

Cabinet

25 January 2018

Adult Transport Policy

Recommendation

That Cabinet approve the proposed Adult Transport Policy for implementation by the County Council with effect from 1st April 2018 for new customers, and with effect from their first reassessment or review after 1st April 2018 for existing customers.

1.0 Key Issues

- 1.1 The policy attached (appendix 1) describes how transport will generally be provided for customers whose care and support needs are being met by the County Council. It sets a distinct set of criteria, which Social Care Assessors will use to determine whether an individual should be provided with local authority Assisted Transport as part of a care and support plan.
- 1.2 The purpose of having an Adult Transport Policy is to provide a fair and consistent way in which transport is offered to customers. The underlying theme of this policy is to ensure that people travel as independently and safely as possible. By introducing eligibility criteria, the policy aims to empower customers and promote independence.
- 1.3 Assisted Transport is transport arranged or provided by Warwickshire County Council using taxis, minibuses and volunteer drivers, for people whose care and support needs are met by the Council. It helps people who need support to access day opportunities, respite care, leisure services, employment and training opportunities and other activities in the community.
- 1.4 The policy applies to all adults aged 18 years and above that access care and support provided directly; or commissioned by Adult Social Care; and/or are in receipt of direct payments, in any of the following categories:
 - Older People's Services
 - Physical Disability and Sensory Services
 - Mental Health Services
 - Learning Disability Services
- 1.5 This policy does not cover travel assistance for customers under the age of 25 who need assistance to travel to and from education establishments, for which more details can be found in the Home to School / College Transport Policy.

- 1.6 The decision to offer transport will ultimately be based on the decision of the Social Care Assessor following an assessment of the needs of the individual, taking into consideration the eligibility criteria specified within the policy.
- 1.7 The aim of the policy is to introduce a fair and consistent way of offering transport and meeting the needs of those who need the service most.
- 1.8 Introduction of eligibility criteria will provide a firm foundation on which to empower customers and promote independence. By taking strengths based approach, customers will be supported to source independent solution to their transport needs; or alternatively, utilise existing support through travel training to independence. Transport will continue to be available for those with an assessed need and no alternative provision.
- 1.9 It is expected that this will have a positive financial impact in contributing towards the savings targets with One Organisational Plan 2020. By implementing the revised eligibility criteria through scheduled reviews of need, we will be able to assess the numbers of individuals who have moved to more independent transport solutions and identify the pattern of any saving attributable to this action.
- 1.9 There is a One Organisational Plan 2020 savings target (PG-SCS 07) of £165k in 2018/2019 rising to £408k in 2019/2020. It is expected that this policy will have a positive financial impact in contributing towards the savings targets with One Organisational Plan 2020. By implementing the revised eligibility criteria through scheduled reviews of need, we will be able to assess the numbers of individuals who have moved to more independent transport solutions and identify the pattern of any saving attributable to this action.
- 1.10 Depending on the level of saving this delivers a further review of how we commission and deliver assisted transport may be required to deliver fully this saving.

2.0 Consultation

- 2.1 A public consultation on the policy took place between 20th September 2017 and 15th November 2017.
- 2.2 The consultation focused on key components of the proposed policy to gather people's views to help shape the final draft version of the policy for Cabinet consideration and approval.
- 2.3 The consultation consisted of a variety of ways to engage with a wide range of people. These included:
 - An online survey was placed on Ask Warwickshire.
 - A paper based 'Easy read' version of the standard online survey was made available
 - Surveys and policies were sent to all current users of Adult Transport.
 - In addition, surveys were directly delivered to all 29 day centres currently served by specialist transport.

- Five face to face consultation events were held in different locations around the county.
- A dedicated email address was available for people to send written comments in relation to the proposed new policy.
- Sessions were completed at a range of staff meetings including: Transport supervisors, Learning Disability Team, Older People Social Care and Support Team and Independent Living Team Managers.

2.4 The online survey received 29 responses while the 'Easy read' paper based version of the survey received 131 responses. In addition, a further 22 responses to parts of the easy read survey were received via facilitated sessions run by Grapevine for customer input. In total 182 responses were received against a customer group of 375 frequent transport users.

2.5 The majority of respondents (84%) were made up of either existing customers or carers/family members. Those in the 'Other' category included those who considered themselves a carer and family member as well as a number of volunteers/social care workers.

2.6 Respondents to both the easy read and online surveys were asked if they, or someone they cared for, used transport provided by WCC to access social care services. The majority of respondents, currently either directly or indirectly (for example as carers), use assisted transport to social care services. As such, many of the respondents are likely to be the most directly impacted by the introduction of the proposed transport policy.

3.0 Response to the consultation

3.1 Attached (appendix 2) is an analysis of the consultation responses. The key messages are also summarised below.

3.2 69% of all respondents agreed that Warwickshire County Council should help people be as independent as possible.

3.3 Just over half of all respondents thought travel training would help people be more independent, although there were higher levels of uncertainty among carers/family members. Overall 61% of respondents thought Warwickshire County Council should offer travel training. The views of respondents makes a clear case for travel training that is practical; based on the need of individuals whilst involving family/carers in the decision making process with one to one support being the preferred method of delivery. This will be the basis of travel training sourced by the council and offered to customers who no longer qualify for Assisted Transport.

3.4 There was a strong feeling amongst respondents that Assisted Transport should be offered to customers based on their individual needs as determined through their Assessment and Support plan. The policy references that all relevant transport options will be considered, including Assisted Transport, appropriate to customer needs.

- 3.5 Just over a third of respondents agreed that some people should make their own travel plans. However, concerns over the potential impact of this on customers and carers were highlighted in comments received (Consultation Report, Page 12). The policy proposes that the assessment of need, taking into consideration capability and risk, will determine an individual's readiness to travel independently.
- 3.6 The majority of respondents (84%) thought the need for support/escorts on journeys should be part of the individual assessment process and based on the needs of the individual.
- 3.7 There was a low level of agreement/higher level of uncertainty over the eligibility criteria where reference was made to "where a customer chooses to attend a service that is not the nearest available". Whilst the Council promotes choice and independence, in regard to the Assisted Transport, this will be offered to customers to access the nearest available services that meet their assessed need.
- 3.8 An overarching theme from open text questions on both surveys was that 'one size doesn't fit all'. Responses to questions on travel training, who should receive assistance, the proposed policy criteria and transition periods for customers who no longer qualify, frequently invoked the caveat that there was a need for flexibility in the system to consider individual needs which might be an exception to what is being proposed.

4.0 Key changes implemented

- 4.1 There was a high level of disagreement with the eligibility criteria where reference was made to the mobility element of Disability Living Allowance or Personal Independence Payment. Taking this on board, a statement has been included within the amended policy which makes it clear that the decision to offer transport will ultimately be dependent upon the needs of the individual as assessed by the Social Care Assessor. This statement should help reinforce the message that the policy supports assessing and meeting the needs of individual customers and refrains from adopting a blanket approach.
- 4.2 There was a high level of agreement (77%) for a transition period for customers who were assessed as no longer eligible for support with transport. However, only 38% of respondents agreed with the transition period limited to one month. Many comments raised concerns that this length of time may not be sufficient for some customers, particularly those with a learning disability, to adequately make alternative arrangements. In light of this response, the policy has been changed so that any transitional period that may be offered will be up to three months.
- 4.3 Some of the comments received highlighted the potential impact on the health and wellbeing of carers/family members because of changes in the way transport may be provided. (Consultation Report, Pages 21 & 22) The policy has been amended to include a statement under the eligibility criteria section to factor this in as part of the assessment process.

4.4 The equality impact assessment is attached (appendix 3), which has been revised to take account of the consultation responses. This identifies that transport decisions have a potential impact on the health and wellbeing of carers/family members. As a result the policy has been amended to make it clear that the assessment will take into consideration the potential impact of the decision on carers/family members. A potential adverse impact on customers with a learning disability was also identified in relation to the transition period in the policy for customers who would no longer be eligible for Assisted Transport. As a result the transition period within the policy has been changed from one month to three months.

5.0 Proposal

5.1 Cabinet is requested to consider the updated policy that includes the amendments made as a result of the consultation feedback as detailed in paragraphs 4.1 to 4.4 under section 4. It is proposed that Cabinet approve the policy for implementation.

6.0 Timescales associated with the decision and next steps

6.1 Subject to Cabinet approval, the policy is planned for implementation with effect from 1st April 2018.

6.2 New customers will be assessed against the policy with immediate effect from 1st April 2018 onwards. The needs of existing customers will be assessed against this Policy at the time of their next reassessment or review after 1st April 2018.

Appendices

1. Transport Policy (post consultation)
2. Consultation Report
3. Equality Impact Assessment/Analysis (revised post consultation)

Background papers

1. Transport Policy (prior to consultation)

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Local Member(s): None

Other members: Councillors Caborn, Golby, Rolfe, Parsons and Redford

Transport Policy for Adult Social Care customers

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Introduction

Why have a transport policy?

The purpose of having a policy is to provide a fair and consistent approach to the provision of transport support that fits with the Council's strategic aims and outcomes for Adult Social Care. The policy describes how transport will generally be provided for customers whose care and support needs are being met by the Council. It sets a distinct set of criteria, which Social Care Assessors will use to determine whether an individual should be provided with local authority assisted transport as part of a Care and Support Plan.

Assisted Transport is transport arranged or provided by the Council using taxis, minibuses and volunteer drivers, for people whose care and support needs are met by the Council. It helps people who need support to access day opportunities, respite care, leisure services, employment and training opportunities and other activities in the community.

The underlying theme of this policy is to ensure that people travel as independently and safely as possible.

The policy applies to all adults aged 18 years and above who access care and support provided directly or commissioned by Adult Social Care and / or are in receipt of Direct Payments by any of the following Adult Service areas:

- Older People's Services
- Physical Disability and Sensory Services
- Mental Health Services
- Learning Disability Services

This policy does not cover travel assistance for customers under the age of 25 who need assistance to travel to and from education establishments for which more details can be found in the Home to School / College Transport Policy.

The Policy

1. Legal framework

The Care Act 2014 and associated Regulations and statutory guidance provide the legal framework for the assessment of social care and support needs and for determining eligibility for adult social care support from the Council with effect from 1st April 2015.

The National Assistance Act (section 29) and the Chronically Sick and Disabled Persons Act (section 2) together require local authorities to arrange various welfare services – including providing or assisting with facilities for travel - where they are satisfied that it is necessary to do so to meet the needs of disabled people. This means that transport will be considered as part of a broader assessment of needs based on the national eligibility criteria for adults and carers; and on the duty to meet needs through a care and support plan.

Assisted transport will generally only be provided to customers where following an assessment it is determined that this is necessary because the customer has no other travel option available in line with the eligibility criteria set out in this policy.

2. The Aims of this Policy

The aim of this policy is to ensure that a fair, consistent and transparent approach is taken to identifying and meeting the transport needs of customers where these have been clearly identified in the Care and Support Plan, and all other suitable alternatives to meet the needs have been explored and exhausted.

This policy seeks to promote independent travel through the use of commonly available transport, such as public transport and private or Motability vehicle, and by encouraging walking, or mobilising with the use of aids, either independently or with support. This policy introduces a systematic approach to meeting the transport needs of eligible customers with the aim of moving away from the routine use of assisted transport. During social care needs assessments and Care and Support planning, all relevant transport options will be considered and Assisted Transport will be offered as a last resort where appropriate to needs and circumstances.

3. Principles of Providing Transport

The following principles will be adhered to:-

All those who access services arranged by the Council have received a Care Act Assessment.

Support with transport will only be considered for an eligible customer where a clear need is identified through their assessment and Support Plan. The travel assistance provided will be appropriate for the individual's need, will provide value for money and be cost effective.

Assisted Transport will only be provided in the event that, in the opinion of the Assessor, it is the only reasonable means of ensuring that the customer can be safely transported to service /destination/activity identified in the Care and Support plan which the customer would be otherwise unable to access.

4. Eligibility Criteria for Assisted Transport

All social care services are subject to eligibility criteria. Following a social care assessment, reassessment or review, the Council will, if required based on each individual's assessment, consider all transport options. If these are felt to be unsuitable, the provision of assisted transport by the Council will be considered using the following guidance:-

Transport may be provided where:-

- For specific health and safety reasons specialised transport arrangements may be necessary.
- A customer is unable to access services without supervision or support.
- Where applicable, the lower rate mobility element of Disability Living Allowance or Personal Independence Payment is being fully utilised to support the customer's transport needs to and from community activities, and the customer has re-applied for a higher rate of benefit entitlement where appropriate.
- A customer has no access to transport and cannot mobilise, use assisted mobility (wheelchair/aids) or use public transport, either independently or with support, in line with this transport policy.
- A customer cannot attend their nearest community activity including college or a day opportunity because there is no placement available or their culturally specific need cannot be met and all other options have been explored and exhausted. This may be on a temporary basis until an appropriate place is found nearer to home.

Entitlement to assisted transport does not automatically mean that the customer will have a requirement to be escorted on their journey. This will need to be considered as part of the individual Assessment and Support Planning processes. As part of this assessment, practitioners should assess the potential health & safety risks to the user and other customers.

Transport will not be provided where the following options are available:-

- Where a customer is assessed as able to mobilise safely to their destination, with or without mobility aids, either independently or with support from family, friends, support worker, volunteer etc. to get to a local community activity.

- Where a customer can use public transport, voluntary transport, or similar services either independently or with support (family, friends, carer, support worker etc.) to get to and from community activities.
- Where a customer receives the higher rate mobility element of Disability Living Allowance or Personal Independence Payment, the customer will be required to fully utilise the benefit to access transport options.
- Where a customer has access to a private car, including a car leased through the Motability scheme, then they will be required to travel to the community activity independently using that vehicle.
- Where a customer uses their own vehicle or Motability car, no petrol costs or other expenses will be considered for funding by the department.
- Where a customer chooses to attend community, social or recreational, or education facilities which are not the nearest available resource to meet their assessed need, the customer will be expected to travel independently or meet any additional cost of transport considered necessary.

This list is not exhaustive and a range of factors that are relevant to a particular customer will also be considered when assessing their needs and would contribute to identifying if transport was required to meet these. Where transport is provided, the assessed need for the assistance to access activities will need to be clearly documented and reviewed as part of the annual care and support plan review.

In light of the above eligibility criteria, the decision to offer transport will ultimately be dependent upon the needs of the individual as assessed by the social care professional and these will be reflected within the Care and Support plan. This will take into consideration the potential impact of the decision on carers/family members.

5. Assessment of Need

Consideration will be given to transport in the initial assessment of a customer's needs and any subsequent review and reassessment, and will be provided in accordance with section 4 above.

A customer's assessment and review will focus on the 'assets or strengths' of each individual and will identify potential to learn road safety and orientation skills so that they can travel safely and independently to and from community activities. The focus of the Care and Support plan will ensure skills in this area are maximised and independence attained wherever possible.

6. Re-assessment & review

All transport arrangements will be reviewed as part of the reassessment. The criteria detailed above will apply. Where a customer is accustomed to assisted travel this will not be a criteria for the continuation of such provision. Where it is felt that an individual may already be able, or could develop the skills to travel independently, an assessment for independent travel, including an assessment of risk, will be carried

out, and an appropriate transport package will be identified. This may be with the support provider.

Transitional plans will be put in place to ensure any risks are managed and access to a service is maintained, e.g. whilst the customer undertakes a programme of travel training, should such an option become available.

7. Charging Adult Social Care customers for Transport

All assisted transport provided, or arranged, by Warwickshire County Council is subject to a charge. The charge will be reviewed on an annual basis.

Financial assessments will be used to determine the proportion of transport charges that individual customers will be liable for.

8. Implementation

This policy will come into effect from 1st April 2018 for new customers. For existing customers receiving Council travel assistance, this Policy will be implemented at the time of their next reassessment or review after 1st April 2018.

In order to decide whether existing customers require assisted transport or other support with travel, a transport assessment will be carried out as part of their review or reassessment. For existing customers who will no longer be entitled to assisted transport under this Policy, their circumstances will be considered on an individual basis. A transitional period of up to three months may be offered to support them to travel independently or to make use of alternative arrangements following their re-assessment/annual review.

9. Appeals and Complaints procedure

Any customer, who is not satisfied with the Council's decision in relation to transport or the service provided, should in the first instance liaise with their assessor. Should the customer remain dissatisfied following the assessor reconsidering their decision the customer may instigate the Council's complaints procedure. In conducting an investigation into the complaint the appropriate manager will look at the operation of the policy and procedure, and will also be able to consider any special circumstances that may apply to any customer.

Monitoring and Review

This policy will be reviewed one year after implementation and then on a rolling three year basis as a minimum. This policy will also be reviewed in light of any changes in legislation and any external and/or internal policy changes which may have an impact on its content.

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Further Information

Information in other formats

If this information is difficult to understand, we can provide it in another format, for example, large print, audio tape, easy read, or in another language.

Please contact the Interpreting and Translation Unit on 01926 410410

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ADULT SOCIAL CARE TRANSPORT POLICY

CONSULTATION RESULTS

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Report produced by the Insight Service, Performance Business Unit

BACKGROUND

The consultation on a proposed adult social care transport policy took place between 20th September and 15th November 2017. The proposed policy would replace the existing informal arrangements to provide transport for customers who have been assessed as having social care needs which are eligible for funding from Warwickshire County Council. In particular, the proposed policy will introduce eligibility criteria for transport which take account of the national social care eligibility criteria introduced by the Care Act 2014.

METHODOLOGY

A range of consultation methods were used as part of the consultation. These included:

- An online survey on Ask Warwickshire using Decipher software.
- A paper based 'Easy read' version of the standard online survey was made available and completed in a number of settings around the county. Surveys and policies were sent to all current users of Adult Transport (374). In addition, surveys were directly delivered to all 29 day centres currently served by specialist transport.
- A number of face to face consultation events were held in different locations around the county.
- A dedicated email address was available for people to send written comments in relation to the proposed new policy.
- Sessions at a range of staff meetings including: Transport supervisors, Learning Disability Team, Older People Social Care and Support Team and Independent Living Team Managers.

The online survey received 29 responses while the 'Easy read' paper based version of the survey received 131 responses. In addition, a further 22 responses to parts of the easy read survey were received via facilitated sessions run by Grapevine for service user input. Where questions across all three sources were sufficiently similar, results have been merged. However, a number of questions were not comparable and these have been treated separately in the analysis.

Material received via email (8 responses) and at staff meetings was written up and incorporated into the qualitative analysis under 'additional information' and referenced accordingly.



KEY MESSAGES

- Private transport (not driven by service user) and public transport were the most popular travel methods for customers who made their own arrangements to travel to social care settings.
- Approximately 69%/124 of all respondents to both surveys agreed that Warwickshire County Council should help people be as independent as possible.
- Just over half of all respondents to both surveys thought travel training would help people be more independent. However, there was greater uncertainty about this from carers/family members.
- Approximately 60%/110 of respondents to both surveys thought Warwickshire County Council should offer travel training. Two thirds, however, though training should only be offered to 'people who need it'.
- There was little difference in who respondents thought should receive travel training; individual need was generally considered more important.
- One to one training was clearly the preferred method of delivery for travel training. Additionally, the need for a practical element to the training was emphasised in commentary.
- Just over a third of respondents agreed that some people should make their own travel plans; the potential impact on service users and carers was highlighted in commentary.
- The majority of respondents to both surveys (84%/132) thought the need for support/escorts on journeys should be part of the individual assessment process.
- There were generally higher levels of agreement (online survey only) for the policy's eligibility criteria for where transport *may be* provided than for criteria for where transport *may not* be provided.
- From both surveys, there was a high level of agreement (77%/126) for a transition period for service users who were assessed as no longer eligible for support with transport. Much lower levels of agreement (38%/62) were recorded for transition period limited to one month; many comments raised concerns that this length of time may not be sufficient from some customers to adequately make alternative arrangements.
- An overarching theme from open text questions on both surveys was that 'one size doesn't fit all'. Responses to questions on travel training, who should receive assistance, the proposed policy criteria and transition periods for customers who no longer qualify, frequently invoked the caveat that there was a need for flexibility in the system to consider individual needs which might be an exception to what is being proposed.
- The potential impact on the health and wellbeing of both service users and carers/family members because of changes in the way transport may be provided were also highlighted in the commentary of some questions.



About respondents

Respondents were asked to identify which category best described the capacity in which they were answering the survey. Table 1 gives a breakdown of survey respondents.

Table 1 Breakdown of survey respondents

Type of respondent	Easy read survey Paper	Easy read Group	Online survey	Total
Service user	73	22	2	98 (53.3%)
Carer of service user	20	n/a	10	30 (16.3%)
Family member of service user	23	n/a	3	27 (14.7%)
Other	10	n/a	14	24 (13%)
Not identified	5	n/a	0	5 (2.7%)
Total	131	22	29	184

The majority of respondents (84%/155) were made up of either service users or carers/family members. Those in the ‘other’ category also included those who considered themselves a carer *and* family member as well as a number of volunteers/social care workers.

Current users of WCC transport to access services

Respondents to both the easy read and online surveys were asked if they, or someone they cared for, used transport provided by WCC to access social care services.

Table 2 Use of assisted transport from Warwickshire County Council (WCC) to access services

Type of respondent	Use of assisted transport from WCC to access services*		
	Yes	No	Not sure
Service user	65	8	2
Carer of service user	21	9	0
Family member	22	3	1
Other	6	18	0
Not identified	3	2	0
Total	117	40	3

**The group sessions facilitated by Grapevine did not use this part of the Easy read survey.*

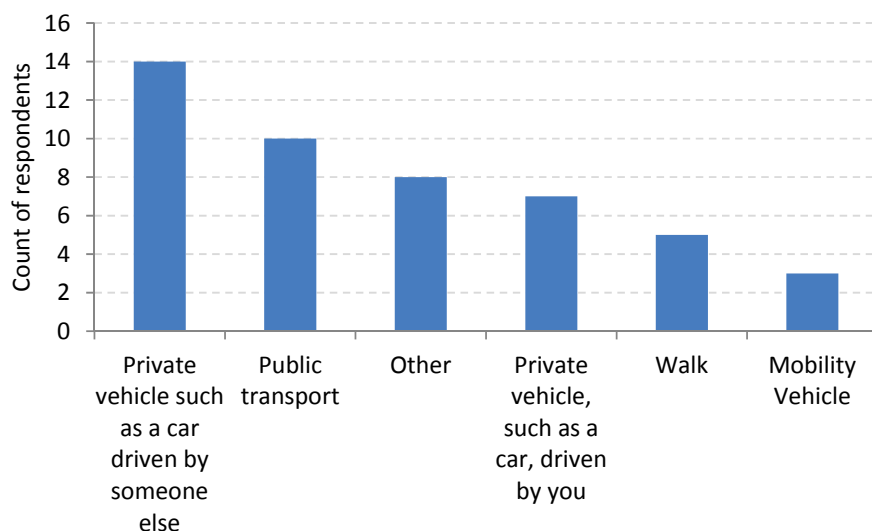
The figures in Table 2 indicate that the majority of respondents, currently either directly or indirectly (for example as carers), use assisted transport to social care services. As such, many of the respondents are likely to be the most directly impacted by the introduction of the proposed transport policy.



Methods of travel to social care settings

Respondents to the easy read and online survey, who arranged their own travel to social care services, were asked by which method of transport they travelled. Figure 1 illustrates methods of travel used by respondents to access social care services.

Figure 1 Methods of travel to social care settings by those arranging their own transport*



**The question was not asked as part of the group sessions facilitated by Grapevine*

The category 'other' mostly included travel by taxi. The number of people who actually arrange their own transport was relatively small. However, around half of those who did, travel by a private vehicle driven by someone else or they use public transport. Smaller numbers drove themselves, walked or used mobility vehicles to get to services.

Promoting Independence and Travel Training

Respondents were asked whether they agreed or disagreed with the following statements regarding independence and travel training;

- *Do you think Warwickshire County Council should help people be as independent as possible?*
- *Do you think travel training would help people become more independent?*
- *Do you think Warwickshire County Council should offer travel training?*
- *Do you think Warwickshire County Council should only offer travel training to people who need it?*



Figure 2 Proportion of all respondents answering 'Yes', 'No' and 'Not sure' to survey statements

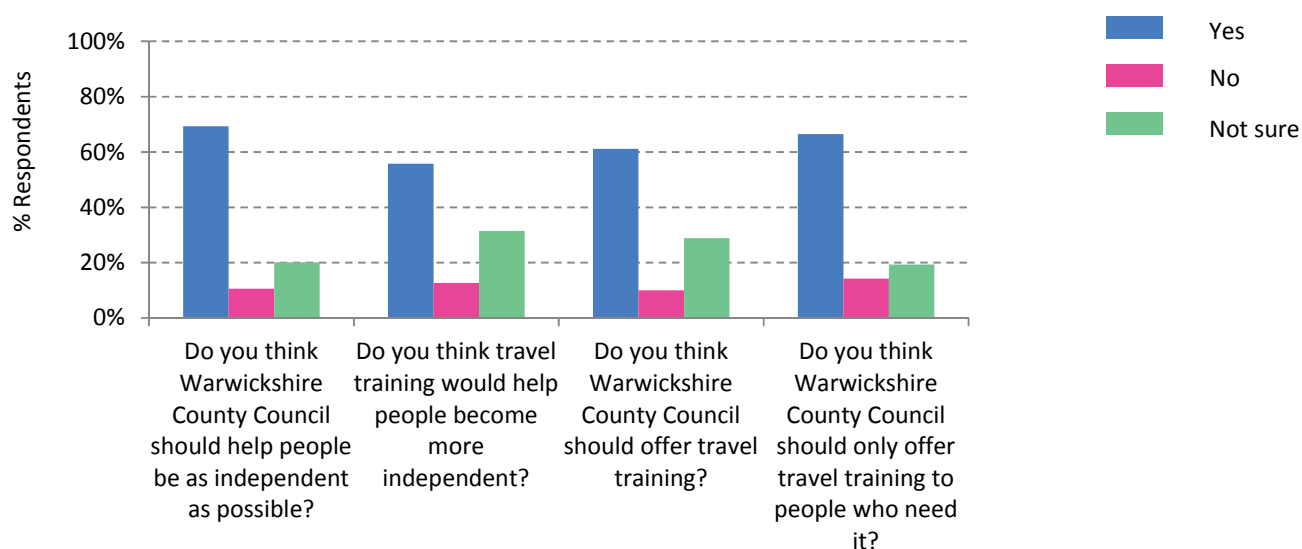


Figure 2 highlights the proportion of all respondents who agreed, disagreed or were not sure with regard to the statements listed. In general, agreement with all statements was relatively high; over half of respondents agreed with each of the statements. However, levels of ambivalence towards the statements were also marked, particularly with regard to whether travel training would help people become more independent. Tables 3, 4, 5 and 6 highlight differences in responses between respondent categories.

Table 3 Do you think WCC should help people to be as independent as possible?

Do you think WCC should help people to be as independent as possible?			
Type of respondent	Yes	No	Not sure
Service user	61	10	26
Carer/Family member	41	6	7
Other	22	3	3
Total	124 (69.3%)	19 (10.6%)	36 (20.1%)

The majority of all respondents were in agreement with the statement. However, the proportion (26.8%/26) of service users who were 'not sure' about this statement was markedly higher when compared to 'carers/family' and 'other' categories.

Table 4 Do you think travel training would help people become more independent?

Do you think travel training would help people become more independent?			
Type of respondent	Yes	No	Not sure
Service user	56	14	27
Carer/Family member	24	7	24
Other	21	2	6
Total	101 (55.8%)	23 (12.7%)	57 (30.5%)



Just over half (55.8%/101) of all respondents think that travel training would help people become more independent. However, almost a third of all respondents were 'not sure'. Among carers/family members in particular, there were higher levels of uncertainty and disagreement with the idea; over half of carers/family members were either 'not sure' or answered 'no' to this statement.

Table 5 Do you think WCC should offer travel training?

Type of respondent	Do you think WCC should offer travel training?		
	Yes	No	Not sure
Service user	62	10	25
Carer/Family member	28	7	19
Other	20	1	8
Total	110 (61.1%)	18 (10.1%)	52 (28.9%)

Around 61.1% (110) of respondents overall thought WCC should offer travel training. Carers continued to be the most ambivalent category of respondents with just over a third (35.2% /19) indicating they were 'not sure' whether WCC should offer travel training.

Table 6 Do you think WCC should only offer travel training to people who need it?

Type of respondent	Do you think WCC should only offer travel training to people who need it?		
	Yes	No	Not sure
Service user	61	14	21
Carer/Family member	37	5	9
Other	19	6	4
Total	117 (66.5%)	25 (14.2%)	34 (19.3%)

Two thirds (66.5%/117) of all respondents agreed that WCC should only offer travel training to people who need it. However, there were higher levels of uncertainty from service users in relation to this question. The online version of the survey provided an option to comment on responses to the statements listed. Table 7 highlights key themes in relation to these statements.

Table 7 Themes for statements for open questions relating to independence and travel training – online survey only

Description/theme	Example for illustration
One approach is not suitable for all	<p><i>"Depends on the person and their conditions and understanding"</i></p> <p><i>"Needs to be considered on an individual basis"</i></p> <p><i>"For safeguarding reasons it needs to be considered carefully and objectively in each case"</i></p>
Concern for impact on service users	<p><i>"If the criteria are too high needy people used to transport will not be eligible for help and thus become isolated and fearful"</i></p> <p><i>"Travel training could promote customer independence. However, some customers would have an additional layer of complexity added to their experience which could result in them not accessing services at all. Encouraging people to become more independent is one thing - forcing them to have to do so is not about promoting independence, it feels more like forcing them regardless of whether they can or not, or will ever feel"</i></p>



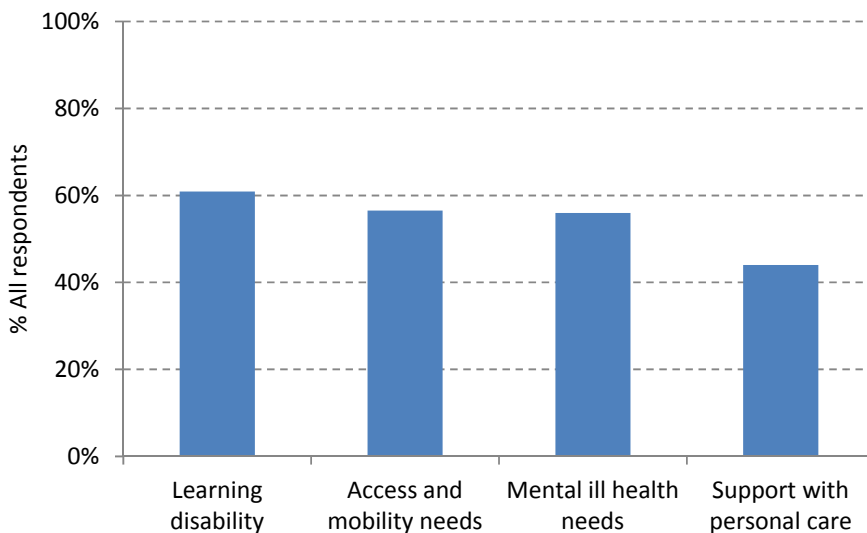
	<i>comfortable with it</i>
Effectiveness of travel training	<i>"Travel training should be offered to all vulnerable people. I suspect when WCC say benefit the customer what that actually means is - we only want to pay for this if it can quickly reduce the number of people we have to support. Many vulnerable people would benefit from some form of travel training but it may take years of small steps towards the goal of independent travel before WCC would benefit by a reduction in costs"</i>
Question not clear	<i>"What on earth is travel training?"</i>

A consistent message from the comments provided was that while there was often broad agreement that travel training could and should be provided, there were reservations about its efficacy for all service users. It suggested that training may need to be tailored to the individual needs of service users.

Who should receive travel training?

All respondents were asked to select who they thought should receive travel training support. The online version of the survey had a more extensive list of categories from which respondents could choose and these categories are presented in Figure 4. Respondents to both surveys could select as many groups as they wanted from the list presented.

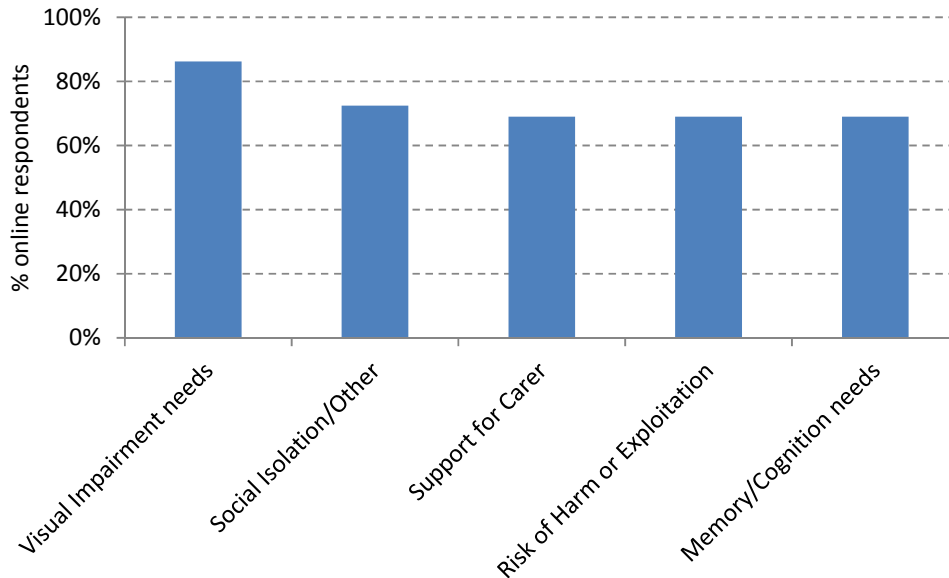
Figure 3 Proportion of all respondents (online and easy read survey) who agree people with specific needs should receive travel training



In general, as Figure 3 illustrates, there was very little real difference between service user categories selected although slightly fewer respondents thought those who needed support with personal care should receive travel training.



Figure 4 Proportion of respondents from online survey who agree people with specific needs should receive travel training (online survey version only)

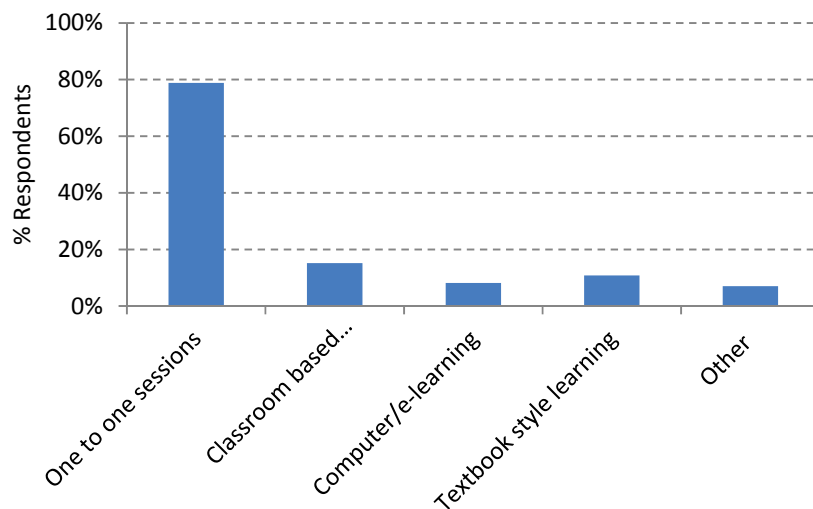


Again, as Figure 4 shows, there was little real difference in the service user categories selected by respondents although service users with visual impairment needs were seen as slightly more in need of travel training than other service user categories.

Delivery of travel training

All respondents were asked how they thought travel training could be delivered. The results are presented in Figure 5 and indicate that the most popular approach would be one to one sessions with a qualified trainer. A number of comments on the online version of the survey emphasised the need for the training to have a practical element and involve ‘real life’ travel.

Figure 5 Preferences for delivery of travel training



One to one sessions were clearly the most popular option for travel training delivery. However, respondents were also asked if they had further comments relating to this question and these are summarised in Table 8.

Table 8 Summary of themes for open question on travel training delivery

Description/theme	Example for illustration
Take account of individual need	<i>“tailored to the needs of the individual” (Easy read survey)</i>
Practical training required	<i>“Learning by doing - on the bus /train or in town following a route. Theoretical travel training in a classroom may be a start but most training needs to be done in real life” (Online survey)</i> <i>“Depends on individual needs but must be interactive and include at least some actual transport use” (Online survey)</i>
Small group training may also be appropriate	<i>“Could be 2 or 3 to one trainer” (Online survey)</i>

Should only some people get transport support from Warwickshire County Council?

Both the easy read and online versions of the survey asked respondents a question about selecting people for assisted transport.

Easy read survey respondents were asked if they thought only some people should get transport from WCC. Results, by respondent category, are shown in Table 9.

Table 9 Do you think only some people should get transport support from WCC? – Easy read survey only

Type of respondent	Do you think only some people should get transport from WCC?		
	Yes	No	Not sure
Service user	34.0% (32)	23.4% (22)	23.4% (22)
Carer/Family member	56.1% (23)	22.0% (9)	22.0% (9)
Other	46.7% (7)	33.5% (5)	20.0% (3)
Total	47.0% (62)	27.3% (36)	25.8% (34)

Respondent numbers for categories are relatively small and therefore their conversion to percentage proportions in this instance should be treated with caution.

Table 9 indicates that fewer than half of respondents agree that only some people should get transport support from WCC. Carers/family members were more strongly in agreement (56.1%/23) than service users. However, a higher proportion of the later were ‘not sure’ when asked the question when compared with carers/family members.

Overall, there were a number of comments that sought to clarify positions on this question and these are summarised in Table 10. While some respondents agreed that only some people should get transport provided, there were many comments which emphasised that where there was a need, transport should, where possible, be provided.



Table 10 Summary of themes to open question about whether only some people should get transport support from WCC – Easy read survey only

Description/theme	Example for illustration
If needed it should be provided	<p><i>“Where there is need & no alternative”</i></p> <p><i>“Everyone who is disabled should get help with transport”</i></p> <p><i>“Transport should be available to all who need it - even if there is partial funding's from individuals to support the service”</i></p> <p><i>“Everyone who needs transport should get a service. The Question is vague and ambiguous the answer depends on the context of the questions”</i></p>
Some existing users may not always need transport	<p><i>“Some people may not need transport if they receive suitable travel training, they may be able to travel independently”</i></p> <p><i>“People who you might think can't do it could be good at it and it will help build confidence”</i></p>
Impact on service users and carers	<p><i>“My husband has Alzheimer’s & would be unable to use public transport without assistance. If I had to accompany him to his day centre it would greatly reduce the time I have to rest from my caring duties which is of vital importance”</i></p> <p><i>“I am the mother of a son who has learning difficulties and I (like, need) to know he's safe on his way to day services”</i></p>

Respondents to the online survey were asked a slightly different question to the one above. They were asked to what extent they agreed or disagreed that WCC should only support people *who have no other means of travelling to their destination*. Table 11 illustrates results for this question.

Table 11 Providing support to people who have no other means of travel – online survey only

	To what extent do you agree or disagree that we should only support the people who have no other means of travelling to their destination?		
	Agree	Disagree	Neither agree/disagree
All online respondents	16	11	2

Slightly more respondents agreed with the statement but the number of online respondents was quite small so the ability to draw conclusions from this question is limited.



Should people make their own travel plans if possible?

Both surveys asked respondents whether they thought some people should make their own plans for transport if possible. Results are recorded in Table 12.

Table 12 Respondent agreement/disagreement with service users making own travel plans

Type of respondent	Do you think some people should make their own plans for transport?		
	Yes	No	Not sure
Service user	26	29	37
Carer/Family member	24	12	14
Other	14	7	4
Total	64 (38.3%)	48 (28.7%)	55 (32.9%)

Just over one third of all respondents were in agreement that some people should make their own plans for transport but around two thirds were either 'not sure' or answered 'no' to the question.

Respondents to the online survey were asked if they had any comments regarding this question. Themed responses are detailed in Table 13.

Table 13 Key themes for open question about some people should making their own plans for transport – online survey only

Description/theme	Example for illustration
Agreement – with caveats	<p><i>“Unless someone is totally alone or disabled they should make their own arrangements”</i></p> <p><i>“Obviously if people are able to they should meet their own travel costs they do with voluntary transport”</i></p>
Impacts negatively on carers/family members	<p><i>“While I agree with this, consideration must be given to carers. I would be concerned if the new policy increased the stress on carers, who often depend upon day service provision to give them a break from their caring role”</i></p> <p><i>“Disagree if it affects family members having to take them as this is not promoting independence for them when they relying on family”</i></p>
Impacts negatively on service users	<p><i>“I disagree if the condition of meeting a vulnerable adults needs makes them reliant on family members for support. In which case they are not independent and meeting their own needs, they are more reliant on others because removing assisted transport would remove their only chance of independence.”</i></p> <p><i>“If travel is difficult the person may not attempt to go out at all. Care should be taken that they are not unnecessarily isolated because they do not like to ask for help and no-one has asked them if help was needed or would make a difference”</i></p> <p><i>“People are often inclined to withdraw from activities, particularly when mentally ill of elderly. These draconian restrictions will certainly not</i></p>

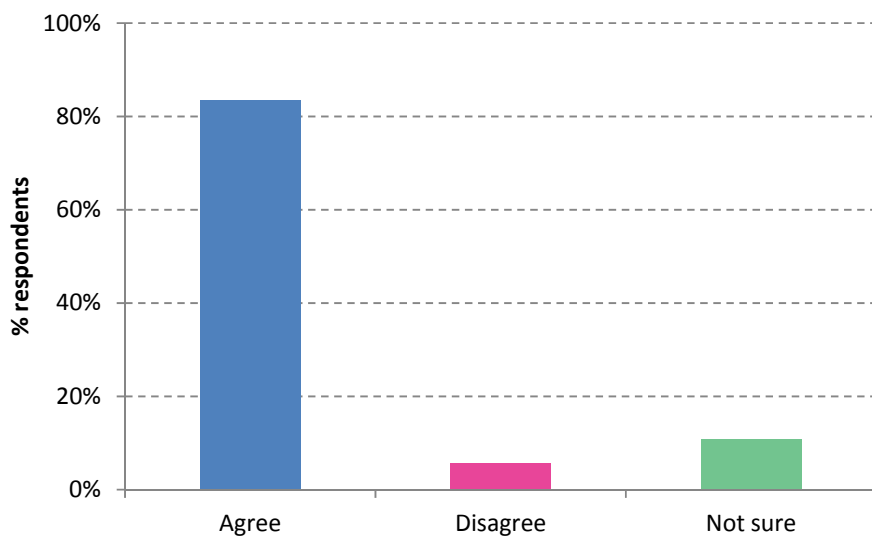


	<i>encourage that to change”</i>
Question too vague	<p><i>“What does 'meet their own travel needs mean'? Independently i.e. without any support at all? With appropriate support? By paying for their travel themselves? In which case is this taken into account as a disability related expense when calculating their contributions to DPs? Who determines whether this it is possible for them to meet their travel needs and on what basis? Who is expected to be available to help if they get on the wrong bus or get lost?”</i></p> <p><i>“It depends who defines 'possible'. There are many complex barriers to independent travel, and emotional well-being must be a factor in assessing suitability”</i></p>

Support/Escorts on journeys as part of individual assessment process

All respondents were asked if they thought the individual assessment and support planning processes should include whether the individual required support/an escort for their journeys to social care settings.

Figure 6 Should the need for support/escorts for journeys be included in assessments?



The majority (83.5%/132) of respondents agreed that the assessments should say if someone should have support on their journey. The online version of the survey also requested comments to clarify answers to this question and these are summarised in Table 14. Although the majority of respondents were in agreement that part of the assessment should include reference to whether someone should have support on their journey, most comments related to reservations with the assessment process itself.



Table 14 Key themes about whether the assessment process should include reference to support/escorts on journeys – online survey only

Description/theme	Example for illustration
Concern with adequacy of assessment process	<p><i>“These assessments are carried out too infrequently to allow for fluctuation or deterioration in a person's mobility/mental state”</i></p> <p><i>“This should be carefully assessed as the need for escorts is not always obvious on first contact with a client”</i></p> <p><i>“There are already question marks about such assessment processes, and I would be reluctant to see such decisions being made by processes where the tendency might be to lean towards refusal where the cost element of the decision making process could take priority over individual needs”</i></p>
Clarity of term ‘support’/‘escorts’	<p><i>“By escorts do you mean carers? If Family carers then these will need Carers Assessments which are generally only done if people request them. Carers Assessments often result in more support being needed for the person cared for so that the carer's needs can be properly met & Care Act well-being duties complied with”</i></p>

Eligibility Criteria

Criteria for where transport may be provided

The online version of the survey asked respondents to indicate the extent to which they agreed or disagreed with a series of statements relating the eligibility criteria in the proposed policy. The first set of statements relates to the eligibility criteria for where transport **may be** provided. These are detailed in Table 15.

Table 15 Level of agreement/disagreement with eligibility criteria for where transport *may be* provided – online survey only

Statement	Agree	Disagree	Neither agree/disagree
1. For specific health and safety reasons specialised transport arrangements may be necessary	25	4	0
2. A customer is unable to access services without supervision or support	23	6	0
3. Where applicable, the lower rate mobility element of Disability Living Allowance or Personal Independence Payment is being fully utilised to support the customer's transport needs to and from community activities, and the customer has re-applied for a higher rate of benefit entitlement where appropriate	10	10	6
4. A customer has no access to transport, either independently or with support, in line with this transport policy	19	7	2



5. A customer cannot attend their nearest community activity including college or a day opportunity because there is no placement available or their culturally specific need cannot be met and all other options have been explored and exhausted. This may be on a temporary basis until an appropriate place is found nearer to home	17	6	5
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Agreement scores for all of the statements were relatively high. Statement 3 recorded a lower level of agreement compared to other criteria. It should be noted that the number of responses to the online survey was quite low (29 responses) and therefore results need to be treated with a degree of caution.

Respondents were asked if they had further comments in relation to the statements listed. These are summarised by theme in Table 16 and are mostly related to potential problems with the application of the above criteria.

Table 16 Key themes regarding statements where eligibility criteria where transport *may be* provided – online survey only

Description/theme	Example for illustration
Matching to individual need Help is not always required consistently	<p><i>"I am concerned that somebody with a varying condition like Parkinson's if on a good time or day may not qualify"</i></p> <p><i>"For any individual there are likely to be many factors to consider - this is clearly a money saving policy but it is important to consider individual need"</i></p>
Impact negatively on carers	<i>"In the case of very elderly people who are cared for by their husband/wife who may well be very frail also the provision of transport for their loved one could be essential to access day centres, or carer's support networks which are not normally supplied by ambulance"</i>

Criteria where transport may NOT be provided

Respondents were also asked a series of statements relating to the eligibility criteria in the proposed policy which indicates where transport **may not** be provided. The statements and results are presented in Table 17.



Table 17 Level of agreement/disagreement with eligibility criteria for where transport *may not* be provided – online survey only

Statement	Agree	Disagree	Neither agree/disagree
1. Where a customer is assessed as able to mobilise safely to their destination, with or without mobility aids, either independently or with support from family, friends, support worker, volunteer etc. to get to a local community activity. Where a customer can use public transport, voluntary transport, or similar services either independently or with support (family, friends, carer, support worker etc.) to get to and from community activities.	15	5	9
2. Where a customer receives the higher rate mobility element of Disability Living Allowance or Personal Independence Payment, the customer will be required to fully utilise the benefit to access transport options.	11	6	12
3. Where a customer has access to a private car, including a car leased through the Motability scheme, then they will be required to travel to the community activity independently using that vehicle.	16	2	11
4. Where a customer uses their own vehicle or Motability car, no petrol costs or other expenses will be considered for funding by the department.	17	2	10
5. Where a customer chooses to attend community, social or recreational, or education facilities which are not the nearest available recourse to meet their assessed need, the customer will be expected to travel independently or meet any additional cost of transport considered necessary.	10	5	14

For statements 1, 3 and 4, just over half of respondents agreed with the statement. However, there were higher levels of disagreement for statements 2 and 5 where only around a third of respondents were in agreement.

Respondents were also asked if they had comments regarding the statements listed. Table 18 summarises key themes from these responses.



Table 18 Key themes regarding statements relating to eligibility criteria where transport *may not* be provided – online survey only

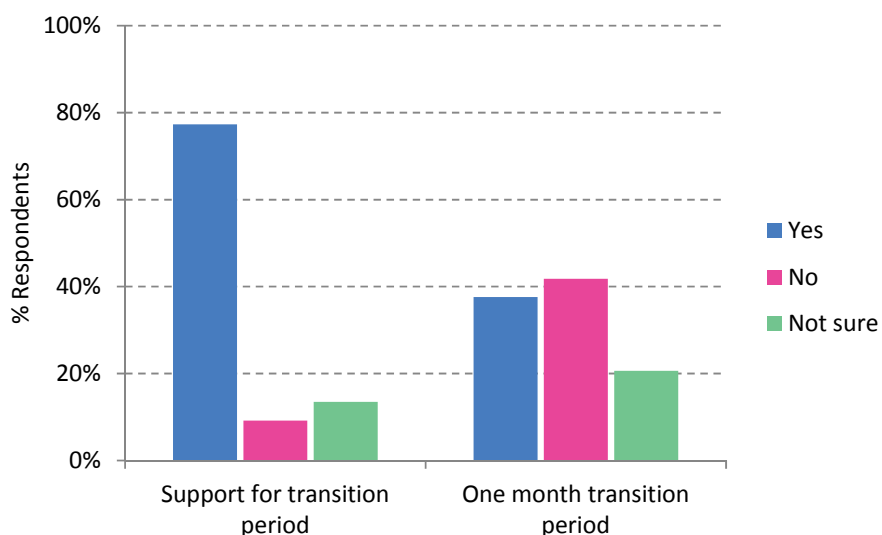
Description/theme	Example for illustration
Help is not always required consistently	<p><i>"A lot of conditions fluctuate and occasionally the availability of extra help may make all the difference between going out or having to stay at home"</i></p>
Individual need/system flexibility	<p><i>"In some cases, eligibility will not be clear cut, and will depend on individual circumstances and requirements. Each case would need to be considered on its' own merits"</i></p> <p><i>"This is a black and white question and there is no room for those who may have all the above but are unable to drive and his wife drives for him - and she is getting very infirm and unable to get him in and out of the car safely - he is a dead weight. The alternative is not to take him anywhere and then he gets depressed"</i></p> <p><i>"Again individual need is important not just a blanket policy"</i></p> <p><i>"In exceptional circumstances there needs to be the opportunity for discretion to be exercised by the Council"</i></p>
Loss of choice	<p><i>"Requiring people to attend provision chosen by someone else removes personal choice and independence. People should not be faced with the choice of attending somewhere that- for whatever reason- they do not feel comfortable or face a financial penalty. There may also be legitimate reasons why someone with a car does not want to use it for certain journeys, so this should be treated on a case by case basis rather than a blanket requirement"</i></p> <p><i>"the closest service might not be the most appropriate or the best for the client"</i></p>
Access to alternative transport Includes the practicalities of access to other transport and the assumption that family members can always help	<p><i>"There are big limitations on the availability of voluntary transport. Also often a long period of notice has to be given which is not always possible"</i></p> <p><i>"It may take some time to arrange a vehicle that can accommodate a wheelchair safely"</i></p> <p><i>"It is unreasonable to deny an adult services, especially for vulnerable adults, by insisting family members must be responsible for their transport needs"</i></p>

Transition period for customers no longer eligible for transport support

Questions about a ‘transition period’ for customers should they no longer be eligible for assisted transport was asked to all respondents. These included a question about whether there should be a transition period *per se* and whether a period of one month might be a suitable duration for such a transition period. Figure 7 illustrates the results for these questions.



Figure 7 Level of agreement/disagreement for a transition period and for a one month transition period for those customers no longer eligible for transport support



By a large majority (77%/126), respondents were in support of a transition period for customers who may no longer qualify for assisted transport. However, agreement levels were much lower for the proposed one month duration of that transition period. Around one third of respondents thought a one month period usually sufficient while around two thirds either disagreed or were not sure. Respondents were also asked for comments relating to these questions and the key themes from these are summarised in Table 19.

Table 19 Key themes for questions relating to a transition period for customers who no longer qualify for assisted transport

Description/theme	Example for illustration
Impact (negative) on service users' health and wellbeing	<p><i>"It may take a considerable longer time for someone i.e. with a learning difficulty to process this information & deal with the imposed changes"</i> (Easy read survey)</p> <p><i>"This can be frustrating - change can sometimes regress people with learning difficulties/autism"</i> (Easy read survey)</p> <p><i>"Routines take a long time to change to have a positive outcome"</i> (Easy read survey)</p>
Depends on individual circumstances	<p><i>"The transition period should be person centred, and not be withdrawn until safeguarding for each individual is in place. One month may not be necessary for some, but longer than one month may need to be planned for others"</i> (Online survey)</p> <p><i>"A longer period will be necessary in some cases"</i> (Online survey)</p> <p><i>"In some cases, it may take longer than a month to put alternative arrangements in place"</i> (Easy read survey)</p>



System/Practical concerns	<p><i>"It may take some time to arrange a vehicle that can accommodate a wheelchair safely" (Easy read survey)</i></p> <p><i>"Things look good on plans and policies, but these are not good in practice" (Easy read survey)</i></p> <p><i>"If you have ever tried to get support you would know the above questions are STUPID it can take months to replace support!!" (Easy read survey)</i></p>
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While some respondents did think the one month period 'about right', many had caveats to this time period for the reasons highlighted in Table 19.

Additional information

Respondents to both surveys were asked at the close of the survey if they had any further comments. These included general comments in relation to the proposed transport policy with many returning to issues raised earlier in the survey. In addition, comments from email responses and comments raised during face to face sessions with adult transport supervisors and social care practitioners have been added to the themes generated here.

Table 20 Key themes from 'any other comments' open text question

Key words	Key theme	Description	Example for illustration
Access to services	One size doesn't fit all	A one size model doesn't fit all and this approach could discourage people from accessing facilities leading to isolation. Needs to consider individual needs.	<p><i>"It does depend on the individual who needs these services and would like to see it means tested to that individual." (Easy Read Survey)</i></p> <p><i>"...one size doesn't fit all and this approach could discourage people from accessing facilities and being part of the whole community, leading to isolation. it could also cause significant financial hardship for those on even the higher level of benefits at a time when costs are increasing in all areas"</i></p> <p><i>"it shouldn't be a blanket policy – we have a quite wide ranging client group with lots of different needs" LD team meeting</i></p> <p><i>"it's important that there is still some wriggle room and not a blanket policy" (Adult Transport Supervisors)</i></p>
Access to services	Invaluable service – service users couldn't live without it	The service and staff are invaluable and service users advise they couldn't live without it. There will be a significant	<i>"I would not be able to go to the weekly community day centre sessions without transport so fear I will miss out going. The only place I go and meet friends once a week. Otherwise I</i>



		<p>impact on users' and their families should the service be taken away.</p> <p>Concern that any reduction or removal will result in social isolation.</p>	<p><i>am totally housebound." (Easy Read Survey)</i></p> <p><i>"I am an 88 year old stroke victim with severe mobility problems I would not be able to travel on public transport." (Easy Read Survey)</i></p>
Access to services	Opposition to proposals	<p>It is not fair to withdraw transport from vulnerable individuals and it is a safeguarding issue.</p> <p>The decision will be based on saving money.</p> <p>WCC have a duty of care for vulnerable individuals.</p> <p>Concern that WCC are adopting the role of judge and jury to make decisions about who should qualify to use the service. Any decision must be based on grounds of a physical and mental assessment. WCC do not have the relevant skills or qualified medical professionals to make the decision about who qualifies to use the service.</p>	<p><i>"I am against these proposals. I feel to withdraw transport from the vulnerable already assessed as needing it is a safeguarding issue and not a matter of fairness." (Easy Read Survey)</i></p> <p><i>"This decision will at the end be just based on saving money- instead of the concern and care for the individual- anything that puts the users at risk should not even be contemplated. I have not answered the questions re: travel training as I do not agree with it. 1 month is not long enough for people to make other plans- it should be much longer." (Easy Read Survey)</i></p> <p><i>"You have a duty of care for the vulnerable in your area. Budget should NOT be your main priority. This service is VITAL for service users and their families. The families and care givers are under enough strain as it is. Please reconsider very carefully the decision you are about to make!!"</i></p>
Access to services	That people in genuine need are getting the help and support that they need	That people in genuine need are getting the help and support that they need and that people who are exploiting the system are not receiving support.	<p><i>"I am happy that those genuinely in need get this help. This should not be extended to those who have the ability to help themselves but often find a way to exploit the system." (Online Survey)</i></p> <p><i>"Specialist transport should be a last option anyway – referral forms include a check as to whether social workers have checked first. However, it's not clear how much this is followed or whether practioners use transport as an 'easy option'" (Adult Transport Supervisors)</i></p>
Access to services	<p>Regular review of eligibility criteria</p> <p>That everyone can access affordable transport</p>	To review a person's eligibility criteria regularly, suggesting at least annually as part of their support plan review. A person requires regular review as conditions can improve or deteriorate - particularly relevant as more people are	<p><i>"People in any of the groups listed need regular re- appraisal as conditions can improve or deteriorate. This is especially relevant if more people are to be encouraged to be more independent for longer." (Online Survey)</i></p> <p><i>"Please ensure mental health is really</i></p>



		being encouraged to be more independent for longer. That mental health be considered within the assessments. That everyone should be able to access affordable transport as and when needed	<i>considered in these assessments." (Easy Read Survey)</i>
Access to services	Integration of new travel policy with other Local Authority services A more accessible and flexible Blue Badge system	Integration of new travel policy with other Local Authority services eg. disabled and other bus passes, Blue Badges, financial contribution payments to disabled persons. The Blue Badge system should be more accessible and flexible and subsidised travel considered for those supporting people in need.	<i>"Any new travel policy needs to be completely integrated with the LA's admin sections dealing with: Financial contributions to DPs Disabled and other bus passes Blue badge process" "Continue to offer free bus passes for disabled people will be a great help." "If people have to use own transport the blue badge system needs to be more accessible. Bus passes offered to a broader span of people, and support workers should be able to travel subsidised when supporting someone in need, the supportee may not be able to attend to pay people to travel with them on a regular basis."</i>
Access to services	Proposal for having a set amount for transport support	Proposal for having a set amount for transport support - will allow carers to make choices when they are working to a limited budget.	<i>"Rather than removing transport support surely a set amount could be allowed assisting the carer to make viable choices where they work to a limited budget. That way contributions are paid rather than if your on DLA high rate you lose it all on transport. DLA goes towards so many transport costs for social requirements that are vital to the health of the client. To use it all to get to & from day centres/colleges would have a negative impact on the client." (Easy Read Survey)</i>
Access to services	Concern over making it difficult to access appointments	It is already difficult for this group of people to access appointments and making it more difficult will likely result in more missed appointments which will impact on the NHS and it could also increase isolation, depression and potentially the risk of suicide.	<i>"It is already very hard for this group of people to access appointments etc. Making it harder will simply produce more DNAs which will be a waste on NHS resources and also increase isolation, depression and even possibly the suicide risk." (Online Survey)</i>
Access to services	Issues with the current service provided	Issues with the current service provided - users are treated poorly.	<i>"I feel that they way users of the Warwickshire transport are treated is poor. They are often picked up/dropped off late & they are just dumped in reception." (Easy Read Survey)</i>



Access to services	Financial	Option to purchase council transport Issues relating to the criteria	<p><i>"Would they still have the option of using council transport if they pay themselves? As it has much lower rates than public transport" (LD team meeting)</i></p> <p><i>"What about if a customer is deemed not eligible for transport, will they still be able to access our services if they pay privately – they could use PIP for this Our route may well go past their home anyway.."</i></p> <p><i>"for those customers that no longer qualify for supported transport can the council offer them transport at a cost?" (Older people social care and support team)</i></p> <p><i>"The criteria excludes people that are receiving disability benefit already – the mobility component will not cover transport costs...or petrol costs for a motability vehicle. Using that cost for that may cause a detriment to other parts of their life" (LD team meeting)</i></p>
Skills and resources	A reduction in the people with the skills and resources to help people in need Impact on people's health - increase in stress and ill health	A concern that Warwickshire County Council will not have the time and skills to deal with people in need and this will increase the stress for these individuals, possibly leading to further ill health.	<p><i>"I fear that WCC will not have the patience to deal properly with ill people and will make the experience very stressful. I think that a questionnaire would be a good idea. However, I fear that the whole exercise will be a waste of time and money." (Online Survey)</i></p>
Skills and resources	Increased demands on family carers	An increased demand on family carers could impact negatively on individual situations and further financially impact on families.	<p><i>"Family carers are already financially disadvantaged by their caring role. Further moves to reduce their working initially could be financially counter productive to the Council as families may no longer be able to cope." (Easy Read Survey)</i></p>
Skills and resources	Escort/support services		<p><i>"The escorts we use are very important for health and safety" (Adult transport supervisors)</i></p>
Community	Building relationships within the community	The service helps provide continued care for users and if people can travel to the same locations together they can form relationships, reduce costs and support each other.	<p><i>"If the council is paid by the transport recipient the transport should continue because it helps care with continuity and if people travel together it forms relationships/reduces costs/they can support each other." (East Read Survey)</i></p>
Community	Community support	Seeking support for people with disabilities from within the community needs to be well managed and coordinated.	<p><i>"You need to make sure that the agencies who are supposed to help funding support and social services know what you are expecting and that agencies come up with better ideas than putting cards around shops etc."</i></p>



			<i>advertising for support for people with disabilities!! Not much security there. People providing support including agencies are not interested in an odd couple of hours support here and there." (Easy Read Survey)</i>
Community	Social opportunities	The service facilitates a social opportunity for many - without it they would have little social interaction.	<i>"Transport is not only functional, but also a social opportunity for many. The loss of transport will also disrupt important routines." (Easy Read Survey)</i>
Advice and training	Training for service users	Recognition travel training not suitable for all.	<i>"I think transport should still be provided to people for whom travel training or independent travel would not be appropriate." (Easy Read Survey)</i> <i>"Travel training has been tried many times before in my time here, but effectiveness is always limited – it's only a very small proportion who would be able to use it effectively. (Adult transport supervisors)</i> <i>"Compared to the past, most people that currently use transport have higher level needs. Most people wouldn't be able to utilise travel training"(Adult transport supervisors)</i>
Advice and training	Training for service users Starting training early to enable steps to be made towards independence Understanding that travel and training is not suitable for all users	Travel training could be given to small groups of people located in the same area (or locality) and travelling to the same destination. Need to ensure that individuals are safe to travel after they have received the training. Everyone learns in different ways based on their abilities/disabilities and vulnerable people need to be protected as they may not fully comprehend the rules and be able to safely put their training into practice. Travel training needs to start at age 16 to enable steps to be made towards independence at age 25.	<i>"Where possible, small groups could receive travel training, if they are in the same locality and travelling to the same destination/s". (Online Survey)</i> <i>"It is all about the individuals capacity to be able to do travel training AND then be safe to undertake the traveling, and everyone learns in different ways based on their abilities/disabilities. There are young people with Autism who will show that they understand the rules i.e the highway code, but when left to put that in to practise are not able to apply the rules of the highway code in the right situation. My daughter knows how to cross a road when she is with someone to explain, but if left alone to cross a road, will cross without comprehending that she needs to check to cross it. These vulnerable persons have no sense of danger and need to be safeguarded." (Online Survey)</i>



			<i>"Travel training for vulnerable adults with a learning disability needs to start at 16 years old to enable small steps to be made towards independence which would hopefully be achieved by age 25. If WCC is only looking for a quick fix to reduce customer numbers this opportunity will be missed. Expecting LD adults to become more reliant on their families post 25 is not fostering independence." (Online Survey)</i>
Advice and training	Financial support and advice	Some service users will require training from professionals to help them manage their budgets. Some are used to their mobility payments supplementing their lifestyle and will likely suffer financial issues and hardship possibly leading to the non payment of rent and mortgages (with a risk of eviction).	<i>"People used to living on their mobility payments to supplement their life style needs will require budgeting training from money advice practitioners. I know several recipients of benefit who rely on mobility/care payments to pay for their mortgages/ second rooms etc. They will suffer considerable discomfort and possible hardship leading to non payment of rent/ mortgages and possible evictions." (Online Survey)</i>
Advice and training	Further training for professionals/staff/carers using the service	Further training for professionals/staff/carers using the service - safety issues with using the service.	<i>"More training should be given to the escort personnel regarding mounting/dismounting the vehicle & learning how to secure the passengers (seatbelts/harnesses etc! NOT LEAVE IT TO THE DRIVER!!"</i>
Issues with the survey	Issues with the wording and the questions used including loaded/biased questions and some too difficult for service users to complete	Issues with the wording used and the questions within the survey.	<i>"Yes, this is the most badly worded questionnaire I have ever encountered." (Easy Read Survey)</i> <i>"It's a thoroughly loaded & devious questionnaire which some people will have extreme difficulty to fill in to support their own needs." (Easy Read Survey)</i> <i>".....Do you think WCC should only offer travel training to people who need it? This questionnaire is leading and very biased towards you not providing transport. You are only asking the questions you want the answers to and only giving very limited answers to answer..... " (Easy Read Survey)</i> <i>"Do you think people who no longer have support with transport should have a short while to make other plans? Again, leading question.</i>



The online survey asked respondents to complete information regarding equality and diversity. The results are set out in table 21 below.

Table 21 Online respondent profile

Gender	Male (including trans man)	6
	Female (including trans woman)	21
	Other including non-binary	0
	Prefer not to say	1
Age in years	Under 18	0
	18-29	2
	30-44	2
	45-59	8
	60-74	9
	75+	9
	Prefer not to say	2
Long standing illness or disability	Yes	6
	No	21
	Prefer not to answer	1
Ethnicity	White- English/Welsh/Scottish/Northern Irish/ British	28
	White - Irish	0
	White - Gypsy or Irish Traveller	0
	White - Any other background please specify	0
	Mixed - White and Black Caribbean	0
	Mixed - White and Black African	0
	Mixed - White and Asian	0
	Mixed - Any other background please specify	0
	Arabic	0
	Asian or Asian British - Pakistani	0
	Asian or Asian British - Bangladeshi	0
	Asian or Asian British - Chinese	0
	Asian or Asian British - Indian	0
	Asian or Asian British - Any other background	0
	Black or Black British -African	0
	Black or Black British - Caribbean	0
Any other Ethnic group - Please specify	0	
Religion	Buddhist	0
	Christian	14
	Jewish	0
	Muslim	0
	Hindu	0
	Sikh	0



	Other – Please specify	0
	None	8
	Prefer not to say	7
Sexuality	Heterosexual or straight	22
	Gay or lesbian	1
	Bisexual	0
	Other	0
	Prefer not to answer	5





EQUALITY IMPACT ASSESSMENT/ ANALYSIS (EqIA)

Transport Policy for Adult Social Care Customers

Equality Impact Assessment/ Analysis (EqIA)

Group	People
Business Units/Service Area	Strategic Commissioning Social Care and Support
Plan/ Strategy/ Policy/ Service being assessed	The aim of the new policy is to introduce a fair and consistent way of offering transport and meeting the needs of those that need the service the most. By introducing eligibility criteria, the policy aims to empower customers and promote independence; this in turn will help contribute towards the savings associated with this service.
Is this is a new or existing policy/service? If existing policy/service please state date of last assessment	New policy

EqlA Review team – List of members	Musa Bhayat Jon Crowley
Date of this assessment	19/12/2017
Signature of completing officer (to be signed after the EqlA has been completed)	Sue Green
Are any of the outcomes from this assessment likely to result in complaints from existing services users and/ or members of the public? If yes please flag this with your Head of Service and the Customer Relations Team as soon as possible.	Yes. Once the proposed policy is implemented and existing customers are reviewed against it, it may result in some not meeting the eligibility criteria and therefore no longer eligible for the transport. This may generate complaints.
Name and signature of Head of Service (to be signed after the EqlA has been completed)	Chris Lewington
Signature of GLT Equalities Champion (to be signed after the EqlA is completed and signed by the completing officer)	Polly Sharma

A copy of this form including relevant data and information to be forwarded to the Group Equalities Champion and the Corporate Equalities & Diversity Team



Working for Warwickshire

Form A1

INITIAL SCREENING FOR STRATEGIES/POLICIES/FUNCTIONS FOR EQUALITIES RELEVANCE TO ELIMINATE DISCRIMINATION, PROMOTE EQUALITY AND FOSTER GOOD RELATIONS



High relevance/priority



Medium relevance/priority



Low or no relevance/ priority

Note:

1. Tick coloured boxes appropriately, and depending on degree of relevance to each of the equality strands
2. Summaries of the legislation/guidance should be used to assist this screening process

Business Unit/Services:	Relevance/Risk to Equalities																													
	Gender			Race			Disability			Sexual Orientation			Religion/Belief			Age			Gender Reassignment			Pregnancy/ Maternity			Marriage/ Civil Partnership (only for staff)					
State the Function/Policy /Service/Strategy being assessed:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Transport Policy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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Are your proposals likely to impact on social inequalities e.g. child poverty for example or our most geographically disadvantaged communities? If yes please explain how.																										NO				
Are your proposals likely to impact on a carer who looks after older people or people with disabilities? If yes please explain how.																										YES				

There is currently no policy in Warwickshire that specifies the entitlement of adults who are eligible for support under the Care Act 2014 to access 'free' or subsidised transport. However, in practice transport has been offered to customers to enable them to access services without any criteria being adopted to manage this.

The underlying theme of the proposed policy is to ensure that people travel as independently and safely as possible. It seeks to promote independent travel through the use of commonly available transport, such as public transport and private or motability vehicle, and by encouraging walking, or mobilising with the use of aids, either independently or with support. This policy introduces a systematic approach to meeting the transport needs of eligible customers with the aim of moving away from the routine use of assisted transport.

During social care assessments and Care and Support planning, all relevant transport options will be considered and Assisted Transport will be offered as a last resort where appropriate to needs and circumstances. Through this assessment it may be deemed reasonable for the carer to take responsibility for transporting the customer.

The consultation highlighted the potential impact on the health and wellbeing of carers/family members because of changes in the way transport may be provided. The policy has been amended to include a statement under the eligibility criteria section to factor this in as part of the assessment process.

Form A2 – Details of Plan/ Strategy/ Service/ Policy

Stage 1 – Scoping and Defining

(1) What are the aims and objectives of Plan/Strategy/Service/Policy?

There is currently no policy in Warwickshire that specifies the entitlement of adults who are eligible under the Care Act 2014 to access 'free' or subsidised transport. However, in practice transport has been offered to customers to enable them to access services without any criteria being adopted to manage this.

The Policy will replace the Council's existing informal policies to provide transport routinely for customers who have been assessed as having certain social care needs which are eligible for funding from the Council, and will introduce eligibility criteria for transport which take account of the national social care eligibility criteria introduced by the Care Act 2014. The aim of the eligibility criteria is to introduce a fair and consistent way of offering transport, which at the same time will empower customers and promote independence. This will also contribute towards the savings target as specified within the One Organisational Plan.

It is intended to ensure that people travel as independently and safely as possible. It seeks to promote independent travel through the use of commonly available transport, such as public transport; private vehicle or a vehicle provided through the Motability Scheme; and by encouraging walking, or mobilising with the use of aids either independently or with support

This policy introduces a systematic approach to meeting the transport needs of eligible customers with the aim of moving away from the routine use of assisted transport. During social care assessments and Care and Support planning, all relevant transport options will be considered and assisted transport will be offered as a last resort where appropriate to needs and circumstances.

(2) How does it fit with Warwickshire County Council's wider objectives?

The proposed policy is aligned to the Adult Customer Journey Transformation Programme, which represents a refreshed approach to transforming social care in Warwickshire between now and 2020. The aim is to put people, customers, friends and relatives at the heart of improving the health, wellbeing and quality of life of Warwickshire residents by providing more relevant and community-based support that helps people live safe, healthy and independent lives.

One of the principles of the adult social care transformation is that a different conversation needs to be had with customers from their very first interaction, connecting people to local solutions that will work for them. The new proposed policy fosters this approach in that during an initial social care assessment and review, customer needs will be assessed against an eligibility criteria and a number of transport options will be considered.

The outcome of the transformation will be a Warwickshire where people are empowered to help themselves and each other, supported by a truly integrated health and care system that is proactive, co-operative and effective. The proposed policy also aims to deliver independence and empower customers.

It will support the Council's Core Purpose to *'develop and sustain a society that looks after its most vulnerable members, delivers appropriate, quality services at the right time, and seeks opportunities for economic growth and innovation'*.

The proposed policy will also fit with the Council's corporate objectives.

It will support the following connected outcomes:

- *'Our communities and individuals are safe and protected from harm and able to remain independent for longer.'*
- *'The health and wellbeing of all in Warwickshire is protected.'*
- *'Resources and services are targeted effectively, whether delivered by the local authority, commissioned or in partnership.'*

In addition it will also support the following People Group Outcomes:

People are independent:

- *'People, including those who are vulnerable, are able to live independently within their own homes and families, without the need for critical services to support them.'*
- *'People and communities are supported to develop social capital that enables them to help themselves and others.'*

<p>(3) What are the expected outcomes?</p>	<p>Assisted transport is accessed in a consistent manner and based on the needs of the individual. The new approach promotes independence; choice; control and empowers customers.</p> <p>A contribution towards the savings target as detailed within the OOP 2020.</p>
<p>(4) Which of the groups with protected characteristics is this intended to benefit? (see form A1 for list of protected groups)</p>	<p>People with disabilities and older people.</p>
<p><u>Stage 2 - Information Gathering</u></p>	
<p>(1) What type and range of evidence or information have you used to help you make a judgement about the plan/ strategy/ service/ policy?</p>	<p>In developing the proposed policy, all work to date on assisted transport has been considered and some research has been undertaken on the approach taken by other local authorities.</p> <p>The views of day care providers; social work and transport staff as well as customers through consultation sessions have been reflected within the policy.</p> <p>The policy has been developed within the current legislative framework.</p>

(2) Have you consulted on the plan/ strategy/ service/policy and if so with whom?

A public consultation on the policy took place between 20th September 2017 and 15th November 2017. The consultation focused on key components of the proposed policy to gather people's views to help shape the final draft version of the policy.

The consultation consisted of a variety of ways to engage with a wide range of people. These included:

- An online survey was placed on Ask Warwickshire.
- A paper based 'Easy read' version of the standard online survey was made available
- Surveys and policies were sent to all current users of Adult Transport.
- In addition, surveys were directly delivered to all 29 day centres currently served by specialist transport.
- Five face to face consultation events were held in different locations around the county.
- One of the day centres was specifically accessed by Asian elders and their first language was Punjabi so all transport documentation was translated in Punjabi.
- A dedicated email address was available for people to send written comments in relation to the proposed new policy.
- Sessions were completed at a range of staff meetings including: Transport supervisors, Learning Disability Team, Older People Social Care and Support Team and Independent Living Team Managers.

(3) Which of the groups with protected characteristics have you consulted with?

We consulted with the protected groups affected (Disability and Age).

Considerable effort was made to make the consultation as accessible and far reaching as possible. Some of the actions taken are as follows:

- Both hard copies and online versions were made available. The hard copies had been widely distributed with a pre-paid envelope to encourage participation.
- An easy read version of the policy and survey were made available as hard copy and as an online version.
- Consultations sessions were planned across the county to ease accessibility. The venues selected were those already being accessed by customer groups to ensure the facilities and staff were appropriate to meet customer needs.
- Grapevine attended all consultation sessions to ensure customers with communication or learning needs are supported as required to have their views heard.
- Transport documents were translated in the language appropriate to the audience at one of the day centres.

Stage 3 – Analysis of impact

The consultation revealed a strong feeling that the length of time allocated to the transition period for customers who were assessed as no longer eligible for Assisted Transport may not be sufficient for customers particularly with a learning disability. Given that a high proportion of the existing customers have a learning disability, the policy has been changed to increase the transitional period for up to three months and mitigate adverse impact on this customer group.

Through the consultation, comments received, highlighted the potential impact on the health and wellbeing of carers/family members resulting from change in transport. This was particularly geared around customers with a learning disability and elderly people. The policy has been amended to include a statement under the eligibility criteria section to take carer / family impact into consideration during the assessment process.

Feedback from the consultation clearly indicates the majority of respondents were in favour of travel training. There were, however, a number of factors to take into consideration when offering travel training such as: this should be delivered on a needs basis; should be practical, one to one support, subject to risk assessment. This feedback is consistent with the makeup of the customer group where a high proportion of customers have a learning disability. The suggested delivery option would best suit the needs of this customer group and therefore will be the preferred delivery option going forward.

Until the policy is agreed, Operational Teams and Resource Allocation Panels will need to take decisions on an individual basis regarding whether it is appropriate to fund transport arrangements where customers are in receipt of mobility allowances as part of their benefits and therefore have the means to fund their transport.

<p>(1) From your data and consultations is there any adverse or negative impact identified for any particular group which could amount to discrimination?</p> <p>If yes, identify the groups and how they are affected.</p>	<p>RACE</p> <p>N/A</p>	<p>DISABILITY</p> <p>Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change 	<p>GENDER</p> <p>N/A</p>
	<p>MARRIAGE/CIVIL PARTNERSHIP</p> <p>N/A</p>	<p>AGE</p> <p>Delivery of the savings plan may have adverse impacts for:</p> <ul style="list-style-type: none"> • Customers from the service changes • Communities because local services are likely to change 	<p>GENDER REASSIGNMENT</p> <p>N/A</p>
	<p>RELIGION/BELIEF</p> <p>N/A</p>	<p>PREGNANCY MATERNITY</p> <p>N/A</p>	<p>SEXUAL ORIENTATION</p> <p>N/A</p>

<p>(2) If there is an adverse impact, can this be justified?</p>	<p>Customers with a disability and their carers may be affected where they have access to a mobility allowance and it is deemed this should be used to meet their transport needs. However, the policy has been amended to consider the impact on the carer / family member when assessing customer need for Assisted Transport.</p> <p>A customer who may have received transport in the past may no longer be eligible following a social work assessment once the policy is in place. The Social Worker will assess the needs of the individual through the social work assessment and this shall determine if whether the customer is eligible for transport. The social work assessment will incorporate the eligibility criteria specified within the proposed Adults Transport Policy. For existing customers that fail to meet the eligibility criteria the transition period has been extended from one to 3 months following feedback received.</p> <p>The adverse impact can be justified on the grounds that the decision will be based on a social worker assessment of the individual's needs and in accordance with a policy developed within the current legislative framework.</p>
<p>(3)What actions are going to be taken to reduce or eliminate negative or adverse impact? (this should form part of your action plan under Stage 4.)</p>	<p>Development of a clear policy that has been subject to public consultation. Eligibility for transport will be based on an initial social care assessment and considered through the annual review. Each decision will reflect the individual's personal circumstances.</p> <p>All current transport users affected by the policy will be offered a transitional period of up to three month to support them to travel independently or to make use of alternative arrangements identified through their assessment.</p> <p>A clear communication with operational teams, customers, carers and families to ensure they understand the final policy arrangements that are introduced.</p>

<p>(4) How does the plan/strategy/service/policy contribute to promotion of equality? If not what can be done?</p>	<p>It will ensure that there is a consistent and fair offer to all customers and carers in Warwickshire that takes into account their personal circumstances.</p>
<p>(5) How does the plan/strategy/service/policy promote good relations between groups? If not what can be done?</p>	<p>The proposed policy aims to introduce a fair and consistent way of offering transport by introducing eligibility criteria. It aims to empower customers and promote independence.</p>
<p>(6) Are there any obvious barriers to accessing the service? If yes how can they be overcome?</p>	<p>No, the policy proposes that the service will be offered following a social care assessment. This will therefore take into account the personal circumstances of each individual customer.</p>
<p>(7) What are the likely positive and negative consequences for health and wellbeing as a result of this plan/strategy/service/policy?</p>	<p>The positive consequences are achievement of some of the key People Group outcomes as follows:</p> <ul style="list-style-type: none"> • People are independent • People are safe • People are cared for • People are healthy • People enjoy life

(8) What actions are going to be taken to reduce or eliminate negative or adverse impact on population health? (This should form part of your action plan under Stage 4.)	The assessment of customer need will take into consideration the potential impact of the decision on carer / family member.
(9) Will the plan/strategy/service/policy increase the number of people needing to access health services? If so, what steps can be put in place to mitigate this?	N/A
(10) Will the plan/strategy/service/policy reduce health inequalities? If so, how, what is the evidence?	The aim of the policy is to introduce a fair and consistent way of offering transport and meeting the needs of those that need the service the most.

<u>Stage 4 – Action Planning, Review & Monitoring</u>	
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If No Further Action is required then go to – Review & Monitoring

(1)Action Planning – Specify any changes or improvements which can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.

Equality Analysis Action Plan

Action	Lead Officer	Date for completion	Resource requirements	Comments
Consultation goes live.	Musa Bhayat	20/09/2017	Commissioner Strategic Consultation and Engagement Lead Insight Team	Access to consultation documents, draft policy and surveys made available through a variety of sources. Completed.
Consultation end.	Musa Bhayat	15/11/2017	Commissioner Strategic Consultation and Engagement Lead Insight Team	Completed.
Consultation: Address any actions required following consultation	Musa Bhayat	15/12/2017	Commissioner	Any changes to the policy following consultation will require reflecting within the EqIA. Completed.
Policy implementation	Musa Bhayat	01/04/2018	Commissioner	

Equality Analysis Action Plan

Action	Lead Officer	Date for completion	Resource requirements	Comments
Review and update EqIA following implementation of the Policy	Musa Bhayat	31/10/2018 (half year review) 30/04/2019 (full year review)	Commissioner Strategic Consultation and Engagement Lead Insight Team	To assess the impact of the policy at mid-year point and at year end point to identify any positive and adverse impact.

(2) Review and Monitoring
State how and when you will monitor policy and Action Plan

This EqIA will be updated on an ongoing basis as further work is undertaken to deliver the transport policy.

Please annotate your policy with the following statement:

'An Equality Impact Assessment/ Analysis on this policy was undertaken on 21/09/2017 and will be reviewed and updated on an ongoing basis as referenced above in Stage 4- Point 2