

7th January 2020

Dear Sir/Madam,

We are writing to you as a transport customer as we would like to have your views on a proposed new transport policy.

A consultation is now open to gather your views on what we are proposing, and your feedback will be used to inform the final version of the new transport policy. We are also seeking views from the general public.

About the consultation

Suffolk County Council is consulting on the proposed Adult and Community Services (ACS) Transport Policy for Adult Social Care customers which has a planned implementation date of May 2020. The new policy for existing customers (or their carer) will take effect from the date of their next annual review, after May 2020.

The revised transport policy for ACS will bring Suffolk County Council into line with the current statutory requirements; the Care Act 2014.

How you can have your say on the proposals

Your views are important to us and you can complete the enclosed paper copy of the questionnaire and return it in the freepost envelope provided by Monday 17th February 2020.

Alternatively, you can visit the Council's website to complete the questionnaire online.

www.suffolk.gov.uk/acstransportpolicy

The website has further information and a link to the online survey that has been created using Smart Survey.

If you would like further information, or an **Easy Read** copy, please contact our Customer Service Centre on **0345 606 6067**.

Thank you for taking the time to read this letter, we look forward to receiving your feedback via our questionnaire.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'P. Devlin'.

Peter Devlin

**Assistant Director, Mental Health & Learning Disabilities
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