



City of Edinburgh Council Record of Equality and Rights Impact Assessment

Part 1: Background and Information

(a) Background Details

Please list ERIA background details:

ERIA Title and Summary Description: The purpose is to consider Equalities implications in relation to the development and implementation of a Travel and Transport Policy and Procedure. This is especially relevant given the vulnerable nature of many of the people who use transport to access Health and Social Care services. It is important to consider all of the characteristics in relation to Older People, People with Disabilities.

The Enhancements of Rights and Infringements of Rights should consider as far as possible the impact of the policy and procedures and account for any potential practices and risks.

The purpose of the Policy and Procedures:

To ensure transport and travel is provided on the basis of systematic review and assessment to achieve the most efficient outcome for service users.

- Review the arrangements for the commissioning and delivery of transport and travel arrangements for service users.
- Consideration to eligibility

Service Area	Division	Head of Service	Service Area Reference No.
Health and Social Care	Disabilities and Older People	Monica Boyle	

(b) What is being impact assessed?

Describe the different policies or services (i.e. decisions, projects, programmes, policies, services, reviews, plans, functions or practices that relate to the Corporate ERIA Title):

Policies and Services	Date ERIA commenced
Transport and Travel Policy and Procedure	17/12/2014

(c) ERIA Team

Please list all ERIA Team Members:

Name	Organisation / Service Area
Frank Henderson	Health and Social Care
Gordon Fraser	Health and Social Care

Name	Organisation / Service Area
Ian Brooke	EVOG

Part 2: Evidence and Impact Assessment

(a) Evidence Base

Please record the evidence used to support the ERIA. Any identified evidence gaps can be recorded at [part 3a](#). Please allocate an abbreviation for each piece of evidence.

Evidence	Abbreviation
Live Well in Later Life	LWLL
Reshaping Care for Older People 2012-20122	RCOP
Scotland's National Dementia Strategy	SNDS
Keys to Life	KtL
Same as You	SAY

(b) Rights Impact Assessment – Summary

Please describe all the identified enhancements and infringements of rights against the following ten areas of rights. Please also consider issues of poverty and health inequality within each area of rights:

- Life
- Health
- Physical security
- Legal security
- Education and learning
- Standard of living
- Productive and valued activities
- Individual, family and social life
- Identity, expression and respect
- Participation, influence and voice

Please indicate alongside each identified enhancement or infringement the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Summary of Enhancements of Rights

LIFE:

There is recognition within Dementia strategy that in order to ensure dignity and respect of people with dementia that there is specialist support and training for those who provide services, including transport and travel.

A key element of the Policy is to ensure that there is suitable transport and suitably trained personnel in order to support independence for individuals and groups.

Adults with Disabilities and Older People have the potential to experience maximum independence without discrimination. Transport and Travel provision is widely reported as increasing community participation for vulnerable groups. In-house Passenger Operations and Community Transport providers ensure service users have a range of options open to them in terms of suitable vehicles and trained staff.

HEALTH:

A focus on carers' stress and ability to cope with a relative with complex needs is often reduced by the provision of suitable transport and travel arrangements. Flexible and responsive transport and travel provision often alleviates isolation of carers and sustains individual service users for longer at home, thereby avoiding admission to hospital or residential/nursing home care. Working Group in place to ensure transport is fit for purpose and complementary to the Personalisation Agenda.

Passenger Operations and Community Transport Operators support a wide variety of Community Service Provision (Respite Care, Intermediate Care, Day Care, Care at Home, Housing Support, Lunch Clubs, Outpatient Appointments, Step Down, and Residential Care). The provision of these services is supported by existing transport and travel arrangements.

PHYSICAL SECURITY:

The review and assessment of needs and outcomes will ensure that service users access Health and Social Care services with help from trained escorts.

LEGAL SECURITY:

All services are provided against the backdrop of The Equality Act 2010. The provision of transport and travel is no different from the provision of any other service in that respect.

EDUCATION AND LEARNING:

Transport supports adults with disabilities and older people to attend community centres, Further Education Colleges and Community College Evening Classes. Notwithstanding the vocational training and therapeutic aspects of education and learning such as "arts and craft" courses delivered in small community clubs. Providing transport to support access to "supported employment" can reduce poverty by ensuring that benefits and income are maximized. These groups would not otherwise access these activities without the provision of Transport and Travel support.

STANDARDS OF LIVING:

While many service users require intensive support and care it is widely reported that transport provides an escape from social isolation and reduced likelihood of exclusion from activities and services.

It is important to reflect Standards of Living in the context of life in an environment of one's own choosing. Accordingly, most people benefit from spend as long as possible in their own home at reduced risk of admission to residential or nursing home care.

PRODUCTIVE AND VALUED ACTIVITY:

The provision of transport is not intended to make service users passive recipients of a service. It is provided with an underlying principle that it is part of a chain of rehabilitation events that supports service users' therapeutic activity when there is an emphasis on rehabilitation or reablement. Transport provision supports both of these schools of intervention to the positive benefit of the service user. These activities may include access to nutrition (lunch clubs) and access to physiotherapy, walking groups or exercise groups designed to improve mobility. These activities sustain and develop the capability of the individual service user to maximise independence.

INDIVIDUAL, FAMILY AND SOCIAL LIFE:

Periodic reviews and assessment will ensure that the right transport and travel arrangements are in place to meet the needs and outcomes identified in the Support Plan.

IDENTITY, EXPRESSION AND RESPECT:

Engagement with other people in a shared mode of transport will enhance confidence and ensure that positive relationships can develop. Contract monitoring with transport and travel providers ensure that service users are encouraged to express their opinions and share views about the transport provision.

PARTICIPATION, INFLUENCE AND VOICE:

Given the protected characteristics of service users it is important to demonstrate that transport providers are actively seeking the views and opinions on quality and standards of transport and travel provision.

Summary of Infringement of Rights

Can these infringements be justified? Are they proportional?

LIFE: None

HEALTH: NONE

PHYSICAL SECURITY:

The Policy and Procure supports the philosophy and practice of reablement.

STANDARDS OF LIVING:

Alleviating these influences by providing access to services and therapeutic intervention will often provide structure, raised self esteem and increased confidence thereby supporting the person to live at home for longer. This can be true in all aspects of complex care and support situations.

The Assisted Travel and Transport Policy and Procedure will enable professionals to ensure that the correct transport and travel arrangements are in place to support services and the individual

LEGAL SECURITY: NONE

EDUCATION AND LEARNING:

Edinburgh places an emphasis on meaningful activity and participation across all vulnerable groups. As such, care plans and personal plans refer directly to a person centered approach and Community Care Assessments reflect a responsive approach to individual need. To this end transport is frequently provided at increased cost to the council. The application of review

and assessment will mean that service users are expected to find alternative modes of travel in order to enhance health and wellbeing. This could lead to initial stress and potential withdrawal from education and learning programmes.

PRODUCTIVE AND VALUED ACTIVITY:

As a result of transport providing the link to a wide variety of community activity there is a risk of service users returning home to a an isolated and lonely environment. In mitigation this can be addressed by ensuring that adequate support and community connections are available, following review and assessment of the service users outcomes.

INDIVIDUAL, FAMILY AND SOCAL LIFE:

Prevention services and delivery are planned and directed to support people at home. The potential for transport resources to become overstretched could place delays on access to suitable transport being readily available. There is a risk that delays place further stress on families and reduce access to a social life for carers and service users. In mitigation, this could be addressed by having a contingency plan as part of an overall care and support plan.

IDENTITY, EXPRESSION AND RESPECT:

In group travel settings there is a risk that service users become involved in activities that are unsafe. As service users in certain settings have protected characteristics it is incumbent upon the transport provider to have knowledge of Protecting Adults from Risk of Harm.

PARTICIPATION, INFLUENCE AND VOICE:

The policy and procedures promote active engagement with a focus on outcomes for the individual service user. The service users Support Plan will engage will mitigae against any potential infringements. The Health and Social Care Transport and Travel Advisor will be able to challenge profeccional decisions where an individual have not been consulted.

(c) Equality Impact Assessment – Summary

Please consider all the protected characteristics when answering questions 1, 2 and 3 below. Please also consider the issues of poverty and health inequality within each protected characteristic:

- Age
- Disability
- Gender identity
- Marriage / civil partnership
- Pregnancy / maternity
- Race
- Religion / belief
- Sex
- Sexual orientation

1. Please describe all the positive and negative impacts on the duty to eliminate unlawful discrimination, harassment or victimisation. Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts

Promotional work, communication and engagement will play a vital part in the implementation of the Policy and Procedure. Ensuring people from all age groups have access to a review and assessment of their transport and travel need. Investment in Self Directed Support will ensure that all groups can cultivate links with their own community. Community based, person-centred support will require transport and travel arrangements to be revised periodically as clearly indicated in the Policy and Procedure.

Negative Impacts

There is potential for people to perceive that the Policy and Procedure is an extension of the Welfare Reforms. These feelings can be mitigated against when Social Work practitioners provide clear information relating to maintaining independence along with options around self travel initiatives. Concerns about safety and security, discrimination can be addressed by ensuring transport providers are trained to eliminate discriminatory practices.

2. Please describe all the positive and negative impacts on the duty to advance equality of opportunity (i.e. by removing or minimising disadvantage, meeting the needs of particular groups that are different from the needs of others and encouraging participation in public life)? Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts

Most people experiencing poverty and disadvantage do not live in the relatively small areas of multiple deprivation in Edinburgh. Social isolation can affect all groups from any socio-economic group or geographical area of the city. Therefore, transport and travel arrangements will continue to support access to health and social care services. Matching appropriate transport and travel support to local projects will be a key feature of Self Directed Support.

Negative Impacts

There is a potential that the Policy and Procedure could focus on people under the age of 65 and that people of 65 years of age and over are automatically considered for one specific mode of transport. In order to mitigate against this potential risk the Policy and Procedure has referenced, "Living Well in Later Life", Edinburgh's Joint Commissioning Plan for Older People. With equal focus on all service users the overall Health and Social Care Strategic Objectives ensure that an emphasis is placed on transition work from individual service users' perspective. The Self Directed Support (Scotland) Act 2013 has also been referenced as part of the policy development.

3. Please describe all the positive and negative impacts on the duty to foster good relations (i.e. by tackling prejudice and promoting understanding)? Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts

With investment in community capacity fostering good relations between service users and

communities it will be necessary to ensure that the Policy and Procedure supports this activity. The development of the workforce, ie. Social Workers and Service Providers to achieve the clear understanding of the ways the procedures can be used to signpost service users to local services, will be crucial. Work is already underway to meet with voluntary sector providers (including Third Sector Transport) to ensure that relations are developed and knowledge about transport and travel is shared. These supportive workstreams provide opportunities for reciprocity between day service and transport and travel provision.

Negative Impacts

The Policy and Procedure recognises the need to support access to mainstream services and specialist health and social care services and aims to target available resources to support people with protected characteristics. The Transport and Travel Advisor role encourages and facilitates collaboration and fostering of good relations.

The Transport and Travel Policy has been written against the backdrop of the Health and Social Care - Market Shaping Strategy and therefore the changing environment of service provision will require transport and travel to be applied with flexibility.

Part 3: Evidence Gaps, Recommendations, Justifications and Sign Off

(a) Evidence Gaps

Please list all relevant evidence gaps and action to address identified gaps.

Evidence Gaps	Action to address gaps
Data collection - gaps exist to support the current level of transport and travel provision within SWIFT/AIS	Continue to develop the workstream with SWIF team.
Consultation, surveys and feedback - gaps exist in how this information is collected and acted upon.	Support, training and development to ensure that all services seek feedback in relation to the adequacy of their transport and travel arrangements. Develop robust processes for collecting the views of people using transport and travel arranged by and commissioned by Health and Social Care.
Prevention - gaps exist in evidence to demonstrate the impact of transport and travel on prevention	In-house and voluntary sector providers are being asked to review transport and travel arrangements for individuals. The reviews will have a dedicated focus on transport and travel arrangements with a focus of preventative outcomes.

(b) Recommendations

Please record SMART recommendations to

- (i) eliminate unlawful practice or infringements of absolute rights;
- (ii) justify identified infringements of rights; or
- (iii) mitigate identified negative equality impacts.

Recommendation	Responsibility of (name)	Timescale
Need to review, monitor and evaluate all aspects of the implementation of the Transport and Travel Policy and correlate feedback to inform future planning.	Frank Henderson Gordon Fraser	Ongoing
Focus on transport and travel outcomes rather than transport lead criteria. The focus on outcomes removes barriers of age/client groups/geographical locations. The Policy and Procedure implementation will require support as part of a Change Plan.	Frank Henderson Gordon Fraser	Ongoing
Improved financial reporting will provide incentives for service providers, transport and travel providers and will enhance the future planning of Self Directed Support.	Finance	Ongoing

The Transport and Travel Policy and Procedure will be required to generate equality data to ensure that it continues to meet the obligations of The Equality Act 2010.	Research and Development	Ongoing

(c) Sign Off

I, the undersigned, am content that:

- (i) the ERIA record represents a thorough and proportionate ERIA analysis based on a sound evidence base;
- (ii) the ERIA analysis gives no indication of unlawful practice or violation of absolute rights;
- (iii) the ERIA recommendations are proportionate and will be delivered;
- (iv) the results of the ERIA process have informed officer or member decision making;
- (v) that the record of ERIA has been published on the Council’s website / intranet, or
- (vi) that the ERIA record has been reviewed and re-published.

Date	Sign Off (print name and position)	Reason for Sign Off (please indicate which reason/s from list (i) to (vi) above)