

**Proposal/Policy/Project Title:**  
**Equality Impact Assessment**

|   |   |
|---|---|
| Project ID:   | Adult Social Care Transport<br>Policy for Day Service Provision |
| Pillar for Tackling Inequalities<br>(see Action Plan) |   |
| Directorate:  | CAS - Adult Social Care   |
| Version:  | 1   |
| Date:   | 22/09/2021  |
| Updated by:   | Sue Witcher<br>Nicky Bitar                                      |

**Please provide a brief description of the proposal/Policy or project including its aim and expected outcomes:**

**Description: The proposal outlines commencement of consultation on the introduction of an Adult Social Care Transport Policy for day care provision.**

The provision of day centre assisted transport (Council provided 16 seater minibuses) is a limited resource and at present there is no framework or consistency applied to demonstrate how some residents have been allocated use of this facility, whilst others do not.

The proposed policy sets a criteria of assessment that will be used to determine whether an individual would be eligible for transport and what type of transport would be most appropriate to meet their assessed care and support needs.

The implementation of an Adult Social Care Transport policy would enable a more equitable and consistent approach of the allocation of resources. For residents this means access to council provided assisted transport for those who need it the most, this also aligns with the Council's Corporate Plan 2021 and core values:

Corporate Plan Objectives:

- People are connected and feel part of a community
- People are safe
- Residents are healthy and active
- Residents receive the right help and support

Council Values:

Pass on the Power – We need to give people more power to make decisions and take action themselves by providing tools and support.

Do New – We need to do things differently if we're going to help Hounslow people thrive in the future. We need to keep moving forward and keep improving.

Lead with Heart - We put ourselves in others' shoes, working with care and compassion, with patience and in partnership.

Harness the Mix – We work together. We're always open to different approaches, we're ready to adapt.

Be A Rock - It's about allocating our resources smartly and with good rationale.

The underpinning principles of the adult social care transport policy is provided in the most efficient way to meet a person's needs.

**Who is the policy/ proposal going to affect and in what way? Please use evidence to support your analysis. Use separate sheets if necessary.**

Sandbanks Day Centre (existing Council provided day provision) provides a day service for adults from the age of 18 with learning disabilities, physical disabilities, ASD and Older People living with the experience of Dementia. The day centre can accommodate up to 40 residents per day.

For residents currently accessing Sandbanks Day Centre using borough provided transport, the introduction of the Adult Social Care Transport Policy could impact the travel arrangements they currently have in place. For residents who are not currently accessing borough provided transport they may become eligible for assisted transport support under the policy.

All residents will be subject to a re-assessment for transport against the set eligibility criteria as per the Adult Social Care Transport Policy.

At present there are 35 residents on the register who attend the day centre on various days. There are currently vacancies available at the centre.

From the current 35 residents attending, residents travel to/ from the centre using the following modes of transport:

27 use borough provided minibuses (77%).  
2 travel using a private taxi (6%)  
6 travel with family members (17%)

Sandbanks Day Centre currently provides three minibuses. The minibuses hold space for the driver plus 1 escort, leaving a total of 15 seats available per minibus, 45 seats in total. It is important to highlight how the provision works in reality:

For residents who are wheelchair users, seats on the minibus need to be removed to accommodate their wheelchair. One wheelchair, depending on its size, removes on average 4 seats from the vehicle.

For example:

- 1 wheelchair user on the bus there are 11 seats available for non wheelchair users
- 2 wheelchair users on the bus there are 7 seats available for non wheelchair users
- 3 wheelchair users on the bus there are 3 seats available for non wheelchair users

There are currently 10 residents who are wheelchair users using borough transport.

The Council has a duty to provide transport where:

- For specific health and safety reasons specialist transport arrangements are necessary.
- A customer is unable to access services safely without supervision or support.
- A customer has no access to transport suitable to their needs and cannot mobilise, use assisted mobility (wheelchair/aids) or use public transport, either independently or with support, as identified in the care and support plan.

There are different types of transport service provision the Council will consider :

- Assistance with using public transport (e.g. accessing the Travel Buddy Service or by undertaking a course of independent travel training)
- Provision of transport by relatives/ carers
- Taxi service – either shared with others or for sole use
- Other dedicated transport (e.g. minibuses) arranged by the Council

The policy ensures, as part of a resident's care and support assessment, that *the most appropriate* type of transport is identified and provided.

As part of the London Borough of Hounslow's commitment to inclusion and independence, individuals who can travel to day care provision, either independently or with assistance from family, friends or support providers will do so. Adult Social Care will provide information and advice regarding transport options and signpost accordingly as part of the care planning process.

Residents assessed as needing transport, but not necessarily assisted transport, may be eligible for financial assistance (through a personal budget or direct payment) following an Adult Social Care financial assessment.

Those existing residents assessed under this policy as no longer being eligible for assisted transport will have up to a 6-month transitional period to implement any transport changes.

New referrals to the service will already have had their social care and needs led assessment carried out prior to their placement being agreed, this includes transport requirements. Future referrals to the centre will specify what type of transport is required and the arrangements for providing it.

| Instructions   | Descriptor        | CO | Potential Impact on Equality groups /Individual(s)  | The Potential for complaint/Litigation            | Impact Scoring consideration  |
|--|-------------------|----|---|---|---|
| <p>List each aspect of the project/policy or change you wish to make and allocate a score against the protected groups to show the level of impact the change could have for that population. Use the scoring matrix shown in the key. Then outline your rationale for that score in the comments section.</p> | Very High         | 5  | Severe impact causing disadvantage to all or some equality groups - leading to a breach in equality legislation | Litigation certain                                | Must undertake full EIA -and work with Equalities team  |
|  | High              | 4  | Substantive impact on all or some equality groups - leading to a breach in equality legislation                 | Expect Litigation/ Resident Petitions etc         | Savings proposal / Service closure/changes to eligibility criteria/charging polices, disruption to services. Must undertake full EIA -and work with Equality  |
|  | Moderate /Medium  | 3  | Impact on some equality groups likely   | Litigation possible High potential for complaint. | Moderate Impact – seek advice from equality team  |
|  | Low               | 2  | Some remote impact for some groups - mitigation needs to be included in main cabinet report                     | Complaint and Litigation unlikely                 | If there is some minimal risk to organisation, undertake Initial Equality Analysis -as above incorporate into main report   |
|  | Negligible impact | 1  | No impact or adverse outcome for any equality group or individuals  | Unlikely to cause complaints / litigation         | If there is no risk at all to organisation, identify legal duty in main report and use standard equality text to show that you have considered the Equality Act 2010 and concluded neither positive nor negative impact |

| 1. Decide whether you need to carry out a full Equality Impact Assessment by completing the scores for each protected characteristic. If there's no relevance to your work, please state 'not applicable'. | Score    | Issues & rationale for scoring   |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
|--|----------|--|---------------|---|---------------|----|---------------|----|---------------|---|---------------|---|---------------|---|----------------|---|---------|---|---------------|---|---------------|---|---------------|---|---------------|---|---------------|---|---------------|---|----------------|---|---------|---|
| Age  | <b>2</b> | <p>In terms of age the 35 residents attending Sandbanks Day Centre are:</p> <table border="0"> <tr><td>18-29 years -</td><td>6</td></tr> <tr><td>30-39 years -</td><td>11</td></tr> <tr><td>40-49 years -</td><td>10</td></tr> <tr><td>50-59 years -</td><td>2</td></tr> <tr><td>60-69 years -</td><td>3</td></tr> <tr><td>70-79 years -</td><td>1</td></tr> <tr><td>80- 89 years -</td><td>1</td></tr> <tr><td>Over 90</td><td>1</td></tr> </table> <p>The 27 residents currently accessing borough assisted transport are:</p> <table border="0"> <tr><td>18-29 years -</td><td>4</td></tr> <tr><td>30-39 years -</td><td>8</td></tr> <tr><td>40-49 years -</td><td>9</td></tr> <tr><td>50-59 years -</td><td>1</td></tr> <tr><td>60-69 years -</td><td>2</td></tr> <tr><td>70-79 years -</td><td>1</td></tr> <tr><td>80- 89 years -</td><td>1</td></tr> <tr><td>Over 90</td><td>1</td></tr> </table> <p>There is a potential impact for older resident/carers if they are no longer eligible for assisted transport, having always received borough transport, as it may be challenging to adapt to alternative transport arrangements.</p> <p>There is a positive impact to all age groups in that transport into the centre will become much more personalised and greater flexibility in the length of time spent at the centre.</p> | 18-29 years - | 6 | 30-39 years - | 11 | 40-49 years - | 10 | 50-59 years - | 2 | 60-69 years - | 3 | 70-79 years - | 1 | 80- 89 years - | 1 | Over 90 | 1 | 18-29 years - | 4 | 30-39 years - | 8 | 40-49 years - | 9 | 50-59 years - | 1 | 60-69 years - | 2 | 70-79 years - | 1 | 80- 89 years - | 1 | Over 90 | 1 |
| 18-29 years -  | 6        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 30-39 years -  | 11       |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 40-49 years -  | 10       |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 50-59 years -  | 2        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 60-69 years -  | 3        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 70-79 years -  | 1        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 80- 89 years -   | 1        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| Over 90  | 1        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 18-29 years -  | 4        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 30-39 years -  | 8        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 40-49 years -  | 9        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 50-59 years -  | 1        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 60-69 years -  | 2        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 70-79 years -  | 1        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| 80- 89 years -   | 1        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |
| Over 90  | 1        |  |               |   |               |    |               |    |               |   |               |   |               |   |                |   |         |   |               |   |               |   |               |   |               |   |               |   |               |   |                |   |         |   |

|                     |          |  |
|---------------------|----------|--|
| Disability          | <b>2</b> | <p>In terms of disability the 35 residents attending the day service are</p> <p>Learning Disability – 31<br/> Older Person with Dementia – 4<br/> Wheelchair User – 12</p> <p>The 27 residents currently accessing borough transport are:</p> <p>Learning Disability – 23<br/> Older Person with Dementia – 4<br/> Wheelchair Users- 10</p> <p>The policy supports residents with a disability according to their assessed transport needs. Residents currently using assisted transport with the most complex needs are the least likely to be impacted.<br/> The impact of not receiving assisted transport may be mitigated by the fact residents could still receive transport albeit in a different form.</p> |
| Sex                 | <b>1</b> | <p>The 35 residents attending Sandbanks Day Centre are:</p> <p>Male - 22<br/> Female- 13</p> <p>The 27 residents currently accessing borough assisted transport are:</p> <p>Male - 17<br/> Female - 10</p> <p>Under the policy the provision of transport would apply to anyone with an identified need, regardless of gender.</p>   |
| Gender reassignment | <b>1</b> | N/A  |



|                    |          |  |
|--------------------|----------|--|
| Religion/belief    | <b>1</b> | <p>The 35 attendees of Sandbanks Day Centre are</p> <p>Christian – 12<br/> Church of England – 3<br/> Muslim – 8<br/> Hindu – 3<br/> Sikh – 5<br/> Prefer not to say – 4</p> <p>The 27 residents currently accessing borough assisted transport are:</p> <p>Christian – 9<br/> Church of England – 2<br/> Muslim – 6<br/> Hindu – 3<br/> Sikh – 4<br/> Prefer not to say - 3</p> <p>Under the policy the provision of transport would apply to anyone with an identified need, regardless of religion.</p> |
| Sexual orientation | <b>1</b> | N/A  |
| Race               | <b>2</b> | <p>The 35 residents attending Sandbanks Day Centre are:</p> <p>White British - 14<br/> Asian/ Asian British Indian - 12<br/> Asian/Asian British-Pakistani 4<br/> Asian/ Asian British Other - 2<br/> Arab 1<br/> Other 1<br/> Black Caribbean 1</p>   |

|   |           |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
|---|-----------|--|-----------------|---|-------------------------------|----|---------------------------------|---|------------------------------|---|------|---|-------|---|-----------------|---|
|   |           | <p>The 27 residents currently accessing borough assisted transport are:</p> <table> <tr> <td>White British -</td> <td>9</td> </tr> <tr> <td>Asian/ Asian British Indian -</td> <td>10</td> </tr> <tr> <td>Asian/ Asian British- Pakistani</td> <td>3</td> </tr> <tr> <td>Asian/ Asian British Other -</td> <td>2</td> </tr> <tr> <td>Arab</td> <td>1</td> </tr> <tr> <td>Other</td> <td>1</td> </tr> <tr> <td>Black Caribbean</td> <td>1</td> </tr> </table> <p>Under the policy the provision of transport would apply to anyone with an identified need, regardless of race.</p> | White British - | 9 | Asian/ Asian British Indian - | 10 | Asian/ Asian British- Pakistani | 3 | Asian/ Asian British Other - | 2 | Arab | 1 | Other | 1 | Black Caribbean | 1 |
| White British -                                       | 9         |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Asian/ Asian British Indian -                         | 10        |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Asian/ Asian British- Pakistani                       | 3         |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Asian/ Asian British Other -                          | 2         |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Arab  | 1         |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Other   | 1         |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Black Caribbean                                       | 1         |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Pregnancy and Maternity                               | <b>1</b>  | N/A  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Fostering good relations & community cohesion         | <b>1</b>  | N/A  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| Human Rights (see overview for Human Rights articles) | <b>1</b>  | N/A  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
| <b>Total score</b>                                    | <b>12</b> |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |
|   |           |  |                 |   |                               |    |                                 |   |                              |   |      |   |       |   |                 |   |

List any positive impacts on equality and diversity, and the measures that can be used to demonstrate that. Please use this explanation in your Cabinet Report under the Equality paragraph.

Transparent process for the allocation of resources based against assessed need.

Assessment process focussed on identifying what type of transport would be best suited and appropriate for the residents.

Promotion of independence.

Opportunity for residents to attend the day centre on a more personalised basis, which could include having access to the full opening hours of the centre (8am to 5pm). At present the opening hours of the day centre are not being fully utilised due to the residents having restrictions regarding the travel time spent on borough transport and by the amount of drop offs and pickups.

In comparison someone traveling in a taxi could attend the day centre from 8am-5pm whereas someone on the minibus attends from 10am-3pm.

Outline what is being done to promote equality and diversity within the policy/project or change, and how you will evaluate how effective this has been? Please see the 'Tackling Inequality' section below (under number 5).

By introducing an assessment process, we are ensuring we are promoting equality for all, as everybody will be assessed for the provision of transport.

When to do a full Equality Impact Assessment? If your initial assessment above scores less than 20 points and you have no individual scores of greater than 2 (for each characteristic), then your initial equality impact assessment ends here. You will need to review and update this regularly throughout the life cycle of the project/policy as you have more detail about the service area or change that is being implemented.

If you have any individual scores greater than 2, or if your overall score is over 20 then you will need to complete the full EIA (below) immediately.

2. In the context of your response to Question 1, who should be consulted in order to identify if there is any likely impact and how it can be reduced / removed and any positive impact maximised? Please specify the equality groups you are consulting, including timescales for the consultation period. If there are to be alternative formats for information required (Easyread, braille, large print, audio), please factor this into your consultation period.

3. As a result of this assessment / consultation feedback / research and available evidence collected, state what changes to the strategy/ policy/plan/proposal/decision are recommended? Please specify:

| 4. Assuming all the changes identified in response to Question 3 are undertaken, what is the likely risk and potential of the strategy/ policy / plan / proposal / decision to promoting equality and addressing inequalities (indicate one risk rating for each group):<br>Negligible impact 1, Low 2, Moderate /Medium 3, High 4 or Very High 5. | Score | Issues & rationale for scoring |
|--|-------|--------------------------------|
| Age  |       |                                |
| Disability   |       |                                |
| Sex  |       |                                |

|   |  |  |
|---|--|--|
| Gender reassignment                                   |  |  |
| Religion/belief                                       |  |  |
| Sexual orientation                                    |  |  |
| Race  |  |  |
| Pregnancy and Maternity                               |  |  |
| Fostering good relations & community cohesion         |  |  |
| Human Rights (see overview for Human Rights articles) |  |  |
| <b>Totalscore</b>                                     |  |  |

5. Additional comments and recommendations. Please highlight your action plan to mitigate or minimise disadvantage for the groups above. Demonstrate how you are giving regard to the 'Tackling Inequality' objectives (please see notes below):

**Set out how your Strategy/Policy/Project/Programme will contribute to the 10 'Tackling Inequality' Objectives for Equality groups as well as reduce inequalities at ward level.**

- i) Contribute to alleviating deprivation in wards ranked as 20% most deprived including fuel poverty, food poverty and reducing debts. Supporting small area-based interventions.**
- ii) Contribute to increasing civic assets in wards with poorest access to civic assets**
- iii) Contribute to supporting Economic recovery for Equality groups by creating employment opportunities, improving diversity of sectors in the borough (i.e green sector, IT), tackling unemployment levels in wards, improve employability and access to employment and retraining to growth opportunities for residents from Black, Asian and Minority Ethnic, and other equality groups in the Green Recovery Sector. Improve career pathways for younger people**
- iv) Contribute to digital connectivity, literacy and access to devices for equality groups**
- v) Contribute to reducing overcrowding in housing or increase access to affordable housing**
- vi) Contribute to improving poor educational attainment levels with targeted projects to support communities and parents whose children are under performing or excluded. Actions to reduce disproportionate impact on Black young people of the criminal justice system, policing**
- vii) Contribute to improved health, including accessing to screening, mental health needs, any disproportionate health inequality affecting Black Asian and Minority Ethnic and other equality groups. Reduce carbon emissions and contribute to green recovery in high pollution neighbourhoods.**
- viii) Contribute to building community capacity and social capital, identifying projects and support to develop long term partnerships with Black Asian and Other Ethnic Minority communities in the top ten wards ranked highest in deprivation.**
- ix) Contribute to improved engagement with equality groups, including co-productions and co-design of community solutions with Black Asian and Minority Ethnic parents and White disempowered communities**
- x) Contribute to increasing diversity across the organisations and improving our brand as an employer of choice**

**Link to Tackling Race inequalities Action Plan -**

**<https://democraticservices.hounslow.gov.uk/%28S%28tcnkxyi0vend4pvoufdmom45%29%29/documents/s164055/Tackling%20Race%20Inequality.pdf>**

**Contact Celia Golden or Sarfraz Kherdin for assistance or advice**