

Equalities Comprehensive Impact Assessment v3 - optional ECIA review

Reference: ECIA565123780

Submitted: 08 January 2024 14:05 PM

Executive summary

Title of policy / decision: Enabling older people, adults with disabilities and those with dementia to access meaningful day-time opportunities

Policy / decision type: Cabinet Decision

Overview of policy / decision: This decision relates to ensuring the ongoing provision of transport which is critical to promoting health, care, and wellbeing by enabling adults to access Day Centres, education, jobs, and other support services.

Recommendations:-

Agree to extend three adult social care transport contracts for up to 24 months from 01 August 2024, to provide transport services for eligible Adult Social Care clients, at a total cost of £2,092,578.

Agree to procure six new adult social care transport contracts for a period of three years from 01 August 2024 (with an option to extend for a further two years) to provide transport services for eligible Adult Social Care clients, at a total cost of £4,047,310.

What outcome(s) are you hoping to achieve?: Healthy lifestyles - helping people to overcome social isolation,

Promoting independence - supporting people to access to employment and meaningful activities,

Levelling up outcomes for families – helping families access healthy, active, and productive lifestyles,

Transport and built environment - We will deliver a step change in sustainable travel across the county.

Executive Director responsible for policy / decision: Nick Presmeg (Adult Social Care)

Cabinet Member responsible for policy / decision: Cllr John Spence (Health, Adult Social Care and ICS Integration)

Is this a new policy / decision or a change to an existing one?: Change to an existing policy / decision

How will the impact of the policy / decision be monitored and evaluated?: To ensure the impacts are delivered ECC will use its standard contract management process. This will include ensuring the contract is effectively mobilised, monitoring Key Performance Indicators (KPIs), Monitoring the safety, accidents, and complaints records. We will continue to ask passengers for regular Feedback to ensure the service continues to meet their needs and hold the providers accountable for making reasonable changes requested are delivered.

Will this policy / decision impact on:

Service users: Yes

Employees: No

Wider community or groups of people: Yes

What strategic priorities will this policy / decision support?: Strong, Inclusive and Sustainable Economy, High Quality Environment, Health, Independence and Wellbeing for All Ages, A good place for Children and Families to Grow

Which strategic priorities does this support? - Economy?: Good jobs, Levelling up the economy

Which strategic priorities does this support? - Environment: Net zero, Transport and built environment, Levelling up the environment

Which strategic priorities does this support? - Health: Healthy lifestyles, Promoting independence, Carers, Levelling up health

Which strategic priorities does this support? - Families: Education outcomes, Family resilience and stability, Safety, Levelling up outcomes for families

What geographical areas of Essex will the policy / decision affect?: All Essex

Digital accessibility

Is the new or revised policy linked to a digital service (website, system or application)?: No

Equalities - Groups with protected characteristics

Age

Nature of impact: Positive

Extent of impact: High

Disability - learning disability

Nature of impact: Positive

Extent of impact: High

Disability - mental health issues

Nature of impact: Positive

Extent of impact: High

Disability - physical impairment

Nature of impact: Positive

Extent of impact: High

Disability - sensory impairment

Nature of impact: Positive

Extent of impact: High

Sex

Nature of impact: Too early for impact to be known

Gender reassignment

Nature of impact: Too early for impact to be known

Marriage / civil partnership

Nature of impact: Too early for impact to be known

Pregnancy / maternity

Nature of impact: Too early for impact to be known

Race

Nature of impact: Too early for impact to be known

Religion / belief

Nature of impact: Too early for impact to be known

Sexual orientation

Nature of impact: Too early for impact to be known

Rationale for assessment, including data used to assess the impact: Social Care Transport helps people access support and services that promote healthy, active, and productive lifestyles. Transport helps people access Day Centres, education, jobs, and other support services. The extension or renewal of these contracts will ensure that ECC continues to meet its statutory obligations and help to achieve the priorities set out in Everyone's Essex, to help vulnerable people to live independently and to live a life which is meaningful to them. The services commissioned are for people who need transport to access social care services and support. This will include older people, adults with disabilities, mental health, and people with dementia.

The main customers of these services are:

- Older people,
- People with disabilities (physical and learning disability) and
- people with mental health conditions.

2021/22 Essex ASC provision assisted 19,494 adults in the following categories:

- 12,943 people who were aged over 65 years old,
- 4,015 adults with a learning disability,
- 2,227 adults of working age with physical or sensory impairments,
- 1,246 adults with mental health needs,
- 5,998 people in nursing / residential care,
- 1,625 adults with dementia, memory or cognition needs,
- 13,496 people were cared for at home or through Direct Payments.

ASC provides transport for around 630 individuals.

There has been involvement of people who use the existing services in service design, via focus groups / surveys undertaken earlier this year. These were delivered in partnership with Day Service providers as they had a close relationship with customers and were therefore able to get a good response and overcome any digital exclusion.

This indicates our intentions to review delivery arrangements for service users and to effect improvement based on feedback gained. The surveys provide the basis for a consultation platform to engage further and explore more practical means of effecting improvements.

Shown below is a snapshot of the average overall findings from the service user survey:

- 92% were happy with the service with 66% always happy with the service.
- 96% felt they were generally picked up on time with 79% saying always picked up on time.
- 100% of passengers felt the service was safe.

For the following protected characteristics: sex, gender reassignment, marriage / civil partnership, pregnancy / maternity, race, it has been stated that it is too early to know the impact. This is because the numbers of responses from people with these characteristics were too low to make any assumptions on. Going forward we will ensure that providers in their annual surveys capture this data.

What actions have already been taken to mitigate any negative impacts?: Providers are bound by contractual obligations to deliver in line with the Council's equality duties. As part of a tender to join the Council's Dynamic Purchasing System (DPS) providers were evaluated on their commitment to Equalities, inclusion and diversity to ensure they are considering people's protected characteristics in the design and implementation of the transport services. The Standard Selection Questionnaire (SSQ), which is the precursor to being onboarded to the DPS asks providers to detail their Company Policy on behaviours and approach to Equality and Diversity. All providers who can bid for this work will have met the pass level for this.

The Specification, also contains the following:-

"The Contractor must ensure all Passengers & Passenger Representatives are treated with respect, dignity and in a non-discriminatory manner, in accordance with the Equality Act 2010 (or subsequent laws) and the Authority's Equality, Diversity and Inclusion (EDI) policy statement".

As a result of retendering the services there could be disruption to passengers. The disruption could be a change in provider which may mean a change in driver or a change to the route. To mitigate the impacts of this disruption ECC will ensure:

- Clear communication with impacted passengers informing them of any changes to the service
- Updated Specification for providers to ensure people's expectations are met.
- Updated guidance for practitioners to clearly outline people's access, communication and health requirements to ensure they get the best outcomes
- Adequate support is provided through suitably qualified care staff on transport.

How could you strengthen any positive impact(s)?: A greater emphasis on quality evaluation in transport tenders would allow for greater consideration of how the model will further equality of access and focus on supporting people with protected characteristics. Continue to focus service improvement on the areas highlighted by passengers as being important to them. The surveys provide the basis for a consultation platform to engage further and explore more practical means of effecting improvements.

As part of the survey, customers were able to give reasons for their comments. In the instances where people were not happy with this service this was as a result of the service not picking the people up on time or the journeys were too long, for most of these people this had subsequently been resolved. For the others we have updated the requirements and the guidance for practitioners to ensure that the person's transport needs are understood and delivered.

Levelling up - Priority areas & cohorts

Children and adults with SEND, learning disabilities or mental health conditions (taking an all-age approach)

Nature of impact: None

Children on Free School Meals

Nature of impact: None

Working families

Nature of impact: Positive

Extent of impact: Low

Young adults (16-25 who have not been in education, training or employment for around 6-12 months)

Nature of impact: Positive

Extent of impact: Low

Residents of Harlow

Nature of impact: Positive

Extent of impact: Low

Residents of Jaywick and Clacton

Nature of impact: Positive

Extent of impact: Low

Residents of Harwich

Nature of impact: Positive

Extent of impact: Low

Residents of Basildon (Town) housing estates

Nature of impact: Positive

Extent of impact: Low

Residents of Canvey Island

Nature of impact: Positive

Extent of impact: Low

Residents of Colchester (Town) - Housing Estates

Nature of impact: Positive

Extent of impact: Low

Residents of Rural North of the Braintree District

Nature of impact: Positive

Extent of impact: Low

Rationale for assessment, including data used to assess the impact: There are approximately 638 individuals/families who rely on their transport to attend Day opportunities or other support services. These services not only ensure that the individuals with eligible social care and transport needs are supported to attend day opportunities, employment or other support and services they also support the wider families. Many working families rely on transport for their family member to attend a Day Centre, so that they may continue to engage in paid employment, training or receiving a break from their caring duties, in the knowledge that their family member

is in a safe place undertaking meaningful activity, learning new skills towards independence and in some cases volunteering and / or supported employment. This has a positive impact on the wellbeing of the people using the services and their families.

These services will cover the whole County, including deprived areas and especially rural locations. Many people in rural locations do not have access to alternative transport. This service therefore helps with levelling up with areas where it is easier to access transport. It also provides transport to people who do not have access to private cars or could not access public transport because of their disability or needs.

These services will create employment opportunities across the whole County, including deprived and rural locations. There are also Social Value requirements to create employment opportunities for disadvantaged people including those with disabilities and care leavers.

The newly developed Practice Guidance applies to adults aged 18 or over, who have been assessed under the Care Act 2014, as eligible for support, and specifically where it is established that there is an unmet need that can be met by solutions that rely on the adult having access to transport. This Guidance helps Practitioners, to ensure that Adult Social Care Transport is appropriate and tailored to the individual's care and support needs taking into consideration their specific health requirements. This may mean that the person needs an individual transport solution.

What actions have already been taken to mitigate any negative impacts?: N/A

How could you strengthen any positive impact(s)?: A greater emphasis on quality evaluation in transport tenders would allow for greater consideration of how the model will further equality of access and focus on supporting people with protected characteristics. Continue to focus service improvement on the areas highlighted by passengers as being important to them. The surveys provide the basis for a consultation platform to engage further and explore more practical means of effecting improvements.

Equalities - Inclusion health groups and other priority groups

Refugees / asylum seekers

Nature of impact: Too early for impact to be known

Homeless / rough sleepers

Nature of impact: None

People who experience drug and alcohol dependence

Nature of impact: None

Offenders / ex-offenders

Nature of impact: None

Victims of modern slavery

Nature of impact: None

Carers

Nature of impact: Positive

Extent of impact: Medium

Looked after children / care leavers

Nature of impact: Too early for impact to be known

The armed forces community (serving personnel and their families, veterans, reservists and cadets)

Nature of impact: Too early for impact to be known

People who are unemployed / economically inactive

Nature of impact: None

People on low income

Nature of impact: Positive

Extent of impact: Medium

Sex workers

Nature of impact: None

Ethnic minorities

Nature of impact: Too early for impact to be known

Gypsy, Roma, and Traveller communities

Nature of impact: Too early for impact to be known

People with multiple complex needs or multi-morbidities

Nature of impact: Positive

Extent of impact: Medium

Rationale for assessment, including data used to assess the impact: As highlighted above this service will help adults who need transport to access day opportunities, employment or other support services and their carers.

Through the feedback from passengers we have seen that the services offer a positive impact upon people's wellbeing through giving them access to meaningful activities.

In the TOMS Social Value calculator, Providers have pledged to offer Essex residents employment, support to reduce skills gaps and reduce the barriers to employment for disadvantaged groups.

Several of those measures have been included by Procurement prior to onboarding providers onto the Dynamic Purchasing System (DPS). This therefore provides assurance from the outset that the operator meets our minimum standard. At the point of onboarding there are grounds for mandatory exclusion and discretionary exclusion (poor performance previously etc).

For Asylum seekers and refugees it has been stated that it is too early to know the impact. This is because the numbers of responses from people with these characteristics were too low to make any assumptions on. Going forward we will ensure that providers in their annual surveys capture this data.

What actions have already been taken to mitigate any negative impacts?: N/A

How could you strengthen any positive impact(s)?: A greater emphasis on quality evaluation in transport tenders would allow for greater consideration of how the model will further equality of access and focus on

supporting people with protected characteristics. Continue to focus service improvement on the areas highlighted by passengers as being important to them. The surveys provide the basis for a consultation platform to engage further and explore more practical means of effecting improvements.

Providers will be held to account by Standard ECC contract management process. Social Values (SV) are inbuilt as part of the Standard Selection Questionnaire (SSQ), which is a prerequisite to being onboarded to the DPS.

Equalities - Geographical Groups

People living in areas of high deprivation

Nature of impact: Positive

Extent of impact: Low

People living in rural or isolated areas

Nature of impact: Positive

Extent of impact: Low

People living in coastal areas

Nature of impact: Positive

Extent of impact: Low

People living in urban areas

Nature of impact: Positive

Extent of impact: Low

Rationale for assessment, including data used to assess the impact: The Cabinet paper refers to each individual route, the volumes travelling on those routes, the highest numbers of which are in rural areas and areas of deprivation.

The extension and procurements of cluster routes has the potential to create job opportunities (drivers, passenger assistants), as well as providing access to support that is needed by a high proportion of service users in rural areas. It is worth noting that there is currently a national vehicle, driver and passenger assistant shortage so operators will be advertising jobs.

What actions have already been taken to mitigate any negative impacts?: N/A

How could you strengthen any positive impact(s)?: A greater emphasis on quality evaluation in transport tenders would allow for greater consideration of how the model will further equality of access and focus on supporting people with protected characteristics. Continue to focus service improvement on the areas highlighted by passengers as being important to them. The surveys provide the basis for a consultation platform to engage further and explore more practical means of effecting improvements.

Providers will be held to account by Standard ECC contract management process. Social Values (SV) are inbuilt as part of the Standard Selection Questionnaire (SSQ), which is a prerequisite to being onboarded to the DPS.

Families

Family formation (e.g. to become or live as a couple, the ability to live with or apart from children)

Nature of impact: None

Families going through key transitions e.g. becoming parents, getting married, fostering or adopting, bereavement, redundancy, new caring responsibilities, onset of a long-term health condition

Nature of impact: None

Family members' ability to play a full role in family life, including with respect to parenting and other caring responsibilities

Nature of impact: Positive

Extent of impact: Low

Families before, during and after couple separation

Nature of impact: None

Families most at risk of deterioration of relationship quality and breakdown

Nature of impact: Positive

Extent of impact: Low

Rationale for assessment, including data used to assess the impact: Evidence shows family relationships, in all their forms, have a major impact on the life chances of individuals from all backgrounds and circumstances. This includes their education, employment, health and housing. Strong families and healthy relationships can therefore help ECC deliver our objectives.

“Taking on a caring role can come about unexpectedly or can develop gradually over time, and we know that the support carers give, is unpaid, underestimated and often undervalued because of the lack of formal recognition of the contributions their unpaid caring makes to society. There is a lack of awareness, recognition and understanding of the vital role carers play in society, and that this can have a detrimental effect on them and their relationships.” Essex Carers Strategy.

Tendring has the highest number of residents reporting any unpaid care (15,709), followed by Basildon (15,443) and Southend (15,019) – This particular statistic impacts families, geographical groups and health inequalities and health inclusion groups.

This service will provide support to carers by helping the person they care for have access to day opportunities, employment or other support and services.

What actions have already been taken to mitigate any negative impacts?: N/A

How could you strengthen any positive impact(s)?: As per above.

Crime & Disorder

Crime and disorder

Nature of impact: None

The misuse of drugs, alcohol and other substances

Nature of impact: None

Re-offending

Nature of impact: None

Serious violence

Nature of impact: None

Rationale for assessment, including data used to assess the impact:

No foreseen impact on crime and disorder.

(If negative impact assessed) What actions will be undertaken to mitigate negative impacts, including timescales:

What actions have already been taken to mitigate any negative impacts?:

N/A

How could you strengthen any positive impact(s)?:

Climate

Does your decision / policy involve development or re-development of buildings or infrastructure?: No

Does your decision / policy take place in, or make use of, existing buildings or infrastructure?: No

Does your decision / policy involve elements connected to transport, travel or vehicles? This includes travel needs / requirements of both service users and staff (including staff you're planning to recruit): Yes

Where are staff or service users coming from and how are they travelling?: County wide travel by staff and service users. Staff attend work via mixed means which include public transport, 'park and ride', cycling and / or walking.

For service users, the Practice Guidance applies to adults aged 18 or over, who have been assessed under the Care Act 2014, as eligible for support, and specifically where it is established that there is an unmet need that can be met by solutions that rely on the adult having access to transport.

Transport Services for Adult Social Care must be tailored to the individual's care and support needs, taking into consideration their specific health requirements.

Where transport is assessed as an eligible need, the rationale should be stated clearly within the assessment and the care and support plan, along with the support outcomes the adult wishes to achieve and the cost implications of the transport.

It is expected that people who can travel to a community activity, either independently or with assistance from family, friends or support providers will do so. Council will only provide assisted travel to help meet an assessed travel need following a Care Act assessment. Travel assistance provided will be appropriate for that need.

The service where appropriate will offer access to buses so as to reduce the carbon footprint of each journey.

If car travel is unavoidable, are you specifying electric cars and vehicles?: No

What is your transition plan to introduce electric vehicles?: N/A

Are you undertaking a procurement exercise?: Yes

Please confirm for purchase over £100k that you have a carbon reduction plan as part of your procurement: Yes

Please list which climate TOMS (Themes, outcomes & measures) you have included in your procurement

and the weighting these have been given: Yes - We will be having a carbon reduction plan, again slightly different as a DPS. TOMS and Carbon Reduction are both done as a whole supply Dynamic Purchasing System (DPS) level.

CRP: A Carbon Reduction Plan will also form part of the requirement within the Standard Selection Questionnaire (SSQ) to admit a Provider to the DPS or a commitment to have a carbon reduction plan in place within twelve months of the first contract awarded under the DPS. This will then be reviewed on an annual basis through the contract management process.

TOMS has been set up differently as we have a deviation to the standard way it is done, due to it being via the Dynamic Purchasing System (DPS). We will be having a Carbon Reduction Plan, again slightly different as a DPS. CRP and TOMS are both done as a whole supply DPS level. TOMS to include: ECC3, ECC3a, ECC3b, ECC4 – 10, ECC41, ECC11-12, ECC30, ECC38, ECC39, ECC48, ECC13, ECC28, ECC16 – 19, ECC29, ECC15, ECC20, ECC27a, ECC32 – 34, ECC40, ECC21, ECC23a, ECC26a, ECC45 – 47, ECC49 - 51.

Does your decision / policy involve the purchase of goods or materials?: No

Will any waste be generated by this decision? This includes waste from construction, waste generated by service users / staff, and waste generated by replacing existing products / materials with new: No

Nature of impact

Built Environment / Energy: None

Sustainable Transport / Travel: None

Waste: None

Rationale for assessment, including data used to assess the impact: N/A

What actions have already been taken to mitigate any negative impacts?: N/A

Action plan to address and monitor adverse impacts

Does your ECIA indicate that the policy or decision would have a medium or high adverse impact on one or more of the groups / areas identified?: No

Details of person completing the form

I confirm that this has been completed based on the best information available and in following ECC guidance: I confirm that this has been completed based on the best information available and in following ECC guidance

Date ECIA completed: 27/11/2023

Name of person completing the ECIA: Sarah Ebdale

Email address of person completing the ECIA: sarah.ebdale2@essex.gov.uk

Your function: Adult Social Care

Your service area: Personalisation - Commissioning

Your team: Choice and Control

Are you submitting this ECIA on behalf of another function, service area or team?: No

Email address of Head of Service: dale.evans@essex.gov.uk