



## **ADVANCE PUBLICATION OF REPORTS**

This publication gives five clear working days' notice of the decisions listed below.

These decisions are due to be signed by individual Cabinet Members  
and operational key decision makers.

Once signed all decisions will be published on the Council's  
Publication of Decisions List.

- 1. ADULT SOCIAL CARE TRAVEL ASSISTANCE POLICY (Pages 1 - 68)**

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## London Borough of Enfield

<b>Report Title:</b>	Adult Social Care Travel Assistance Policy
<b>Report to:</b>	Cabinet Member for Health & Social Care, Councillor Alev Cazimoglu
<b>Date of Report:</b>	4 <sup>th</sup> March 2024
<b>Cabinet Member:</b>	Cabinet Member for Health & Social Care, Councillor Alev Cazimoglu
<b>Directors:</b>	Doug Wilson, Director of Health and Adult Social Care Tony Theodoulou, Executive Director of People
<b>Report Author:</b>	Christopher Reddin, Service Development Manager, Learning Disabilities and Autism
<b>Ward(s) affected:</b>	All
<b>Key Decision Number</b>	KD 5585
<b>Classification:</b>	Part 1
<b>Reason for exemption</b>	N/a

### Purpose of Report

1. The purpose of this report is to provide a proposal to the lead Cabinet Member to approve a new Adult Social Care Travel Assistance Policy to replace the previous Adult Social Care Transport Policy agreed 2016.

### Recommendations

- I. Note the consultation process followed and outcomes as detailed within the Consultation Report as attached in Appendix 1
- II. Approve the new Adult Social Care Travel Assistance Policy as attached in Appendix 2
- III. Agree the implementation of this policy from 1<sup>st</sup> April 2024

## **Background**

2. The Local Authority has a duty to assess an adult where it appears they may have needs for care and support under s.9 Care Act (2014) and the Care and Support (Eligibility Criteria) Regulations 2015 set out a minimum threshold for adult care and support needs which Local Authorities must meet. In addition, Local Authorities can decide to meet needs not deemed to be eligible should they chose to. In considering whether an adult with care and support needs has eligible needs, local authorities must consider whether the following three conditions are met:
  - Condition 1: The adult's needs arise from or are related to a physical or mental impairment or illness
  - Condition 2: As a result of the adult's needs, the adult is unable to achieve 2 or more of the outcomes set out in the regulations
  - Condition 3: As a consequence, there is, or there is likely to be, a significant impact on the adult's wellbeing
3. Where the 3 conditions are met, the Council has a duty to meet needs which are not being met elsewhere, including where the adult requires travel assistance to meet those needs.
4. The decision to agree the new Adult Social Care Travel Assistance Policy is a key decision under the Council's constitution as it affects adults with eligible needs living in two or more wards of the Council.

## **Summary of proposed Travel Assistance Policy**

5. The proposed changes outlined in the draft Travel Assistance Policy (Appendix 2) apply to those adults who have been assessed, in accordance with the Council's statutory duties under the Care Act 2014, as eligible for support from Adult Social Care and where the adult requires travel assistance to meet eligible needs.
6. The policy introduces several changes to the existing policy including new terminology, new travel assistance principles, a new process for deciding how travel assistance needs will be met and expanded travel assistance options which are discussed below.
7. It is proposed that the term 'Travel Assistance' be adopted within the new policy instead of 'Transport', the reasons for this being that this approach aligns with the Council's Getting to School policy which sets out how eligible children are supported to get to their school or setting and acknowledges that the form of travel assistance may vary depending on the adult's individual circumstances. The term 'Transport' is not therefore considered reflective of the various travel assistance options.
8. The proposed policy is underpinned by the following principles:
  - (I) Promote the wellbeing of the service user and their carer/s
  - (II) Promote a healthy and sustainable approach to travel assistance

- (III) Promote the most independent approach to travel assistance
  - (IV) Utilise the most cost-effective travel options (including the use of public transport)
9. A new proposes for agreeing how travel assistance needs will be met is proposed. This will include referral to the Travel Brokerage Team to work with the adult, their carer or representative and professionals involved to identify the most appropriate and cost-effective form of travel assistance based on the adult's circumstances (the travel assistance process is set out in appendix 2 of the draft policy document).
10. The proposed policy also includes expanded travel assistance options that will be used to identify the most appropriate and cost-effective form of travel assistance based on the adult's circumstances (the options are set out in appendix 1 of the draft policy document):
- (I) A travel assistance payment to enable the adult to pay towards;
    - mileage
    - vehicle servicing
    - taxi travel (with an escort if required)
    - public transport travel costs for the adult and/or their carer where appropriate
  - (II) Independent Travel Training
  - (III) Transport provided by service providers
  - (IV) Council minibus transport (only for people to get to the following Council run day services; Formont, New Options, Community Link Edmonton, and Community Link Enfield)
  - (V) Taxi travel, personal assistants and escorts
  - (VI) Driving and the Blue Badge
  - (VII) Disability Living Allowance or Personal Independence Payment
  - (VIII) Dial-a-Ride
  - (IX) London Taxicard Scheme
  - (X) Assistive Technology
  - (XI) Public transport

### **Draft Travel Assistance Policy Consultation**

11. It was considered necessary for the Council to consult on the policy as there is an existing policy which was consulted on previously, and changes proposed are not insignificant.
12. A pre-consultation reference group, comprised of two Voluntary and Community Sector organisations, reviewed the proposed policy and draft consultation documents ahead of the consultation period.
13. A public consultation took place between 15<sup>th</sup> November 2023 and 9<sup>th</sup> January 2024 to enable Adult Social Care service users, carers and residents as well as Voluntary and Community Sector organisations the opportunity to understand the proposals and provide feedback on the draft policy.
14. A copy of the draft policy, an easy read summary, two case studies and a 'You said, we did' document highlighting key changes to the policy made following

feedback from the pre-consultation reference group were published on the Enfield Council 'Have Your Say' website on 14<sup>th</sup> November 2023 together with the option to complete a standard online questionnaire or an easy read online questionnaire.

15. The Council sent two sets of letters to people with a current community care package, an easy read set and a standard set. The first set was sent to 789 people with learning disabilities and contained an easy read letter, an easy read draft policy summary, a carer questionnaire, an easy read questionnaire, and a freepost return envelope. The second set was sent to 2,239 people and contained a letter, a draft policy, a questionnaire, a carers questionnaire and a reply-paid envelope.
16. Respondents were asked to read the draft policy documents and complete the questionnaire. Respondents were also able to give written feedback on any points regarding the proposed policy through the questionnaire and a dedicated email address was set up for anyone who had questions or who needed further support to participate in the consultation.
17. Respondents were notified of five consultation engagement events via the consultation letter (details of which were also published online) which they could attend to share views, comments and suggestions on the proposals. The details of those events are listed below:

Venue	Date	Time
Park Avenue Resource Centre	20 November 2023	2pm to 3pm
Park Avenue Resource Centre	23 November 2023	5:30pm to 6:30pm
Park Avenue Resource Centre	27 November 2023	10:30am to 11:30am
Enfield Town Library	1 December 2023	2pm to 4pm
Edmonton Green Library	4 December 2023	10am to 12pm

18. There were four different means of responding to the consultation, these were:
  - I. The online questionnaires; in standard format, easy read format and a standard format carers version
  - II. Hard copies of the questionnaire; in standard format, easy read format and a standard format carers version
  - III. Face to face at one of the five consultation events
  - IV. Email to the dedicated email address

### **Summary of Consultation Responses**

19. In total, 450 questionnaire responses were received, 405 of which were standard format and 45 were easy read format. In addition, there were 16 interactions at our engagement events.
20. An analysis of the consultation responses has been undertaken and a detailed consultation report has been produced. This has been attached for

consideration (appendix 1). A summary of the key findings from the consultation questionnaires is set out below;

- 93% of respondents state that it is important there are a wide variety of travel assistance options available to service users.
- 73% of respondents agree that a Travel Broker should support a service user, their carer/representative and professionals involved to identify the most appropriate and cost-effective travel assistance option.
- 53% of carers who responded are confident that the Council's approach, as detailed in the Policy, will support their friend or family member to be more independent.
- 69% responded 'a great deal' or 'to some extent' when asked whether the draft policy clearly lays out the Council's approach to travel assistance for Adult Social Care service users
- 76% of respondents agree that we should implement the proposed policy

## **Options**

**Option 1** Do nothing and therefore retain the existing Transport Policy which was agreed by Cabinet in 2016.

**Option 2.** Agree the new Adult Social Care Travel Assistance Policy to replace the existing Adult Social Care Transport Policy from 1<sup>st</sup> April 2024.

## **Preferred Option and Reasons For Preferred Option**

21. The preferred option for the Council is option 2; to agree the new consulted Adult Social Care Travel Assistance Policy from 1<sup>st</sup> April 2024. This will enable Adult Social Care to have a clear and consistent approach to meeting its Care Act duties where an adult requires travel assistance to meet eligible needs.
22. The policy will apply to all new requests for travel assistance, and for those eligible adults in receipt of travel assistance, this will be reviewed as part of the adult's annual support plan review to ensure that the support in place is the most appropriate and cost-effective option.
23. The new process will utilise the expertise of the Travel Broker who will work with the adult, their carer/representative, and professionals to identify the most appropriate and cost-effective option from an updated and extended list of options. This now includes a Travel Assistance Payment which will enable eligible adults and their carers to organise travel assistance in line with the personalisation agenda, providing greater choice and control as to how eligible needs are met.

## **Relevance to Council Plans and Strategies**

24. The Enfield Council Plan 2023 to 2026, 'Investing in Enfield', sets out how we will deliver positive outcomes for our communities. Priority two is for strong, healthy and safe communities and includes the Council's aim to protect vulnerable adults from harm and deliver robust early help and social care services. The draft policy sets out the Council's commitment to support service users to live as independently as they can for as long as they can within their

local community, and this policy will support us to work with service users to promote their independence.

### **Financial Implications**

25. The new policy provides expanded options for meeting eligible needs without proposing additional Adult Social Care expenditure. One of these options is the Travel Assistance Payment, which offers a rate of 45p/mile and up to £350 for vehicle servicing costs, aligning with the Personal Travel Payment option which supports eligible children to get to their school or setting safely, promoting independence and wellbeing under the Getting to School policy.
26. For instance, consider a 15-mile round trip journey. The annual cost under the Travel Assistance Payment option, including vehicle servicing costs, is calculated at £2,109.73. In contrast, the average annual cost of the same journey, obtained from quotes from three taxi firms, is £8,342.40.
27. The difference in annual cost between the Travel Assistance Payment and taxi services for the specified journey is significant, amounting to £6,232.67. This substantial variance highlights the considerable cost savings associated with the proposed policy change, potentially resulting in significant budget efficiencies for Adult Social Care services.
28. Additional benchmarking against our own internal transport service will be conducted shortly. Cost reductions will depend on the needs and circumstances of clients, their willingness to use the travel assistance provision, and the uptake of the new scheme. Any efficiency will most likely be used to offset demographic pressures.

### **Legal Implications**

29. The Care Act 2014 provides the statutory framework for determining how local authorities provide social care in England. Local authorities have a duty under the Act to meet an adults eligible care and support needs. When considering whether an adult has eligible needs, local authorities must assess (1) whether the adults needs arise from or are related to a physical or mental impairment or illness, (2) as a result of the adult's needs the adult is unable to achieve two or more outcomes specified in the Care and Support (Eligibility Criteria) Regulations 2015 and, (3) as a consequence of being unable to achieve these outcomes there is, or there is likely to be, a significant impact on the adult's wellbeing. Making use of necessary facilities or services in the local community including public transport is an eligibility outcome referred to in the regulations above. Thus, transport related assistance can be an eligible need that the council is required to meet.
30. With regard to the formulation of the travel assistance policy, whilst there is no statutory duty to consult, because a consultation was carried out for the previous transport policy, this has probably created a 'promise' in public law to consult again on any new policy. Thus, the council has appropriately carried out a consultation for the new travel assistance policy. Broadly, the general principles for conducting a consultation are that they must be fair, transparent, informative and should last for a proportionate amount of time and published in



a timely fashion. This report explains the lawful steps the council has taken to comply with those requirements.

31. In developing the new travel assistance policy, the council must also have regard to its public sector equality duty under the Equality Act 2010. A full Equality Act impact assessment has been carried out.

### **Environmental and Climate Change Considerations**

32. Appropriate travel assistance enables people with illness or disability to access the services and activities they need. Central to this policy are the principles which set out how the Council will promote healthy, sustainable, and independent approaches to travel, including options such as use of public transport. Adult Social Care will support eligible adults to make use of universal transport networks where possible through concessionary travel schemes, independent travel training and travel assistance payments where considered the most appropriate and cost-effective option.
33. Supporting people to develop the skills and confidence necessary to travel independently on public transport helps prepare them for an independent adult life and reduces dependence on other, less environmentally friendly travel options. However, a range of travel options will be necessary as people in need of support may require additional assistance and/or adapted vehicles based upon individual need the risks associated with support arrangements.
34. This policy may result in additional traffic where travel assistance payments are considered appropriate, and where this is utilised for mileage, however, this risk is mitigated by the overall policy aims to support independent travel via sustainable options. Furthermore, where vehicle travel is a necessity, options to achieve transport efficiency will be explored to reduce the number of trips/miles where this is possible.

### **Equalities Implications**

35. A full Equality Impact Assessment (EqIA) has been completed and is available in Appendix 3. The proposed policy supports the facilitation of care and support arrangements for adults with Care Act eligible needs in line with the Council's statutory duties under the Care Act (2014). There are no anticipated negative impacts from an equality perspective identified for any of the protected characteristics.
36. The EqIA identified the need for mitigating action to be taken to facilitate service user engagement with the consultation process which informed the consultation approach and design.

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**Appendices**

1. Consultation Report
2. Draft Adult Social Care Travel Assistance Policy
3. Equality Impact Assessment

**Background Papers**

None

# Adult Social Care Travel Assistance Policy Consultation Report

February 2024

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# Approach to consultation

## Overall objective

To ask for feedback from service users, carers and residents on our draft Policy

## Approach

Online questionnaire, paper questionnaire sent to 3,028 service users and carers and five drop-in sessions across the borough

## Information accompanying the standard and easy read questionnaires

Draft Policy (standard and easy read versions), details of two case studies and description of the consultation (on the Council website)

## Consultation period

15 November 2023 to 9 January 2024

## Number of participants

450 questionnaire responses (405x standard questionnaire and 45x easy read questionnaire) and 16 interactions at our drop-in sessions

# Further information

- **The views of service users, carers and those who do or do not benefit from travel assistance are broadly similar** with no significant difference in views. Therefore, this summary report focuses on the topline findings
- **Data has been rounded** so some aggregates/totals may be +/-1% than 100%
- **Verbatim responses have been summarised into key themes** to provide an understanding of the key themes raised

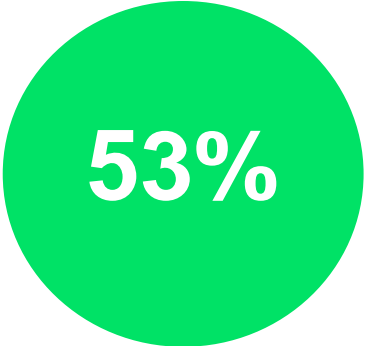
# Key findings



State that it is **important** there are a wide variety of travel assistance options available to service users



**Agree** a Travel Broker should support a service user, their carer/representative and professionals involved to identify the most appropriate and cost-effective travel assistance option



Of carers are **confident** that the Council's approach, as detailed in the Policy, will support their friend or family member to be more independent

# Key findings



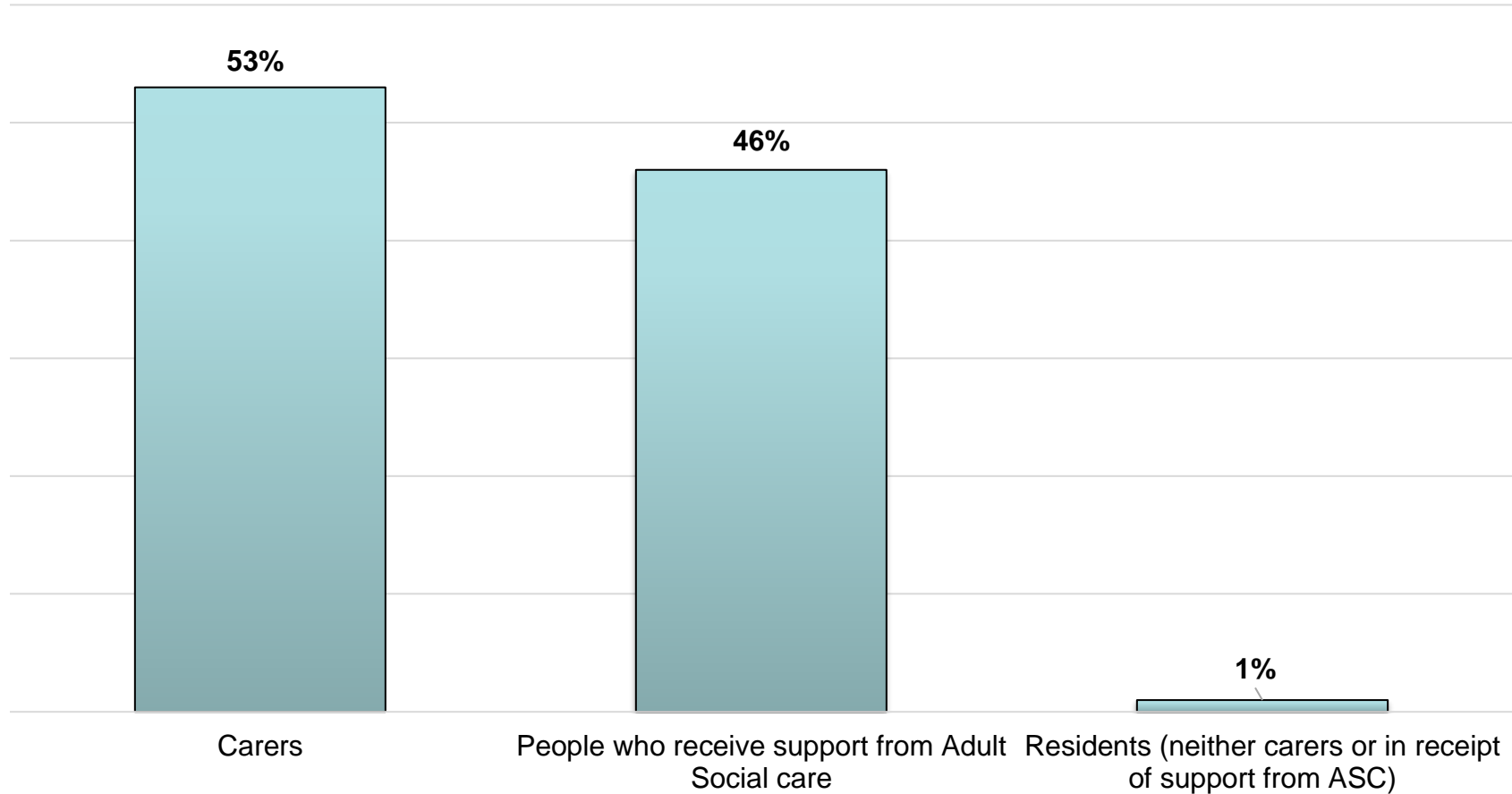
Responded **‘a great deal’** or **‘to some extent’** when asked whether the draft Policy clearly lays out the Council’s approach to travel assistance for Adult Social Care service users either



**Agree** that we should implement this Travel Assistance Policy

# Who responded to the consultation

More than half of respondents were carers, followed by people who receive support from Adult Social Care. Of the total number of responses, one was from a representative of an organisation.





# Responses from people who receive support from Adult Social Care

11 people with sensory impairments

51 people with mental health problems

14 people with learning disabilities\*

17 people with brain injuries

6 Autistic people

100 people with physical disabilities

\*In addition, 45 adults with learning disabilities responded to the easy read questionnaire

Q4: Are you responding as?

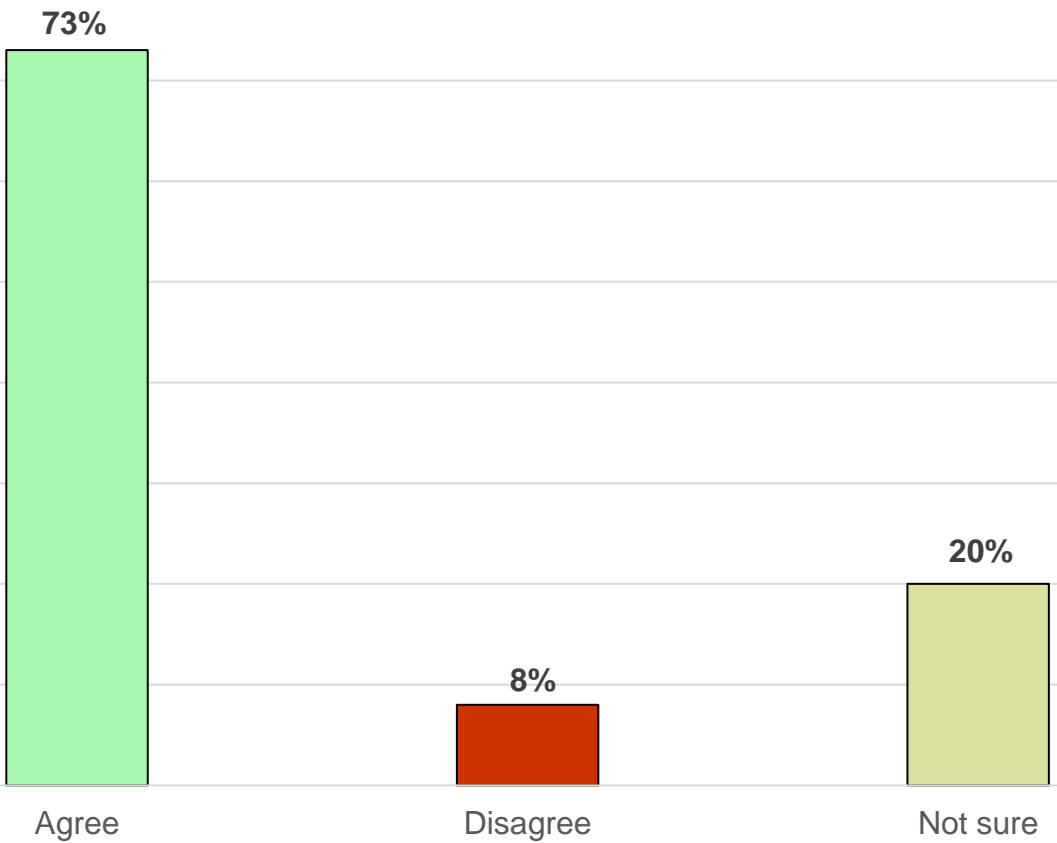
Base: 228 respondents (who answered 'a person who receives support from Adult Social Care' in Q2).

\*Number rather than percentage used (respondents could choose multiple options)



# Involving Travel Brokers

Most respondents agree that a travel broker should be involved in the process as is proposed within the policy.



53% easy read questionnaire respondents agreed (24 out of 45)

**Q7:** To what extent do you agree or disagree that a Travel Broker should support a service user, their carer/representative and professionals involved to identify the most appropriate and cost-effective travel assistance option?



**Base:** 401 respondents & data has been rounded so some aggregates/totals may be +/-1% than 100%

# Why respondents disagree with a travel broker being involved (key themes)

- **Uncertainty about Travel Brokers:** Concerns and confusion about the role of travel brokers, questioning their necessity and potential impact on the assessment process. Some see them as an unnecessary addition to an already complex system
- **Cost and accessibility:** Discussions around the identification of carers as a cost-effective solution, with a preference for making services universally available without assessments. Some suggest simplifying the process through forms, redirecting resources to benefit disabled individuals directly
- **Communication challenges:** Critiques of poor communication within adult care, emphasising the need for improvement before introducing additional complexities. Concerns about difficulties in contacting different departments and the lack of coordination
- **Lack of understanding of individual needs:** The importance of recognizing diverse needs, with a belief that service users and carers are better equipped to understand and define their requirements. Some express scepticism about assessors and travel brokers understanding individual needs
- **Concerns about the brokerage process:** Criticism of the proposed separate brokerage process for transport, questioning its efficiency, potential delays, and the additional burden on families and professionals. Doubts about the need for a distinct process for transport needs
- **Distrust in Brokers' intentions:** Scepticism about the motivations of travel brokers, perceiving them as business-oriented rather than prioritising the well-being of service users

# Travel Assistance Principles

All respondents were asked, 'How **important** do you think it is to ensure our approach is consistent with the following principles?' with the majority responding that the four principles *are* important.

96%

Responded that it is **important** we **promote the wellbeing of the service user and their carer(s)**

Base: 395 respondents

90%

Responded that it is **important** we **promote a healthy and sustainable approach to travel Assistance**

Base: 390 respondents

85%

Responded that it is **important** we **promote the most independent approach to travel assistance**

Base: 390 respondents

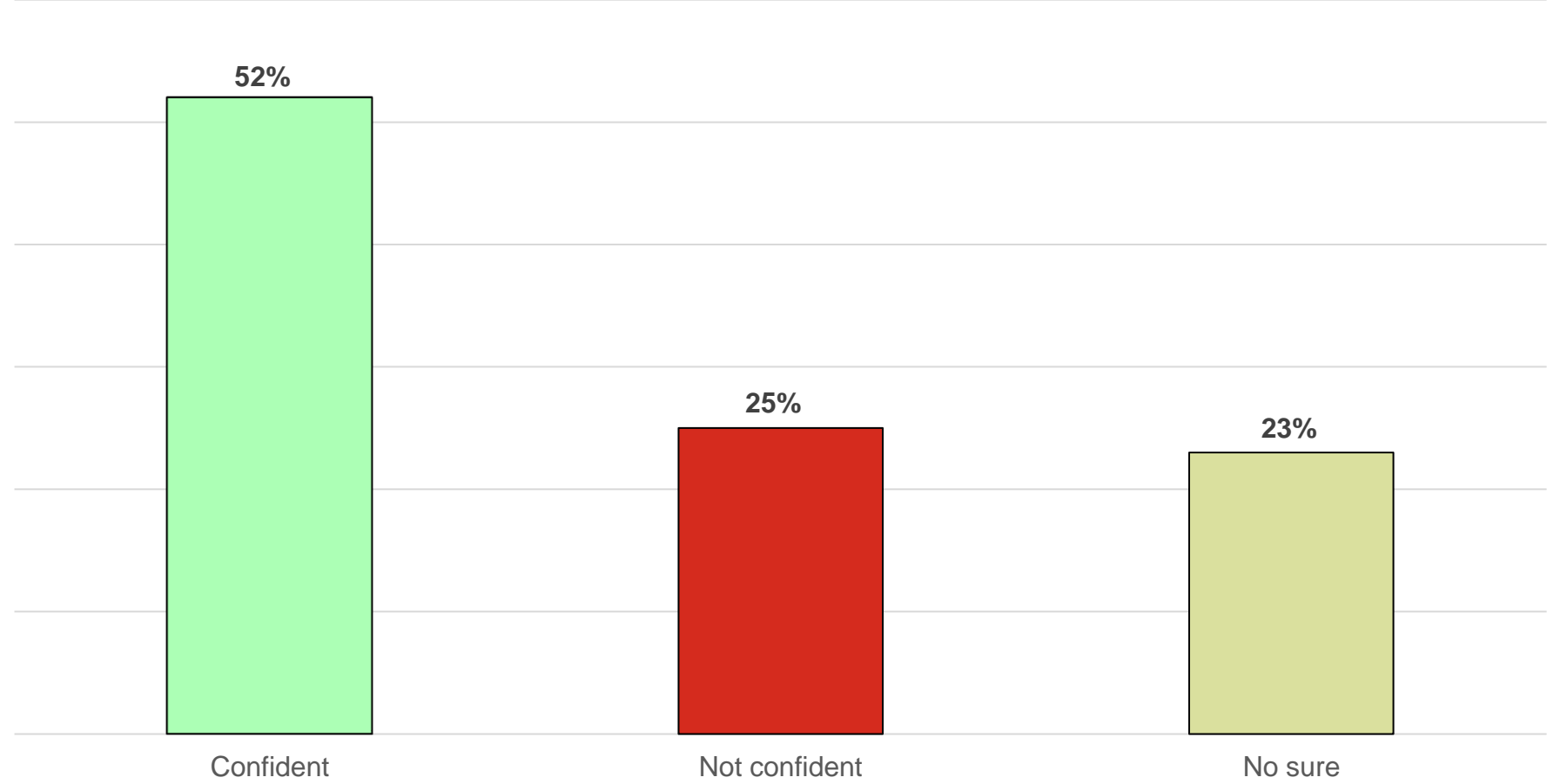
77%

Responded that it is **important** we **utilise the most cost-effective travel options (including the use of public transport)**

Base: 389 respondents

# Carer confidence in the Council's approach

The majority of carers who responded are confident the approach *would* support their friend or family member to be more independent.



**Q9:** How confident are you that the Council's approach, as detailed in the Policy, will support your friend or family member to be more independent

**Base:** 211 respondents (carers) & data has been rounded so some aggregates/totals may be +/-1% than 100%



When respondents were asked to explain why they feel confident or not the Policy will support independence, the responses reflected a diverse range of perspectives, showcasing the multifaceted nature of challenges faced by those requiring travel assistance and their carers. The key themes were as follows:

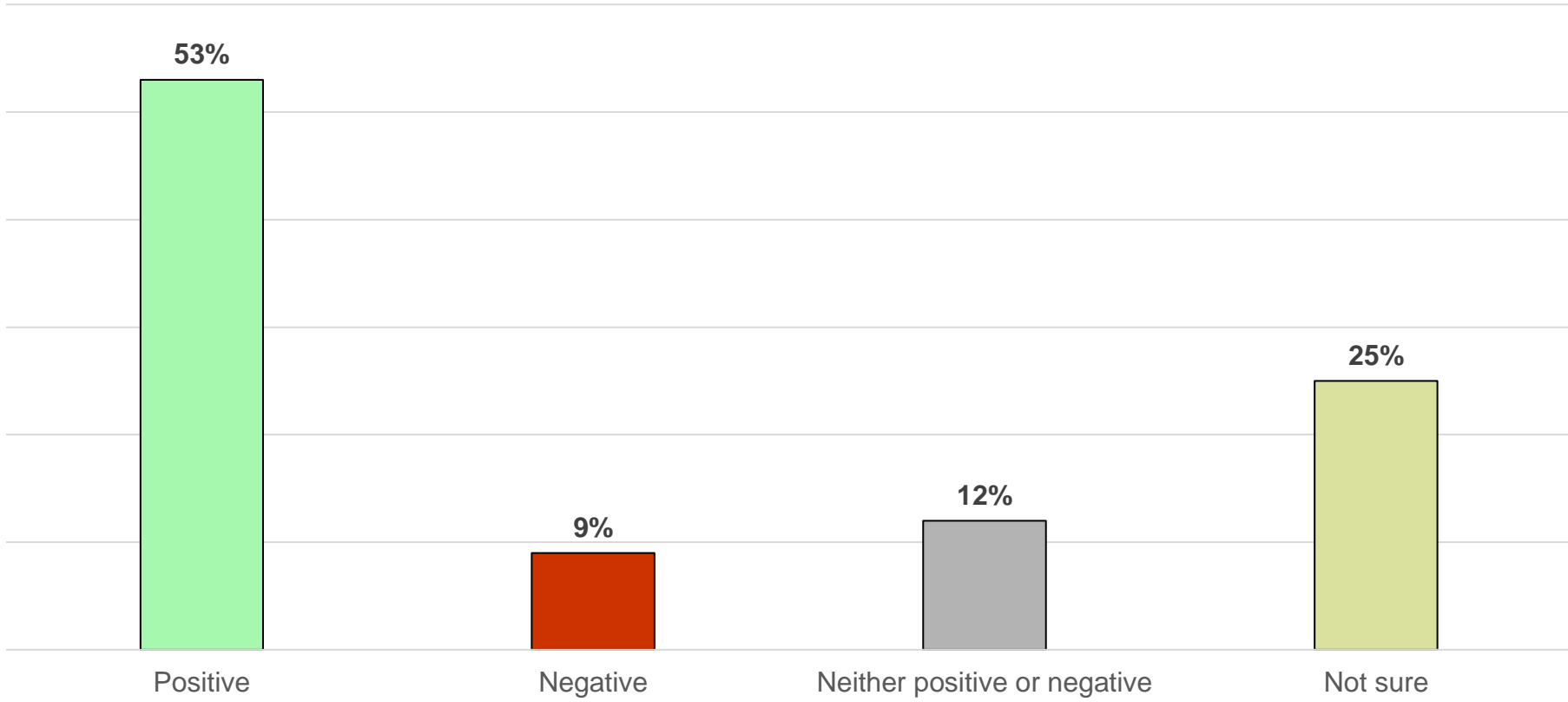
- **Accessibility challenges and need for tailored support:** Difficulties faced by individuals with severe disabilities / emphasising the importance of tailored and accessible support, considering individual circumstances and needs
- **Confidence in Council's approach:** Varying levels of confidence expressed in the Council's ability to provide adequate support and address individual needs
- **Independence and well-being:** Emphasis on the positive impact of suitable travel assistance on the well-being and independence of service users and carers
- **Concerns about complexity:** Concerns about the complexity of the proposed system, potential care charges, and the burden on carers in arranging transport
- **Communication and information:** Stressing importance of good communication and information dissemination during assessments to ensure informed decisions
- **Inequality in support:** Concerns about the potential unequal distribution of support, especially in cases where certain services or activities are not included in assistance programs
- **Role of carers:** References to the role of carers and the potential burden placed on them, advocating for options that don't impose additional responsibilities without choice
- **Distrust and critique:** Distrust in the Council's approach in some cases, citing past experiences or concerns about delays and prioritisation of financial considerations over individual needs

The 50 respondents who stated that they do not feel confident or are not sure the policy will support independence (Q9) provided reasons for their responses. The key themes being:

- **Accessibility challenges for specific needs** - Highlighting the needs of those with greater needs / emphasising the need for one-to-one assistants and specific, tailored support for those unable to use public transport
- **Concerns about independence and support** - Concerns about the difficulty of achieving independence / scepticism about the feasibility of supporting disabled individuals to travel independently / doubts about the availability of trained staff for such support
- **Issues with Council communication and support** - Criticisms of the lack of effective communication and support from the Council, citing instances where travel assistance was not brought up during annual reviews / concerns about the Council's responsiveness and its focus on politics and statistics rather than hands-on assistance
- **Complexity and confusion in policy implementation** - Concerns about the complexity of proposed changes, including the role of travel brokers, unclear procedures, and doubts about the efficiency of the separate brokerage process for transport needs
- **Financial implications and trust issues** - Concerns about the prioritisation of costs over individual needs / concerns about funding allocation / distrust in the Council's approach / some suggest a lack of clarity on who bears the cost and emphasise the need for trust in the assessment process

# Impact of approach (Carers)

Most respondents think the approach will have a positive impact on their ability to carry out a caring role.



**Q10:** How much of a positive or negative impact do you think our approach, as detailed in the Policy, could potentially have on your ability to carry out your caring role effectively?

**Base:** 210 respondents (carers) & data has been rounded so some aggregates/totals may be +/-1% than 100%





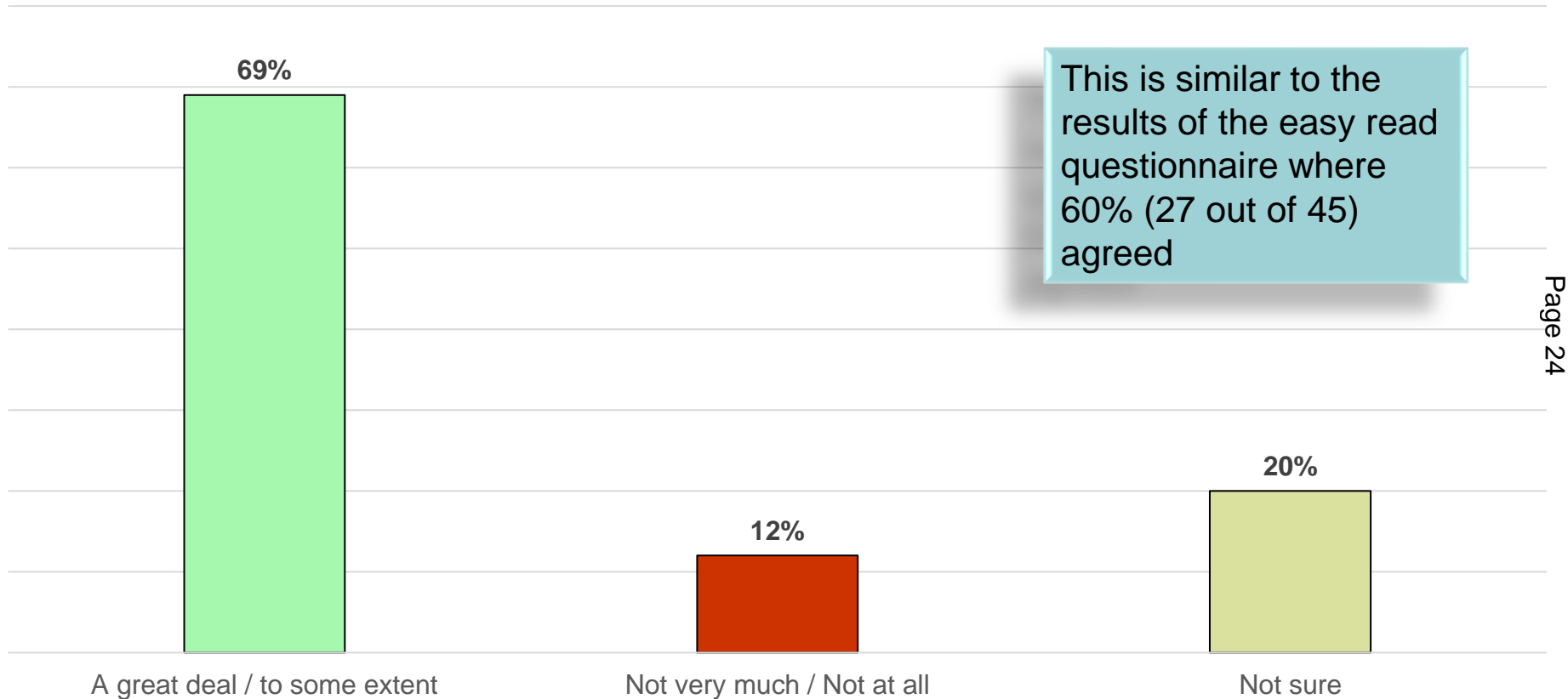
## Emerging Themes

There were a number of questions in which a significant proportion of respondents stated that they are 'not sure'. Between around a fifth and a quarter of participants provided this response to questions such as those relating to the role of travel brokers, confidence in the proposed approach supporting independence and if the Policy will have a positive or negative impact on carers being able to carry out their role effectively. We looked at the responses these individuals gave when asked the reasons for their responses to these questions. There were some emerging themes:

- **Lack of information and communication** - Concerns about inadequate information dissemination and communication between assessors, carers, and service users / desire for proper and comprehensive information on available options
- **Accessibility and Independence** - Challenges related to the physical disabilities of the person being cared for, limiting travel options / worries about the lack of consideration for family members' independence versus vulnerabilities
- **Service speed and efficiency** - Frustration with the slow and complicated processes within the Council / calls for a quick and easy referral service / concerns about the complexity of managing direct payments and travel arrangements
- **Financial concerns** - Worries about budget constraints affecting the provision of travel assistance / expectation that financial or practical help should be offered, especially for carers
- **Role and understanding of Travel Brokers** - Confusion and lack of understanding about the role of travel brokers and their impact on individuals / concerns about the potential imposition of travel broker decisions without a person-centered approach

# A clear approach to travel assistance

All respondents were asked this question, and the majority agree that the policy sets out a clear approach to travel assistance.

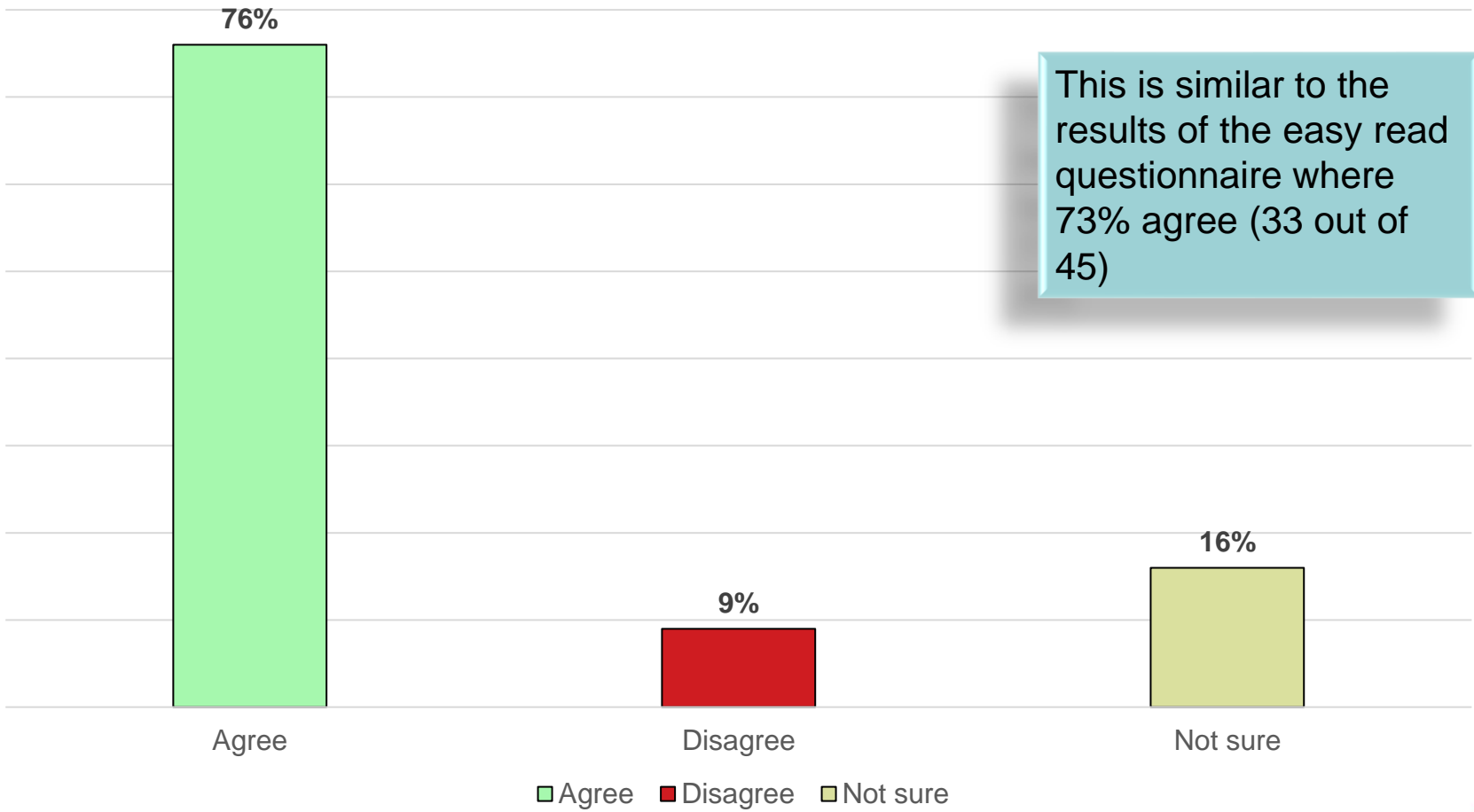


**Q11:** To what extent do you think the draft Policy clearly lays out the Council's approach to travel assistance for Adult Social Care service users?

**Base:** 402 respondents & data has been rounded so some aggregates/totals may be +/-1% than 100%

# Policy implementation

All respondents were asked this question, and the majority agree that the Council should implement the policy.



This is similar to the results of the easy read questionnaire where 73% agree (33 out of 45)



**Q12:** Overall, to what extent do you agree or disagree we should implement this Travel Assistance Policy?

**Base:** 402 respondents & data has been rounded so some aggregates/totals may be +/-1% than 100%

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Adult Social Care

# Travel Assistance Policy



 Enfield Council Adult Social Care

[www.enfield.gov.uk](http://www.enfield.gov.uk)

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# 1 About this policy

- 1.1 The Care Act 2014 sets out (amongst many other things) Local Authorities legal duties to assess individuals' needs for care and support, and, where eligible, put in place arrangements for those needs to be met. This policy is one part of Enfield Council's broader approach to meeting its duties under the Care Act. To find out more about the Care Act see [here](#). Care Act Eligibility Criteria are also included in Appendix 3.
- 1.2 This policy will set out how Enfield Council will provision and fund travel assistance for service users with eligible needs. This includes how we will use our limited resources to fairly and consistently support travel assistance to meet the eligible needs of our most vulnerable residents, tailoring the type of support based upon individual eligible needs.
- 1.3 Enfield Council is committed to support service users to live as independently as they can for as long as they can, within their local community. This policy will support us to work with service users to promote their independence.
- 1.4 This Adult Social Care Travel Assistance Policy applies to;
- Individuals who need travel assistance to meet eligible needs under the Care Act 2014
  - Are aged 18 and over
  - Are an ordinary resident in Enfield – (as defined in the Care Act)

Note, this policy does not apply to young adults (aged up to 25) who have special educational needs and are in education or training. Please see the [Getting To School policy](https://www.enfield.gov.uk/_data/assets/pdf_file/0014/5612/getting-to-school-policy-local-offer.pdf) for further information (internet address; [https://www.enfield.gov.uk/\\_data/assets/pdf\\_file/0014/5612/getting-to-school-policy-local-offer.pdf](https://www.enfield.gov.uk/_data/assets/pdf_file/0014/5612/getting-to-school-policy-local-offer.pdf)).

This policy also applies to service users who –

- Access travel assistance support provided directly by the Council
  - Access travel assistance support commissioned by the Council
  - Use a direct payment to arrange their care and support
- 1.5 Enfield Council will be reviewing all new requests for travel assistance in accordance with this policy. Travel assistance options for existing service users will be reviewed as part of their annual care and support review.
- 1.6 This policy introduces the following travel assistance principles –
- Promote the wellbeing of the service user and their carer/s
  - Promote a healthy and sustainable approach to travel assistance
  - Promote the most independent approach to travel assistance
  - Utilise the most cost-effective travel options (including the use of public transport)

- 1.7 The decision to provide support with travel assistance is based on a service user's individual circumstances including their needs, risks and outcomes in line with promoting wellbeing and independence, as determined in the person's Care Act Assessment (see section 3).
- 1.8 This policy replaces the existing Adult Social Care Transport Policy dated 2016.

## 2. Terms used in this policy

- 2.1 **Travel assistance.** We have used the term 'travel assistance' throughout this policy, but the form of assistance will vary depending on your individual circumstances. If you have an eligible need, we will work with you, your carer / representative and professionals involved to establish the most appropriate type of assistance. Some of the travel assistance options available are summarised in Appendix 1. Travel assistance options can also be viewed on the [MyLife Travel & Transport page](https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxx&TagCategory=440) (internet address; <https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxx&TagCategory=440>).
- 2.2 **Travel Broker.** Enfield's Travel Brokerage Team are part of Enfield Council's Adult Social Care Brokerage Service who arrange care and support for adults with eligible needs for all commissioned services. The Travel Brokers have expertise in identifying suitable travel assistance options, working together with you, your carer / representative and professionals involved (for example, a social worker / social care assessor / occupational therapist).

## 3. Care Act Assessment and Care and Support Plan

- 3.1 The Care Act assessment will determine whether you have care and support needs that are eligible for Council support. It will also determine whether you require travel assistance to meet those needs. If you are able to travel independently to meet your eligible needs you will be expected to do so.
- 3.2 Where you have 'substantial difficulty' being involved in the assessment or planning process, you have a right to an advocate to speak on your behalf. If you do not have anyone, such as a family member or friend, who can advocate for you, the Council will provide an independent advocate.
- 3.3 The assessment and planning processes are designed to be inclusive. You can invite family, friends, support staff, professionals, and advocates (if appropriate) to any meetings. Their views will be taken into account.
- 3.4 Where you require travel assistance to meet eligible needs, a referral will be made to the Travel Brokerage Team. They will work with you, your carer / representative and professionals involved (for example, a social worker / social care assessor / occupational therapist) to identify the most appropriate and cost-effective form of travel assistance based on your circumstances.



- 3.5 Family or friends (unpaid carers) may provide some or all of your travel assistance support. The Council will ask family or friends as part of your assessment, whether they are willing and able to do this.
- 3.6 You will be involved in any decisions about your care and support. If you lack the capacity to make any decisions, they will be made in your best interests in line with the Mental Capacity Act. Further information on the Mental Capacity Act 2005 is available [here](https://mylife.enfield.gov.uk/enfield-home-page/content/safeguarding/mental-capacity-act/) (internet address; <https://mylife.enfield.gov.uk/enfield-home-page/content/safeguarding/mental-capacity-act/>).
- 3.7 Your Care and Support Plan will show how your eligible needs will be met, including any travel assistance required to meet those needs. The Care and Support Plan can also be enhanced with any information and advice given beyond the scope of eligible needs. The Council will not support travel needs that are not included within your Care and Support Plan.
- 3.8 The Council are aware that needs and circumstances can change over time. Where this is the case, a referral will be made to the Travel Brokerage Team to identify whether the current travel assistance arrangements are still appropriate. If an alternate travel assistance option is identified, the Care and Support Plan will be updated.
- 3.9 Where a family member or friend is providing travel assistance support, the Care and Support Plan will include details of any contingency arrangements that would be put in place, should this support not be available, e.g. the unpaid carer is unwell, on holiday, taking respite, etc.
- 3.10 If you have recently had a change in your health as a result of an illness or accident, you may benefit from a period of enablement support. This is short term support to help you regain your independence. Examples of enablement can include equipment loans or independent travel training. More about enablement services can be found [here](https://mylife.enfield.gov.uk/directory/providerdetails/211845) (internet address: <https://mylife.enfield.gov.uk/directory/providerdetails/211845>).

## 4. Contributions to travel assistance costs

- 4.1 A Personal Budget is money allocated to meet your eligible needs
- 4.2 Where you have eligible needs you may be required to pay a contribution into your personal budget. This is sometimes called a 'Care Charge'. The Council will work out how much you will need to pay.
- 4.3 This policy should be read together with the Council's information on [Community based charges](https://mylife.enfield.gov.uk/enfield-home-page/content/financial/community-based-charges/) (internet address; <https://mylife.enfield.gov.uk/enfield-home-page/content/financial/community-based-charges/>) *Or a printed booklet and form can be requested from the Council.*
- 4.4 If you receive disability related benefits you can claim Disability Related Expenditure. Please refer to the [Disability Related Expenditure Factsheet](https://mylife.enfield.gov.uk/community-based-charges/) (internet address; <https://mylife.enfield.gov.uk/community-based-charges/>) *Or a printed factsheet and claim form can be requested from the Council.*

- 4.5 If you live in a care home you pay a fixed charge, see [Paying for Care Homes](https://mylife.enfield.gov.uk/enfield-home-page/content/financial/paying-for-care-homes/) (internet address; <https://mylife.enfield.gov.uk/enfield-home-page/content/financial/paying-for-care-homes/>) Or a printed booklet can be requested from the Council.
- 4.6 The Council will not charge for enablement support (see 3.10)
- 4.7 You will not have to pay for social care services if;
- You qualify for statutory after care under Section 117 of the Mental Health Act 1983
  - You have been diagnosed with Creutzfeldt Jacob Disease (CJD)

## 5. Complaints and Fraudulent Claims

- 5.1 If you or your carer / representative are unhappy with the assistance agreed, the Travel Brokerage Team or your social care assessor should be contacted to discuss this and consideration will be given to reviewing the travel assistance option agreed. If you or your carer / representative remain unsatisfied and wish to make a complaint, please refer to the [Adult Social Care Complaints Policy](https://mylife.enfield.gov.uk/media/37287/adults-social-care-complaints-policy-november-2022.pdf) (internet address; <https://mylife.enfield.gov.uk/media/37287/adults-social-care-complaints-policy-november-2022.pdf>).
- 5.2 Where it is proven that travel assistance was obtained on the basis of fraudulent or misleading information, the Council may immediately remove travel assistance and seek reimbursement. Details are set out in our [Counter Fraud Strategy and Operating Plan](http://www.enfield.gov.uk/data/assets/pdf_file/0025/25666/Counter-Fraud-Policy-and-Operating-Plan-Your-council.pdf) (internet address; [www.enfield.gov.uk/data/assets/pdf\\_file/0025/25666/Counter-Fraud-Policy-and-Operating-Plan-Your-council.pdf](http://www.enfield.gov.uk/data/assets/pdf_file/0025/25666/Counter-Fraud-Policy-and-Operating-Plan-Your-council.pdf)).

# Appendix 1. Travel Assistance Options

## a. Travel Assistance Payment

You, your carer / representative, may request a sum of money as a Direct Payment to enable you to organise your own travel assistance. This payment will form part of your Personal Budget and be added to your E-Card, or Direct Payment bank account. The amount of the travel assistance payment will be based on the most appropriate form of travel assistance that is available and relevant to your needs.

If you are unable to manage your Direct Payment you can ask a relative or friend to act as your agent and manage the Direct Payment on your behalf. Alternatively, the Council may ask an external provider to manage your Direct Payments, we call this a third-party managed account. Further information is available [here](https://mylife.enfield.gov.uk/media/24455/factsheet_dp04_direct_payments_faqs.pdf) (internet address; [https://mylife.enfield.gov.uk/media/24455/factsheet\\_dp04\\_direct\\_payments\\_faqs.pdf](https://mylife.enfield.gov.uk/media/24455/factsheet_dp04_direct_payments_faqs.pdf)).

Typically, this is to support you or a family member to arrange travel assistance directly, this could include funding towards;

- mileage
- vehicle servicing
- taxi travel
- taxi travel and an escort if required
- Public transport travel costs for yourself and/or your carer where appropriate

If a commissioned service has a separate charge for some or all of its transport costs, and this is included within a personal budget, this element would be reviewed if a payment for travel assistance is considered to be appropriate. This would depend on which transport elements were being replaced by the travel assistance payment.

## b. Independent Travel Training

An Independent Travel Trainer can help to improve your orientation skills so that you can travel more independently. Short term support can be provided to improve your knowledge and increase your confidence so that you can travel independently to and from places you go regularly.

## c. Transport provided by service providers

Service providers may provide their own transport. Eligibility for access to this transport will be determined by your assessment or review.

## d. Council Minibus Transport

The Council provides buses which are adapted and assisted. These buses support with access to the Council's own day centres only (Formont, New Options, Community Link Enfield, and Community Link Edmonton). Eligibility to access to this service is determined by your assessment or review.

## **e. Taxi travel, personal assistants and escorts**

Where you require accompaniment, there are agencies who can provide travel assistants for this purpose. These agencies can be found on the Council's Adult Social Care MyLife website. These services and taxi travel can be commissioned directly by the Council or purchased via a Direct Payment. The escort may be a personal assistant who already provides other types of support, before and after each journey, and the escort's planned transport costs would be included in your travel assistance payment as set out in your care and support plan.

## **f. Driving and the Blue Badge**

Disabled drivers and passengers, whether they travel in a private vehicle or lease a Motability vehicle, can apply for a Blue Badge. Blue Badge holders can park for free on most roads, however, there are exceptions where they can only park in designated bays, for example, on red routes. Blue badge holders can also claim exemption from the Congestion Charge (registration is required and a fee is payable). Disabled drivers can also claim exemption from road tax, in certain circumstances.

## **g. Disability Living Allowance or Personal Independence Payment**

Some people may choose to use any Mobility Component of PIP or DLA to meet eligible needs. If they do not wish to do this, the Council will make arrangements to make sure their eligible needs are met, either by commissioning an appropriate service or offering a Direct Payment (including options laid out in this appendix).

## **h. Dial-a-Ride**

To be eligible for Dial-a-Ride you must have a permanent or long-term disability which means you are unable to use public transport some or all the time.

You are automatically eligible for membership if you are:

- A Taxicard member
- Getting the Higher Rate Mobility Component of Disability Living Allowance
- Getting the Standard or Enhanced Mobility Rate of the Personal Independence Payment (PIP)
- Registered blind or partially sighted
- Aged 85 or over
- Getting a Higher Rate Attendance Allowance
- Getting a War Pension Mobility Supplement

If none of the above apply to you, you may still be able to join Dial-a-Ride but you will have to undergo a paper-based mobility assessment to establish your eligibility for the service.

Dial-a-Ride will not provide travel to and from day care centres. More information is available from Transport for London at [www.tfl.gov.uk/modes/dial-a-ride/membership?intcmp=4002](http://www.tfl.gov.uk/modes/dial-a-ride/membership?intcmp=4002)

## i. London Taxicard Scheme

The London Taxicard Scheme provides subsidised transport in taxis and private hire vehicles for people with mobility problems or a visual impairment. The application form can be downloaded from: [www.enfield.gov.uk/services/roads-and-transport/london-taxicard-scheme](http://www.enfield.gov.uk/services/roads-and-transport/london-taxicard-scheme)

Full details about the London Taxicard Scheme can be found at: [www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard)

## j. Technology

Assistive technology should be enabling, inclusive and provide more choice and control as to how your needs are met. Examples of Assistive Technology which may be appropriate include devices that support you with finding your way in the community or allow you to share your location and/or communicate with others in the event you need assistance.

## k. Public transport

Public transport includes Buses, trams and trains. There is limited step free access at stations in Enfield and, indeed, in London as a whole. Transport for London are improving accessibility on the Tube and London Overground by making more stations step-free. However, at the present time, most stations do not have step free access and few have lifts. Step free access means an alternative to stairs, i.e. an escalator, lift or both, through to street level.

A Disabled Person's Freedom Pass allows you free travel across London, and free bus journeys nationally. To apply, you must meet the following criteria:

- live in Enfield
- have any statutory disability as listed in the Transport Act 2000, more information can be found [here \(internet address; https://www.londoncouncils.gov.uk/services/freedom-pass/disabled-persons-freedom-pass/eligibility\)](https://www.londoncouncils.gov.uk/services/freedom-pass/disabled-persons-freedom-pass/eligibility).

An Older Person's Freedom Pass provides free travel across London, free bus journeys nationally and is administered through London Councils. To be eligible you must be over 66.

More information, including eligibility criteria for each pass can be found [here \(internet address; https://www.enfield.gov.uk/services/roads-and-transport/freedom-passes\)](https://www.enfield.gov.uk/services/roads-and-transport/freedom-passes).

Paid or unpaid carers do not qualify for free travel on public transport (unless entitled to this by some other route).

## Appendix 2. Travel Assistance Process



## Appendix 3. Eligibility for Care and Support

The national eligibility criteria set a minimum threshold for adult care and support needs which local authorities must meet. All local authorities must comply with this national threshold. Authorities can also decide to meet needs that are not deemed to be eligible if they chose to do so.

### What is the national eligibility threshold for adults needing care?

The eligibility threshold for adults with care and support needs is set out in the Care and Support (Eligibility Criteria) Regulations 2015 (the 'Eligibility Regulations'). The threshold is based on identifying how a person's needs affect their ability to achieve relevant outcomes, and how these impacts on their wellbeing. In considering whether an adult with care and support needs has eligible needs, local authorities must consider whether the adult meets the following three conditions:

**CONDITION 1:** The adult's needs arise from or are related to a physical or mental impairment or illness

This includes conditions such as physical, mental, sensory, learning or cognitive disabilities or illnesses, brain injuries and substance misuse.

**CONDITION 2:** As a result of the adult's needs, the adult is unable to achieve 2 or more of the outcomes set out in the regulations. The Eligibility Regulations set out the following outcomes:

- a. Managing and maintaining nutrition - local authorities should consider whether the adult has access to food and drink to maintain nutrition, and that the adult is able to prepare and consume the food and drink.
- b. Maintaining personal hygiene - local authorities should, for example, consider the adult's ability to wash themselves and launder their clothes.
- c. Managing toilet needs - local authorities should consider the adult's ability to access and use a toilet and manage their toilet needs.
- d. Being appropriately clothed - local authorities should consider the adult's ability to dress themselves and to be appropriately dressed, for instance in relation to the weather to maintain their health.
- e. Being able to make use of the home safely - local authorities should consider the adult's ability to move around the home safely, which could for example include getting up steps, using kitchen facilities or accessing the bathroom. This should also include the immediate environment around the home such as access to the property, for example steps leading up to the home.
- f. Maintaining a habitable home environment - local authorities should consider whether the condition of the adult's home is sufficiently clean and maintained to be safe. A habitable home is safe and has essential amenities. An adult may require support to sustain their occupancy of the home and to maintain amenities, such as water, electricity and gas.
- g. Developing and maintaining family or other personal relationships - local authorities should consider whether the adult is lonely or isolated, either because their needs prevent

them from maintaining the personal relationships they have or because their needs prevent them from developing new relationships.

- h. Accessing and engaging in work, training, education or volunteering - local authorities should consider whether the adult has an opportunity to apply themselves and contribute to society through work, training, education or volunteering, subject to their own wishes in this regard. This includes the physical access to any facility and support with the participation in the relevant activity.
- i. Making use of necessary facilities or services in the local community including public transport and recreational facilities or services - local authorities should consider the adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing.
- j. Carrying out any caring responsibilities the adult has for a child - local authorities should consider any parenting or other caring responsibilities the person has. The adult may for example be a step-parent with caring responsibilities for their spouse's children.

### What does being “unable” to achieve mean?

- Being unable to achieve the outcome without assistance. This would include where an adult would be unable to do so even when assistance is provided. It also includes where the adult may need prompting for example, some adults may be physically able to wash but need reminding of the importance of personal hygiene.
- Being able to achieve the outcome without assistance but doing so causes the adult significant pain, distress or anxiety. For example, an older person with severe arthritis may be able to prepare a meal but doing so will leave them in severe pain and unable to eat the meal.
- Being able to achieve the outcome without assistance but doing so endangers or is likely to endanger the health or safety of the adult, or of others. For example, if the health or safety of another member of the family, including any child, could be endangered when an adult attempts to complete a task or an activity without relevant support.
- Being able to achieve the outcome without assistance but takes significantly longer than would normally be expected. For example, an adult with a physical disability is able to dress themselves in the morning, but it takes them a long time to do this, leaves them exhausted and prevents them from achieving other outcomes.

**CONDITION 3:** As a consequence, there is, or there is likely to be, a significant impact on the adult's wellbeing.

Local authorities must consider whether the adult's needs and their inability to achieve the outcomes above cause or risk causing a significant impact on their wellbeing. Wellbeing is seen as a broad concept covering the following areas:

- personal dignity (including treatment of the person with respect)
- physical and mental health and emotional wellbeing
- protection from abuse and neglect

## 12 Adult Social Care Travel Assistance Policy



- control by the person over day-to-day life (including over care and support provided and the way it is provided)
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal relationships
- suitability of living accommodation
- the person's contribution to society.



**If you need this document in another language  
or format call Adult Social Care email  
[adultsocialcare@enfield.gov.uk](mailto:adultsocialcare@enfield.gov.uk)**

## Enfield Equality Impact Assessment (EqIA)

### Introduction

The purpose of an Equality Impact Assessment (EqIA) is to help Enfield Council make sure it does not discriminate against service users, residents and staff, and that we promote equality where possible. Completing the assessment is a way to make sure everyone involved in a decision or activity thinks carefully about the likely impact of their work and that we take appropriate action in response to this analysis.

The EqIA provides a way to systematically assess and record the likely equality impact of an activity, policy, strategy, budget change or any other decision.

The assessment helps us to focus on the impact on people who share one of the different nine protected characteristics as defined by the Equality Act 2010 as well as on people who are disadvantaged due to socio-economic factors. The assessment involves anticipating the consequences of the activity or decision on different groups of people and making sure that:

- unlawful discrimination is eliminated
- opportunities for advancing equal opportunities are maximised
- opportunities for fostering good relations are maximised.

The EqIA is carried out by completing this form. To complete it you will need to:

- use local or national research which relates to how the activity/ policy/ strategy/ budget change or decision being made may impact on different people in different ways based on their protected characteristic or socio-economic status;
- where possible, analyse any equality data we have on the people in Enfield who will be affected eg equality data on service users and/or equality data on the Enfield population;
- refer to the engagement and/ or consultation you have carried out with stakeholders, including the community and/or voluntary and community sector groups you consulted and their views. Consider what this engagement showed us about the likely impact of the activity/ policy/ strategy/ budget change or decision on different groups.

The results of the EqIA should be used to inform the proposal/ recommended decision and changes should be made to the proposal/ recommended decision as a result of the assessment where required. Any ongoing/ future mitigating actions required should be set out in the action plan at the end of the assessment.

## Section 1 – Equality analysis details

<b>Title of service activity / policy/ strategy/ budget change/ decision that you are assessing</b>	<b>Adult Social Care Travel Assistance Policy</b>
<b>Team/ Department</b>	<b>People Department Adult Social Care Strategy and Development</b>
<b>Executive Director</b>	<b>Tony Theodoulou</b>
<b>Cabinet Member</b>	<b>Councillor Alev Cazimoglu</b>
<b>Author(s) name(s) and contact details</b>	<b>Christopher Reddin Christopher.reddin@enfield.gov.uk 0208 132 2020</b>
<b>Committee name and date of decision</b>	<b>N/a</b>

<b>Date the EqIA was reviewed by the Corporate Strategy Service</b>	<b>21/12/2022</b>
<b>Name of Head of Service responsible for implementing the EqIA actions (if any)</b>	<b>Matt Casey Head of Service, Strategy and Service Development</b>
<b>Name of Director who has approved the EqIA</b>	<b>Doug Wilson Director of Health and Adult Social Care</b>

The completed EqIA should be included as an appendix to relevant EMT/ Delegated Authority/ Cabinet/ Council reports regarding the service activity/ policy/ strategy/ budget change/ decision. Decision-makers should be confident that a robust EqIA has taken place, that any necessary mitigating action has been taken and that there are robust arrangements in place to ensure any necessary ongoing actions are delivered.

## Section 2 – Summary of proposal

Please give a brief summary of the proposed service change / policy/ strategy/ budget change/project plan/ key decision

**Please summarise briefly:**

What is the proposed decision or change?  
 What are the reasons for the decision or change?  
 What outcomes are you hoping to achieve from this change?  
 Who will be impacted by the project or change - staff, service users, or the wider community?

This assessment addresses the equality impact of the Council's proposal to introduce the new policy which will enable the Council to have an agreed, consistent process in place and will set out how we will take a person-centred and strength's-based approach to travel assistance.

### **The proposed decision**

A proposal is made to the Cabinet Member for Health and Social Care agree to a new Adult Social Care Travel Assistance policy to replace the existing Transport policy dated 2016. This decision will enable the Council to introduce new travel assistance principles, expanded travel assistance options and a new process for identifying the most appropriate and cost-effective form of travel assistance based on the individual's circumstances.

### **The reasons for the decision**

The Care Act (2014) Care and Support (Eligibility Criteria) Regulations 2015 set out a minimum threshold for adult care and support needs which Local Authorities must meet. In addition, Local Authorities can decide to meet needs not deemed to be eligible should they chose to. In considering whether an adult with care and support needs has eligible needs, local authorities must consider whether the adult meets the following three conditions:

Condition 1: The adult's needs arise from or are related to a physical or mental impairment or illness

Condition 2: As a result of the adult's needs, the adult is unable to achieve 2 or more of the outcomes set out in the regulations.

Condition 3: As a consequence, there is, or there is likely to be, a significant impact on the adult's wellbeing

Enfield Council has an [Adult Social Care Transport Policy](#) agreed by Cabinet in 2016 and it is proposed that a new 'Adult Social Care Travel Assistance Policy' be introduced to set out how we will use our limited resources to fairly and consistently to support travel assistance to meet the assessed and eligible needs of our most vulnerable residents.

The new policy will apply to;

- Individuals who need travel assistance to meet needs assessed as eligible under the Care Act 2014

- Are aged 18 and over\*
- Are an ordinary resident in Enfield – (as defined in the Care Act)

\* Note, this policy does not apply to young adults (aged up to 25) who have special educational needs and are in education or training. Please see the Getting To School policy for further information [https://www.enfield.gov.uk/\\_data/assets/pdf\\_file/0014/5612/getting-to-school-policy-local-offer.pdf](https://www.enfield.gov.uk/_data/assets/pdf_file/0014/5612/getting-to-school-policy-local-offer.pdf)

### **Summary of key changes**

The new policy proposes to introduce travel assistance principles, expanded travel assistance options and a new process for deciding how travel assistance needs will be met.

#### Travel Assistance Principles

This Adult Social Care Travel Assistance Policy will benefit adults requiring Travel Assistance to meet their assessed and eligible needs by;

- Promoting the wellbeing of the service user and their carer/s
- Promoting a healthy and sustainable approach to travel assistance
- Promoting the most independent approach to travel assistance
- Utilising the most cost-effective travel options (including the use of public transport)

Enfield's proposed Adult Social Care Travel Assistance Policy includes a range of travel assistance options and where appropriate, travel training will be offered which aims to support the adult in achieving independence utilising existing public transport networks.

#### Travel Assistance Process

It is proposed that where an adult requires Travel Assistance to meet their assessed and eligible needs, a referral will be made to the Travel Brokerage Team. This service will work with the adult, their carer / representative and professionals involved (for example, a social worker / social care assessor / occupational therapist) to identify the most appropriate and cost-effective form of travel assistance based on their circumstances (see appendix 2 of the Draft Adult Social Care Travel Assistance Policy).

#### Travel Assistance Options

The expanded Travel Assistance options are set out below;

##### a. A Travel Assistance Payment

- b. Independent Travel Training
- c. Transport provided by service providers
- d. Council Minibus Transport
- e. Taxi travel, personal assistants and escorts
- f. Driving and the Blue Badge
- g. Disability Living Allowance or Personal Independence Payment
- h. Dial-a-Ride
- i. London Taxicard Scheme
- j. Assistive Technology
- k. Public transport

### **Who will be impacted on this Decision?**

- This policy may impact Individuals aged 18 and over who are *ordinary resident* in Enfield (as is defined in the Care Act, 2014) who need travel assistance to meet eligible needs
- As such, new and existing services users may be impacted by this proposed policy where the above criteria is met

### **Positive impacts of the decision**

- The Care Act 2014 sets out Local Authorities legal duties to assess individuals' needs for care and support, and, where eligible, put in place arrangements for those needs to be met and this draft policy is one part of Enfield Council's broader approach to meeting its duties.
- The draft policy introduces new travel assistance principles, expanded travel assistance options and a new process which the Council considers necessary to provide a person-centred, strengths-based way of meeting need
- The draft policy principles will; promote the wellbeing of the service user and their carer/s, promote a healthy and sustainable approach to travel assistance, promote the most independent approach to travel assistance and utilise the most cost-effective travel options (including the use of public transport)

### **Negative impacts of the decision**

- There are no anticipated negative impacts from introducing this new draft policy
- The policy sets out how Enfield Council will provision and fund travel assistance for service users with eligible needs. This includes how we will use our limited resources to fairly and consistently support travel assistance to meet the eligible needs of our most vulnerable residents, tailoring the type of support based upon individual eligible needs.
- Enfield Council remains committed to supporting service users to live as independently as they can for as long as they can, within their local community.





## Section 3 – Equality analysis

This section asks you to consider the potential differential impact of the proposed decision or change on different protected characteristics, and what mitigating actions should be taken to avoid or counteract any negative impact.

According to the Equality Act 2010, protected characteristics are aspects of a person's identity that make them who they are. The law defines 9 protected characteristics:

1. Age
2. Disability
3. Gender reassignment.
4. Marriage and civil partnership.
5. Pregnancy and maternity.
6. Race
7. Religion or belief.
8. Sex
9. Sexual orientation.

At Enfield Council, we also consider socio-economic status as an additional characteristic.

“Differential impact” means that people of a particular protected characteristic (eg people of a particular age, people with a disability, people of a particular gender, or people from a particular race and religion) will be significantly more affected by the change than other groups. Please consider both potential positive and negative impacts, and provide evidence to explain why this group might be particularly affected. If there is no differential impact for that group, briefly explain why this is not applicable.

Please consider how the proposed change will affect staff, service users or members of the wider community who share one of the following protected characteristics.

**Detailed information and guidance on how to carry out an Equality Impact Assessment is available [here](#). (link to guidance document once approved)**

## Age

This can refer to people of a specific age e.g. 18-year olds, or age range e.g. 0-18 year olds.

Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people of a specific age or age group (e.g. older or younger people)?

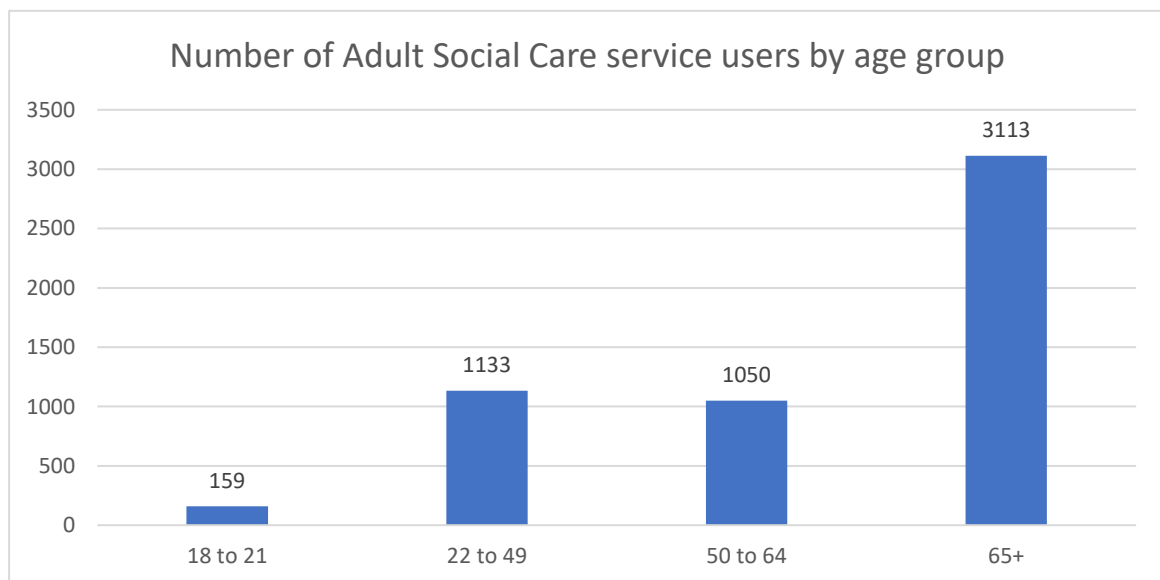
Please provide evidence to explain why this group may be particularly affected.

Enfield has relatively high proportions of children and young people under the age of twenty (27.1% of residents), higher than both London and England averages.

### Children transitioning to adulthood

As at 2020, Enfield's population aged 16-19 was estimated to be 16,653, representing 5% of the total population (329,986). In respect of young people with care and support needs transitioning to adulthood, as a snapshot view, in September 2019, 115 people aged 16-18 with learning and/or physical disabilities were in transition from child services to adulthood. Circa 38% of those in transition were eligible for Adult Social Care services.

Looking forward for the next five years, data indicates a year-on-year rise in the number of young people with learning disabilities who have Special Educational Needs moving to adulthood.



## Adults

As at 2020, Enfield's adult population aged 18-64 years was estimated to be 205,400, representing 61%% of the total population (329,986). Projection indicates

<sup>1</sup> Enfield Council Adult Social Care Service Profiles, February 2023

a decrease to 201,507 (or 1.9%) by 2040. In contrast to this local decline, we expect to see the number of adults aged 18-64 with some disabilities increase.

### **Older People**

Enfield's older adults (65+) represent 13% of the borough's overall population and whilst this is lower than the population representation for England overall (18.39%), the number of people aged 65 years and over living in the borough is set to rise by 51% the next 20 years from 45,200 (2020) to 68,400 (2040). The biggest percentage increase is predicted for people aged 90 years and over, a population which is set to increase by 83% between 2020 and 2040.

Research conducted on the average household expenditure per week on transport services (e.g. bus and rail fares) in the United Kingdom in 2021, by age of household reference person found that respondents with a household reference person aged 65 to 74 spent an average of £6.80 a week on transport services. The age group that has the highest average spend per week is those between 30 and 49, who spend £12.10<sup>2</sup>.

There are two concessionary travel schemes for older people; the Senior Railcard which offers one third off the cost of rail travel for people aged 60 and over and the older persons Freedom Pass scheme that offers free public transport for people aged 66 and above. These schemes allow for discounted or free travel, however, some older people may be less mobile, which can prevent them from being able to use public transport like other residents in the borough<sup>3</sup>. Older people with a permanent or long-term disability and therefore unable to use public transport are eligible for the Dial a Ride service, a door-to-door service that can promote active lifestyles for those otherwise unable to travel<sup>4</sup>. The proposed policy will positively impact on people who are eligible for care and support aged 18 and over. Specifically, it will impact people with who require travel assistance to meet assessed Care Act 2014 eligible needs for those aged 18 and over.

Enfield Council has a '[Getting to School](#)' policy approved by Cabinet on 12 February 2020 which applies to eligible children and young people of statutory school age (aged 'rising' 5 to 16) and young people aged 16 to 18 or aged up to 25 if they have a special education need or disability, who are in education or training.

### **Mitigating actions to be taken**

By introducing this policy, all age groups 18 plus will be supported with travel assistance where eligible under the Care Act 2014. The policy will therefore have a positive impact on adults to meet assessed eligible needs as set out in the Care Act (2014) Care and Support (Eligibility Criteria) Regulations 2015.

### **Disability**

<sup>2</sup> ONS, [Family spending in the UK: April 2021 to March 2022](#), 2022

<sup>3</sup> Age UK, [Transport](#), 2023

<sup>4</sup> Age UK and Transport For All, [Dial-a-Ride: From Door to More](#), 2022

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on the person's ability to carry out normal day-day activities.

This could include: physical impairment, hearing impairment, visual impairment, learning difficulties, long-standing illness or health condition, mental illness, substance abuse or other impairments.

Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people with disabilities?

Please provide evidence to explain why this group may be particularly affected.

At the 2021 Census, 44,900 people in Enfield reported having a disability and this represents 13.6% of the total population. An additional 14,450 people (4.4%) are not disabled but do have a long-term health condition<sup>5</sup>. The number of Enfield residents who reported being disabled and 'limited a lot' decreased from 9.4% in 2011 to 7.2% in 2021, those who reported being disabled and 'limited a little' also decreased from 10.1% in 2011 to 6.4% in 2021<sup>6</sup>. People can be disabled by barriers in society, as opposed to their impairment as is set out in the Social Model of Disability<sup>7</sup>, for example, inaccessible environments which can hinder peoples' abilities to participate in society fully and equally<sup>8</sup>.

Whilst 69% of people aged 16 plus in England have personal car access, this drops to 54% for people with health-related mobility impairments<sup>9</sup>. Concessionary travel options such as a Disabled Person's Freedom Pass can enable people with disabilities to access free travel, however, parts of the travel network are inaccessible for people with some disabilities, for example, those requiring step free access, '*Currently 92 Tube stations (a third of them) and more than 60 London Overground stations have step-free access. All DLR stations and tram stops are step free*'<sup>10</sup>.

Transport For London's 'TFL Go app' supports journey planning using live information to provide the best route, this includes a 'step-free' mode for planning accessible journeys as well as information on toilet locations, platform access and live lift status<sup>11</sup>. Possible options where transport is otherwise inaccessible include the London Taxicard Scheme (which provides subsidised transport in taxis and private hire vehicles for people with mobility problems or a visual impairment), the Motability Scheme and Blue Badge Scheme.

For people who may struggle to stand whilst using public transport, TFL's 'Please offer me a seat' scheme issues a free badge and card that can be used to alert

<sup>5</sup> Enfield Council, The Enfield Update; Census Special No.4, 2023

<sup>6</sup> Office for National Statistics, [2011 Census and Census 2021](#), 2023

<sup>7</sup> SCOPE, [Social model of disability | Disability charity Scope UK](#), 2023

<sup>8</sup> World Health Organisation, [Disability](#), 2024

<sup>9</sup> NatCen, [Access to Transport and Life Opportunities](#), 2019

<sup>10</sup> Transport for London, [Step-free access](#), 2023

<sup>11</sup> Transport for London, [TFL Go App](#), 2023

fellow passengers that they need a seat. A survey undertaken in 2018 established, '78 per cent of users reported finding it easier to get a seat with the badge and card and 75 per cent are regularly offered a seat by other customers. 94 per cent will continue using the badge and card'<sup>12</sup>.

People with disabilities can have difficulty in accessing local community facilities. To address this the Council provides a local scheme to support people with mobility difficulties to access local shops. This includes free of charge two-hour loans of manual or powered wheelchairs and scooters for people with mobility problems, whether permanent or temporary, so they can access shops and services<sup>13</sup>.

People with disabilities can also face barriers in accessing employment and this is associated with accessibility of transport. It is reported that around half of disabled people aged 16 to 64 years (53.5%) in the UK were in employment compared with around 8 in 10 (81.6%) for non-disabled people (July to September 2021)<sup>14</sup> and one quarter of working age disabled people cite 'inaccessible transport' as a key barrier to participation in employment<sup>15</sup>. The Government's Access to Work scheme provides support for people who have a physical or mental health condition to stay in work or to get into work with grants that can be used towards vehicle adaptation or taxi fares to work where eligibility is met and this type of support agreed to be appropriate<sup>16</sup>.

It is also recognised that people with disabilities may face abuse on public transport. There were almost 1,500 hate crime incidents on public transport reported to the police in 2020/21<sup>17</sup> and research undertaken in 2022 found that 38% of disabled transport users had experienced hate crime or harassment over the previous 3 years<sup>18</sup>. Transport for London (TFL) promote several ways for people who experience, or witness hate crime to report it, including through text message, the Railway Guardian app (for incidents on tube or rail services) or anonymously via the police's True Vision website (<https://www.report-it.org.uk/>).

The proposed Travel Assistance Policy will set out how eligible adults will be supported to identify the most appropriate and cost-effective option which will consider the adult's disability and any barriers they may experience in accessing public transport. Where Independent Travel Training is identified as the most appropriate, cost-effective option, this will include personal safety and contingency planning so that the adult is aware of what steps to take to report any concerns they may have whilst out and about and using public transport networks.

<sup>12</sup> Greater London Authority, [Questions to the Mayor](#), 2024

<sup>13</sup> Enfield Council, [Help to get out and about Staying active and independent](#), 2024

<sup>14</sup> Ons, [Outcomes for disabled people in the UK: 2021](#), 2023

<sup>15</sup> Motability, [The Transport Accessibility Gap: 2022](#), 2022

<sup>16</sup> Gov.UK, [Access To Work](#), 2023

<sup>17</sup> London Travel Watch, [Hate crime awareness week: what's happening on public transport in London?](#), 2021

<sup>18</sup> London Travel Watch, [Personal security on London's Transport Network, Recommendations for safer travel](#), 2022

The proposed policy will set out how the Council will support adults with Care Act 2014 eligible needs. If an adult with needs which arise from a physical or mental impairment is unable to achieve two or more of the outcomes set out in the Care Act, and there is a significant impact on their wellbeing, the Council has a duty to meet those needs where they are not met by a carer.

This may include accessing and engaging in work, training, education or volunteering; where an adult has the opportunity and/or wish to apply themselves and contribute to society through work, training, education or volunteering and is unable to leave their home safely, or communicate successfully, or interact with others, they may not be able to access work, training, education or volunteering. A further example is the adult's ability to make use of necessary facilities or services in the local community, including public transport and recreational facilities or services; where an adult is unable to get around in the community safely and able to use facilities.

Access to Travel Assistance is needs tested and chargeable in line with the Adult Social Care Charging Policy. Where an adult is assessed as having to pay full cost of services, the charge is £6.40 per journey.

#### **Mitigating actions to be taken**

A positive differential impact for adults with disabilities assessed as requiring Travel Assistance to meet assessed eligible needs. The consultation plan will set out how the consultation will be made accessible to a range of people with disabilities. This will include easy read format consultation materials, targeted communication to adult social care service users and engagement events to be held in accessible venues.

#### **Gender Reassignment**

This refers to people who are proposing to undergo, are undergoing, or have undergone a process (or part of a process) to reassign their sex by changing physiological or other attributes of sex.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on transgender people?

Please provide evidence to explain why this group may be particularly affected.

The 2021 Census was the first time that the population (aged 16+) were about their gender identity. 1.1% of Enfield respondents gave their gender identity as other than that registered at birth – a proportion which was slightly higher than in London and England & Wales on average<sup>19</sup>.

A person may be at risk of hate crime as a result of their transgender identity, and this is recognised as a criminal act under the Crime and Disorder Act 1998 and

<sup>19</sup> Enfield Council, [Enfield Borough Profile](#), 2023

section 66 of the Sentencing Act 2020. Transgender identity hate crimes rose by 11% (from 4,262 to 4,732) between 2021/22 and 2022/23 and this is the highest number recorded since 2012<sup>20</sup>.

Where Independent Travel Training is identified as the most appropriate, cost-effective option, this will include personal safety and contingency planning so that the adult is aware of what steps to take to report any concerns they may have.

The policy does not treat people differently based on gender reassignment and we foresee no impact on this protected characteristic with regards to the provision of travel assistance.

#### **Mitigating actions to be taken**

No mitigating actions identified.

### **Marriage and Civil Partnership**

Marriage and civil partnerships are different ways of legally recognising relationships. The formation of a civil partnership must remain secular, where-as a marriage can be conducted through either religious or civil ceremonies. In the U.K both marriages and civil partnerships can be same sex or mixed sex. Civil partners must be treated the same as married couples on a wide range of legal matters.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people in a marriage or civil partnership?

Please provide evidence to explain why this group may be particularly affected.

The proposed policy will not benefit or disadvantage either married people, people in civil partnerships or single people. The policy sets out how adults will be supported to identify the most appropriate travel assistance option where this is an eligible need under the Care Act (2014). The criteria of which has a positive impact on persons unable to achieve prescribed outcomes due to a physical or mental impairment where there is a significant impact on wellbeing.

People who are married or in civil partnerships may have better transport options through greater combined incomes or financial circumstances and where spouses/partners provide support in a caring capacity. However, household means-testing for certain welfare benefits can make people reliant on their partner and place pressures on finances because of the extra living expenses disabled people can incur<sup>21</sup>. Where adults living at home require a personal budget to meet assessed eligible needs, the financial assessment will be based on their individual income, savings, and capital only, however, if an adult shares any income then this is be divided equally to determine how much is owned by each person.

<sup>20</sup> Home Office, [Hate crime, England and Wales, 2022 to 2023 second edition](#), 2023

<sup>21</sup> BBC, [Benefits and disability: 'I'll never cohabit again, to protect myself', 2021](#)

<b>Mitigating actions to be taken</b>
No mitigating actions identified.

<b>Pregnancy and maternity</b>
<p>Pregnancy refers to the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.</p>
<p>Will this change to service/policy/budget have a <b>differential impact [positive or negative]</b> on pregnancy and maternity?</p> <p>Please provide evidence to explain why this group may be particularly affected.</p>
<p>The proposals are not expected to have a negative impact on those who are pregnant or in the maternity period. The proposed policy encourages active travel, including through the use of public transport, and it is acknowledged that this may be difficult for pregnant service users in the third trimester. TFL buses, tubes, trains and trams have clearly marked priority seats for anyone who needs them and the 'Baby on board' badge scheme lets other passengers know that the wearer needs a seat.</p> <p>Pregnancy, maternity and any related needs are considered as part of the Care Act 2014 assessment and the individual's circumstances inform any outcomes which will be recorded in the adults care and support plan, this will also detail how the individual's needs will be met.</p>
<b>Mitigating actions to be taken</b>
No mitigating actions identified.

<b>Race</b>
<p>This refers to a group of people defined by their race, colour, and nationality (including citizenship), ethnic or national origins.</p>
<p>Will this change to service/policy/budget have a <b>differential impact [positive or negative]</b> on people of a certain race?</p> <p>Please provide evidence to explain why this group may be particularly affected.</p>
<p>The 2021 Census data revealed that, compared to the average for London boroughs, Enfield had a smaller White British group (at 31.3% of total population),</p>



and relatively large numbers in the 'Other White' ethnic groups (18.6%) and in Black African, Black Caribbean, and other Black groups (17.2%).

2021 Census: Enfield's ethnic profile			London %	England %	England & Wales %	
Ethnic Group	Persons	%				
Asian	Bangladeshi	8,123	2.5	3.7	1.1	1.1
	Chinese	2,691	0.8	1.7	0.8	0.7
	Indian	11,870	3.6	7.5	3.3	3.1
	Pakistani	3,674	1.1	3.3	2.8	2.7
	Other Asian	11,615	3.5	4.6	1.7	1.6
Black	Black African	36,463	11.0	7.9	2.6	2.5
	Black Caribbean	16,990	5.1	3.9	1.1	1.0
	Other Black	7,059	2.1	1.7	0.5	0.5
Mixed	Mixed: White & Asian	3,818	1.2	1.4	0.8	0.8
	Mixed: White & Black African	2,994	0.9	0.9	0.4	0.4
	Mixed: White & Black Caribbean	5,165	1.6	1.5	0.9	0.9
	Mixed: Other Mixed	7,581	2.3	1.9	0.8	0.8
White	White British	103,140	31.3	36.8	73.5	74.4
	White Irish	5,969	1.8	1.8	0.9	0.9
	Gypsy or Irish Traveller	374	0.1	0.1	0.1	0.1
	Roma	1,121	0.3	0.4	0.2	0.2
	Other White	61,280	18.6	14.7	6.3	6.2
Other Ethnic group	Arab	2,535	0.8	1.6	0.6	0.6
	Any other ethnic group	37,523	11.4	4.7	1.6	1.6
All residents		329,985	100.0	100.0	100.0	100.0

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The Census also gives us a more detailed breakdown of the borough's ethnic profile, with around 290 separate classifications. These can be aggregated into 34 categories – an expansion on the 22 we have previously listed, to reflect significant numbers of certain groups.

<sup>22</sup> Enfield Council, [Enfield Borough Profile](#), 2023

Ethnicity: 34 categories	Persons (2021)	% of total
White British	103,313	31.3
White Irish	6,184	1.9
Gypsy or Irish Traveller	374	0.1
Greek	3,509	1.1
Greek Cypriot	9,912	3.0
Turkish	17,503	5.3
Turkish Cypriot	7,652	2.3
Kurdish	5,578	1.7
Bulgarian	5,386	1.6
Polish	5,002	1.5
Romanian	4,623	1.4
Albanian	3,324	1.0
Roma / Romany Gypsy	1,146	0.3
White Other	24,720	7.5
Mixed: White / Black Caribbean	5,276	1.6
Mixed: White / Black African	3,084	0.9
Mixed: White / Other Black (incl Black British)	204	0.1
Mixed: White / Asian	4,009	1.2
Mixed: Black / Asian	360	0.1
Mixed: Other	6,543	2.0
Indian	12,015	3.6
Pakistani	3,686	1.1
Bangladeshi	8,142	2.5
Chinese	2,765	0.8
Other Asian	11,641	3.5
Black British	6,015	1.8
Somali	8,089	2.5
Ghanaian	4,836	1.5
Nigerian	4,945	1.5
Other Black African	17,340	5.3
Black Caribbean	16,976	5.1
Other Black	2,784	0.8
Other Ethnic Group: Arab	2,796	0.8
Other Ethnic Group	10,257	3.1

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While 69% of adults in England aged 16 years plus were found to have personal car access (defined as possessing a driver's license and being able to drive a car or van whenever they want), personal car access is less common amongst people from the African, Caribbean, Bangladeshi and Pakistani ethnic groups where access ranges between 38% and 51% respectively<sup>24</sup>. It was also found that frequent bus use is also more common amongst people from ethnic minority groups.

The majority of hate crimes recorded in 2022/23 were racially motivated, accounting for 7 in 10 of all such offences. The number of race hate crimes in 2022/23 was 101,906 and this is a 6% decrease from 2021/22 when 108,476

<sup>23</sup> The Enfield Update, Census Special No.3, 2022

<sup>24</sup> NatCen, [Access to Transport and Life Opportunities](#), 2019

crimes were recorded<sup>25</sup>. Transport for London (TFL) report that in 2022/23 there were 2,210 reported incidents of hate crime on the public transport network, and this figure had increased by 6% on the previous year with race hate the most reported type of hate crime<sup>26</sup>. TFL launched a campaign in February 2023 calling on customers to be 'active bystanders' in response to feedback from hate crime stakeholders on the important role bystanders can play, rather than the onus being left on victims alone to report<sup>27</sup>.

TFL promote several ways for people who experience, or witness hate crime to report it, including through text message, the Railway Guardian app (for incidents on tube or rail services) or anonymously via the police True Vision website. Where Independent Travel Training is identified as the most appropriate, cost-effective option, this will include personal safety and contingency planning so that the adult is aware of what steps to take to report any concerns they may have.

The Adult Social Care Travel Assistance Policy sets out how Enfield Council will assess travel assistance for adults over 18 where this is an eligible need under the Care Act (2014). It is therefore expected to have a positive impact on those eligible, regardless of the ethnicity of the service user.

#### **Mitigating actions to be taken**

No mitigating actions identified.

#### **Religion and belief**

Religion refers to a person's faith (e.g. Buddhism, Islam, Christianity, Judaism, Sikhism, Hinduism). Belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people who follow a religion or belief, including lack of belief?

Please provide evidence to explain why this group may be particularly affected.

Religion in Enfield was captured in the 2021 Census and set out below;

Christianity (all denominations) was the most common religion in the borough (46.4%) at the time of the 2021 Census. 19.8% of residents declared No Religion, and 18.6% of residents were of Muslim faith. Sikhs were the smallest group in the

<sup>25</sup> Gov.uk, Hate crime, [England and Wales, 2022 to 2023 second edition](#), 2023

<sup>26</sup> TFL, [Hate Crime Campaign](#), 2023

<sup>27</sup> TFL, [Hate Crime Campaign](#), 2023

borough, composing 0.3% of the population. People of 'Other' faith make up relatively high numbers in Enfield (10,351) and the largest group of these are Alevi<sup>28</sup>.

Religion	2021	
	Number	%
Christian	153,015	46.4
No religion	65,241	19.8
Muslim	61,477	18.6
Not answered	23,041	7.0
Other religion	<b>10,351</b>	<b>3.1</b>
Hindu	10,231	3.1
Jewish	3,713	1.1
Buddhist	1,716	0.5
Sikh	1,199	0.4

- Christians still form the largest religious group in Enfield, although their numbers fell by 14,402 (8.6%) from 2011 to 2021
- The number of Muslims rose by 18% to 61,477
- 20% of residents report having 'No religion' - an increase of 34.5%
- The greatest proportionate rise was among people of 'Other Religion' – from 1,950 to 10,351 - a fourfold increase<sup>29</sup>

It is recognised that residents may observe and/or participate in different religious festivals and practices, including set times of prayer, and this will need to be considered as part of any Care Act assessment and support planning processes undertaken, including in relation to travel, to ensure that information, advice and support is sensitive to such practices.

#### **Mitigating actions to be taken**

There is nothing in the proposed policy that will benefit or disadvantage those who follow a religion or belief, including lack of belief and therefore no mitigating actions are considered necessary.

#### **Sex**

Sex refers to whether you are a female or male.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on females or males?

Please provide evidence to explain why this group may be particularly affected.

<sup>28</sup> Enfield Council, [Enfield Borough profile](#), 2023

<sup>29</sup> The Enfield Update, Census Special No.3, 2022

Females make up 52.3% of Enfield's population overall. Males outnumber females in every individual year of age up to 20 years, with women outnumbering men in virtually every age thereafter<sup>30</sup>. Female Londoners are more likely to be victim of sexual harassment whilst using public transport;

- Over a third (39%) of Londoners have been subjected to unwanted sexual behaviour while traveling on public transport; a majority of women (55%) and one in five men (21%) have been victims
- The Tube is the part of the London transport network that people are most likely to have been sexually harassed (64%), followed by bus (38%) and train (31%)
- 2% of victims of sexual harassment on London public transport tell the police<sup>31</sup>

Transport for London (TFL) promote several ways for people who experience, or witness hate crime to report it, including through text message, the Railway Guardian app (for incidents on tube or rail services) or anonymously via the police's True Vision website. Where Independent Travel Training is identified as the most appropriate, cost-effective option, this will include personal safety and contingency planning so that the adult is aware of what steps to take to report any concerns they may have.

#### **Mitigating actions to be taken**

No mitigating actions identified.

#### **Sexual Orientation**

This refers to whether a person is sexually attracted to people of the same sex or a different sex to themselves. Please consider the impact on people who identify as heterosexual, bisexual, gay, lesbian, non-binary or asexual.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people with a particular sexual orientation?

Please provide evidence to explain why this group may be particularly affected.

The 2021 Census was the first in which respondents were asked about sexual orientation. It was an optional question for people aged sixteen and over and 9.7% of those surveyed in Enfield chose not to answer it. Numbers and proportions of people in each group are shown in the table below, with regional and national comparators. In Enfield, the numbers of people who identified a sexual orientation

<sup>30</sup> Enfield Council, [Enfield Borough profile](#), 2023

<sup>31</sup> YouGov, [Most women have been sexually harassed on London public transport](#), 2023

which was other than heterosexual / straight was 2.2% - slightly lower than in London and nationally<sup>32</sup>;

Sexual orientation	Enfield		London		England & Wales	
	number	%	number	%	number	%
Straight or Heterosexual	226,705	88.1	6,123,195	86.2	43,403,110	89.4
Gay or Lesbian	2,342	0.9	158,760	2.2	747,805	1.5
Bisexual	2,073	0.8	108,140	1.5	623,504	1.3
All other sexual orientations*	1,204	0.5	37,482	0.5	165,305	0.3
Not answered	24,858	9.7	676,408	9.5	3,626,649	7.5
Total residents aged 16+	257,182	100.0	7,103,985	100.0	48,566,373	100.0
Total non-heterosexual	5,619	2.2	304,382	4.3	1,536,614	3.2

\*includes pansexual, asexual, queer, plus all other sexual orientations (The Enfield Update, Census Special No.4, 2022)

Research undertaken by London Travel Watch in collaboration with Galop, Out in London: LGBTQ+ People's Safety on London's Transport Network found;

- 66% of LGBTQ+ respondents reported they had experienced at least one form of victimisation on public transport in the last 12 months
- 21% said they were subjected to hate crime while travelling in the same period
- 39% of LGBTQ+ respondents felt London has become less safe in the past 5 years, compared to just 10% who thought it had become safer

TFL promote several ways for people who experience, or witness hate crime to report it, including through text message, the Railway Guardian app (for incidents on tube or rail services) or anonymously via the police's True Vision website. Where Independent Travel Training is identified as the most appropriate, cost-effective option, this will include personal safety and contingency planning so that the adult is aware of what steps to take to report any concerns they may have.

#### **Mitigating actions to be taken**

No impacts are expected under this protected characteristic and therefore no mitigating actions required.

#### **Care Experience**

This refers to a person who has spent 13 weeks or more in local authority care.

<sup>32</sup> Enfield Council, [Enfield Borough profile](#), 2023

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people with care experience?

Please provide evidence to explain why this group may be particularly affected.

Where an adult has been assessed as having Care Act eligible needs, the Council has a statutory duty to meet need where not being met by a carer. This policy does not impact on people who are care experienced unless they are assessed under the Care Act. Where young people in care may have Care Act eligible needs in adulthood, a referral (Early Notification) will be made by the relevant professional to the Transition Operational Group who will determine which Adult Social Care Service is most appropriate to undertake a Care Act assessment as part of the preparing for adulthood pathway. The preparing for adulthood assessment starts from 17 years to determine if the young person is likely to be eligible for support from Adult Social Care, Mental Health or Continuing Health Care<sup>33</sup>.

There is no negative impact associated with this characteristic as services will not be provided to this particular group

#### **Mitigating actions to be taken**

No mitigating action identified.

#### **Socio-economic deprivation**

This refers to people who are disadvantaged due to socio-economic factors e.g. unemployment, low income, low academic qualifications or living in a deprived area, social housing or unstable housing.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people who are socio-economically disadvantaged?

Please provide evidence to explain why this group may be particularly affected.

In Enfield, 17.1% of the population was income-deprived in 2019. Enfield is ranked 41st in income deprivation among the 316 local authorities in England (excluding the Isles of Scilly). Furthermore, Enfield's median household income (arguably, a more meaningful statistical measure of the average) is around £44,000, which is the 8th lowest of the 33 London boroughs and lower than the London average.

Within the borough, there are clear differences in household income between the western and eastern parts. Median incomes in the most affluent neighbourhoods are around twice those of the least affluent;

<sup>33</sup> Enfield Council, [Preparing for Adulthood \(PfA\) Transition of Young People with SEND aged 14-18 years](#), 2023

- 10.0% of households in Enfield have an annual gross income under £15,000. This is higher than the London average of 8.6%, and the 8th highest proportion of all 33 London boroughs.
- 32.3% of Enfield households have less than £30,000 per annum – again, higher than the London average, and 8th highest proportion in London.

As of February 2023, there were 44,723 resident households in the borough (around 35% of all households) receiving state help with their housing rental costs;

- 19,339 were receiving Housing Benefit
- 25,384 were claiming the Housing element of Universal Credit (Universal Credit replaces several previously awarded state benefits, including Housing Benefit<sup>34</sup>).

Disabled adults in working-age families are much more likely to be in poverty than those who are not disabled, 39% compared with 18%<sup>35</sup>. Access to most Adult Social Care services is means tested and details of charging is set out within the charging policy, [Adult Social Care Charges for Community Care Services for People Living at Home \(2023/24\)](#). This policy sets out the cost for full cost clients of transport at £6.40 per journey, this applies where the adult's assets are more than £23,250 (not including their own home if occupied by them). There are no proposals to change the charging policy in respect of transport and therefore, adults with assets below the £23,250 threshold will continue to receive travel assistance without charge (subject to the annual review of the charging policy).

The policy sets out a range of options including travel training which is aimed towards supporting adults to travel independently. Providing access to support where people are enabled to travel independently (and therefore no longer require support with travel assistance) will directly benefit those who may currently pay a charge towards transport arrangements.

Adults in receipt of either Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Pension Credit Guarantee Credit, Universal Credit may be entitled to help with travel costs if referred to a hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another primary care health professional under the Healthcare Travel Costs Scheme (HTCS)<sup>36</sup>.

#### **Mitigating actions to be taken.**

No mitigating action identified.

<sup>34</sup> Enfield Council, [Enfield Borough profile](#), 2023

<sup>35</sup> Joseph Rowntree Foundation; [UK Poverty 2018. A comprehensive analysis of poverty trends and figures](#), 2018

<sup>36</sup> NHS, [Healthcare Travel Costs Scheme \(HTCS\)](#), 2023





## Section 4 – Monitoring and review

How do you intend to monitor and review the effects of this proposal?

Who will be responsible for assessing the effects of this proposal?

This EqIA identifies a general positive impact in terms of the introduction of new travel assistance principles, expanded travel assistance options and a new process for identifying the most appropriate and cost-effective form of travel assistance based on the individual's circumstances.

The proposed policy supports the facilitation of care and support arrangements for adults with Care Act eligible needs in line with the Council's statutory duties under the Care Act (2014). There are no anticipated negative impacts from an equality perspective identified for any of the protected characteristics.

- Adult Social Care continue to monitor monthly data concerning the protected characteristics of people receiving care and support services
- Adult Social Care will continue to monitor the quality of services through various functions, including Quality Assurance visits, Quality Checkers Initiative, safeguarding data, Safeguarding Information Panel, Person in a Position of Trust and the Provider Concerns Policies.

## Section 5 – Action plan for mitigating actions

Any actions that are already completed should be captured in the equality analysis section above. Any actions that will be implemented once the decision has been made should be captured here.

Identified Issue	Action Required	Lead officer	Timescale/By When	Costs	Review Date/Comments
1. Engage with service users supported by Adult Social Care	Write to service users receiving long term support to provide; 1. Information concerning the consultation 2. A copy of the draft policy 3. A consultation questionnaire 4. A carers questionnaire 5. A reply-paid envelope	Christopher Reddin / Des O'Donoghue	Consultation period	Tbc	
2. Engagement with adults with learning disabilities who may require accessible information in an easy-read format	To include measures to support participation of adults with learning disabilities (easy read policy summary, questionnaire and face to face consultation events (see 4)).  Postal method; 1. Easy read letter with information concerning the consultation 2. Easy read summary of the	Christopher Reddin / Des O'Donoghue	Consultation period	Tbc	

	<p>draft policy 3. Easy read questionnaire 4. A carers questionnaire 5. A reply-paid envelope</p> <p>Online method; availability of an easy read summary of the draft policy and easy read online questionnaire alongside standard versions.</p>				
3. Options for Carers to participate on behalf of service users who lack the mental capacity to decide to participate	<p>ASC email contact on the webpage (that hosts the consultation), invitation letter and email that hosts the consultation. Email option can be used by service users/carers to ask for additional assistance to participate in the consultation</p>	Christopher Reddin / Des O'Donoghue	Consultation period	Tbc	
4. Consultation engagement events to support participation	<p>To arrange five engagement events (morning, afternoon and evening options) across three accessible venues to support participation in the consultation;</p> <ul style="list-style-type: none"> <li>-Park Avenue Resource Centre</li> <li>-Edmonton Green Library</li> <li>-Enfield Town Library</li> </ul>	Christopher Reddin / Des O'Donoghue	Consultation period	Tbc	

	<p>-Provide a question and answer session</p> <p>-Provide consultation materials; draft policy and easy read summary, questionnaire and easy read questionnaire, carers questionnaire for attendees to complete and submit or takeaway and submit by post</p>				
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