

## Equality Impact Assessment (EIA) Screening

*Please refer to the guidance on mySCC to help you complete this EIA Screening or speak to a member of the EIA Review Group.*

*Note: EIAs are published on the SCC website, so ensure content is appropriate.*

An EIA helps us to demonstrate how we are meeting our statutory Public Sector Equality Duty which requires us to pay “due regard” to the impact of our decisions on people with **protected characteristics** in setting and implementing policies or developing services.

The law does not mean that no changes can be made, even if they have a negative effect on people. However, we must demonstrate that we have considered the impact that could happen and what steps we have put in place to mitigate against any negative impacts.

In addition, you should consider the impact of living in a **rural area** as part of this assessment. Where people live is not a characteristic protected by law, but SCC feels it is good practice to consider carefully how location may affect people’s experience of a policy or service.

Details	
<b>Name of the service or policy title</b>	ACS Transport Policy
<b>Lead officer</b> <i>(responsible for the policy or service)</i>	Amanda Dunn, Ioana Roberts
<b>Officers carrying out the screening</b> <i>(at least one must have done EIA training and it is recommended that an officer responsible for the policy or service is involved in the screening)</i>	Shannon English, Ioana Roberts, Hazel Adnams
<b>Is this new or a revision?</b> <i>(If revision state when the EIA(s) for this topic had previously been done)</i>	Revised. Previous policy dates from 2010
<b>Date this EIA screening was completed</b>	04/02/2019

Description
<b>What exactly is proposed?</b> <i>(Briefly describe the service/policy and the changes that are being planned)</i>
<p>A new transport policy for Adult &amp; Community Services (ACS) which will bring Suffolk County Council (SCC) into line with current statutory requirements, especially the Care Act 2014. It also contains detailed guidance on how ACS practice might connect to motability vehicles (this is a government run scheme to help people with a disability exchange their mobility allowance for a new car, mobility scooter or electric wheelchair), NHS transport for medical appointments, education transport, charging for transport, refusal of services, and recording transport on Liquidlogic Adults System (LAS).</p> <p>The policy also contains example stories to serve as best practice guidance for frontline practitioners, and details of resources like Suffolk community transport and travel training.</p> <p>Eligibility for transport is based on current legislation and the Supporting Lives Connecting Communities (SLCC) applied framework. The SLCC Framework is based on key principles including: prevention, reablement, personalisation, integration, community responses; promoting wellbeing, proportionality, empowerment, protection, partnership and accountability. The Signs of Safety and Wellbeing approach, a solution-focused and strengths-based approach to collaborative working with people is used throughout the SLCC tiers and underpins all our conversations. Under the SLCC Framework, the adults will fall into one of the three tiers:</p>

## Equality Impact Assessment (EIA) Screening

1. Help to help yourself: information, advice and support
2. Help when you need it
3. Ongoing support for those who need it

SLCC is a flexible rather than strictly sequential process; People who are receiving support under Tier 3 can still be supported with a Tier 1 or 2 offer.

With the national focus on prevention and wellbeing, the new travel policy will place emphasis on finding the solution that best promotes the adult's wellbeing, while still being cost effective. For example, if an adult has historically used taxis but wishes to be more independent, it could be better for their wellbeing and more cost effective to fund Travel Training instead to increase their independence (Travel Training is a service provided by SCC to help adults who meet the criteria learn to travel independently).

### **Why?** *(Describe the reasons for making these changes)*

The previous transport policy was released in 2009, prior to the introduction of the Care Act 2014. The new policy is largely aimed at applying the Care Act and bringing the SCC policy up to date with current statutory requirements.

Confusion can arise amongst ACS frontline teams due to the lack of guidance/ transport policy post Care Act 2014 in relation to transport which impacts our customers negatively as no consistent practice across the county.

### **What will the effect of the changes be?** *(Describe which people, communities, localities etc. will be affected)*

The transport policy will affect all customers who receive support with their transport eligible needs identified as per the Care Act 2014. The policy will apply across the whole of Suffolk, so customers and carers in every district and level of rurality will be impacted by it.

The new policy will enable those who are already receiving services to continue to receive the support they currently benefit from and enable those who are new to the service to receive the services they need. Additionally, the new focus on prevention and wellbeing means that adults may receive a response that is more tailored to their individual circumstances.

### **How will it be implemented?** *(Describe the decision making process, timescales, process for implementation)*

After the EIA process, the transport policy which has been under development with a number of key stakeholders, will be taken to Directorate Management Team (DMT) for sign off. After sign off it will be published, shared via short training sessions and implemented by ACS within 2019.

### **When is it due to start?** *(Planned start of new/revised policy/service)*

The policy is intended to be implemented and introduced to practitioners as quickly as possible. September 2019 is the likely implementation date.

## Equality Impact Assessment (EIA) Screening

### Any other relevant details *(Additional information that will help to explain your plans; may be left blank)*

We recognised that this proposed policy would require public consultation and support from the ACS Director and the Cabinet Member for Social Care. Although continuing with the 2009 transport policy is not an option, and the new policy will not contain any deviations from statutory requirements and current SCC best practice guidance, it is still a change from the previous policy. Particular aspects that will change include the behaviour of practitioners around scrutinising the use of Motability cars and emphasis placed on support offered by the adult's network and family.

Whether a consultation is needed is still being decided, but initial meetings with Suffolk Legal suggest that a 'medium-outreach' consultation may be needed. This would consist of putting the policy on the SCC website for 30 days for feedback and contribution from the public, and also targeting specific organisations including both user groups and providers.

### Data about the user population

#### What demographic data and information about the wider community have you used in your planning? *(A brief overview of quantitative data used and qualitative research undertaken, including customer surveys and focus groups, plus links to reports, local or national data that you have used)*

The relevant statutory requirements and government best practice guidance, including Ombudsman Reports have informed the shaping of the new policy.

#### What is the profile of your service users by protected characteristics? *(Where this data is available. If it is not currently available state any plans to collect this in future)*

The transport policy will affect all adults who are assisted with transport or transport costs by SCC. This means that a wide variety of people will be impacted, some of whom may have the following protected characteristics: disability, pregnancy, age, sexual orientation, religion and rurality.

Due to the nature of the service, the adults impacted may be affected by disability and age in greater proportion. Currently our user numbers are:

- Learning Difficulties (LD) & Autism users – 221
- Older people – 114
- Mental Health – 12

### Implications for communities and workforce

Describe how your plans will **specifically** affect (or not) people from each of the protected characteristics. Include information for service users and staff (if the changes affect them too) separately in each box.

#### Disability

What is the impact on people with **any** disability and what evidence do you have? **If you do not believe there is any impact briefly describe why not.**

The service is able to support those clients with a disability according to need. This policy will have a different emphasis to the previous policy. The majority of current service users are those with learning disabilities or autism, and so the impact on those affected by disability will be larger than the impact felt by other groups.

## Equality Impact Assessment (EIA) Screening

<p><b>If it has</b> a positive or negative impact, what will this look like? (If you expect no impact put N/A)</p>	<p>This should have a long-term positive impact on adults who are affected by disability, as more attention will be paid to their individual wellbeing and goals. Those who are already currently assisted with transport and transport costs by ACS will continue to benefit from the service and will be encouraged at review of care and support times to build social connections, use community solutions and travel training if appropriate.</p>
<p>Do you expect the extent of the impact to be low, medium or high? (If you expect no impact put N/A)</p>	<p>Low. The overall change from the previous policy should be limited. While practitioners will take a slightly different approach in some areas, disabled adults and their carers will still receive the advice, support and assistance they are entitled to.</p>
<p>What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>Further positive impact can be achieved if embedding the new focus on prevention, independence and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.</p>
<b>Age</b>	
<p>What is the impact on people due to their age and what evidence do you have? <b>If you do not believe there is any impact briefly describe why not.</b></p>	<p>The service is available only to people over 18. The slight change in focus of the policy and therefore of services offered could have an impact on older people who already use the service, but this impact will be limited, as the service is mostly used by those with learning disabilities, and older people are not the primary customer base. (Learning Difficulties (LD) &amp; Autism users – 221, Older people – 114, Mental Health – 12).</p>
<p><b>If it has</b> a positive or negative impact, what will this look like? (If you expect no impact put N/A)</p>	<p>While a change in the type of services offered may cause initial confusion for an adult, the long-term impact is likely to be positive as greater clarity amongst practitioner and increased connections in the community and more solutions identified.</p>
<p>Do you expect the extent of the impact to be low, medium or high? (If you expect no impact put N/A)</p>	<p>Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas of practice, adults and carers will still receive the advice, support and assistance they are entitled to.</p>
<p>What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.</p>
<b>Sex (gender)</b>	
<p>What is the impact on people due to their gender and what evidence do you have? <b>If you do not believe there is any impact briefly describe why not.</b></p>	<p>The services covered by the transport policy are available to anyone with an identified need, regardless of gender. There may be a positive impact on adults who use the service.</p>

## Equality Impact Assessment (EIA) Screening

<p><b>If it has</b> a positive or negative impact, what will this look like? (If you expect no impact put N/A)</p>	<p>Positive. The services covered by the transport policy are available to anyone with an identified need, regardless of gender. The new policy will enable those who are already receiving services to continue to receive the support they currently benefit from and enable those who are new to the service to receive the services they need. Additionally, the new focus on prevention and wellbeing means that adults may receive a response that is more tailored to their individual circumstances.</p>
<p>Do you expect the extent of the impact to be low, medium or high? (If you expect no impact put N/A)</p>	<p>Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas, adults and carers will still receive the advice, support and assistance they are entitled to.</p>
<p>What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.</p>
<b>Gender reassignment</b>	
<p>What is the impact on people who are transgender and what evidence do you have? <b>If you do not believe there is any impact briefly describe why not.</b></p>	<p>The services covered by the transport policy are available to anyone with an identified need, regardless of whether they are transgender. There should be no specific impact on transgender adults using the service.</p>
<p><b>If it has</b> a positive or negative impact, what will this look like? (If you expect no impact put N/A)</p>	<p>Positive. The services covered by the transport policy are available to anyone with an identified need, regardless of whether they are transgender. The new policy will enable those who are already receiving services to continue to receive the support they currently benefit from and enable new service users to get the services they need. Additionally, the new focus on prevention and wellbeing means that adults may receive a response that is more tailored to their individual circumstances.</p>
<p>Do you expect the extent of the impact to be low, medium or high? (If you expect no impact put N/A)</p>	<p>Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas, adults and their carers will still receive the advice, support and assistance they are entitled to.</p>
<p>What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.</p>
<b>Sexual orientation</b>	
<p>What is the impact on people due to their sexual orientation and what evidence do you have? <b>If you do not believe there is any impact briefly describe why not.</b></p>	<p>The services covered by the transport policy are available to anyone with an identified need, regardless of their sexual orientation. There should be no specific impact on adults of different sexual orientations using the service.</p>

## Equality Impact Assessment (EIA) Screening

<p><b>If it has</b> a positive or negative impact, what will this look like? (If you expect no impact put N/A)</p>	<p>Positive. The services covered by the transport policy are available to anyone with an identified need, regardless of their sexual orientation. The new policy will enable those who are already receiving services to continue to receive the support they currently benefit from and enable those who are new to the service to receive the services they need. Additionally, the new focus on prevention and wellbeing means that adults may receive a response that is more tailored to their individual circumstances.</p>
<p>Do you expect the extent of the impact to be low, medium or high? (If you expect no impact put N/A)</p>	<p>Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas, adults will still receive the advice, support and assistance they are entitled to.</p>
<p>What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.</p>
<b>Race</b>	
<p>What is the impact on people due to their race and what evidence do you have? <b>If you do not believe there is any impact briefly describe why not.</b></p>	<p>The services covered by the transport policy are available to anyone with an identified need, regardless of their race or ethnicity.</p>
<p><b>If it has</b> a positive or negative impact, what will this look like? (If you expect no impact put N/A)</p>	<p>Positive. The services covered by the transport policy are available to anyone with an identified need, regardless of their race. The new policy will enable those who are already receiving services to continue to receive the support they currently benefit from and enable adults new to the service to get the services they need. Additionally, the new focus on prevention and wellbeing means that adults may receive a response that is more tailored to their individual circumstances.</p>
<p>Do you expect the extent of the impact to be low, medium or high? (If you expect no impact put N/A)</p>	<p>Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas, adults and their carers will still receive the advice, support and assistance they are entitled to.</p>
<p>What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.</p>
<b>Religion or belief</b>	
<p>What is the impact on people due to their religion or belief and what evidence do you have? <b>If you do not believe there is any impact briefly describe why not.</b></p>	<p>The services covered by the transport policy are available to anyone with an identified need, regardless of their religion or beliefs.</p>



## Equality Impact Assessment (EIA) Screening

<p><b>If it has</b> a positive or negative impact, what will this look like? (If you expect no impact put N/A)</p>	<p>Positive. The services covered by the transport policy are available to anyone with an identified need, regardless of their religion or beliefs. The new policy will enable those who are already receiving services to continue to receive the support they currently benefit from and enable those who are new to the service to get the services they need. Additionally, the new focus on prevention and wellbeing means that adults may receive a response that is more tailored to their individual circumstances.</p>
<p>Do you expect the extent of the impact to be low, medium or high? (If you expect no impact put N/A)</p>	<p>Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas, adults and their carers will still receive the advice, support and assistance they are entitled to.</p>
<p>What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.</p>
<b>Marriage/civil partnership</b>	
<p>What is the impact on people who are married or in a civil partnership and what evidence do you have? <b>If you do not believe there is any impact briefly describe why not.</b></p>	<p>The services covered by the transport policy are available to anyone with an identified need, regardless of whether they are married or in a civil partnership.</p>
<p><b>If it has</b> a positive or negative impact, what will this look like? (If you expect no impact put N/A)</p>	<p>Positive. The services covered by the transport policy are available to anyone with an identified need, regardless of whether they are in a civil partnership or marriage. The new policy will enable those who are already receiving services to continue to receive the support they currently benefit from and enable those who are new to the service to get the services they need. Additionally, the new focus on prevention and wellbeing means that adults may receive a response that is more tailored to their individual circumstances.</p>
<p>Do you expect the extent of the impact to be low, medium or high? (If you expect no impact put N/A)</p>	<p>Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas, adults will still receive the advice, support and assistance they are entitled to.</p>
<p>What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.</p>
<b>Pregnancy/maternity</b>	
<p>What is the impact on people who are pregnant women or those with a young child and what evidence do you have? <b>If you do not believe</b></p>	<p>The services covered by the transport policy are available to anyone with an identified need, regardless of whether they are pregnant or have children.</p>

## Equality Impact Assessment (EIA) Screening

<b>there is any impact briefly describe why not.</b>	
<b>If it has</b> a positive or negative impact, what will this look like? <i>(If you expect no impact put N/A)</i>	Positive. The services covered by the transport policy are available to anyone with an identified need, regardless of whether they are pregnant or have children. The new policy will enable those who are already receiving services to continue to receive the support they currently benefit from and enable those who are new to the service to get the services they need. Additionally, the new focus on prevention and wellbeing means that service users may receive a response that is more tailored to their individual circumstances.
Do you expect the extent of the impact to be low, medium or high? <i>(If you expect no impact put N/A)</i>	Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas, adults and their carers will still receive the advice, support and assistance they are entitled to.
What could be done to mitigate any <b>negative</b> impact or further promote <b>positive</b> impact? <i>(If you expect no impact put N/A)</i>	Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given particular focus.

<b>Rurality</b>	
<i>The Rural-Urban definition (DEFRA) introduced in 2004, defines urban areas as settlements of over 10,000 people. Other settlements are defined as one of three rural types: town and fringe, village or hamlet, and dispersed.</i>	
What is the impact on people who live in an urban or rural area and what evidence do you have? <b>If you do not believe there is any impact briefly describe why not.</b>	The slight change in the focus of the new transport policy on prevention, wellbeing and greater cost-effectiveness may result in some changes to service provision. While adults will still receive the services they are entitled to, there may be a change from what they received previously. While these changes will be few and relatively minor, they may have a larger impact on those who live in rural locations and depend heavily on SCC services for transport.
<b>If it has</b> a positive or negative impact, what will this look like? <i>(If you expect no impact put N/A)</i>	The new policy should have a long-term positive impact on adults who are affected by rurality, as more attention will be paid to their individual wellbeing and goals, their networks and communities, as well as to preventing their needs from worsening, including social isolation. Those who are eligible for help with their transport costs by ACS will also continue to benefit from the service.
Do you expect the extent of the impact to be low, medium or high? <i>(If you expect no impact put N/A)</i>	Low. The overall change from the previous policy should be low. While practitioners will take a slightly different approach in some areas, adults and their carers will still receive the advice, support and assistance they are entitled to.
What could be done to mitigate any <b>negative</b> impact or further	Further positive impact can be achieved if embedding the new focus on prevention and wellbeing is successful. Embedding the policy among practitioners should be given



## Equality Impact Assessment (EIA) Screening

<p>promote <b>positive</b> impact? (If you expect no impact put N/A)</p>	<p>particular focus. This means that they will be able to assist and support any adults who may be affected by any minor changes.</p>
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Recommendation to EIA Review Group	
<p>In your opinion, should a full EIA be carried out for this policy or service change? (Enter Yes or No)</p>	<p>No.</p>
<p>Briefly give your reason</p>	<p>A full EIA is not needed, as there will not be any major changes or alterations to service provision. The main change is a new emphasis on prevention, wellbeing, increased independence and cost-effectiveness. The new transport policy is primarily an update for our practitioners, to ensure that our practice is based on the current legislation. Adults will still receive the services they are eligible for. More adults may receive support to prevent them developing long term needs.</p>
<p>A full EIA involves consultation with all stakeholders, which may include: actual and potential service users, community groups, staff and managers, partner agencies and trade unions. For guidance contact the Lead for Equalities and Inclusion via <a href="mailto:EIA.mailbox@suffolk.gov.uk" style="color: white;">EIA.mailbox@suffolk.gov.uk</a>.</p>	