

Support for people with disabilities using transport in Hertfordshire

Health and Community Services,
Community Wellbeing (Transport)

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Background

- Care Act 2014
- Transport Act 1985
- Equality Act 2010

‘Local authorities should consider the adult’s ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing’.

Background

Trips per person per year (Source DfT 2014)

Age group	Mobile	Mobility difficulties
16- 49	982	729
50- 59	1016	676
60- 69	1029	639
70+	859	454

People with mobility difficulties make 42% fewer trips than people with no mobility difficulties

HCS approach

- Forums
- Partnerships
- Orange Travel Wallets
- Door to Door Transport services

Forums

- Learning Disability Partnership Board (LDPB)
- LDPB Transport Working group
- Co-production Board

Orange Travel Wallets

- Support for people who can use public transport but may find some aspects difficult
- Letting bus drivers know what help is needed



Orange Travel Wallets - uptake

Year	Wallets issued
2014	2
2015	38
2016	85
2017 so far	39

In 2016 approx. 2400 concessionary bus passes were issued to people with a disability.

Door to Door transport services



- Dial a Ride
- Community Transport
- Transport to day services
- Contracted Transport (Taxis)

Door to Door transport services

Transport service	Estimated journeys per year *
Dial-a-Ride	31,000
Community Transport	100,000-120,000
Transport to Day Services – in house fleet	170,000
Transport to Day Services – V/Q/R fleet	115,000
Contracted Transport	140,000

* snapshots, based on information from different systems