



People's
Group

Travel and Transport
8 December 2023

What did we do?

10:15



Arrive and welcome visitors

10:30



Taxi Charter
Proactive Community



10:45



Surrey County Council
Travel Policy
Marnie Cotterill



11:45



Break



12:00



Travelling My Way
Cheryl Knight



12:15



Buses
Keith McKain



12:45



Bus Passes
Brendan Thompson



1:15



Lunch



2:15



Finish meeting



The Proactive Community spoke about their taxi charter success



- People in the group were not happy about how they were being treated by local taxis.



- They wanted to make change.



- They did a survey and talked to a lot of people.



- They researched driver training.


People said they wanted

Be on time

Help us

Be patient

Be reliable

Promptness  Ensure timings are kept to or regular updates if delayed	Being Honest  To guarantee you will arrive
Offer Assistance  Help getting into and out of the car/vehicle if requested	Being Prepared  To ensure adequate protective seat coverage
Patience  Patience if a person takes a little longer to get on board	Agree a Fare  To agree a fare in advance of the journey
Being Reliable  To not cancel last minute	Being Thoughtful  To ensure the passenger is left in a safe place with a pavement or area of safety to walk

Be honest

Be prepared

Agree the cost

Be thoughtful

Two local taxi companies have signed up so far – Roadrunner and Metro



Taxi Charter - Proactive Community



- Send out to people so they can try and get their local taxi companies to sign up.
- Talk to Trading Standards about whether there are any standards for taxi companies.
- Look at disability awareness training for Surrey taxi licences as in Sussex they have to do this.
- Share the taxi charter with Surrey Council taxi people.

PRO ACTIVE **Disability Taxi Charter** **OUR VOICE MATTERS**

By signing the Disability Taxi Charter, you commit to:

<p>Promptness</p> <p>Ensure timings are kept to or regular updates if delayed</p>	<p>Being Honest</p> <p>To guarantee you will arrive</p>
<p>Offer Assistance</p> <p>Help getting into and out of the car/vehicle if requested</p>	<p>Being Prepared</p> <p>To ensure adequate protective seat coverage</p>
<p>Patience</p> <p>Patience if a person takes a little longer to get on board</p>	<p>Agree a Fare</p> <p>To agree a fare in advance of the journey</p>
<p>Being Reliable</p> <p>To not cancel last minute</p>	<p>Being Thoughtful</p> <p>To ensure the passenger is left in a safe place with a pavement or area of safety to walk</p>

Signed on behalf of Taxi Company
Signature: Date:

Adult Social Care Transport Policy

Marnie Cotterill told people about the Adult Social Care Transport Policy

Why do we need a policy?



- We didn't have rules about how decisions are made for residents to see.
- Staff had guidance but found this confusing or didn't know it existed.



The Policy



- The policy has been written but is in draft form so can be changed.



- The policy is for people who need support to travel to an activity to meet their needs under the Care Act 2014.



- We want to support people to be independent and have choice and control



- We want residents to understand how decisions are made about the travel support that they receive



- We want our staff to have up to date information so they can support people to meet their goals and aspirations and be as independent as possible



- We want people to be able to benefit from all the opportunities available in their communities



- We want to include information that helps residents to make choices about travel

What next?



- We want to hear from people that are supported by Adult Social Care.
- We are holding focus groups with people that use ASC travel support in the New Year.
- Some things cannot be changed as it is the law
- The final draft of the policy will be going out for a full consultation next year.

What information about travelling is important to you?

?



- Timetables are hard to read
- Bus apps can be confusing
- Bus drivers can be rude and hard to talk to
- Not given information about delays
- Most people did not know about companion passes.



Would you like to learn to travel independently? If not, why not?



- No buses when needed



- Worried about getting lost

- Worried about what to do if things change



- People who had done travel training more confident

If you could travel independently, where would you like to go?



- Different towns, not just locally



- Seaside



- Have a choice and visit different places.



What makes it hard to use public transport?



- Buses not there when need them
- Drivers can be rude and drive away before seated
- Want to use cash but will only take a card
- Cannot get a bus pass
- Not regular enough in my area
- Not enough space for wheelchairs
- Wheelchair users not supported
- Ramp not lowered for wheelchair





Community transport



- Some people knew about this, some thought it was only for older people.

- Difficult to book and pay for.

- Have to book in advance so no good at short notice.



- Doesn't run in the evening so doesn't support a social life.





How was travel support affected when moving from children to adult services?



- Able to keep travel support / still eligible.



- Had several assessments for transport.



- Would like more easy read information relating to travel.

- Would like an easy-to-use app.

- Would like travel training when younger.



What Marnie will do



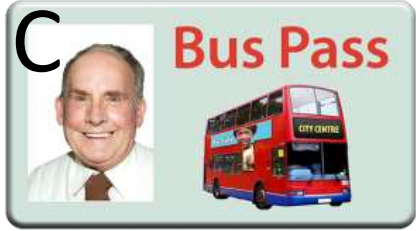
Accessible
Information
Standard



- Find out about accessibility standards for timetables and apps
- Look into driver disability awareness training
- Feedback to bus charter people
- Find out about paying with cash
- Find out more about wheelchair access on public transport



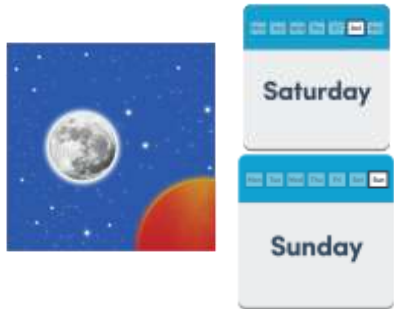
More things that Marnie will do



- Include information on companion passes in staff guidance and policy



- Look at processes to book community transport



- Explore possibility of evening and weekend provision for community transport



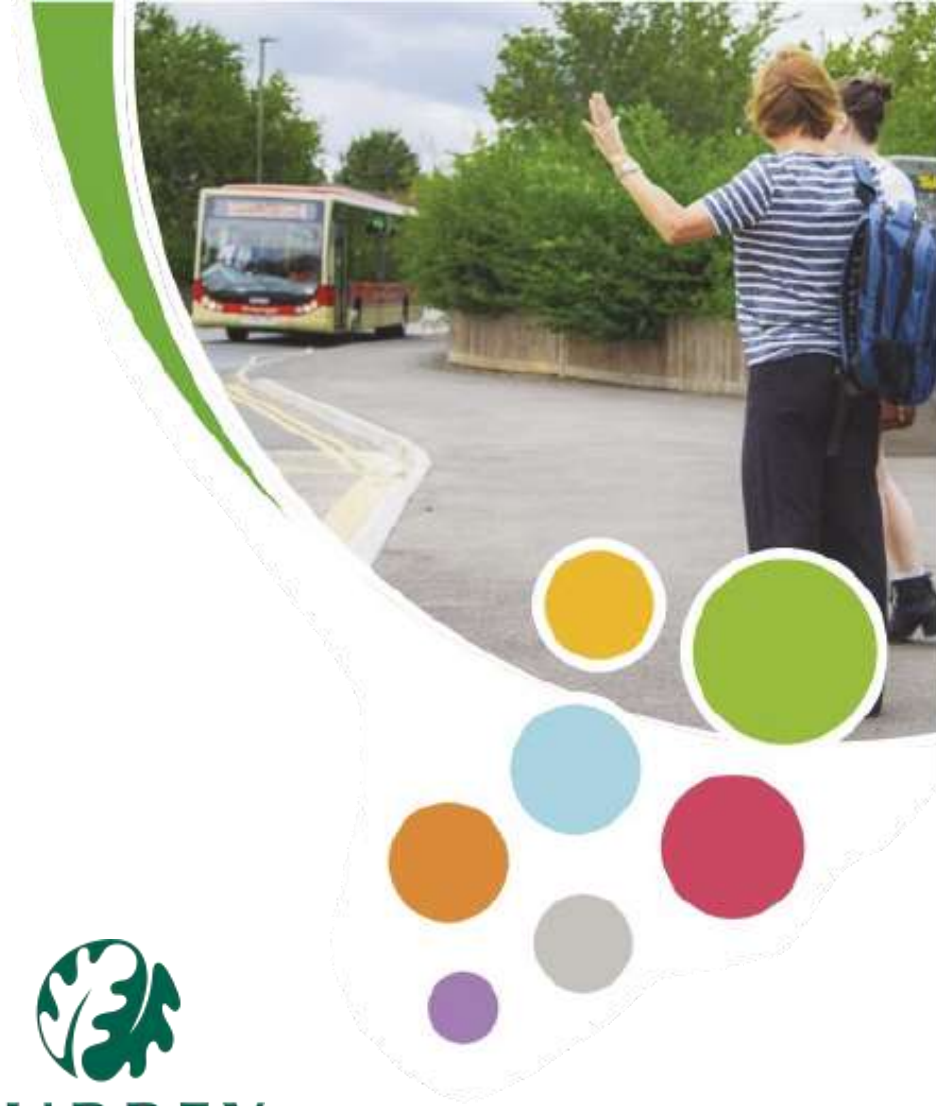
- Find out about information available for people in transition about travel

Surrey Choices told us about Travelling my way

This is a new scheme to support people to learn to travel independently and safely.



SURREY
COUNTY COUNCIL



Good things about travelling independently



- To have the freedom to do things for yourself, when you want to.



- More opportunities- college, work experience, a job.



Meet friends, new hobbies, visit family, go shopping.



- Cheaper!!!!.

How does it work



- Referral by social worker
- Plan a route and a personal travel plan.
- 1-1 support travelling together.
- Keep records and monitor progress.
- Slowly reduce support.

Questions and comments



- Carinder mentioned that there are apps that can help with travelling on public transport.
- The Moovit app can be downloaded on your phone to help plan your journey.
- The London Live Bus Countdown is a free app to help find bus stops near you.
- Cheryl told us that as well as sunflower lanyards there are other cards that can help when travelling:



- Helping hand card
- Stage coach buses assistance cards



Bus Charter



Bus Back Better



- National Bus Strategy for England in 2021
- Surrey and bus operators to write a Bus Service Improvement Plan (BSIP) together
- The plan says what we want to do to make bus services better and how much it would cost



Targets



- How quickly buses make a journey (15.7mph)



- Making sure buses come when they are supposed to (7 out of 10)



- How many people use buses (22.3 m)



- Do people like using buses (8 out of 10)

Decision Making on Buses



- Decisions are made by a Board made up of people from Surrey County Council, the 3 biggest bus operators and 3 smaller bus operators



- There is a Stakeholder Reference Group made up of a people from councils in Surrey, disability group, resident groups, NHS user groups and others



- Stakeholders can say what they think it most important for the board to think about

What has already happened?



- The decisions are by a Board that includes people from Surrey County Council, big and small bus operators.
- They have:
 - Agreed a [Bus Passenger Charter](#)
 - Introduced the [LINK Card](#) that gives young people (aged 20 and under) half price on the bus
 - To put bus priority in Redhill and Reigate and to plan more in Guildford and Woking



What else has already happened?

SURREY
connect

- To expand the Digital Demand Responsive Transport areas



- To have more zero emission buses



- Increase the amount of bus information displays at bus stops

Passenger Charter



The charter tells you what you can expect from bus services in Surrey.



The charter covers things like:



- Buses run on time
- People get to where they want to go
- That buses are safe



More Passenger Charter



- Drivers are helpful and understanding of people's needs



- That you get good information



- People who use buses have a bigger voice to say what is good or not so good and what could make buses better

Keith McKain wanted to know what people thought and will tell the Surrey bus stakeholder reference group what people said.



- Most people had not seen the charter before.



- People thought it was helpful.

Things people said are good about using buses



- Electronic board on the bus stop

- Mostly good experience

- Good value

- Valuable services

- Kind driver, bus came on time, clean and warm

- Felt safe



Things people said that are bad about using buses



- Drivers arguing about disability – lanyard should be enough



- Other passengers not helping
- Too many buggies in the way and crying babies
- Kicked by school kids



- Buses not turning up when they should
- Hard to understand the timetable at the bus stop



- Bus did not stop when signalled

More things people said that are bad about using buses



- No information on the bus to indicate the next stop



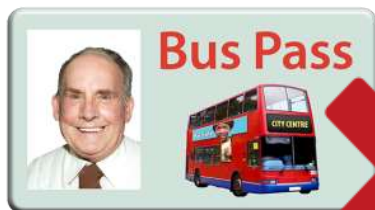
- Find it hard to know what ticket to buy
- Lack of buses out of hours

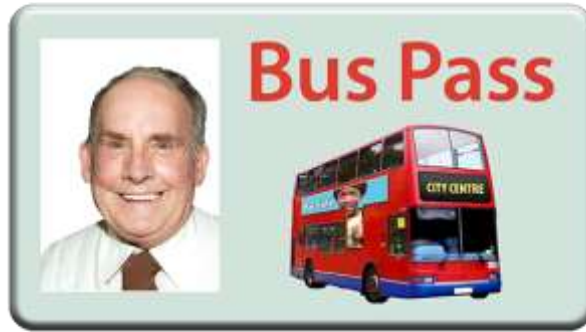
- £2 bus cap inconsistent

- Can be too difficult to be eligible for a bus pass

- Bus passes should be valid before 9.30 or discount should be the same on all buses

- Bus stops not always clean





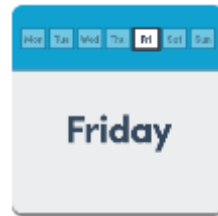
Free Bus Pass

Brendan Thompson told people about bus passes and answered people's questions.

What is a Free Bus Pass?



The free bus pass allows the holder to travel by bus for free. It can be used anywhere in England.



Between 9.30am to 11pm
Mondays to Fridays

and at any time at weekends
and public holidays.



Types of Free Bus Pass

Disabled Persons Free Bus Pass



Older Persons Free Bus Pass



a **Companion Permit (+C on the card)** will also allow one other person to travel for free with the holder if they require help when traveling by bus



Who can apply?



You need to live in Surrey
and either reached pension
age (66 or older)



Or age 5-65 with an eligible
disability.

Who can apply?



You must have one of the below eligible disabilities, as defined by the Department for Transport:

- Blind or partially sighted
- Profoundly or severely deaf
- Without speech
- A disability or injury which has a **substantial and long-term adverse effect** on your **ability to walk**
- You do not have arms or have long-term loss of the use of both arms
- A **learning disability**; including significant impairment of intelligence and social functioning
- Your application for a driving license would be **refused due to medical fitness**



Where can you apply?



There are two ways to apply:

1. **Online** using your smartphone, tablet or PC. **You will need an email address** (one per applicant)



2. In a participating Surrey **library** (appointment required) where they can also take your photo.

What do you need?



Please visit
www.surreycc.gov.uk/freebuspass
for details of the documents we
accept.



Please ensure that correct and full
page images of documents are
included as incorrect proof will
delay your application.

What else do you need?



You'll need to provide:
Recent proof of your
Surrey address



Proof of your **age** or recent
proof of **disability**



Your **National Insurance**
number

What do you need?



Your contact details (email address, phone number)
A digital **photo of you** that can be used on the bus pass.

**Email the team:
freebuspass@surreycc.gov.uk**