

**Impact Assessment template**

**Step 1: Screening for relevance**

<b>Name of a policy / procedure / function / project / decision:</b>	<b>Transport Integration</b>
<b>Directorate / Service:</b>	<b>Community &amp; Environment Directorate.</b>
<b>Date:</b>	<b>November 2010.</b>
<b>Lead Officer:</b>	<b>Barbara Crane &amp; Gerard Rhodes</b>
<b>External Challenger:</b>	<b>Equality and Diversity</b>
<b>Other members of team undertaking Impact Assessment:</b>	<p><b>Representation from: Community Partners Cheshire, Age UK Cheshire, Vale Royal Disability Service, Cheshire Community Action, North West Ambulance Service, Central &amp; Eastern Cheshire Primary Care Trust, Cheshire West Citizens Advice Bureau, Cheshire West &amp; Chester Council, (Integrated Transport Service, Northwich &amp; Rural North Area team, Adult Social Care &amp; Health, Children &amp; Young People Service.</b></p> <p><b>Other stakeholders: Stroke Association, Community Companion scheme, local retailer representation, Client representation from Community Partners Cheshire, Carers – both formal and informal, staff and volunteers</b></p>

**This work aims to improve access to services and facilities in urban and rural areas, particularly for residents of a wide age range, who have difficulty (Or are unable) to use main stream public transport services. Travel patterns for accessing personal care are anticipated to become more diverse as a consequence of personalised budgets enabling a greater choice on how and where those facilities are obtained from.**

**Main aims, purpose and outcomes and how does it fit in with the wider aims of the organisation:**

To increase the availability of pre booked passenger transport services, providing greater access to services and facilities, enabling social inclusion and active lifestyles

Please delete guidance notes (*in italic*) after completion

for those otherwise unable to make those trips using main stream public transport because of disability, mobility impairment or absence of suitable alternative transport. This will be achieved by:

**A** Combining the planning and vehicle use of social care transport for children, adults with learning difficulties, older people, dial a ride and non emergency patient transport services provided by the National Health Service. (NHS) This will reduce duplicated use of vehicles serving similar places but not carrying each other's passengers and will help to meet growing demand through making better use of vehicles.

**B** This complex network of passenger trips will need to be managed by one team that will be able to plan these trips through using vehicles of all these service providers on a shared use basis. The specialist planning team within the Integrated Transport Service (ITS) already plans trips for social care and children, (representing the largest number of these people) using software capable of administering this cross service joint work, and would therefore form the basis of this team by absorbing this function for dial a ride and potentially non emergency patient transport services.

**C** To investigate the scope to develop a range of sustainable and cost effective solutions to help increase independence and mobility for those requiring assisted transport provision. For example, independent travel training, volunteer drivers helping children with special needs with day time transport for a variety of purposes, travel attendants, and similar roles for the voluntary sector.

**D** Introduce a process for determining transport charges for Day Care by Adult Social Care & Health (ASC&H) within the Fairer Charging Policy, whilst creating a suitable transport service for enabling access to a wide choice of care facilities.

**E** To consider relevant opportunities for developing use of discretionary elements of the concessionary travel scheme to help achieve the above aims, (And others) with recognition of the associated implications of budget impact and budget re alignment within CWAC.

**F** There are currently eight **community car schemes** funded by Cheshire West and Chester Council. (CWAC) This work seeks to encourage greater and diversified use of these schemes by transport commissioners, and attracting more volunteer activity. A separate equality impact assessment consider issues relating to commissioning and procurement of these schemes by CWAC.

**G** To increase community and service user focused outcomes through service modernization, whilst maintaining expenditure within financial constraints. This includes scope to deliver sustainable improvements through efficiency gains across services within CWAC, with external organizations and new opportunities for income generation.

**H** To support development and diversify of the role of the third sector, making a greater overall contribution to work areas, and encouraging social enterprise.

This impact assessment needs to consider whether there are any differential impacts on particular groups for whom these services are provided. This assessment also includes impacts on organizations currently providing these services, and how those impacts can be managed.

**Is the above relevant to equality and diversity?**

**Yes**  **No**

Quick check:

- |  |   |                             |
|--|---|-----------------------------|
| ✓ <i>Is the policy (function, procedure etc.) concerned with people?</i>   | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| ✓ <i>Is the policy (function, procedure etc.) outward looking (i.e. community, employees, partners)</i>                        | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| ✓ <i>Does the policy (function etc.) involve face to face contact?</i>   | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| ✓ <i>Does it include making decisions based on someone's individual characteristics, circumstances or needs?</i>               | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| ✓ <i>Is there history of long-established pattern of unequal outcomes? (and do I have enough evidence to prove otherwise?)</i> | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| ✓ <i>Is the policy (function, procedure....) likely to have a significant impact on someone's life, health or wellbeing?</i>   | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |

**Exit the process if you answered No to all of the above questions, otherwise please continue.**

**Step 2: Scoping**

<b>What do you already know about the policy (decision etc), what are the main issues you need to consider:</b>				
Target group / area	Main issues ( <i>bullet points</i> )	Evidence and data currently available ( <i>qualitative &amp; quantitative</i> )	Consultation / involvement carried out	Further information needed to undertake the assessment
<b>Race and Ethnicity</b> <i>(including Gypsy and Travellers; migrant workers, asylum seekers etc.)</i>	<ul style="list-style-type: none"> <li>• There are a number of service users who access specific facilities e.g. Polish Social Club</li> <li>• Language issue.</li> </ul>	Details of trips currently made on existing service.	N	Y- Engagement with Black Minority and Ethnic (BME) groups.  Engagement with service user representatives as this work progresses towards implementation
<b>Disability</b> <i>(as defined by the DDA: ..."someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities)</i>	<ul style="list-style-type: none"> <li>• Main users will not have a carer with them.</li> <li>• Users will have a wide variety of needs, which will become more diverse with the amalgamation of different services.</li> <li>• To have a clear understanding of transport needs</li> </ul>		Y/N	Although there is much knowledge and experience of providing transport for those with special and complex needs, there is a need to engage with representatives of people with additional needs to maximise accessibility of this service.

Please delete guidance notes (*in italic*) after completion

	<p>currently met, of unmet needs and changing future travel needs.</p> <ul style="list-style-type: none"> <li>• Ensure that the user's personal aid needs are known and met.</li> <li>• To minimise unnecessary anxiety about service continuity.</li> <li>• Ensure that the user's personal aid needs are known and met.</li> </ul>	<p>Whilst there may be evidence for existing clients of Adult and Children Services this does not apply to other users</p>		<p>Engagement with service users as this work progresses towards implementation</p>
<b>Gender / Gender reassignment</b>	<p><u>Perception of safety</u></p> <p>A withdrawal of the women's safe transport service would impact on users accustomed to having a female only service.</p>	<p>Previous EIA on the women's safe transport service supported the need for mixed gender service.</p>	<p>Completed within previous EIA</p>	<p>Engagement with service users as this work progresses towards implementation</p>
<b>Religion and belief</b>	N/A	N/A	N/A	N/A
<b>Sexual orientation</b> ( <i>inc. heterosexual, lesbian, gay, bi-sexual</i> )	<p><u>Perception of safety</u></p>	<p>Lions Pride Report</p>	<p>Y- through Lions Pride report</p>	<p>Engagement with service users as this work progresses towards implementation</p>

<b>Age</b> Children and young people	To improve the use of vehicle livery and branding to strengthen the socially inclusive image of these services.	This recognises good practice applied by other services making use of vehicle livery and branding to provide an attractive and welcoming product.	Y	Engagement with service users as this work progresses towards implementation
Adults	To improve access to training, care, personal business, health and other appointments.	Details of existing trips made	N/A	Engagement with service users as this work progresses towards implementation
Younger older people	To improve access to training, care, personal business, health and other appointments.	Details of existing trips made	N/A	Engagement with service users as this work progresses towards implementation
Older older people	To improve access to training, care, personal business, health and other appointments.	Details of existing trips made	N/A	Engagement with service users as this work progresses towards implementation
<b>Rural communities</b>	To safeguard and improve suitable public transport solutions in rural areas through improving joined up use of resources to minimise overall service provision cost for more sparsely populated communities than in urban areas.	Work undertaken has identified scope to increase overall service provision through strengthening service integration	Y	<b>There is evidence of transport needs in the rural areas for a range of services including employment, health, and leisure opportunities. However there needs to be further work</b>

				<p>undertaken to assess the best ways of meeting these needs including potential partnerships with Parish Councils.</p> <p>Engagement with service users as this work progresses towards implementation</p>
<b>Areas of deprivation</b>	To help ensure that services are affordable to those needing to use them.		Y/N	Engagement with service users as this work progresses towards implementation

### Step 3: Assessing impact and strengthening the policy

Target group / area	<p>Is the policy (function etc.) likely to have an adverse impact on any of the groups? If yes please comment <i>Please start by considering the aspects below</i></p> <ul style="list-style-type: none"> <li>• <i>Promoting good community relations</i></li> <li>• <i>Safety</i></li> <li>• <i>Environment and access to services</i></li> <li>• <i>Economic well-being</i></li> </ul>	<p>Are there any particularly positive impacts of the policy (function etc.) on any of the groups you would like to highlight? Also any measures that may currently be in place.</p>	<p>Please rate the impact taking into account any measures already in place to reduce the potential impact highlighted in the previous column.</p> <p><b>High</b>-significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available, urgent need for consultation with service users, general public, employees  <b>Medium</b>-some potential impact, some mitigating measures in place but no evidence available how effective they are, would be beneficial to consult with service users, general public etc. but not urgent  <b>Low</b>-almost bordering with non relevance to the EIA process (heavily legislation led - very little discretion exercised, limited public facing aspect</p>	<p>Future actions that may need to take place to further reduce the impact.</p>
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			High	Medium	Low	
<b>Race and Ethnicity</b> <i>(including Gypsy and Travellers; migrant workers, asylum seekers etc.)</i>	No adverse impact	This service aims to be accessible to all users.			X	No
<b>Disability</b> <i>(as defined by the DDA: ..."someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities)</i>	Impact on service users whilst implementing changes to services.  Difficulty understanding the changes and impact on themselves.  Anxiety about service continuity.  People may travel with different groups on vehicles from those they are accustomed to.  Potential anxiety of mixing service user groups.	When finalising and implementing changes effective communication and engagement with service users will help to ensure there needs and concerns are met.  Diversified service user needs are recognised and will be managed.  Continuity of staff providing these services.  Seek to contact all current service users help maintain their travel arrangements with minimal disruption and anxiety.  This work will build on the achievements in planning social care transport, to mix adults and older people on transport services, by amalgamating solutions to people's travel needs.		X		Overall recognition of these adverse impacts by all staff involved with the planning transition and delivery of these services.  Understanding of the sensitivities of providing a transport service primarily used by vulnerable people.



		<p><b>Safety:</b> Transport providers are required to comply with a variety of requirements for the safe use of drivers, vehicles and vetting processes.</p> <p><b>Environment and access to services:</b> The integration of services provides an alternative for making car based journeys through additional capacity being provided, and by fewer vehicles operated.</p>				
<b>Gender / Gender reassignment</b>	Withdrawal of the women's safe transport service.	A mixed gender service will maintain a perception of a safe transport service for all users.			X	
<b>Religion and belief</b>	N/A	N/A			N/A	N/A
<b>Sexual orientation</b> <i>(includes heterosexual, lesbian, gay, bi-sexual)</i>	Negative perception of personal security through mixing different service user groups.	These services will continue to require passages to pre book their trips, helping to ensure any issues to be followed up.			X	N/A
<b>Age</b> Children and young people	No negative impact identified regards education transport arrangement.	<p>Efficiencies generated will increase availability of these services</p> <p>Recognition of the importance of developing a brand for the integrated transport service</p>			X	

		will help to present this as an inclusive service, attractive to people of all ages.				
Adults	<p>Potential anxiety of mixing service user groups.</p> <p>Difficulty understanding the changes and impact on themselves.</p> <p>Anxiety about service continuity.</p>	<p>When finalising and implementing changes effective communication and engagement with service users will help to ensure there needs and concerns are met.</p> <p>Diversified service user needs are recognised and will be managed.</p> <p>Continuity of staff providing these services.</p> <p>Seek to contact all current service users help maintain their travel arrangements with minimal disruption and anxiety.</p>		X		
Younger older people	<p>Potential anxiety of mixing service user groups.</p> <p>Difficulty understanding the changes and impact on themselves.</p> <p>Anxiety about service continuity.</p>	<p>When finalising and implementing changes effective communication and engagement with service users will help to ensure there needs and concerns are met.</p> <p>Diversified service user needs are recognised and will be managed.</p>				

		<p>Continuity of staff providing these services.</p> <p>Seek to contact all current service users help maintain their travel arrangements with minimal disruption and anxiety.</p>				
Older older people	<p>Potential anxiety of mixing service user groups.</p> <p>Difficulty understanding the changes and impact on themselves.</p> <p>Anxiety about service continuity.</p>	<p>When finalising and implementing changes effective communication and engagement with service users will help to ensure there needs and concerns are met.</p> <p>Diversified service user needs are recognised and will be managed.</p> <p>Continuity of staff providing these services.</p> <p>Seek to contact all current service users help maintain their travel arrangements with minimal disruption and anxiety.</p>				
<b>Rural communities</b> Service availability (access)	This work will consider usage patterns of the existing community transport services, which may lead to a reduction or change of provision in	This work may lead to improved services for some rural communities, for example by making available to all residents an existing transport service only available to certain eligible		<b>X</b>		Consideration of alternative transport options and scope to encourage greater usage

	certain rural areas.	people.  Greater potential to offer trips from urban areas in to rural areas, making use of “positioning journeys” of vehicles bringing rural residents in to urban areas.				
Cost of service delivery and costs to community to access the service	For those service users who may be unable to continue their existing travel patterns	Through overall service integration a wider range of trips will be available to communities.				Provision of information of alternative services.
Impact on quality and character of the natural rural landscape and residents	N/A	N/A				N/A
Impact on people wishing to visit the countryside	N/A	Through overall service integration a wider range of trips will be available to communities.				N/A
<b>Areas of deprivation</b>	Grater impact for those service users who may be unable to continue their existing travel patterns	Through overall service integration a wider range of trips will be available to communities.			X	N/A
<b>Human rights</b>	N/A	N/A	<b>No Rating Needed</b>			N/A

#### Step 4: Health and wellbeing

	<b>Race and Ethnicity</b>	<b>Disability</b>	<b>Gender / Gender reassignment</b>	<b>Religion and belief</b>	<b>Sexual orientation</b>	<b>Rural communities</b>	<b>Areas of deprivation</b>	<b>Age</b>
Is the policy (function etc.) likely to have the potential to impact on human health (pls. comment). If yes please specify.	N/A	Aims to improve access to care facilities and appointments to enable engaging, inclusive, independent and active life styles.	N/A	N/A	N/A	Aims to improve access to care facilities and appointments to enable engaging, inclusive, independent and active life styles.  Any reduction in access to services may have a detrimental impact on health and well-being due to increased isolation or increased worries about living costs.	Aims to improve access to care facilities and appointments to enable engaging, inclusive, independent and active life styles.	Aims to improve access to care facilities and appointments to enable engaging, inclusive, independent and active life styles.
Will there be a significant impact on	<b>Physical activity-</b> Supports vibrant lifestyle							
	<b>Smoking, Drugs or alcohol use-</b> N/A							

any of the following lifestyle related variables? Pls. comment	<b>Sexual behaviour-</b> N/A
	<b>Accidents and stress at home or work-</b> N/A
	<b>Diet-</b> Supports access to good quality food.
Is there likely to be a significant demand on any of the following health and social care services?	<b>Social services Primary care-</b> YES
	<b>Community services-</b> Yes
	<b>Primary / hospital care/ A&amp;E / Need for medicines etc.</b> YES

### Step 5: Procurement and partnership

Is this project due to be carried out wholly or partly by contractors?	The integration of pre booked passenger transport services is currently provided by a combination of Cheshire West & Chester Council's Integrated Transport Service, third sector organizations, North West Ambulance Service, Central & Eastern Cheshire Primary Care Trust and commercial contractors. It is expected that dependence on commercial contractors will diminish and the role of the third sector will change.
If yes, what steps did you take to ensure that any partner organisation you work with complies with equality and human rights legislation, specifically in relation to:	N/A
<ul style="list-style-type: none"> <li>tendering and specifications</li> </ul>	N/A
<ul style="list-style-type: none"> <li>awards process</li> </ul>	N/A
<ul style="list-style-type: none"> <li>contract clauses</li> </ul>	N/A
<ul style="list-style-type: none"> <li>monitoring and performance measures</li> </ul>	N/A

**Step 6: Making a decision and actions**

What practical actions do you recommend to reduce, justify or remove any adverse/negative impact? <b>Reflect these actions in the E&amp;D part of the Directorate Business plans.</b>		
Action	Lead Officer	Deadline
Review of actions stated above	Barbara Crane & Gerard Rhodes	Ongoing

**Step 7: Monitoring and review**

How will you monitor the impact and effectiveness of this policy (function etc.)?	Regular recording and monitoring of usage, issues raised, satisfaction and financial performance.
Next review of the policy (function etc.)	Annually

**Step 8 Signing off; Overview and Scrutiny involvement; Publishing**

Lead Officer:		
Approved by Head of Service:		
<b>Overview and Scrutiny involvement</b>		
Date:		
Comments / Actions emerging from challenge session	Lead Officer	Deadline

**All Impact Assessments are publicly available from a designated area of the Council’s website, please forward the completed EIA to the Equality and Diversity Managers for publishing.**