

## Equality Impact Assessment (EqIA) Form

In order to carry out this impact assessment, it is important that you have completed the EqIA E-learning Module and read the Corporate Guidelines on EqIA's. Please refer to these to assist you in completing this form and assessment.

### SCREENING

What is the project? (name and description)	Special Needs Transport Service Refresh II
Which Directorate and Service is responsible for the project?	Children's and Adult services
Name & contact details of person(s) carrying out the EqIA:	Angus Wallis, on behalf of Roger Rickman and Jonathan Price
Date of assessment:	October 2010

### Stage 1: About the Policy

1. Is this enacting a new or an existing policy?	New / Existing
2. What are the aims, objectives or purpose of the project?	<p>The objectives of the project are threefold:</p> <ol style="list-style-type: none"> <li>1) to Increase the independence of those currently being transport on Council buses or taxis;</li> <li>2) as a consequence of 1) to decrease the number of individuals requiring transport on Council buses or taxis;</li> <li>3) to re-model the management of the service to reflect 'best practice' advice and the anticipated reduction in demand.</li> </ol>

	<p>These objectives will be met through the establishment of the following:</p> <ol style="list-style-type: none"> <li>1. Service Development. A restructure of the way in which the service is managed. This will incorporate the findings of the service review, and the changing nature of demand which has consequences for the service provided.</li> <li>2. Assessment. A Travel Assessment Service will be established to ensure that the Council's policies on assisted transport are adhered to, and that customers are offered transport options appropriate to their needs.</li> <li>3. Independent Travel Training (ITT). The establishment of a formal travel training capability, and the subsequent delivery of training to all clients who are assessed as having the potential to travel independently, and who wish to be trained.</li> <li>4. Semi-assisted travel. The establishment of (volunteer) Travel Assistants to help support service users to travel more independently if they wish to do so.</li> </ol> <p>Greater detail of precisely what will be delivered is available in the Full Business Case.</p>
<p><b>3. What factors / forces could prevent you from achieving these aims and objectives?</b></p>	<p>There are a number of risks identified with the work proposed. The most significant of these are summarised below:</p> <ol style="list-style-type: none"> <li>1) Service Users do not embrace the concept of greater independence</li> <li>2) Parents / carers do not support the move to greater independence</li> <li>3) Volunteers prove difficult to recruit</li> </ol>
<p><b>4. How does the policy contribute to the council's corporate aims and objectives?</b></p>	<p>The aim of providing greater independence to Children and Adults with Special Needs assists the Council in the achievement of the aims of the Government's Independent Living Strategy and Every Child Matters.</p>
<p><b>5. Who is intended to benefit from this policy and in what way?</b></p>	<p>All those who qualify for Special Needs Transport, and are independently assessed as able to benefit from greater travel independence, will have access to the services being established. The benefits for the key stakeholders are as follows:</p>

	<p>a) Commissioners The re-modelling of the service will improve both its flexibility, and the price at which it is offered to both Children's and Adult services.</p> <p>b) Passengers One of the main imperatives for the project is to establish a wider range of travel options for passengers. Rather than rely solely on a bus service or taxi, the assisted travel, and travel training options will mean that there are alternatives to propose that offer the possibility of greater independence.</p> <p>c) Drivers and Escorts There will potentially be increased opportunities for both drivers and escorts as a result of the organisational changes required to ensure compliance with the Council's spans of control policy. The reduced demand for a provided service will be reflected in a reduction in the number of agency staff utilised. No redundancies are anticipated as a result of the project.</p> <p>d) SNT Service Managers Increased compliance with the Council's Spans of Control will free up a lot of service manager time, and permit a greater concentration on more appropriate managerial activities.</p>
<p>6. Is responsibility for the policy shared with another department, authority or organisation? If so:</p> <ul style="list-style-type: none"> <li>• Who are the partners?</li> <li>• Who is responsible for the policy?</li> </ul>	<p>The organisation of volunteers and trainers will be the responsibility of a third-party. It is anticipated that they in turn will use resource from voluntary organisations within the borough.</p> <p>It is anticipated that the new services being established will be utilised by both Children's and Adult's Services as they are joint commissioners of the current Special Needs Transport service.</p>
<b>Stage 2: Collecting Evidence</b>	
<p>7. What data or benchmarking information is available to facilitate the screening of this policy?</p> <ul style="list-style-type: none"> <li>• Results from the Place Survey</li> </ul>	<p>The activities and achievements of other councils, in the area of special needs transport and travel independence, have been reviewed during the formation of the business case, and the scoping of the resultant delivery project.</p> <p>The Full Business Case contains detail of other Council's where similar services are currently</p>

<ul style="list-style-type: none"> <li>• Customer Satisfaction Surveys</li> <li>• Local or national research</li> <li>• Complaints or compliments received</li> <li>• CAA, IIP or other assessments</li> </ul>	provided. For Independent Travel Training, Tower Hamlets and Hillingdon were both helpful, and for Travel Assistant schemes, Hounslow and Bath provided useful feedback.
--	--

**8. Have you undertaken any consultation on this policy? Yes / No**

If yes, who was consulted? (this may include staff, members, community / voluntary groups, stakeholders, residents and service users)

Equality Strand	Name of Group	What consultation methods were used?	What do the results show about the impact on different equality groups?
Age	Various	Informal consultation has occurred with all key stakeholders: 1) Staff 2) Members 3) Community organisations and voluntary groups 4) Council Officers 5) Teachers 6) NRC Managers	The impact of the services proposed will be on those with special needs who are able to achieve some measure of independent travel. Clearly the greater the 'disability' of the adult or child the less likely it is that they will be able to benefit from independent travel.  Special needs are ranged across the 'Equality Groups'. A high proportion of those transported are the elderly, who are less likely to be able to travel independently, but the service being created is a voluntary one, and open to all those who wish to benefit from it.  No staff redundancies are anticipated as a result of the work proposed.  None of the stakeholders consulted have raised any issues with a differential impact on Equality Groups.
Disability	Various		
Gender	Both		
Race	Various		
Religion or Belief	Various		
Sexual Orientation	Various		
Other (please state)			

**9. If you have not undertaken any consultation, explain why?** The feedback received from the informal consultations undertaken was overwhelmingly positive, reflecting the experience of other Councils already providing the services proposed.

**Proposed Consultation (for NEW policies)**

**NOTE:** If you have not undertaken any consultation as yet, list your proposals for consultation with target dates in the section below. Any proposed consultation needs to be **completed before** progressing with the rest of the EqIA.

**For guidance on consultation, see consultation guidelines on the HUB <http://harrowhub/site/scripts/documents.php?categoryID=127>**

Who do you plan to consult?	What method of consultation do you propose to use and what is your target date for consultation?	What did the results show about the impact on different equality groups?

### Stage 3: Assessing Impact

**10.** Considering the information / data from your research or/and consultation, is there any reason to believe that any adverse impact occurs or has the potential to occur on any equality group?

Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		<b>x</b>		<b>x</b>		<b>x</b>		<b>x</b>		<b>x</b>		<b>x</b>		<b>x</b>

If yes, explain what the impact is and which group(s) this affects?

**If none, go to question 11.**

**10A.** What measures are you going to take to eliminate or reduce the adverse impact(s)? E.g. consultation, research, implement equality monitoring

Equality Group	Actions identified to eliminate/reduce adverse impact ( <b>Copy these measures into the Improvement Action Plan</b> )
Age	
Disability	
Gender	
Race	
Religion or Belief	
Sexual Orientation	

Socio Economic	
----------------	--

**11. Is there any evidence or concern that **direct discrimination** may occur with reference to anti discrimination legislation?**

***Direct discrimination** - occurs when a person is treated less favourably than others on the grounds of their age, disability, gender, race, religion or belief, or sexual orientation. Refer to main guidelines and toolkit for examples of direct discrimination.*

Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		x		x		x		x		x		x		x

If yes, explain which equality group(s) this affects? (You are encouraged to seek Legal Advice)

**12. Is there any evidence or concern that **indirect discrimination** may occur? If yes describe this below and whether you can credibly justify continuing with the policy in terms of the benefits of its wider aims?**

***Indirect discrimination** - occurs when a rule, condition or requirement, which applies equally to everyone, has a disproportionately adverse effect on people from a particular equalities group when there is no objective justification for the rule. Refer to main guidelines and toolkit for examples of indirect discrimination.*

Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		x		x		x		x		x		x		x

If yes, explain which equality group(s) this affects? (You are encouraged to seek Legal Advice)

**13. Is the policy likely to affect relations between certain groups, for example because it is seen as favouring a particular group or denying opportunities to another?**

Mark answer with an X	Age	Disability	Gender	Race	Religion / Belief	Sexual Orientation	Socio Economic Inequality
-----------------------	-----	------------	--------	------	-------------------	--------------------	---------------------------

	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
		x		x		x		x		x		x		x
If yes, explain which equality group(s) this affects?														
<b>14.</b> If you have any further evidence or concern the potential impact the policy may have on a particular group(s), explain these below. This could be positive or negative. (if neither positive or negative, insert none)														
Equality Group	Positive						Negative							
Age	A wider range of travel options available for this equality group as a result of the new services proposed to be established.													
Disability	A wider range of travel options available for this equality group as a result of the new services proposed to be established.													
Gender														
Race														
Religion or Belief							There is the potential for Volunteer Travel Assistants to be rejected by potential clients exhibiting gender bias as a result of their belief system. This bias is likely to be supported, and would result in a smaller pool of Travel Assistants to be drawn from.							
Sexual Orientation														
Socio Economic Inequality	There is the potential for individuals with special needs to be trained in independent travel, and as a result they will have improved access to employment opportunities.													

<p><b>15.</b> How does the policy conform to the requirements of the Public Equality Duties, which require all council functions and services to:</p> <ul style="list-style-type: none"> <li>• promote equality of opportunity,</li> <li>• eliminate discrimination</li> <li>• promote good relations between different equality groups</li> </ul> <p>If the answer is none or N/A please state why? What amendments could be made?</p>	<p>The work proposed encourages equality of opportunity for independent travel across Equality Groups, as the positive impacts identified clearly indicate.</p> <p>The Department of Transport are supportive of the Independent Travel Training (ITT), and although there is currently no national standard or scheme for ITT their strategy has been summarised as ...</p> <p>“..supporting the development and roll-out of travel training schemes to all potential beneficiaries, as it recognises the importance of greater independence and improved access to jobs, services and social networks. The Department’s role in this work will be to encourage and facilitate those who are able to develop and deliver schemes on the ground by, for example, offering advice, information and good practice guidance, improving access where possible to existing funding mechanisms, creating and facilitation networking between all those involved in travel training, and developing a nationally recognised accreditation system for those who provide travel training and for the people who benefit from it</p>					
<p><b>16.</b> Has an impact been identified?</p>	Yes	x	If yes, is the impact positive or negative?	Positive	X	Go to Q17
	No (go to Q17)			Negative		Go to Q16A
<p><b>16A.</b> If there is a negative impact on any group(s), is that impact legal?</p>	Yes	x		If legal, is the impact intended?	Yes	
	No		If illegal, take legal advice		No	x
<p><b>17.</b> Have you received any complaints or compliments about the policy? If so, provide details.</p>	<p>There have been overwhelmingly positive comments on the work proposed.</p>					
<p><b>18.</b> What monitoring is in place to check the effects of the policy on equality groups?</p>	<p>An ongoing assessment of the impact of the new services will be made throughout the lifecycle of implementation, and the EIA will be updated, as required, in order to reflect that process.;</p> <p>Monitoring of the new services established will occur through existing monitoring frameworks within Adults and Children’s services.</p>					
<p><b>19.</b> How will the results of any monitoring be analysed, reported and</p>	<p>See above</p>					



publicised?			
20. What monitoring measures need to be introduced to ensure effective monitoring of the policy? (Include in Improvement Action Plan)	See above		
21. When will the policy be reviewed?			
<b>Decision</b>			
22. On the basis of your answers so far, what is the potential for differential impact? (see note 19.8 in Corporate Guidance Document)	<b>High</b> <i>(Large adverse impact on equality groups)</i>	<b>Medium</b> <i>(Some adverse impact on equality groups)</i>	<b>Low</b> <i>(Low potential for adverse impact on equality groups)</i>
			<b>x</b>
<b>Mark with an X</b>	Continue on to Part 2 for a full assessment.		Go to Stage 4 for any actions to improve policy and sign off.

<b>FULL ASSESSMENT</b>														
23. Does the policy impact less favourably on a certain group or groups in comparison with others?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
24. Is there any evidence of higher or lower participation, uptake or exclusion by any of the following equality groups?														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

If yes, explain how:														
<b>25. Do any groups have lower than average success rates in particular processes and/or access to services?</b>														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
<b>26. Do criteria or requirements in relation to the policy disadvantage certain groups, either explicitly or inadvertently?</b>														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
<b>27. Is access to services and benefits reduced or denied for some groups in comparison with other groups?</b>														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
<b>28. Do particular groups face increased difficulty or indignity as a result of the policy?</b>														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														
<b>29. Are there higher complaints rates or lower satisfaction rates for particular equality groups in connection with the policy, in comparison with other groups?</b>														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

If yes, explain how:														
<b>30. Is there evidence that the policy fails to respond to the needs of a particular group, in comparison with other groups?</b>														
Mark answer with an X	Age		Disability		Gender		Race		Religion / Belief		Sexual Orientation		Socio Economic Inequality	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
If yes, explain how:														

**Further Consultation**

<b>31. In the context of the previous questions, are there any groups you feel need to be consulted in order to reduce / eliminate adverse impact or identify potential barriers to improve access to the policy? (Answer with an X)</b>	YES		NO (Go to Q33)	X
--	-----	--	----------------	---

**NOTE: If you already have some ideas on how to mitigate a potentially adverse impact you should include this in your consultation. Consultees can therefore help not only to identify potentially adverse impacts but also to identify possible solutions.**

Consultation can take on many different forms and the extent should be in proportion to the effect that the proposal is likely to have. Methods of consultation could include a survey, questionnaire, and focus group or open meetings. Take care not to restrict consultation only to recognised or 'official' associations and community leaders. It may be helpful to contact other officers who you know have carried out consultation exercises with these groups / individuals.

**What consultation do you propose to undertake? Complete the section below and also include these in the Improvement Plan.**

Equality Group	Type of consultation planned	Who with?	By when?
Age			
Disability			
Gender			
Race			
Religion or Belief			
Sexual Orientation			
Other			

**Stage 4 Making Adjustments (Improvement Action Plan)**

**32.** List below any recommendations for action that you plan to take as a result of this impact assessment. This will include any actions identified throughout the EqIA. *(Insert additional rows as required)*

Area of potential impact e.g. Race, Disability	Action proposed	Lead Officer	Timescale	Resource implication	Comments
Those indicated as (potentially) impacted in Section 14	Ongoing assessment of impact throughout project implementation	Project Sponsors	Until project closure	Project Management time	

**Stage 5 – Reporting Results**

We are required to ensure all completed EqIA's will be put onto the Council's website under the equality and diversity section and they will also be made available to members of the public on request.

<p><b>33.</b> Methods of publication – how will the impact assessment be publicised? E.g. Council website, intranet, forums, groups etc</p>	<p>Mixed media – to be agreed in the Communications Plan. The EqIA will be submitted to Cabinet with the report and also published on the Council's website.</p>
---	--

**Stage 6 - Monitoring**

It is important to monitor the actions arising from the impact assessment to ensure improvement to policy.

34. How will the actions be monitored to ensure improvement to the policy?

No actions identified

**Stage 7 - Organisational sign Off (to be completed by Chair of Departmental Equalities Task Group)**

The completed EqIA needs to be sent to the chair of your Departmental Equalities Task Group (DETG), who will discuss and agree the actions in the Improvement Plan.

Once agreed the actions from the Improvement Plan need to be included in Departmental Business Plans for implementation.

35. Which group or committee considered the action plan and agreed the actions to improve the policy? If you agreed no further action as a result of the EQIA, explain why?

The Directorate Equalities Group head signatories for Adults and Children's

**Signed: (Lead officer completing EqIA)**

**Signed: (Chair of DETG)**

**Date:**

**Date:**