

ACTION FROM DISABILITY EQUALITY SCHEME ACTION PLAN

Investigation into the appropriateness and flexibility of the transport provided (whether direct or via contract) to and for disabled people.

| Actions | Action Detail | Information Required | Current Status |
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| 1. Identify data sources for the following services: <ul style="list-style-type: none"> • Concessionary Fares Scheme (Smartcards) | Concessionary Fares Scheme (Smartcards introduced April 2008) – the national scheme consultation carried out during 2007, whereby disabled people can travel free of charge on local bus services throughout England between 9.30 and 11.00 and at any | <ul style="list-style-type: none"> • New National scheme /Service introduced April 2008 currently unable to distinguish elderly from disabled concessionaires • Results of any consultation • Details of uptake to date • Information on success rates with telephone | Smartcard database All Luton residents who hold Smartcards, issued by the PTU (name, address, telephone, age, nature of disability, and ability to travel with or without a companion) held and accessible for undertaking a survey. Outstanding decision, number of |

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| | time in Luton (Luton uptake has been 27,500 disabled and elderly residents information held in a database.) (Action completed 24 th July 08) | bookings <ul style="list-style-type: none"> • Comments from Shopmobility • Results of any analysis carried out by key equalities groups (race, gender, disability, age, sexuality, religion/belief)? Data / information for schools and day centres | residents to be involved in the survey. |
| 2.South Beds Dial-a-Ride (SBDAR) – door to door service | South Beds Dial-a-Ride (SBDAR) – door to door service with telephone bookings. Grant funded by LBC and reimbursements paid via concessionary fares | <ul style="list-style-type: none"> • Results of any consultation • Current membership, ie members who regularly or occasionally travel. • Information on | SBDAR has been approached for information, but still experiencing difficulty obtaining reliable information regarding membership, travelling patterns, |

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| | <p>scheme.</p> <p>Need to establish current membership (27th August 08)</p> <p>Management should consider proactive use of electronic systems for booking, records, and invoicing.</p> <p>Service level Agreement has expired and negotiating new agreement has proved to be time consuming and limited progress to date.</p> | <p>success rates with telephone bookings</p> <ul style="list-style-type: none"> • Results of any analysis carried out by key equalities groups (race, gender, disability, age, sexuality, religion/belief)? | <p>contact details and user satisfaction.</p> <p>Suspect duplications and dormant names on list.</p> <p>Management reluctant to release information to PTU for audit purposes, citing concerns about data protection - confidentiality</p> <p>Electronic systems in place and available, but not fully utilised.</p> |
| 3.Shopmobility – Door | Shopmobility - door | • Details of uptake | Scheme fills gap |

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| <p>to Shops service for shopmobility members.</p> | <p>to Shops service jointly operated in partnership between PTU and Shopmobility to provide transport from home to the Mall and return, service started in June 2007. Funded by LBC and reimbursed via concessionary fares scheme as a Pilot (first in the country therefore no benchmarking information available) (Review August 09)</p> | <p>to date</p> <ul style="list-style-type: none"> • Information on success rates with telephone bookings • Comments from Shopmobility • Results of any analysis carried out by key equalities groups (race, gender, disability, age, sexuality, religion/belief)? | <p>between SBDAR capacity and unmet demand from Shopmobility users.</p> <p>Relatively new scheme, therefore no previous consultation or satisfaction information however demand is increasing with high customer satisfaction levels reported.</p> <p>Potential to expand and explore other destinations</p> |
| <p>4. Adult and Children's special needs transport provided by</p> | <p>Adult and children's special needs transport delivered</p> | <ul style="list-style-type: none"> • New National scheme /Service introduced April | <p>This transport sector is delivered by LBC Fleet and contracts.</p> |

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| PTU | by PTU in accordance with C&L or HCL policies. Mainly day centres, special schools and colleges but includes mainstream schools and respite or social care. | <p>2008 and many current clients are entitled to free concessionary travel</p> <ul style="list-style-type: none"> • Results of any consultation • Results of any analysis carried out by key equalities groups (race, gender, disability, age, sexuality, religion/belief)? • Data / information for schools colleges and day centres | <p>The eligible criteria determined by Adult and children's services in Children & Learning and HCL</p> <p>PTU holds all customer contact details and other customer specific information on database.</p> |
| 5. Draft a questionnaire to send to relevant service Users | <ul style="list-style-type: none"> • Identify consultants • Design Questionnaire | Consultation undertaken over 2 years ago (1 day face to face | <ul style="list-style-type: none"> • Previous consultation with SBDAR users proved |

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| <ul style="list-style-type: none"> • Consider additional methods of consultation | <p>(Spring 2009)</p> <ul style="list-style-type: none"> • Draft questionnaire to DAFF for consultation (June 2009) • Questions to service Users (Aug/Sep 2009 - 2 week return time) time slip likely. • Input to SNAP (Sep 2009) | <p>interviews in the Town centre during inclement weather). The questionnaire to be revisited as the basis for this latest consultation exercise.</p> | <p>inconclusive mainly caused by small sample (low numbers of users available due to inclement weather on sample day)</p> <ul style="list-style-type: none"> • Initial meeting with E & R Communications Officer to discuss questionnaire format • Awaiting full identification of data sources required before questionnaire can be designed |
| <p>6. Undertake an analysis to ascertain if transport is:</p> | <p>Report to DAAF in Oct/Nov 2009</p> | <ul style="list-style-type: none"> • Does it meet customers needs • Is it fit for purpose | <p>Not yet started</p> |

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| <ul style="list-style-type: none"> • Appropriate • Sufficiently flexible • Demonstrates good value | Further report to DAFF of findings and action plan late 2009 | <ul style="list-style-type: none"> • Is it easy to access • Geographical limits ? | |
| 7. Identify funding availability for undertaking consultation and actions identified. | As identified | Costs and service implications | Funding source to be identified by Head of Service |
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