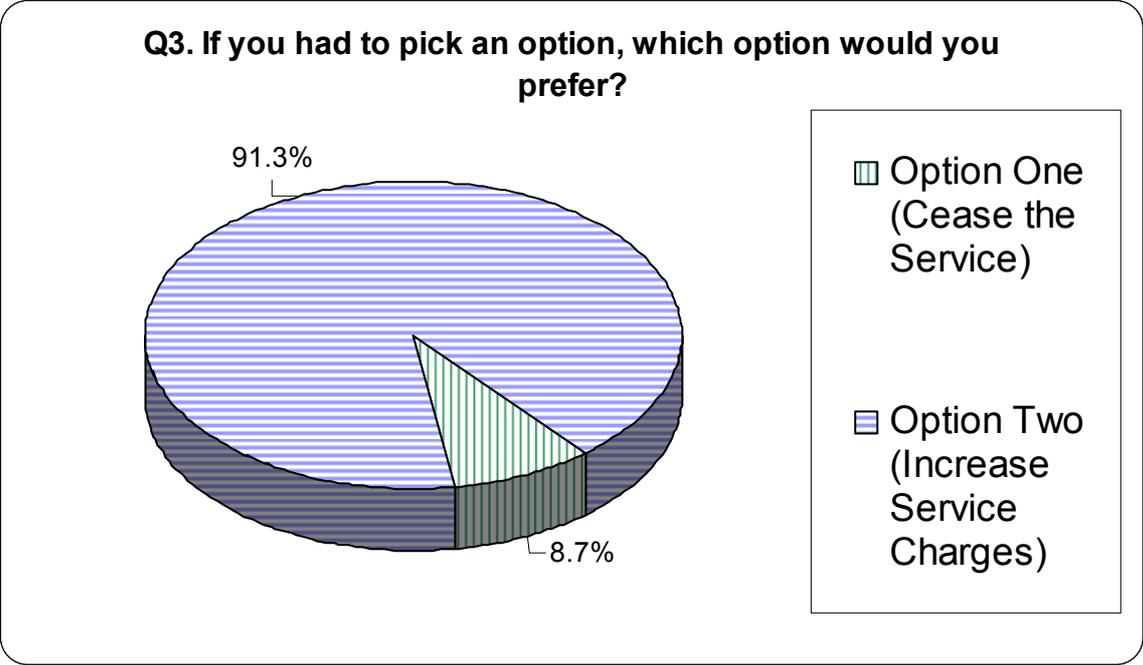
(Please note, for consistency, the values stated are per one way journey)

This table cross-tabulates the responses in question 2a (above) by some key 'protected characteristics' for the survey sample.

	£3.00 per journey		£5.00 per journey		Neither		Total	
	No.	%	No.	%	No.	%	No.	%
Disability								
Physical impairment	48	13.0	4	1.1	25	6.8	77	20.9
Visual impairment	22	6.0	2	0.5	15	4.1	39	10.6
Learning difficulty	36	9.8	1	0.3	27	7.3	64	17.3
Hearing impairment / deaf	18	4.9	2	0.5	15	4.1	35	9.5
Mental health / mental distress	34	9.2	2	0.5	16	4.3	52	14.1
long term illness	32	8.7	2	0.5	23	6.2	57	15.4
Other	22	6.0	2	0.5	21	5.7	45	12.2
Total	212	57.5	15	4.1	142	38.5	369	100.0
Gender								
Male	42	22.3	1	0.5	38	20.2	81	43.1
Female	63	33.5	6	3.2	38	20.2	107	56.9
Total	105	55.9	7	3.7	76	40.4	188	100.0
Age								
18-29	6	3.3			6	3.3	12	6.6
30-39	3	1.6	1	0.5	9	4.9	13	7.1
40-49	15	8.2			14	7.7	29	15.8
50-59	10	5.5	1	0.5	6	3.3	17	9.3
60-69	11	6.0			7	3.8	18	9.8
70+	56	30.6	5	2.7	33	18.0	94	51.4
Total	101	55.2	7	3.8	75	41.0	183	100.0

Q3. If you had to pick an option, which option would you prefer?

	Number	Percentage
Option One (Cease the Service)	20	8.7%
Option Two (Increase Service Charges)	211	91.3%
Totals	231	100.0%



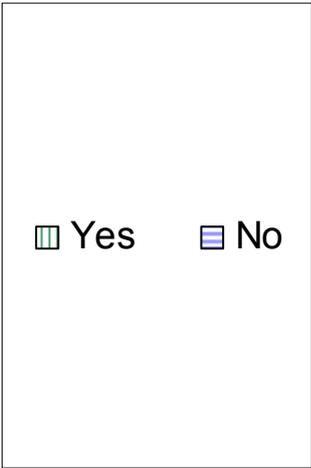
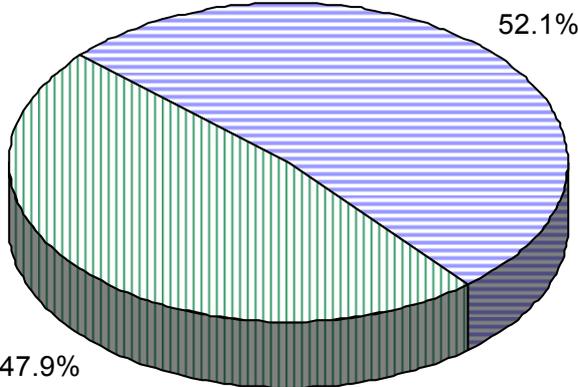
This table cross-tabulates the responses in question 3 (above) by some key 'protected characteristics' for the survey sample

	Cease the service		Increase service charge		Total	
	No.	%	No.	%	No.	%
Disability						
Physical impairment	9	2.3	71	18.5	80	20.8
Visual impairment	5	1.3	36	9.4	41	10.7
Learning difficulty	7	1.8	66	17.2	73	19.0
Hearing impairment / deaf	1	0.3	32	8.3	33	8.6
Mental health / mental distress	7	1.8	51	13.3	58	15.1
long term illness	4	1.0	46	12.0	50	13.0
Other	1	0.3	48	12.5	49	12.8
Total	34	8.9	350	91.1	384	100.0
Gender						
Male	10	4.9	65	32.0	75	36.9
Female	9	4.4	119	58.6	128	63.1
Total	19	9.4	184	90.6	203	100.0
Age						
18-29			12	6.2	12	6.2
30-39	5	2.6	7	3.6	12	6.2
40-49	2	1.0	29	14.9	31	15.9
50-59	1	0.5	21	10.8	22	11.3
60-69	4	2.1	12	6.2	16	8.2
70+	4	2.1	98	50.3	102	52.3
Total	16	8.2	179	91.8	195	100.0

Q4. Would an increase in transport charges deter you from using the service?

	Number	Percentage
Yes	134	47.9%
No	146	52.1%
Totals	280	100.0%

Q4. Would an increase in transport charges deter you from using the service?



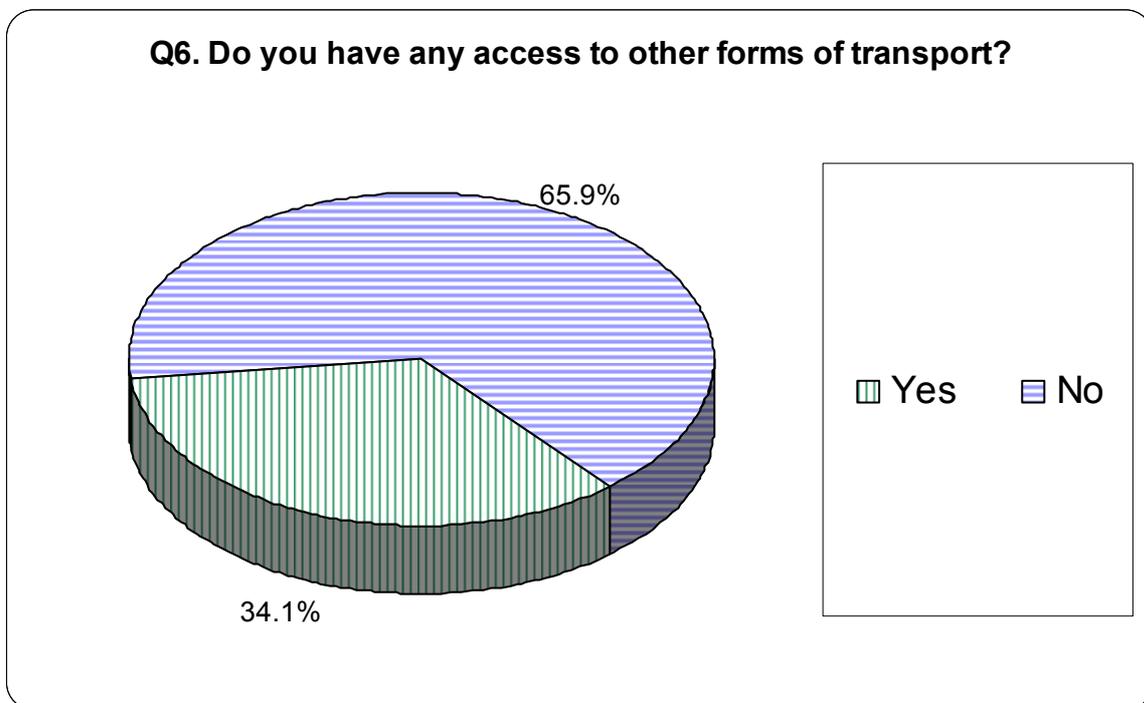
This table cross-tabulates the responses in question 4 (above) by some key 'protected characteristics' for the survey sample

	Yes		No.		Total	
	No.	%	No.	%	No.	%
Disability						
Physical impairment	47	10.2	48	10.4	95	20.7
Visual impairment	22	4.8	28	6.1	50	10.9
Learning difficulty	43	9.3	45	9.8	88	19.1
Hearing impairment / deaf	25	5.4	20	4.3	45	9.8
Mental health / mental distress	25	5.4	36	7.8	61	13.3
long term illness	34	7.4	30	6.5	64	13.9
Other	28	6.1	29	6.3	57	12.4
Total	224	48.7	236	51.3	460	100.0
Gender						
Male	51	21.1	50	20.7	101	41.7
Female	64	26.4	77	31.8	141	58.3
Total	115	47.5	127	52.5	242	100.0
Age						
18-29	8	3.4	6	2.6	14	6.0
30-39	10	4.3	5	2.2	15	6.5
40-49	19	8.2	23	9.9	42	18.1
50-59	8	3.4	14	6.0	22	9.5
60-69	9	3.9	12	5.2	21	9.1
70+	54	23.3	64	27.6	118	50.9
Total	108	46.6	124	53.4	232	100.0

Note Q5 required a comment only response and these can be found in Appendix 5

Q6. Do you have any access to other forms of transport?

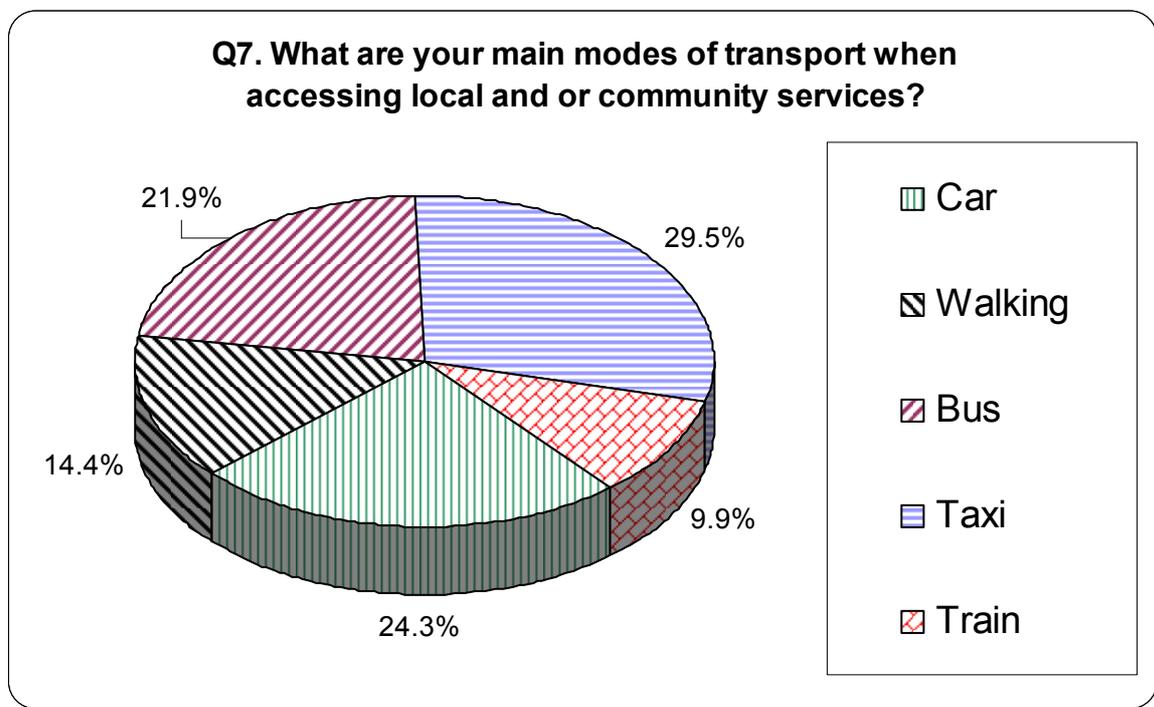
	Number	Percentage
Yes	100	34.1%
No	193	65.9%
Totals	293	100.0%



Q7. What are your main modes of transport when accessing local and or community services?

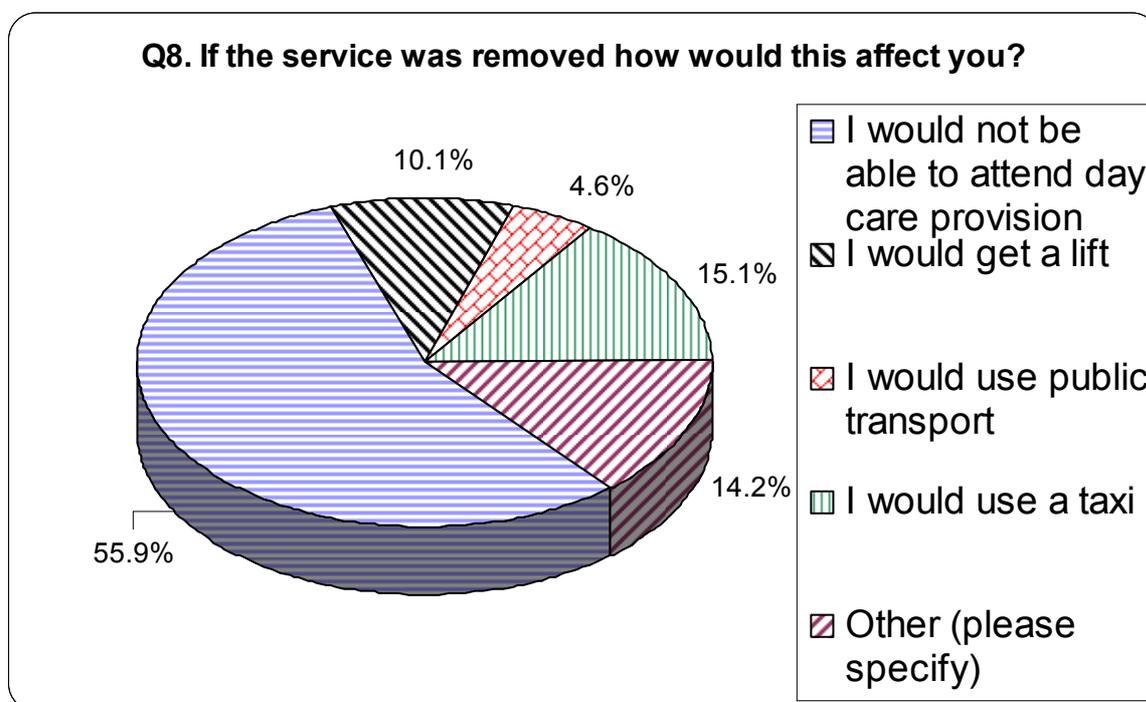
	Number	Percentage
Car	93	24.3%
Walking	55	14.4%
Bus	84	21.9%
Taxi	113	29.5%
Train	38	9.9%
Totals	383	100.0%

Note: respondents were able to tick more than one option



Q8. If the service was removed how would this affect you?

	Number	Percentage
I would not be able to attend day care provision	193	55.9%
I would get a lift	35	10.1%
I would use public transport	16	4.6%
I would use a taxi	52	15.1%
Other (please specify)	49	14.2%
Totals	345	100.0%



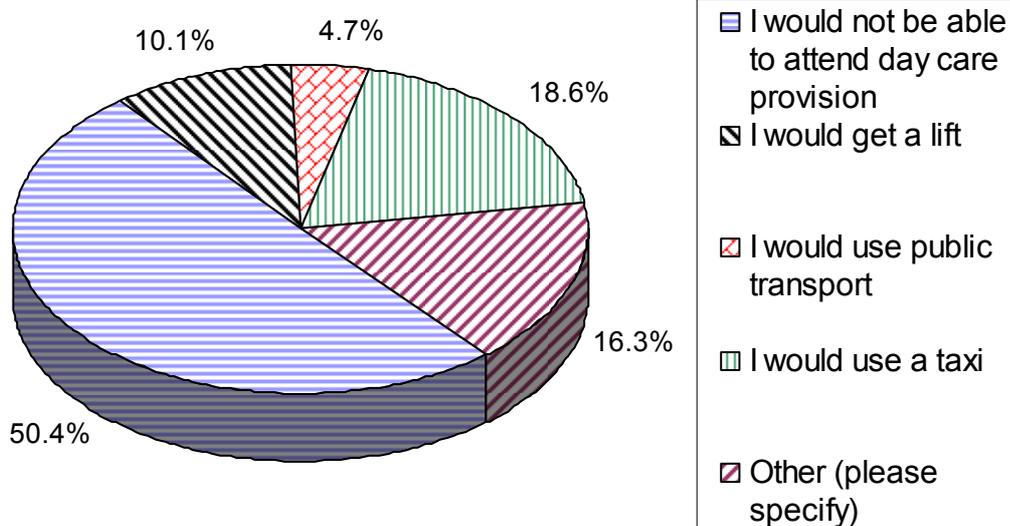
This table cross-tabulates the responses in question 8 (above) by some key 'protected characteristics' for the survey sample

	Would not be able to attend day car		I would get a lift		I would use public transport		I would use a taxi		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Disability												
Physical impairment	73	13.1	9	1.6	1	0.2	16	2.9	16	2.9	115	20.7
Visual impairment	38	6.8	1	0.2	3	0.5	9	1.6	8	1.4	59	10.6
Learning difficulty	57	10.3	8	1.4	8	1.4	17	3.1	14	2.5	104	18.7
Hearing impairment / deaf	31	5.6	3	0.5	2	0.4	10	1.8	10	1.8	56	10.1
Mental health / mental distress	41	7.4	12	2.2	2	0.4	9	1.6	11	2.0	75	13.5
long term illness	46	8.3	9	1.6	4	0.7	11	2.0	12	2.2	82	14.7
Other	47	8.5	2	0.4	4	0.7	6	1.1	6	1.1	65	11.7
Total	333	59.9	44	7.9	24	4.3	78	14.0	77	13.8	556	100.0
Gender												
Male	62	20.9	9	3.0	12	4.0	20	6.7	16	5.4	119	40.1
Female	110	37.0	14	4.7	4	1.3	25	8.4	25	8.4	178	59.9
Total	172	57.9	23	7.7	16	5.4	45	15.2	41	13.8	297	100.0
Age												
18-29	12		3		1		1	0.4	4		21	0.4
30-39	6		1		4		3		1		15	0.0
40-49	16		3		3	1.1	7	2.6	8	3.0	37	6.6
50-59	14	5.2		0.0	2	0.7	6		5	1.8	27	7.7
60-69	12		4	1.5	2	0.7	4	1.5	4	1.5	26	5.2
70+	90	33.2	12	4.4	3	1.1	21	7.7	19	7.0	145	53.5
Total	150	38.4	23	5.9	15	3.7	42	12.2	41	13.3	271	73.4

Q9. If service charges increased for transport services to £3.00 per journey, how would this affect you? (for those sent a standard form)

	Number	Percentage
I would not be able to attend day care provision	65	50.4%
I would get a lift	13	10.1%
I would use public transport	6	4.7%
I would use a taxi	24	18.6%
Other (please specify)	21	16.3%
Totals	129	100.0%

Q9. If service charges increased for transport services to £3.00 per journey, how would this affect you?



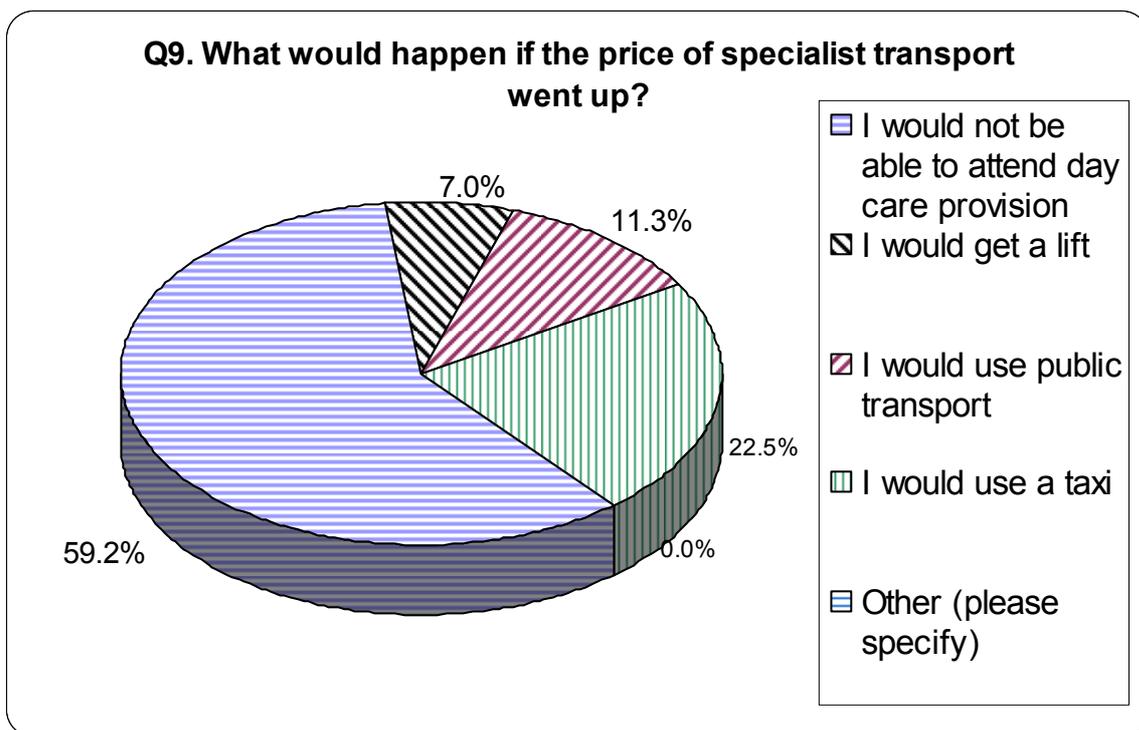
This table cross-tabulates the responses in question 9 (above) by some key 'protected characteristics' for the survey sample

	Would not be able to attend day car		I would get a lift		I would use public transport		I would use a taxi		Other		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Disability												
Physical impairment	37	11.3	7	2.1			9	2.7	39	11.9	92	28.0
Visual impairment	13	4.0	1	0.3	2	0.6	4	1.2	17	5.2	37	11.3
Learning difficulty	6	1.8			1	0.3	4	1.2	4	1.2	15	4.6
Hearing impairment / deaf	14	4.3	1	0.3	1	0.3	4	1.2	17	5.2	37	11.3
Mental health / mental distress	17	5.2	2	0.6	3	0.9	6	1.8	22	6.7	50	15.2
long term illness	22	6.7	4	1.2	4	1.2	8	2.4	23	7.0	61	18.6
Other	13	4.0	1	0.3	2	0.6	3	0.9	17	5.2	36	11.0
Total	122	37.2	16	4.9	13	4.0	38	11.6	139	42.4	328	100.0
Gender												
Male	21	13.0	5	3.1	4	2.5	11	6.8	19	11.7	60	37.0
Female	35	21.6	6	3.7	2	1.2	10	6.2	49	30.2	102	63.0
Total	56	34.6	11	6.8	6	3.7	21	13.0	68	42.0	162	100.0
Age												
18-29												
30-39												
40-49	3	2.0	2	1.3	1	0.7	2	1.3	1	0.7	9	6.0
50-59	1	0.7			1	0.7	1	0.7	7	4.7	10	6.7
60-69	4	2.7	3	2.0	1	0.7	2	1.3	7	4.7	17	11.4
70+	44	29.5	5	3.4	2	1.3	11	7.4	51	34.2	113	75.8
Total	52	34.9	10	6.7	5	3.4	16	10.7	66	44.3	149	100.0

Note: Clients with learning difficulties were provided with an 'easy read' version of the questionnaire and the question answers were slightly different. The analysis for these clients is below.

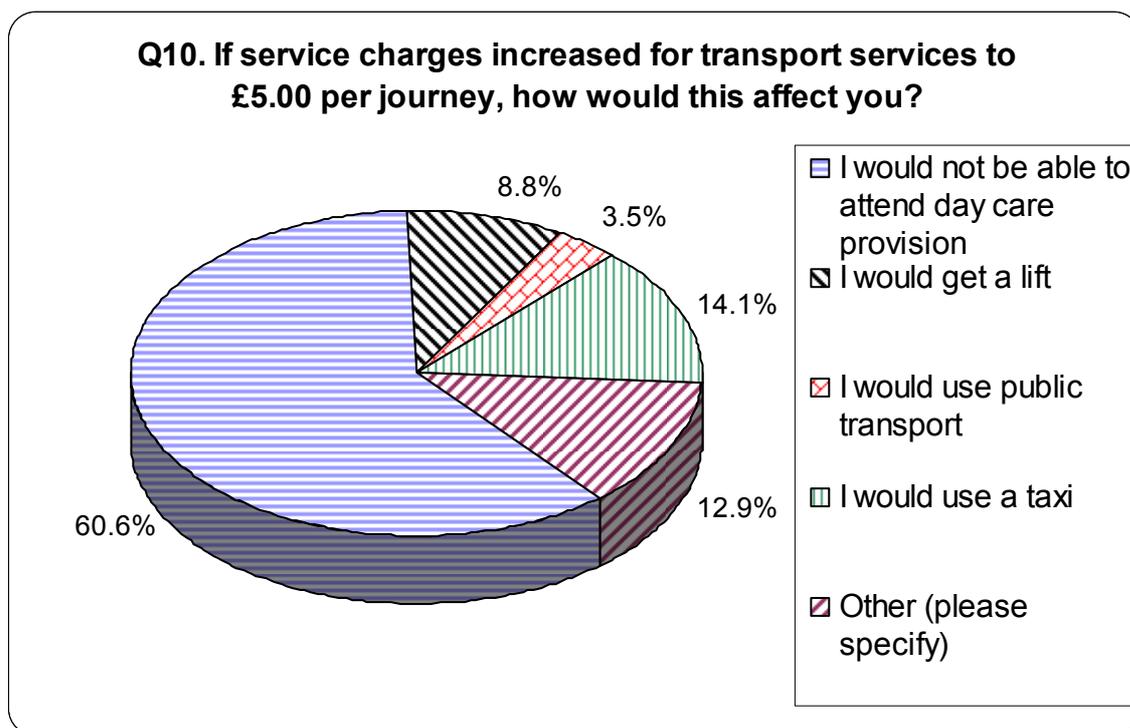
Q9. What would happen if the price of specialist transport went up? (for those sent an Easy Read form)

	Number	Percentage
I would not be able to attend day care provision	42	59.2%
I would get a lift	5	7.0%
I would use public transport	8	11.3%
I would use a taxi	16	22.5%
Other (please specify)	0	0.0%
Totals	71	100.0%



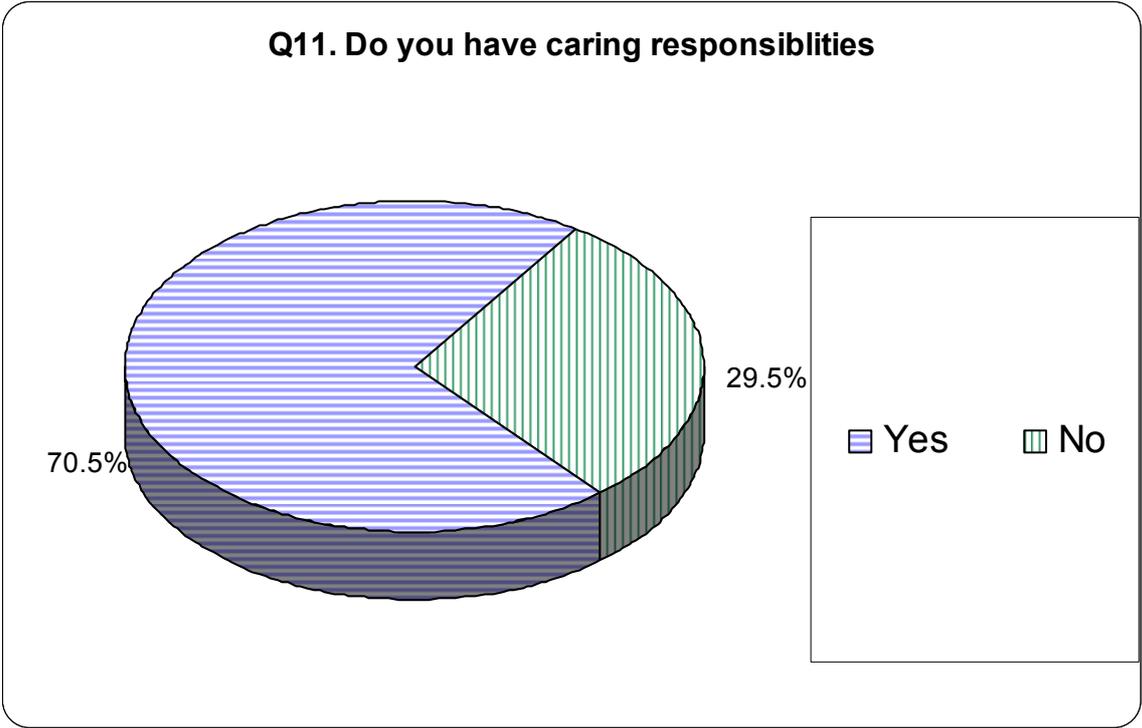
Q10. If service charges increased for transport services to £5.00 per journey, how would this affect you?

	Number	Percentage
I would not be able to attend day care provision	103	60.6%
I would get a lift	15	8.8%
I would use public transport	6	3.5%
I would use a taxi	24	14.1%
Other (please specify)	22	12.9%
Totals	170	100.0%



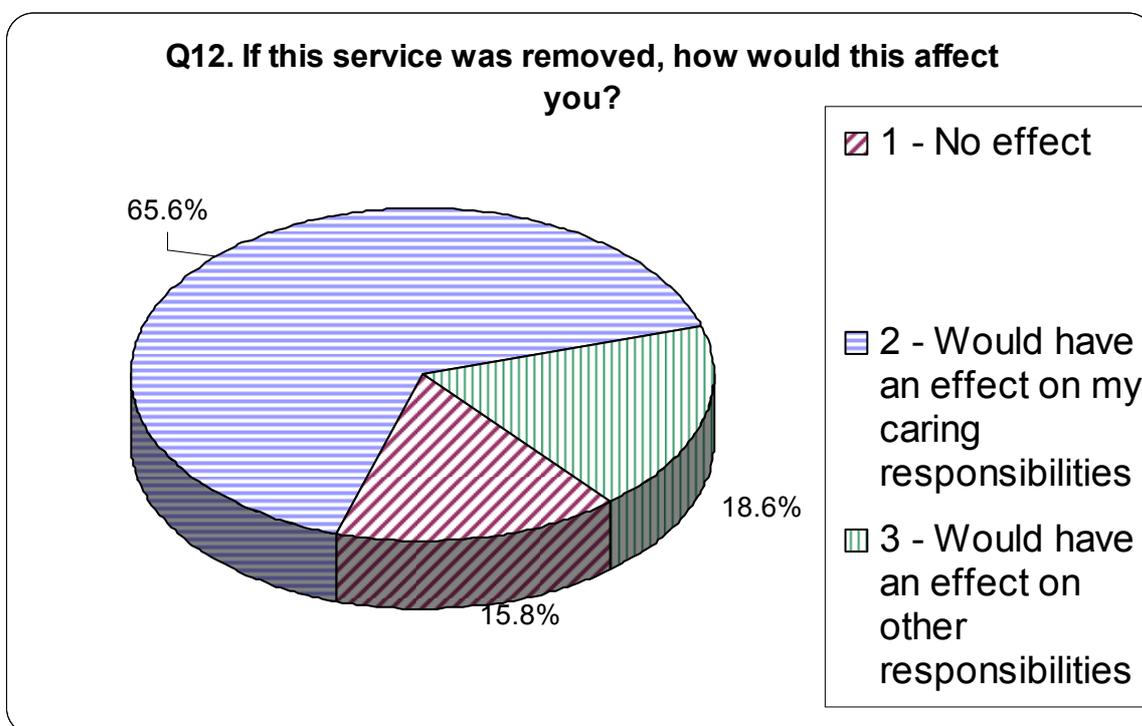
Q11. Do you have caring responsibilities

	Number	Percentage
Yes	237	70.5%
No	99	29.5%
Totals	336	100.0%



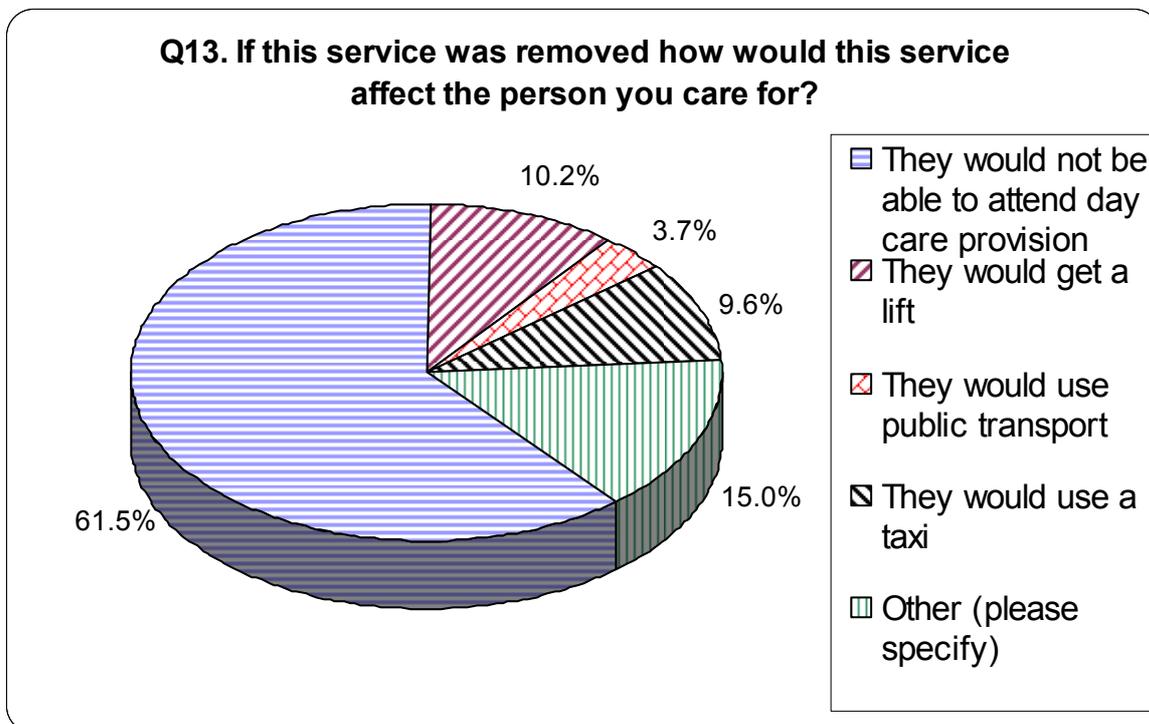
Q12. If this service was removed, how would this affect you?

	Number	Percentage
1 - No effect	39	15.8%
2 - Would have an effect on my caring responsibilities	162	65.6%
3 - Would have an effect on other responsibilities	46	18.6%
Totals	247	100.0%



Q13. If this service was removed how would this service affect the person you care for?

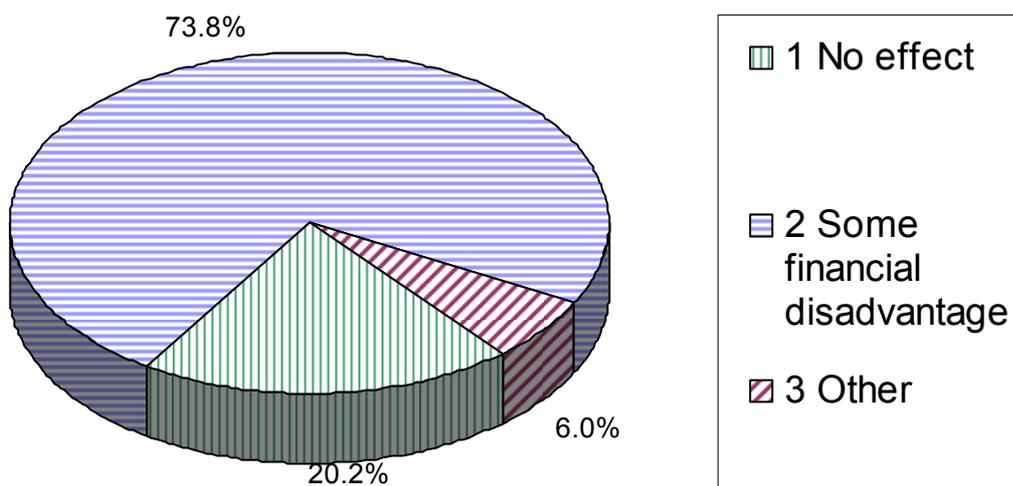
	Number	Percentage
They would not be able to attend day care provision	115	61.5%
They would get a lift	19	10.2%
They would use public transport	7	3.7%
They would use a taxi	18	9.6%
Other (please specify)	28	15.0%
Totals	187	100.0%



Q14. If there was an increase in transport charges what effect would this have on you?

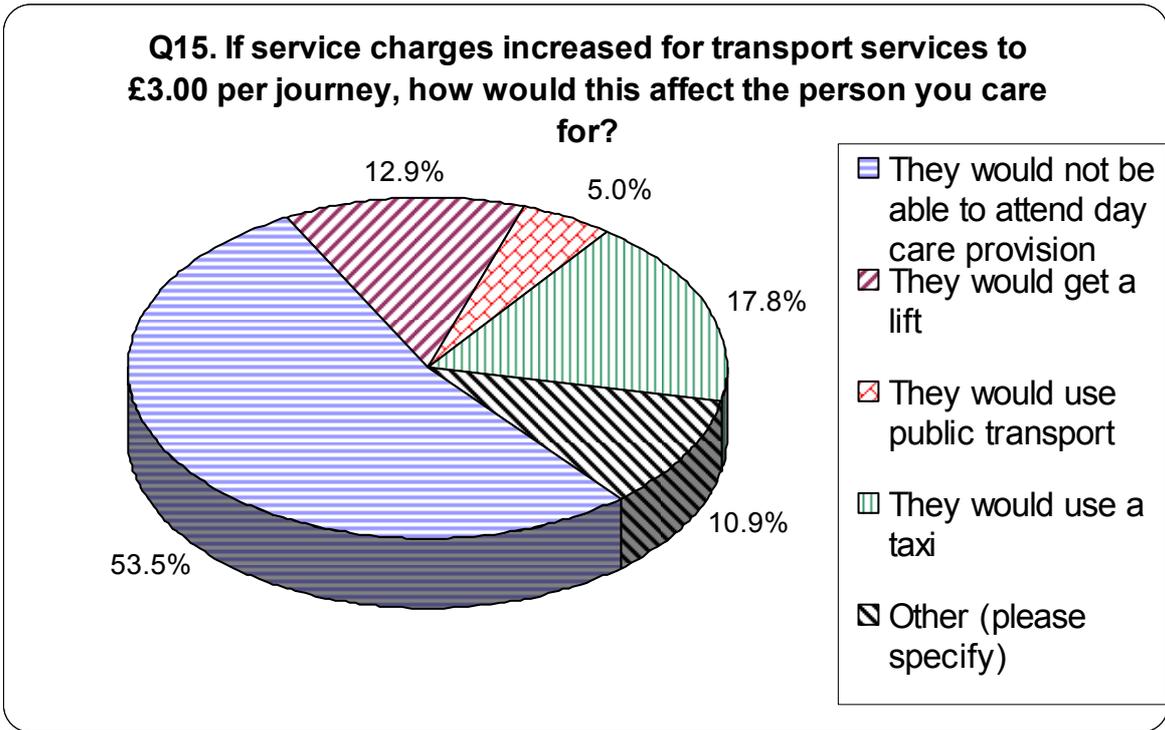
	Number	Percentage
1 No effect	47	20.2%
2 Some financial disadvantage	172	73.8%
3 Other	14	6.0%
Totals	233	100.0%

Q14. If there was an increase in transport charges what effect would this have on you?



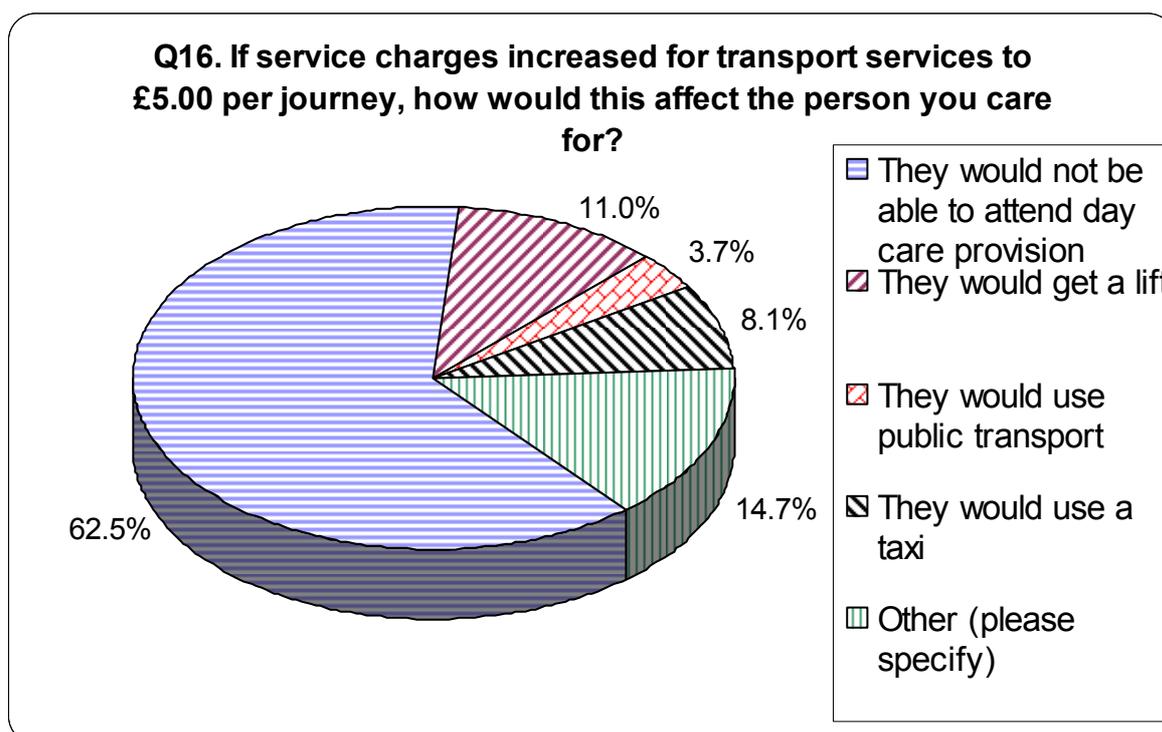
Q15. If service charges increased for transport services to £3.00 per journey, how would this affect the person you care for?

	Number	Percentage
They would not be able to attend day care provision	54	53.5%
They would get a lift	13	12.9%
They would use public transport	5	5.0%
They would use a taxi	18	17.8%
Other (please specify)	11	10.9%
Totals	101	100.0%



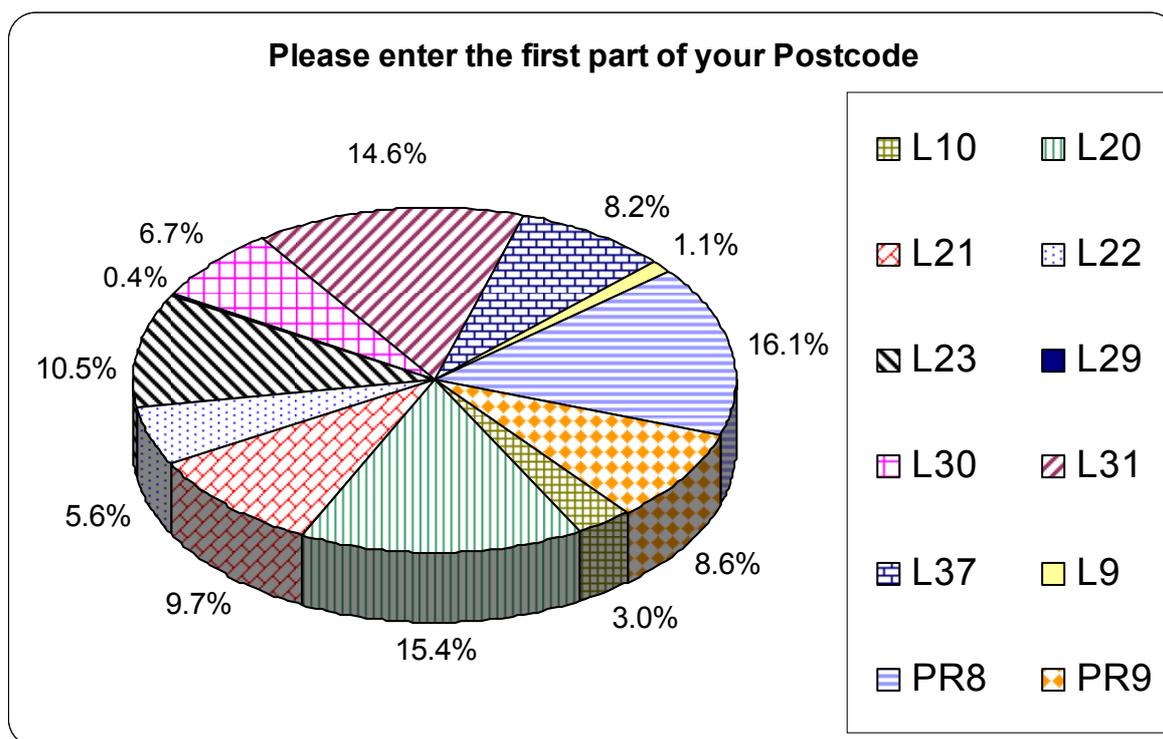
Q16. If service charges increased for transport services to £5.00 per journey, how would this affect the person you care for?

	Number	Percentage
They would not be able to attend day care provision	85	62.5%
They would get a lift	15	11.0%
They would use public transport	5	3.7%
They would use a taxi	11	8.1%
Other (please specify)	20	14.7%
Totals	136	100.0%



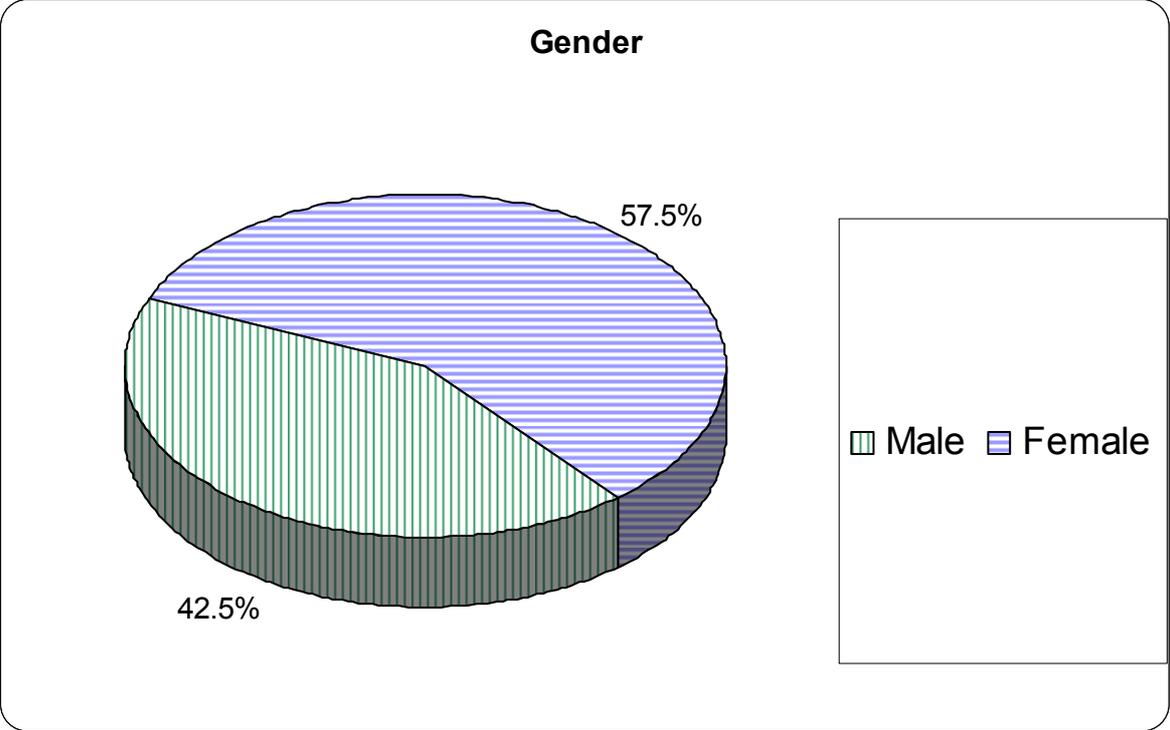
Please enter the first part of your Postcode

	Number	Percentage
L10	8	3.0%
L20	41	15.4%
L21	26	9.7%
L22	15	5.6%
L23	28	10.5%
L29	1	0.4%
L30	18	6.7%
L31	39	14.6%
L37	22	8.2%
L9	3	1.1%
PR8	43	16.1%
PR9	23	8.6%
	267	100.0%



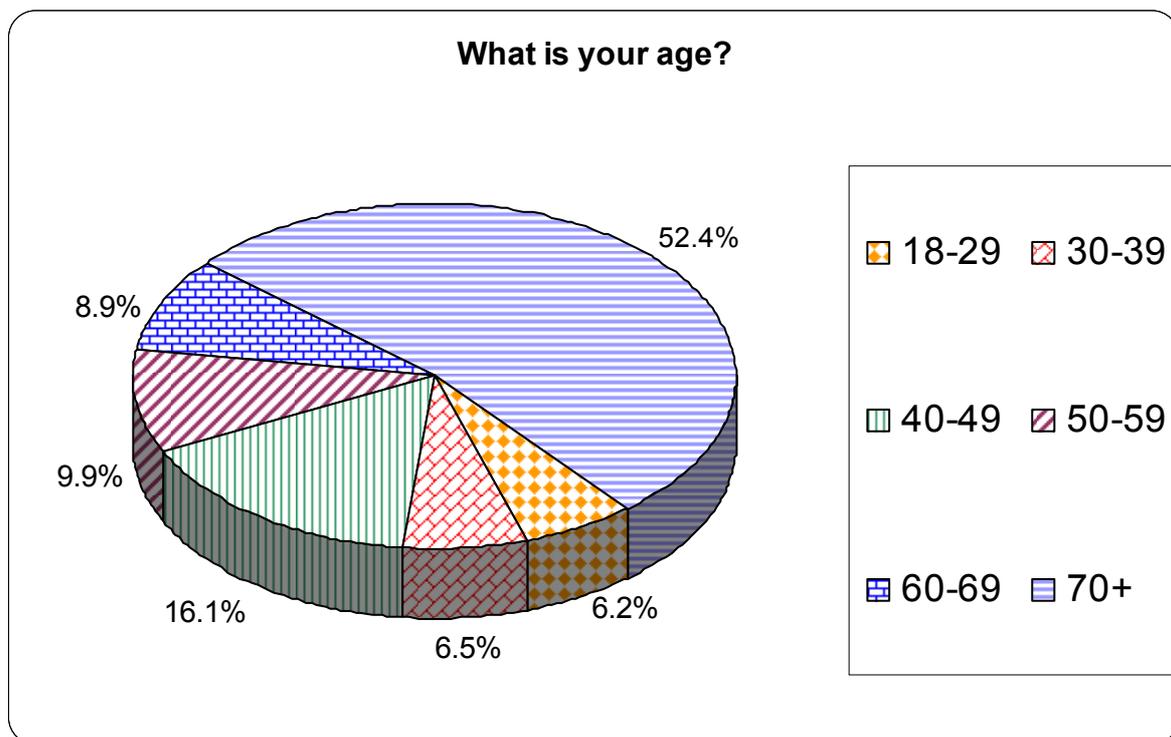
Gender

	Number	Percentage
Male	130	42.5%
Female	176	57.5%
Totals	306	100.0%



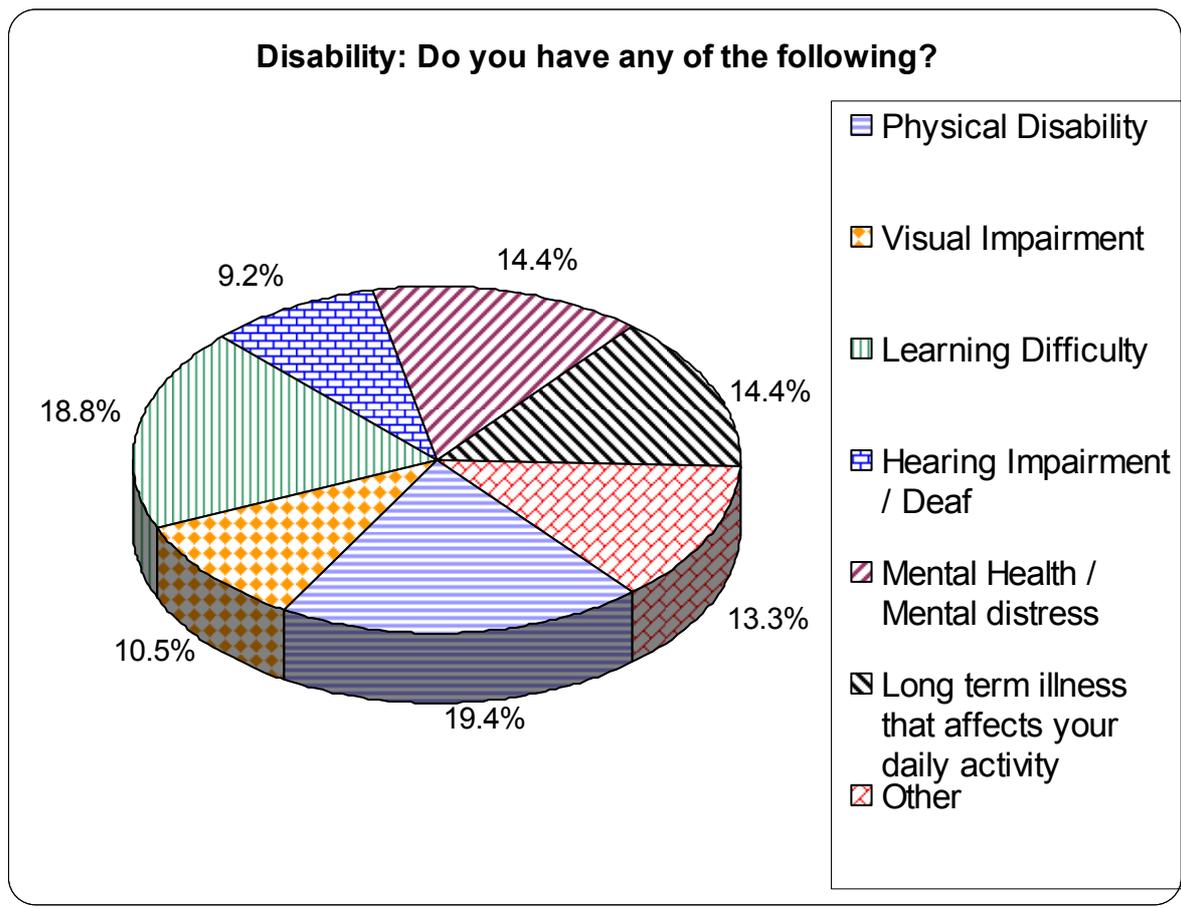
What is your age?

	Number	Percentage
18-29	18	6.2%
30-39	19	6.5%
40-49	47	16.1%
50-59	29	9.9%
60-69	26	8.9%
70+	153	52.4%
	292	100.0%



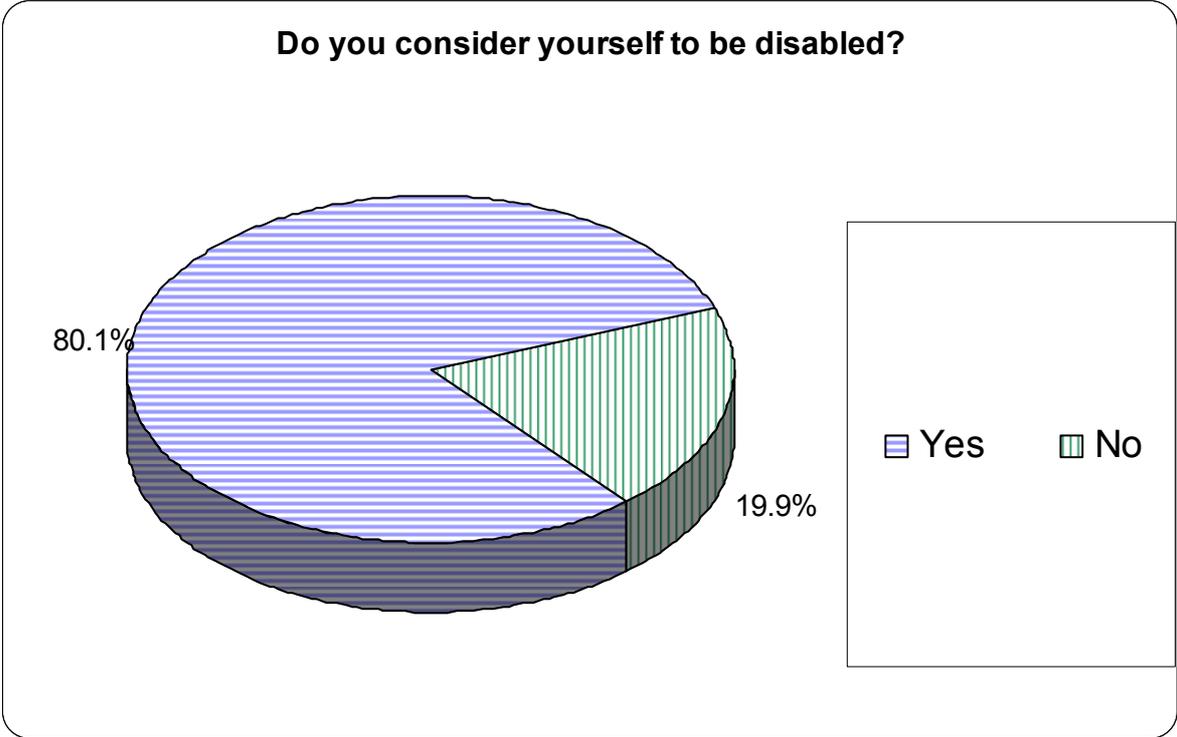
Disability: Do you have any of the following?

	Number	Percentage
Physical Disability	109	19.4%
Visual Impairment	59	10.5%
Learning Difficulty	106	18.8%
Hearing Impairment / Deaf	52	9.2%
Mental Health / Mental distress	81	14.4%
Long term illness that affects your daily activity	81	14.4%
Other	75	13.3%
Totals	563	100.0%



Do you consider yourself to be disabled?

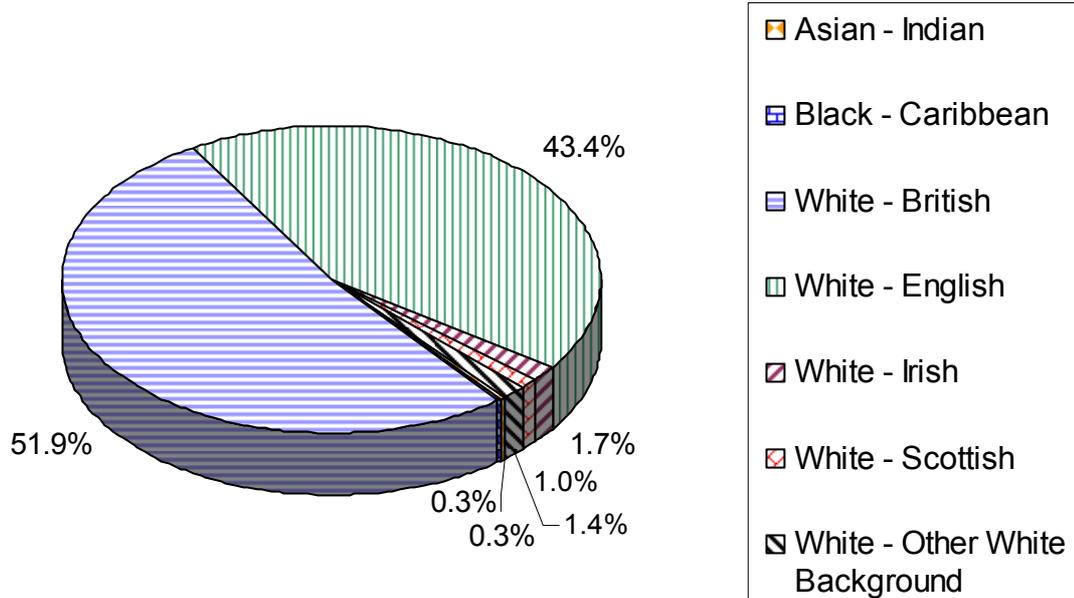
	Number	Percentage
Yes	230	80.1%
No	57	19.9%
Totals	287	100.0%



Which of these options best describes your ethnic background?

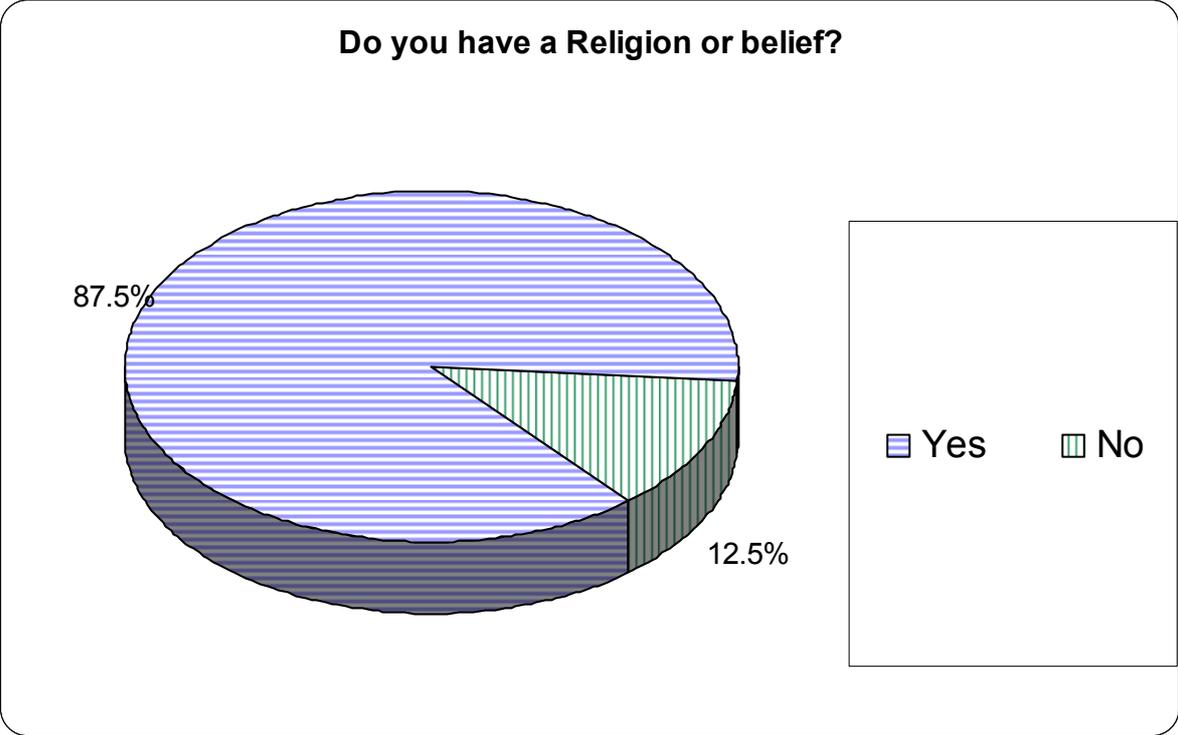
	Number	Percentage
Asian - Indian	1	0.3%
Black - Caribbean	1	0.3%
White - British	153	51.9%
White - English	128	43.4%
White - Irish	5	1.7%
White - Scottish	3	1.0%
White - Other White Background	4	1.4%
Totals	295	100.0%

Which of these options best describes your ethnic background?



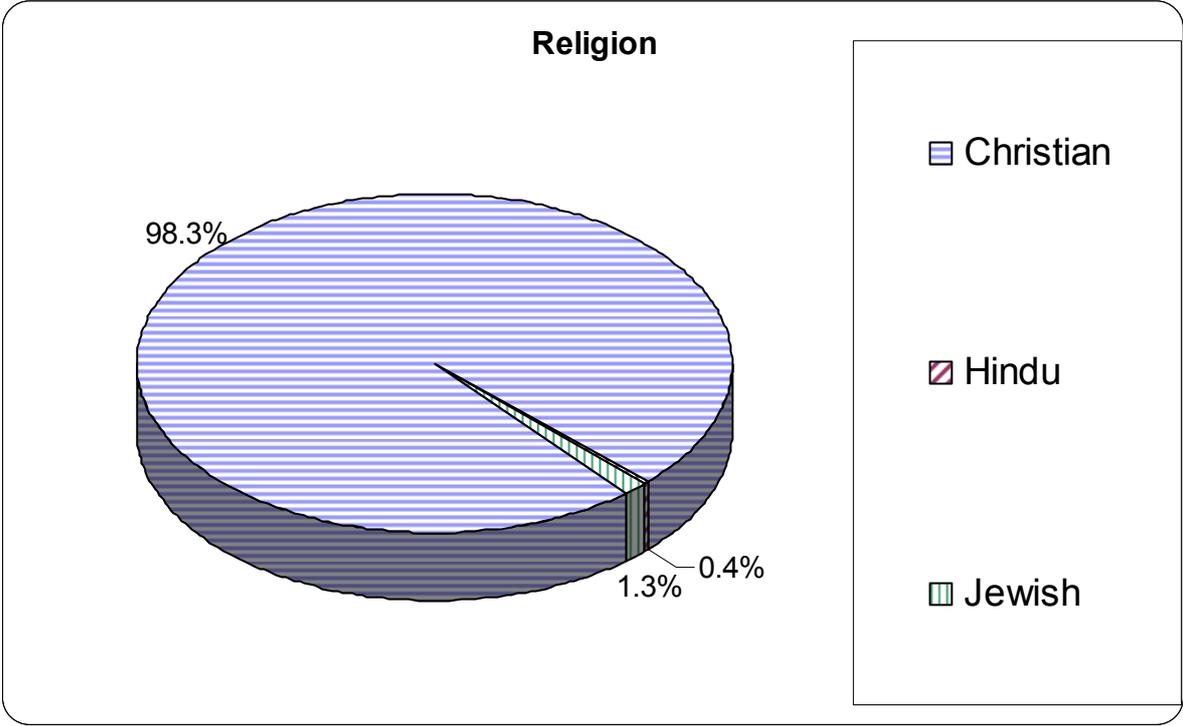
Do you have a Religion or belief?

	Number	Percentage
Yes	238	87.5%
No	34	12.5%
Totals	272	100.0%



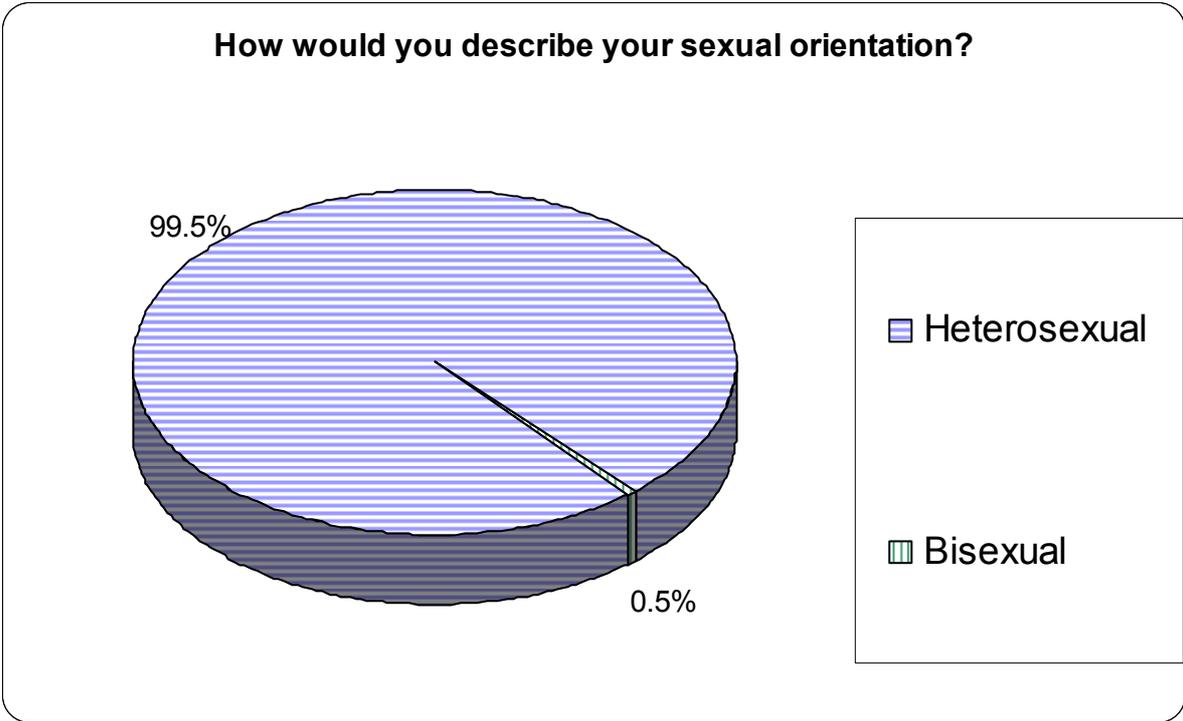
Religion

	Number	Percentage
Christian	227	98.3%
Hindu	1	0.4%
Jewish	3	1.3%
Totals	231	100.0%



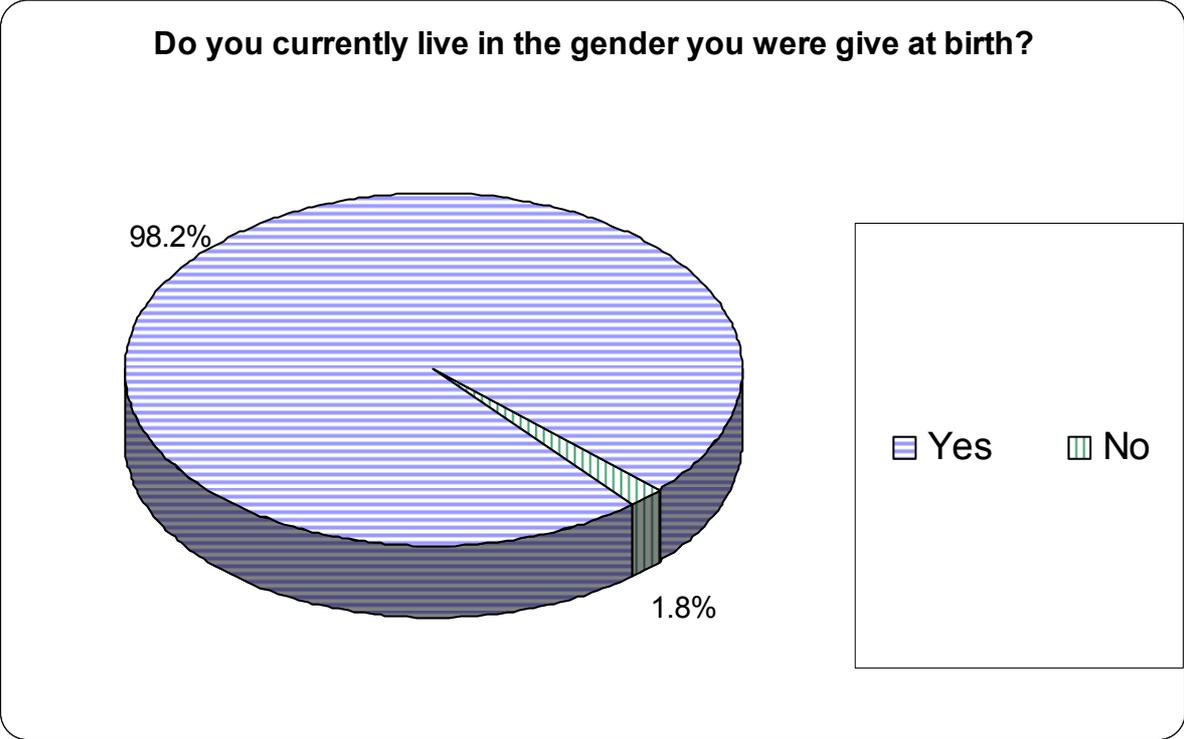
How would you describe your sexual orientation?

	Number	Percentage
Heterosexual	213	99.5%
Bisexual	1	0.5%
Totals	214	100.0%



Do you currently live in the gender you were given at birth?

	Number	Percentage
Yes	267	98.2%
No	5	1.8%
Totals	272	100.0%



Appendix 1 - Face to Face Engagement

Feedback from consultation with service users and carers re Sefton Council's budget options- Specialist Transport.

Officers Shirley Parker and Lynn Billingham from Sefton Adult Social Care have been undertaking face to face interviews with service users and family carers who may potentially be affected by the options re the future of specialist transport. The Planning, performance and information team have sent out questionnaires to service users to obtain their views.

The face to face consultation was to support those people who use the service who may have difficulty completing the questionnaire or who wish to express their views verbally. Issues of capacity has meant that we have been unable to go to the day centres on all the days that people attend, however the samples of people we have been able to speak to have given an indication that the options are an area of concern to service users and their families.

Below is a summary of the places we have visited and numbers of people participating in this exercise.

Sefton Carers Centre (Waterloo Office) (Friday 1st December 2011)

Officers met with family carers who attended a discussion re the Council's options for potential budget cuts. Using the turning point software we asked those carers of a person using specialist transport to press the button that best corresponded with the various options.

Only 6 out of 15 present looked after someone who attended day care although several carers and former carers felt they wished to have their views known about how they felt about this option as citizens of the borough. Their comments are recorded separately

Section B- of the Questionnaire for family Carers

The Results were as follows.

Question 11 Do you have caring responsibilities:

82% yes 18% No

Question 12 . Of the 6 who looked after someone who used specialist transport .

If this service was removed how would it affect you?

a) No effect 17%

b) Would have an effect on my caring responsibilities 33%

c) Would have an effect on other responsibilities 50%

Question 13 If this service was removed how would this affect the person you care for?

100% Said they would not be able to attend day care provision

Question 14 If there was an increase in transport charges what effect would this have on you?

- a) No effect 17%
- b) Some financial disadvantage 33%
- c) Other 50%

Question 15 if service charges increased for transport services to £3.00 per journey how would this affect the person you care for?

100% said they would not be able to attend day care

Question 16 . if the service charge increased to £5.00 per journey ?

100% said the person the care for could not attend day care

Comments:

"You have a duty of care to vulnerable people"

"Are you privatising transport? some it seems is subcontracted already"

"If day care is unaffordable the alternative for many is full time 24/7 care in a residential home"

"Many will need more in care packages"

Other comments were unrelated to transport and were expressions of concern about the perceived state of health and private nursing and rest home services. Carers advised to take up with PALS where appropriate or discuss with home owners in person in the first instance. None considered to raise safeguarding issues.

Brookdale Day Centre (Monday 5th December 2011)

Officers attended a face to face consultation meeting at Brookdale Day Centre. The Purpose was to give family carers of people who have dementia an opportunity to express their views around the options report around specialist transport and to complete the questionnaires (from the perspective of family carers) that have been sent out to service users regarding specialist transport.

There were fourteen family carers who attended the meeting and many declined to fill in the questionnaire as many expressed the view that this was a “Hobson’s Choice” that gave them and the person they cared for little alternative than to either agree to an increase in charge, make their own way to a day centre or have the service ceased.

The comments around the implications have been recorded and officers were requested to feed them into the consultation process.

Comments:

“The present billing system your council operates is inefficient- we are getting bills in arrears for three months- this is worrying when an elderly person looking after another elderly person sees such a large bill- why are they not getting a monthly bill?”

“This is a massive chunk of someone’s income and is potentially a 500% increase for a service given it was free before last April. With pay freezes and household utilities going up it’s going to push people over the edge”

“Whether or not a decision has been made about this or not, it’s caused so much anxiety for my wife who looks after her mum and doesn’t know if she can afford for her to go to day care next year. She’s worrying herself sick!”

“Some of us will have to reduce our working hours and lose money if we have to drop off the person we care for at the centre” (Lady looking after her husband age 54 with young onset dementia)

“What has happened to the money Sefton had in the Icelandic Banks?”

“This is essential care for disabled people- you are discriminating against them if you remove this service or make it unaffordable”

“May have to consider residential care – last resort as this is crisis intervention for people”

“This service provides my father’s only respite from looking after mum as he gets little sleep with her condition”

“What is Merseycare’s view on this- part of this is their service?”

“Look at changing the routes to make efficiencies people spend too long on the buses needlessly”

“People are familiar with the drivers and trust them. It’s important for people who have dementia to have continuity”

“You don’t get mobility allowance when you are over 65 so there’s no consideration given to that. Dementia is an illness that can cause mobility problems and means people rely on the help from specialist transport”

“If people stopped coming here because they are priced out they would not get the mental stimulation they need and other social care needs met like having a bath.

“Some of our families have 24 hour care needs – we don’t send them to respite as it upsets their routines and makes them more confused being in unfamiliar surroundings. The day care respite gives some carers a chance to catch up with their sleep if the person they care for has been wandering half the night”

“Some people have really bad mobility and a taxi driver wouldn’t have the time or knowledge to understand their conditions. Many drivers go the extra mile by encouraging people and supporting them when they have difficulty getting on and off the buses”

“Have you worked out how much it could cost for everyone attending a day centre to be cared for in a residential home?”

“We are too frightened/stressed to respond to this – it’s like being held to ransom. The choice being either agree to pay more or cease the service”

“It says a lot about a society how they care for the elderly, the disabled and vulnerable – this is very worrying as how far will you go? £5.00 a journey – what about next year £10.00 a journey? That’s fifty pounds a week for someone who attends five days! Nearly half the old age pension!!

“This feels like you are picking on the most vulnerable and you see it as a potential easy target – many not able to fight back and stand up for themselves”

“As a group of carers we will be contacting our local Councillors, MPs and Cabinet members to find out what they think about this and will do so as soon as possible. You may face legal challenges”

“Assisted transport is the main thing that gives older people the ability to access the service. Ok, people may say “get a taxi” but how many old people can sort out a taxi? make themselves heard on the phone? or get the message right if they are deaf? Can some remember what time to book a taxi and then how many taxi drivers would have the patience to wait while the person gets to the door, takes their time getting down the path and into a taxi and then risk falling getting in or out. That must happen a lot! That’s why the service is specialist. Take it away and you take away a big chunk of independent living. The result- increase depression, hospital admission, accidents, isolation and breakdown in relationships! It’ll cost us all more in the long run!” (Daughter whose father cares for her elderly mother)

“What about human rights for people with dementia? Where’s the dignity if you cant get help to keep clean” – Many service users (several who are doubly incontinent) get help bathing at Brookdale.

"I'd get no rest if I couldn't afford for my husband to come here. He wanders at night" (83 year old carer)

"I am only small (less than five feet tall) and my husband who has dementia is over six foot. I struggle to look after him and he didn't like it when he went to respite and I want to care for him. Salwa (The Centre Manager) and the staff at Brookdale are absolutely lovely and I don't have to worry about him when he comes here. I am worried sick if we can't afford for him to come or you stop the transport because he falls over a lot" (Elderly lady of Chinese origin who looks after her husband)

The majority of carers expressed a view that the service provided at Brookdale and that by the drivers was extremely valuable and they felt extremely confident that the staff are supportive and caring and the whole experience is a positive one for the people they cared for.

Also many carers acknowledged that whilst this subject had been emotive, they thanked the officers for taking the time to come out and meet them and allow them the opportunity to have their opinions heard.

Ethnicity- difficult to monitor but one lady was of Chinese ethnic origin.

Sexuality-/Gender reassignment issues /religious beliefs. Officers considered this was too sensitive to approach given some of the comments which indicated that people found this a private personal matter that we had no business asking.

Orchards Day Centre (Monday 5th December 2011)

Many elderly people who attended the day centre did not wish to be involved in discussions around the transport options for a variety of reasons e.g. capacity issues, not wishing to be worried about matters that they leave families to deal with or because they have already filled in a questionnaire. Also they were looking forward to the first of a Christmas festivity program of events within the centre and did not want to be late for this. The right to abstain from discussions was respected.

- 5 females and one male participated in the questionnaire.
- Age ranges 72-93 the majority in their 80's
- All disagreed that the service should cease
- All preferred to pay more rather than cease the service
- All except one agreed £3.00 per journey was too much

Comments re impact:

"Don't know what I'll do if it goes up a lot – I'll have to find the money from somewhere"

"My daughter sorts the money out- don't know if I'll still be able to come"

"I would not be able to attend as taxi drivers can't cope with wheelchairs. This is my only means of contact with other people. I am worried sick about this because I think

this service is my lifeline. I would not be able to keep in touch with all the friends I've made here. The staff are lovely, they do really nice things for us, tell us useful things and help keep our minds active. We help each other by listening to each other's problems. It's also lovely and warm here and it's cold at home. It would cost me a lot more to keep warm.

"I use a wheelchair so I can't get out not even down the path at home. If I didn't come here I would be totally isolated. I can't stand up to cook so I'd have to have more help with meals or I wouldn't get to eat properly as I'm alone. I used to be in a choir when I was well and younger and miss that- it's nice to be able to do the singing here that I used to miss. If you put up the charges to £5.00 a journey I might have no choice but to cut back on other things at home to find the money as this is so important to me"- (93 year old lady)

"I'd pay £3.00 if I had to. £5.00 each way is far too much. I spend all day by myself I have been in and out of hospital before coming to the Orchards and my confidence had gone. I don't cook but I get a good meal here and get to mix with other people. I worry about being alone even more"

Other comments

All service users praised the hard work and commitment from caring staff.

"They are lovely here and nothing is too much trouble for them. "You feel so welcome when you come"

Chase Hayes Day Centre (Wednesday 7th December 2011)

The Service users who attended Chase Hayes wished to discuss the questionnaire as a group and openly talked to officers about their concerns. Fourteen service users attended 5 males and 9 females. A member of staff also passed on some comments from service users who attended on other days and felt strongly about this issue.

Option One cease the service

All users said they would be upset if this was taken away

Option 2 Increasing flat rate charge

General opinion don't mind some increase but a reasonable rate- *"£5 per journey is extortionate"*.

All agreed this is unacceptable.

Comments re impact:

Many who held a bus pass could not use public transport but would willingly forfeit their pass if it meant just using the day centre transport. Several people thought the

service was part of Mersey- travel and couldn't understand why it wasn't free like public transport.

"£3.00 or £5? Where do you stop? Only just got used to the £1.50 a journey this is salt in the wounds. Got no choice about paying in first place. The rate is way above rate for pension rises. "

One person thought £3.00 a journey would be affordable to her and *"worth paying"*.

Another lady who said she was housebound said *"I wouldn't be able to see anyone."*

"Dial a ride is too difficult to access."

"Getting money out the old is an easy target."

"10 out of 45 service users at Chase Hayes travel independently. One lady lives in the bungalows and walks." (Staff member)

What is best option- *"Option 2 "but in moderation- in line with inflation or pension increase."*

Several users had early onset dementia. This service provides respite for their family/carers

Would an increase deter you from using service?

"Yes- I will be lonely."

"Yes I may need more care at home"

"Yes I might need to go in a home"

"It may cost you more if I have to go in a home."

"Don't think I should pay when I am not here due to being sick"

"Why don't you charge parents of children they get family allowance we just got a pension?"

"Why do we pay for a poor service on rickety buses .I don't get here till mid morning and pay full price for half a day?"

One 96 year old said she pays full cost and has to pay to be looked after at home. She does not go out independently any more and relies on her paid help to shop for her clean the house and prepare meals. She was articulate in expressing her views on this matter. *"I know I can afford it and the help I pay for at home but I'm sorry for those who can't. Not everyone is in the same circumstances as me but the loneliness is the same regardless if you can't get that contact with others."*

Other forms of transport

All relied on other family members to give lifts to see friends or family if they have them if and when they could or pay someone (like the 96 year old lady) If transport was removed 6 couldn't attend the rest would try taxis or hope a family member would agree. Some not sure (capacity issues)

Some not sure as *"family handles money"*. (Those people appear to have some memory loss)

Some might reduce days attended to compensate for increased charges.

"£5.00 unacceptable out right!!" All agreed it was unfair to do this.

Additional comments.

"I don't get to speak to anyone all day I'm alone"

"Increase by pence more than pounds"

"The bills are way behind I have to check whether I was here or not when I eventually get a bill"

"One lady got bill for a year and stopped coming" (Staff member)

"Sefton Council could earn interest if they collected money on time" (aggrieved service user who got a three month bill)

"Specialist transport? what's special about it?"

All service users thanked the officers for visiting and listening to their views.

West Park Day Centre (Tuesday 6th December 2011)

Out of approximately 16 service users on the day, only five service users wished to discuss the issue about the questionnaire. The others said they or family members had filled this in

There were 4 women one man- (who half way through the questionnaire said he was tired and wanted to take one home for his son to fill in.) Those who participated were in the age ranges – 82- 93.

All five people preferred to pay more than cease the service all thought £3.00 *"too much"* *"This equates to 100% increase."*

One stated she was uncertain if this would stop her using the service as she had help with finances from family. *"Would have to reduce numbers of days attending to compensate for increase."*

One lady had been attending Marshside day centre which closed recently for the past 20 years she said it was her *"only social contact outside the home"*

One lady comes to day care to give her husband a break (he's her main carer) if she couldn't come *"it would be hard for him"*

One lady would stop coming- *"I could afford to pay but I wouldn't."*

"I can't get a bath at home on my own- I get help to have one here if I couldn't come I wouldn't be able to have one"

Waterloo Day Centre (Friday 9th December)

8 service users participated in one to one discussions with officers about the Questionnaire

All except one disagreed with option one to cease the service. One lady a 64 year old woman who was a severe Parkinson's disease sufferer said her husband drove her to the centre (from Hightown) She had only been coming a few weeks and was very pleased with the service. She did express concerns for a time when her husband may not be capable or well enough to drive to bring her. She said that the day service was a good way of giving her husband a break. She had been for residential respite for a week but felt lonely and isolated as most people were in their 90's. This lady has to have help morning and night with washing and dressing due to the rapid progression of her illness and expressed concerns about the effect this has on her husband's well being and the future development of her condition. Future access was her main area of concern.

Six agreed that an increase was better than no transport and two said it would *"cost more than £3.00 in a taxi."* The others said that *"to double the fee was unfair as it did not reflect the level of increase in cost of living rises."*

Comments re potential impact of ceasing service

"Wouldn't be able to afford it if it was £5.00. I don't get any help. My daughter who looks after me is very ill "

"This is a good service I've been coming for ten years. It would be awful if I had to stop coming. I've made lots of friends here"

"£2.00 a journey is more than enough"

"A taxi would be cheaper but they won't help you and rush you along and that's not nice when you can hardly walk"

"I attend 2 days- I would have to check with my granddaughter who sorts my money out if I could afford it if it went to £5.00. I might have to just come once a week"

Ethnicity- All white British- and one Maltese lady

David Brown Day Centre (Friday 9th December)

The service users wished to talk about the questionnaire and offer their opinions in an open forum

Option 1 Cessation of the service : All said – *“Don’t stop the service “*

Three people think they *“should pay 50p more”* and the rest want to *“leave the charge as it is.”*

All think *“ £3.00 is too much”*

Comments:

“Neither option to increase or cease it a good option- terrible! what choices are these?”

Would an increase deter you from using the service?

“Don’t know- have to ask family who hold purse strings!”

Other forms of transport

Two people attending that day make own way- one person gets a lift from her daughter .

“I worry using taxies and paying drivers if I get the right change” (Lady in 80’s)

General Comments

“The time spent on the bus is too long especially when it’s dark.”

“I’m on the bus an hour and a half. Transport dictates how long we are here for”

“It’s cold on the bus especially in winter”

Comments from staff:

“The bills are confusing, fragmented and late.” One client got a bill for £1000 causing extreme distress.

“Some people get help with community meals”

“Some people rely on family when they don’t come here.”

“Some people have carers to help get them up on days at centre otherwise they couldn’t be ready on time.”

“Continuity of drivers- changed recently. Some older people don’t like change- some using Hartley’s some our own transport”

Diversity monitoring

Age ranges

13 in their 80’s

4 in 70’s

1 in 90’s

General Age range of David Brown Service Users mid 60’s -106

67% memory Loss

80% Some hearing loss

100% Some sight loss.

Sexuality:

Generally people affronted when asked sexuality or gender at birth!!

Ethnicity – Other than White British One Indian and one Chinese lady

Overall: Suggestions for savings

“Stop wasting petrol going all round the houses and making someone who lives nearby go all round the borough”

“Make big bosses reduce pay”

“Make people pay more to swim and go to the gym”

“Not our job to think of savings that what you have Councillors for!”

Sefton Carers Centre: Community Service Station Southport : (Thursday 15th December 2011)

10 carers attended the meeting at the new Sefton Carers Centre Community Service station. None of those carers present looked after someone who at present use the specialist transport service. The carers did however wish to express an opinion on the Council's budget options around specialist transport. Comments include:

"It is so easy is it not to take away from those who are unable to fight for themselves. People who work for public services are up in arms about the proposed changes around their pensions and salaries. Rightly or wrongly they can take action and strike or go and march and protest. If you have a condition like dementia you can't fight – you either accept what is happening to you or hope that someone out there can stand up for you. If you take away the transport that helps people to access a service you take away the right of their carers have to have some sort of a life – even if it's only a couple of hours a week to gather their own thoughts"

One gentleman (72 years of age) who looks after his wife whose dementia is progressing to such a stage he had to talk to officers alone to express his anxiety, told us he started taking his wife to the centre (Brookdale) in his car. As a self-funder he would have to pay the full amount anyway and paying the full cost found the bills over excessive.

"I am battling everyday. Battling to make myself understood to my wife. Battling to have any treatment for her- I even paid privately for her to have arrecp – the drug for Alzheimer's but it had an effect on her appetite she has lost loads of weight. Battling to get the NHS to provide some incontinence pads for her. Battling trying to hide things from my son who lives away so he doesn't know how bad it is and now I feel that I may have to face the inevitable and opt for full time care so I'm battling with my guilt if that has to happen. It feels like you are punished for working and saving and you just have to get on and pay and it'll be ok. I still think this is very, very wrong what the Council are considering doing to people and needed to come along and let you know in the hope you'll be able to pass my views on!"

(This gentleman agreed for a referral to be made to Customer Access for a reassessment of need as his circumstances appear to have changed considerably since his wife's last assessment).

All 10 carers felt that even asking people to pay £3.00 per journey was unacceptable as *"access to transport is perceived to be a right that should not be denied to people just because they have a disability of some sort that excludes them from the means of travel that able bodied people take for granted."*

**Shirley Parker (Planning and Development Officer (Carers))
Lynn Billingham Marketing and Publicity Manager and ("Dignity in Care"
lead)**

Sandbrook – 1st December 2011

Present – 8 people who use specialist transport 1 who used to.

The group **do not** want to pay more.

Will cost families too much some elderly – take out of the benefits. If benefits change (universal credit) we won't get DLA mobility.

Kate likes getting (specialist transport) bus with friends.

Idea?

Could friends club together and get taxi

Safety of transport

Safety of people

Pay £3 now each a day

5 days = £15 a week = Will be a £30 a week

Service Users do not understand the money side. Parents and carers are handling all the benefits. The money comes into the home.

The hiring of a mini bus by a small group of parents and carers is being looked into to see if it is possible – but the organisation of this will be in the hands of parents and this is a huge responsibility. This is an exception not a norm. Concern that if prices are increased will people with learning disabilities be stopped from coming by parents and carers because of the increased cost.

Some people are not rich. They are in poverty.

Trips out have had to stop because they are not seen as having therapeutic needs. People want and need this. Specialist Transport has been very inflexible (only people on the list pre arranged can go to therapeutic appointments). They will only go where have been told to go – so booked to go park, the day is rainy and windy change to go to cinema but transport will not change.

Wheelchair users are not getting out of Sandbrook. The bus is paid for by Sandbrook parents and is not wheelchair accessible.

Some buses are forced to people on them whose disabilities are not compatible. E.g. people who don't like loud noises with people who scream a lot.

Idea?

Sometimes escorts are not needed as staff are there. This could save money. Escorts only needed to come and go home. There was even an idea that staff from the centre could be used as escorts.

The day at the centre has been shorted to accommodate the children being taken to school. This means there is little time to do anything in the morning.

MODERNISE TRANSPORT NOT STOP OR CHARGE MORE FOR IT.

Ideas to solve problem

- Charge 50p more per journey not 100% more.
- Not use escorts when not needed – use staff at centres to be escorts
- People who live in supported houses may be supported to get into the centre or anywhere else they want to go.
- Travel Training – we have bus passes, most buses have wheelchair access, train us to use them.
- Priority for family carers. Mums and Dads, older carers, working parents. Cut for people with paid carers.
- We agree things need to change – change can make things better.

Dunningsbridge – 2nd December 2011

16 people consulted. 15 use specialist transport 1 comes in with dad.

The one person who comes in with dad because of the charges already too much. (£45 to go to the day centre and £3 a day £15 a week)

Most people in this group come to the centre 5 days a week.

They said it is too expensive to increase to £3 per journey and they just could not afford it.

If transport was stopped

- I would walk because I only live over the road.
- Dad would bring me in the car (well he might!)
- Would try and get a life of a relation maybe?
- I wouldn't be able to come
- Ask mum and dad
- My sister said she would have to pay the increase
- I don't know how I would get here
- I'd get a taxi
- I'd ask my mum to drive me here
- Ask my support worker to drive me here x 2
- I would have to get a taxi or ask my carer or I couldn't come.
- Too expensive to increase charges.
- Ask my carer to bring me in the car.
- I don't know what I'd do.

If the price went up – would you carry on using the service?

No – 12

Yes – 4

Cost saving ideas

- Use staff instead of paid escorts during sessions.
- Use staff instead for to and from centre rather than a driver and an escort.
- Specialist transport – 2 ams for people with high support needs.
- Use my bus pass! But people need travel training.

How much more would you pay

50p more per journey maximum of £2 each way.

Yes – 13

No – 1

Don't know – 2

Mornington Road Day Centre on 13th Dec 2011 10.30am

10 people in total were consulted. All 10 people used the specialist transport.

1 person had refused to continue to use specialist transport in April 2011 due to being stressed by a number of issues relating to charging and reliability of the transport.

When we asked about the two options these were peoples responses.

Stop transport – everyone said NO

Charge more – everyone said NO.

People said that they are not willing to pay anymore but might consider and extra 50p per journey.

When we asked about money saving ideas – one response was to cut big bosses wages not transport!

We asked about what other transport people used.

3 used the bus

3 the train

3 occasional taxis.

All people except 1 needed support to use public transport.

If specialist transport stopped, people said that they might not be able to attend the day centre, which was a big worry.

1 person would get a lift

1 person with visual impairment would use the bus, but only in the summer due it being too difficult in the winter months when dark.

1 person has a mobility vehicle with lift, but has no-one to drive for him.

1 person would still come but only when her mum wasn't working and could bring and collect her.

On the whole people generally felt that they couldn't afford to pay any more money.

Some people had already stopped or cut down days due to costs.

People also worried about not being able to attend the centre and the social consequences, such as:

- Isolation and boredom
- Roaming the streets, fear of being mugged again
- Lack of opportunity to socialise with friends.
- People will need more care at home if not able to attend day centre.
- Family stress having to be at home all the time
- Carers need a break from caring role. Will cost more money in the long run by taking away support for carers.
- Lack of respite provision a concern. Young woman had to go to nursing home for respite when carer needed a break.
- Extra pressure on families.

Some other concerns included:

- Being charged for transport when you are not attending the centre.
- If you are off sick you are still charged for transport and for day centre place. Not Fair!!!
- I attend the centre one day per week but have been billed for five days transport per week.
- I stopped coming to the centre by transport because the bills were always wrong and it really stressed me out.
- Got a bill for two months in one go...too much to pay in one go.
- Systems are not working to record/ communicate who is or is not using the transport.
- Transport can be up to two hours late!

Ideas?

- For the transport to put in the returns about who has used the transport, not the day centre so that the numbers are accurate.
- The bus driver collects this information so why not use this for billing purposes.

Bootle Day Centre on 16th Dec 2011 2.30pm

17 people in total were consulted. All 17 people used the specialist transport.

When we asked about the two options these were peoples responses.

Stop transport – everyone said NO

Charge more – everyone said NO.

People said keep what we have got now and improve it!

People said that they are not willing to pay anymore but might consider and extra 50p per journey maximum.

We asked about what other transport people used.

- 9 used the bus
- 1 used the comfy bus
- 3 the train
- 7 taxis.

If specialist transport stopped, people said that they might not be able to attend the day centre, which was a big worry.

- 6 people said they would not be able to come anymore.
- 4 would try to get a lift but probably couldn't every day.
- 4 would get the bus or train but it would depend on the weather.
- Taxis would be considered but would have to be wheelchair accessible.

If the price went up to £3 per journey, 16 people said they could not afford to come

People also worried about not being able to attend the centre and the social consequences, such as:

- Isolation and boredom. Stuck in the house all day.
- Concern about older carers and the impact upon them. Especially the 70plus carers who don't have transport.
- Reliance on specialist transport and the day service.
- 13 people said that they and their carers could not cope without it.
- Without the centre, people will need more care at home and this will ultimately cost more.

Carers

One carer has said...

- The transport consultation paper is not legal and will be challenged via carer groups.

- How justified is 100% increase? When the rate of inflation is 5%
- The question asked to stop transport or to increase the price should have a third option. To remain as present.

Other issues and concerns

- People reported problems with billing, such as bills coming in six monthly.
- People want to be billed monthly so they can budget.
- One person reported that they had not been allowed on travel on the specialist transport because the footplate was broken on their wheelchair. They didn't understand why this meant they couldn't travel to the day centre.
- One person had been trapped on a bus for two hours in the freezing cold in their wheelchair because the bus had broken down.
- People felt that new buses were needed.

Ideas for saving money

- 'Sack the lot of them. I could make a better MP'
- Staff at the centre to act as escorts on the buses.
- If someone has paid support at home, then they should bring the person to the centre.
- One question ...is there a cost attached to using contracted providers? Would it save money to not use them.

Appendix 2 – Equality & Diversity

Question 2 - to what extent do you agree with option two - increase the flat rate charge for adults attending day services?

The below tables compare the "disagree" and "strongly disagree" answers by profile types

Disability Type	Number	Percentage	% for All Respondents
Physical Disability	50	21.0%	19.4
Visual impairment	31	13.0%	10.5
Learning Disability	53	22.3%	18.8
Hearing impairment / deaf	33	13.9%	9.2
Mental health / mental distress	36	15.1%	14.4
long term illness	35	14.7%	14.4
	238	100.0%	100.0

Age Band	Number	Percentage	% for All Respondents
18-29	12	9.0%	6.2
30-39	14	10.4%	6.5
40-49	25	18.7%	16.1
50-59	9	6.7%	9.9
60-69	8	6.0%	8.9
70+	66	49.3%	52.4
	134	100.0%	100.0

Disabled	Number	Percentage	% for All Respondents
Yes	110	81.5%	80.1
No	25	18.5%	19.9
	135	100.0%	100.0

Access to other transport (Q6)	Number	Percentage	% for All Respondents
Yes	61	37.2%	34.1
No	103	62.8%	65.9
	164	100.0%	100.0

Gender	Number	Percentage	% for All Respondents
Female	83	57.6%	57.5
Male	61	42.4%	42.5
	144	100.0%	100.0

Question 2(a) - How much would you be willing to pay?

The below table compares the "neither" answer by age band

Age Band	Number	Percentage	% for All Respondents
18-29	6	8.0%	6.2
30-39	9	12.0%	6.5
40-49	14	18.7%	16.1
50-59	6	8.0%	9.9
60-69	7	9.3%	8.9
70+	33	44.0%	52.4
	75	100.0%	100.0

Question 4 - Would an increase in transport charges deter you from using the service?

The below tables compares the "yes" answer by profile types

Disability Type	Number	Percentage	% for All Respondents
Physical impairment	47	24.0%	19.4
Visual impairment	22	11.2%	10.5
Learning difficulty	43	21.9%	18.8
Hearing impairment / deaf	25	12.8%	9.2
Mental health / mental distress	25	12.8%	14.4
long term illness	34	17.3%	14.4
	196	100.0%	100.0

Age Band	Number	Percentage	% for All Respondents
18-29	8	7.4%	6.2
30-39	10	9.3%	6.5
40-49	19	17.6%	16.1
50-59	8	7.4%	9.9
60-69	9	8.3%	8.9
70+	54	50.0%	52.4
	108	100.0%	100.0

Disabled	Number	Percentage	% for All Respondents
Yes	87	79.8%	80.1
No	22	20.2%	19.9
	109	100.0%	100.0

Access to other transport (Q6)	Number	Percentage	% for All Respondents
Yes	52	39.4%	34.1
No	80	60.6%	65.9
	132	100.0%	100.0

Gender	Number	Percentage	% for All Respondents
Female	64	55.7%	57.5
Male	51	44.3%	42.5
	115	100.0%	100.0

Question 8 - if the service was removed how would this affect you?

The below tables compares the "would not be able to attend" answer by profile types

Disability Type	Number	Percentage	% for All Respondents
Physical impairment	73	25.5%	19.4
Visual impairment	38	13.3%	10.5
Learning difficulty	57	19.9%	18.8
Hearing impairment / deaf	31	10.8%	9.2
Mental health / mental distress	41	14.3%	14.4
long term illness	46	16.1%	14.4
	286	100.0%	100.0

Age Band	Number	Percentage	% for All Respondents
18-29	12	7.3%	6.2
30-39	6	3.6%	6.5
40-49	31	18.8%	16.1
50-59	14	8.5%	9.9
60-69	12	7.3%	8.9
70+	90	54.5%	52.4
	165	100.0%	100.0

Disabled	Number	Percentage	% for All Respondents
Yes	135	84.9%	80.1
No	24	15.1%	19.9
	159	100.0%	100.0

Access to other transport (Q6)	Number	Percentage	% for All Respondents
Yes	35	18.6%	34.1
No	153	81.4%	65.9
	188	100.0%	100.0

Gender	Number	Percentage	% for All Respondents
Female	110	64.0%	57.5
Male	62	36.0%	42.5
	172	100.0%	100.0

Appendix 3 – Southport Older Persons' Forums **Response**

To Margaret Carney C.E.O.

Re: Sefton's Transformation Programme 2011-2014

I am writing on behalf of 250 members of Southport Older Persons' Forums. The Forums meet in Maghull, Bootle and Southport. Members have asked me to respond on their behalf to the proposals in the Transformation Programme document.

The Forums welcomes the chance to take part in this consultation process but is worried that some of the proposals will undermine effective support systems for elderly people to remain in their own homes.

The Forums are extremely concerned about the proposal to reduce eligibility for care, as this inevitably means that older people with substantial needs will no longer be able to access the support they need (E2.10). This may well be a false economy since it will hasten the loss of independence and quite possibly the need for other, more expensive NHS or residential care.

Grave concerns were also raised about the reduction to the Supporting People budget (E2.1)— especially to the Affordable Warmth Team, they provide valuable assistance to older people who would otherwise possibly become part of the dreaded winter statistics.

The Forums believe that specialist transport services are vital and must be continued and certainly not reduced (E2.3). The Forum is opposed to raising charges for specialist transport services (E2.4).

Many services help people to remain independent for longer and enjoy their lives. We are concerned that some of these proposals — such as abolishing the mobile library service (E3.13) — will have an impact on isolated and vulnerable older people and reduce their quality of life.

Finally, many older people attending the Forums were very disturbed by the proposal to increase the charges for burials and cremations (E5.7), which clearly has a much bigger impact on older people and their partners than any other section of the population.

The Forums recognise the financial challenges facing the Council but has a duty to reflect the views of its members and the wider older population. Within the document it does appear that Sefton MBC is looking to save just over Elm per year from children and families but more than £11 m per year from the older people's budget.

The Forums would like to thank you for the opportunity to take part in the consultation and would be very willing to provide further feedback if this would be helpful.

Margaret Lambert
Facilitator Sefton Older Persons Forum

Appendix 4 – One Vision Housing Response

To the Leader and Chief Executive Sefton Metropolitan Borough Council

Thank you for the opportunity provided to partner organisations such as ourselves to consult on the proposed budgetary cuts within SMBC.

Having assessed the options being consulted upon we have responded where we feel there is a potential significant negative impact on the lives of our residents, the long term sustainability of the Borough of Sefton and on our business.

Whilst appreciating the immensely difficult task facing the Council, we worry that some of the cuts proposed, particularly to the Supporting People Programme will put many vulnerable people across the borough at risk and will provide a false saving which will result in higher costs to the public purse in future years.

Not all the options we have responded to are formally open for public consultation, however, we feel the impact will be such on our tenants that we ask the Leader and Chief Executive to consider all of the comments we have made below.

Roy Williams
Chief Executive
One Vision Housing

E2.3/ E2.4 Specialised Transport Unit

The proposals to either cease the work of the specialised transport unit or to increase the cost of this service direct to clients will have an immediate impact on service users.

The specialised transport unit is often a user's link to the outside world, providing in some cases transport to the one hot meal of the day they will have.

The service protects clients from becoming isolated and also provides a low level preventative service as a reporting mechanism exists when a service user does not access the service. This reporting would prompt a visit from one of our Supporting People staff to ensure everything is ok and the service user is not in harm or whether they require additional support.

Appendix 5 – Questionnaire Comments

Introduction

The following section highlights the comments made by responders to the specialist transport service questionnaire. Note that some comments may have been altered to help ensure individuals cannot be identified whilst retaining their original sentiment.

2(a). How much would you be willing to pay? (other)

£1.25

7 comments said £1.50

16 comments said £2.00

4 comments said £2.50

My brother is paying £6.50 per trip at present

Leave it alone

Not prepared to commit

£5.00 return

£3.00 maximum

As I get public transport and not going to pay £3.00 just going home

10 - 15% inc fair

£3.25 each day

£3.00 return

Stay the same. Struggling as it is!

Up to £1.80 per trip

Increase by rate of inflation only i.e. 5.0%

£3.00 per day is more appropriate than £3 each way

I accept that there may need to be an increase. However £3.00 per journey is a 100% increase. If your accounting and billing procedures were more efficient you may have a more informed view on pricing.

It should be free

Don't pay

same as before

Q5. Have you any other options you can suggest to making savings?

Using public transport - have a trio ticket all zones.

Reduce the number of vehicles with one or two service users on them.

Perhaps a subsidised taxi would be the answer

I'm a pensioner.

Stop spending money on pointless questionnaires!! Last sheet of this form totally ridiculous. Try spending money where it matters and not on people who abuse the system.

I think I would stop going to the centre.

I think a slight increase would be acceptable but think a double increase is a lot to charge.

Are you trying to put disabled people on to the streets, People are struggling to pay £1.50 per journey. If the council take a 10% cut in their salary it would save some more and not punish the disabled.

If increased to £10.00 daily x 4 days = £40 At present £3.00 daily x 4 days = £12 Increase per week £28 On fixed income.

Perhaps Sefton Council could save money by for instance not spending money on silly seating for Chapel St. that no one likes or wants. They could make parking less expensive in the town encouraging visitors as Lytham do. Then the shops would be open and they could collect the rates. The town has been cut in half by all number of silly schemes over the years. I could fill a few pages with more ideas.

Independent firm to see if they will do a cheaper rate. Tender.

Start charging these children who have behaviour problems who get taxis and specialist transport to naughty schools through their own fault not caused by any disability. As normal children have to pay bus fare to go to school.

To increase the cost of transport to double in one fell swoop will frighten elderly people who day centres etc., are a great part of their lives giving support and comfort. May make many leave the service at a detrimental cost to the service users.

The charges for the day centre and the day centre transport have both been increased recently already. The special bus is part of the day centres service and it is a worry to consider removing this service. I need help to get on an off transport, which is why the bus is so important.

Special rates for use of taxi.

Try sending bills out so that people can pay what they owe once a month instead of when you decide, in my case haven't had a bill since March.

Either option would be crippling as I am unable to walk far and would make me completely housebound, if I couldn't have the Day Centre.

My brother has Alzheimer's so there is no option.

I am charged whether I go to the Centre or not. If I was only charged for the days I go I would then agree to a fare rise. Also, how come I pay for a service when I might not use it?

Increase the charges by £1 per day for two trips.

I am X's wife and X has Alzheimer's. He cannot make this decision.

Yes stop sending out these forms and put the savings towards the transportation service!

I'm using public transport in the future.

Stop targeting us people and cut peoples wages. Not trying to be nasty but you's get more money than the prime minister and the MP's.

Wastage.

Re-organise the transport to be more efficient. To see 3 buses going down our road to pick up students with 3 or 4 students on it is a complete waste.

People could organise their own transport.

Raise all council tax in Sefton.

Increase of 50p each way would be more financially manageable.

Increase of 50p each way would be more financially manageable.

Cut your staff.

Fix existing buses to capacity. Some buses arrive at centre with 1 or 2 people.

Get rid of the managers. Stop swapping offices and as you change offices that means refurbishment, so cost money which could be better used. Too many chiefs not enough Indians.

People who are higher benefits could pay a little extra, like taxes.

Only access to transport is Sons or Daughter in law, unable to go out on own.

I wouldn't go anymore.

We do not need so many councillors per ward, this will save money. We never see any of them from one year to the next.

It is hard at the moment no one has a lot of money. I am filling this survey out for my husband as he just cannot.

You don't want to hear them.

Taxi for student who live close to one another.

What if we had someone we could pay ourselves to pick up and drop off.

A more effective and efficient service. You indicated £1.50 is 10% of cash; therefore a cost of £30 for the return journey of less than 10 miles is very costly provision. Why is the cost to provide so high??

I do not understand how the transport of 200 people can cost 2.1 million pounds. This service is clearly not being managed efficiently. It may be cheaper to use private hire taxis.

If only £3.

Use public transport.

Do not pay councillors large pay rises. As a 93yr old widow I have worked since I was 14yrs and paid taxes and still do so. It is not too much to ask for something in return.

10 - 15% inc fair.

As no other option.

Yes if some sat down and sorted transport properly instead of all the messing around and so many managers in one department.

Some of the staff at the centre should be used as bus escorts, this should save a fair amount of expense.

Charge on distance and why should people who take 2 seats up pay the same, again charge them extra.

My daughter uses the bus with the lift as she is in a wheelchair. My husband had Macular Degeneration in both eyes, so cannot drive. I don't drive. Other options are not an option in her case.

I have not had a bill for transport or the A.T.C Never for transport - paid A.T.C charges to SMBC but no bill for at least 1 year. Send bills out to all regularly.

Send bills out on time. Particularly to support housing. We have never been billed.

No but more effective use of transport i.e. having fewer trips or more people on each journey.

Cut back on too many "Chiefs" and managers.

Turn street lights off evening. Pay staff no more than £40k. Close town halls. Make staff and councillors pay more into pension deficit or close down. Stop sending out these forms every couple of months - it must cost thousands to administer.

It may help if 2 people shared a taxi to and from the centre, who live in the same area.

I don't have an alternative. If I can't afford transport I will not be able to attend day centre.

Prompt issue of bills, transport only charged to end Aug!! (Is that £15,000 not charged??) Get advertising space on buses to subsidise costs.

As a severely disabled person my options are strictly limited. My quality of life is dependent on leaving my surroundings from time to time. Otherwise, I am locked into a living prison, which is not of my making. My life is difficult enough as it is.

You could give partners and carers petrol money to take them in or all share a taxi.

Employ your own drivers and escorts instead of contracting out and paying double or triple what it would cost.

Ensure maximum efficiency in deployment of transport - e.g. geographical usage. What else are buses used for? Consider varying hours of attendance 10 - 2 pm?

See previous. Also could you consider amalgamating services across the area to make things more efficient i.e.; early start - early finish. Later start - later finish.

9 comments said More travel training.

Target people who have never worked. Instead of the older generation, who have worked all their life, like me! Doing any type of work from 14 years to 69 years!

Re-structure transport e.g. Do we need escort on day trips (home to centre yes, escort).

If councillors started making cut backs within their own offices i.e. expensive lunches, entertaining etc., Reduce number of staff as everybody is expected to do, this would help. Sadly you are the last to make sacrifices yet you expect us to pay more. Where do we get this extra money from?!!

Day centre costs are high. Meals in centre high and now additional transport costs. Please leave the disabled and vulnerable people in Sefton alone. Please.

Why not use taxis for those who are capable of mobility, and council bus for the immobile.

All these users have a bus pass for public transport. I don't understand why they have to pay an increase.

What a hypocritical question to ask people like my sister. They do not understand and its people like me, their carers, who have to deal with their moods when they take away a very important part of their lives.

I do not use specialist transport. A member of staff picks me up and brings me home. This is in case I got myself into trouble if I went by myself.

Increase service charge slightly. A lot of elderly people depend on the bus for day centre.

As the staff and vehicles are shared with children's services charge them not us (the disabled).

1) Stop buying councillors IPADS 2) Review your IT budgets i.e. wasting money on systems 3) Reduce amount of money spent on expenses.

Stop wasting money on sending all these forms out for old people who find it difficult to read and fill in. We want a voice and be able to vote on these issues (Asking us stupid questions. If we could get out and about without the transport we would).

Stop printing in colour.

What ever means of transport I use I need assistance. I am not an independent traveller.

If you have to pay the bus escorts you could save money by using the care centre staff as escorts.

No - however I feel the increase is too much. I will begrudge paying it but I feel I have no option as I need it for my husband.

If my husband no longer has access to day care he will need to go into a care home as I won't be able to look after him at home. This will increase the cost of his care. Therefore the best way to make savings is to look to reduce costs that will not cause knock on expenses. Reduce expenditure on street furniture for example and try not to make things worse for people who are already under huge amounts of stress.

Community transport service run predominantly by volunteers but supported and managed by skilled and experienced staff.

People who have mobility cars should use them and make sure the people who are on their own get in to the day centres with as little extra charge as possible.

I would suggest that the specialist transport cease. The cost of buying the vehicles, maintaining them, running them, the drivers, escorts etc etc is far too costly and not necessary. Any service users who access day care centres etc can use taxis. Several taxi firms offer wheelchair taxis to assist the more vulnerable. In most cases, service users may well save money, particularly if they share a taxi. This needs addressing as a matter of urgency if the council are serious about saving money without affecting front line staff and services.

Taxi.

I am sorry as I cannot identify an alternative, but I must state that adults who have additional needs, who attend provision usually do not have any other options. If transport was not available then they probably would not access any service.

I struggle to see how these costs can be justified. I would like to see more detailed breakdown. The costs presented suggest it costs £10,000 per service user per year. I believe taxi firms could be encouraged under contract to provide specialist transport and offer significant savings for many service users. Then those vehicles could be used all day and even in the evening for private hire.

Yes.... cut the number of councillors by 50%. That would save depriving the elderly of a facility. To increase it by over 350% is stupid. It would seem you wish to close all these facilities down. **HANG YOUR HEADS IN SHAME.** That centre is the only time some of the elderly see other humans. How can you justify such an increase without looking at yourselves first? **SNOUTS IN THE TROUGH AGAIN.** Do not pick on the **VULNERABLE.**

Q8. If this service was removed how would this affect you?

I find it difficult to use a taxi without help to get in and out, which is why I want to use the specialist bus.

I would use the carer's bus.

If no carer to take me, don't know.

I would take my wife to day care, which would significantly impact on the respite time provided. It may mean that I could not continue to care for her at home.

9 comments said People could care share or use centre mini buses to pick up.

A member of the family would have to bring me.

I am not sure.

I would not feel comfortable asking people to give me a lift. My daughters work or have no car. I could not attend the centre regularly.

Couldn't get a taxi all the time.

I could sometimes get a lift but not on a regular basis.

Unable to go out without help.

Have memory loss.

Can only use specialist transport service with assistance.

Unable to travel alone.

Unsure of what way to travel safely.

Dial a ride if possible. Not always available to all.

Not happy being alone in a taxi.

If I could cope with getting in and out with my 3 wheeler.

Walk.

Own car.

I am housebound and rely on the service to & from the day centre.

I do not know.

Unable to use other community services, unless someone takes me.

Can't travel on my own!

Cannot get to college.

Go with Father.

X would lose contact with people she has known for years.

Not so many days so gives you opportunity to close the centre because that is really your aim.

Sister's car. I take her to Mencap 3 days a week and pick up.

Hopefully get lift?

Would have to give up.

Not able to go out unattended.

Taxi but this would probably be prohibitively expensive.

My husband could not travel alone even in a taxi.

I would need to change shifts at work to bring my father.

My son could take me in the wheelchair.

I'm housebound and unable to get into a taxi unaided.

I would be isolated. I rely on others to drive me to hospital etc.

I could come by car only if my wife was free to drive me and pick me up. Have no licence to drive myself.

I would not be able to attend day care. I would try to use taxi service but would have to drop 2 days.

Not sure?

I have mobility car which staff can drive as I cannot.

Use mobility car.

I would get a lift if I had driver.

I have to use a taxi that is wheelchair specific. The cost would be prohibitive.

As a wheel chair user I have difficulty in accessing transport that is a public service.

The council should provide a free taxi service if they stop the transport.

Only when family members are available.

Upgrade / improve transport.

Arranged by mum / dad.

Walk.

w/c users not option on public transport.

Would mean depending on neighbour, who is 90 yrs old.

Cannot be on my own.

My mother needs this day centre.

Only use taxi if it was mobile enough.

Stay at home.

Q9. If service charges increased for transport services to £3.00 per journey, how would this affect you?

It could lead to financial strain.

Would attend, using services.

Prepared to pay £3.

I would pay the increased charge.

I don't know at this time.

I would still use the service.

It would not affect me.

I would need help in using a different form of transport, which is why I like the special bus. I would pay the extra charge.

We are paying £6.50 at present.

I would struggle to pay other outgoing bills.

Pay the price.

Still use the bus.

Bus from the centre picks up from home.

I would still use the service.

I would still use the service.

It would reduce my attendance.

It would make it difficult to attend day centre.

Do not know.

Would have to pay.

Be prepared to still use transport.

Less money for food and heating.

Rely on services.

Mixture of above.

I can afford £2.00 but would probably lose a day at a day centre.

I would still use @ £3.00 however £6.50 (current charge) is too expensive.

I would use in short term but can't say long term.

I would continue to use bus service.

I would pay the increased charge.

Use your transport.

I would continue to use transport services at increased price.

I could manage this amount.

I would have to cut down on other areas of spending.

Pay increase and go to centre.

I would still use it.

I would not pay at the centre for my hair.

Increase the charges to £5.00 each day.

I would be willing to pay £3 per journey.

It wouldn't.

To pay £3 would be ok.

It would not.

May reduce days.

If no carer to take me to the centre, don't know. If it goes up too much.

That is the most I could afford on my pension.

Do not know.

I would still use the service.

Pay up!

Just about manage this cost.

I would continue to attend the day centre but would have to seek other savings in my everyday living budget.

I would still attend.

I would use the transport provision.

I would still attend but the 100% increase would cause me to struggle financially.

I would want to keep using the transport, subject to my finances.

It would increase my costs by 100%, which would be a significant rise, costing £78 per month. Almost the equivalent of 1 weeks state pension (currently £63.00 per week).

9 comments said They would pay the price.

Service users might not be making the decision of paying more. Some would not get out.

Would continue to use specialist transport.

Would still attend.

We would pay the increase.

Unless I could manage to take her every day and bring her home again, then she would not be able to make her own way. We do not have a car or anyone to give her a lift.

The day centre does a good job.

My staff would take me or taxi. I only live 2 mins drive from the centre.

I would continue to attend.

I would continue to use the service.

I could afford this.

It wouldn't.

I would have to pay it as otherwise I would be lonely and housebound.

Not sure.

I am not sure.

I would find it very difficult.

Still use specialist transport.

A taxi would cost more but there would be no carer to help.

I would have to pay since this is the only time I get out of my house to Day Centre.

I would not attend the centre if the transport was more than £3 per journey.

I would still attend day care provision as I live on my own.

Taxi is cheaper as I live near.

Walk.

We pay £3 journey charges now.

Use a wheelchair. Couldn't go on public transport. Taxi could be expensive. Not ambulance. This would make me more housebound.

X cannot make this decision.

I would find it difficult to attend. I would struggle to pay the charge but have no other means of transport.

Need transport to go to college.

Would have to pay more. It's an essential way of transport.

Would be difficult to afford transport charges.

Use the bus (or a lift) to utilise the cost of having a bus pass.

If the charge went up too much my finances would be significantly reduced.

Go with parent.

Use taxi if my money was ok.

X would possibly make her own way there with support, which would have an effect on other service users.

Struggle with my finances.

Sisters car.

Would not be able to go 5 days a week. Might drop to 3 days.

Using taxi would cost me more than my present transport charge. But if the charge were to be increased, it would then be cheaper to use taxi!

I would consider whether or not to continue attending.

I would not go.

I would drop the day I attend the day centre. This would cut down my natural life.

Not sure.

Use mobility car.

Mobility car belonging to other client.

Would get a lift if I had driver.

Arranged by mum / dad.

Not happy. Not possible to pay more.

Cannot be on my own.

That's a bit much.

My staff would take me or a taxi.

Cannot afford more than £2 per journey.

It is a big increase to come out her pension.

Public transport, if wheelchair accessible & it is not.

May not be able to attend as often, which would cause me distress.

I'd still use transport but I think the increase is a lot.

Q10. If service charges increased for transport services to £5.00 per journey, how would this affect you? (Other)

As question 9, except more financial strain.

Would attend using services.

Prepared to pay £5.

I think that is a lot to ask and I would have to wait until the time came.

I would need help in using a different form of transport, which is why I like the special bus. I would pay the extra charge. This would be a large increase and may mean that I can no longer afford to attend the day centre, which would be a great loss to me.

We are paying £6.50 at present.

I would struggle to pay other outgoing bills.

It would make it difficult to attend day centre. This price would make it worse.

Less money for food and heating but worse.

I think £3 is significant for a small journey.

Wait and see.

I would pay the increased charge.

I would continue to use transport for the one day I attend day care. I would not use it if I attended for additional days in the future.

I would use the carers bus.

Probably not as often.

May reduce days (housebound).

I would use the transport but this would put a strain on my budget.

Do not know.

I would be short of money and have to stop some leisure activities.

Would continue to use specialist transport.

I would still use the transport services but my daughter would have to help me pay for it and she is also a pensioner on a limited income.

I attend the day centre 3 days a week on the recommendation of my social worker. This would mean £180 a week £120 per month (??). On a limited income this would be extortionate.

As above - ridiculous as cost increases will not stop there.

Would have to seriously consider options.

We would pay the increase.

She would have to pay as you know they would. She cannot travel alone and I am sixty years old myself with another carers role (my daughter), so I could not take her every day.

Pay for a driver and car if we can find the cash.

Don't know.

I would still attend as it is very important to me but this would affect my income.

I would continue to use the service.

I don't know if I could afford it.

I would have to pay it as otherwise I would be lonely and housebound.

Cheaper to get my own transport.

Unfortunately you closed my local Day Centre and moved me to another that is much further away. I would have to find out how much a taxi costs.

Not only do we have to pay for transport to and from day centre if we use an activity i.e.; leisure we have to pay for it then. Meals also have to be paid for also. What on earth have we paid for in taxes over the years? There is no dignity in old age!! We have to beg for everything.

None available.

Unable to travel alone.

Just throw us all out in the gutter, your responsibility would ease your minds, I don't think so.

An increase from £12.00 to £40.00 per week a HUGE increase.

I would try and see if I could manage taxi or stop going.

Walk.

Look into special rates.

Would not attend as a taxi is less.

Day centre is important to me. By meeting people and helping my disability and getting out of my home.

X could not make this decision.

I am already paying £6.50 per journey. I assume if you increase these prices my price would increase, which would put day care out of reach.

I would probably not attend.

I also object to paying when on the rare times I have been unable to go to the day centre through illness I have still had to pay for transport.

£10 per day is out of the question.

Would get a lift if I had driver.

Not go to day care twice a week.

That is far too dear.

Public transport if wheelchair accessible & it is not.

Drastically.

I'd still use transport but think the cost is horrendous.

Q12. If you selected box 2, 'would have an effect on my caring responsibilities', or 3, 'would have an effect on other responsibilities', please explain in the space below:

It would mean as his wife and carer I would get no respite and as I am 82, I need some time to myself.

I would have to walk with X to day centre or to bus stop and take him myself. He is not able to travel alone, as his road sense is not very good.

It would mean that my daughter would be unable to attend the centre each day because I would be unable to take her because I also have to care for my invalid wife full time.

It would become very expensive for the service user to access the day centre at a time when they are contributing more and more to all services.

The service user has recently moved to our home but previously lived at home with mother. It would have no effect on us as service user no longer uses bus but previously his mother would have no respite if service user couldn't get bus to centre.

My mother would have to go into a residential home as I have health problems both physical and mental.

If my mum could not attend Day Care I would have no relief from 24hr 7 day week care

I work full time and Mrs X would have to be put in a care home full time.

Father is now disabled that can only use a wheelchair accessible vehicle. If service is removed would not be able to go to day centre and would no longer be able to cope with looking after him in his own home. Would have to use residential care, which he does not want.

My husband would not be able to go to Brookdale on Thursdays and therefore I would lose my one day out to do my shopping and attend my luncheon club.

X has memory loss. Day services are wonderful to her care from day to day.

Try thinking of staff who will probably lose jobs, possibly homes, because of these changes.

I would have to try and take time off work to take mum to day centre or stop day care! Not a good idea.

I have other family commitments which usually coincide with transport travel times.

Would have more responsibilities, as she would not see anyone during the week.

My husband has Alzheimer's. I have been caring for him the past four years. If the service was removed I would find it very hard to cope as the centre gives me a break.

I live in Crosby and have to make regular visits to X Hospital. I also have committee meetings to attend.

Would increase time needed for caring.

Too old to take on any responsibility to care for my wife.

Would have to arrange daytime care for lunch and dinner / medication daily.

Because of other commitments it isn't always possible to take Dad.

Minimal interaction, contact with people. I have 3 cooked meals. If I didn't attend would lead to isolation.

Would have to change my whole routine which would be very difficult.

It may mean my mother could not attend the day centre, which would be a great loss to her. I do not live near my mother so I could not give her a lift to the day centre. My mother needs help when using transport and only the special bus can provide this. Taxi drivers do not help people in and out of the taxi as a rule.

Mum in wheelchair. She liked to go out every day. She enjoys going to day centre. If they increase charges she would not be able to go to the day centre.

Totally dependent on the service. I wouldn't know what to do without it.

If this service was removed and my sister could not go to the Day Centre not only would she become a prisoner in her own home but so would I, as there is only me to care for her 24/7.

It is the only time I would have as my husband needs 24hr attention.

My Brother has Alzheimer's disease and lives alone. I live and work a good distance from him. Therefore I need this service so that he can be transported to his day centre once a week to have some social interaction and care.

My mother is 93 years old and finds pleasure and relaxation in attending the Willows Centre. The holiday effect of these visits would have to be replaced by more visits to relations and days out which would of course give me less social time and more work.

I would need to take time off work to take mother to day centre.

I would have to take my husband to the centre. He cannot travel alone. This would mean 8 bus journeys for me daily or 4 taxis. Which would leave me physically exhausted.

X cannot make a decision on these questions.

I cram everything into the 3 day centre days. It would shorten the time I have if I had to provide transport.

As all members of the family also work it would affect responsibility to our employment.

I am 86 yrs old and although I have fairly good health at present I do need to have my sister attend day care to gain some respite.

Be depressed quick and fast. Cry! Sulk! Give up! Won't manage on my own without day centres. They are brilliant!!!

I am disabled myself. I cannot drive. Day centre is in Southport. How do I get my daughter to Southport?

I would not be able to get my daughter to college.

If transport was stopped I would be caring for my child 24/7.

That I cannot go out each day and would miss my friends.

It would affect us as she wouldn't be able to go and do the things she does and mix and socialise with people like themselves as vulnerable people. They would be in danger.

My son would be in the house all day every day.

On my son's life and on my life.

Cannot go to the centre.

I care for other service users and their needs and would not be able to take each one to their activities.

I would not be able to go the centre due to caring for other service user needs.

Son would have to stay at home.

Would become reliant on family and friends.

Yes it would. Don't stop the centre bus.

X would be supported by support worker 1-1 which would have impact on other house mates activities whilst support worker was out.

It could mean that without the centre we would be unable to care for X. He needs the centre as we do. Husband 78, me 67, so getting on.

X would have to be supported 1-1 to attend day centres, which would have a big impact on her house mates. If she couldn't go her relationships with her friends, who she only sees at day centre, would break down.

No way of getting to day centre.

May have to move from day centre to more local centre. I have all my friends were I am now.

I take X, myself on 3 days a week in my own car. I only use it (bus) for going to Aintree Lane, when she is at respite once a month. But I could take her myself.

Because I do voluntary work, transporting my father to and from the day centre would seriously be a problem to me. It would also make my dad unhappy if he couldn't attend the DC cause for whatever reason I wasn't able to take him, and that would then reflect on his moods, which he takes out on me!!

It would be difficult to get her to the day centre - a taxi would have to be used. I cannot always be at my mother's home at the required time. Sometimes she will NOT go in a taxi.

It would have a greater effect on my son who would be deprived of going to his day centre.

If X does not go to day centre it would be very hard for me. I have angina and X's dad has had a stroke.

I am over 70 with pre existing conditions myself. The one day respite being removed would adversely affect my health. I have limited funds and would suffer financially and physically if charges were increased.

Would add another £10 per day.

Carer I look after my husband.

Of course.

No way my brother would be able to attend day care, which is a vital service to him.

Have to take and pick up service user. Would take a couple of hours each day.

This means that I not only take my son of a morning I would have to pick him up in the evening.

Would affect us greatly. Could not alter job schedule to accommodate transport problems.

I could not work as I would not be able to send him into the centre. I could get ill due to stress of not having a break.

Yes client would not be able to go to day centre.

I would not be able to cope with my mother not being at a day centre. This would be a disastrous situation all round.

My father would just not be able to attend.

My husband has dementia - the extra strain on me would be intolerable.

Going shopping etc.

My husband cannot walk very far, which makes it hard for us to get out. When he is at day centre I try to get out to the shops and do anything that needs to be done.

Would affect mum as she would not get out to a day centre she enjoys going to one day a week. I would therefore feel more pressure to try and get something else arranged, as mum has only one day independently.

Because of work commitments.

I am my husband's only carer and I am also partly disabled. If he did not go to day centre I would be under increasing stress. He has dementia. I am 75yrs old, nearly 76 (in 3 days).

I would not be able to take X to the day centre.

While mums in day care I go shopping, get cleaning done. I couldn't manage.

I would have to accompany my mother to the day centre in the taxi.

I would need to secure extra provision for my mother's care on the day she now attends a day centre.

Husband or daughter would either have to walk mum to day care or take in car and then arrange to collect her. Husband has high blood pressure, diabetes and breathing difficulties on exertion. He has also recently experienced some sight loss in one eye. If daughter was unable to give a lift then it would add stress for husband.

I work part time and I may not be able to change shifts to fit in with caring duties if the person no longer can afford to travel to day centre.

Increase carers stress, would seek regular respite breaks.

House cleaning and shopping. Thursday and Saturday.

I work full time and my mum really enjoys attending the day centre and I would not be able to take my mum to the centre if the service was removed. This is the only interactive part of her week. As she is widowed and her only contact with other people is with myself (only child) and the people who attend the centre. My mum's dementia would get worse if she was at home on her own.

I am my mothers full time carer - without the relief by the day centre and the transport system to take and return her I would be out of my mind! I am partially sighted and deaf - life is difficult enough for me. If I didn't have this I would probably give up and put mum in full time care.

Very difficult to get to and from day centre.

My severely disabled son would not be able to attend the centre - attendance there is part of his agreed plan.

Difficulty getting to the centre.

Would not go to day centre.

I would not be able to work or support my family (babysitting while they work).

We totally rely on X going to the day centre 4 times per week, where we know she is safe, happy and has company. Without it, we would have to consider residential care which we cannot afford.

My wife would refuse to go to centre without some other person would calling(??) for her.

Would not be able to go to work, as I arrange my hours around the times son is collected by transport.

Would have to make two journeys by public transport. It would be hard as I am classed as disabled myself. Buses that go to centre are only a half hour service.

X, last survivor of my late wife's family. She is unable to read or write and is in advanced state of dementia. Her attendance at day centre twice weekly gives me some respite. I am her appointee and have to make sure all her care situations are provided and are adequate. I have to handle all her finances.

Removing the transport service would detrimentally affect me, my caring / other responsibilities and cause added stress. Jeopardising or reducing the time we spend away from each other is unfair to both my husband and me, as my husband needs 24/7 care which I provide. Going to and from day centre is also RESPITE TIME for both of us.

I would have to take time out of my day to transport my Mum to and from the day centre. The two days she's there is my only free time.

As a 24hr a day carer only time I have to make app e.g. dentist, doctor, personal care. Take this away I would have no respite to follow own needs.

I am getting older and I would not be able to organise social activities for my daughter. Her life could become very boring and lonely as she needs more company than just me.

It might mean that my husband could no longer attend the day centre, thus depriving me of free time.

The two days Nan goes I get to spend time with my child and do all washing and cleaning.

I do not know how X would attend any of her much needed activities.

Taxis expensive.

I am 77 yrs old and disabled. I really need the relief of my husband's day centres and so does he, even though I am finding it difficult to pay.

I am also a carer for my 89 yr old mother. I suffer from Osteoarthritis and some days cannot drive or walk far.

My husband and myself would not be able to have any free time each day. Would not be able to go out without taking our daughter with us in wheelchair. We are both 81 and 84.

Would deprive me of rest.

Keep it within council. Cannot see how using another company and their drivers is cost cutting. Nor can we see why the safety net has been removed. The constant change of drivers is not fair. Surely the confidence of knowing the driver/s is of big importance.

It would increase the time spent seeing to my mother's needs.

Would have to arrange with husband over use of car.

May have to retire.

As the lady I care for won't go out alone, or get on a bus by her self.

Could not afford to send partner to day care centre and I would have no respite.

Housework and shopping duties would be upset due to caring demands.

Would have to take my father to day care by myself. Would have to leave from employer to carry out above which would no doubt be refused.

I also care full time for my husband who has been diagnosed 4 years ago with Alzheimer's. I really need this respite for my mother otherwise other arrangements will have to be made for her care. I am finding it hard to cope now. I really think I should not be penalised as I get no payment for my full time caring.

I work part time. If my wife did not go to day centre I cannot work as she cannot look after herself.

We would not be able to afford increase in cost. Do not know what would happen. It would make life more stressful.

Service user would not be able to go to the day centre.

Drastic.

Would impact on my life greatly. I am a single parent in her sixties, the sole carer of my son. I drive but would not be able to lift my son in and out of the car up to 4 times a day to take him to the centre. If the specialist transport was removed and the day centre closed because of lack of service users I would be requesting full time residential care because I could not cope.

I would have to subsidise the cost of taxis. Also I am not happy putting my mother into a taxi with lots of different drivers. Familiar face of the transport service drivers reassure her and make her feel safe. They are responsible for her well being and safety in a way that taxi drivers are not.

I do not live in Southport but in London. Every day of my life I work to maintain my sister's dignity, sense of purpose and diminishing health. Knowing that she receives stimulation and release is a great comfort to me.

This would have a devastating affect on both my daughter and ourselves. We are not young and sometimes unable to drive. It would be exhausting.

I would have to apply for extra revenue to help to keep X at home as I could not do 24hrs caring at my age.

I care for my daughter and I also care for my husband who has prostate cancer and her care package would need to be increased because I could not cope.

Cost implication of a taxi and carer to escort to day centre.

Our son will not be able to attend his centre.

It would be hard to get to the day centre. I would have to look into other ways to get there. I have other family members that rely on me.

I would find it difficult to go to the day centre as my parents both work and I need two people to lift me into a car.

It would impact on the respite care I receive and may mean that I could not continue to care for at home.

Would be unable to work.

b) would need to check on mother that day and would need to make sure she had a meal at lunchtime. c) Would mean spending less time with baby and other house duties / work duties.

I would have to factor in the time in my day to take and collect mum from day care plus the cost would be mine in using my own vehicle.

Increase the pressure, stress already experiencing. Should my car be not available to use then I have to look after my husband. I am deprived of my own quality of time.

When using a taxi mum gets nervous alone. It would mean someone having to accompany her in taxi.

Removing transport service would have a devastating effect on X. She relies on the centre she attends for social interaction with other people like herself. It builds up her confidence and teaches her to learn daily tasks, simple cooking, personal hygiene, day trips with other attendees etc., Without transport X could not attend the centre and would basically just stay at home alone.

As I suffer with COPD I would not always be able to bring him to the centre.

I would have to drive and he finds it very difficult to get into car.

Would have to drop further hours of my own employment to ferry husband to and from Centre. Already has an impact on my own pension from work.

I work full time and my disabled husband attends 5 days per week. This would stop me from going to work or he would have to stay home alone.

The only way that X would be able to continue to attend the day centre would be if family members could take / pick up. As most work then this would put extra pressure / stress on the family.

Because of my poor sight it would be difficult to transport my wife.

Would have to consider all options with regards to day centre provision (at present it costs us £30 per day from the day centre + lunch + transport costs).

I would have to take him myself.

Most parents are old. It would be a problem. Mother doesn't drive!!! Dad not always well.

As my daughter cannot access any other form of transport independently I would have to accompany her and I am getting older with health needs of my own.

The man I care for would react badly if couldn't go to the centre as has gone for over 30 years. It would take a chunk of his money to pay for taxis and he therefore wouldn't be able to do what he does now on his outings i.e.; buy lunch, cds etc., His behaviour is already aggressive and can be violent. On past experience it would go even worse and I am the one in the front line.

No way of getting to centre.

As we are in our seventies it would be very hard to look after our son.

Daughter would have to stay at home, which would upset her greatly.

It might work out it's expensive and I am the only carer.

Don't know.

We rely on the transport to take mum to day care, which she loves. It would affect her health and wellbeing if she could not attend.

It would have a devastating affect on my life. She would not understand and my life would be put under a great deal of pressure. I would be forced to try to take her and fetch her home every day. She has been going to various day centres on specialist transport now for the past 35 years or maybe more. She needs to continue to go.

My day care does not cover 9 - 5 pm Monday to Friday.

Some effect on my co-tenant who would have to travel with me.

X gets picked up by a member of staff and brought home. This is so he does not get into trouble if he was to go himself. X does not like using taxis or buses.

It would be difficult to get to day centre. Maybe change day centre.

I have two young children and I work part time. It would be too much having to go every day to my mothers. Also my mother loves the day centre, it gives her somewhere to look forward to, and I know she gets a substantial meal.

Day care provision provides a break to enable non care tasks to be carried out.

My daughter cares for me and these days a week I am in the day centre give her respite.

24 hour carer and this would leave me with no time to myself. Even one day a week makes a difference.

My sister and I are both in our mid eighties and she requires day and night care with every aspect of daily living. I would be unable to continue caring for her if the respite provided by her 3 days at the day centre was removed.

Would be inconvenient for family to go back and forth to drop and collect. (These people also work).

X would not be able to afford the full cost of taxis & public transport would take too long and he would need support on the journeys.

I would have to find alternatives.

I would become concerned on many issues relating to mental health and wellbeing of the service user if service stopped.

I do not drive it would make life very difficult.

But she would not be able to go.

My husband cannot be left alone at any time. I could not go out. If I cannot go out we don't eat as I would not be able to go shopping. Looking after someone is a 24/7 commitment.

I care for my husband who has Alzheimer's for the last five years. He has been going to Brookdale for nine months and it is the only break I have.

My husband is registered blind and has memory problems, so I would not be able to leave him on his own.

My wife is not able to travel on any form of public transport. If the service ceased I do not think I could carry on to be her carer.

I have not shown this questionnaire to my mother as she would have been distraught at the thought of not being able to attend day centre. It is a lifeline for her.

X would have to stay at home.

My daughter is blind. She feels confident using the transport you provide. If you remove the service it would cause problems for her and me.

They would have to leave the family home and go into supported living.

They would have to leave the family home to go into supported living.

Our daughter could not attend the day centre.

My mum attends day centre 2 days and this is the only break I get at all.

Won't go to centre.

I could not cope if my husband did not go to the day centre twice a week. I need the driver of the bus to help me manage my husbands care.

I need the respite the centre offers I would find it very difficult to cope without the centre.

I would have no life and I need the respite day centres offer.

Really it would be both 2 and 3 I would have additional duties in terms of transporting my daughter I would have to reduce my hours at work to accommodate this.

Q13. If this service was removed how would this service affect the person you care for? (Other)

Or walk.

Without the day centre his live in carers would not be able to cope as he needs 24 hour care. He would have to go into residential care. This would be very distressing for him as he has Vascular Dementia, which means he have very little short term memory. He feels safe at home because it is familiar and he is used to the day centre because he started going before his short term memory became so damaged.

This would not help her anxiety problems.

Apprehensive of being in a taxi on her own.

Some financial disadvantage.

Would have to seek other help.

She is not able to go out alone due to her forgetfulness. Gets very confused.

A taxi or public transport is not really an option. My wife needs assistance to and from the transport.

But what about those who can't and one in wheelchairs etc.

Please do not stop the transport.

Mum is in the late stages of Alzheimer's only the people who pick her up have the time and patience required to do this arduous task.

X would be unable to cope with a taxi due to her dementia and the cost.

X requires an escort when needing to go outside her flat.

Public transport is not an option when you have significant disabilities. This service is a safe and sociable one, as my husband joins a group of empathic people and enjoys the journey and importantly this experience too.

I would have to take time out of my day to transport my Mum to and from the day centre. The two days she's there is my only free time or not be able to attend day care at all.

I would try to push her to the day centre. If I can't manage it we will have to forgo the service.

They would get a lift if I had driver.

Not attending would be a blow that could rip her into despair! She suffers enough as it is.

She could only attend if I could arrange transport.

Lift if available or we would have to go by taxi.

Need someone to accompany her in taxi.

With medical problems cannot go out alone.

X would become more isolated if she was not able to attend the day centre. This would affect her physical and mental health.

Use transport (car) of neighbour who is 90 yrs old.

Could not afford taxis there and back, four days a week.

Might have to only go once a week.

My mother would be lost. She depends on this service 4 days a week.

My husband has to be helped into a car or taxi as he has trouble with his balance.

My mother would struggle without assistance on any other form of transport.

I would have to see how this would affect my husband and then decide what to do.

Q14. If you selected box 2, 'some financial disadvantage' or box 3, 'Other', please explain in the box below:

We have never been offered specialist transport.

We feel the transport system should be reviewed as we see many vehicles with only one or two service users aboard.

Without specialist transport a lot of disabled adults will lose out on something which, from personal experience, is really important to them. These day centres go a long way with helping adults with learning disabilities towards independence. The people that use these day centres and their carers rely on transport, especially the carers who are ill or elderly themselves, to provide much needed services. I feel that both options will prevent a lot of people from attending day centres which will be a shame. Maybe some sort of means tested arrangements should be made in regards to transport as this would sort out who really needs to use and how much they can pay.

It would mean cutting back on heating and food.

Mum lives with me so the increase would have an affect on our "shared" expenditure.

I could not afford any additional charges. The daily care package has just increased by almost £100 per month and we are both pensioners, without any increase in pension.

Living on state pensions. Cost of living increases. It would be very hard.

A very poorly worded and repetitive survey obviously biased towards achieving answers you can use to justify cuts to the service.

Funds would have to be found to fund daily care lunch time and evenings.

I am a pensioner suffering from dementia. My carer is answering these questions for me.

Financial increase - unable to afford.

Already pay for trips not taken.

Obviously this would increase the money needed to pay for the service. My mother is on a small income but she would rather pay more for the service than see it removed.

I don't have a lot of money. I enjoy going to the day centre.

We are low income and live on savings. Any further expense would have enormous effect.

Mother has little money to spend. With the increase in gas and electricity increasing her transport costs would be the last straw.

I would not be able to attend the Centre.

Because both my parents are aged 79.

Already paying £6.50 per journey.

X cannot make a decision on these questions.

Obvious.

It may have some effect on my sister's ability to pay. It would depend on how much more she would be charged.

Both options are not good. You think about how much a week that would entail. Increase to 50p Yes. Your not the only thing that has gone up. How much is enough! (Never). The Government is cutting all aspects. Time to say enough is enough. They are all just being greedy now. Lets start by their generous overpaid jobs! Huh! Maybe they think twice!!! It's annoying.

We directly pay £50 per week for day centre costs, meals and transport. It's wrong what you's are doing to all the people in the county. People depend on the transport to take them where they go to. Most people don't have much money. I think you's shouldn't be making us pay the transport that we use.

I just hope that sense will prevail in the end and you will keep the transport on for my daughter.

Stop taking advantage of the vulnerable ones. Not much care in Sefton Community as it is.

You have already put the two centres together so you should try somewhere else.

If you stopped the transport it would put vulnerable people and children at risk unnecessarily. Some people only have this means of transport to go to their different centres and schools and colleges. Some cannot afford the different means of transport. So you would take away their only means of mixing with other people with disabilities. They have enough obstacles in life without this pressure as well.

Sefton council's policy on specialist transport has been a burden on carers for years, changing rules and criteria every other year. To solve problem, raise council tax to Sefton Council tax payers. Some might say "why should they pay for service I don't use" Specialist transport users don't use Southport flower show and or champagne parties in the town halls.

A 50p rise each way would be fairer.

A 50p rise each way would be fairer.

Transport very good service.

I like going everyday and I like the people I travel with.

Please don't stop the transport.

This transport is a lifeline to people with Learning Disabilities. It is the only way to some people that they get out and about. See people they have known for a long time to go to a place they feel secure, on transport they feel secure. It is the difference between being and looking forward to going out or being stuck at home which happens to some people come Friday to Monday. It is a very important service.

Leaves me with very little spends. You make it sound good and then by Q3 it's not a choice. You're driving people to put their disabled child / adult into care. So instead of going forward it's a retrograde step, just like it was 25 years ago.

X would bear the cost. This transport is very important to people with learning and physical disabilities. It can be their only lifeline to services. They are transported safely to their destination. If it didn't happen, some people would be isolated at home, wouldn't access or see anything or anyone. It is so important and would be a great shame if it ceased or was outside peoples budgets.

My wife receives D.L.A An increase to £5.00 per trip would eat up most of the allowance.

I would have to make arrangement for getting her to day centre, or check she has everything when she gets a taxi as she has dementia.

I have care 24/7 and need the time/freedom the DC gives me. I'm not that young myself (almost 67)!!! The DC is the best thing that's happened to my Father - and me - and he's very happy there that's why I'd do my best to get him there. A Question - if the transport is scrapped, what will happen to the staff involved??

Costs have to come from a fixed income!

If you put the price up it would put pressure on X finance.

I am only in receipt of pension and have already increased demands on my limited funds in order to treat my wife's condition.

Because of price of taxi both way.

I am able to pay for X to go as I get attendance allowance. This helps.

Attends 4 days a week. Day care plus food plus transport times 4.

I like the social side of bus. Escort is very good and we have a laugh and sing song.

I don't think it is right that the most vulnerable people in society are having to pay more and more for their services. This also has a great impact on a single parent's budget.

Only charge for actual journeys, not when user on holiday or days off, which taxi service still claim.

Would not be able to send him to day centre when he has hospital, GP, dentist or clinic appointments because I would have to pay taxi cost with his money. If you have severe behavioural problems or physical disabilities this service is vital. Public transport is not an option.

The increased cost will be taken from my limited income but I understand the need for the increase.

We are already paying £6.50 per journey. I assume this price would change, if other price increased.

It would be a disadvantage due to the cost of living rising prices.

I am already paying £13 for him to go for one day plus £30 for day centre. My savings are being eroded and I need them for my problems.

I would not be able to send my son to the day centre.

Wife attends day care for one day each week but hopes to increase this to two or three in the future. The increase in transport charges would be prohibitive for increased attendance.

Would increase carers stress if not attending day care.

As my mum enjoys the centre I would not like to see her miss the opportunity to meet other people. So I would have to fund the increase which in the current climate would affect me financially and I would end up in debt.

Times are hard and I don't know if I could continue. I may be forced to put mum in full time care.

It is a vital service and should only be increased as a final option. As the most vulnerable in our area would be affected the most.

My son cannot afford to pay for transport. Neither can I. There is no option. It is a threat. How dare you treat the incredibly vulnerable in such a way!

It is an essential part of people's lives so it needs to stay running.
Not go to day centre.

X's state benefits cover all her care costs as it is.

I think it is very good service.

As I have 1-1 funded support which I pay half my DLA to each week. I would not have any money to cover the transport.

Obviously it would reduce our weekly income for other essential services (utilities) and food. All of which are also increasing. My husband needs his own personal carer in attendance at all times, do increased transport charges apply to him?

A small increase would be acceptable otherwise may not be able to carry on attending the centre.

Already stressed with extra charges. Losing the will mentally to carry on. Thinks life is not worthwhile from a positive attitude to a very negative outlook. Makes him feel worthless, very worrying.

We have difficulty paying the bills because your system of sending out bills does not work. Sometimes they send out an invoice for 2 months which puts a burden on our finances. It's like having another electric bill.

Obvious.

It's a lot of money a week.

I am X's step father and a pensioner. I try to supplement her benefits but I am finding it VERY difficult. The transport is an ABSOLUTE necessity and without it X and others would NOT be able to get to the centres.

Being a pensioner and no extra money to spare.

He pays £30 per week towards ILF. £20 per week for (???) and social activities.

My husband and I are pensioners. We would have to subsidise my daughter allowances. We pay for Warren Care each day.

Not understood, am already paying £6.50 per trip (£13 per day).

If it needs revamping, put out suggestions. Don't do what you done recently - you put in private company drivers & coaches without any knowledge to us. We were told one evening that it was stopping immediately, next morning bus came that was not satisfactory to needs of client. Caused a lot of distress. It was sad to see. Drivers are not consistent, sometimes new driver or different driver every day for total of a week. Give us back our council drivers please.

My mother has already had an increase in transport charges - to £6.50 per trip. She cannot afford 2 trips per visit, so I take her to the centre. Transport brings her home.

Only on pension and have household commitments e.g. sharing all bills in running a house.

Would it not be better to take half the specialist transport off and fill up the rest as a lot of them are only half full and just add a little extra to what they are paying now.

Less money for other bills.

Extra charges - extra outgoings?

May have to assist in the increase.

I care full time for 2 people with no funding from the Government.

Income would be reduced.

They are not options, it's a no win situation - pay up, continue to attend day centre and cut back on other activities or no transport unless the fare is increased hence unable to attend day centre.

To even contemplate stopping the specialist transport is an absolute disgrace. Families with disabled children, no matter what age, have a very difficult life to start off with. How many of the people who make these decisions are the parents of disabled children? None would be my guess. It will be hard enough for a lot of families with increase transport costs but rather that than no service at all.

I would have to help towards the cost and I am also a pensioner on a limited income.

I struggle to maintain my sister's mental attitude and financial viability. This makes it all the more difficult.

This would have an effect as we are pensioners but to enable our daughter to go to the centre we would be willing to pay. Perhaps it was possible to arrange every seat was used on each bus. This may cut down cost and less buses needed.

Yes get rid of some health and safety workers before cutting down on transport. I know you have to have them but my life has been made harder, not easier over the years with health and safety and picky drivers, who think more of rules than the parents and children.

If the service charge increased she might have to reduce her days.

Time off work.

Would have to consider how many times our son could attend his centre.

The specialist transport should be free. It is unfair they have to pay and to put it up many carers will not use it. It should be a free service for disabled. I strongly disagree that you should have to pay.

I am incontinent; the money I receive barely covers the cost of the water and electric used to wash my bedding each day, as the pads provided are such poor quality. I already pay for lunches at the day centre and receive no additional help as my parents work. Reduce the flower budget for Southport & other useless things & divert it to services that make a difference to people's lives!

Significant financial disadvantage if 100% charge increase goes ahead.

Use of own vehicle / price of taxi fares to and from times 2.

We are on a limited budget. Any increases in charges affects our household bills etc. Heating bills would be biggest effected.

Please do not stop this very much needed transport!

I think that the specialist transport is a vital resource for our most vulnerable persons and you have a duty of care towards them.

Am in receipt of mobility allowance. Would not be willing to pay any more than the allowance as my husband due to increase is only paying 20% towards our bills.

Major financial disadvantage. Could not afford for husband to attend 5 days per week.

I would have to pay more.

Day centre provision £30 + lunch + transport (slowly all this adds up on a limited income.

It's a convenient way of getting to and from the centre. They don't like change and it would be upsetting to stop this service.

I think it is really important as it's not just about transport. My daughter enjoys the journeys with her friends; it is an extension of her limited social life. If she lost her daily pick up, she would lose another bit of her daily interaction with people.

Our son would need to be taken but we could not manage ourselves. We would have to budget very carefully.

Extra cost but worth it. Thank you.

Already paying £6.50 net trip £13 per day.

She is now paying for all her support, day centre + 4 hours support with Mencap on Saturdays + bus charges. This is now taking a large part of her income. And I am sure that the increases for the bus will not be the only increase. How much

more are people like her going to have to pay. It is not an option for them to stay at home every day, as you well know, and these things are going to have to be paid by her because our lives would be made much harder.

If you stop the transport the day care centre will not work. It will cost you a lot more if care for one to one and the service users from the social interaction.

Because I use specialist transport it means my co-tenant, who shares my hours on a 1-3 ratio, doesn't have to come out with me. Although I know she wouldn't mind. I attend the centre 4 times a week. A taxi would be a good option contracted, but would need to be covered, licensed and risk assessed.

I don't use specialist transport. I attend Cedar House 4 afternoons a week and a member of staff picks me up and brings me back home.

It is not just transport it is a group of people who have contact / friendship with my child.

My mother would have a large chunk taken out of her pension and the pension does not go up.

A massive financial impact based on 4 journeys a week at £5 per journey $20 * 4 =$ £80 a month

As we are both reliant on pension credit the proposed increase would affect us.

Having to rely on someone else for help.

I am on ILF I need the specialist transport as I meet my friends and I would not be able to pay the cost.

Greatly effect money.

The service user would become anxious and worried about having less money, which will require extra time reassuring and calming service user.

There are bus escorts on the specialist transport they help to support the people travelling on the bus.

If the cost goes up she would find it very difficult to afford the fare Use of care centre staff to cut cost of bus escorts.

As we both live on state pensions I would find it very difficult.

My mother would not be able to attend day centre if charges were increased as she can barely afford it now.

It's disgusting to put the charges up. Each day is hard enough.

It's disgusting to put charges up. Each day is hard enough.

As ILF user do not currently pay. There are other options - cuts to other council services & projects e.g. cancel the Switch Island road which would save millions. Specialist transport is vital and a lifeline to many. How can you say clients needs are put first e.g. person centred plan, and then threaten key services.

Can't afford with other costs. Discussed with paying fares attendance fees plus dinners. Too much, will withdraw and stay home.

It is not just the cost of the travel it is the support my husband receives from the guide on the bus who encourages him to get on the bus and looks after him during the journey.

I would have to find the money from somewhere, cut back on something else don't know what at the moment

Living on a limited budget it would be difficult.

It would mean that I would have to pay additional monies out of my own resources.

With massive price increases in basic life needs, how can I afford to pay for transport beyond what I am already paying? Start looking at all the useless things you buy "in the name of the people" start to really look after the vulnerable and you might just get some support from the electors. We know who you are and come the next election we will remember you ... Useless councillors your days are numbered.

Q15. If service charges increased for transport services to £3.00 per journey, how would this affect the person you care for? (Other)

The hours of attendance may vary according to my other responsibilities.

Needs familiar routine and people. Could upset him and make him lose confidence.

X would find it difficult to answer these questions.

My sister suffers from severe memory loss and requires the help of experienced people to help her on and off the vehicle.

Honestly I would give in to mum being in full time care.

If unable to go to day centre she would deteriorate. This facility is essential as she benefits greatly by going.

Does charge refer to round trip or not? Does essential personal carer travel free? Depending on answers, may or may not attend. If trip to and from centre £3 and carer free would pay this increased charge.

They would get a lift if I had driver.

They would get a lift when available.

Need someone to accompany her in taxi.

My husband cannot go out on his own.

They would continue to use the service.

Prepared to pay £3.

£12 £24 is a 100% increase as much as I am prepared to pay.

Pay the £3 for the transport service. (Why is this not a standard option?).

Would attend, using services.

As noted previously my brother is paying £6.50 per journey.

Seems not unreasonable.

They would struggle in paying other bills.

We would still use the service.

We would try to fund it.

As no alternative is possible there would be no option but to pay.

That would be hard.

Would be a financial strain. Probably lose a day at day centre.

They would still attend.

They would continue to use the service.

They would still come.

See above. I am paying £6.50 per journey.

They would continue to use the service.

They would pay the £3.

Still use your transport.

Already increased to £6.50 per journey.

X would carry on attending.

I would just have to find the money some how.

Don't know how I would manage.

We would be willing to pay £3 per journey.

Would because am already paying £6.50 per journey.

It would not.

Reduce days.

Would impact greater on their finances.

This is the most they can afford to pay.

They would still use the service and I would subsidise the cost.

She could still go, however I strongly resent that the most vulnerable being penalised for the folly of others who have little concept of real suffering or deprivation. They think in the abstract.

They would still attend.

It would impact on her finances.

Would continue and absorb the increase.

We would obviously have to pay the increase out of X's fixed income as we want her to continue to attend the centre.

They would still use service as it is essential.

Use council transport.

We would pay the extra cost.

I think this could be afforded.

I would have to incur the extra cost.

He doesn't like routine change and therefore would make a difference to his personal emotion.

If the service is increased there is no choice in the matter, we will have to pay.

I would have to pay the increase as I would find it very hard to cope otherwise.

This would put an unfair strain on my finances.

We would still use the service.

Q16. If service charges increased for transport services to £5.00 per journey, how would this affect the person you care for? (Other)

The hours of attendance may vary according to my other responsibilities. Too expensive.

Needs familiar routine and people. Could upset him and make him lose confidence, but with extra financial difficulties.

X would find it difficult to answer these questions.

I suppose a small increase; she may be able to cope with. At present she pays £1.50. A £3.00 increase she may be able to cope with but even her money won't last forever. But as she does require the help we would have to do the best we could. We are very grateful to the transport workers. They are very kind.

£10 per day is totally out of the question.

Have to cut days down.

Honestly I would give in to mum being in full time care.

If x was denied access to day centre I would have to seriously consider asking social services to provider for her in a nursing home. I have always considered this as a very last resort for her but there are limits to what people in my situation can do.

Does charge refer to round trip or not? Does essential personal carer travel free? Depending on answers, may or may not attend. If trip to and from centre £5 and carer free would pay this increased charge.

We would have to arrange for just once a week by taxi.

They would get a lift if I had driver.

I hope that the council would not be as heartless as to carry such an idea out!

They would get a lift when available.

Too much increase.

It would be hard. May have to drop day centre a day.

£40 a week for transport is far too much.

I have hospital appointments to attend.

They may not be able to attend as often which lead to a deterioration in their condition.

My husband cannot go out on his own.

They would continue to use the service.

As we already pay £6.50 per journey, this is not relevant.

Prepared to pay £5.

£5 is a lot to charge for a single journey and it is a lot to expect someone who is on a small income to pay.

Would attend using services.

They would struggle in paying other bills.

We would still use the service.

I would try to organise a taxi but this may be difficult.

This cost is a lot in addition to what they already pay to attend centre.
See above. I am paying £6.50 per journey.

They would pay the £5. However, persons attending all week or 3 times should only pay a set amount e.g. £30 per week.

X would carry on attending.

Don't know how I would manage.

Reduce days.

They would still use the service and I would subsidise the cost.

It would impact on her finances.

This increase would be a struggle to manage but if jobs were saved X would want to try and pay if she could.

They would still use as would be best way to travel.

Would have to consider all options.

We would pay the extra cost.

Don't know.

I would have to try to incur the extra cost.

I would have to pay the increase as I would find it very hard to cope otherwise. I would have no choice.

This would put an unfair strain on my finances but with greater strain.

Comments not related to a specific question

Why do you keep sending out these daft questionnaires? When it is obvious no matter how much people object to an increase, YOU WILL increase costs. The cost to attend a day centre is now extortionate, and in view of OTHER recent price hikes my mother is more than likely to stop attending the centre, which is a real shame as this is the only opportunity for her to get out and about and meet people, where she would normally be stuck in the house 7 days a week on her own. But she simply cannot afford to pay these prices. Want to reduce costs? I could think of many ways to reduce costs, one being to reduce Fat Cat Council salaries, I doubt that will happen though. So instead let's target pensioners and screw as much money as we can from them. I am disgusted at this situation and hope you reconsider these price increases. And please reduce your admin costs by NOT sending out these daft Questionnaires that have no positive effect on the outcome.

I suggest that the three councillors are not required in every ward and that at least one in each ward should be removed. This would free up quite a lot of money, which would go a long way to subsidise the transport problem which is going to hit the most vulnerable people in society. Especially those that suffer with dementia and require 24 hour care from relatives who are generally elderly themselves, and also in poor health, and regularly do not get any sleep.

I'd like to add. I think this is a great injustice to us elderly people. Especially who fought for this country, paid taxes etc., all our lives. School buses are free. So why do we have to pay. When for some of us it is the only outside world we see apart from our own home!! And we get to speak to people. Don't be so mean to take this away from us!! Would you like this for your parents. It's disgraceful.

Mum only has day care once a week (we have been waiting over 2 years for a second day). So the financial impact on her would not be as great as on someone using the service 5 days per week. So their input into this survey should be given more weight but even for mum there would be the consequence of the change to consider and the social side for her mental well-being as well as the financial impact.

I am typing because my writing is not very clear. Firstly I should say that I was going to fill the questionnaire out on line, but there was no way that this was possible. The link that you have given to go to did not do what it was meant to. It was a waste of space. The charges made on the transport side should be based on distance. Why should I or people like me pay the same as someone coming from say Formby, they should pay more, a taxi charges on distance and rightly so. Another thing is why should people who are large have the pleasure of taking two seats up and pay the same as a small person, this is not fair at all. They don't share sitting with anyone, a rather good perk, do you not think? The bills sent out for the cost of transport are hit and miss. What gives them the right to send a bill out, for say three months and expect payment pronto? They would say the payment can be spread over extra weeks, when it is their fault that the charges have accrued. You mentioned in your letter charging may be £5.00 per journey, that would be £10 per day, a taxi on a short run would only be that, but someone from Formby would have to pay more than that in a taxi from there and back. So

come on get your act together and work the charges out fairly, instead of some of us subsidising others. Thank you for your time reading this.

This form you sent to my son X, all letters and forms should come to me. I am his mum and carer as X can only write in a fashion. X never allowed out on his own as he has no road sense. He has a taxi twice a week to go to the gym he loves. In the past he has won 10 gold medals for power lifting but only goes now to keep fit. He would miss the bus service. By the way we are now the rates of £3 per day. If you want to know anything of my son get in touch with Sandbrook Resource Centre.

The service provider is the only way my mum can interact with people. I feel that if the service was either withdrawn or price increased my mum's dementia would need more care. She would not be able to afford to attend her only social event. My mum has worked all her life and paid taxes and I think that the council should respect that and her as a continued tax payer. My mum looks forward to this once a week day centre. I would like to ask the council not to increase the transport charge as this would have further cost implications on the care sector within the council for a social carer to attend people who are no longer able to socialise with other people as this service has been removed.

This form has been completed on behalf of X by her daughter, as X has Alzheimer's disease and would be unable to understand the form. X is 83 years of age and finds completion of forms difficult so asked daughter to complete on her behalf.

Please note! My mother has been paying £6.50 per journey to the Orchards since May 2011. So this form is somewhat irrelevant to her. I assume other clients have already had a rise in their charges too, so this flat rate for everyone of £1.50 per trip is no longer true and your quote of £146,000 is out of date. Why has this questionnaire come now? I have tried unsuccessfully to speak to someone at Merton House, so would welcome a reply.

Perhaps it might help Sefton Council's finances if the invoices were sent out more regularly and were not months behind.

You have in my opinion wasted time and money in asking questions that have no relevance in saving money for the council budget.

I am very disappointed to have received this questionnaire which describes a charge of £1.50 per journey. My brother is suffering from Alzheimer's and also has a walking disability. He currently pays £6.50 per journey to Sefton MBC so that he can attend the Day Centre each week. I would appreciate it if someone would be good enough to contact me to explain this anomaly.

Letter sent to Andrea Grant (Head of Governance and Civic Services) on behalf of Service Users of Brookdale Day Care Centre.

This letter is on behalf of the family and carers who support the service users of Brookdale Dementia Day Care Centre. The centre specialises in valuable respite care for those suffering from Dementia and Alzheimer's and is the only facility available within this area as the "social care" provided by Agencies on behalf of Sefton Council does not provide dementia trained staff. Brookdale also ensures that our loved ones receive stimulating and humanitarian care, which helps to maintain their dignity.

The first indication of any issues relating to the Transport Service was the receipt of the consultation document in the post, followed by an invitation from Brookdale to meet with your representatives on the 5th December. The meeting was well represented and an indication of the strength of feeling against these proposals was that many Carers had taken time off work or given up their limited and valuable free time (in some cases had got out of bed) to attend.

Although an increase of cost from 21.50 to 23.00 per journey may not seem significant to some. It is a 100% increase and for those having to live with a disability it represents a huge financial burden. You also need to consider that those with Dementia / Alzheimer's are facing increased costs for heating and some could even be facing fuel poverty as the condition and lack of mobility means that the heating needs to be on constantly. Also they are likely to require incontinence products and specialist equipment.

We were concerned that the consultation process itself appeared to be ill thought out. It would have been useful to have further information provided with the questionnaire, for example most of the information appears on the internet and not everyone has access to this. Also there does not appear to have been any impact or cost benefit analysis surrounding the proposals or indeed an Equality Impact Assessment (particularly for the impact on this vulnerable group), your representatives at the meeting on the 5th December 2011 certainly could not confirm if one had taken place. Also the consultation questionnaire appears to be strongly weighted to provide you with the answers you want, either increase costs by at least 100% or cancel the service altogether. Question 3 infers that if we do not agree to a minimum of 100% increase in cost the service will cease altogether — Carers felt that this was tantamount to blackmail.

The Carers and our loved ones who would be detrimentally affected by this proposed change thought it may be useful if we set out how we would be affected.

Physical and Emotional Impact:

Those suffering from Dementia / Alzheimer's can have the following issues:

- Do not differentiate between day and night and therefore do not sleep.
- Can not do anything for themselves so may need to be toileted during the night.

- Need 24 hour care and supervision, in some cases, will require, dressing, feeding, toileting, supervision to ensure that they are safe and cannot harm themselves and;
- Are often physically bigger and stronger than those caring for them

Some Carers could not attend the consultation as this is the only time they were able to catch up on sleep, get out to do the shopping or undertake the day to day chores.

For those Caring for loved ones the respite care that attendance at, the Brookdale Day centre provides is critical. Carers attending the consultation. process on Monday 5th described the following:

- I have got out of bed to come here today as I had no sleep last night
- I only had two hours sleep last night
- Euthanasia would be best either him or me, I do not care anymore I am so tired.
- My wife (who cares for her mother) broke down when she received the consultation document; I am concerned that she will once again require prescription medication from the Doctor just to enable her to cope.
- To take my wife to the Brookdale would mean lifting her in and out of the car 4 times a day (3 days a week). It would take me on average an hour and a half per journey which means I would lose 9 hours of respite per week. Also I do not know how long I could continue to undertake that physical activity as I myself am 72 years old.
- I am 85 and provide full time care for my 85 year old husband, I do not know how I would cope.

It should be noted that due to the extreme severity of their medical condition it is not possible for anyone attending the Brookdale Day Care Centre to undertake travel to and from the centre without being accompanied by a Carer. If their usual Carer is ill, working or otherwise unable to accompany the individual, can you advise what mitigating proposals Sefton Council have (should be in your Equality Impact Assessment) assist with this situation?

Non attendance at Brookdale is not an option as the centre provides specialised care for those suffering from a terrible medical condition and respite for those that are caring 24/7.

Financial Impact:

All of the Carers present on Monday were frightened by the proposed minimum 100% increase in transport costs, as they cannot cope with the extra financial burden.

- One individual was concerned that he would have to cease the personal care his mother receives as he cannot afford both. This would mean he would have to take over her personal care and his mother would be stripped of her dignity.
- Those who are managing to work and care for their loved one, have already had to reduce their working hours and an increased cost of 100% is far too

expensive. Also for those in this position if the service ceased, then those in work would have to (further) reduce their hours in order to take their loved one to Brookdale, which means a wage cut, which in the future will mean a reduction in their personal pension provision, a double financial impact for some.

- My mother receives a state pension of £65 per week the minimum increase in costs (for 3 days attendance at Brookdale) would give a financial burden of £72 pound per four week period. Therefore 28% of her state pension would be required to fund her travel to and from Brookdale (this would rise to 48% of her state pension if the maximum financial burden was imposed). You also need to take in to consideration that there is also a cost to be met for meals / attendance at Brookdale.

Day to Day issues:

As a Carer the responsibility, emotionally, physically, financially never ceases. It is there 24 hours a day, seven days a week, fifty-two weeks of the year. The time spent by our loved ones at Brookdale, gives a small window of respite in which they may be able to establish a life for themselves. If time allows as they will also have to catch up on the day to day jobs such as cleaning, washing and ironing (usually twice as much to do due to issues of incontinence and having to feed someone etc) and shopping (again very difficult if accompanied by someone with Dementia as crowds and strange places can make them even more stressed and confused, also they can often be partial to wandering and can be off in a blink of an eye). For some just quiet time or sleep is essential for their personal wellbeing. Especially when the Carer themselves may be elderly.

As Carers we cannot emphasise enough how disgusted and disappointed we were with questions posed in the recently issued Specialist Travel consultation questionnaire. The suggestion that those currently using the Specialised Transport could:

- Walk
- Use public transport
- Get a taxi
- Or they would get a lift

Clearly demonstrates a complete lack of understanding and insensitivity about the condition, and is quite frankly disgusting. We assume the questionnaire must have been signed off by Sefton Council, who should have an overview and appreciation of the difficulties faced by both the patients and Carers.

Dementia / Alzheimer's is not just a case of forgetting names, places dates, being confused etc. For example my mother who has had the condition since 2004 (and is now 71) cannot walk, talk, communicate, dress, feed or toilet herself. Sadly she is completely incapable of doing anything without 24 hour care, which is provided primarily by my father aged 72.

There are other Carers caring for their husbands which must make the scenario detailed above even worse, just because of the physical differences in the sexes.

We all understand that budgets are being reviewed and financially times are very difficult however we would like to make the following final points.

Firstly your proposals appear to be very short sighted, they may give you an immediate saving, however have you undertaken an impact / cost benefit analysis of the longer term impacts (which we would predict would occur in the same financial year, as those providing care are vulnerable now) of increased need for respite care and social care or indeed full time residential care for those unable to cope — those costs would be far more significant, than the cost of Specialist Transport.

Secondly all 3 political parties gave a commitment to ensure that those requiring care would be supported to ensure that they could remain in their own homes. They acknowledged that this was not only best for the individuals but best for the public purse as it is the cheaper option — a win, win situation for all. To remove or increase specialist travel costs by a minimum of 100% does not in any way support this commitment.

Thirdly the information you provide about the cost of specialist transport services appears questionable. You quote a cost of £2.1million for 200 service users, which equates to £10,500 per service user (maximum of 10 journey's a week, equals 520 journeys per year, equates to £20.19 per journey (£40.38 per day)). We are at a loss to understand why this costs so much and if better financial management could enable a more affordable contract be awarded to deliver these services. Also why is the cut to the older peoples budget £11 million a year when the cuts proposed to other budgets are as low as £1 million?

We would be delighted if those Councillors who are actually going to make funding decisions going forward, would meet with us at Brookdale, so they can see first hand why it is imperative that the specialist transport and care provision is maintained.

Yours Faithfully,
Service Users and Carers of Brookdale Day Centre.

Please note this letter will be copied to the following individuals:

Paul Burstow — Minister for Social Care

John Pugh MP

Eric Pickles Minister for Communities and Local Government

Lord Fearn

David Cameron — Prime Minister

Nick Clegg — Deputy Prime Minister.

Annex B