

Tool

Overall Information	Details of Full Equality Impact Analysis
<b>Financial Year and Quarter</b>	2016/17 – Quarter 2
<b>Name and details of policy, strategy, function, project, activity, or programme</b>	<p>Title of EIA: Hammersmith &amp; Fulham Passenger Transport Reprocurement</p> <p>The service provides transport for children with Special Educational Needs (SEN) travelling to and from school and Looked After Children (LAC) attending contact visits, activities and appointments. Services are also commissioned for some Adult Social Care service users.</p> <p>The current arrangement for passenger transport services for children and adults is through a shared services arrangement alongside Royal Borough of Kensington and Chelsea and Westminster City Council through two framework agreements.</p> <p>The West London Alliance (WLA) framework was procured on behalf of the West London Alliance, a partnership of seven West London Councils. This framework expired in July 2016 and whilst the contracts can continue beyond this date until they expire, they cannot be extended beyond this point and there would either have to be a direct award or re-procurement. The remaining contracts were procured through a Westminster framework and have the option to extend by up to two years. Given this and the appetite of members to enhance the quality of the service aligned to that delivered to Jack Tizard school (a service re-procured in April 2016), this presents an opportunity to enhance quality of the remaining LBHF transport through re-drafted specifications co-developed with service users, their carers and schools.</p> <p>The strategic intentions of this procurement are to create a quality travel care service to transport vulnerable children to and from school as part of the wider priority of the current administration to give children the best start in life. The Travel Care Strategy created as part of the Passenger Transport and Travel Care Project initiated in Autumn 2014 is underpinned by the following strategic objectives:</p> <ol style="list-style-type: none"> <li>1. Enhanced quality of service achieved through increased training of drivers and assistants, communication between the providers and stakeholders and relationships between staff and service users.</li> <li>2. Dedicated focus on Hammersmith and Fulham residents.</li> <li>3. Establishment of a strategic relationship between contractors and stakeholders (including the Council.)</li> </ol>

	<p>4. Contractors providing clear community benefits.</p> <p>The proposal is for a dedicated re-procurement in LBHF and, critically, in terms of impact, that there should be dedicated routes for children who live in the Borough. This will impact from September 2017 and therefore, in short summary, the change may be for many service users a new provider taking them to school and a change of route.</p> <p>This EIA considers the potential impact of the proposed option for change upon service users and groups of people with protected characteristics.</p>
<b>Lead Officer</b>	<p><b>Children's Services</b>  Name: Rachael Wright-Turner  Position: Director or Commissioning – Children's Services  Email: rachael.wright-turner@rbkc.gov.uk  Telephone No: 020 7361 3614</p>
<b>Date of completion of final EIA</b>	November 2016 following feedback from consultation.

<b>Section 02</b>	<b>Scoping of Full EIA</b>
<b>Plan for completion</b>	<p>Timing: September to November 2016  Resources: Jody Nason / Ed Harper / Simone Paul</p>
<b>Analyse the impact of the policy, strategy, function, project, activity, or programme</b>	<p>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.</p> <p>It is anticipated that in September 2017 new passenger transport contracts will be in place to provide passenger transport for residents of Hammersmith &amp; Fulham following a procurement process. Routes previously shared with residents of RBKC and WCC will be disaggregated, therefore LBHF residents using the service may find themselves with a new provider and on a new route.</p> <p>The service provides transport for children with Special Educational Needs (SEN) travelling to and from school and Looked After Children (LAC) attending contact visits, activities and appointments. Services are also commissioned for some Adult Social Care service users.</p> <p>As at 27 September 2016, the service served a total of 197 children in Hammersmith &amp; Fulham, transporting them to</p>

39 different schools. Destinations are to schools and colleges largely, but not entirely, within the three boroughs of Hammersmith and Fulham, Kensington and Chelsea and Westminster for both the school/college working day and for pre and post school activities.

A total of 156 adult LBHF residents are supported by the current transport arrangements to day centres, and a further 9 residents travel by taxi to college or out-of-borough placements.

For the purpose of this EIA, it is important to note that:

- Eligibility criteria for the service would not change, therefore individuals currently receiving transport services would continue to do so.
- Training would be provided to transport crews on the specific needs of service users and the appropriate support techniques.

Initial modelling indicates that 31 of the SEN routes (41%) would be substantially different from existing routes, with a similar number being slightly different. This is in addition to the expected changes which would take place in September 2017 as children leave and join the service as part of the normal transition from one academic year to another.

There would be no changes to routes by which the operator takes adults to day care centres, except expected changes which would take place in September 2017, and / or agreed changes that happen as new adults join the Service.

The proposal will focus on the following strategic objectives:

1. Enhanced quality of service achieved through increased training of drivers and assistants, communication between the providers and stakeholders and relationships between staff and service users.
2. Dedicated focus on Hammersmith and Fulham residents.
3. Establishment of a strategic relationship between contractors and stakeholders (including the Council.)
4. Contractors providing clear community benefits.

Therefore the service has been designed to improve the accountability of the service and to increase service user, parental and organisational confidence in the transport being provided. It would also improve the Council's ability to respond to service issues, including staff training and responsiveness, and to provide a high level of assurance to those who use the service, their parents and carers.

On this basis, the proposal can be assessed as having a positive impact on recipients. The nature of the service

means that this impact will mainly be experienced by both younger and older residents and on those residents with disabilities.

The proposal may result in practical changes to the day-to-day operation of the service. Considering the needs and protected characteristics of those eligible for passenger transport, most notably their age and disability, it is likely that such change may sometimes be difficult or unsettling for the individual who uses the service and for their families and carers. Actions to minimise this change and any disruptions to service during the 'settling-in' period are highlighted in Section 7 of this EIA.

Consultation is taking place with parents and stakeholders and this will be used to shape the contract specification and implementation.

The following analysis has been undertaken based on current service users, however it is likely that the number and profile of users would change by September 2017 (when the service is likely to be implemented) due to the start of the new school year.

Protected characteristic	Analysis	Impact: Positive, Negative, Neutral
Age	<p><i>Children:</i></p> <ol style="list-style-type: none"> <li>1. The service provides transport services for people with specific needs which may be otherwise unavailable to them.</li> <li>2. The service employs licensed, trained staff and contractors to ensure appropriate provision.</li> <li>3. Escort / attendant services are provided to support people using transport services.</li> <li>4. Specific services are provided to transport looked after children as required.</li> <li>5. Free home to school transport provision is provided to specific groups including low income families and routes unsuitable for children to walk.</li> <li>6. Some looked after children may be transported by someone other than their primary carer.</li> </ol> <p>The age of children using the transport service is approximately 50% aged 10</p>	Positive

		<p>and over and 50% aged 9 and below.</p> <p><i>Adults:</i></p> <ol style="list-style-type: none"> <li>1. The service provides transport services for people with specific needs which may be otherwise unavailable to them.</li> <li>2. The service employs licensed, trained staff and contractors to ensure appropriate provision.</li> <li>3. Escort / attendant services are provided to support people using transport services.</li> <li>4. The service supports social inclusion for older, vulnerable and less mobile people.</li> </ol> <p>Adults who require the provision of transport include a significant proportion who are older service users: 77% of service users are aged 65 years and over (40% of service users are aged between 75 and 84 years of age; 21% aged 85 or over; 16% are aged between 65 and 74 years; and 23% aged between 18 and 64).</p> <p>The proposal would not change the eligibility criteria for the service or restrict its accessibility based on age. By improving accountability and responsiveness, it would allow any issues that arise that would affect this protected characteristic to be identified and swiftly resolved.</p> <p>The age of the service user may affect their ability to deal with change relating to routes or personnel. Close communication with the service users themselves, with parents and families and with schools and day centres will help to ensure any impact of the change is minimised.</p>	
	Disability	<p><i>Children:</i></p> <p>The majority of service users (55%) have a primary SEN type as Autistic Spectrum Disorder (ASD), followed by speech, language and communication needs (10%) and profound and multiple learning difficulties (8%).</p>	

	<p><i>Adults:</i></p> <p>The majority (57%) of adult service users for transport to day centres have physical support needs which require them to use the service. A further 18% have learning disabilities; 15% have social support needs, 7% mental health needs, and there is one adult with sensory support needs and three adults with memory and cognition needs.</p> <p>Of the 9 adults requiring taxi transport to colleges or out of borough day services, all have complex learning disabilities, usually with behaviour or physical disabilities.</p> <p>The proposal would not change the eligibility criteria for the service or restrict its accessibility based on disability. By improving accountability and responsiveness, it would allow any issues that arise that would affect this protected characteristic to be identified and swiftly resolved.</p> <p>The proposal would ensure that there would be a comprehensive range of vehicles, including wheelchair accessible, that are appropriate to the needs of service users.</p> <p>The specific needs of individual children may affect their ability to deal with change relating to routes or transport crews (drivers and escorts). For some young people with an Autistic Spectrum Disorder, changing daily habits and schedules can pose challenges and maintaining familiar schedule and surroundings can be beneficial. Close communication with parents and families and proactive sharing of transport needs assessments for individual children will help to ensure any impact of the change is minimised.</p> <p>Adults who require the provision of transport include a significant proportion who have disabilities. There are between 30-40 adults with complex learning and physical disabilities who use day centre transport and taxis. The complexity and nature of their needs e.g. challenging behaviours, sensitivity to environments and people means any transition from current arrangements will need to be managed carefully including significant time periods and careful liaison with service users/customers and their carers, day care centre managers</p>	<p>Positive</p>
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		and other partners.	
	Gender reassignment	No data available. It is deemed unlikely that changes to this service will have a positive or negative impact specifically relating to this characteristic.	Neutral
	Marriage and Civil Partnership	No data available. It is deemed unlikely that changes to this service will have a positive or negative impact specifically relating to this characteristic.	Neutral
	Pregnancy and maternity	No data available. It is deemed unlikely that changes to this service will have a positive or negative impact specifically relating to this characteristic.	Neutral
	Race	<p><i>Children:</i> 26% of children receiving the current service are recorded as White-British ethnicity with 45% recorded as having English as an additional language.</p> <p><i>Adults</i> The majority of service users are from a White background (66%). 20% of adult service users are from Black/Black British/Black other groups. Asian/Asian British represent 12% of service users.</p> <p>The proposal would not change the eligibility criteria for the service or restrict its accessibility based on race. By improving accountability and responsiveness, it would allow any issues that arise that would affect this protected characteristic to be identified and swiftly resolved.</p> <p>The overall impact of the change of transport management and provider will be neutral (as the service eligibility criteria is not changing), however clear and accessible communication with families and schools will help to ensure any impact of the change is minimised.</p>	Neutral
	Religion/belief (including non-belief)	<p>No data available. Given the expected range of different religions and beliefs in the impacted group it is deemed unlikely that there are positive or negative impacts specifically relating to this characteristic.</p> <p>Council policy supports the provision of transport of young people to faith</p>	Neutral

	schools.	
Sex	<p><i>Children:</i> The majority of children receiving a service are male (72%).</p> <p>The majority of adults using day centre travel support are female (63%) as are those using the taxi service (70%).</p> <p>The proposal would not change the eligibility criteria for the service or restrict its accessibility based on sex. By improving accountability and responsiveness, it would allow any issues that arise that would affect this protected characteristic to be identified and swiftly resolved.</p> <p>The overall impact of the change of transport management and provider will be neutral (as the service eligibility criteria is not changing). Close communication with parents and families will help to ensure any impact of the change is minimised.</p>	Neutral
Sexual Orientation	No data available. It is deemed unlikely that changes to this service will have a positive or negative impact specifically relating to this characteristic.	Neutral

**Human Rights or Children’s Rights**

If your decision has the potential to affect Human Rights or Children’s Rights, please contact your Equality Lead for advice

Will it affect Human Rights, as defined by the Human Rights Act 1998?

No

Will it affect Children’s Rights, as defined by the UNCRC (1992)?

No



<b>Section 03</b>	<b>Analysis of relevant data</b> 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.
<b>Documents and data reviewed</b>	<b>Children:</b> Passenger transport database (December 2014) matched to Pupil Census information (January 2014) – total of 161 pupils matched.  <b>Adults:</b> Data provided by the Senior Commissioner (Disability) – December 2014
<b>New research</b>	

<b>Section 04</b>	<b>Consultation</b>
<b>Consultation</b>	Details of consultation findings (if consultation is required. If not, please move to section 06)
<b>Analysis of consultation outcomes</b>	<p>Consultation commenced on 14<sup>th</sup> September 2016 via a postal survey with with parents whose children who were in receipt of the service to ascertain views on the quality of the current service and to obtain suggestions for improvements and invite stakeholders to be involved in the co-production of the service specification.</p> <p>A number of in-person discussions have taken place with smaller groups of key stakeholders in October/November 2016. These included the Passenger Transport Working Party, which comprises of parent and school representatives.</p> <p>Head teachers and other schools staff have been regularly consulted about the effectiveness of the current contract and any ongoing improvements required. Head teachers and other key staff at special schools in the borough (attended by the majority of Hammersmith &amp; Fulham children who use the transport service) were all written to seek their views and consider if additional engagement can be carried out within schools.</p> <p>Consultation with service users highlighted the following areas as priority issues:</p> <ul style="list-style-type: none"> <li>• Time keeping</li> <li>• Punctuality</li> <li>• Quality of travel assistance arrangements</li> <li>• Consistency of travel assistance arrangements</li> <li>• Safety</li> </ul>

	<i>Service Requirements</i>	<i>Driver/Escort Requirements</i>
	<ul style="list-style-type: none"> <li>• Excellent communication - to make parents/schools aware of changes.</li> <li>• Flexibility in the provider – depending on need.</li> <li>• Effective and efficient provision.</li> <li>• Develop independence in using travel as part of broader provision.</li> <li>• Continuity of staff.</li> <li>• Punctuality.</li> <li>• Ensure that children arrive calm, happy and in a state ready to learn.</li> </ul>	<ul style="list-style-type: none"> <li>• To know the parent and the child.</li> <li>• Basic strategies of care, particularly knowledge of safely securing children.</li> <li>• Sympathetic to each child’s specific needs.</li> <li>• Mandatory and ongoing training.</li> <li>• Willing and responsive.</li> <li>• Level of maturity.</li> <li>• Have skills and experience in working with children with challenging behaviours.</li> </ul>

<b>Section 05</b>	<b>Analysis of impact and outcomes</b>
<b>Analysis</b>	<p>The analysis of the proposed changes against protected characteristics has identified that, by improving accountability and responsiveness, the proposal should have a positive impact on service users. Eligibility for the service remains the same, proposing steps that would increase service users, parent/carer and organisational confidence in the service and its ability to respond to need.</p> <p>The main impact will be that the provider of the transport is likely to change, and will in turn require some changes to staffing (drivers and escorts) and routes taken. Considering the needs of service users, there is a risk of a negative impact for some users who may find this change difficult and unsettling. This risk of a negative impact can be mitigated through clear communication and planning and further work may be required to fully understand the specific impact for each user once Cabinet has agreed on the future direction of the service.</p> <p>It should also be noted that any change to service provision for Hammersmith and Fulham residents will impact on staffing and routes taken for children in Westminster and Kensington and Chelsea, whom the current contract is shared with. The potential impacts noted above may therefore be experienced by children who are residents in the</p>

	<p>other two boroughs. Adult service users in other boroughs will not be affected in this way as Kensington and Chelsea and Westminster have separate contracted providers for their services for adults. Further work may be required to fully understand the specific impact for each user once the Hammersmith &amp; Fulham Cabinet has agreed on the future direction of the service.</p>
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<b>Section 06</b>	<b>Reducing any adverse impacts and recommendations</b>
<b>Outcome of Analysis</b>	<p>One of the key lessons learned from the previous process is that the direct impact of any new arrangement needs to be fully understood before changes are made, with rehearsed operational plans to maintain and ensure service standards.</p> <p>Subject to the Cabinet decision, it is planned that a wide range of service users will be involved in further consultation and co- design of the specification and operational implementation. This will include formal meetings of groups such as the Travel Care and Support Working Party and Parents Active; informal opportunities to meet and share ideas, and targeted approaches potentially including additional surveys. The process will encompass parents and parent groups, adult service users and carers, advocacy groups, schools, day centres, commissioners and the TCT. It is planned that consultation throughout the implementation stage will be informed by a communication strategy.</p> <p>Further work will be required to fully understand the specific impact for each user once Cabinet has agreed on the future direction of the service. At this stage, each proposed change to routes will be able to be assessed in terms of its impact on travel times for the individuals affected and the protected characteristics of those affected. Depending on the level of change, risk assessments for each child/service user may be required and appropriate arrangements put in place to ensure that individual needs continue to be met.</p> <p>A key element of work will be to work with relevant service commissioners on the development and implementation of a travel strategy which includes alternative travel options e.g. independent travel training.</p>

Section 07	Action Plan					
Action Plan	Issue identified	Action (s) to be taken	When	Lead officer and borough	Expected outcome	Date added to business/service plan
	Effective communication will be key to allaying concerns, managing expectations, and combating rumours	Regular update is sent out to all service users and stakeholders, as well as being made available online to the general public. Continued focus group meetings (e.g. the Passenger Transport Working Party) with remit to disseminate information	Monthly	Transport Commissioning Team	This would allow both regular invitations of feedback and contact information, and updates on progress.	
	Any change to provision, whether in terms of crew or timings, may impact not only on the service user (distress resulting from disruption to their routine) but	Individual service users and their carers are contacted at an early stage with regard to their personal situation. Existing work to carry out specialist	Prior to "go live" date for new contract	Undertaken by TCT and HFPT, as part of the approach to scheduling and risk assessment.	Proactive approach to responding to the issues raised can mitigate the impact.	

	also on caring arrangements, whether formal or informal.	assessments of travel need are reviewed and updated where required.				
	Further work required (post decision) to co-design changes to service and to assess their specific impact	Timetable of user engagement activity to be developed. Specific changes to routes to be assessed for their impact upon protected characteristics	Post Decision	Transport Commissioning Team	Clear plan for how and when service users can influence any changes to the service.	

<b>Section 08</b>	<b>Agreement, publication and monitoring</b>
<b>Chief Officers' sign-off</b>	Name: Rachael Wright-Turner Position: Director of Commissioning Email: Rachael.wright-turner@rbkc.gov.uk Telephone No: 0207 745 6399
<b>Key Decision Report (if relevant)</b>	Date of report to Cabinet/Cabinet Member: 7 <sup>th</sup> November 2016. Key equalities issues have been included: Yes
<b>Opportunities Manager (where involved)</b>	Name: Position: Date advice / guidance given: Email: Telephone No: