Equality Impact Assessment

Adults, Wellbeing and Health Partnership (AWHP) Travel Policy

Did you use the EIA Screening Tool?

No

1. Explaining the matter being assessed

Is this a:

- A new Policy

Summarise the strategy, policy, service(s), or function(s) being assessed. Describe current status followed by any changes that stakeholders would experience.

Surrey County Council Adults, Wellbeing and Health Partnership (AWHP) did not have a travel policy for staff to refer to when exploring travel solutions to support residents with social care needs to get to a service, activity or occupation that meets those needs. AWHP workforce guidance was available however it was evidenced through several staff surveys that a significant number of staff were not aware of the guidance, or they were aware of the guidance but were not sure where to find it. Staff reported that they did not feel confident when discussing travel options with individuals and were often confused about what options were available to people.

Because Surrey County Council AWHP did not have a published travel policy in place, staff could not refer residents to a document which could consolidate the Councils' decisions, assure residents of consistent decision making or enable people who use adult social care, their families or carers to appeal against decisions made through a clear and coherent process.

The document informs people who use adult social care services of the Councils statutory duties under the Care Act 2014 regarding the provision of travel support and the Councils obligations to promote peoples independence.

The policy supports the Freedom to Travel Vision that by 2030 all Surrey residents requiring travel assistance will have the freedom to travel to access opportunities that make their lives better so no one is left behind.

Some of the anticipated benefits of the policy and the staff guidance are as follows:

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The Policy

- Sets out a clear criteria for residents of how decisions are made regarding travel support in respect to their eligible need.
- Gives a point of reference for staff when having conversations.
- Enables consistent decision making across all adult social teams in Surrey.
- Enables residents to seek out travel options that support their independence.
- Guides people towards greener travel solutions such as community transport which supports Surrey's Greener Future agenda.
- Some of the anticipated benefits of the policy will be to support independent travel through a combination of methods such as community, tech options, independent travel training to help reduce the reliance on high-cost solutions such as taxis and other private hire vehicles.

Staff Guidance

- Enables staff to take a consistent approach when discussing travel solutions with people with eligible needs.
- The guidance provides clearly defined process maps for various processes: to ensure that staff follow the same practice when travel options are considered.
- The guidance will be clearly visible to existing and new staff and will be reviewed annually.
- The guidance contains hyperlinks to key external sites to ensure that staff have access the latest relevant information.

The protected characteristics this EIA considers impacts against include:

- Age including younger and older people
- Disability

Surrey County Council recognises that there are other vulnerable groups which experience inequality across the County. We have considered that the policy may impact on the following groups:

- Those experiencing digital exclusion*
- Those with education/training (literacy) needs
- Adults with long term health conditions, disabilities (including SMI) and/or sensory impairment(s)*

How does your service proposal support the outcomes in the Community Vision for Surrey 2030?

Specify which of the ten Vision outcomes this work is linked to.

Our ambitions for people are:

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- Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing.
- Communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.
- Journeys across the county are easier, more predictable and safer.
- Well connected communities, with effective infrastructure, that grow sustainably.

Are there any specific geographies in Surrey where this will make an impact?

- County-wide

Detail here who you have involved with completing this EIA. For each include:

- Marnie Cotterill (ASC Commissioning Manager Disabilities).
- Claire Donohoe (Freedom to Travel).
- ASC Staff Reference Group
- Surrey Coalition of Disabled People
- Tracey Hampstead (Carer Practice Advisor)
- Elizabeth Oliver (Commissioning Manager - Older People)
- Dave Wimblett (Senior Commissioning Manager - Mental Health)
- Rachel Cooke (ATM Learning Disabilities & Autism Project Team)
- Alan Gibbs (MH staff)
- ASC Travel and Transport Group

2. Service Users / Residents

Who may be affected by this activity?

There are 9 protected characteristics (Equality Act 2010) to consider in your proposal. These are:

1. Age including younger and older people
2. Disability
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation
9. Marriage/civil partnerships

Though not included in the Equality Act 2010, Surrey County Council recognises that there are other vulnerable groups which significantly contribute to inequality across the county and therefore they should also be considered within EIAs. If relevant, you will need to include

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information on the following vulnerable groups (Please **refer to the EIA guidance** if you are unclear as to what this is).

- Members/Ex members of armed forces and relevant family members (in line with the Armed Forces Act 2021 and [Statutory Guidance on the Armed Forces Covenant Duty](#))
- Adult and young carers*
- Those experiencing digital exclusion*
- Those experiencing domestic abuse*
- Those with education/training (literacy) needs
- Those experiencing homelessness*
- Looked after children/Care leavers*
- Those living in rural/urban areas
- Those experiencing socioeconomic disadvantage*
- Out of work young people)*

- Adults with learning disabilities and/or autism*
- People with drug or alcohol use issues*
- People on probation
- People in prison
- Migrants, refugees, asylum seekers
- Sex workers
- Children with Special educational needs and disabilities*
- Adults with long term health conditions, disabilities (including SMI) and/or sensory impairment(s)*
- Older People in care homes*
- Gypsy, Roma and Traveller communities*
- Other (describe below)

 (*as identified in the Surrey COVID Community Impact Assessment and the Surrey Health and Well-being Strategy)

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Age

Describe here the considerations and concerns in relation to the policy for the selected group.

This table sets out the age profile of users and carers supported by AWHP on 16 May 2024:

Age group	User - Number of people	User- % of total	Carer - Number of people	Carer - % of total	Total open cases - Number of people	Total open cases - % of total
Under 16	67	0.3%	1	0.0%	68	0.3%
16-17	215	1.0%			215	0.9%
18-24	1,336	6.5%	29	0.8%	1,365	5.6%
25-34	1,833	8.9%	84	2.3%	1,917	7.95
35-44	1,655	8.0%	217	6.0%	1,873	7.7%
45-54	1,767	8.5%	703	19.6%	2,470	10.2%
55-64	2,491	12.1%	1,155	32.3%	3,646	15.1%
65-74	2,413	11.7%	688	19.2%	3,101	12.85
75-84	3,936	19.1%	524	14.6%	4,460	18.4%
85-94	4,057	19.7%	179	5.0%	4,236	17.5%
95+	832	4.0%	6	0.2%	838	3.5%
Age not recorded	-	-	4	0.1%	4	0.0%

Potential positive impacts:

- The policy will help AWHP staff advise people of all ages, particularly young people in transition and working age people, about their eligibility for Motability and any welfare benefits to support their travel.
- The policy will help grow awareness amongst AWHP staff of new technology enabled devises to support people to maximise their independent travel.
- User and carer groups will be able to access information and advice to support people of all ages and to signpost them appropriately.
- The policy should enable staff to support people of all ages to maximise their independence in the community eg attending hospital appointments, accessing employment and community activities.

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Potential negative impacts:

None anticipated.

Disability

Describe here the considerations and concerns in relation to the policy for the selected group.

Potential positive impacts:

- The policy will help AWHP staff advise people with a disability about their eligibility for Motability and any welfare benefits to support their travel.
- User and carer groups will be able to access information and advice to support people with a disability and to signpost them appropriately.
- The policy/guidance should enable staff to support people of all ages to maximise their independence in the community eg attending hospital appointments, accessing employment and community activities.

Potential negative impacts:

None anticipated.

Digital Exclusion

Describe here the considerations and concerns in relation to the policy for the selected group.

Potential positive impacts:

- The policy will inform those that are digitally excluded how to access support without having to rely on others or having to use technology as phone numbers are also supplied within additional information.
- Paper copies will be available in various locations across Surrey e.g. Libraries
- Paper copies can also be available upon request.
- The policy works with screen readers for those visually impaired. Copies can also be requested in large print and braille.
- People can also be referred to Tech Angels for support. This is delivered by Surrey Coalition of Disabled People

Potential negative impacts:

None anticipated.

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Education/Training (literacy) Needs

Describe here the considerations and concerns in relation to the policy for the selected group.

Potential positive impacts:

- The policy will be available to people in accessible formats including Easy Read which will ensure that they are able to access the policy and therefore have access to information and advice.

Potential negative impacts:

None anticipated.

2. Staff

The policy does not impact any staff group with protected characteristics. It will have a positive impact on staffs' confidence when discussing travel options with residents. The policy will support the worker's conversations as they will have a clear policy and set of procedures that will support their decision making.

To ensure that current staff and new staff are aware of the policy, mobilisation plans are in place to launch the policy through team meetings, awareness sessions and on a 1:1 individual basis. The policy will be placed on-line in staff reference platforms such as TRI X and SharePoint.

To ensure that all staff are supported to access the policy, it will be available and compatible with voice recognition software screen readers and will be on-line in accessible formats.

We will aim to embed the policy and staff guidance into new staff induction processes.

4. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation below.

- **Outcome One: No major change to the policy/service/function required.** This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken.

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- **Outcome Two: Adjust the policy/service/function** to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
- **Outcome Three: Continue the policy/service/function** despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are:
    - Sufficient plans to stop or minimise the negative impact
    - Mitigating actions for any remaining negative impacts plans to monitor the actual impact.
- **Outcome Four: Stop and rethink the policy** when the EIA shows actual or potential unlawful discrimination. (For guidance on what is unlawful discrimination, refer to the [Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act](#) concerning employment, goods and services and equal pay).

Recommended outcome:

We are recommending outcome 1.

Explanation:

The Policy does not discriminate or have a negative impact on any of our current or new users of Adults Social Care Services with protected characteristics.

The Policy aspires to support all users of services to have the right travel support at the right time for the individual, to access the service /activity /occupation that meets their Care Act eligible need.

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5. Action plan and monitoring arrangements

Insert your action plan here, based on the mitigations recommended.

Involve you Assessment Team in monitoring progress against the actions above.

Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
1	17/06/2024	Mitigation digital exclusion • Provide paper copies of the policy across Surrey. • Ask user groups to highlight the paper copies of the policy to users. • Have available the ability to request paper copies. • Inform residents through District and Borough Publications. • Ensure large print and braille are available.	Marnie Cotterill	17/06/2024		Open

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Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
2		Those with education/training (literacy) needs • Voice recognition software • Easy read version available on-line and in paper version	Marnie Cotterill	17/06/2024		Open
3		Adults with long term health conditions, disabilities (including SMI) and/or sensory impairment(s)* • Voice recognition software • Easy read version available on-line and in paper version • Launch the policy through team meetings, awareness sessions and on a 1:1 individual basis. Publish on-line in staff reference platforms such as TRI X and SharePoint. • Ensure user and carer groups are aware of the policy.	Marnie Cotterill	17/06/2024		Open

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Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
4		Adults of all age groups: • Launch the policy through team meetings, awareness sessions and on a 1:1 individual basis. Publish on-line in staff reference platforms such as TRI X and SharePoint. • Ensure user and carer groups are aware of the policy.	Marnie Cotterill	17/06/2024		Open

6a. Version control

Version Number	Purpose/Change	Author	Date
v.1.0	New Policy	Marnie Cotterill	17/04/2024
v.2.0	Input from AWHP EDI Team	Kathryn Pyper	16/05/2024
V2.01	Updated policy based on feedback	Marnie Cotterill and Claire Donohoe	23/05/2024

The above provides historical data about each update made to the Equality Impact Assessment.

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Please include the name of the author, date and notes about changes made – so that you can refer to what changes have been made throughout this iterative process.

For further information, please see the EIA Guidance document on version control.

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6b. Approval

Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

Approved by	Date approved
Head of Service	-
Executive Director	-
Cabinet Member	-
Directorate Equality Group/ EDI Group (If Applicable) (arrangements will differ depending on your Directorate. Please enquire with your Head of Service or the CSP Team if unsure)	27 June 2024

Publish:
It is recommended that all EIAs are published on Surrey County Council's website.

Please send approved EIAs to: equalityimpactassessments@surreycc.gov.uk

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EIA author:

6c. EIA Team

Name	Job Title	Organisation	Team Role
Marnie Cotterill	ASC Commissioning Manager Disabilities	SCC	Project Team
Claire Donohoe	Senior Project Manager	SCC	Project Team
Rachel Cooke	ATM	SCC	Staff Reference Group
Yasmin Broome	Involvement Lead	Surrey Coalition of Disabled People	Stakeholder
Elizabeth Oliver	Commissioning Manager (Older People)	SCC	Project Team
Matt Winett	Travel and Assessment Manager	SCC	Project Team
Tracey Hampstead	Carer Practice Advisor	SCC	Reference Group
Allen Gibbs	Enabling Independence Team Worker (Mental Health)	SCC	Reference Group
Dave Wimblett	Senior Commissioning Manager - Mental Health	SCC	Stakeholder

If you would like this information in large print, Braille, on CD or in another language please contact us on:

Tel: 03456 009 009

Textphone (via Text Relay): 18001 03456 009 009

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SMS: 07860 053 465

Email: contact.centre@surreycc.gov.uk