

MUNICIPAL YEAR 2015/2016 REPORT NO. 173

MEETING TITLE AND DATE:

Cabinet – 10 February 2016

REPORT OF:

Bindi Nagra,
Assistant Director of Health, Housing and Adult Social Care

Contact officer and telephone number:

Mr Doug Wilson

0208 379 1540

Doug.Wilson@enfield.gov.uk

Agenda - Part: 1	Item: 8
Subject: Adult Social Care Transport Policy	
Wards: All KD 4086	
Cabinet Member consulted: Councillor Alev Cazimoglu	

1 EXECUTIVE SUMMARY

- 1.1 The Council agreed as part of its medium term financial planning process to review Adult Social Care Transport provision, subject to a public consultation.
- 1.2 This report outlines the proposed changes to the way in which Enfield Council assesses for and provides transport services within Adult Social Care and its approach to charging.
- 1.3 The proposed changes seek to ensure that the provision of transport related support aligns with the Council's commitment to greater personalisation, promotes independence through the services offered and provides value for money whilst delivering savings within the Council's Medium Term Financial Plan.
- 1.4 This report proposes a new Transport Policy, as attached in Appendix A
- 1.5 A public consultation took place between August 10th and November 10th 2015, enabling service users / families and carers, independent and voluntary sector providers and other key stakeholders the opportunity to understand and provide feedback on the draft policy
- 1.6 The consultation elicited a significant amount of feedback from the 19 events attended by 300 participants, and also from in excess of 500 responses received through completed questionnaires and e-mail and letter submissions. A high level summary of their responses to the questions are detailed in section 4.13. For a detailed analysis of the Transport consultation please see the Transport Consultation Report, as attached in Appendix E.
- 1.7 Following the consultation, a number of amendments were made to the draft

Transport Policy, which have been summarised below:

- The Council will not, when undertaking the needs assessment for determining needs for support to travel, take into account mobility benefit.

and

- The Minimum Income Guarantee (MIG) appendix and the series of examples showing how various transport options were to be funded has also been removed. (With the removal of the mobility benefit principle the normal financial assessment and charging rules will apply to people who receive support from the Council, including transport.)

1.8 The Council re-issued the amended draft policy from the 15th December 2015 up until the 19th January 2016, allowing a further period for service users / families and carers, independent and voluntary sector providers and other key stakeholders to provide feedback on the changes that had been made to the draft policy. The Council also ran three public sessions which enabled all interested parties to ask questions and feedback comments about the changes to policy. Feedback received on the amended draft Transport Policy and the Council's proposed response is attached in Appendix F.

2. RECOMMENDATIONS

Members are asked to:

- I. Note the Consultation process followed, feedback received and the responses provided in Appendix E; and
- II. Approve the Transport Policy as attached at Appendix A including removal of consideration of mobility benefit and revised charging process as part of the financial assessment; and
- III. Agree the implementation of this policy from the 01/04/16; and
- IV. Agree to a programme managed project with the purpose of delivering a more personalised and cost effective transport offer for Adult Social Care which will work in partnership across Adult Social Care, Children's services (Special Educational Needs (SEN) and Environment which currently manages and delivers transport for both areas. This project will contribute towards delivery of the savings plan in Adult Social Care for transport.

3. BACKGROUND

- 3.1 Due to reductions in funding received from central government, the Council needs to deliver savings in excess of £70m by 2020. This includes a saving of £24m from Adult Social Care. Achieving better value for money along with an expectation of providing personalised community care services provides the context for the need to review Adult Social Care transport.
- 3.2 There are 305 individuals using Council Transport to access Council run day services. Of these 135 have a learning disability, 158 are 65 or over with a mixture of physical frailty and dementia and 12 adults with a physical disability. There are a further 349 people who access transport to externally run day services. Of these 186 have a learning disability and the other 163 have a range of conditions related to physical frailty or physical disability. Transport is used to access a range of activities including day opportunities, respite care, leisure services and other related activities. There are also other service users who buy their transport using a personal budget.
- 3.3 Council transport is commissioned and funded by Adult Social Care and is provided by Environment Management Services, in the main through a fleet of leased vehicles (supplemented by taxis as required).
- 3.4 In 2014/15 Adult Social Care spent in excess of £1.3 million on providing transport for 304 adults with eligible social care needs attending day services run by the Council.
- 3.5 The Council agreed as part of its budget setting process in February 2015, to review Adult Social Care Transport provision, and, to conduct a consultation on a draft Transport Policy. It was also agreed that a further report would be submitted to Cabinet on the outcome of the consultation, together with any proposed revisions to the draft Transport Policy made as a result of the consultation.

3.6 Review of Adult Social Care Transport

The total spend on Adult Social Care transport for 14/15, was in excess of £1.3 million. Work was undertaken by Enfield 2017 Transformation Programme, supported by Ernst & Young, to model the implications of an overarching shift in the Council's approach to Adult Social Care transport. This review looked at a sample of 50 service users and determined that 6% of them would not be eligible for Council funded transport. This would be equivalent to approximately 20 people accessing in house day services and around 50 people in total to include all people accessing day services. The approach recognises that the current transport offer does not fit with the Council's Personalisation agenda; that for some people the existing model of adapted and assisted travel will continue to be appropriate, though at a reduced cost and that for others, alternative and cheaper forms of transport, such as friends and family / carers, public and community transport options, and taxis will be appropriate. There will be cases where, with support if needed, people will make their own arrangements and the need for adapted and assisted vehicles currently in use will be reduced. Enfield Council's Cabinet has agreed a savings proposal for this area of spend that would deliver £100k of savings in 2015/16 with a further £800k of savings in 2016/17, subject to consultation.

- 3.7 Adopting an approach to transport which promotes independence and the use of community based options, is also commensurate with the Council's preventative approach,

enabling individuals to have more choice and control over care by accessing mainstream services where possible. The current transport service is a traditional model that provides transport for service users from door to door and can, therefore, encourage dependency.

- 3.8 A programme managed project is proposed with the purpose of delivering a more personalised and cost effective transport offer for Adult Social Care which will work in partnership across Adult Social Care, Children's services (Special Educational Needs (SEN) and Environment which currently manages and delivers transport for both areas. This project will contribute towards delivery of the savings plan in Adult Social Care for transport.
- 3.9 The approach proposed in the draft consultation policy is consistent with that adopted by many Councils across the country.

3.10 **Summary of Transport Policy**

3.11 The proposed changes, outlined in the draft Transport Policy document (Appendix A), apply to those who have been assessed, in accordance with the Council's statutory duties under the Care Act 2014, as eligible for support from Adult Social Services. The provision of transport will be considered as part of the assessment and support planning process, where a service user's need to attend community services or other activities has been identified as part of their support plan. The Council will assess eligible social care needs in line with the Care Act 2014 and Enfield Council policies.

3.12 The proposed policy is underpinned by the following high level principles:

- (I) The overriding principle is that the decision to provide support with travel is based on a person's individual circumstances including their needs, risks, outcomes and in line with promoting independence. Travel arrangements will be subject to a risk assessment and, where appropriate, will include independent travel options, assistance to help you travel independently, as well as help from family, friends and other support networks.
- (II) This policy rests upon a general assumption and expectation that wherever possible and in line with promoting independence, you will meet your own needs for travel.
- (III) Your assessment or review for care and support will determine whether you have a need for support to enable you to travel to an assessed eligible service, work, activity, education or training and whether this is an eligible need or not.
- (IV) At the care and support planning stage the Council will give you information about your transport options and the best value appropriate option for you will be identified and shown in your care and support plan. This will also include any transport needs which the Council is not meeting and a contingency plan for arrangements in the event that the transport support you receive fails (for example if a carer is unable or unwilling to continue to offer it).
- (V) Where you are able to travel to an assessed eligible service, activity, work, education or training with the help of family or friends (unpaid carers) we will ask them, either as part of your assessment/review or a carer assessment, whether they are willing and able to continue to do this.

- (VI) If you are able to travel independently to an assessed eligible service, work, education or training, you will be expected to do so.
- (VII) If you have a Motability vehicle which you drive yourself you are expected to use this to travel to an assessed eligible service, work, activity, education or training where this is reasonable.
- (VIII) If you have a Motability vehicle and you are not normally the driver, we would expect the vehicle to be available when you need it to travel to an assessed eligible service, work, activity, education or training. If the person who drives your vehicle is an unpaid carer, we will discuss with them, in conjunction with a carers assessment where appropriate, whether they are able to help meet your transport needs in this way.
- (IX) If your assets are below the upper capital limit you may have to contribute towards the costs of the Council's support for your travel needs. The upper capital limit is set by Government and is subject to an annual review. In 2015-16 the upper capital limit is £23,250. If you receive services within the community and you own your own home, its value will not be taken into account when we work out how much you have to pay. If you live in a residential care setting, the value of any property you own that is regarded as capital will count towards the upper capital limit. Please see our adult social care charging policies for full information.
- (X) Where you are in receipt of disability related benefits, you can claim for necessary disability related expenditure to meet any needs necessitated by your illness or disability, which are not being met by the Council. Where you are claiming Disability Related Expenditure for transport costs necessitated by your illness or disability we will only allow for the costs of the cheapest appropriate option and for amounts over and above the mobility component of Disability Living Allowance or Personal Independence Payment where you are receiving it.
- (XI) If your assets are above the upper capital limit (currently £23,250), you will have to pay the full cost of the Council supporting your travel needs if you ask the council to provide support.
- (XII) If you live in a residential care setting, we would expect your travel needs will be met within the cost of your placement.
- (XIII) Where you cannot arrange your own transport to meet needs under the Care Act 2014, the Council can arrange transport on your behalf through its brokerage service. There may be a charge for this depending on your financial circumstances.

3.13 Section 3 of the draft policy (as attached in Appendix A) sets out the process to be used when assessing a service user's transport needs. This will involve consideration of all options available to meet an individual's requirements. This approach seeks to align with the Council's commitment to promoting independence across all service areas ensuring that people are enabled to live independently for as long as practicable in their own homes.

3.14 Appendix 1 of the draft policy outlines the range of transport alternatives available which will be explored with service users. This will ensure that a range of transport options are

considered, allowing clients the control and choice to access services that meet their individual requirements.

4. ADULT SOCIAL CARE DRAFT TRANSPORT POLICY CONSULTATION

- 4.1 A public consultation took place between August 10th and November 10th 2015, enabling service users / families and carers, independent and voluntary sector providers and other key stakeholders the opportunity to understand and provide feedback on the draft policy. This included an 11 day extension, which was granted as a direct response to participants who asked for the consultation to be extended, so that they may have additional time to consider the proposals and respond accordingly.
- 4.2 The draft Transport policy and Transport consultation questionnaire was published on the Council's website on the 10th August 2015 and an Easy Read version was also uploaded to the Council's website on the 3rd of September 2015.
- 4.3 Invitations to participate in the consultation were sent out via e-mail to 470 participants on August 11th 2015, (along with the draft policy, and a link to Adult Social Care's consultation page and transport questionnaire) to a wide range of partnership boards, social care providers, voluntary sector organisations, housing schemes, residential homes, NHS staff/ Council staff and the customer network (a group of Enfield residents who regularly get involved in consultations to support the development of Adult Social Care Services) Subsequent reminder e-mails to participate in the consultation were sent out on October 12th 2015, October 16th 2015 and October 30th 2015. Additionally, an e-mail was sent to 421 recipients on the Council's VCS database on August 11th 2015, advising them of the consultation and how to get involved, and a subsequent e-mail sent on October 12th 2015 informing the recipients of 3 Transport Engagement Events scheduled to take place on the 19th, 21st and 28th of October 2015.
- 4.4 Hard copies of the draft policy, a standard transport questionnaire, an Easy Read version, and a return freepost envelope were sent out week commencing the 5th October 2015, to circa 1,700 service users with a current community care package. In addition, a total of 53 packs were sent out to the Voluntary and Community Sector organisations and Day Centres, week commencing the 5th October 2015. Each pack contained 30 copies of the transport policy, 30 copies of the transport consultation questionnaire and also 30 copies of the Easy Read version.
- 4.5 The questionnaires asked respondents to express whether they were in favour or not in favour of the key principles of the draft policy, whilst also asking them to provide further comment to explain their view. The questionnaire also asked some questions about the respondent such as the types of transport services they use and their background. Respondents were able to complete and return the two printed questionnaires by using either the Freepost envelope provided with our letter or by using the freepost address displayed on the questionnaire.
- 4.6 There were six different means of responding to the consultation, they were:
 1. The online questionnaire
 2. Printed copies of the questionnaire
 3. A printed easy read version of the questionnaire
 4. Face to face meetings

- 5. Emails
- 6. Telephone

4.7 **Adult Social Care Transport draft policy consultation events**

- 4.8 Council staff held consultation events, and also attended customer groups and forums to present and discuss the draft transport policy. In total 19 Consultation Events were held, with in excess of 300 participants attending across these events.
- 4.9 At these meetings the draft policy and the governance of the consultation (i.e. the approval process) was explained in detail, time was allocated for questions and answers and people were encouraged to respond to the consultation via the different means listed above.
- 4.10 For face to face meetings arranged with people who require support to understand the key messages of the draft policy and to respond to the consultation due to their disability or communication problems an easy read presentation was used. The presentation covered the key principles of the draft policy using pictures printed on large cards. Attendees were able to tell the Council how they felt about these principles by holding up pictorial cards that showed if they agreed or disagreed or if they were unsure.
- 4.11 These meetings and events provided an important avenue for eliciting opinions on the proposals. The details of these events and meetings are listed below:

Title	Where	Date	Time
Working Group Engagement Meeting 1	Park Avenue Disability Resource Centre	15.07.15	10am
Working Group Engagement Meeting 2	Rose Taylor	16.07.15	1pm
Working Group Engagement Meeting 3	Civic Centre	20.07.15	3pm
Learning Difficulties Partnership Board	Community House	17.08.15	10:30am
Older Peoples Partnership Board	Dugdale Centre	16.09.15	10:30am
CAPE	Community House	24.08.15	7pm
Carers Hub (Carers VCS Orgs)	Enfield Carers Centre	26.08.15	10:30am
Evening Carers Drop in	Enfield Carers Centre	26.08.15	6pm
Person Centred Day Opportunities	92 Chase Side	28.09.15	11am
Rose Taylor	55b The Sunny Road	17.09.15	1pm
New Options	25 Connop Rd, Enfield EN3 5FB	08.10.15	11am
Formont Centre	Waverley Road, Enfield, EN2 7BP	09.10.15	10:30am
Community Link	(Enfield Town)	13.10.15	09:30am
Community Link	(Edmonton)	19.10.15	2pm
Provider & VCS Event	Green Towers, Edmonton	19.10.15	10am

Public Event	Dugdale Centre, Enfield Town	21.10.15	10am
Person Centred Day Opportunities	92 Chase Side	26.10.15	11am
Reardon Court	Winchmore Hill	28.10.15	11am
Public Event	Park Avenue Disability Resource Centre	28.10.15	1pm

4.12 Summary of consultation responses

In excess of 500 consultation responses were received through completed questionnaires, e-mail and letter submissions.

A total of 472 questionnaires have been completed and returned. This consists of:

- 419 paper based copies (which can be further broken down into 244 Standard questionnaires and 175 Easy Read questionnaires (88.7%))
- 53 on-line submissions received (11.3%)

An analysis of the consultation responses has been undertaken and a detailed consultation report has been produced. This has been attached for consideration in Appendix E

4.13 Summary of the Key findings from the consultation questionnaires

The key findings derived from this questionnaire were (excluding responses from people who neither agreed or disagreed or didn't know). Agree combines strongly agree and tend to agree. Disagree includes strongly disagree and tend to disagree:

- **Q1** To what extent do you agree or disagree that people with savings above the upper capital limit should pay the full cost of their transport?

58% of respondents were in favour of people with savings above the capital limit paying the full cost of their transport, with 42% disagreeing.

- **Q2** To what extent do you agree or disagree that people receiving mobility benefit should use this to fund the cost of transport to meet their social care needs?

61% of respondents were not in favour of those receiving mobility benefit using this to fund the cost of transport to meet their social care needs, with 39% agreeing

- **Q3** If the Council contributes towards your transport costs, would you prefer to receive our contribution through a Direct Payment?

58% of respondents were in favour of receiving a Council contribution to their transport costs via a direct payment, (where the Council contributes to transport costs) with 42% not in favour

- **Q4** To what extent do you feel the current transport service is tailored to meet your needs?

82% of respondents felt that the current transport service is tailored to meet their needs, (met their needs well/some of their needs well) with 18% feeling that their needs were not met or some needs not met

- **Q5** To what extent do you agree or disagree that the Council should work with people who have care and support needs to enable them to travel more independently, where it is appropriate to do so?

85% were in favour of the Council working with people who have care and support needs to enable them to travel more independently, (where appropriate to do so) with 15% disagreeing

4.14 Draft Transport Policy amendments

Following the consultation, a number of amendments were made to the draft Transport Policy. Those changes have been summarised below:

- The Council will not, when undertaking the needs assessment for determining needs for support to travel, take into account mobility benefit.

and

- The Minimum Income Guarantee (MIG) appendix and the series of examples showing how various transport options were to be funded has also been removed. (With the removal of the mobility benefit principle the normal financial assessment and charging rules will apply to people who receive support from the Council, including transport.)

4.15 Draft Transport Policy Feedback process

The following process was used to gain feedback on the policy amendments:

- The amended draft Transport Policy was published on the Council's website on the 18th of December 2015, and an Easy Read version was also uploaded to the Council's website on the 8th January 2016. The website campaign asked interested parties to provide feedback on the specific changes that had been made, in writing to the freepost consultation address, or via e-mail to the Transport Consultation mailbox
- Hard copies of the revised draft transport policy were sent out on the 17th December, along with a letter which invited recipients to provide feedback on the specific changes that had been made, in writing to the freepost consultation address, or via e-mail to the Transport Consultation mailbox. This mailshot was sent out to circa 1,700 service users with a current community care package and Carers.
- In addition, an invitation to provide feedback on the specific amendments to the draft transport policy was sent out via e-mail to 470 participants on the 7th January 2016, (along with the draft policy, and a link to Adult Social Care's consultation page) to a wide range of partnership boards, social care providers, voluntary sector organisations, housing schemes, residential homes, NHS staff/ Council staff and the

customer network (a group of Enfield residents who regularly get involved in consultations to support the development of Adult Social Care Services)

- An e-mail was sent to 421 recipients on the Council's VCS database on the 7th of January 2016, along with amended draft policy, advising them of the changes to the policy, and inviting recipients to provide feedback in writing to the freepost consultation address, or via e-mail to the Transport Consultation mailbox
- Council staff also held three open forums, to enable those attending to ask questions about the amendments to the policy, and to provide feedback on the policy changes. These meetings were publicised via the Council website, the mailshot and e-mail correspondence. These meetings are detailed below:

Title	Where	Date	Time	Attendance
Events before consultation				
Feedback forum meeting	Community House	5/1/16	2pm	5
Feedback forum meeting	Park Avenue Disability Resource Centre	8/1/16	9:30am	13
Feedback forum meeting	Enfield Carers Centre	11/1/16	11am	4

- The process for providing feedback ran from the 15th December 2015 up until the 19th of January 2016.

4.16 Adult Social Care Transport policy implementation costs

There will be resources associated with the implementation of the Transport policy (if agreed), these areas are broadly summarised below:

i. **Project Management**

Project Management resource will be required to develop a detailed implementation plan, and to lead and manage the project up to implementation and review, whilst being cognisant of the tight timelines involved.

ii. **Developing a transport offer**

Developing an appropriate transport offer for individuals is a time consuming and critical piece of work.

iii. **Transport needs assessment**

Social Care staff will use current assessments and reviews to complete support plans which identify transport options to meet eligible needs. Given the volume of support plans which will need to be reviewed, in excess 650, there will be short term resource requirements for this task.

iv. **Staff training**

Frontline staff will be provided with additional training and support in order to carry out individual Transport Needs assessments and understand the new policy framework.

v. Developing a mechanism to accept Transport payments from service users

An automated process will be developed for receiving and processing service user transport payments.

5. ALTERNATIVE OPTIONS CONSIDERED

Do nothing

- In light of the current financial challenges faced within the Council and existing service delivery model, this is not considered a financially viable option. It also does not allow for the reconfiguration of current provision to fit with our commitment to promoting independence and personalisation.

Alternative savings options suggested during the consultation

- The draft Transport Policy for Adult Social Care is clear about the scale of the financial funding gap facing the Council by 2020 as part of the context within which the new draft policy has been drafted and consulted upon. There is a very strongly held view, widely shared within those consulted, that the draft Transport Policy targets vulnerable disabled groups unfairly and that alternative savings options should be explored. There have been a number of potential savings proposals communicated back to Council officers during the consultation period. Recurrent themes include increasing Council Tax, agreement that reducing the cost of the current transport service is sensible, reduced frequency of refuse collection and proposed changes to the way business rates are distributed. The response from Council officers has been consistent, that given the scale of the savings required, every department within the Council will be exploring all options available to them in order to deliver savings.

6. REASONS FOR RECOMMENDATIONS

- The proposed approach is in line with the Council's commitment to the personalisation of services and enabling clients to live independently for as long as possible.
- The policy is necessary so that the provision of assisted transport is equitable and consistent for service users.
- The implementation of the policy provides an opportunity to commission a more cost effective transport offer and delivery models representing better value for money.

7. COMMENTS OF THE DIRECTOR OF FINANCE, RESOURCES AND CUSTOMER SERVICES AND OTHER DEPARTMENTS

7.1 Financial Implications

As the report states the implementation of this policy provides an opportunity to commission a more cost effective transport offer and delivery models which will result in greater value for money.

The current forecasted cost of HHASC transport in 2015/16 is £1.10m. In comparison the total cost in 2014/15 was in approximately £1.3m. There has been a route reduction part way through 2015/16 with the closure of William Preye Day centre which accounts for the reduction between years. The current total HHASC budget for transport is £0.980m, therefore resulting in a forecast overspend position. These forecasted costs are being kept under review and any variance reported through the financial monitoring process.

Furthermore savings proposed of £800k in Medium Term Financial Plan for 2016/17 depend upon any approach taken to re-provide the current service using. The implementation of this policy will form part of the management actions to address the overspend position and contribute towards the Medium Financial Plan.

However, the existing contract for bus provision ends in December 2016, which will limit the savings that could be achieved. Therefore, the achievement of the proposed savings should be regarded as a financial risk for 2016/17.

It should be noted that additional costs may arise within People Transport Service as a result of the proposed changes, such as potential redundancy implications and contractual termination obligations. These costs are as yet unknown and are dependent on how the proposals are phased in and will require a future report on the value of these costs and how they will be managed. It is suggested that this is included in the recommended joint review.

The costs associated with the provision of transport include central and management overheads. Therefore, if the changes proposed are accepted this is a significant reduction in the total cost and an approach to how these management overheads are reduced must be agreed.

The report recommends a joint review of transport provision and it is recommended that financial modelling is undertaken as part of this review to determine the full financial costs and benefits of the proposed policy.

7.2 Legal Implications

The Care Act 2014 (“CA 2014”) provides the legal framework for charging for care and support. Section 14 of the CA 2014 gives the Council a general discretionary power to charge for certain types of care and support. This includes support for travel. Section 17 CA 2014 imposes a duty on the local authority to carry out a financial assessment before charging under section 14. The Council may charge where it has a duty to meet an assessed eligible need for support for travel under section 18 CA 2014 and/or where it uses its discretionary power to provide support for travel under section 19 Care Act. Where the local authority charges, it must follow the Care and Support (Charging and Assessment of Resources) Regulations 2014 and must act under the Care and Support Statutory Guidance 2014 in determining its charging policy and undertaking its financial assessments.

There may be a common law duty to consult where a Council withdraws or substantially changes a benefit enjoyed by a defined class of people without consultation. The Council has chosen to consult. Proper consultation requires the following: consultation when the proposals are still at a formative stage; sufficient reasons for any proposal to permit of intelligent consideration and response; adequate time for consideration and response; conscientiously taking the product of consultation into account in finalising the proposals;

alternative options to be referred to, and that the consultation period should not be too short. The report demonstrates that the Council has undertaken a proper consultation.

The Council has a legal obligation under section 149 Equality Act 2010 to have due regard to the need to eliminate discrimination, advance equality, and foster good relations between those with a protected characteristic (pregnancy and maternity, age discrimination, disability, gender reassignment, marriage and civil partnerships, race, religion or belief, sex and sexual orientation) and those who do not share it. The responses from the consultation will assist the Council to determine the likely adverse impacts on protected groups and should be taken into account, along with the Equality Impact Assessment, by each individual member when having due regard to their section 149 duty.

The power to charge was intended to be subject to a capping provision as part of Phase Two of the implementation of the Care Act 2014 (England). Phase Two has been put on hold by central government until April 2020.

7.3 Property Implications

Not Applicable

8. KEY RISKS

The key risks associated with the implementation of the Transport Policy are

- (i) Adult Social Care will be unable to make the proposed efficiency within the Timescales required.

Mitigation

A Project Manager will be identified to develop a detailed implementation plan, and to lead and manage the project leading up to the change and also after the transition.

- (ii) Policy will be legally challenged

Mitigation

Legal input has been received and taken into consideration whilst developing the draft Transport Policy. Legal guidance was also sought during the consultation, and proposed changes to the policy have also been subject to legal consultation and consideration.

- (iii) Transport offer will not be in place at the time of 'go live'

Mitigation

A Project Manager will be identified, whose remit will include developing a transport offer.

- (iv) Insufficient resource to complete service user Transport needs assessment

Mitigation

Analysis will be undertaken during the planning stages to understand the resource requirements needed to complete the transport needs assessments reviews. Any

risks or issues associated with the resourcing of service user Transport needs assessments will be addressed by the Council.

A robust project management approach will be applied in order to complete the service users Transport needs assessments, within the timescales required

- (v) Potential for social isolation if service users decide not to attend day centres as a result of the Transport Policy being implemented

Mitigation

An Equalities Impact Assessment has been undertaken to assess the impact that the introduction of this policy would have upon transport users, and this will be used to inform how the Council safeguards against social isolation.

9. IMPACT ON COUNCIL PRIORITIES

9.1 Fairness for All

- The proposed policy will ensure consistency in our approach to assessing services user needs and the equitable allocation of transport related services so that the most vulnerable clients have access to the required support/services.
- Ensure that the use of existing community based resources and universal services is maximised and that the allocation of Council resource are targeted and represent maximum value for money.

9.2 Growth and Sustainability

- Ensures Adult Social Care clients have access to and are supported in using a diverse range of transportation options (e.g. Dial-a-Ride, Public Transport, Volunteer Drivers)

9.3 Strong Communities

- The policy encourages the use of community based and universal services ensuring that capacity is built to meet the needs of all residents.
- It encourages and supports service users to live independently within their communities for as long as possible.

10. EQUALITIES IMPACT IMPLICATIONS

- An Equality Impact Assessment has been written.
- This assessment will be used to inform and develop any additional support required to ensure vulnerable service users are not adversely impacted by the changes. The proposals are intended to support social inclusion and enable people with disabilities to access mainstream transport wherever possible enabling them to lead full and active lives in their communities.

11. PERFORMANCE MANAGEMENT IMPLICATIONS

- There may be performance management implications following the implementation of the proposed policy. These will be considered in detail through the development of a comprehensive implementation plan.

12. HEALTH AND SAFETY IMPLICATIONS

- Full consideration of any Health and Safety implications relating to the implementation of the proposed policy will be considered as part of the detailed planning and implementation phase.

13. HR IMPLICATIONS

- Any HR implications relating to the implementation of the approach will be considered throughout the planning and delivery of any proposed changes.

14. PUBLIC HEALTH IMPLICATIONS

- Transport is a major determinant of public health for all. It is particularly important for people with disability or illness in terms of promoting health and wellbeing. Good and appropriate transport enables access to education, employment, social networks, health and social care services and a wide range of universal services (like recreation, for example). The personalisation of transport services, ensuring that people are supported to access the type of transport which is most appropriate, safe and enabling for them, promotes independence whilst ensuring that risk is appropriately managed. Transport itself supports people to get out and about and improves their access to a whole range of potential activities which promote physical activity. This is a priority given rising levels of obesity and other linked long term conditions. It also reduces social isolation which does itself impact significantly on individual wellbeing. This policy it is likely to be beneficial in promoting more physical activity and the use of public transport (itself regarded as active transport by Transport for London). For those who are unable to travel independently thought must be given to support for them and carers to ensure that they are not disadvantaged by this policy.

The precise implications of this policy will depend upon its implementation. The policy is clear that the availability of funds does not remove the duty of the Council to assess people or limit access to appropriate transport to meet eligible needs. The implementation of this policy should not reduce opportunities for people with illness or disability to appropriate transport. Increasing opportunities for people to maximise their independence where this is appropriate is a good thing. It should, however, not reduce opportunities to get out and about and increase levels of social isolation.

15. BACKGROUND PAPERS

None

Appendices

Please refer to Appendices A, B, C, D, E and F (As attached)