



HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - 24TH OCTOBER 2017

SUBJECT: SOCIAL SERVICES ASSISTED TRANSPORT POLICY

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES.

1. PURPOSE OF REPORT

- 1.1 The report is to seek the views of members of the scrutiny committee on the proposed assisted transport policy for adults, prior to it going to cabinet for a decision on implementation.

2. SUMMARY

- 2.1 The report will outline the need to have a policy that reflects the Social Services and Well-Being (Wales) Act 2014, explaining the ethos of the policy being to promote independence choice and control for individuals building on people's strengths and networks
- 2.2 The report will propose and time scale and method for implementation the new policy to ensure equity across all current and future service users

3. LINKS TO STRATEGY

- 3.1 The policy discussed within this report is written in line with the ethos of the Social Services and Well-Being (Wales) Act 2014, it also contributes to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015:

- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities

4. THE REPORT

- 4.1 Assisted transport is the discretionary provision of transport by social services to enable individuals to access the community support service for which individuals have been assessed as eligible to attend for example; day services.
- 4.2 Adult Social Services are facing considerable challenges. Through legislation such as the Social Services and Well-being (Wales) Act 2014 and The Well-Being of Future Generations Act 2015, the council is required to change the way in which it works with people, promoting a focus on actively supporting people to develop lifestyles that are not reliant on statutory services. Therefore policies are required to reflect this.

- 4.3 The aim of the Assisted Transport policy (Appendix 1 and 2) is to provide a clear framework for practitioners to assess and support individuals to identify methods of promoting independence when accessing transport. By identifying what is available within the local community and provide a consistent approach to determining eligibility for funded transport where it has been identified as a requirement to access services commissioned by Social Services.
- 4.4 Appendix 1 the easy read version of the policy outlines the key elements:
- How we decide, everyone will be subject to an individual assessment or review
 - Provision of transport is only considered when linked to an eligible need for an assessed service, for example someone can be eligible for day care but not for transport.
 - Implementation of the Social Care and Well-being Act principles of promoting independence, is paramount this could result in travel training for individuals to enable them to access their community as well as attend services.
 - The policy will look to build on existing strengths and networks exploring all other options for example provision of a bus pass and /or companion bus pass
 - Existing resources will be looked at and maximised for example mobility allowance access to and use of a mobility car
 - Sign posting to help with other transport requirements such as attending hospital appointments, education and employment
 - Detail how to appeal if someone is unhappy with the decision.
- 4.5 To provide a framework that is working within the principles of the Social Services and Well-being (Wales) Act 2014 and is working in parallel with other Social Services policies for transport across the Gwent region. The policy takes account of guidance under Part 4 of the code of practice outlining that eligibility for assistance from social service is relating to provision of service under care and support and not the provision or health care, employment or education. Therefore the policy is applicable to the provision of assisted transport to access services commissioned directly by Adult Social Services.
- 4.6 The ethos of the policy is in keeping with the aforementioned legislative changes in that it seeks to:
- *Promoting independence*
 - *Maximising choice and control*
 - *Builds on strengths of someone's own network*
 - *Supporting a healthy lifestyle*
 - *Improving quality of life*
 - *Maximising dignity and respect*
 - *Developing local and community networks.*
- 4.7 The overriding principle of this policy is that the decision to provide transport is based on needs, intended outcomes and on promoting independence, as part of the Council's commitment to inclusion and independence.
- 4.8 It is proposed that the policy is implemented from 1st January 2018 for all new requests for transport made to Adult Social Services.
- 4.9 It is proposed that the policy is applied to the review of existing transport provisions at the time of the annual review of the care and support plan for those individuals who currently get it. Where individuals are identified as having access to alternative transport options, it is proposed that they be given an 8 week period in which to implement the new arrangements.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that it aims to promote the use of local resources where possible and local transport options, developing stronger networks and community links for individuals who reside within them.
- 5.2 The implementation of this policy aims to improve equality for access to funded services, promote independence, increase individual resilience and ensure longer term sustainable service for those who require it. The policy aims to strengthen use of public transport by local communities and increase choice and control for the individuals accessing services.

6. EQUALITIES IMPLICATIONS

- 6.1 An equalities impact assessment has been completed please refer to Appendix 4.

7. FINANCIAL IMPLICATIONS

- 7.1 It is not possible to quantify financial implications in respect of implementation of this policy at this stage However it is anticipated that in due course there would be a reduction in the amount of transport provided, therefore reduce demands upon the existing budget.
- 7.2 Current budget is £1,435,771 inclusive of staffing costs

8. PERSONNEL IMPLICATIONS

- 8.1 There are no direct personnel implications in relation to this policy.

9. CONSULTATIONS

- 9.1 Public consultation was conducted from 25th August 2017 to 25th September 2017. This consultation was implemented by:
- A mail drop of consultation packs to 100 individuals in receipt of services from social services.
 - Promoting the consultation through email correspondence to social services staff and relevant parties across the council
 - Promoting the consultation through email correspondence to partner agencies.
 - Posting the consultation of the boroughs consultation webpages
- 9.2 Following consultation with professionals, partner agencies and the general public; feedback has been very positive.
93% of respondents thought that the policy encourages people to access support in their local communities
90% felt that the policy went far enough to promote independence
97% felt the policy was clearly written
See appendix 3 for full details including additional comments.
- 9.3 It has been highlighted that there are examples presented that demonstrate the current provision of transport is somewhat over subscribed and there has been a dependency upon the local authority to provide transport even when individuals have alternative options available to them.

9.4 This has resulted in situations arising where individuals who do not have alternative transport options and have specialist transport needs, are unable to commence services they have been assessed to need that are commissioned by Social Services, more often due to limited availability of appropriate vehicles; due to vehicles being at full capacity.

10. RECOMMENDATIONS

10.1 Member are requested to give their views on endorsing the Assisted Transport Policy

11. REASONS FOR THE RECOMMENDATIONS

11.1 Scrutiny members views will be included in the future cabinet report regarding a decision to implement the policy in the time frame outlined.

12. STATUTORY POWER

12.1 None

Author: Becky Griffiths, Service Manager, griffr7@caerphilly.gov.uk

Consultees:

Transport department
Adult Services Staff
Adult Services DMT
Social Services SMT
Public consultation
Caerphilly Peoples First and relevant partner agencies.
Cllr Carl Cuss Cabinet Member Social Services

Appendix 1 Adult Social Services Assisted Transport Policy – Easy Read Version

Appendix 2 Adult Social Services Assisted Transport Policy – Full Version

Appendix 3 consultation summary, consultation feedback

Appendix 4 Equalities impact assessment

Adult Social Services Assisted Transport Policy



Adult Social Services Assisted Transport Policy

Easy Read

What is Adult Social Services Assisted Transport?

Assisted Transport usually helps people to go to places in Caerphilly borough as part of their arranged care plan, like day services.

You may need support due to disability or health problems.

You may need support because you don't have a car or transport of your own.

You may need support because your family doesn't have a car.

Support can be taxis and mini buses or through council transport contracts.

Why we support you to travel

You need to get to day service and can't travel by yourself or with the help of family and friends. The council will look at ways to help you to travel.

This does not mean Social Services will meet your needs. It means that any service in the local authority might help you.

Aim of the policy

When assessing for transport the aim is to help you to

- Be more independent
- Have more choice and control
- Build on your strengths and help you make the most of where you live
- Have a healthier lifestyle
- Improve your quality of life
- Be shown more dignity and respect from others
- Meet more people and make friends.

How do we decide?

To get help with transport you will need an assessment. An assessment is when someone meets with you to find out what you need and what is important to you.

The assessment will look at whether it is safe and reasonable to expect you, or your family or friends, to make transport arrangements.

As part of the assessment, all transport options will be looked at.

They will write down your needs and what is important to you.

Who can be helped with transport?

- People over the age of 18 who have had an assessment that agreed they need care and support from Adult Social Services.
- You have been assessed and agreed to attend a service away from home, like day services
- The service away from home must be in Caerphilly Borough
- You must be eligible for the service.

When assessing eligibility for transport and different ways to access services away from home, the following things will be taken into account:

- If you already have access to transport;
- If you have mobility allowance or other money to pay for transport
- How well you can move around or your mobility
- How well you can travel by yourself
- If transport is available to take you where you need to go
- How well you do in travel training to learn how to travel by yourself.

Who can't get help with social services assisted transport?

You might not get help with transport

- If you can travel to a community activity that meets your needs by yourself or with help from family, friends or support providers
- If you get mobility component of DLA / PIP
- If you have a vehicle which you drive yourself.
- If you or your family have a vehicle which you do not drive yourself but it is reasonable for family or friends to drive you.
- If you get Mobility component of Disability Living Allowance (DLA) and are able to use it to get to where you need to go. If you can't use the DLA to get to where you need to go the council will look at why. If the money is not enough, the council will help you check if you are getting the right benefits. If there is a different reason, like it's too far or your wheelchair costs too much to transport, you may still be able to get help with transport.

- If you live in a registered care home and the care home has agreed to help you travel.
- If you live somewhere else that your care needs are funded by Social Services. For example, a Residential Care placement, supported living scheme or shared lives placement. This is because the council may already pay the support provider to support all your needs, including travelling to community activities.
- If you rely on a relative or other carer to drive a mobility car and your carer's needs mean they can't drive you.

If you and your carer can't agree on how to use your Motability car the council may need to consider safeguarding issues. You might want to give the Motability car back and get money instead to pay for your travel needs.

- If you need help with transport to work, to education or to Doctor or hospital appointments.
- If you need help with transport to a service outside Caerphilly borough.

Complaints and Appeals

If you or your carer are unhappy with the decision of the assessment of your transport needs, you can ask the Council to look at how your needs were assessed. You can find out more here:

<http://www.caerphilly.gov.uk/My-Council/Complaints-and-feedback/Adult-services-complaints>

Turning down services

If you are assessed and it is decided you can make your own transport arrangements but you decide not to so you can't attend the service you need, it will be seen that you have turned down services.

Other ways to get help with transport

- Transport for health care – you can ask for an assessment from the NHS via your GP to attend health appointments.
- Transport to employment – you can ask for an assessment from employment services such as the Job Centre Plus or Access to Work
- Transport for college or education – you can find out more information here

<http://www.caerphilly.gov.uk/Services/Schools-and-learning/School-travel>

Caerphilly County Borough Council operates the Concessionary Travel Scheme. This scheme provides free bus travel at all times and every day on most local bus services.

You can use this scheme

- if you live in Caerphilly Borough
- and have a disability
- or are over 60

If you need support to travel on public transport you could get a companion pass. This lets someone supporting you to travel free too.

To find out more:

Over 60's bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-pass-for-over-60s>

Disabled bus pass and companion bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-passes>

Adult Social Services Assisted Transport Policy

1 What is Adult Social Services Assisted Transport?

Adult Social Services Assisted Transport is a transport service provided to people over the age of 18, to access 'community activities' within Caerphilly borough. A community activity is a care and support service that an individual attends away from their home, which is provided by Adult Social Services as part of a care and support plan.

These people generally cannot use public transport independently due to disability or health problems and have no reasonable access to private transport. It can be provided through taxis and mini buses either through direct provision by the Council, or sourced by the Council through transport contracts.

2 Policy Framework

The Social Services and Well-being (Wales) Act 2014 is the legislative framework for Social Services to identify an individual's outcomes and assess their need for care and support services. The Local Authority will have a duty to meet that need if the need cannot be met by the person's own resources or community resources.

The Well-being of Future Generations Act (Wales) 2015 outlines principles and ways of working which include the responsibility for ensuring sustainable developments for individuals to connect with their local communities and the needs of the present being met without compromising the ability of future generations to meet their own needs. This links directly to the well-being principles underpinning this policy.

3 Principles of the Policy

The aim of this policy is to reflect national and local priorities and is based upon the following principles:

- Promoting independence
- Maximising choice and control
- Builds on strengths of someone's own network
- Supporting a healthy lifestyle
- Improving quality of life
- Maximising dignity and respect
- Developing local and community networks.

The overriding principle of this policy is that the decision to provide transport is based on needs, outcomes and on promoting independence, as part of the Council's commitment to inclusion and independence.

4 Policy Statement

This policy outlines how we will ensure that we have a consistent and equitable way of supporting individuals in the provision of Adult Social Services Assisted transport.

This policy sets the criteria that will be used to assess how people access transport to services identified in a care and support plan and provided by Adult Social Services. Caerphilly County Borough Council is committed to promoting independence across all areas of service provision and seeks to ensure that people live as independently as possible within their own communities and continue to access services and support in ways which meet their needs.

As the need for transport is not an eligible need in its own right, but simply a means of accessing services, this policy rests upon a general assumption and expectation that clients will meet their own needs for transport to access services.

Funded transport will only be provided if, in the opinion of the assessor, ***if it is the only reasonable way to allow the person to safely access an eligible service.*** Where there is appropriate transport available, it will be assumed that the individual will use this as a first option.

Adult Social Services will signpost individuals to appropriate transport options in order to promote the independence of that person.

5 Assessment for Assisted Transport to a Care and Support Service

Assessment for assisted transport will only be considered where the person is eligible for a community service provided by Adult Social Services. The assessment must be part of the assessment of a person's outcomes and needs, and will be considered at any subsequent care and support plan review(s).

In completing this assessment, emphasis will be placed on the person's strengths and capabilities, and focus on solutions that enable them to do things for themselves rather than become dependent. The assessment will aim to establish whether it is safe and reasonable to expect the person, or their representative, to make transport arrangements. As part of the assessment, all transport options will be examined and the outcomes will be identified and evidenced.

The need for, and purpose of transport should be clearly stated on an individual's Care and Support Plan. The provision and/or funding for assisted transport should only be considered if the service user's own resources and all other options have been exhausted.

When assessing eligibility for transport and feasibility of different ways to access provision of services, the following factors will be taken into account:

- Access to existing transport;
- Access to mobility allowance or alternative funds

- Assessment of mobility;
- Assessment of ability to travel independently;
- Identification of appropriate transport provision for those eligible.
- People may have the financial means to fund their own travel arrangements
- Outcome of a period of travel training

Following an assessment, transport will only be provided to help meet an assessed need that cannot be met by the person themselves, having explored all alternatives. The transport provided will be appropriate for that need, will provide value for money and be cost effective.

6 People will normally not be eligible for transport if:

- They have the physical and/or mental ability to travel to a community activity, either independently or with assistance from family, friends or support providers.
- They are eligible for and receive mobility component of DLA / PIP.
- They have their own vehicle, access to family vehicle or a Motability vehicle which they drive themselves.
- They have a mobility vehicle of which they are not normally the driver themselves.
- Where the individual has access to a family/ household car, consideration will be made regarding whether it is reasonable to expect the person's family and friends network to help them travel to the location of the care service/ activities.
- They are in receipt of the Mobility component of Disability Living Allowance, the purpose of which is to assist those who have mobility problems, with severe difficulty walking or who need help getting around outdoors and in the community. These people will only be eligible for transport if they are assessed as not capable of independent travel or if the mobility element of the benefit does not fully cover their needs (due to distance from services, the nature of the disability, wheelchair type, carer support requirements etc). As part of the full financial assessment, Caerphilly County Borough Council's officers will also help people maximise their access to any benefits they may be entitled to.
- They live in a registered care home as these are subject to the terms and conditions of the contract between the Council and the care home. However, if the individual is assessed as having the ability to travel independently, or with minimal intervention, the care home will make provision to support independent travel if they are responsible for transport arrangements.
- They live in settings where their care needs are funded by the Adult Social Services Service e.g. Residential Care, supported living schemes (such as those for people

with a learning disability or younger adults with mental health disorders), or shared lives placement, as the cost of the placement needs to cover the full range of support needs, including transport, to attend community activities.

- Where the individual is reliant on a relative or other carer to drive a mobility car, consideration must be given to supporting carer's respite needs. Nonetheless, if an individual or carer makes the decision that the car will not be used for the intended purpose the onus must be on the individual and/ or carer to make alternative appropriate arrangements. Assessing officers must also ensure that a carer's reluctance or inability to assist with transport does not prevent an individual from accessing a service that meets their assessed needs and the individual/ carer will need to make alternative arrangements.
- Where there is conflict between the individual and carer, regarding Motability cars, officers may need to consider safeguarding issues. The worker will need to consider discussing with the individual the possibility of reverting back to a monetary allowance, if the individual so wishes. This would promote independence and allow the individual to take control of their own transport requirements. Consideration will be given to the impact of this option on individual-carer relationships and the need to avoid creating unnecessary conflict.

If it is established during the assessment process that the person can travel to a community activity that meets their outcomes, either independently or with assistance from family, friends or support providers, the Local Authority will not provide transport, or pay for travel costs. However, this does not prevent people using their own financial resources to pay for transport should they choose to do so.

People who qualify for concessionary travel (i.e. bus passes), will be expected to apply and use these as and when appropriate. Where access to a companion bus pass would enable the person to travel by means of public transport, this will be considered for their carer/ companion. The constraints of concessionary travel will also be taken into account during the assessment.

7 Complaints / Appeals

If an individual or their carer is unhappy with the outcome of the assessment of their transport needs, they have the option to ask the Council to reconsider the way in which the application has been assessed.

<http://www.caerphilly.gov.uk/My-Council/Complaints-and-feedback/Adult-services-complaints>

8 Declining Services

If an individual has been assessed as able to make their own transport arrangements but declines to do so, and as a result is unable to attend the service for which they have an assessed eligible need, this will be viewed as the person declining services.

9 Access to Transport for services not provided by Adult Social Services:

The codes of practice for eligibility within the Social Service and Well Being (Wales) Act 2014, Part 4.1 states: *“It is not the purpose of the eligibility criteria to draw local authority care and support services into challenges they cannot address (such as provision of health care, employment, or education).”* Therefore:

Where there is a requirement for access to transport health care, an individual can seek assessment from the NHS via their GP for transport services to the hospital or out patient department they are required to attend.

Where there is a requirement for access to transport to employment, an individual can seek assessment from employment service such as the Job Centre Plus or Access to Work.

Where there is a requirement for access to transport for college or education. Education is not a provision of service under a care and support plan by adult social services and therefore assessment for such a requirement falls under the Education and transport department policy regarding post 16 transport to educational settings is outlined in a separate policy:

<http://www.caerphilly.gov.uk/Services/Schools-and-learning/School-travel>

10 Alternative Methods of Transport in the Borough

There are several community transport schemes across the county, mainly covering areas with less reliable transport links but not restricted to these areas.

The Council ensures, through its support to the voluntary and community sector, that such schemes continue to be sustainable and serve the areas most in need.

Caerphilly County Borough Council also has a robust Local Transport Plan, outlining current options for public transport and future proposed developments, this is updated as and when needed.

Caerphilly County Borough Council operates the Concessionary Travel Scheme, this scheme provides free bus travel at all times, everyday on most local bus services for anyone with a disability and anyone over 60 who is a resident of Caerphilly Borough. The scheme also provides concessionary companion bus passes to anyone unable to travel on public transport alone.

For eligibility and how to apply:

Over 60's bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-pass-for-over-60s>

disabled bus pass and companion bus pass:

<http://www.caerphilly.gov.uk/Services/Transport-and-parking/Bus-passes>

Consultation for: Adult Social Services Assisted Transport Policy

The Social Service and Well-Being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015 place a duty on the Local Authority to promote independence, to encourage people to broaden and develop networks of support within their local communities. These factors have been integral to underpinning this policy.

The policy outlines when an individual is entitled to an assessment for assisted transport and how the assessment process and eligibility works.

In order to gain feedback and to consult upon this proposed policy, please can you read the policy and provide a response to the following questions:

Q1 Are you: (please tick one)

- 6 A member of CCBC staff
- 6 A member of the public
- 14 Receiving a service from Social Services
- 3 A relative (of the above)
- 1 A professional (not CCBC)
- 0 Other

please state

6

Q2 Do you feel this policy encourages people to access support in their local community?

28 Yes

2 No

Please comment

6

Q3 Do you feel this policy goes far enough to promote independence?

26 Yes

3 No

Please comment

6

Q4 Is the policy clearly written?

29 Yes

1 No

Please comment

1

Q5 Do you have any other comments you wish to make?

17

Equalities

Q6 Do you feel that your experience in dealing with the Council was better or worse in any way, because of who you are (e.g. because of your age, your ethnic origin, your language requirements, your disabilities, your sexual orientation or gender, or anything else that makes you an individual)?

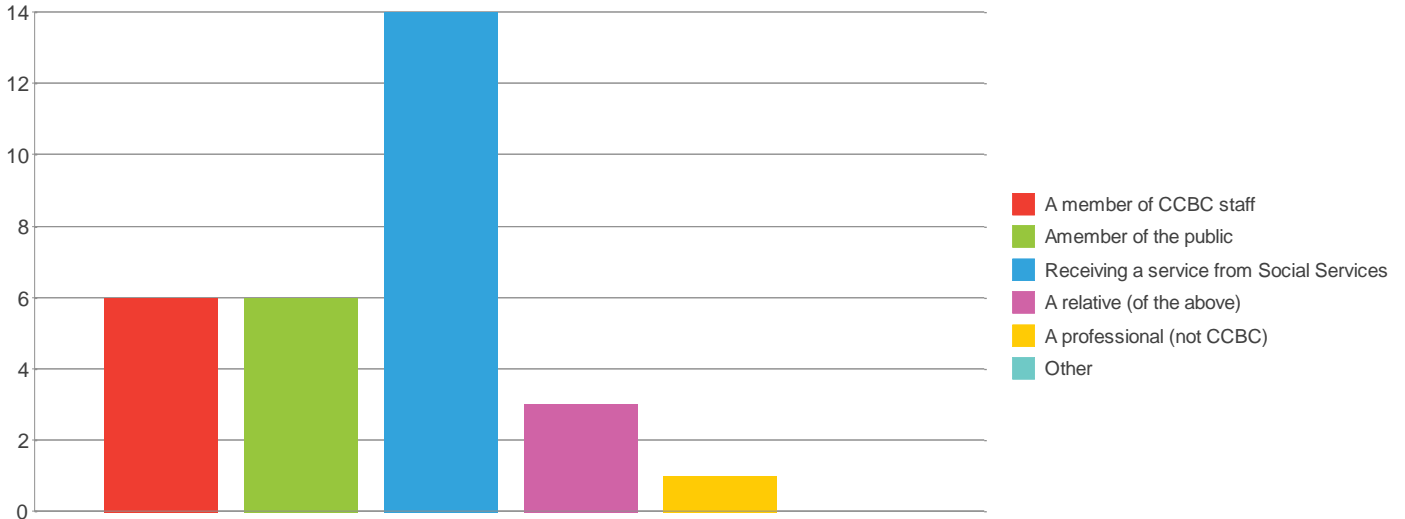
Please write in:

16

Thank you for taking the time to complete our questionnaire.
Your views are important to us.

Consultation for: Adult Social Services Assisted Transport Policy 32 Respondents

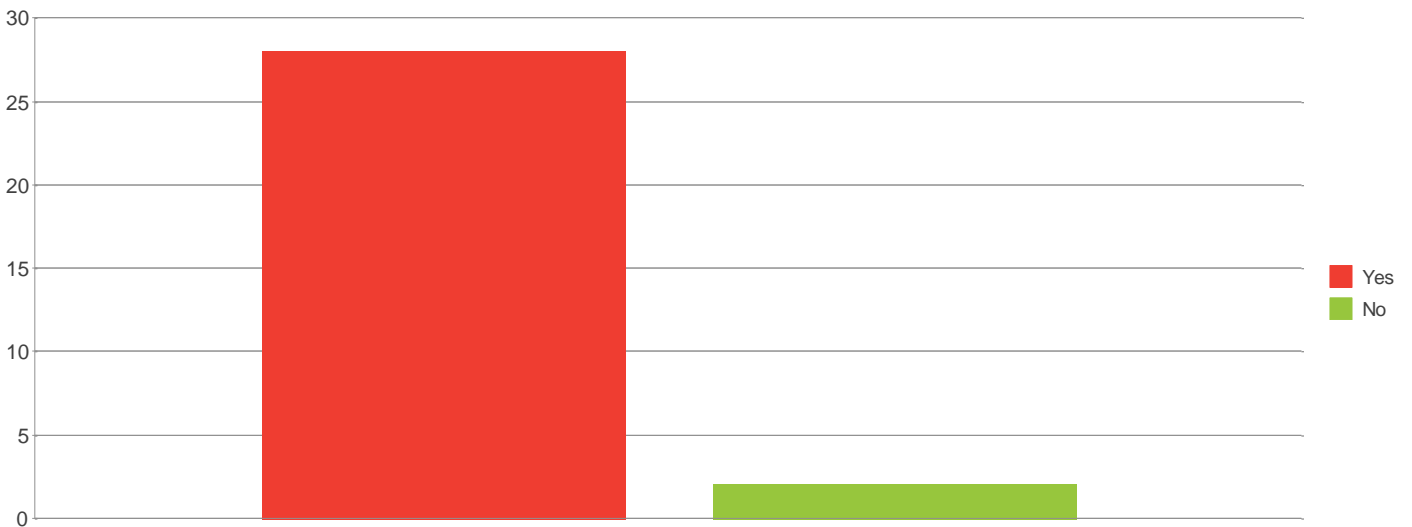
Q1. Are you: (please tick one)



please state

- Receiving care from Radis Care
- (Lee's mother) Linda LLoyd
- Care Worker visits me every week
- Daughter of this individual
- A member of the public
- Charity

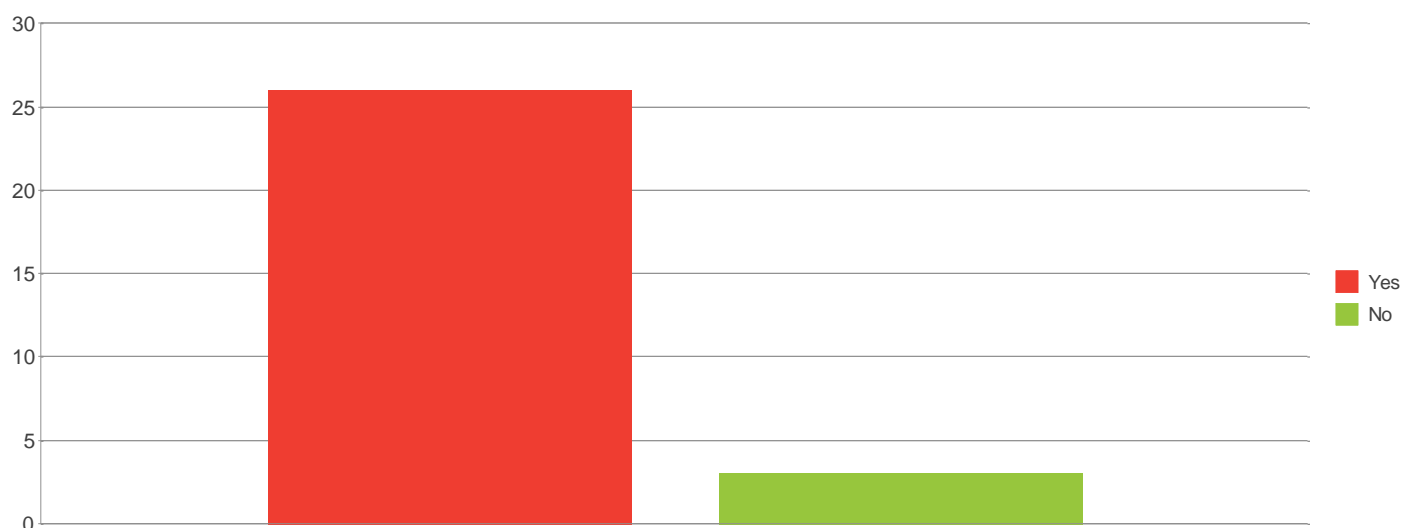
Q2. Do you feel this policy encourages people to access support in their local community?



Please comment

- Would be ideal for me.
- But it is not suitable for Lee's needs.
- If this includes ambulance to transport my mum to hospital for appointments as is immobile
- I know individuals that I see shopping in Brecon, Merthyr and local areas that do this via public transport however they are brought to day services via social services transport. It would be promoting independence if these individuals that use public transport at weekend used public transport to access services on a daily basis.
- However, there are not many examples given about the kind of private provision people might be expected to be supported to look into (e.g. use of private taxi providers, private providers with escorts, wheelchair accessible taxis)
- it helps people to be part of the community

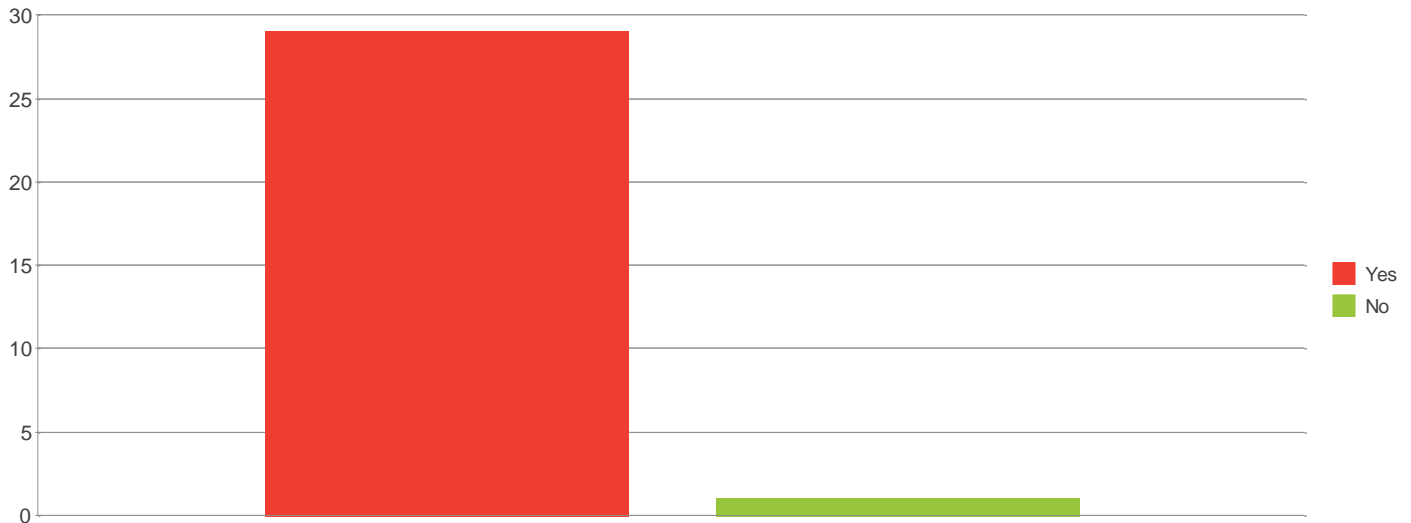
Q3. Do you feel this policy goes far enough to promote independence?



Please comment

- Get to use it more
- Could be better for the right person.
- The policy does only if a person knows about it?
- Don't really know
- As above.
- If people learn to travel independently it gives them more Independence to visit doctors, shopping, dentist, hospital and leisure

Q4. Is the policy clearly written?



Please comment

- Transport staff are brilliant and very understanding of Lee's needs.

Q5. Do you have any other comments you wish to make?

- Would be nice to get out and about in the community with a van that can accommodate a wheelchair.
- No
- My carer takes me everywhere
- No
- No thank you
- None
- Lee has to have a seat on her own, it has to be the 2nd seat on the driver's side. *No other person to sit with her as she likes her space and could start to pull hair or push at you upset starts problems and Lee will start to have fits.
- How is a person to know that this help exists, as until I received this form I didnt know there was such a policy?
- No not really.
- No
- As discussed previously, we fully support the principles outlined in the consultation document and feel it will support the provision of transport for those most vulnerable and genuinely unable to access day care facilities otherwise. Just a couple of observations. Section 5 Following on from our recent discussions, we would like to see a statement to the effect that if a person is assessed and deemed to be eligible for transport, appropriate transport will be considered, but the ability of the Council to meet these needs will depend on the mobility requirements of the individual and there being appropriate access to the property to facilitate this. Similarly, if the individual is a wheelchair user, an individual can only be transported if the chair has been appropriately crash tested for transport. In the case of electric wheelchairs, these would normally be expected to be dual controlled and capable of being isolated when

boarding and alighting via the passenger lift such that the driver or escort assisting has sole control over the chair. Section 10 Paragraph 4everyday on most local bus services for anyone with a disability and anyone over 60 who is a resident of Caerphilly Borough Can this be qualified – for anyone with an eligible disability. The scheme also provides concessionary companion bus passes to anyone unable to travel on public transport alone. Can this be qualified – to those meeting the defined criteria and unable to travel on public transport alone.

- The only comment I have from my perspective as a complaints officer in education. I cannot see how either departments policy can accommodate 19+aged persons going into further education. These few cases tend to slip through our policy and Social Services Policy as ours doesn't allow based on age and SS. Based on if they go on to further education. I am sorry I am not sure what a solution is but case in hand we have had an issue with this over the last few weeks. Apologies would like to be part of a solution on this.
- I have difficulty understanding why individuals that have mobility allowance/cars are picked up from and returned home when the car that was for their mobility needs is parked on the drive. I feel that the individuals that receive the mobility car/allowance should be used to transport them, then the allowance/car could be given to social services transport department to be used to transport the individual. I know a family that have the mobility car however their son in in supported living and is transported via Social services transport how is that car for him ?
- Would it be possible for people who do may not have eligible needs for transport (e.g. those in receipt of mobility benefits) to choose to pay a non-subsidised rate for our transport to access this service. The availability in the community for vulnerable people to safely access transport if they need to have an escort is limited and this might mean that our service is the only option. Other services like Meals on Wheels have a non-subsidised rate and this would be a useful option for us to be able to explore under The Act if it were an available option.
- if people learn to travel independently it will help parents and careers when they get older to not worry about different things such as appointments and leisure activities and helping them meet friends and be part of the community
- The policy supports the ethos of the Social Services and Well-being (Wales) Act.
- I strongly feel some changes were required to the old policy. This policy will ensure that transport services are used fairly and will ensure staff look at the persons own community for resources and services they can access which is a key feature within the new Act.

Q6. Do you feel that your experience in dealing with the Council was better or worse in any way, because of who you are (e.g. because of your age, your ethnic origin, your language requirements, your disabilities, your sexual orientation or gender, or anything else that makes you an individual)?

- At present, I am unable to use the services you are offering as I am on bed rest (32 weeks to date) and I have to have ambulance to go to and from the hospital as I am not able to use my Motability car. If thing change in the future I would be interested in your service.
- They treated me well.
- Don't understand what this says.
- No
- Could do better

- It got worse with the cuts. I have gone at A+C, Lee gets picked up very late each day (10 o'clock). I could drop her off as its only 5 mins up road, (but she would lose her independence) which she needs as she's like my shadow now.
- N/A
- No, always been good to me
- My mum has dementia so has no understanding, fortunately I deal with things for her, but if she didnt have me I dont think she would cope.
- I haven't had much contact with the council so cannot honestly comment.
- In my experience when dealing with the council they have always been extremely helpful and willing to provide any help and assistance required.
- Yes
- I have not experienced any difficulty when dealing with the council.
- No
- I have not experienced any change with the Council
- All of our dealings over the years with the council has been brilliant in joint working and partnership and if we have got a problem we discuss it with the real-vent bodies

END OF ANALYSIS
27 SEPTEMBER 2017

EQUALITY IMPACT ASSESSMENT FORM

April 2016

THE COUNCIL'S EQUALITIES STATEMENT

This Council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities, residents, elected members, job applicants and workforce.

We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.

NAME OF NEW OR REVISED PROPOSAL *	Assisted Transport policy
DIRECTORATE	Social Services
SERVICE AREA	Adult Services
CONTACT OFFICER	Becky Griffiths
DATE FOR NEXT REVIEW OR REVISION	TBC

***Throughout this Equalities Impact Assessment Form, 'proposal' is used to refer to what is being assessed, and therefore includes policies, strategies, functions, procedures, practices, initiatives, projects and savings proposals.**

INTRODUCTION

The aim of an Equality Impact Assessment (EIA) is to ensure that Equalities and Welsh Language issues have been proactively considered throughout the decision making processes governing work undertaken by every service area in the Council as well as work done at a corporate level.

The form should be used if you have identified a need for a full EIA following the screening process covered in the [Equalities Implications in Committee Reports](#) guidance document (available on the [Equalities and Welsh Language Portal](#) on the Council's intranet).

The EIA should highlight any areas of risk and maximise the benefits of proposals in terms of Equalities. It therefore helps to ensure that the Council has considered everyone who might be affected by the proposal.

It also helps the Council to meet its legal responsibilities under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, the Welsh Language (Wales) Measure 2011 and supports the wider aims of the Well-being of Future Generations (Wales) Act 2015. There is also a requirement under Human Rights legislation for Local Authorities to consider Human Rights in developing proposals.

Specifically, Section 147 of the Equality Act 2010 is the provision that requires decision-makers to have 'due regard' to the equality implications of their decisions and Welsh Language Standards 88-97 require specific consideration of Welsh speakers under the Welsh Language Standards (No.1) Regulations 2015.

The Older People's Commissioner for Wales has also published 'Good Practice Guidance for Equality and Human Rights Impact Assessments and Scrutinising Changes to Community Services in Wales' to ensure that Local Authorities, and other service providers, carry out thorough and robust impact assessments and scrutiny when changes to community services are proposed, and that every consideration is given to mitigate the impact on older people and propose alternative approaches to service delivery.

The Council's work across Equalities, Welsh Language and Human Rights is covered in more detail through the [Equalities and Welsh Language Objectives and Action Plan 2016-2020](#).

This approach strengthens work to promote Equalities by helping to identify and address any potential discriminatory effects before introducing something new or changing working practices, and reduces the risk of potential legal challenges.

When carrying out an EIA you should consider both the positive and negative consequences of your proposals. If a project is designed for a specific group e.g. disabled people, you also need to think about what potential effects it could have on other areas e.g. young people with a disability, BME people with a disability.

There are a number of supporting guidance documents available on the [Equalities and Welsh Language Portal](#) and the Council's Equalities and Welsh Language team can offer support as the EIA is being developed. Please note that the team does not write EIAs on behalf of service areas, the support offered is in the form of advice, suggestions and in effect, quality control.

Contact equalities@caerphilly.gov.uk for assistance.

PURPOSE OF THE PROPOSAL

1	<p>What is the proposal intended to achieve?</p> <p>The aim of the Assisted Transport is to provide a clear framework for practitioners to assess and support individuals to identify methods of promoting independence when accessing transport. By identifying what is available within the local community and provide a consistent approach to determining eligibility for funded transport where it has been identified as a personal outcome.</p> <p>To provide a framework that is working within the principles of the Social Services and Well-being (Wales) Act 2014 and is working in parallel with other Social Services policies for transport across the Gwent region. The policy takes account of guidance under Part 4 of the code of practice outlining that eligibility for assistance from social service is relating to provision of service under care and support and not the provision or health care, employment or education. Therefore the policy is applicable to the provision of assisted transport to access services commissioned directly by Adult Social Services.</p>
----------	--

2	<p>Who are the service users affected by the proposal?</p> <p>All individual's who have been assessed as eligible for services commissioned by social services that take place at a base away from the home environment, eg day centre.</p>
----------	--

IMPACT ON THE PUBLIC AND STAFF

3	<p>Does the proposal ensure that everyone has an equal access to all the services available or proposed, or benefits equally from the proposed changes, or does not lose out in greater or more severe ways due to the proposals?</p> <p>The ethos of the policy is in keeping with the legislative changes in that it seeks to:</p> <ul style="list-style-type: none">• Promoting independence• Maximising choice and control• Builds on strengths of someone's own network• Supporting a healthy lifestyle• Improving quality of life• Maximising dignity and respect• Developing local and community networks. <p>The overriding principle of the policy is that the decision to provide transport is based on needs, outcomes and on promoting independence, as part of the Council's commitment to inclusion and independence.</p> <p>The current approach to assessing for transport is not equitable and has resulted in some individuals being unable to access services they require due to over</p>
----------	--

	<p>subscription of transport provision where individuals have access to alternative transport options but decline to make use of these.</p> <p>There are also inconsistencies between teams and departments in respect of the provision of transport to access services.</p>
	<p>Actions required:</p> <p>Implement the policy across all teams in adult service; to provide a consistent and equitable approach to transport assessment and provision.</p> <p>Provide staff and service users with a clear framework for assessment.</p>

<p>4</p>	<p>What are the consequences of the above for specific groups?</p> <p>The consequences are that individuals will be encouraged to access more community based options within their local communities, which will promote independence and enable them to become more integrated in the local community.</p> <p>Where this is not possible, transport will be assessed and solutions identified as per the principles of the policy.</p>
	<p>Actions required:</p> <p>Support individuals to make use of public transport where they are able to do so. be provide support to enable individuals to access discretionary transport passes provided by the local authority.</p> <p>Support individual's to make use of their mobility vehicles which they have been provided by the Department of Work and Pensions as assessed as a requirement for their disability.</p>

5	<p>In line with the requirements of the Welsh Language Standards. (No.1) Regulations 2015, please note below what effects, if any (whether positive or adverse), the proposal would have on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.</p> <p>None applicable. The welsh language Act is applicable for all aspects of public sector communication and the policy will not effect implementation of the welsh language act.</p>
	<p>Actions required:</p> <p>Policy is available bilingually</p>

INFORMATION COLLECTION

6	<p>Is full information and analysis of users of the service available?</p> <p>Data of individuals accessing services or who may be awaiting services due to transport requirements is available from transport colleagues.</p> <p>At this time savings have not been considered as the implementation of the policy is to introduce and equitable approach to assessment for assisted transport and enable anyone who requires so to have support identifying transport options available to them.</p>
	<p>Actions required:</p> <p>N/A</p>

CONSULTATION

7	What consultation has taken place? Public consultation took place 25 th August 2017 – 25 th September 2017 This was facilitated through raising public awareness of the policy via the CCBC consultation web pages. Email to relevant staff and partner agencies Postal consultation of 100 individual's receiving a service from social services.
	Actions required: Minor wording amendments requested by transport departments and this has been undertaken.

MONITORING AND REVIEW

8	How will the proposal be monitored? The policy following implementation will be reviewed after 1 year to determine if it is providing the equity that is anticipated. Thereafter every 3 years.
	Actions required: n/A

9	How will the monitoring be evaluated? Survey of service users in receipt of services from social services.
	Actions required: Conduct survey 1 year post implementation

10	Have any support / guidance / training requirements been identified? Staff will require training and awareness raising to be aware of the changes in policy and to ensure all staff are implementing the policy in the same manner.
	Actions required: Facilitate awareness raising for staff and training for practitioners.

11	<p>Where you have identified mitigating factors in previous answers that lessen the impact on any particular group in the community, or have identified any elsewhere, please summarise them here.</p> <p>N/A</p>
-----------	--

12	<p>What wider use will you make of this Equality Impact Assessment?</p> <p>Appendix to scrutiny report</p>
	<p>Actions required:</p> <ul style="list-style-type: none"> • EIA, when completed, to be returned to equalities@caerphilly.gov.uk for publishing on the Council's website.

Completed by:	Becky Griffiths
Date:	03/10/2017
Position:	Service Manager
Name of Head of Service:	Jo Williams