East Surrey Local Valuing People Group

Minutes of our December 2014 Meeting.

Wednesday 10\textsuperscript{th} December 2014

Chaired by Cath White.

1pm to 3pm

Held at the Holy Trinity Church, Carlton Road, Redhill, RH1 2BX
The people who came to our November 2014 meeting.

- Mary Hendrick  Surrey County Council
- Gaynor Gibbins  Family carer
- Barry Roberts  Colebrook
- Anne Collins  Colebrook
- Janine Manning  Manager of Devon Crescent
- David Hazeldine  Devon Crescent
- Val Sexton  Surrey County Council
- Dawn Boyce  Prospect Housing Association
- Mark Reynolds  Empolyability
- Maria Gainsford  Community Nurse
- Donna Reid  Surrey Choices
- Mike Leat  The Communication People

The people who sent their apologies.

- Marion Price  Family Carer
- Jen Fookes  Family Carer
- John Spedding  East Surrey Mencap
- Joyce Smith  Family Carer, President of ALDAG
- Rita Wright  YMCA Redhill
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tbody>
<tr>
<td>1:00 to 1:10</td>
<td>Say who we are and welcome new members and visitors.</td>
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<td>1:10 to 1:45</td>
<td>Surrey Transport Review and Survey</td>
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<td>Valerie Sexton</td>
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<tr>
<td>1:45 to 2:00</td>
<td>Minutes from November Meeting</td>
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<td>2:00 to 2:15</td>
<td>Coffee and Tea Break.</td>
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<td>2:15 to 2:40</td>
<td>Self Assessment Framework – Mary Hendrick</td>
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<td>2:40 to 3:00</td>
<td>News Sharing.</td>
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Surrey County Council spends a lot of money on local transport.

They spend over £18 million a year.

Surrey County Council spends around £8.9 million on bus services in Surrey.

29 million bus journeys are made by people in Surrey each year.

Half of the bus services in Surrey are not used by enough people to pay for the cost of running them.

Surrey County Council pay bus companies money to keep these bus services running. They pay between 13p and £10.64 for each journey a passenger makes on these buses.

Surrey spend more money on bus services than most other councils in South East England.
The review of the transport services is aiming to save £2 million over 3 years. This is 25% of the current budget, some bus services may stop.

The last Bus review from 5 years ago saved £4.5 million

A lot of the savings are likely to come from the review of Bus Services and Bus Service contracts.

Surrey County Council are also working with Community Transport services to help them to bid to run other transport services, such as school transport.

Any changes to bus services and bus passes that happen from this review will start in September 2015.
Surrey County Council spend around £8.7 million on free bus passes in Surrey.

Disabled people & older people can have a free bus pass.

(Older people are men aged 65 or over and women aged 60 or over)

Every time someone uses their free bus pass Surrey County Council gives the bus company money.

For every £1 that the bus ticket would have cost the person Surrey County Council pay the Bus company just over 50p.

Surrey County Council currently chooses to pay for extra bus pass benefits.

The law says they don’t have to do this.

Disabled people can travel on buses free before 9.30am and after 11pm. This benefit costs Surrey County Council £150,000 a year.

If a bus pass holder cannot travel Without help, their companion can also travel for free.
Val said they would look at the impact on other Surrey County Council budgets if they cut this benefit. For example Adult Social Care may have higher costs.

People with an Older Person’s bus pass can only travel free after 9:30am.

Some companies offer older people a cheaper ticket if their journey starts before 9:30am.

Disabled bus passes can be used on bus services outside of Surrey, though people have had problems with this.

Bus companies check peoples Bus Passes and there are some people who use them who shouldn’t, if they are caught their Bus Pass is taken away.

Bus drivers can be fined for allowing people to use false bus passes and this could be one reason why some drivers have been challenging people with learning disabilities.

**Question:** Gaynor asked if we knew how much it cost to provide disabled bus passes. Val said she didn’t have that figure.

Anne said that people with learning disabilities can’t afford to pay for bus tickets and the idea of stopping people using their passes before 9:30am was ‘ridiculous’.
Mary said we need to make sure that drivers have disability equality training.

The RNIB have a campaign to ask Baroness Kramer to make sure all bus drivers have this training - here’s the link:

https://www.rnib.org.uk/all-bus-drivers-should-have-disability-awareness-training

Surrey County Council has two inspectors who check up on bus services and bus stops.

In Surrey:

• 200,000 people have an Older Person’s Bus Pass

• 10,000 people have a Disabled Bus Pass

• 2,000 people have a companion Bus pass.

David explained that a person they support needs 2 to 1 support so the companion pass is very important to them. They will fill in a survey.
Surrey County Council spend around £640,000 on community transport.

Community transport is Dial-a-Ride, community minibuses, voluntary car schemes and taxi vouchers.

Surrey County Council needs to save money.

They need to spend more money on other services for people in Surrey.

More adults are needing social care services.

More children are needing school places.

The Government are giving Surrey County Council less money.
Surrey County Council are looking into offering bus companies longer contracts to run bus services. The contracts they have now are for 3 to 5 years. 8 Year contracts could be offered in the future if this makes savings.

Bus services

18,000 new school places are needed in Surrey and these new schools will need bus services.

People said that bus services sometimes do not connect together making journeys very long with a lot of time waiting for the next bus.

Transport For London bus services are not included in this review. These are bus services that come into Surrey from London Boroughs- for example from Kingston Upon Thames. People said that these services no longer take cash and people need to have an Oyster car or a debit card to use these buses.
A lot of people with a learning disability do not use debit cards.

A Bus Driver can give a person a free ticket to travel if they can’t pay and seem vulnerable. The person can then pay for the ticket later.

Because of problems with traffic in Surrey companies sometimes needs to use more buses to provide a service which makes it more expensive.

Anne said that Bus Drivers should say sorry when they are late. Mary explained that you can complain to the Bus company.
Surrey County Council are looking at the Bus Routes to see if there are better ways of running the services.

Large companies often run their own bus services to help their staff get to work. Surrey County Council could look into making these services available for the public to use.

Some rural bus services could be replaced by locally run minibus services. Surrey County Council will be working with Parish Councils in Surrey on this idea.

Gaynor asked why bus services were more expensive to run in Surrey than in places like West Sussex. Val said that there are more bus routes in Surrey that do not have enough passengers to cover the cost of running the service.

Val will let Mary know which Parish Councils they are working with on this.
Surrey County Council needs to save money on local transport but wants to keep the services that people need the most.

They want to make sure people can get to places like their work, college, hospital and supermarket.

Surrey County Council want you to have your say.

They are doing a survey that finishes on 2 February 2015.

There is an online survey and also an Easy Read questionnaire.
The Easy Read survey

The survey is being given out to advocacy groups, providers, day services and Valuing People Groups. 1000 copies of the Easy Read surveys have been printed.

The survey comes with a freepost envelope so you don’t need a stamp.

Fill it in and post it back to Surrey County Council.

If you haven’t got a copy of the Easy Read survey contact Lisa Nash

- Mobile: 07580 493861
- Email: lisa.nash@surreycc.gov.uk
The group suggested that Community Learning Disability Teams, Halow, Adult education, Disability Challengers and Crossroads Care are given surveys.

Val explained that 500 emails have been sent to stakeholders, the review team are going to 40 meetings of local groups and there are posters about the review in all buses.

The Partnership Board will promote the Transport Review on the Partnership Board website in January.
Check the website or phone the Surrey County Council Contact Centre for the latest news about the transport review.

- surreycc.gov.uk/transportreview
- 0300 200 1003

On the Transport Review website there is an online survey. This has the same questions as the Easy Read survey.

To fill in the online survey go to the website address at the top of this page.
Our Annual Self Assessment.

All the new information is now on the Partnership Boards website.

Find the online questionnaire in our new ‘Annual Self Assessment’ section.

The results of last year’s Self Assessment are here too.

Print the ‘Big Questionnaire’ Here.

Download our Introduction to the Self Assessment here.

The Self Assessment we are starting now covers April 2013 to March 2014.
The Big Questionnaire will help us to find out how well we are supporting people with learning disabilities.

People can print a copy and fill it in.

People can also fill it in online.

Here is the link: [https://www.surveymonkey.com/s/ML2VMSR](https://www.surveymonkey.com/s/ML2VMSR)

The last Partnership Board meeting focused on the Self Assessment.

This meeting was on Thursday 4 December 2014 at Dorking Halls.

9.30am to 12.30pm
In January we will be producing a Self Assessment Framework Bulletin with our results.

We are also collecting information in other ways.

Stephen Wingfield and Mary Hendrick have been sending out letters asking for evidence of good practice from around Surrey.

At our meeting we went through some of the questions that are part of the Self Assessment.

• The group spoke about last year’s Self Assessment Framework.

• The group were asked that if they have a copy of the Big Questionnaire to complete it.

• Lisa Nash will be meeting with Cath White to plan the agendas for the East Surrey Valuing People Group meetings in 2015.