

APPENDIX 2

Policy, Impact and Intelligence

Knowsley Travel Support Policy: Public Consultation Results

A report on the findings of consultation with Knowsley residents about proposed changes to the Council's Travel Support Policy

Final Report

August 2013

This report

This report produced by Policy, Impact and Intelligence (Knowsley Council, August 2013) describes the findings of consultation with Knowsley residents about proposed changes to the Council's policy for provision of travel support for children and adults.

This report is intended to:

1. Set out the purpose, scope, and methodology of the consultation process
2. Describe the findings of the consultation
3. Provide information about where to obtain further details of the consultation

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1. Background

1.1 Why is Travel Support Policy changing and why should we consult?

Knowsley Council's travel support policy sets out the guidelines that determine who can receive support to help them travel to education, training, or social care services within the Borough, and sometimes to locations outside the Borough.

Cuts in Government funding have meant that the Council has to review many areas of service in order to reduce costs, whilst protecting those in greatest need.

Travel Support was identified as a service area where changes could be made that would reduce costs by improving the assessment of need for travel support and by simplifying the application process. The thinking behind the new policy was also towards encouraging and helping people to live more independent lives wherever possible.

There was no legal requirement to consult because the proposed changes to the Travel Support policy ensure that the Council will continue to meet its statutory obligations. However, in the interests of openness, it was decided that residents who would or could potentially be affected by the changes should be consulted.

The approach and methods used to consult were aimed at achieving a reasonable balance between ensuring that all those potentially affected would have an opportunity to have their say, whilst the costs of the overall process would be kept to a sensible level.

1.2 What was the purpose of the consultation?

It should be stressed that the consultation was not primarily intended to improve our understanding of the effects of the policy changes on population groups or individual households. Circumstances facing individual residents and families are varied and often unique, and, as the proposed Travel Support Policy includes a shift towards greater assessment of individual circumstances and needs, it was unnecessary to examine this more generally.

The consultation was also not intended to determine how many households would be affected, as this is already known from the Council's service data.

The main purpose of the consultation was to assess the extent to which Knowsley residents agreed or disagreed with the main principles and thinking behind the proposed changes to the Travel Support Policy.

Because these principles and ideas could apply equally well to other Council services, and as a result of consulting more widely than just those currently receiving travel support, the findings of the consultation have even greater value in helping us to understand local attitudes towards change.

1.3 Who did we consult?

All people currently receiving one or more forms of travel support were invited to take part in the consultation. This included anyone receiving support via the following services: Adult Social Care, School Travel for those with Special Educational Needs (SEN), Children's Social Care, Home-To-School Travel, and Post-16 Travel. The process provided opportunities for individual households, but also relevant interest and stakeholder groups, to participate.

Whilst a relatively small number of residents currently receive travel support, the range of people potentially affected by changes to the policy is far wider. For example:

- Some people who do not currently claim travel support may need to do so in future.
- Some people who don't claim travel support for themselves may be carers for people that do.
- The principles behind changes to the Travel Support Policy that are being consulted on are relevant to other Council services.
- Failure to change Travel Support Policy would have cost implications for other Council services that could affect anyone in the population that rely on or use those services.

Consequently, it was decided that, in addition to consulting residents who currently receive travel support, we should also obtain views from the wider population, to provide a valid picture of attitudes generally.

2. The consultation process

2.1 Seeking informed opinion

The consultation process was intended to gather *informed opinion*, based on an awareness of the principles and thinking behind the proposed changes to the Travel Support Policy.

The main source of information was a booklet that set out the main principles of the policy, and explained what these principles would mean in practice. The booklet was made available on the Council's website, and a paper copy was included with the

survey questionnaire sent to all survey participants. It was also offered in other formats on request.

The questionnaire used in the consultation process was designed to ensure that the questions would accurately assess the extent to which people might agree or disagree with the principles and thinking behind the policy changes.

2.2 Methodology

The overall consultation process included:

- Paper versions of the information booklet and the survey questionnaire were sent out to all households who were currently listed as in receipt of one or more types of travel support.
- Paper versions of the booklet and questionnaire were sent to a random sample of 5,000 households from across the Borough to gather a statistically representative opinion from the wider population. (A random sample survey is widely accepted to be the fairest and most statistically robust method for large populations)
- Copies of the booklet and questionnaires were made available in all Council One-Stop Shops.
- Electronic versions of the booklet and questionnaire were published on the Council's website.
- The website carried an open invitation to residents or those representing stakeholders to complete the questionnaire online (via 'Survey Monkey').
- The questionnaire and booklet provided contact details for those who might need help in completing them.
- A series of drop-in sessions across the Borough were organised to provide residents with an opportunity to ask questions face to face and get help to fill in the questionnaires if needed.
- Letters and emails were sent to potentially interested groups/organisations to encourage them to respond to the consultation and to gather broader stakeholder feedback.
- Additional visits to stakeholder and interest group meetings were also arranged when requested, including visits to groups who raised specific questions about the consultation or the policy itself.

The consultation period ran from 19th June 2013, when the online version of the information leaflet and open invitation to complete an online version of the consultation survey went live. The deadline for survey responses was 30th July 2013, allowing several weeks to participate. Discussions with special interest and stakeholder groups continued well into August 2013.

2.3 Response to the consultation

Overall, the response from the random sample of residents was good. The target was to receive a minimum of between 380-390 responses, as this would be enough (in statistical terms) to provide results with an error of no more than +/-5%. In effect, this number of responses ensure that if we repeated the survey 100 times (with a fresh random sample of the population each time) then in at least 95 of these surveys we would get very similar results.

The actual number of responses from the random sample of residents was 415, which therefore exceeded our target.

In contrast, the response from households currently receiving travel support was relatively poor. In statistical terms, the numbers of returns could not be considered to be fully representative of all the people in these groups; however, in many cases the strength of opinion is sufficiently clear that it would be wrong to dismiss it.

The number of questionnaires distributed and returned for each group consulted is summarised in the following table.

Group	Sent out	Returned
General Residents	5,000	415
Adult Social Care (ASC)	200	28
School Travel (SEN)	482	61
Children's Social Care (CSC)	163	20
Home to school	373	41
Post-16	7	2
General online	Open to all	37
Stakeholder online	Open to all	17

2.4 Low response from households receiving travel support

Efforts to ensure that all current travel support beneficiaries were consulted were reflected in the fact that some households received two copies of the questionnaire and (in a few cases) even three. Feedback from two stakeholder groups indicated that this could have confused some respondents.

However, this also highlights the existing level of complexity in the system: i.e. multiple service areas provide different types of travel support, and some households are in

receipt of more than one type of support. It is therefore inevitable that some of the addresses receiving the questionnaire would be on more than one list.

It was recognised that in many cases respondents might require support in reading or understanding the leaflet and/or completing the questionnaire, and that in some cases the questionnaire approach might not be appropriate by itself. However, it was important that all households in the survey at least had the *opportunity* to respond in this standardised format if possible. The offer of questionnaires in alternative formats and meetings with stakeholder groups, plus other measures, were intended to alleviate problems as far as possible.

Whilst some people may have found it difficult to respond to the survey, there is evidence that this was not the main reason for the low response from those currently receiving travel support. In fact, of the 1,225 households in groups receiving travel support, over 12% completed the survey. Of the 5,000 households in the general resident's survey only 8% (415) completed it. Therefore, purely in terms of proportion of people completing the survey, those in the groups receiving travel support had a higher response level than those in the wider population.

(N.B. the statistical reliability of survey results is determined by the *number* of responses rather than the *percentage* response. Whilst the percentage response from general residents was lower than from those in receipt of travel support, the actual number of responses was still more than enough to be statistically representative.)

There are two other reasons that are likely to have resulted in the relatively low response from households currently receiving travel support:

- 1) In order to ensure confidentiality and assure residents that we were not monitoring their survey responses, all questionnaires were addressed to 'The Occupier'. Such letters were often ignored and/or thrown away by recipients. This was expected, but considered necessary to protect identities. (This could have had a similar impact on the general resident's survey.)
- 2) Residents in household currently receiving travel support might actually tend to agree with much of the thinking behind the policy changes, but feel that to respond positively to these in the survey, could compromise their current circumstances through reduced support as a result of the policy changes. This could therefore inhibit their willingness to respond.

This second point was recognised, and the questionnaire was designed specifically to include frequent opportunities for respondents to provide additional information about their opinion in open text boxes, thus ensuring that they were not limited to their tick box responses.

A summary of the analysis of the open responses is provided in section 3.3.

3. Summary of the survey results

3.1 How the results have been analysed

As some households would have been in receipt of more than one type of support, and people could, if they wished, respond to a postal survey and also complete the survey online, it would not have been appropriate to bundle all of the responses into a single analysis, as results could have been influenced by duplicated responses. The results have therefore been analysed for each of the survey groups separately.

Section 3.2 below, provides a general summary of the findings, illustrated with some of the headline figures. This is based on the tables and charts in Appendix 1, which provide a further level of detail.

Section 3.3 provides an overview of the open-ended feedback, illustrated with examples of comments that are most reflective of general opinion.

3.2 Summary of the main findings

Overall, the large majority of responses from those in the general residents survey were very supportive of all the principles and proposals set out in the policy.

Whilst the response level from people currently receiving travel support was much lower, there were still more areas of agreement than disagreement with the basic principles and thinking behind the policy.

The percentage of those in the general residents survey agreeing or strongly agreeing with each of the four main principles never fell below 87%. For example, almost 92% of respondents agreed or strongly agreed that 'the limited funds available should be targeted at residents who have the greatest needs', and almost 91% agreed or strongly agreed that 'local people should live as independently as possible'. Support for these general principles was similarly high among most of those that currently received travel support.

Over 85% of general residents agreed/strongly agreed that 'people should only be able to get travel support if they had been assessed to really need it'. Among Adult Social Care users currently receiving travel support this figure was actually higher at 89% (N.B. of 28 respondents). When this same question was put to those currently receiving travel-to-school, home-to-school, or other travel support under children's social care, the percentage agreeing or strongly agreeing was consistently above 60%.

The table below illustrates the pattern of relative agreement or disagreement among each of the main groups consulted, in relation to the consultation questions. In the table, a tick indicates that the majority tended to agree with the issue; a cross indicates a majority tended to disagree. (A dash indicates a more evenly split opinion).

The general pattern was one of general support for the policy changes among general residents, and strongest disagreement with specific issues among those that currently received travel support.

QUESTION \ SURVEY GROUP	General Resident	Adult Social Care	Child Social Care	Home To School	School Travel (SEN)
Number of responses:	415	28	20	41	61
Local people should be able to live as independently as possible	✓	✓	✓	✓	✓
A range of travel support options should be available to meet the different needs that residents may have	✓	✓	✓	✓	✓
It should be clear who can get help with travel and the types of support that they can access	✓	✓	✓	✓	✓
The limited funds available for support should be targeted at residents who have the greatest needs	✓	✓	✓	✓	✓
There should be a single policy and process for claiming travel support?	✓	✓	✓	✓	✓
People should only be able to get travel support if they have been assessed to really need it?	✓	✓	✓	✓	✓
Parents should contribute to the costs of transporting their children to nurseries if they are able to do so?	✓	✓	✓	✓	✓
Parents should contribute to the costs of a young person travelling to college if they are able to do so?	✓	✓	✓	X	X
Service users should only get support to travel to social services if they have no other way of reaching them?	✓	✓	X	✓	✓
People should contribute to the costs of travel support offered by social care services?	✓	X	-	X	X
To keep the cost of providing the support to a minimum, people should only receive the travel support they really need?	✓	✓	✓	✓	✓
Young people should be encouraged to walk or cycle to school, rather than be provided with a bus pass?	✓	✓	✓	✓	X
Service users should contribute to the cost of using council-provided transport if the Council is not legally obliged to provide this?	✓	X	✓	✓	X
People already receiving benefits intended to help towards the costs of travel should use this money to pay a fee if they wish to use Council-provided transport?	✓	X	X	✓	X
If people receiving travel support benefits are asked to pay a fee to use Council-provided transport, there should be a weekly limit on the amount they are asked to pay?	✓	✓	✓	✓	✓
Parents or carers should be responsible for ensuring their children travel to school safely, and only those in greatest need should be provided with free escort?	✓	✓	X	✓	X

3.3 General comments and open feedback

There were multiple opportunities in the consultation questionnaire for people to make additional comments, beyond their responses to the tick-box questions. The analysis of these 'open ended' responses serves to provide a more qualitative than quantitative insight to the attitudes of those taking part.

For the purposes of this report, all of the comments submitted from all groups in the consultation have been combined to assess those issues most frequently raised and by the widest range of groups. This analysis was conducted on a 'per opinion' basis rather than 'per respondent' as some people made several points whilst others only one or two. Based on this approach, the following themes emerged:

The importance of taking individual needs and circumstances into account

Respondents were keen to stress the fact that all cases are unique and that individual assessments should be fair and the support provided should be flexible. Comments often highlighted the need for any assessment to take into account ability to afford charges, or circumstances affecting a parent or individual's ability to be independent of support. Very few comments suggested that support should be provided without means testing, and similarly, very few suggested that some people who receive benefits don't need it or abuse the system.

The particular needs of people with disabilities

There was significant emphasis on the needs of people with disabilities. This was stressed in relation to several questions and by many groups. There was clear concern that the travel support policy should be sensitive to the circumstances of children, young people, and elderly people for whom independent travel is not a realistic option. This was often linked to the need for fair assessment.

People on benefits are already struggling

The impact of prevailing economic pressures was evident in many comments. A common concern was that people on benefits or low incomes were already struggling and vulnerable, and should therefore not have to pay for additional support.

People should contribute if they can afford it

Whilst there were clear concerns for the vulnerable – disabled, benefit dependent, very young, and elderly – there were also frequent comments supporting the view that people should contribute to travel support costs if they could afford it.

Concerns relating to children

There were wide-ranging comments relating to the importance of prioritising the needs of children and, again, often highlighting the need to consider specific circumstances. There was little feeling against the proposed travel support policy changes that related to children. Some comments highlighted the view that young people should be more independent, could benefit from more exercise by walking or riding a bike to school,

and others stressed that the parent's or carer's should be responsible for their children. However, there were clear concerns that the policy would be sensitive to needs. For example: children walking or riding to school would be ok as long as there was a suitable school within reasonable distance. In the case of special needs, or disability, these alternatives would obviously be either impractical or inappropriate. The educational needs of some children might only be met by a school some distance away, imposing travel costs that a parent might not be able to afford. Children's safety when travelling to school was also raised in several comments

Comments about a single policy for Travel Support

Some respondents seemed to struggle with the concept of a single policy, whilst others thought that it would be quicker, simpler, and easier to understand. There were a few concerns that a single policy might lead to unfairness. Again, the underlying theme of fair assessment is evident.

4. Conclusions

4.1 Support for the principles and thinking behind the new policy

The consultation on the Travel Support Policy provided an opportunity to test – among specific groups and the wider resident population – attitudes to a range of general principles that could apply equally well in other areas of Council policy.

The main conclusion is that there is evidence of strong support for the principles and thinking behind the policy changes, and this is weakest only among groups most likely to be immediately affected by changes. However, even among these groups there is more agreement than disagreement with many areas of the policy principles. This is broadly in line with the findings of the recent consultation on the local Council tax Support Scheme.

Whilst the low level of response from groups currently receiving travel support should be noted, their opinions deserve appropriate weight. However, individual circumstances and needs are best addressed through assessment processes to ensure that all individuals and households are treated fairly. The views expressed in the open ended responses illustrate the wide ranging and repeated concern that individual circumstances be taken into account when applying the policy.

The consultation findings cannot provide the level of insight necessary to inform the delivery of the transport support services themselves, but simply ensure that the approach to making the changes are understood and seen to be fair. Ongoing consultation with stakeholder groups can serve to mitigate concerns to some degree, but emphasis on the proposals to introduce greater levels of assessment should be the main method for understanding individual circumstances and need.

4.2 Lessons from the consultation methodology

The issues being addressed in this consultation are relevant to the all residents of the Borough, and the methods used in the process were designed as far as possible to provide a consistent approach, offering everyone an equal opportunity to respond to the same set of questions, based on the same information.

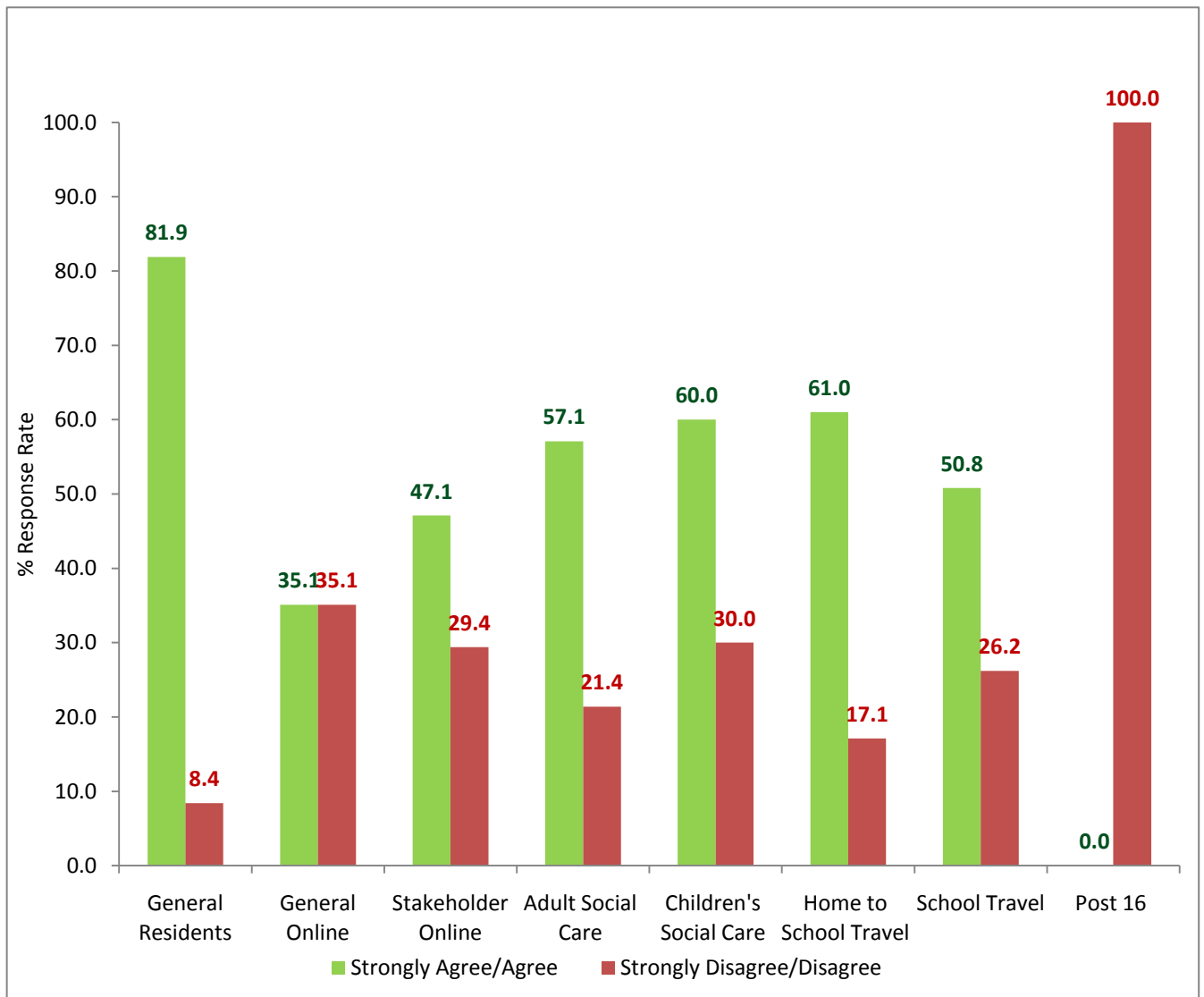
However, it is likely that within many minority groups receiving support for travel (and/or other services) there will be disproportionately high numbers of people who require particular help in order to take part in consultations. Ideally, we would be able to cater for all needs to ensure that anyone in any circumstances could participate, but resource and time limitations often make this impractical.

It is therefore important that we strengthen communications with groups representing the interests of residents needing additional support to enable them to take part in consultations, in order to develop and improve cost-effective methods.

Appendix 1: Detailed results tables and charts

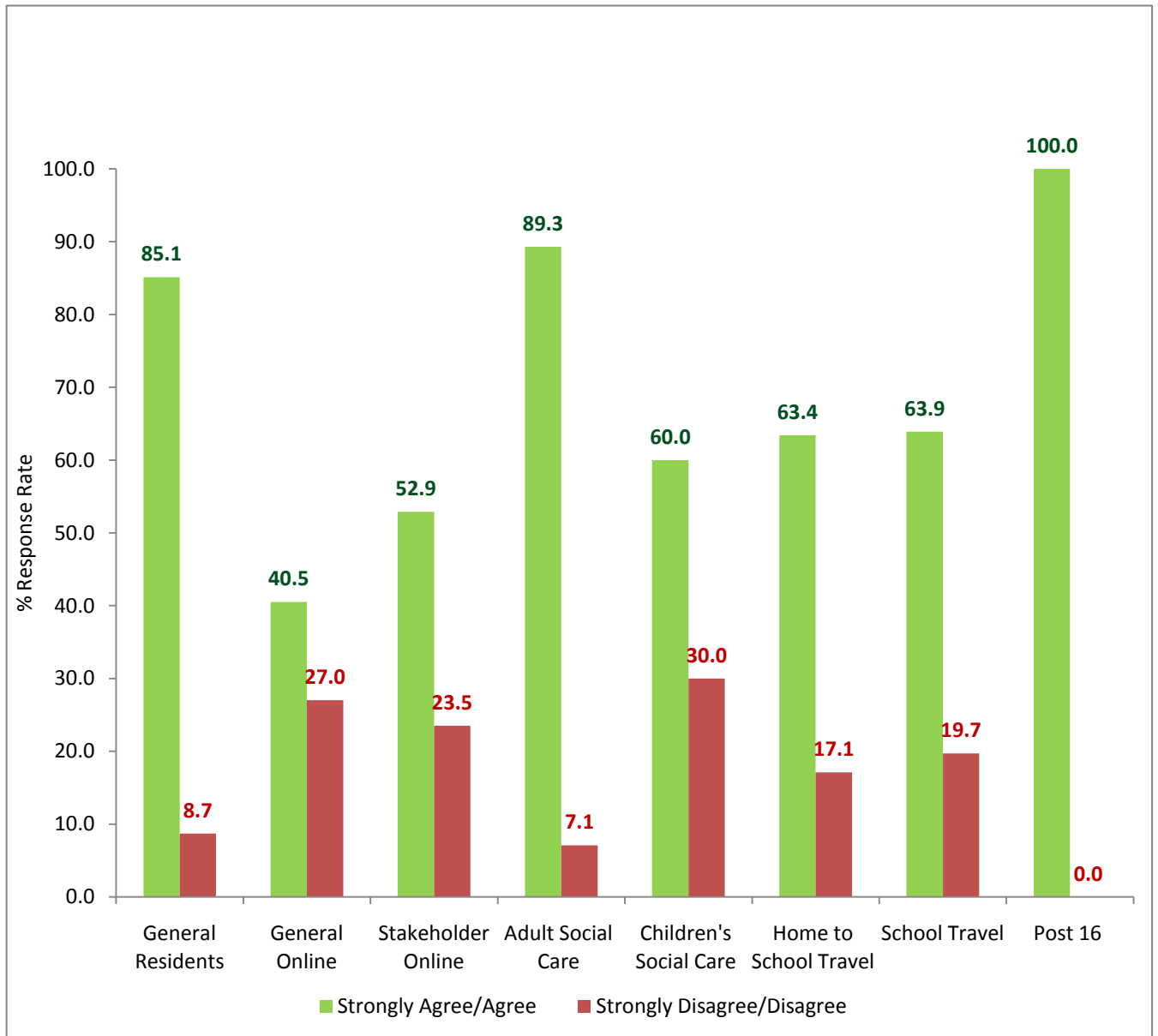
This appendix contains detailed results relating to each of the questions in the consultation. Each consultation question is followed by a bar chart showing the levels of agreement or disagreement. Each chart is then followed by a table that also shows the number of respondents for each question.

To what extent do you agree or disagree that there should be a single policy and process for claiming travel support?



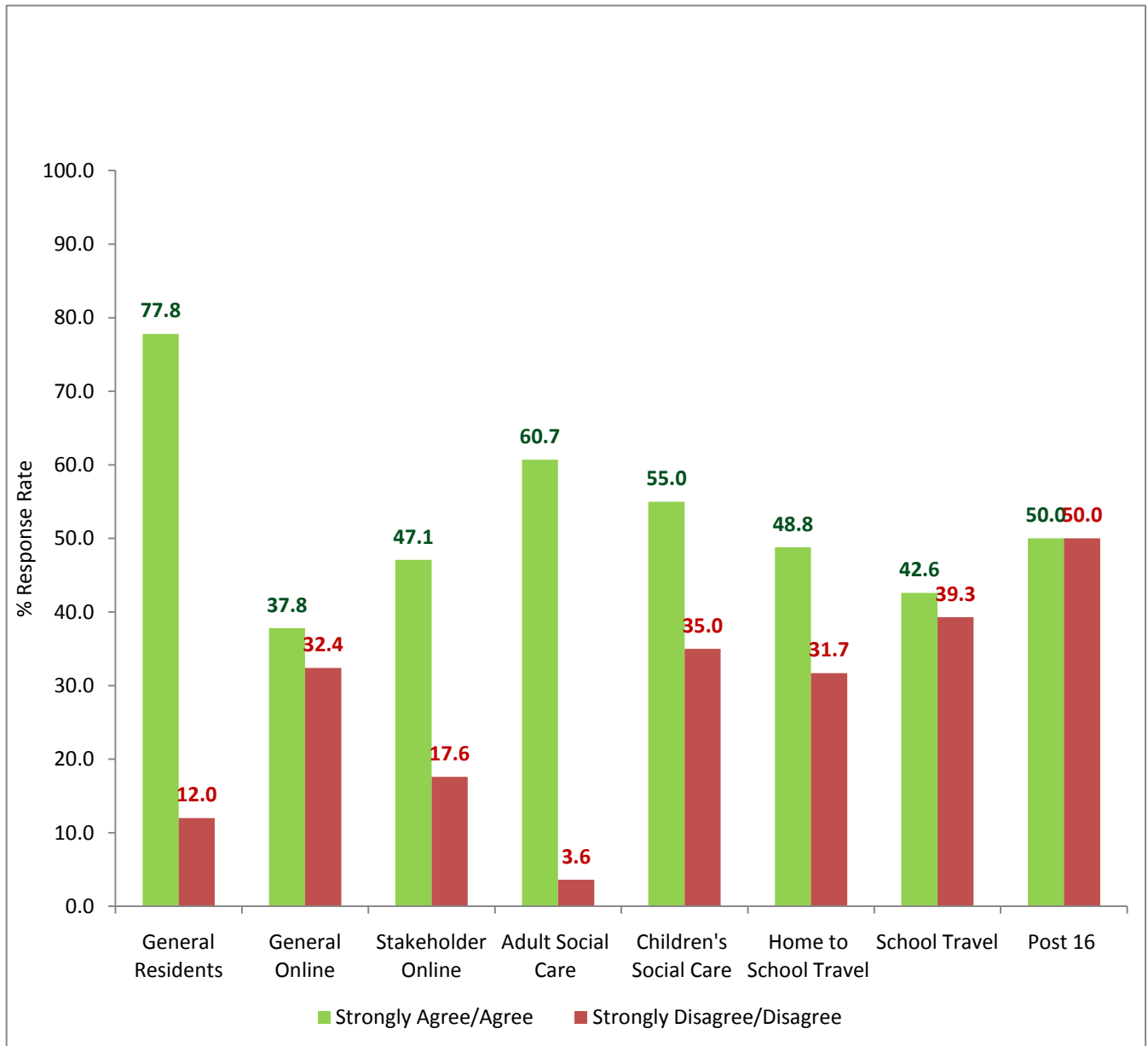
Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
(Not answered)	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 0.2%
General Residents	12 2.9%	28 6.7%	340 81.9%	35 8.4%	415 66.7%
General Online	7 18.9%	4 10.8%	13 35.1%	13 35.1%	37 5.9%
Stakeholder Online	4 23.5%	0 0.0%	8 47.1%	5 29.4%	17 2.7%
Adult Social Care (ASC)	2 7.1%	4 14.3%	16 57.1%	6 21.4%	28 4.5%
Children's Social Care (CSC)	1 5.0%	1 5.0%	12 60.0%	6 30.0%	20 3.2%
Home to School Travel (HTS)	0 0.0%	9 22.0%	25 61.0%	7 17.1%	41 6.6%
School Travel (SEN)	1 1.6%	13 21.3%	31 50.8%	16 26.2%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	0 0.0%	2 100.0%	2 0.3%
Total	27 4.3%	59 9.5%	446 71.7%	90 14.5%	622

To what extent do you agree or disagree that people should only be able to get travel support if they have been assessed to really need it?



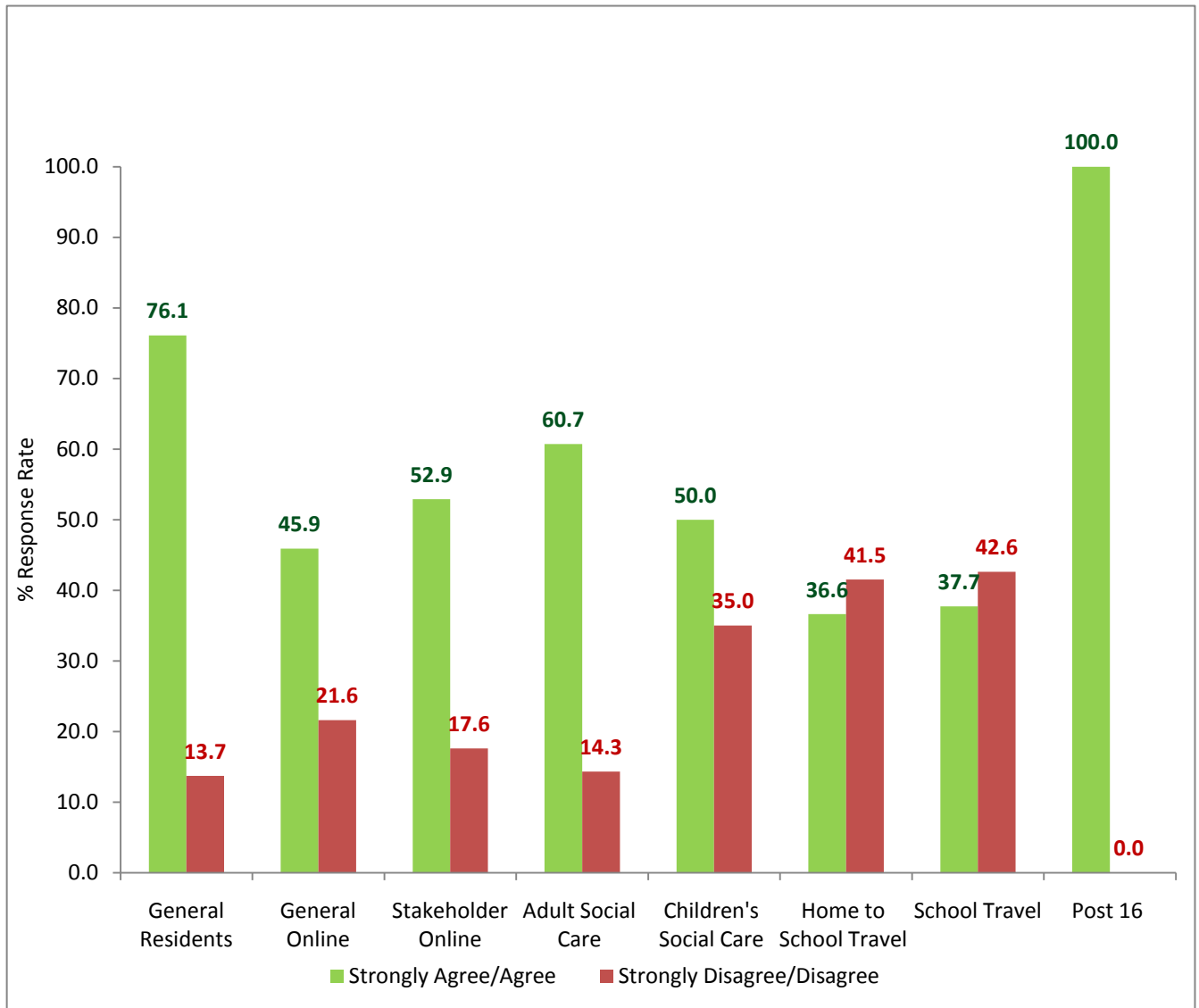
Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
(Not answered)	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 0.2%
General Residents	7 1.7%	19 4.6%	353 85.1%	36 8.7%	415 66.7%
General Online	9 24.3%	3 8.1%	15 40.5%	10 27.0%	37 5.9%
Stakeholder Online	3 17.6%	1 5.9%	9 52.9%	4 23.5%	17 2.7%
Adult Social Care (ASC)	1 3.6%	0 0.0%	25 89.3%	2 7.1%	28 4.5%
Children's Social Care (CSC)	0 0.0%	2 10.0%	12 60.0%	6 30.0%	20 3.2%
Home to School Travel (HTS)	0 0.0%	8 19.5%	26 63.4%	7 17.1%	41 6.6%
School Travel (SEN)	1 1.6%	9 14.8%	39 63.9%	12 19.7%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	2 100.0%	0 0.0%	2 0.3%
Total	21 3.4%	42 6.8%	482 77.5%	77 12.4%	622

To what extent do you agree or disagree that parents should contribute to the costs of transporting their children to nurseries if they are able to do so?



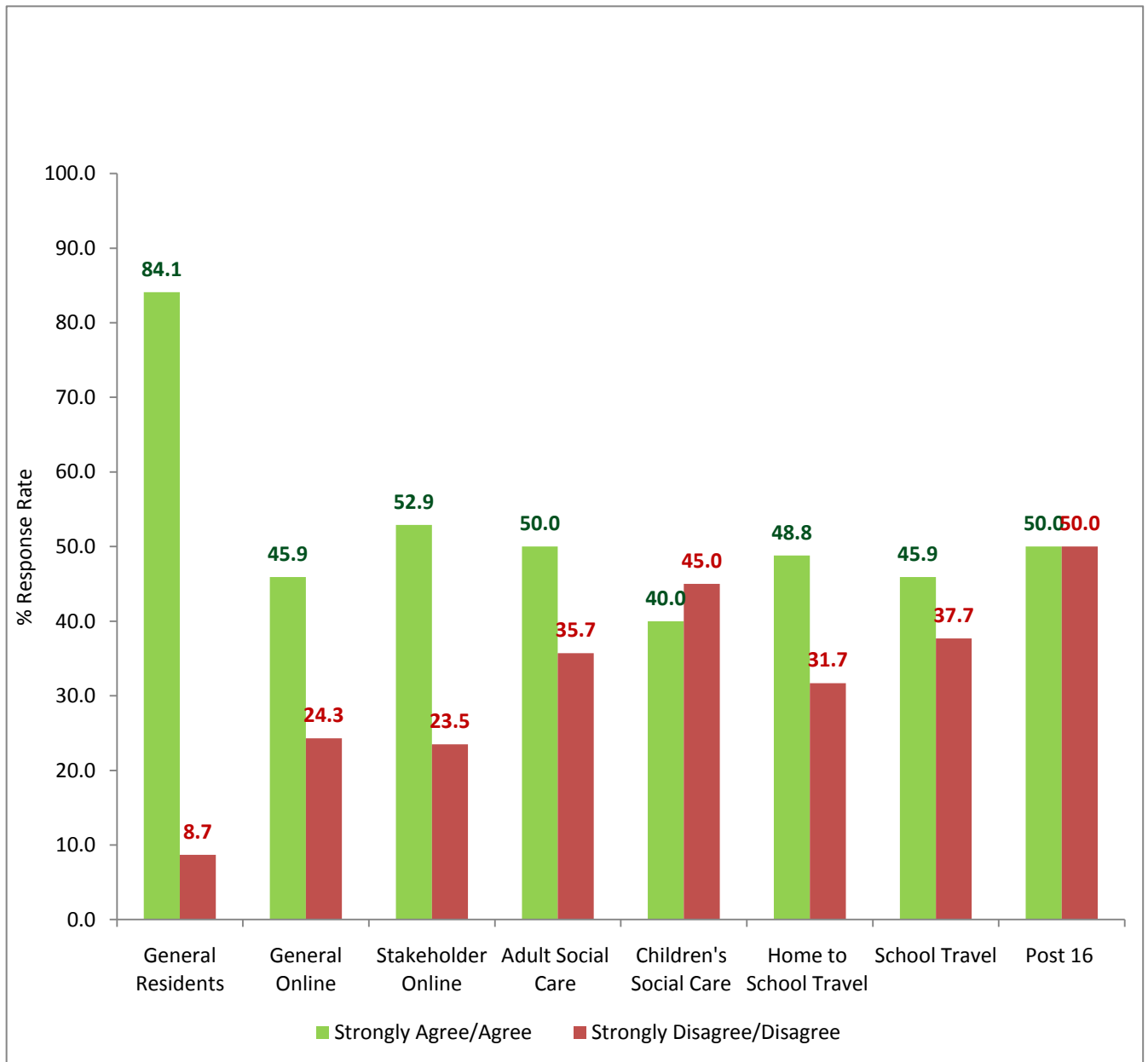
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Adult Social Care (ASC)	3 10.7%	7 25.0%	17 60.7%	1 3.6%	28 4.5%
Children's Social Care (CSC)	0 0.0%	2 10.0%	11 55.0%	7 35.0%	20 3.2%
Home to School Travel (HTS)	0 0.0%	8 19.5%	20 48.8%	13 31.7%	41 6.6%
School Travel (SEN)	0 0.0%	11 18.0%	26 42.6%	24 39.3%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 0.3%
Total	23 3.7%	67 10.8%	420 67.5%	112 18.0%	622

To what extent do you agree or disagree that parents should contribute to the costs of a young person travelling to college if they are able to do so?



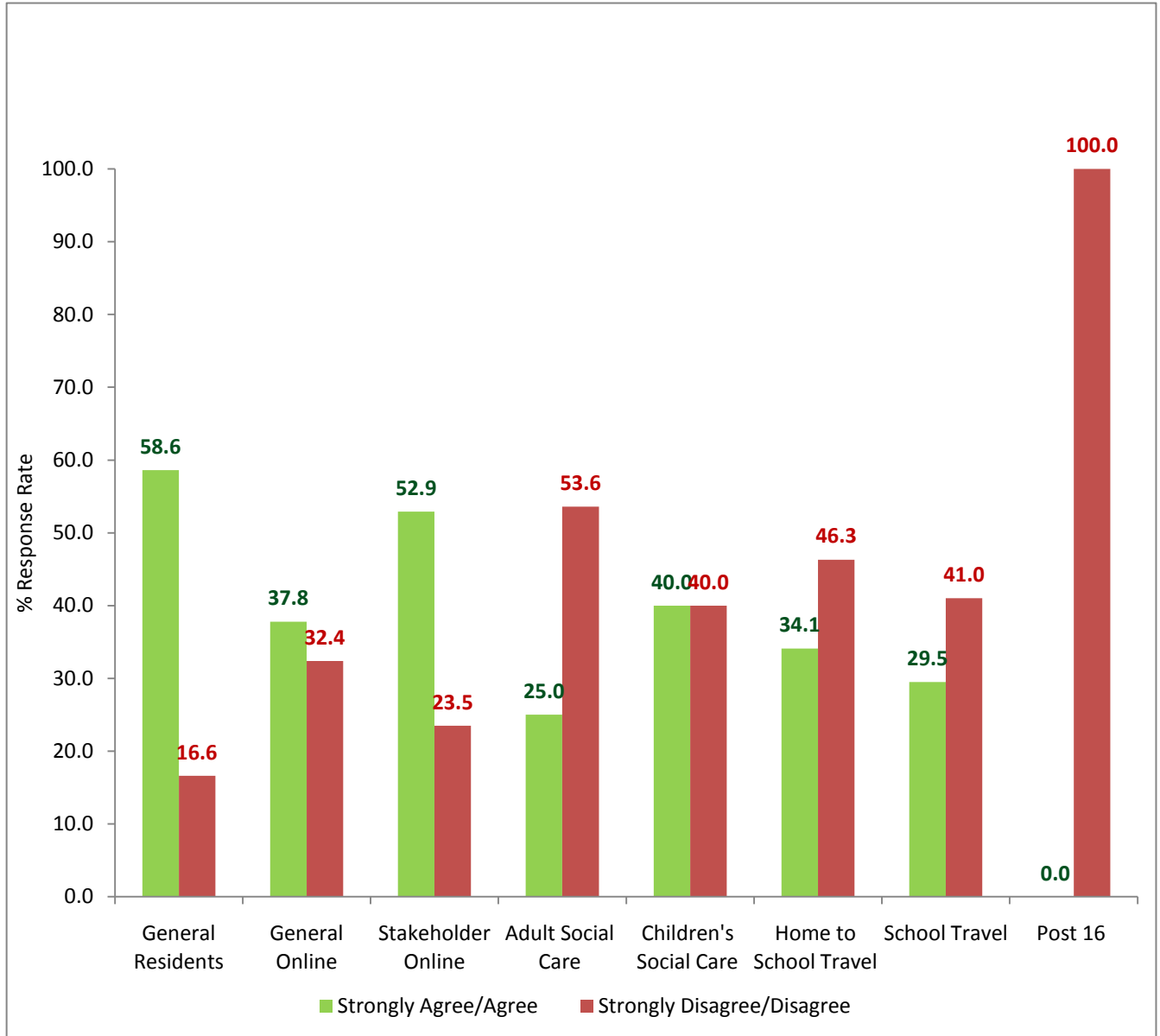
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Total	23 3.7%	67 10.8%	409 65.8%	123 19.8%	622

To what extent do you agree or disagree that service users should only get support to travel to social services if they have no other way of reaching them?



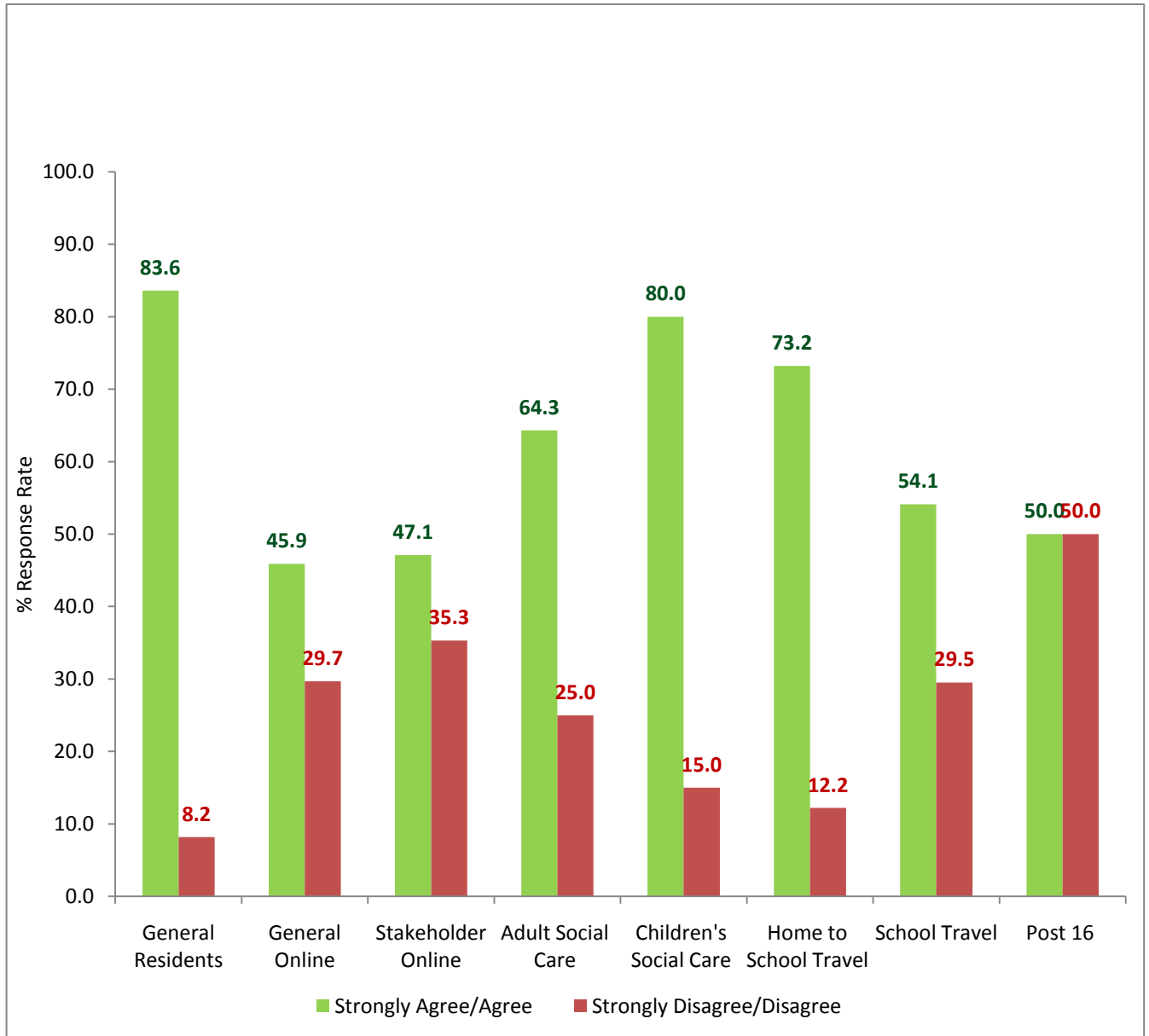
Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
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Post 16 (P16)	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 0.3%
Total	21 3.4%	49 7.9%	447 71.9%	105 16.9%	622

To what extent do you agree or disagree that people should contribute to the costs of travel support offered by social care services?



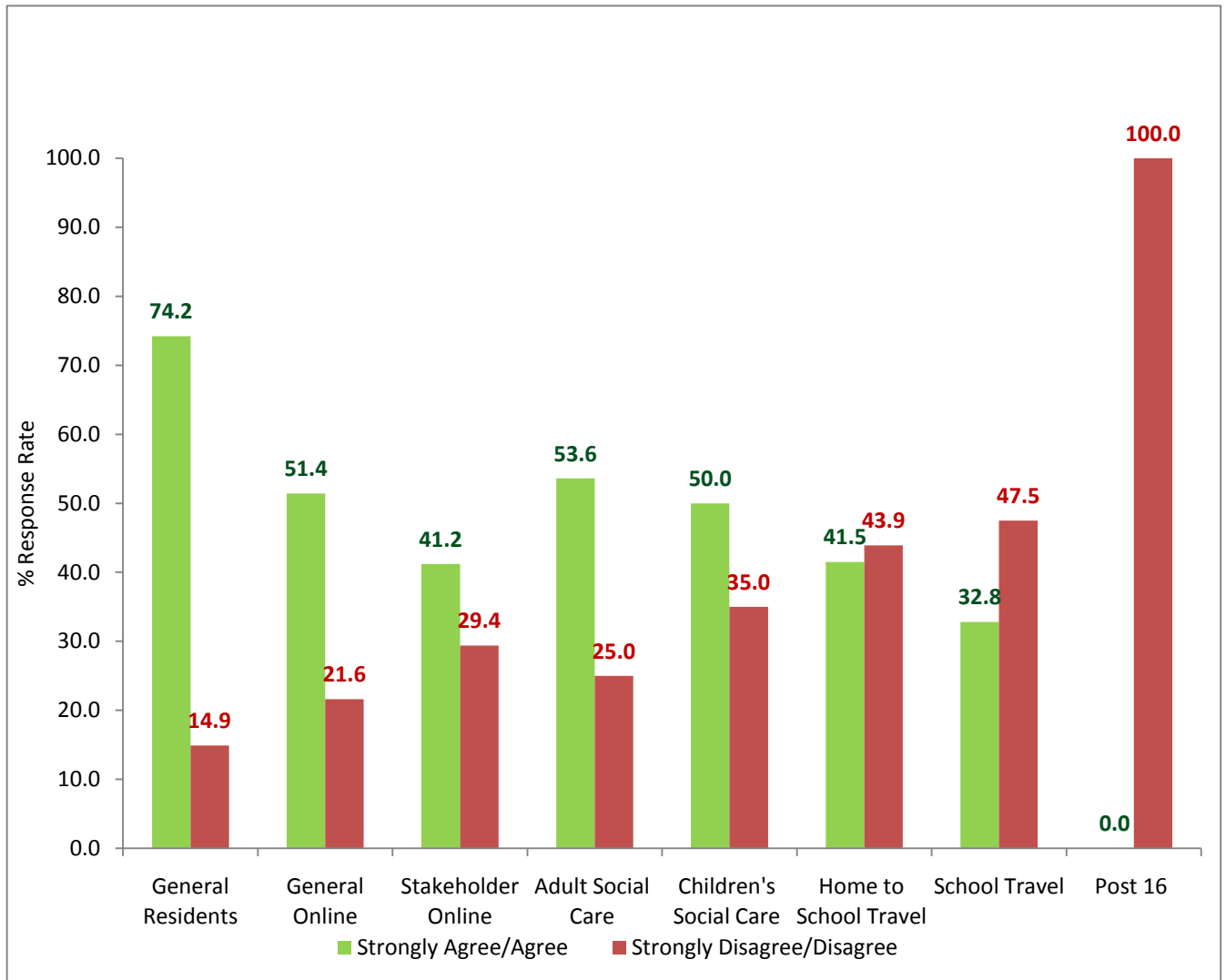
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Adult Social Care (ASC)	2 7.1%	4 14.3%	7 25.0%	15 53.6%	28 4.5%
Children's Social Care (CSC)	0 0.0%	4 20.0%	8 40.0%	8 40.0%	20 3.2%
Home to School Travel (HTS)	0 0.0%	8 19.5%	14 34.1%	19 46.3%	41 6.6%
School Travel (SEN)	1 1.6%	17 27.9%	18 29.5%	25 41.0%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	0 0.0%	2 100.0%	2 0.3%
Total	25 4.0%	129 20.7%	314 50.5%	154 24.8%	622

To what extent do you agree or disagree that to keep the cost of providing the support to a minimum, people should only receive the travel support they really need?



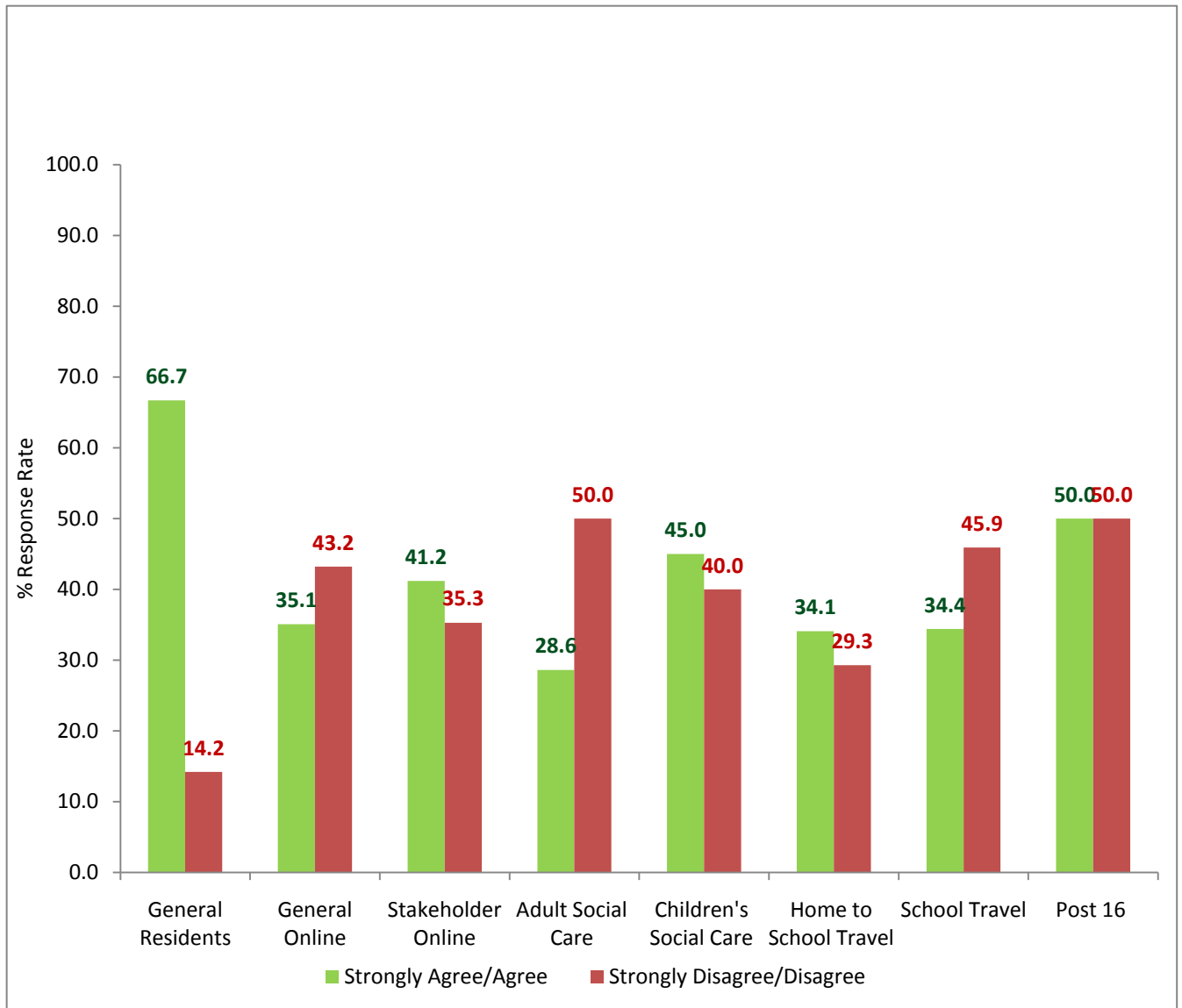
Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
(Not answered)	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 0.2%
General Residents	10 2.4%	24 5.8%	347 83.6%	34 8.2%	415 66.7%
General Online	7 18.9%	2 5.4%	17 45.9%	11 29.7%	37 5.9%
Stakeholder Online	3 17.6%	0 0.0%	8 47.1%	6 35.3%	17 2.7%
Adult Social Care (ASC)	1 3.6%	2 7.1%	18 64.3%	7 25.0%	28 4.5%
Children's Social Care (CSC)	1 5.0%	0 0.0%	16 80.0%	3 15.0%	20 3.2%
Home to School Travel (HTS)	1 2.4%	5 12.2%	30 73.2%	5 12.2%	41 6.6%
School Travel (SEN)	2 3.3%	8 13.1%	33 54.1%	18 29.5%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 0.3%
Total	25 4.0%	41 6.6%	471 75.7%	85 13.7%	622

To what extent do you agree or disagree that young people should be encouraged to walk or cycle to school, where their journey allows it, rather than be provided with a bus pass?



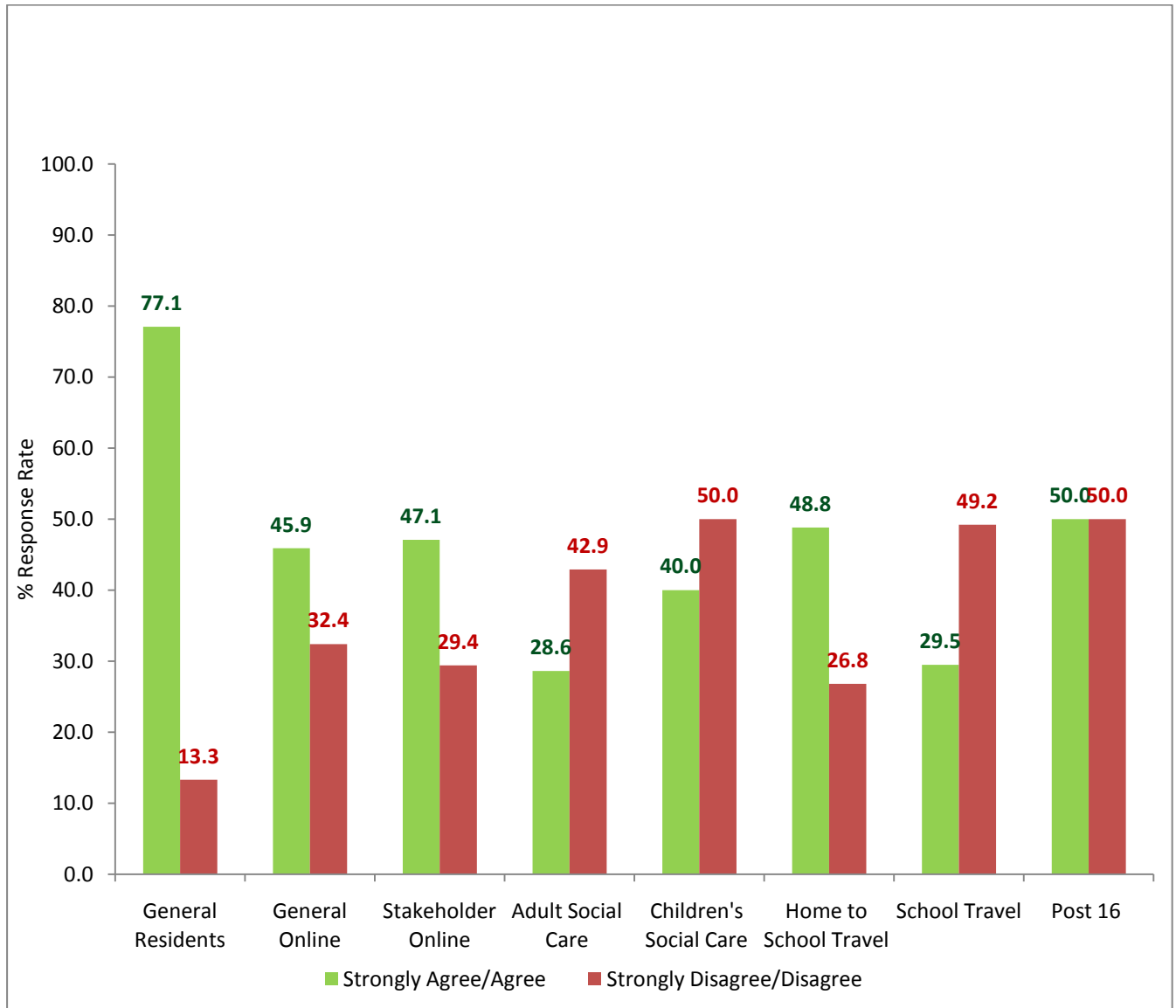
Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
(Not answered)	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 0.2%
General Residents	9 2.2%	36 8.7%	308 74.2%	62 14.9%	415 66.7%
General Online	8 21.6%	2 5.4%	19 51.4%	8 21.6%	37 5.9%
Stakeholder Online	3 17.6%	2 11.8%	7 41.2%	5 29.4%	17 2.7%
Adult Social Care (ASC)	0 0.0%	6 21.4%	15 53.6%	7 25.0%	28 4.5%
Children's Social Care (CSC)	0 0.0%	3 15.0%	10 50.0%	7 35.0%	20 3.2%
Home to School Travel (HTS)	0 0.0%	6 14.6%	17 41.5%	18 43.9%	41 6.6%
School Travel (SEN)	1 1.6%	11 18.0%	20 32.8%	29 47.5%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	0 0.0%	2 100.0%	2 0.3%
Total	21 3.4%	66 10.6%	397 63.8%	138 22.2%	622

To what extent do you agree or disagree that service users should contribute to the cost of using council-provided transport if the Council is not legally required to provide this?



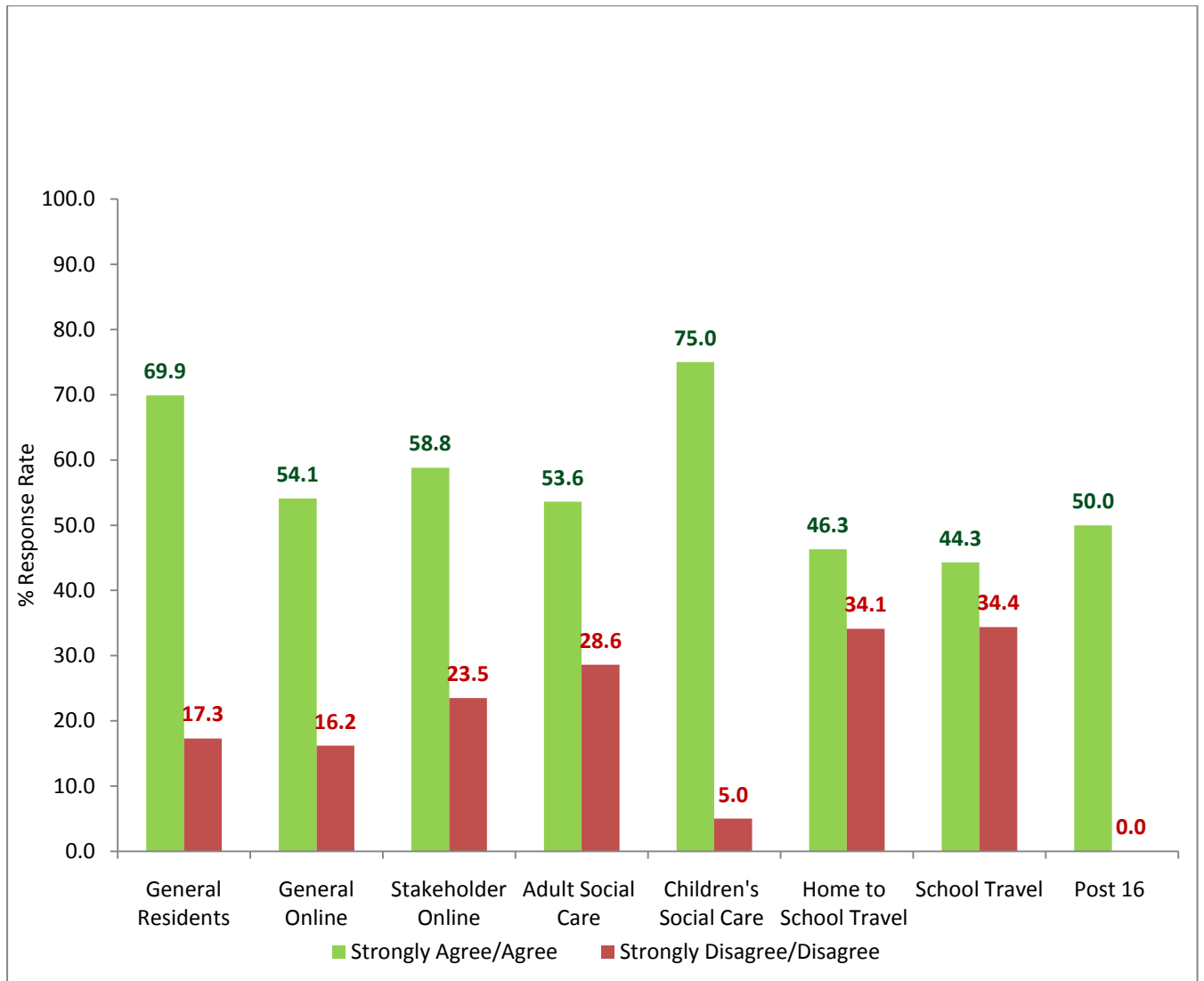
Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
(Not answered)	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 0.2%
General Residents	10 2.4%	69 16.6%	277 66.7%	59 14.2%	415 66.7%
General Online	7 18.9%	1 2.7%	13 35.1%	16 43.2%	37 5.9%
Stakeholder Online	3 17.6%	1 5.9%	7 41.2%	6 35.3%	17 2.7%
Adult Social Care (ASC)	0 0.0%	6 21.4%	8 28.6%	14 50.0%	28 4.5%
Children's Social Care (CSC)	0 0.0%	3 15.0%	9 45.0%	8 40.0%	20 3.2%
Home to School Travel (HTS)	1 2.4%	14 34.1%	14 34.1%	12 29.3%	41 6.6%
School Travel (SEN)	0 0.0%	12 19.7%	21 34.4%	28 45.9%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 0.3%
Total	21 3.4%	106 17.0%	351 56.4%	144 23.2%	622

To what extent do you agree or disagree that people already receiving benefits intended to help towards the cost of travel should use this money to pay a fee if they wish to use Council-provided transport?



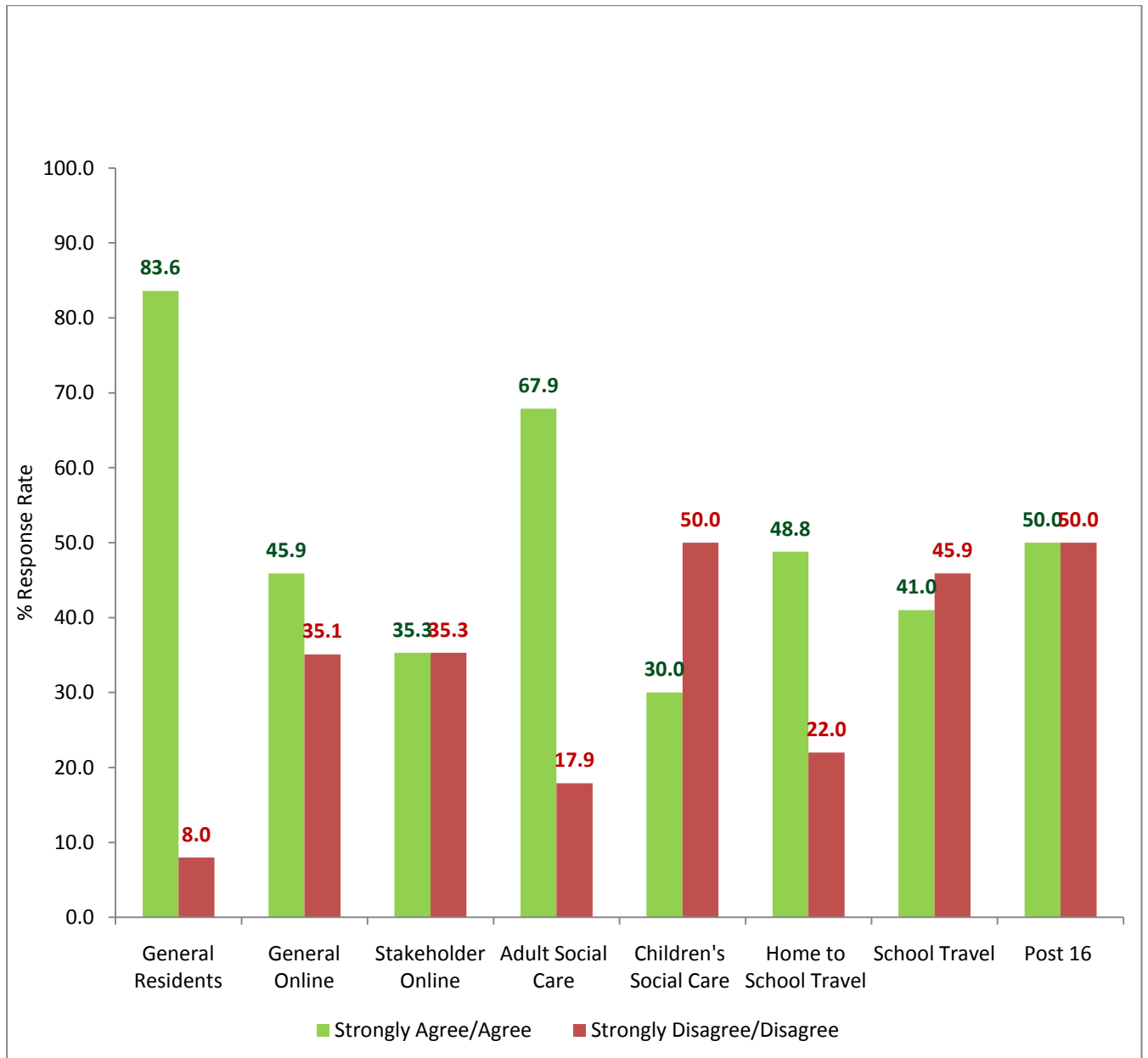
Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
(Not answered)	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 0.2%
General Residents	8 1.9%	32 7.7%	320 77.1%	55 13.3%	415 66.7%
General Online	7 18.9%	1 2.7%	17 45.9%	12 32.4%	37 5.9%
Stakeholder Online	4 23.5%	0 0.0%	8 47.1%	5 29.4%	17 2.7%
Adult Social Care (ASC)	0 0.0%	8 28.6%	8 28.6%	12 42.9%	28 4.5%
Children's Social Care (CSC)	0 0.0%	2 10.0%	8 40.0%	10 50.0%	20 3.2%
Home to School Travel (HTS)	1 2.4%	9 22.0%	20 48.8%	11 26.8%	41 6.6%
School Travel (SEN)	2 3.3%	11 18.0%	18 29.5%	30 49.2%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 0.3%
Total	22 3.5%	63 10.1%	401 64.5%	136 21.9%	622

To what extent do you agree or disagree that if people receiving travel support benefits are asked to pay a fee to use Council-provided transport, there should be a weekly limit on the amount they are asked to pay?



Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
(Not answered)	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 0.2%
General Residents	10 2.4%	43 10.4%	290 69.9%	72 17.3%	415 66.7%
General Online	8 21.6%	3 8.1%	20 54.1%	6 16.2%	37 5.9%
Stakeholder Online	3 17.6%	0 0.0%	10 58.8%	4 23.5%	17 2.7%
Adult Social Care (ASC)	0 0.0%	5 17.9%	15 53.6%	8 28.6%	28 4.5%
Children's Social Care (CSC)	1 5.0%	3 15.0%	15 75.0%	1 5.0%	20 3.2%
Home to School Travel (HTS)	0 0.0%	8 19.5%	19 46.3%	14 34.1%	41 6.6%
School Travel (SEN)	1 1.6%	12 19.7%	27 44.3%	21 34.4%	61 9.8%
Post 16 (P16)	0 0.0%	1 50.0%	1 50.0%	0 0.0%	2 0.3%
Total	23 3.7%	75 12.1%	398 64.0%	126 20.3%	622

To what extent do you agree or disagree that parents or carers should be responsible for ensuring their children travel to school safely, and only those in greatest need should be provided with free escort?



Survey Type	(Not answered)	Neither Agree or Disagree	Strongly Agree or Agree	Strongly Disagree or Disagree	Total
(Not answered)	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1 0.2%
General Residents	11 2.7%	24 5.8%	347 83.6%	33 8.0%	415 66.7%
General Online	6 16.2%	1 2.7%	17 45.9%	13 35.1%	37 5.9%
Stakeholder Online	3 17.6%	2 11.8%	6 35.3%	6 35.3%	17 2.7%
Adult Social Care (ASC)	1 3.6%	3 10.7%	19 67.9%	5 17.9%	28 4.5%
Children's Social Care (CSC)	0 0.0%	4 20.0%	6 30.0%	10 50.0%	20 3.2%
Home to School Travel (HTS)	0 0.0%	12 29.3%	20 48.8%	9 22.0%	41 6.6%
School Travel (SEN)	0 0.0%	8 13.1%	25 41.0%	28 45.9%	61 9.8%
Post 16 (P16)	0 0.0%	0 0.0%	1 50.0%	1 50.0%	2 0.3%
Total	21 3.4%	54 8.7%	442 71.1%	105 16.9%	622