

TRI-BOROUGH PASSENGER TRANSPORT

APPENDIX B – EQUALITIES IMPACT ASSESSMENT

Overall Information	Details of Full Equality Impact Analysis	
Financial Year and Quarter		
Name and details of policy, strategy, function, project, activity, or programme	<p>Title of EIA: Tri-Borough Passenger Transport</p> <p>In September 2012 Cabinet Members for Adult’s Services and Children’s Services across all three boroughs agreed to initiate a parallel procurement process. The process aims to select and appoint, where possible contractors to provide services to manage passenger transport operations along with a framework for provision of taxi and minibus services for Children’s Services and Adult’s Services service users</p>	
Lead Officers	<p>Tri-borough Children’s Services Name: Karen Tyerman Position: Tri-borough Director for Commissioning (Children’s Services) Email: karen.tyerman@rbkc.gov.uk Telephone No: 020 7361 3614</p>	<p>Tri-borough Adult’s Services Name: Cath Attlee Position: Assistant Director Joint Commissioning Adults Email: cattlee@westminster.gov.uk Telephone No: 020 3350 4499</p>
Lead Borough	Procurement lead – Westminster City Council	
Date of completion of final EIA	Final EIA to be completed at completion of call off process.	

Section 02	Scoping of Full EIA
Plan for completion	
Analyse the impact of the policy, strategy, function, project, activity, or programme	Analyse the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic). You should use this to determine whether the policy will have a positive, neutral or negative impact on equality, giving due regard to relevance and proportionality.

The Tri-borough Passenger Transport Procurement Project has a very specific client group of children with special educational needs, looked after children and vulnerable adults, particularly elderly adults and adults with learning disabilities.

Transport services for SEN children currently serve a total of 661 children across 103 destinations. Destinations are to schools and colleges largely but not entirely within the Tri-borough boundaries for both the school/college working day and for pre and post school activities. Of the current 661 service users 94 require individual passenger assistants.

A total of 13 day care centres for the elderly are currently served with approximately 517 clients making use of the passenger transport.

In addition taxi services are provided to 14 destinations to transport adults with learning disabilities and to transport looked after children to contact visits.

The procurement has taken great care to ensure that these groups are not adversely affected by any changes to provision that might potentially occur.

Eligibility policies are not part of the scope of this work. Individuals receiving transport services will not change as a result of this procurement.

The service provided – transport - usually from place of residence to school, day care centre, or contact with birth parents and return – with or without passenger escort – will remain unchanged.

The procurement may mean that clients may experience a change to the transport provider and/or passenger escort and possibly a change to route which the operator takes to the school or day care centre. The exact impact of this will not be known until the call offs have taken place and the actual contractors are known. The specification has been written to ensure that journey times are not significantly increased.

The tender evaluation process has included rigorous assessment of tenders to ensure that bidders have the required experience in the field of passenger transport services for vulnerable adults and children. This has included the requirement to satisfy evaluators across a range of service based scenarios. Quality thresholds ensured that the requisite service standards were met before any price comparisons could be undertaken. Tenders were evaluated by ASC, SEN and LAC

professionals and senior safeguarding professionals from both Adult and Children's Services.

The next stage of the project will involve the planning of routes to prepare for the call offs and then the appointment and mobilisation of contractors for particular routes. Further consultation will take place when the details of such routes are determined to understand the impact of any changes for any individual service user. One of the benefits from a tri-borough transport solution is that it enables some taxis to be replaced by minibuses where children from multiple boroughs travel to the same school, however where it is deemed necessary, taxis can continue to be provided if this is justified.

Mobilisation will include the implementation of a detailed communications plan to ensure all stakeholders and individual service users understand any changes.

Protected characteristic	Borough Analysis	Impact:
Age	<p>All three boroughs Adults who require the provision of transport include a significant proportion who are older service users. We believe that overall the impact of a potential change to transport management and transport provider will be neutral, however as there may be some change from current arrangements for some individuals we will work closely with service users and day care centre managers to ensure any impact of the change is minimised.</p> <p>An analysis of the workforce indicates that there are no specific issues relating to the composition of the workforce and the impact of the changes due to take place.</p> <p>Where appropriate in house staff are being supported to update their qualifications to ensure that they are not disadvantaged in any transfer of employment.</p>	Neutral
Disability	<p>All three boroughs Adults who require the provision of transport include a significant proportion who have disabilities. This is also the case for a number of children who have special educational needs. We believe that overall the impact of a potential change to transport management and transport provider will be</p>	Neutral

		neutral, however as there may be some change from current arrangements for some individuals we will work closely with service users and schools, day care centre managers and other partners to ensure any impact of the change is minimised.		
	Gender reassignment	All three boroughs N/A	Neutral	
	Marriage and Civil Partnership	All three boroughs N/A	Neutral	
	Pregnancy and maternity	All three boroughs N/A	Neutral	
	Race	An initial analysis of the workforce indicates that there are no specific issues relating to the composition of the workforce and the impact of the changes due to take place. Where appropriate in house staff are being supported to update their qualifications to ensure that they are not disadvantaged in any transfer of employment.		
	Religion/belief (including non-belief)	All three boroughs		
	Sex	All three boroughs An analysis of the workforce indicates that there are no specific issues relating to the composition of the workforce and the impact of the changes due to take place. Where appropriate in house staff are being supported to update their qualifications to ensure that they are not disadvantaged in any transfer of employment.		

	Sexual Orientation	All three boroughs N/A		
<p>Human Rights or Children's Rights</p> <p>The report is seeking agreement for WCC to award the Framework Agreements for Lots 1A and 1B (transport operators) as outlined in Section 6.10 of this report, on behalf of itself, LBHF and RBKC.</p>				

Section 03	Analysis of relevant data Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
Documents and data reviewed	LBHF: RBKC: WCC:
New research	

Section 04	Consultation
	Complete this section if you have decided to supplement existing data by carrying out additional consultation.
Consultation in each borough	<p>All three boroughs</p> <p>Consultation undertaken and planned as follows:</p> <ul style="list-style-type: none"> Statutory duty to consult parents of children with SEN: Consultation undertaken with teachers and parents of SEN children regarding changes to service

	<p>provision including potential outsourcing (LBHF May - July 2010) Further consultation planned (LBHF/RBKC/WCC) July - September 2013 to inform call offs and mobilisation</p> <ul style="list-style-type: none"> • Proposed changes to Transport Management Service (employees): consultation has started and is on going • Proposed changes to Transport Management Service (parents, carers, service users, schools, day centres etc): Consultation undertaken with parents of SEN children regarding changes to service provision including potential outsourcing (LBHF May - July 2010) Consultation with day care centre managers, other adult service partners and adult service users LBHF May – July 2010 and August/September 2012 Further consultation planned (LBHF/RBKC/WCC) July - September 2013 to inform call offs and mobilisation • Transport Operator Framework (parents, carers, service users where individual transport is affected): Consultation undertaken with parents of SEN children regarding changes to service provision including potential outsourcing (LBHF May - July 2010) Consultation with day care centre managers, other adult service partners and adult service users LBHF May – July 2010 and August/September 2012 Further consultation planned (LBHF/RBKC/WCC) July - September 2013 to inform call offs and mobilisation • Rationalisation of routes and transport arrangements (parents, carers, service users if changes affect their transport arrangements; employees if arrangements materially affect work duties): Once arrangements have been proposed – after award of contracts off the framework – see above. <p>As consultation is planned around a number of stages in this process, it is important to ensure that this is carried out using methods that ensure all service users including those with disabilities can participate.</p> <p>Additional consultations regarding eligibility policies have taken place.</p>
<p>Analysis of consultation outcomes for each borough</p>	<p>All three boroughs</p> <p>Consultation with ASC service users highlighted the following areas as being key:</p> <ul style="list-style-type: none"> • Punctuality of buses • Route planning

	<ul style="list-style-type: none"> • Quality of buses • Drivers <p>Consultation with teachers and parents of SEN children highlighted the following areas as being key:</p> <ul style="list-style-type: none"> • Time keeping • Punctuality • Quality of travel assistance arrangements • Consistency of travel assistance arrangements • Safety <p>As noted above this has already been taken into consideration as part of specifications and evaluations of tenders and will be used again to inform call offs, routing and mobilisation</p> <p>As consultation is ongoing through various stages of the procurement, EIA will be amended and developed further if additional issues are identified which have an impact on people with one or more protected characteristics.</p>
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Section 05	Analysis of impact and outcomes
Analysis	<p>All three boroughs</p> <ul style="list-style-type: none"> • The overall conclusion at this stage is that agreement to award the framework agreements for Lots 1A and 1B will not overall have a noticeable impact upon service users as they will continue to be provided with transport as needed. • The main impact will be that the provider of the transport is likely to change although this may also have been the case for some existing arrangements as personnel and routes have been reviewed. Further work is required to fully understand the specific impact for each user once contractors are known. • The EIA will be revised in the light of any implications for people with particular protected characteristics which have not been identified to date

Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	No negative impacts identified to date although this EIA will need to be revised in the light of any specific issues identified during further consultation with service users and staff.
Section 07	Action Plan
Action Plan	Note: You will only need to use this section if you have identified actions as a result of your analysis

	Issue identified	Action (s) to be taken	When	Lead officer and borough	Expected outcome	Date added to business/service plan
	Effective consultation of people with disabilities	Planned consultation of service users to include tailored approaches to ensure any barriers to communication are addressed	Ongoing			
	Unforeseen impacts emerge from consultation or research	EIA to be refreshed and further actions planned as appropriate	Ongoing			

Section 08	Agreement, publication and monitoring		
Chief Officers' sign-off	LBHF Name: Andrew Christie Position: Tri-borough Executive Director of Children's Services Email: Andrew.christie@lbhf.gov.uk Telephone No:	RBKC Name: Andrew Christie Position: Tri-borough Executive Director of Children's Services Email: Andrew.christie@lbhf.gov.uk Telephone No:	WCC Name: Andrew Christie Position: Tri-borough Executive Director of Children's Services Email: Andrew.christie@lbhf.gov.uk Telephone No:
Key Decision Report (if relevant)	LBHF Date of report to Cabinet: 22/07/13 Key equalities issues have been included: Yes	RBKC Date of report to Cabinet: 18/07/13 Key equalities issues have been included: Yes	WCC Date of report to Cabinet Sub Committee: w/b 1 st July 13 Key equalities issues have been included: Yes
Lead Equality Manager (where involved)	LBHF Name: Position: Date advice / guidance given: Email: Telephone No:	RBKC Name: Position: Date advice / guidance given: Email: Telephone No:	WCC Name: Position: Date advice / guidance given: Email: Telephone No: