

EALING TRAVEL SUPPORT STRATEGY

Consultation Draft for Discussion and Comments



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1. INTRODUCTION

- 1.1. The ability to get out of the house, go to school, college, work; go shopping, access leisure facilities, visit family and friends, attend a GP or hospital appointment or go to sports and cultural events, is something which many of us take for granted. However for some people it is not quite so easy, and in fact is often a big challenge. People with mobility issues due to age or physical disability or sensory impairment; or people with learning disabilities or mental health conditions all may need some form of support to get out and about.
- 1.2. There are many different options to support people to travel – such as wheelchairs, and mobility scooters, and adapted buses, pedestrian crossings, accessible taxis, trains and stations towards making travel more accessible for all. There is also financial support - Mobility Allowance and Attendance Allowance; Blue Badges and Taxi cards; Freedom Passes, Dial a Ride etc. and there is more personalised support such as travel training, Travel Assistants and Travel Buddies. Other transport opportunities include hospital transport, commissioned transport and transport services provided by the local charity, Ealing Community Transport.
- 1.3. The Equality Act 2010 has resulted in improvements in accessibility of public transport, and attitudes for people with mobility difficulties have improved; and with the London 2012 Olympic and Paralympic Games there have been improvements to public transport in London.
- 1.4. The Council has a duty to facilitate access to travel for people with mobility issues, not necessarily fund all travel support; and a duty to ensure that children with special educational needs who are eligible for travel assistance are supported to travel to and from school without any additional cost to the family.
- 1.5. The current financial situation means it is more important than ever before that we strive to provide the best travel support service possible within the money available.
- 1.6. We aim to develop a strategy that meets the needs of Ealing's communities, and support their independence and wellbeing by providing a range of transport support solutions. The service will be flexible enough to meet individual needs and expectations; and also take advantage of new innovations in technology.
- 1.7. We will work with partners such as Transport for London, London Councils, and the NHS, schools and colleges, children, families and young people's services and local voluntary sector organisations to ensure that we provide a comprehensive travel support service which complements support provided by regional and national government.

2. CONSULTATION AND INVOLVEMENT

- 2.1. We will work in partnership with users and stakeholders to ensure best practice in line with the Care Act guidance and the Special Educational Needs and Disability (SEN&D) code of practice. We want to hear the views of everyone who has an interest in travel support – people who may need it themselves, families and carers, children and young people, schools and colleges, the health and social care sector, the transport and travel business, and community and voluntary sector organisations.
- 2.2. Over the next few months we will be working with a range of different individuals and groups seeking their views on this draft strategy:- community organisations, councillors and health and social care staff, as well as statutory partners and transport providers, to ensure that we have incorporated what people need in terms of travel support and transport and to involve people in developing and implementing the proposed changes.
- 2.3. There are many people with many years of valuable experience of using or providing travel services who we hope will participate in the development of a more responsive and flexible, safe and convenient set of travel support services for the people of Ealing. We have already received some initial feedback which is provided in Appendix 2.
- 2.4. This consultation will be open until the end of July 2018, after which we will analyse all the responses and produce a final version for publication in October 2018.
- 2.5. We want to know:
- a) Have we identified the right priorities for action?
 - b) Is there anything missing which we need to add?
 - c) What else would help people with mobility needs to get around the borough and the City?
- 2.6. Your comments should be sent to:

Surinder Jassal
Integrated Commissioning for Adults'
Ealing Council
Perceval House
14-16 Uxbridge Road
Ealing W5 2HL
jassals@ealing.gov.uk

3. VISION

- 3.1. We are aiming to move from a reliance on the more traditional accessible community transport services to a greater emphasis on independent travel including the use of public transport, travel support and travel assistance. We want to enable people with mobility needs to travel as independently as possible and to have choices in how and when they wish to travel.
- 3.2. We want to support people with mobility needs to travel independently and develop increased self-confidence, resilience, and self-esteem. Supporting children and young people to travel independently at an early age between home and school is investing in their futures; providing them with a valuable life skill, an essential employability skill, and will ensure equality of access and opportunities; and support their future development work with a broad range of people to maintain people's confidence to continue to use public transport or adjust to using public transport if they haven't used it before. Independence is important, especially to young people with special needs, who do not want to be reliant on others to get out and about, whether it is for school, college, work or social activities.
- 3.3. For adults, the focus is on having the right support to travel when people need it, which means that people access a range of transport options available, which can vary even within the same day. There should be a range of vehicles and support that can cater for different needs and which are available not just Monday to Friday 9am to 5pm but support that is available during the day and evening, and weekends. Travel support will enable the council to offer personalised, efficient and cost effective support; and contribute towards the council's commitment to social inclusion for all ensure people have clear accessible

DEFINITIONS

- **Travel support** includes training, buddying and financial support to enable people to use mainstream public transport including taxis and private hire vehicles. It is person centred and focuses on what people want to do and what they need to get there.
- **Travel training** is important for equality of access and independence, and promotes greater health and wellbeing. It gives people greater access to jobs, services and social networks. People are empowered to take greater control in their lives, learn new skills and take advantage of opportunities in their local communities. Travel training also enables people to travel in a more sustainable way (i.e. by public transport, on foot or by bicycle).
- **Travel Assistance** is the arrangements made by the Council for eligible children to help them to attend school or for eligible adults to attend college. Travel assistance is normally utilised when a child has a significant medical or physical need preventing them from walking to school or using public transport. it promotes independence and aims to help people become more confident and participate more in society.
- **Accessible Community transport** services relate to transport (and often passenger assistants) specifically commissioned to take people to identified destinations.

information and advice on the range of services available to help people manage their travel arrangements. Information should include up-to-date details of allowances and travel cards as well as transport options available to give people choice and control.

- 3.4. The Strategy set out on the following pages sets out the changing needs of our population, the national, London and local context for transport and travel, the strategic aims of the Council and the proposals for action to improve access for people of all ages with mobility needs in the borough.

4. THE NATIONAL PICTURE

- 4.1. Legislation: The Equality Act 2010 protects disabled people in all areas including transport. Improvements continue to be made to transport infrastructure such as stations, buses and trains being accessible to wheelchair users as well as the use of tactile paving and information and advice services.
- 4.2. Section 19 of the Children and Families Act sets out the general principles that local authorities must have regard to when supporting disabled children and young people and those with SEN under Part 3 of the Act. Local authorities must pay particular attention to the views, wishes and feelings of children and their parents, and young people; the importance of them participating as fully as possible in decision-making and providing the information and support to enable them to do so; and supporting children and young people's development and helping them to achieve the best possible education and other outcomes.
- 4.3. Benefits: There is a mobility component of Personal Independence Payment available for people aged 16 to 64 who meet the disability criteria. There is a mobility component in the Disability Living Allowance for children under 16 years, and for people 65 years and older. (Legislation is currently being revised).
- 4.4. Statistics: There were 2.38 million Blue Badge holders in England in 2016. The number of Blue Badges has declined annually since 2011 when the application process was changed. 885,000 badges were issued in 2016, a 0.6% increase when compared with the previous year (Blue Badge Improvement Service online database).
- 4.5. Challenge: Disability organisations and the Equality and Human Rights Commission continue to press for improvements to secure disabled people's access to bus and rail services, and taxis, including supporting accessibility of buses to wheelchair users in light of the Paulley vs First Bus case in the Supreme Court.

5. THE LONDON PICTURE

- 5.1 Every day in London 1.3 million journeys are made by people with disabilities, and 700,000 trips are taken by people aged over 75. Transport for London (TfL) aims to improve the travel experience for people with disabilities to ensure that transport is accessible throughout the journey. There is still work to be done, however improvements are being made. The Mayor's Transport Strategy (MTS) and in particular the Accessibility Implementation Plan includes major schemes such as Crossrail, the Tube upgrades and Access for All step-free station projects. People with disabilities view the time it takes to make a journey as an important accessibility issue, so TfL is working to reduce the journey time difference between step-free and non-step-free journeys which people with disabilities make. Currently more than 25% of stations are step free and by 2018 the target is for over half of TfL's stations to have step-free access ¹
- 5.2 TfL is working more closely with disability groups to deliver staff training and monitor its services to ensure that people with disabilities receive the help they need when travelling.
- 5.3 The London Dial-a-Ride run by TfL is a door-to-door transport service for people with a permanent or long term disability or health problem who are unable, or virtually unable to use public transport.
- 5.4 Improvements are being made in services for people with hidden disabilities, as well as training in accessibility awareness for bus drivers. The Alzheimer's Society is helping develop dementia-friendly guidance. There is training planned for Dial-a-Ride staff and work to ensure that information and advice is clear, simple and accessible.
- 5.5 All of London's buses are fitted with automatic wheelchair ramps as well as the iBus audio-visual system to help those with impaired vision or hearing travel more easily, and 88% of London bus stops are accessible. All London's Black Cabs are wheelchair accessible, and many taxis have various adjustments such as colour contrast patches on seats, coloured grab handles, swivel seats, an intermediate step, an intercom and induction loop.

6 THE EALING PICTURE

Population

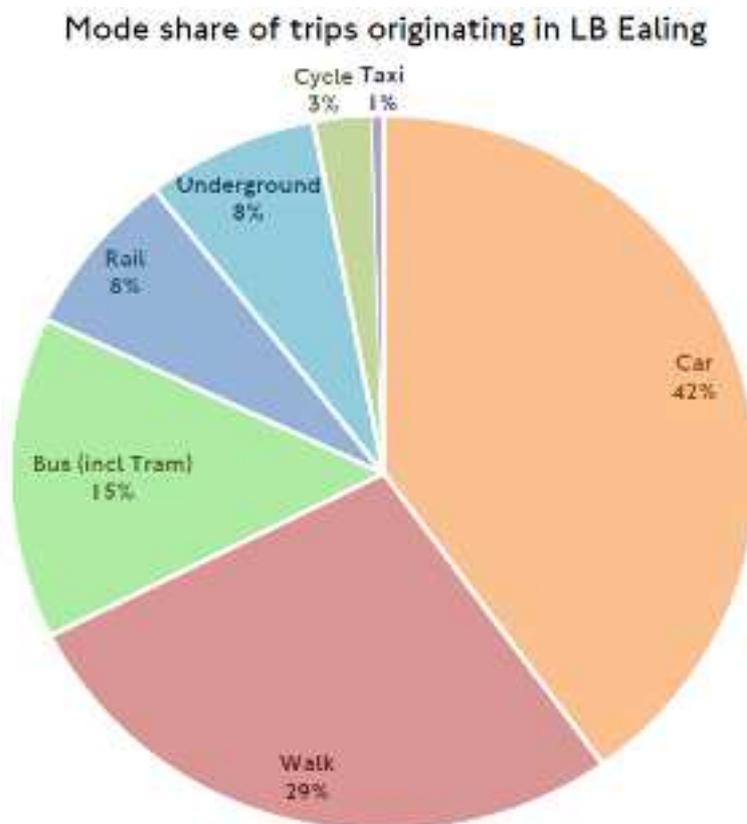
- 6.1 The population of Ealing was 338,000 in 2011² and growing at a rate of around 1% or 3,500 people each year. The 2017 population is estimated to be over 360,000 and expected to grow to over 385,000 by 2025.³

¹ www.tfl.gov.uk/travelinlondon

² 2011 Census

³ GLA Population projection

- 6.2 In 2017, there are an estimated 58,000 people over the age of 60 living in the Borough⁴. These numbers will continue to grow. In ten years' time, the population above 60 will have increased by 30%, while the population above 90 will have increased by 62%
- 6.3 Over 48,500 households (35.3%) in Ealing do not have access to a car so are reliant on other modes of transport.⁵
- 6.4 In 2015 there were an estimated 15,000 people under 65 with a moderate long-term condition or physical disability and 4,200 people with a severe long-term condition or physical disability. It is anticipated that the population of those aged 18-64 with a physical disability / long-term condition will rise from 7% to 12% by 2030.
- 6.5 There are more than 2000 children and young people aged 0-25 with special educational needs who have Education, Health and Care Plans and an increase in the those with complex health care needs.



⁴ Estimate from the 2014-based Subnational Population Projections for Local Authorities and Higher Administrative Areas in England. Source: Office of National Statistics (2016) Subnational population projections for England. Table 2. March 2016

⁵ 2011 Census

Strategies

- 6.6 Ealing Council's **Future Ealing** programme has a number of outcomes that relate directly or indirectly to this strategy. These are:
- Children and young people achieve educationally and fulfil their potential
 - Residents are physically and mentally healthy, active and independent
 - The borough has the smallest environmental footprint possible
 - Ealing is a strong community that promotes diversity with inequality and discrimination reduced
- 6.7 The priorities for the NHS are set out in the Sustainability and Transformation Plan. There is an emphasis on early intervention and prevention. Keeping people well and independent, and able to manage their health care through self-care is increasingly important. It is key that travel support needs are taken into account as part of any new commissioning of services in secondary prevention and re-ablement, as well as being incorporated in the preventative elements of the Sustainability and Transformation Plans.
- 6.8 As part of Future Ealing, the council is transforming adult social care through the **Better Lives** programme, which aims to build a stronger, more connected community which enables people to be physically and mentally healthy, active and independent. Better Lives will provide for more personal services, built around an individual's needs focussing on people staying active and independent.
- 6.9 Ealing Council has signed up to the Loneliness Charter, and one of the key elements to combatting loneliness and social isolation is accessible transport and travel support. For people to participate fully in their communities and access services they need to be able to travel independently and safely.
- 6.10 Ealing Council is also developing an **Active Citizens** programme, which will encourage collaborative projects for residents to become more proactive in their local neighbourhoods; setting up community initiatives and taking responsibility for themselves and others. Hopefully this will provide more local opportunities for people, reducing their need to travel long distances to activities.

Travel and Transport

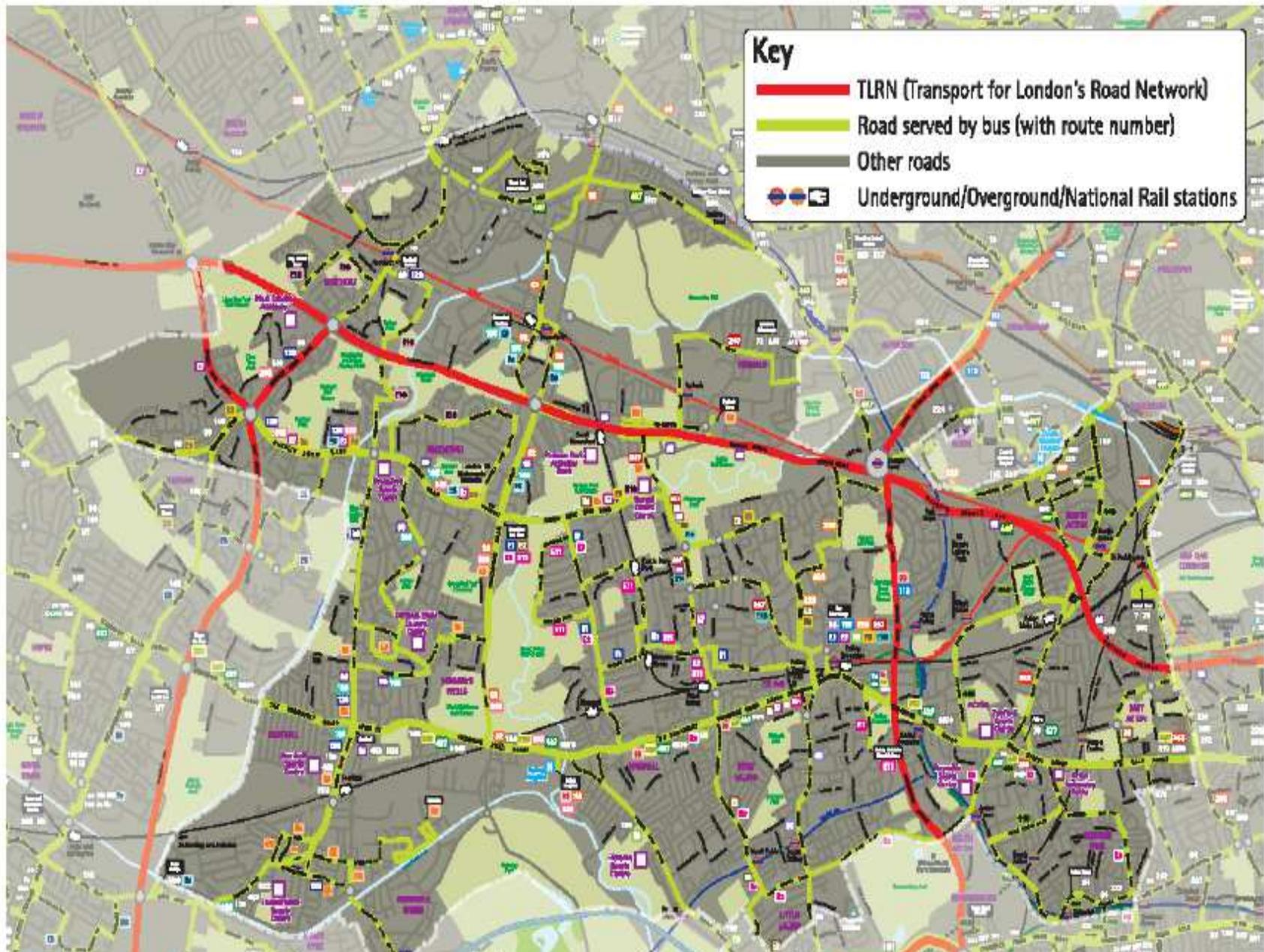
- 6.11 The Council is committed to making this borough a safer, greener and healthier place to live and work. There is an emphasis on enabling more walking and cycling, not just for their own sake but also because of what they can do to improve public health, tackle congestion, reduce carbon emissions

and improve the local environment.

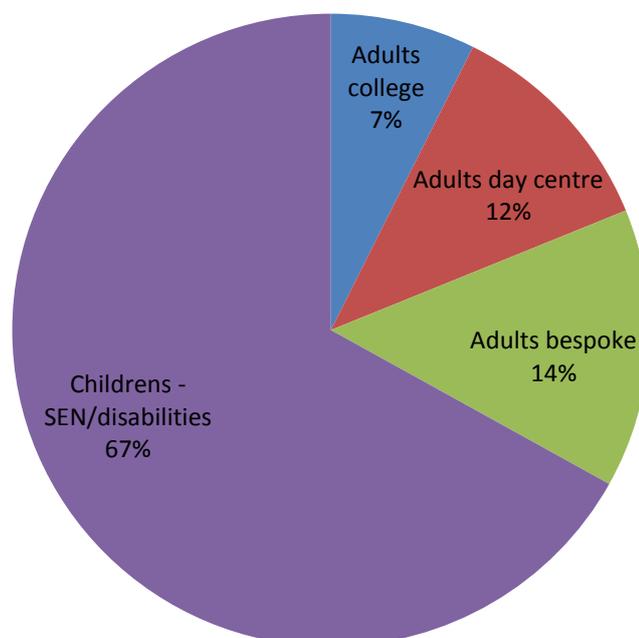
- 6.12 Ealing's Health and Wellbeing Strategy and the Joint Strategic Needs Assessments chapters refer to the obstacles people may face accessing transport and how this impacts on their everyday lives and ability to live independently.
- 6.13 The latest Ealing Local Implementation Plan⁶ sets out the Council's strategy for transport and travel in the borough and includes the following objectives to cover the following policy areas: Road safety, sustainable travel, journey time reliability, quality of life, healthy travel behaviour, accessibility to town and neighbourhood centres. Ealing's transport and policy officers work closely with Transport for London and London Councils on the various schemes such as Blue Badge, freedom pass and taxi-card, towards the Mayor's Transport Strategy.
- 6.14 A new draft Strategy is in development currently to replace the previous Cycling Strategy 2010-16. Ealing was the first local authority in London to develop a published strategy with ambitious short and long term targets for cycling. The strategy's objectives were in essence to promote cycling as a convenient, safe, inclusive and enjoyable activity and increase the number of people cycling in the borough. The draft strategy highlights the accessibility aspect of cycling whereby some disabled people can use cycles including those with learning disabilities, and it is also suitable for people with joint conditions such as arthritis.
- 6.15 Cycle training has been given to pupils at several Special Educational Needs (SEN) schools in the borough. A case- study illustrates that as a result of Ealing's cycle training offer a young boy with autism has been supported to learn to be able to travel independently to a mainstream school.
- 6.16 Crossrail and Ealing Council are working together on improvements to Ealing Broadway station plus the other Crossrail stations at Acton Mainline, West Ealing, Hanwell and Southall. Accessibility improvements have been made to Greenford Station and it is the first station in the UK to have an incline lift. Travelling on a gradient alongside the escalator and the stairs, it provides step-free access to platforms options at the station.
- 6.17 Ealing Council has made 99% of its 700 bus stops wheelchair accessible by spring 2017 and the 100% accessible figure will be reached by the end of 2017.
- 6.18 Ealing has a comprehensive range of public transport: buses, tubes and trains, as indicated in the map below, giving good access across the whole area. All buses are accessible and some of the tube and railway stations, and improvements are being made all the time. You can see the details of bus routes by following the link https://tfl.gov.uk/maps_/bus-spider-maps?Query=Ealing

⁶ https://www.ealing.gov.uk/downloads/download/711/local_implementation_plan

Map 1 TfL Road Network, Public Transport Routes and Stations



- 6.19 In 2016/17 Ealing Council spent circa £6.3m on transport and travel support, broken down as indicated in the figure below. Details of the services available are shown in Appendix 1.



7 CHANGING NEEDS

- 7.1 Over the next 10 years the older population of Ealing is predicted to increase, especially among the 90+ years age group but also in the younger older age groups. As would be expected, the number of older people who have difficulty in managing at least one mobility activity (such as getting up and down stairs and going out doors and walking down the road) is also predicted to increase. It is anticipated that the population of those aged 18-64 with a physical disability / long-term condition will rise.
- 7.2 The child population increased by approximately 30% over the last decade and a quarter of the population are children some of whom may need travel support due to special needs.
- 7.3 The complexity in need of people who are using accessible and community transport services is increasing due to a number of factors including the criteria to receive a service being pushed to a higher level. There are an increasing number of young people aged 16-25 years with more complex needs and older people are living much longer, however often with frailty, impairment and other issues such as dementia so that they need support to assist them to live in the community.
- 7.4 Re-ablement, recovery and getting a life (volunteering or work) agenda are also contributing to the need for more flexible transport options.
- 7.5 With people living longer and a trend in children with more complex health and social care needs moving into adult social care services, there will still be

a need for specialist door to door transport and support, however as people get used to arranging their own care, support and activities a more flexible approach to the types of transport available and times people want to travel will be required.

- 7.6 Children and young people with special educational needs have diverse needs across a broad spectrum and may have 'hidden' disabilities. These require person centred solutions.
- 7.7 Whilst personalisation is the way forward, there is a current generation of people who like what they have and don't want to change, so a traditional mini- bus taking them door to door is what they want. However, the new generation of younger old, the new generation of people with disabilities and children with special needs have different expectations and want more control of their support options.
- 7.8 With the level of need increasing, realistically some more formal and traditional transport may still be needed for those with very complex needs, who cannot use other transport options. There needs to be flexibility with a range of transport options available for people to use as more people take up personal budgets. We also need to achieve value for money, and make best use of limited budgets whilst meeting travel needs of Ealing's residents.

8 WHAT WE NEED TO DO

Accessible Information

- 8.1 We will encourage and enable more walking and cycling, towards improving public health and tackling obesity, as well as improving mental health and wellbeing.
- 8.2 We will connect people to the TfL information on accessible transport and route finder services and other advice lines such as Transport for All (www.transportforall.org.uk). We will work with TfL to maintain and improve the accessibility of public transport. We will have good quality information on the Council's website, and on relevant voluntary sector partners' websites (eg ECIL, ESAS); via the Local Offer for children with special needs www.ealing.gov.uk/send as well as in various formats disseminated across the borough through the Information and Advice Network, to maximise the use of mobility and travel support; and the family information service.
- 8.3 We will make sure links to other travel support sources such as mobility allowances, Freedom Passes and Blue Badges, and NHS transport support, are easy to find and use.

Commission personalised travel planning

- 8.4 Children and young people with special educational needs aged 0-25 and adults with mobility needs will need to request a travel needs assessment, identifying their needs and assessing eligibility.
- 8.5 We aim to ensure people have access to a diverse range of travel support options and identify the best and most cost effective way to support them to travel. For children and young people with SEND, travel needs will be reviewed on an annual basis as they grow up so that options that offer greater independence can be taken up at the right time.
- 8.6 We will ensure that options such as powered wheelchairs or motorised scooters or travel training are included in travel planning along with factors such as storage and maintenance.
- 8.7 We will work with partners to ensure that people need to go through the assessment eligibility process for mobility support once only (eg for blue badge and taxi card).

Commission a range of flexible and cost effective transport providers

- 8.8 We aim to provide a better quality and range of travel support while also delivering savings by ensuring that we are commissioning services which meet individual and community needs and making full use of vehicles (and assistants if required). We want to ensure there is an extended range of travel options and choice available to support individual young people to travel to school or college. Travel solutions such as travel training are worth investment as travel trained young people will not need the extra support and associated costs in their adult life as they will have learned to travel independently as a young person.
- 8.9 We will aim to provide a range of support solutions. There will still be some direct council funded provision of travel support and transport for people whose needs are best met through a contracted service rather than a personal budget. This may include those attending regular day care or school/college. We expect to see a reduction in this sort of transport contract with an increasing emphasis on individual travel solutions.
- 8.10 We will consider the most effective way of commissioning a range of travel options/ solutions including: minibuses, taxis (and assistants if required), volunteer car schemes, scooters (purchased and hired) alongside systems to enable and empower people such as travel training, mentors and buddies, and volunteer assistants and consider how best to communicate this.
- 8.11 We will commission transport providers who are flexible, have accessible vehicles and easy to use systems, understand user needs and offer value for money. Whether we commission transport providers, or support people to make their own arrangements through personal budgets or self-funding, we

will be looking for providers who can achieve quality standards to meet people's travel needs.

- 8.12 The Council currently has a framework contract for transport providers. This includes a range of vehicles and drivers and can include passenger assistants. We will consider whether there is scope to jointly commission travel support with Ealing CCG. We will explore opportunities for joint commissioning with neighbouring Local Authorities.

Collaborate with the NHS

- 8.13 A major use of transport is travel for healthcare. Transport to health care comprises of Patient Transport Services (PTS hospital transport - funded and commissioned by the NHS) and a mix of other accessible community commissioned transport services. Patients can also use Taxicard. We will work with the local NHS with the aim of developing a more flexible and cost effective system for local residents to attend health appointments. Ealing CCG commissions a transport service for people with mobility issues to attend GP and other health related appointments.
- 8.15 We will work with the NHS to ensure that people with mobility needs, including wheelchairs users, are able to access NHS services, in a timely and appropriate way, whether through provision of transport or assistants to accompany them on public transport.

9 Using Technology

- 9.1 Technological advances offer opportunities for better journey planning, navigation and communication, with the potential for further improvements in areas such as reliability and targeted travel information. For example, some vehicles can be tracked and texts sent to users to inform them their car has arrived with specific software. As a result people with disabilities will have an increasing choice in how they get around London and can do so with greater independence.
- 9.2 TfL gives free advice on journey planning and can provide a mentor to accompany people on their first few journeys. Tube Exits is a smartphone app that tells you which carriage to board in order to be nearest station exits, and on which side the doors open.
- 9.3 Wayfindr uses smartphone technology to help visually impaired people to navigate around stations independently without physical assistance. Bluetooth beacons installed at the station transmit a signal to the smartphone which the app translates into an audio instruction that guides customers on their journey.
- 9.4 London Taxicard mobile app and online booking website are both free and easy to use with a range of features including information on number of trips left to use, ability to save favourite address and journeys, fare and journey

distance estimates, to estimate cost of trip, and to share location whilst in the vehicle with someone else.

9.5 We are currently exploring the potential use of BrainInHand to assist people with autism in travelling independently.

9.6 We want to hear about other technology solutions which we could be encouraging?

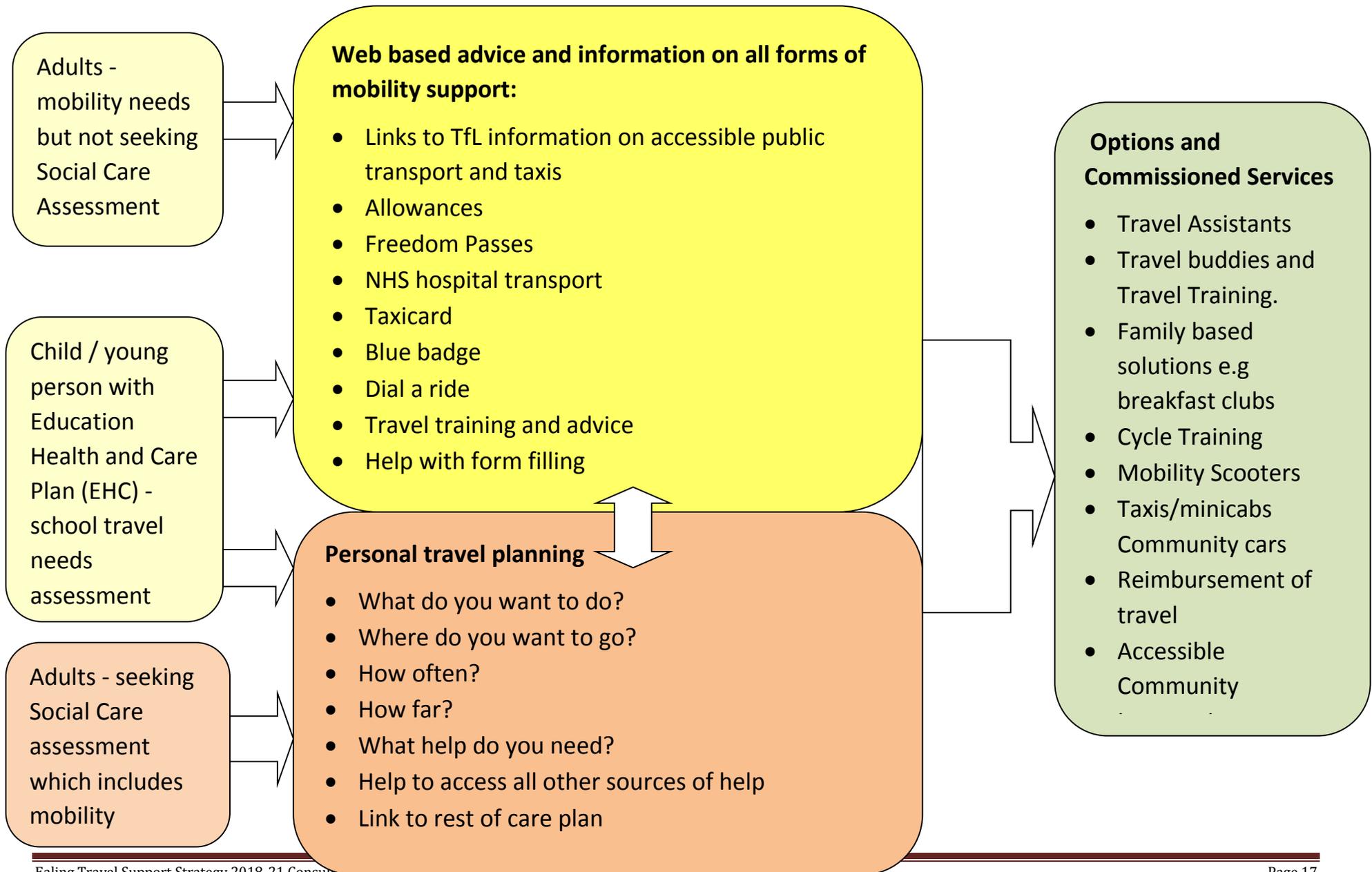
10 Implementation

10.1 We will be taking forward a number of key strands of work to implement the strategy and will co-produce these with stakeholders over the next few months. These link with other work already being undertaken within Adults' and Children's Services.

- Advice and information on mobility support – within the wider Information and Advice Strategy and Network, which is bringing together a wealth of information and signposting across the borough with regard to health and wellbeing and social care services and provision.
- Local offer for SEND development plan.
- Personal travel planning
- Commissioning of accessible community transport services – within the wider context of out of hospital strategies and integration of health and social care
- Set up an Access Group to look at transport accessibility issues and safety as well as more generic access to public buildings – shops, restaurants, pubs, leisure and social facilities.

10.2 The commissioning programme will be partly dependent on a range of current contracts, both transport specific and transport related. We will be working to ensure that new services are commissioned in such a way as to meet changing needs of Ealing clients during the strategy period.

Areas of work to implement the Travel Support Strategy



Appendix 1

Range of Accessible Transport

Blue Badge - National scheme that allows people to park a car free anywhere for a short period. Assessed by occupational therapist.

Taxi card - Provides subsidised travel for London residents who have serious mobility or visual impairments. Eligibility varies depending on borough, with a maximum number of trips allocated per person.

Older Persons Freedom pass/ Disabled Persons Freedom Pass - Free off peak bus, tube and train pass for people on high rate DLA and over the age of 60.

Dial a Ride - Managed by TfL, a free pick up and drop off bus service via membership. Eligibility based on permanent or long term disability. Advance booking system.

Travel training and mentoring - Trained volunteers work with people to train and support them to use public transport based on specific routes i.e., to an activity centre, college etc.

There are also accredited travel training programmes to enable children and young people to develop the skills needed for independent travel.

Trained student buddies where mainstream peers work as travelling partners for pupils with special educational needs

Person centred travel assistance options depending on the needs, preferences and circumstances of child/ family.

Shoptmobility - Provide a range of scooters and wheelchairs to enable people to go shopping independently in and around Ealing Broadway

Bespoke individual transport for people with complex needs (with or without assistance) - on a spot purchase basis

NHS commissioned Patient Transport Services (PTS) - Free service for people who meet national eligibility criteria based on medical condition or disability which prevents use of public transport or requires an assistant

NHS Wheelchairs & Mobility Scooters - NHS free service or to purchase

Ealing Community Transport (ECT) – a charity providing transport for individuals and groups:

- ECT's transport service for individuals, the "PlusBus" service, offers door-to-door journeys for residents unable to use public transport and those living in isolation. This can include demand-responsive services for shopping and other social reasons.

- ECT's group transport service provides safe, affordable and accessible minibuses to voluntary and community sector groups, assisting them in achieving their own objectives.

Useful Contacts

Transport for London

<https://tfl.gov.uk> 0343 222 1234

Transport for All

<http://www.transportforall.org.uk> 020 7737 2339

Transport for All (TfA) is the organisation of disabled and older people dedicated to champion the rights of disabled and older people to travel with freedom and independence in London.

ESAS – Ealing Specialist Advice Service

<http://www.ealingsas.org.uk> 020 8579 8429, Text Only: 07837 186 733
info@ealingsas.org.uk

ECIL – Ealing Centre for Independent Living

<http://www.ecil.org> 020 8840 8717 ecil@ecil.org

ECT – Ealing Community Transport

<http://ectcharity.co.uk> 020 8813 3210 ealing@ectcharity.co.uk

Mencap (Travel Training)

travel.training@ealingmencap.org.uk 020 8280 2265

Ealing Council Transport Hub

Sent-transport@ealing.gov.uk 0208 825 5544

Dial- a -Ride

PO Box 68799, London, SE1P 4RD

0343 222 7777 (TfL call charges) DAR@tfl.gov.uk

Appendix 2

Comments from Initial Consultation with People with Disabilities in Ealing.

- Don't use taxi-card unless really have to as unreliable – can be very late – this can have implications on health, if you are somewhere without any food and water, or medication.
- Some drivers are not properly trained in how to help me with my wheelchair
- Some drivers clearly don't want to bother with people in wheelchairs and can be rude – is not worth it for them if it is a short journey.
- Would like to use taxi-card with the taxi company of my choice, I like to know who is going to pick me up.
- Would be good to be able to tell taxi in advance that am using taxi-card.
- Motability car is perfect – needed to find a personal assistant who could drive.
- Don't use buses – too crowded and people don't move for you.
- Underground – most stations aren't accessible and too crowded.
- Community transport – very good
- People don't want to go out just Monday to Friday during the day, but in evening and at weekends, we are adults not children.
- People with learning disabilities face bullying by other passengers, school children can be difficult and noisy, and can push you off the bus.
- Would like travel training. At the moment need to go by taxi when going to a new place as don't know how to get there.
- Can feel frightened and under confident traveling alone in the evening – use a panic alarm and a torch to feel more confident
- Travel training can take a long time but it is worth it – gives people independence and confidence
- The time it takes to get around is a big issue
- Would not be able to go to work if accessible transport wasn't available.
- Drivers and other transport staff are mainly good.
- Being bused to school kills your social life, young people want to be able to socialise with friends after school.

Appendix 3 – Easy Read

<p>A Travel Strategy for Ealing</p>	
<p>Why do we need a strategy?</p> <ul style="list-style-type: none"> • There are lots of ways children and adults with disabilities can travel in London. We need to know: • What is available in Ealing: • What is working well • What isn't working well? • What can we do to make things better 	

<p>We need to know what is important to people with learning disabilities</p>	
<p>What support and transport is available now for people with learning disabilities in Ealing?</p>	
<p>What works well for people with learning disabilities?</p>	
<p>What can make travelling difficult for people with learning disabilities?</p>	
<p>What information and support would be useful?</p>	
<p>Any other suggestions?</p>	

Appendix 4

Taxicard

The London Taxicard scheme provides subsidised door-to-door transport for people who have a serious mobility impairment and difficulty in using public transport.

taxicard@londoncouncils.gov.uk

Taxicard offers subsidised travel in licensed taxis and private hire vehicles to London residents with serious mobility impairments or who are severely sight impaired. It enables members who have difficulty in using buses, trains and tubes to get out and about.

The scheme provides trips for social purposes, for example going shopping, visiting friends and family, and going out to events. Taxicard enables over 70,000 members to take around 1.22 million trips per year.

In 2016/17, 2,426 Ealing residents used the taxicard scheme costing £316,283. The total number of trips taken was 35,183 representing a 1.55% increase over the previous year.

Dial-a-Ride Service



Dial-a-Ride is a membership scheme run by Transport for London (TfL) which provides a bookable door-to-door minibus service free of charge for disabled and older people who have difficulties accessing public transport.

You are automatically eligible for membership of Dial-a-Ride if you are:

- a current member of Taxicard
- in receipt of Higher Rate Mobility Component of Disability Living Allowance
- in receipt of standard or enhanced Mobility Rate of the PIP
- registered blind or partially sighted
- aged 85 or over
- in receipt of Higher Rate Attendance Allowance
- in receipt of a War Pension Mobility Supplement

- Dial-a-Ride cannot guarantee drop off times, and will not take people to a hospital appointment – it can only take transport to 'high street' medical appointments like the GP or Optician.