

NOTICE OF MEETING

Cabinet Member Signing

MONDAY, 2ND APRIL, 2012 at 13:00 HRS – CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillor Dilek Dogus (Cabinet Member for Health and Adult Services).

AGENDA

1. URGENT BUSINESS

The Cabinet Member will advise if they have accepted any items of Urgent Business.

2. DECLARATIONS OF INTEREST

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgment of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, license, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

3. DEPUTATIONS/PETITIONS/PRESENTATIONS/QUESTIONS

To consider any requests received in accordance with Standing Orders.

4. RECOMMENDED BUDGET SAVINGS DECISION - ADULT SERVICES PROPOSALS IN 2012 - DAY OPPORTUNITIES PASSENGER TRANSPORT SERVICES (PAGES 1 - 48)

(Report of the Director of Adult and Housing Services) To approve proposals with regard to the re-design of passenger transport services.

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Published: 22 March 2012



Haringey Council

Report for:	Cabinet Member Signing on 2 nd April 2012	Item number	
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Title:	Recommended Budget Savings Decision - Adult Services Proposals in 2012 - Day Opportunities Passenger Transport Services
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Report authorised by :	Mun Thong Phung, Director of Adult and Housing Services
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Lead Officer:	Lisa Redfern, Deputy Director, Adult and Community Services Telephone: 0208 489 2324 Email address: Lisa.redfern@haringey.gov.uk
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Ward(s) affected: All	Report for: Key Decision:
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1. Describe the issue under consideration

The proposal to re-design the Day Opportunities Passenger Transport Services is required as part of the Haringey Efficiency and Savings Programme (HESP) and should be seen in this context. The purpose of this report is to inform the Cabinet Member for Health and Adult Services of the outcome of a process of consultation in relation to the proposed re-design of passenger transport services in Learning Disabilities Day Opportunities. The net saving that would be achieved from 2012/13 would be £158k per annum.



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2. Cabinet Member Introduction

This is a required HESP efficiency saving. Passenger Transport is used to take adults with learning disabilities to and from home and also enables access to activities in the community during the day. It is an important service and everyone who has been assessed as requiring transport to day opportunities will continue to receive this service. This proposal is a re-design of the service and one which will improve the current contract/service efficiency and effectiveness, and minimal impact for the people who use the service and their carers. I support this HESP proposal.

3. Description of Proposal

Current model of Passenger Transport service

Passenger transport takes people to and from home to day activities. In addition the transport is used to take people out to other activities during the day. This involves the use of a mini-bus, driver and escort. At present all buses are based at the day centre and the day opportunities service employs both drivers and escorts who work with transport as well as supporting service users during the day. There are currently twenty-one 17-seater mini-buses which are used for day service transport.

Proposed Re-Design Passenger Transport Service

It is proposed that the existing 21 buses is reduced to 16 and that these are replaced by hire buses which drop off and pick up people but do not remain at the centre during the day. If agreed, there will be new drivers on the buses which pick up and drop off people. It is however proposed that there is no change to the staff who work as escorts on the buses. Seventy five percent of buses will be centre based and will be available to take people to day opportunities of their choice during the day. The reduction will mean that services will have to plan ahead so that all people have an opportunity to go out during the day for activities.

The proposed re-design of passenger transport service has been developed to have minimal adverse impact on all people who use the service. This includes the following:

- All people are picked up and dropped of to and from home and day activities;
- The same staff who already work with people during the day are used to escort people on the buses;
- We use mini-buses (17- seater) as opposed to larger coaches so that the potential for people to be on the buses longer than one hour during pick up and drop off to and from home is minimised;



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- The current system of transport supports a flexible transport service;
- Mini-buses are available throughout the day for everyone to enable community access for people who attend day opportunities; and
- We will plan ahead to try and make sure that all people are able to go to community activities of their choice.

4. Recommendations

It is recommended that the Cabinet Member agrees the proposed re-design of passenger transport services producing a net savings of 158k per annum. The proposed date of implementation of these changes will be May 1st 2012.

5. Other options considered

All people using passenger transport service have been assessed as requiring these services. This proposal is consistent with the strategic approach and the wider requirements of Valuing People (2001) and Valuing People Now (2009).

6. Background information

In line with the required Policy and Best Practice Guidelines, formal consultation with service users, parents/carers, staff and the trade unions and others ran for one month from 1st-30th November 2011. The consultation outlined what the passenger transport service delivery is like at present, how it is proposed to change, what would remain the same and what would change.

Our consultation complied with our own Consultation Charter and Guiding Principles of Effective Consultation by:

- being carefully planned;
- being clear about what the consultation was about;
- being targeted at the community affected;
- using the right consultation methods;
- providing sufficient time for people to have their say;
- providing feedback; and
- being monitored and coordinated within the Councils consultation management system.

Our consultation sought to reach a wide-ranging audience. Letters were sent to all current/identified users of day service for adults with learning disabilities as well as next of kin, parent/ carers and staff in all of the day



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services affected by the proposal. We also identified and targeted a range of other voluntary sector and statutory partners and local independent sector providers of services. We used organisations such as Haringey Association of Voluntary Organisations, MENCAP, community group representatives and the local online community in Haringey working to improve the way Health and Social Care Services are delivered. The consultation was also promoted via the Learning Disabilities Partnership Board and other such forums so that the message could be cascaded to as wide as possible an audience or considered by their membership.

7. Key Issues and Concerns arising from the Consultation

The proposed re-design of passenger transport service has sought to minimise impact of adverse change of users of the service and their families. The consultation outcomes showed that largely people were reassured about the following issues:

- That people would continue to be picked up and dropped off;
- That the same escorts would be used for pick up and drop off; and
- That people would still be able to go out in the community.

Key issues of concern were as follows:

- Accuracy about pick up and drop off times;
- Continued access to Community Activities;
- Difficulties with coping with change; and
- Continued support for people with complex needs.

The service has responded to these issues and concerns raised during the consultation by:

- Route planning to ensure people spend minimal time on the bus;
- Transport Communication procedure in place to ensure people are informed if there are delays;
- Planning ahead and timetabling to ensure that people are able to attend activities that they choose are part of the proposal;
- Continuation of early pick up bus run which accommodates people whose families go to wok/have to leave home early;
- Guarantee that all new drivers will be sourced through an approved procurement framework which means that drivers have to be skilled , trained, qualified to work with vulnerable people and have appropriate Criminal record bureau checks; and
- Minimise impact of change for those who would be most affected including people with complex needs by maintaining the current arrangements for transport. This will be possible as the proposed changes involves approximately a third of total bus routes.



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An executive summary and full report of the consultation are attached to this report as Appendix 2.

8. Comments of the Chief Financial Officer and Financial Implications

Within the wider context of the Haringey Efficiency Savings Programme, Cabinet took an in principle decision on 4th October 2010 to agree proposed saving from the re-design of passenger transport services in Learning disabilities day opportunities. The net savings agreed from 2012/13 would be £158k.

The financial model assumes savings primarily from driver/escort staffing budgets and vehicle related costs of £120k and 38k respectively.

9. Head of Legal Services and Legal Implications

The consultation appears to be thorough and meaningful, giving interested and affected parties reasonable opportunity to make submissions. The proposal meets the requirements of section 29 of the National Assistance Act 1948 and section 2 of the Chronically Sick and Disabled Persons Act 1970 in that assessed needs for transport to educational and social activities will continue to be met. Suitable and effective monitoring will need to be put in place to ensure that the proposal, if implemented, continues to meet the needs of residents and Haringey's statutory duty.

10. Equalities and Community Cohesion Comments

A full Equality Impact Assessment has been undertaken that showed:

Impact on Age:

There would appear to be a disproportionate impact of the proposal on people aged between 35-54 using passenger transport services as this is the age group which largely attends day opportunities and therefore utilise passenger transport services.

Impact on Sex:

The gender profile of people with learning disabilities who use passenger transport services is equal male and female people who use the service.

Impact on Disability:

All people who use learning disability passenger transport services have a disability, therefore it is to be expected that the proposed changes will impact on all people.

Impact on Race:



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Black and Black British people with learning disabilities are over represented in using day opportunities and therefore passenger transport services so barriers to this group would therefore increase.

Impact on other protected characteristics:

There is no adverse impact identified in respect of the other protected characteristics – that is: religion, sexual orientation, gender reassignment, marriage and civil partnership. The protected characteristic of pregnancy and maternity is not relevant in this instance.

Impact on staff:

The workforce implications of the proposed changes are covered in separate organisational restructure EqIAs.

11. Head of Procurement Comments

Not Applicable.

12. Policy Implications

Adult and Community Services Council Plan Priorities are:

- Encouraging lifetime well-being at home, work, play and learning;
- Promoting Independent living while supporting adults and children in need; and
- Delivering excellent customer focused cost effective services .

Full council Plan Priorities can be found on the left hand side of the page at: <http://harinet.haringey.gov.uk/index.htm>.

13. Use of Appendices

Appendix 1 – EQIA; and
Appendix 2 – Consultation Report.

14. Local Government (Access to Information) Act 1985

The following section lists the links that set the local context relevant to the policy:

1. Priorities of Haringey's [Sustainable Community Strategy 2007-2016](#); and
2. Haringey Council Priority [A Healthy, Caring Haringey](#).

HARINGEY COUNCIL

**EQUALITY IMPACT ASSESSMENT (EqIA)
FORM**



Service: Adult and Community Services

Directorate: Adult and Housing Services

Title of Proposal: Re-design of Passenger Transport Service in Learning Disabilities Day Opportunities Service.

Lead Officer: Lisa Redfern

Names of other Officers involved: Beverley Tarka

Step 1 - Identify the aims of the policy, service or function

1. Introduction

1.1 The proposals in this EqIA cover the Learning Disabilities passenger transport service which supports people with learning disabilities to and from day opportunities and also supports people to access the community for a range of activities during the day.

1.2 The 2010 Comprehensive Spending Review and the subsequent local government settlement require Haringey Council to make savings of up to £81m or approximately 30% over the next four years. It is in the context of severe budget pressure that Haringey's Adult Social Care service is setting the strategic direction and priorities for the next three years. This has placed the Council in an unprecedented position and it is seeking to reduce spending and make savings where possible. The proposed changes are designed to the needs of people with learning disabilities in regards to passenger transport services by providing more cost effective transport services.

1.3 Following the comprehensive spending review in the autumn of last year we have been looking at how we can make efficiencies to our budgets as we have less money to spend. Passenger transport is an important service and everyone who has been assessed as requiring transport for day opportunities will continue to receive this service. However we have been looking at how we can continue to provide transport with less money. We therefore propose re-designing the passenger transport service to reduce costs with minimal impact to delivery of services.

1.4 Current model of Passenger Transport service

Passenger transport is the method of transport and support staff currently utilised in taking people to and from home to day activities. In addition the transport is used to take people out to activities during the day. This involves the use of a mini-bus, driver and escort. At present all buses are based at the day centre and the day opportunities service employs both drivers and escorts who work with transport as well as supporting service users during the day. There are currently twenty-one 17 seater mini-buses which are used for day service transport

1.4 Proposed Re-Design Passenger Transport Service

We currently have twenty-one buses which are used for day service transport and which are based at the day services throughout allowing for community access for people to activities of their choice during the day. It is proposed that this compliment of buses is reduced by four and that these are replaced by four hire buses which drop off and pick up people but do not remain at the centre during the day. They will be new drivers on the buses which pick up and drop off people. It is however proposed that there is no change to the current staff who work as escorts on the buses. There will be 17 buses which will be centre based which will be available to take people to day opportunities of their choice during the day. The reduction will mean that services will have to plan ahead so that all people have an opportunity to go out during the day for activities.

1.5 Proposed changes

Overall the proposals outlined above in relation to the re-design of passenger transport services are covered in this EqIA ..

We do not underestimate the anxiety and concern that many will feel about these proposals. We have carried out pre-consultation meetings with parents/carers and people who use these service so that the feedback from these meetings can feed into the formal consultation process. Our pre-consultation with those affected has helped us better understand the impact on individuals of the proposed redesign of passenger transport services and how we might mitigate this, where possible.

Step 2 - Consideration of available data, research and information

2a) Using data from equalities monitoring, recent surveys, research, consultation etc. are there group(s) in the community who:

- ***are significantly under/over represented in the use of the service, when compared to their population size?***
- ***have raised concerns about access to services or quality of services?***
- ***appear to be receiving differential outcomes in comparison to other groups?***

Section contents:

2.1 All Learning Disabilities Day services will be affected by these proposals.

Proposed Date for implementation of Re-design of passenger transport services is April 2012

The Learning Disabilities Partnership currently leases 21(17- seater) vehicles which are used to support people from home to and from day opportunities and also enables community access during the day.

Funding Proposal for Council run residential care homes

It is proposed that the Council's Cabinet agree the recommendation to re-design learning disabilities passenger transport service as outlined above.

Service User Equalities Information

Equalities monitoring information has been collected from Learning Disabilities day services in Haringey. For comparison, the Haringey population data is taken from the Census 2005.

Key findings:

- There are currently 178 people who access learning disabilities day service. All regularly access passenger transport services. The Equalities Impact Assessment shows an over representation of adults aged 35- 54 (57.7%) who use passenger transport services as against the expected population of people with learning disabilities in Haringey (38.7%). However no disproportionate impact is anticipated. Refer table 2.2.1;
- There is a small under representation of females with learning disabilities using day opportunities passenger transport service (53%) as against the number of females with learning disabilities in Haringey (57%). There is an over representation of males (49.7%) with learning disabilities when compared to the profile of males with learning disabilities in Haringey (43%). However no disproportionate impact is anticipated. Refer table 2.2.2
- The race profile of people using passenger transport services broadly reflects that of the race profile for the Haringey general population with the exception of Black and Black British profiles . There is an over representation of people from Black and Black British (30.89% as compared to the general borough population profile, (18.7%) .
- As regards 'Disability', all users with learning disabilities that access day opportunities passenger transport service, have met Council eligibility criteria (critical and substantial) as per DoH guidance, and are considered to have a disability as defined by the Equalities Act 2010. Fair Access to Care Services has been replaced with [Guidance on Eligibility Criteria for Adult Social Care \(2010\)](#) from the Department of Health, with the guidance retaining the four eligibility bands set out in Fair Access to Care Services – that is, Critical, Substantial, Moderate and Low.
- No disproportionate impact was identified in respect of 'Marriage or Civil Partnership'; or 'Sexual Orientation' (all residents accessing day opportunities passenger transport services Street identified as heterosexual). No people accessing transport identified themselves as going through 'Gender Reassignment'. In terms of 'Pregnancy and Maternity', no person currently accessing day opportunities passenger transport services identified that they are either pregnant or currently nursing a baby (in the last 12 months).

2b) What factors (barriers) might account for this under/over representation?

2.4 LEARNING DISABILITIES

2.4.1 Age

There are a higher proportion of people aged 35-54 who use passenger transport services. Traditionally until the advent of Valuing People (2001) and Valuing People Now (2009) people with learning disabilities accessed day services after leaving school. In recent years there has been a move for young people, on leaving school to access more mainstream opportunities such as further educational colleges and mainstream training and skills development opportunities. There are therefore not as many people in the younger age range accessing day centres. People with learning disabilities have a shorter life expectancy so we would not expect large numbers of older people attending day services.

2.4.2 Sex

There are approximately equal numbers of male and female people accessing day opportunities and therefore passenger transport services. This represents a slight under representation for females and an under representation of males when compared to the gender profile for people with learning disabilities in borough.

2.4.3 Race

People with learning disabilities from a Black and Black British ethnic background are over-represented in terms of accessing day opportunities and passenger transport services. There are high numbers of Black and Black British people with learning disabilities living in the community, therefore greater access to day opportunities which is a form of respite for many parent/carers. There is a slight under representation of white people using day services as compared to the general population.

2.4.4 Disability

All users of day opportunities service and therefore passenger transport services have a form of disability, as defined by the Equalities Act 2010, and are eligible for services following a needs assessment that assessed their eligibility as critical or substantial under the national [Eligibility Framework](#).

2.4.5 Religion

No disproportionate impact identified

2.4.6 Gender Reassignment

No disproportionate impact identified

2.4.7 Sexual Orientation

No disproportionate impact identified

2.4.8 Maternity and Pregnancy

No disproportionate impact identified

Table 2.2.1

People who use learning disability passenger transport services			Haringey age profile for people with learning disabilities	2005 Haringey borough profile - general population
	Numbers	Percentage		
20-24	8	4.49%	13.7%	7.3%
25-29	17	9.55%		11.1%
30-34	15	8.43%	28.4%	11.0%
35-39	27	15.17%		9.8%
40-44	28	15.73%	23.2%	8.7%
45-49	30	16.85%		6.4%
50-54	18	10.11%	15.5%	4.7%
55-59	8	4.49%		4.2%
60-64	11	6.18%	9.0%	3.2%
65-69	11	6.18%		2.9%
70-74	3	1.69%	5.8%	2.5%
75-79	2	1.12%		1.2%
80-84			3.3%	2.5%
Grand Total	178	100.00%	100.0%	100.0%

Table 2.2.2 Sex of People with Learning Disabilities who use Passenger transport services.

Sex	Grand Total	Percentage	Haringey gender profile for people with learning disabilities	Haringey borough profile general population
Female	89	50.28%	57%	51%
Male	88	49.72%	43%	49%
Grand Total	177	100.00%	100%	100%

Table 2.2.3 Race of People with Learning Disabilities who use Passenger transport services .

Race-select from drop-down	Grand Total	Percentage	2005 Haringey borough profile general population
White British	57	32.02%	47.6%
White Irish	13	7.30%	3.6%
White Greek / Cypriot	10	5.62%	
White Turkish/Cypriot	9	5.06%	14.1%
White Other (please specify)	6	3.37%	
White Turkish	5	2.81%	
Subtotal white	110	61.8%	65.3%
Caribbean (Black or Black British)	46	25.84%	8.3%
Black or Black British Other (please specify)	2	1.12%	1.3%
African (Black or Black British)	7	3.93%	9.1%
Subtotal black	55	30.89%	18.7%
Asian or Asian British Other (please specify)	3	1.69%	1.7%
Indian (Asian or Asian British)	10	5.62%	3.0%
Bangladeshi (Asian or Asian British)	1	0.56%	1.6%
East Asian African (Asian or Asian British)	1	0.56%	1.3%
Subtotal Asian	15	8.43%	7.6%
White and Asian	1	0.56%	1.2%
White and Black Caribbean	1	0.56%	1.4%
Other Mixed (please specify)	1	0.56%	1.3%
White and Black African	0	0	0.8%

Subtotal mixed	3	1.68%	4.7%
Chinese	1	0.56%	1.5%
Other Ethnic Group (4	2.24%	2.2%
Subtotal other	5	2.8%	3.7%
Grand Total	178	100.00%	

Table 2.2.4 Religion of People with Learning Disabilities who use Passenger transport services

Religion/ Belief	Ermine	Keston	Grand Total	Percentage	Haringey borough profile - general population *
Christian	47	41	88	49.44%	50.1%
Not known	4	37	41	23.03%	12.1%
Muslim	12	7	19	10.67%	11.3%
Other (please specify)	6	10	16	8.99%	1.0%
Hindu	4	2	6	3.37%	2.1%
Jewish	2	1	3	1.69%	2.6%
No religion	3		3	1.69%	20.0%
Rastafarian	1		1	0.56%	0.6%
Sikh		1	1	0.56%	0.3%
Grand Total	79	99	178	100.00%	100%

No disproportionate impact was identified in respect of 'Religion' (refer table 2.2.4),

* Information from Borough Profile 2005 taken from 2005 Census

Step 3 - Assessment of Impact

3a) How will your proposal affect existing barriers? (Please tick below as appropriate)

	Increase barriers?	Reduce barriers	No change
People with learning disabilities who use passenger transport services	X		

3.2 Summary of impact of current proposals

3.2.1 Impact on Age:

There would appear to be a disproportionate impact of the proposal on people aged between 35-54 using passenger transport services as this is the age group which largely attends day opportunities and therefore utilise passenger transport services.

3.2.2 Impact on Sex:

The gender profile of people with learning disabilities who use passenger transport services is equal male and female people who use the service.

3.2.3 Impact on Disability:

All people who use learning disability passenger transport services have a disability, therefore it is to be expected that the proposed changes will impact on all people.

3.2.4 Impact on Race:

Black and Black British people with learning disabilities are over represented in using day opportunities and therefore passenger transport services so barriers to this group would therefore increase.

3.2.5 Impact on other protected characteristics: There is no adverse impact identified in respect of the other protected characteristics – that is: religion, sexual orientation, gender reassignment, marriage and civil partnership. The protected characteristic of pregnancy and maternity is not relevant in this instance.

3.2.6 Impact on staff: The workforce implications of the proposed changes are covered in separate organisational restructure EqIAs.

3b) What specific actions are you proposing in order to respond to the existing barriers and imbalances you have identified in Step 2?

The specific actions being proposed to respond to the existing barrier and imbalance identified above are as follows:-

The proposed re-design of passenger transport service has been developed to have minimal adverse impact on all people who use the service. This includes the following:-

The existing model of passenger transport service for people who use day services is characterised by principles which all people have highlighted as positive.

This includes the following considerations:-

- All people are picked up and dropped off to and from home and day activities;
- The same staff who already work with people during the day are used to escort people on the buses;
- The same staff who work with people during the day are used to drive people to and from home and day activities;
- We use mini-buses (17- seater) as opposed to larger coaches so that the potential for people to be on the buses longer than one hour during pick up and drop off to and from home is minimised.
- The current system of transport supports a flexible transport service
- Mini-buses are available throughout the day for everyone to enable community access for people who attend day opportunities

In order to remove the barriers identified in the preceding section the proposed model of passenger transport service is designed to retain a significant number of these positive features. Hence;

- All people will be picked up and dropped off to and from home and day activities;

- The same staff who already work with people during the day will be used to escort people on the buses;
- The majority of the staff who work with people during the day will be used to drive people to and from home and day activities;
- We will continue to use mini-buses (17-seater) as opposed to larger coaches so that route optimisation minimises people being on the buses more than 1 hour during pick up and drop off to and from home.
- Some Mini-buses will continue to be available throughout the day to enable community access for all people who attend day opportunities;
- The proposed re-design of transport will support a flexible service.
- We will plan ahead to try and make sure that all people are able to go to community activities of their choice.

This proposal is consistent with the strategic approach and the wider requirements of Valuing People (2001) and Valuing People Now (2009) . Learning Disabilities Day opportunities have progressively looked to support people with mainstream day opportunities in inclusive settings. This proposed re-design of a passenger transport service will enable this direction of travel to be sustained and continued. Our performance in this area has been acknowledged by people who use the service through planned periodic transport and community access satisfaction surveys
These are some of the things that people told us about through a survey carried out as recently as July 2011;

- Drivers/Escorts are friendly
- Generally the same drivers/escorts are used each day
- The current mini buses are flexible
- People attend more activities outside of the day service

It is proposed that these evaluations continue post implementation of passenger transport re-designs so that we can monitor quality assurance and standards of service.

The service also maintains transport monitoring reports which contains information on the following amongst other

- Journey times
- No of people transported on community trips
- Number of journey to and from activities
- Number of sessions buses are in use
- Number of session where there is downtime

Specifically the needs of the protected groups identified to be adversely affected by these proposals (i.e. Black British people and people in the age range 35 to 54) will be addressed through a person centred approach to planning with individuals and continued maintenance of monitoring information. This approach will focus on a holistic assessment of wishes and choices with regards to accessing day opportunities in the community including an assessment of cultural needs.

3c) If there are barriers that cannot be removed, what groups will be most affected and what Positive Actions are you proposing in order to reduce the adverse impact on those groups?

We do not envisage that there are barriers arising from existing delivery model that would not be addressed by a move to the delivery model in 3(b) above. However, there will be continuous monitoring through continuation of transport monitoring reporting and satisfaction survey of people who use the passenger transport service.

Step 4 - Consult on the proposal

4a) Who have you consulted on your proposal and what were the main issues and concerns from the consultation?

The Council recognised the anxiety caused by the proposals and the need to keep people informed as a way of minimising this through pre-consultations in October 2011, before the official consultation with users, parent carers and staff.

Correspondence was sent to users, relatives, carers and staff directly affected by the proposed changes as well as providers, voluntary sector colleagues and other interested parties once it was clear that the Council would be considering proposed changes to the delivery of learning disabilities passenger transport services.

We carried out a number of pre-consultation meetings. These were with all people who use the passenger transport service and their parents and carers, and staff of day opportunities. We also conducted a pre-consultation meeting with the carer's forum which is an official forum of the Learning Disabilities Partnership. We invited disabilities groups, Kith and Kids, and Haringey Disabilities consortia to also take part in pre-consultation meetings. The opportunity was taken to explain what was happening and why and what the next steps would be. The pre-consultation also afforded the opportunity for stakeholders to input into the consultation process. Comments made at this pre-consultation meeting were incorporated into final consultation documentation

Formal consultation activity

Formal consultation with service users, parents/carers, staff and the trade unions and others ran for the best practice period of one month from 1st-30th November 2011. The consultation outlined what the passenger transport service delivery is like at present, how it is proposed to change, what would remain the same and what would change.

Our consultation complied with our own Consultation Charter and Guiding Principles of Effective Consultation by:

- being carefully planned;
- being clear about what the consultation was about;
- being targeted at the community affected;
- using the right consultation methods;
- providing sufficient time for people to have their say;
- providing feedback; and
- being monitored and coordinated within the Councils consultation management system

Our consultation sought to reach a wide-ranging audience. Letters were sent to all current/identified users of day service for adults with learning disabilities as well as next of kin, parent/ carers and staff in all of the day services affected by the proposal. We also identified and targeted a range of other voluntary sector and statutory partners and local independent sector providers of services. We used organisations such as Haringey Association of Voluntary Organisations, MENCAP, community group representatives and the local online community in Haringey working to improve the way Health and Social Care Services are delivered.

The consultation was also promoted via the Learning Disabilities Adult Partnership Board and other such forums so that the message could be cascaded to as wide as possible an audience or considered by their membership.

How we consulted

There were several main channels for the consultation; scheduled meetings, consultation web page, email address and telephone helpline as set out below:

Scheduled meetings

We scheduled meetings to which parent/ carers. / community organisations were invited and also workshops with users of passenger transport services.

Meetings

A significant number of events, 10 in all, were held with users, relatives, staff and carers where individuals were informed of the proposals and the

consultation and given the opportunity to discuss and comment on various aspects.

Workshops in Day Services

Workshops scheduled over a two week period with on average 150 service users in Haringey Day Opportunities, as some service users have complex communication and needs a significant amount of time to complete the questionnaire. This also included support from MENCAP advocacy and those with knowledge of the day service staff.

Consultation web page, email address and telephone helpline

A comprehensive web page was created,

www.haringey.gov.uk/index/social_care_and_health/learningdisabilities/transport-consultation.htm

to ensure people were able to read about the proposals and were kept informed of the consultation and what people were saying in feedback. We didn't, however, rely on this electronic means of communication, especially for those without access to the internet.

Consultation Questions

We produced a targeted consultation questionnaire for Haringey Day Opportunities to hear from users, carers, staff, relatives, members of the public, voluntary sector colleagues and others who either did not chose to write-in or provide a formal response to the consultation. It was also a way of capturing equalities data that would help us to determine alongside the other information we had collated, the Equalities Impact of our proposals and for people who wanted to, to have their say anonymously.

Overall structure of the questionnaires

The questionnaire followed a similar format and invited respondents to indicate:

1. Their support or opposition to the proposals
2. Say what's important to them
3. Reassurance to the questions.
4. Provide details about themselves

In total, some 300 questionnaires were produced. These were produced in both printed and electronic forms with copies made available for completion via the web page or sent out to users etc by post or electronically or handed out directly by the drivers.

The availability of these questionnaires was communicated via the webpage, email or through the post. Freepost envelopes were made available so that people could return completed questionnaires 'free of charge'.

We made sure that details of the web page as well as other details, including a single point of contact within the council (Nicole.Paterson@haringey.gov.uk) and telephone query line: 020 8489 1017 / 07967 336 117) were also made widely available should they wish, for more information or in order to have

their say. We ensured that this information was included in initial correspondence and on the web page.

We produced two sets of questionnaires, one for users of passenger transport service and one for parents/carers and community organisations. These questionnaires formed part of the pre-consultation meetings and comments from the pre-consultation meetings were incorporated into the questionnaires. The questionnaires also afforded the opportunity for respondents to respond to specific questions and/or add comments of their own.

This was done in recognition of the fact that the meetings would only capture the views of those users, relatives and carers who attended one of more of the monthly meetings in the homes and centres. We needed to be able to capture the views of those who would be unable to attend such as relatives who lived some distance away as well as hear from members of the public, voluntary sector colleagues and others who either did not chose to write-in or provide a formal response to the consultation.

Overall structure of the questionnaires

This amounted to between 25 questions in all, including several free-text boxes to enable people to have their say.

Copies of the questionnaire responses are attached as appendices

Learning Disabilities Partnership Boards

The consultation was raised, discussed and promoted via the Learning Disabilities Partnership Board and in the Partnership Board newsletter of October 2011.

There was a total of 165 responses to the consultation questionnaire and a good many people attended the pre-consultation and consultation meetings and responded to or asked about the proposed changes at those forums. Seven users and one advocate completed the accessible version.

Key Issues and Concerns arising from the Consultation

The proposed re-design of passenger transport service has sought to minimise impact of adverse change of users of the service and their families

The consultation outcomes showed that largely people were reassured about the following issues:-

- That people would continue to be picked up and dropped off

- That the same escorts would be used for pick up and drop off
- That people would still be able to go out in the community and over 70% reassured that the service planned to plan ahead to ensure community access for people during the day

However key issues of concern were as follows:-

Accuracy about pick up and drop off times .

Some pointed out they worked, attended college and therefore needed certainty around pick up and drop off times in order to plan their lives and get the cared for person ready. Others worried less about the timings than that they were kept informed of there was going to be a delay – good communication, for them, was the key.

Activities

Some feared that promises would be broken or said that it was simply not good enough ‘to try and make sure’ that the cared for person was able to attend the community activities they were used to; the service cost a lot of money and their loved ones should be getting the service they deserved, they said. Others were doubtful the service could be maintained or that people would be able to attend the same activities as now if there were fewer buses.

Change

Several carers and parents said how their loved one found it hard to cope with change and how a change in routine would be confusing, distressing or unsettling for them or could result in increased behavioural problems, particularly if they had to spend more time waiting around or longer onboard the bus than now. There were worries too that new drivers might not have the necessary experience of working with people with a learning disability and that there would presumably be training. Some queried what else would be changing.

Complex Needs

There were several practical questions such as whether those with more complex needs who currently needed/received a bus to themselves, would continue to receive such a specialist service. There were also questions about which users would be most affected by these proposed changes

4b) How, in your proposal have you responded to the issues and concerns from consultation?

- Route planning to ensure people spend minimal time on the bus
- Transport Communication procedure in place to ensure people are informed if there are delays.
- Planning ahead and timetabling to ensure that people are able to attend activities that they choose are part of the proposal

- Continuation of early pick up bus run which accommodates people whose families go to wok/have to leave home early
- Guarantee that all new drivers will be sourced through an approved procurement framework which means that drivers have to be skilled , trained, qualified to work with vulnerable people and have appropriate Criminal record bureau checks.
- Minimise impact of change for those who would be most affected including people with complex needs by maintaining the current arrangements for transport. This will be possible as the proposed changes involves approximately a third of total bus routes

4c) How have you informed the public and the people you consulted about the results of the consultation and what actions you are proposing in order to address the concerns raised?

The consultation report will be published on the web and will also be made available to people and their families through the day service.

Step 5 - Addressing Training

Do you envisage the need to train staff or raise awareness of the issues arising from any aspects of your proposal and as a result of the impact assessment, and if so, what plans have you made?

No there is ongoing training for staff of passenger transport services in place

Step 6 - Monitoring Arrangements

What arrangements do you have or will put in place to monitor, report, publish and disseminate information on how your proposal is working and whether or not it is producing the intended equalities outcomes?

We will be using the Council's equalities monitoring form and reporting procedures to track the actual effects of the new delivery model when implemented and where adverse impacts are identified steps will be taken to address them. The form has been recently updated to include the new equalities protected characteristics identified by the Equality Act 2010.

Monitoring arrangements will include:

- User satisfaction surveys
- Parent/carer satisfaction surveys
- Analysis of transport monitoring data
- Analysis of complaints

▪ *Who will be responsible for monitoring?*

Managers of Learning Disabilities Day opportunities

- *What indicators and targets will be used to monitor and evaluate the effectiveness of the policy/service/function and its equalities impact?*
- **Access to community activities**
- **Down time for buses**
- **Satisfaction survey of people who use service and their carers**
- **Equalities monitoring information of people who use services**

- *Are there monitoring procedures already in place which will generate this information?*

- **Yes community access monitoring**
- **Vehicle log sheets**
- **Timetable of activities for users**
- **Equalities monitoring information systems**
- **Day Service Surveys of people and their carers**

- *Where will this information be reported and how often?*

Learning Disabilities Partnership board bi annually.

Step 7 - Summarise impacts identified

Passenger Transport	Age	Ethnicity	Disability	Gender	
	<p>The Equalities Impact Assessment shows an over representation of adults aged 35- 54 (57.7%) who use passenger transport services as against the expected population of people with learning disabilities in Haringey (38.7%). However no disproportionate impact is anticipated. This is supported by the response to surveys where majority of respondents are in the 25-59 age range*</p>	<p>The race profile of people using passenger transport services broadly reflects that of the race profile for the Haringey general population with the exception of Black profiles .See below Passenger Profile: borough Profile White 61.8% :65.3% Black 30.89%: 18.7% Asian 8.43%: 7.6% Mixed 1.68%:4.7% Other 2.8%:3.7%)</p>	<p>All users are disabled</p>	<p>There is a small under representation of females with learning disabilities using day opportunities passenger transport service (53%) as against the number of females with learning disabilities in Haringey (57%). There is an over representation of males (49.7%) with learning disabilities when compared to the profile of males with learning disabilities in Haringey (43%).However no disproportionate impact is anticipated. No disproportionate Impact identified*</p>	<p>No disproportionate impact was identified in respect of 'Marriage or Civil Partnership'; or 'Sexual Orientation' (all residents accessing day opportunities passenger transport services Street identified as heterosexual). No people accessing transport identified themselves as going through 'Gender Reassignment'. In terms of 'Pregnancy and Maternity', no person currently accessing day</p>

					opportunities passenger transport services identified that they are either pregnant or currently nursing a baby (in the last 12 months).
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* **'No disproportionate Impact identified'** signifies that the percentage of people using the particular service is not significantly different to the overall Borough profile of all users of the service. All settings have been compared individually against Borough overall figures in the summary spreadsheet

Step 8 - Summarise the actions to be implemented

Please list below any recommendations for action that you plan to take as a result of this impact assessment.

Issue	Action required	Lead person	Timescale	Resource implications
All people using passenger transport services in learning disabilities services have a disability	<ul style="list-style-type: none"> All people who access passenger transport services have been accessed as requiring services. Transport will continue to be available in order to pick up and drop off people and enable them to access the community in a planned way. The service will continue to ensure that all information is accessible and that people have access to advocates when change is being proposed. 	Head of Learning Disabilities Partnership	Ongoing <ul style="list-style-type: none"> 	Existing resources
People in the age range 35 to 59 predominantly use passenger transport services. Risks that these people are not given choice of alternatives for support and care services in future	<ul style="list-style-type: none"> There is currently an on-going personalised review of day opportunities placements, This means that people are given a choice with regards to how they wish to spend a personal budget which is based on assessed needs . People are able to continue to access traditional day opportunities or choose non traditional options personal budgets 	Head of Learning Disabilities Partnership	Ongoing	Existing resources
	Black British people will be addressed	Head of Learning	On-going	

Issue	Action required	Lead person	Timescale	Resource implications
Slight Over re-representation of people from Black British population	through a person centred approach to planning with individuals and continued maintenance of equalities monitoring information. This approach will focus on a holistic assessment of wishes and choices with regards to accessing day opportunities in the community including an assessment of cultural needs. u	Disabilities Service		Existing resources
Improve equality monitoring in relation to transformed services	<ul style="list-style-type: none"> Ensure that all services users in transformed services are fully equality monitored against the Equality Act 2010 categories 	Head of Learning Disabilities Partnership	Ongoing	Existing resources

Step 9 - Publication and sign off

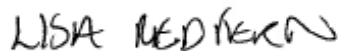
There is a legal duty to publish the results of impact assessments. The reason is not simply to comply with the law but also to make the whole process and its outcome transparent and have a wider community ownership. You should summarise the results of the assessment and intended actions and publish them. You should consider in what formats you will publish in order to ensure that you reach all sections of the community.

When and where do you intend to publish the results of your assessment, and in what formats?

On the Council's website after all the EqlAs has been approved and signed off.

Assessed by (Author of the proposal):

Name: Lisa Redfern
Designation: Deputy Director, Adult and Community Services



Signature:
Date: 1st March 2012

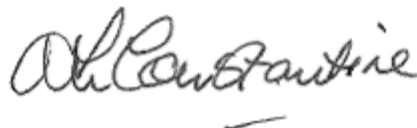
Quality checked by (Equality Team):

Name: Arleen Brown
Designation: Senior Policy Officer

Signature: *A. J. Brown*
Date: 6th February 2012

Sign off by Directorate Management Team:

Name: Helen Constantine
Designation: Head of Business Management



Signature:
Date: 1st March 2012

**Appendix 2 - Consultation Report
Proposed changes to passenger transport in Haringey Day
Opportunities – Learning Disabilities Services**

Haringey Council sought views about:

- Proposed changes to passenger transport in Haringey Day Opportunities – Learning Disabilities Services.

Methodology

Pre-consultation activity

The Council recognised the anxiety caused by the proposals and the need to keep people informed as a way of minimising this through pre-consultations in October 2011, before the official consultation with users, parent carers and staff.

Correspondence was sent to users, relatives, carers and staff directly affected by the proposed changes as well as providers, voluntary sector colleagues and other interested parties once it was clear that the Council would be considering proposed changes to the delivery of these adult care services. This initial contact was followed up by meetings with users of services, staff, relatives and carers of Haringey Day Opportunities who were affected to alert people to the proposed changes to air and help shape the proposals that would be drawn up and formally consulted upon.

Formal consultation activity

Formal consultation with service users, parents/carers, staff and the trade unions and others ran for the best practice period of one month from 1st-30th November 2011.

Our consultation complied with our own Consultation Charter and Guiding Principles of Effective Consultation by:

- being carefully planned;
- being clear about what the consultation was about;
- being targeted at the community affected;
- using the right consultation methods;
- providing sufficient time for people to have their say;
- providing feedback; and
- being monitored and coordinated within the Councils consultation management system.

Our consultation sought to reach a wide-ranging audience. Letters were sent to all current/identified users of day service for adults with learning disabilities as well as next of kin, parent/ carers and staff in all of the day services affected by the proposal. We also identified and targeted a range of other voluntary sector and statutory partners and local independent sector providers of services. We used organisations such as Haringey Association of

Voluntary Organisations, MENCAP, community group representatives and the local online community in Haringey working to improve the way Health and Social Care Services are delivered.

The consultation was also promoted via the Learning Disabilities Adult Partnership Board and other such forums so that the message could be cascaded to as wide as possible an audience or considered by their membership.

Correspondence was sent out to coincide with information about these proposals being published on the Councils website.

There were several main channels for the consultation, as set out below:

- Emails and letters and telephone helpline; and
- A comprehensive web page was created to ensure people were able to read about the proposals and were kept informed of the consultation. The web page received 91 viewings.

Meetings

A significant number of events, 10 in all, were held with users, relatives, staff and carers where individuals were informed of the proposals and the consultation and given the opportunity to discuss and comment on various aspects.

Workshops in Day Services

A 2-week workshop with on average 150 service users in Haringey Day Opportunities, as some service users have complex communication and needs a significant amount of time to complete the questionnaire. This also included support from MENCAP advocacy and those with knowledge of the day service staff.

Consultation Questions

We produced a targeted consultation questionnaire for Haringey Day Opportunities to hear from users, carers, staff, relatives, members of the public, voluntary sector colleagues and others who either did not chose to write-in or provide a formal response to the consultation. It was also a way of capturing equalities data that would help us to determine alongside the other information we had collated, the Equalities Impact of our proposals and for people who wanted to, to have their say anonymously.

Overall structure of the questionnaires

The questionnaire followed a similar format and invited respondents to indicate:

1. Their support or opposition to the proposals;
2. Say what's important to them;
3. Reassurance to the questions; and
4. Provide details about themselves.

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We made sure that details of the web page as well as other details, including a single point of contact within the council (Nicole.Paterson@haringey.gov.uk) and telephone query line: 020 8489 1017 / 07967 336 117) were also made widely available should they wish, for more information or in order to have their say. We ensured that this information was included in initial correspondence and on the web page.

Equalities

To fully understand who would be affected by proposed changes we completed comprehensive Equalities Impact Assessment which attached to the report for the Cabinet member signing. These helped us decide who and how we consulted.

Accessibility

We produced information about the consultation in a number of accessible forms (other languages) on request.

Summary of responses:

The outcomes of this consultation have been included along with the equalities impact assessment.

Our consultation sought to reach a wide-ranging audience and we received a good number and varied set of responses.

There was a total of 165 responses to the consultation questionnaire and a good many people attended the pre-consultation and consultation meetings and responded to or asked about the proposed changes at those forums. Seven users and one advocate completed the accessible version.

Survey Questionnaires

Where numbers do not tally this equates to the fact that, for whatever reason, people did not choose to answer all of the questions. Percentages are either rounded up or down. It is evident from the numbers and comments that some people 'reassured' nonetheless took the opportunity to comment when asked to say why they were not reassured by the proposals. These views have still been included.

Analysis of the Questionnaire responses

About the respondents:

Of those who completed the questionnaires 12% (20) indicated that they used the service, 20.5% (33) were a relative or carers of a person who used the service, 54% (87) an advocate on behalf of a person who used the current service and 11% (17) completing the questionnaire on behalf of a community group or statutory organisation. Seven (70%) of those completing the accessible version of the questionnaire used the service.

The majority (over 80%) of all respondents were in the 25-59 age range. Six people (3%) were 20 years old or under and 22 (13%) 60 or over. Over 70% (121 of people - a high proportion given the number of relatives, carers and advocates who responded) indicated that they had a disability perhaps reflecting the fact that many of those completing the survey placed themselves in the position of the person cared for. 44% (72 people) said they were from a white background, 17 (10%) of respondents were Asian or Asian British, 44 (27%) Black or Black British, 7 (4%) mixed race, and 11 (7%) Chinese or from another ethnic group. These figures were 4 (40% white; 2 (20% Asian or Asian British, 2 (20%) Black or Black British and 1 (10%) Chinese or another ethnic background among 'accessible survey' respondents. 75 respondents were male and 87 female. Just over 20% of respondents indicated that they were best described as either Turkish, Arabic, French or other language speakers.

Responses to specific questions:

Statistical results

Asked to what extent they were reassured that the person cared for would still be picked up and dropped off at the centre or day opportunities, the overwhelming majority 84.5% (136) of respondents were reassured. Only 6% (1) said they were not.

A similar number (80%) of people who completed the accessible-format survey also said they were happy with this assurance.

A similar number (142 (88%)) were reassured that we would be keeping the same escorts for pick ups and drop-offs.

8 (80%) of those completing the accessible format were also happy with this aspect of the proposal.

138 or almost 86% of people who responded said they were reassured that the person cared for would still go out to activities during the day in the community.

Respondents were reasonably evenly split when it came to the fact that some of the buses would have new drivers if the proposal went ahead. 55 (34%) said they were concerned, 28% (45) were not concerned and 57 (35%) were neither concerned nor not concerned.

Those completing the accessible version of the survey were evenly split between those happy (40%) that there would be some new drivers and unhappy (40%) at the prospect. 10% did not know. People were similarly split (20% Happy and 20% Unhappy) by the fact that they might be on the bus for longer than they were used to; 5 people (50%) said however that they did not know.

61 (37% of) people were equally concerned that we would not be able to be as accurate about pick up and drop off times under the new arrangements. However, 37 (23%) were not concerned or 58 (36%) neither concerned nor not concerned.

5 (50) of those completing the accessible survey said they were unhappy about this; only 30% were either happy or undecided.

Having said that, 74.5% (120 people) were reassured by the fact that we would plan ahead to try and make sure that the cared for person went to community activities they have been used to, 13% (21) did not know and 15 people were not reassured. 5 (50%) of those completing the accessible version of the survey said they were happy they would be told in advance when they would be able to go out in the bus, 3 (30%) were unhappy and 1 (10%) did not know.

Overall, 5 (50%) of those completing the accessible version of the questionnaire were unhappy about the proposed changes, 40% either were happy or did not know.

Narrative comments

Some people said that they were reassured that the cuts would be small and pleased that some staff would be retained. Some respondents said that they or the person cared for were not picked up or dropped off by the transport so were unaffected by the proposed changes. Others said that they agreed with the proposed changes, that it was a positive move and that, if everyone worked together, it could be made to work. Conversely, others said the system had been tried before and had not worked.

Others were not worried so long as they or the person cared for were still able

to undertake the day opportunities they did not. Some thought a routine would be established and were confident this arrangement would be made to work.

Of those not, reassured by the proposal:

- Pick up/Drop off times

Some said that they understood the reason for the change but that it did not make their life any easier. Some pointed out they worked, attended college and therefore needed certainty around pick up and drop off times in order to plan their lives of get the cared for person ready. Others worried less about the timings than that they were kept informed of there was going to be a delay – good communication, for them, was the key.

- Activities

Some feared that promises would be broken or said that it was simply not good enough 'to try and make sure' that the cared for person was able to attend the community activities they were used to; the service cost a lot of money and their loved ones should be getting the service they deserved, they said. Others were doubtful the service could be maintained or that people would be able to attend the same activities as now if there were fewer buses.

- Change

Several carers and parents said how their loved one found it hard to cope with change and how a change in routine would be confusing, distressing or unsettling for them or could result in increased behavioural problems, particularly if they had to spend more time waiting around or longer onboard the bus than now. There were worries too that new drivers might not have the necessary experience of working with people with a learning disability and that there would presumably be training. Some queried what else would be changing.

Meetings

Users of Services, parents, carers and others were instrumental in pre-consultation meetings in the 'look and feel' of the accessible version of the survey as well as simplifying the eventual questions so that they were comprehensible and meaningful.

Those who attended consultation and pre-consultation meetings expressed a range of views and emotions and explained the impact of redesigning the transport service for them and/or their loved ones or the groups and individuals whose interests they represented.

The following other comments were expressed/concerns raised at the various consultation/pre-consultation meetings that were held. Responses to Frequently Asked Questions are attached:

Many parents/carers and service users liked the existing transport arrangements and how the current support worker drivers knew the users and concerned new drivers would not know users or have sufficient understanding of their needs. Several people stated how they did not like or want things to change. There was however relief among some that the Council was not proposing to cut transport as a whole and that it was planning to keep escorts.

Some pointed out that current arrangements did not work for them and hoped for greater flexibility from the proposed scheme. Others said how they valued the current drivers/arrangements and how new drivers might find it difficult driving people with learning disabilities or worried about the lack of flexibility (drivers who would only drop off and go or asked whether the same driver) and wondered what the new hours of operation would be.

Most people were reassured that loved ones would continue to be picked up and dropped off from day opportunities and were reassured that users of services would still go out to activities during the day in the community. However, reassurance was sought that community activities for their loved ones would not be reduced.

Changes to pick up and drop off times and the fact that we could not be specific about them, worried others, including those from residential homes. Others said they were not worried so long as their loved-one continued to be picked up.

There was generally appreciation that parents and carers were being consulted. Several people said how they had appreciated the pre-consultation and wondered what, if anything, had changed and why therefore they were being re-consulted. Some however said what they said would not make a difference.

Some people asked about the rationale and savings behind the proposal and asked when the new arrangements would, if approved, start.

There were several practical questions such as whether those with more complex needs who currently needed/received a bus to themselves, would continue to receive such a specialist service. There were also questions about which users would be most affected by these proposed changes.

Some asked if buses would be replaced by cars or the Yellow buses used by Children's Services, if buses would be in use at weekends or could be hired out to make income.

Staff wanted practical information about the impact for them, including job losses, redundancy opportunities, whether if not driving they would be doing

their Support Worker role more often, remain in the same groups as now or why drivers with PCV licences couldn't simply pick up users of services en masse.

FREQUENTLY ASKED QUESTIONS – RESPONSES TO MEETINGS WITH PARENT/CARERS PRE CONSULTATION 5TH AND 6TH OCTOBER 2011

Serial	Question	Response	Status
	Have we used route optimisation before?	Yes we have we have contracted in a service to look at routes for the vehicles we are recommending to contract out. Person suggestion: From his knowledge of passenger transport and managing a contracted service he would recommend we also let the drivers look at the routes because route optimisation does not consider traffic jams and human knowledge of the borough.	
	Can you reassure use that we do not reduce the community activities for my son?	We can reassure you son will continue to go out however a service will need to plan our activities with the reduced bus system.	
	The current drivers have very good knowledge of the clients, they are supportive and flexible.	That is why we are proposing two systems to continue the continuity within the service.	
	The currently transport system does not work for me because I go to work in the morning, I use to drop my daughter to the centre but by the time I get there the centre is not open as yet. I now have to drop her to my mothers and sometimes she is kept	I would ask my operational managers to look into your concern.	

	waiting for a long time to be picked up sometimes 10.30am or 11.00am, she is always back home by 3.00pm.		
	I thought you were going to inform us that you will be cutting transport as a whole, thank you for considering our needs and discussing the options with us.		
	Save 1/3 by hiring – How?	Not a 1/3 savings but a 1/3 compliment of the fleet – i.e. about 6 contracted out. It is expensive to hire buses and employ drivers; it's cheaper to contract a bus and the driver together. It's not saving a 1/3 of the money but a saving.	
	The old module (route 4) if I have an appointment I have to leave my daughter in the foyer. (if I had my own home I couldn't). What about the new model?	The new model will give less flexibility. When people have appointments we will try and have arrangements when the user is picked up so the carer can attend the appointment. This could be a different route, or an earlier route as there may be two buses going to the same area.	
	Why new drivers?	The drivers come with the contracted out buses.	
	New drivers may find it difficult to drive people with LD?	We will be working with the Children's Contracting Framework in the Children's Services. We can't just hire out; we need to go through them. Which is why we are retaining two thirds of the current staff for those routes not contracted out.	

	There are all changes here and there; and personalisation they are “pumping” – down the road day opps. will be disappearing.	I am clear as Head of Service that day opportunities is an important function and form of respite for carers. It is far more expensive to support people in alternative accommodation than at home. Therefore it’s important for us to support people to care – so if there is no day opps. there is more cost to the public purse. But we have less money to spend therefore we need to look at value for money. The final efficiencies programme is as it is now; so no more on the horizon.	
	What carers say doesn’t make a difference.	The efficiencies have to be made but we can manage the impact. The eligibility criteria has always been critical and substantial.	
	Is Ermine Road still separate from the other services?	There has to be some element of separation due to service user needs. Maybe one route will change.	
	My daughter is picked up 8.45am - 9am will this change?	For specific needs (high support, challenging needs) there won’t be any change. 2/3 won’t change. On average most service users come to the centre at 10 -10.30am.	
	Which group of people will it change for?	This depends where people live and on route optimisation analysis (re people spending the least amount of time on the buses).	

	Will buses be in use at the weekend?	3 are used on the weekend e.g. by Community Support.	
	Couldn't buses be hired out (to make income?)	This is not our primary task as we don't have additional resources to do that.	
	Are the new drivers driving council minibuses or cars?	They will drive mini buses but the drivers are from Children's Service who have been through the Children's Service Framework.	
	Are they going to change the hours?	It's too early to say. 6 routes we won't be in our immediate control. We need to negotiate with the contractors. Drivers in post now won't change only the new contracted ones. No one in the day centre will lose their job unless they decide to leave. Some routes will change. We have routes at present which meet the needs of carers who go to work earlier. Therefore in the consultation with Children's Service this will be raised. When we have a framework of time we will inform carers.	
	The mini bus is late arriving at 10am or even 11.30am never at 9.30am and there is no apology.	This is the current model and is a specific case/route.	
	Some carers said they were happy with the current service – the driver/escort ring up if they are going to be late.	Its important that this is feedback to us and this is inputted to the consultation that we need to maintain this. People with specific pick up/drop off needs will keep things the same.	
	Some drivers say they are not supposed to take the client on or off the bus; only the escort is allowed to.	This depends on who has been trained; everyone should be. Drivers can help if they have been trained. The escort responsibility is to get the person from home on/off the bus; with team work	

		the driver helps. The Driver's Manual states that the driver should stay with the bus.	
	Are we using Children's buses? The yellow ones?	We will not be using the buses but their framework.	
	When will the new model start?	If passed by cabinet by April 2012	
	It might affect people having activities.	A good point. We need to reduce downtime. Activities in the community will not stop; this is part of the planning.	
	Will we end up with people who will only drop off and go?	No. Only the drivers of the new buses; we are not moving gradually to just pick up and go.	
	The temperament of the service user will be affected. We don't want the driver to change weekly or 3 -4 weeks. The same driver should be used for at least the term.	That's an important point; this will be discussed with passenger transport Service Framework. When managers are working out which routes will be contracted, they will consider these issues and level stability.	
	Will the system include taking people straight to respite?	This will not change.	
	I am currently happy with my driver in the service; he is very polite and calls when he is running late.	Thank you for the positive feedback.	
	The residential home where my son attends should be attending this meeting.	All parents/carers were invited to this meeting; we also have a meeting this afternoon for them to attend. We will be also holding formal meeting in November sometime.	

FREQUENTLY ASKED QUESTIONS – RESPONSES TO MEETINGS WITH STAFF PRE CONSULTATION 20TH OCTOBER 2011

Serial	Question	Response	Status
	Will staff lose their jobs?	No, Day Opportunities are holding a significant number of vacancies in the service. After speaking to my managers we have looked at the best way possible for staff to not lose their jobs. We need to find 0.5 of a post within the service. Some staff last year was offered voluntary redundancies last year if those staff still wish to consider voluntary redundancy please let the centre managers know or myself via email and I will liaise with Human Resources to plan with them our approach to the response. I do recognise that some of you would want to leave the service and this is an opportunity to make us aware. I cannot guarantee that your request will be supported at this time.	
	Allot of drivers have PCV licences can the drivers not just pick up service users in the large buses as a mass?	(Responses from staff) “No we don’t want to go back to the old model this will mean you are talking all other Support Worker Drivers out of a job who does not hold the license”. Thank you for your suggestion we would look at all possibilities staff have recommended.	
	You are just going to do what you, so it doesn’t matter what we say.	Today’s pre –consultation is to gather your ideas on the proposal, to help us compile the questionnaire I discussed with you earlier. If you have suggestions	

		you can book a meeting with me or the centre managers. Your points are very important. We will officially launch in November.	
	I have an activity were I take service users to gardening will I not get a bus because they really enjoy the session if I don't get a bus the session will not be able to run.	Currently we have 21 buses in the service. The managers of the service will need to look at the programme of activities we are currently running across services. Staff need to make suggestions/comments. The managers will then look at all suggestions and prioritise sessions in services.	
	We have a service user in our service that needs a bus just for himself because of his needs. Would he not have a bus anymore?	Some services the transport system will not change for pick up and drop off because of service users' needs. What we have to do better is planning our day activities.	
	Some service users can not travel with others. Would everyone need to be mixed together based on where they live?	Some services transport will not change base on the specialist knowledge and needs of the service users. We will look at all aspects and consider needs of the service users.	
	It feels like we are going backwards.	You have made a good point. Yes we are going backwards slightly, however with the staff/centre manager's knowledge we will try and keep some consistency.	
	We need to change; the current system does not work. The drivers keep the keys on them like it's their vehicles.	Okay, management would look into your concern.	
	Will the new model give us flexibility?	We have to be better at planning.	
	The current model does take up a lot of time with managers every day there could be a change in drivers for some reason.	We are only looking at contracting out a 1/3 of the vehicles. I don't envision much change in the system. We would like to keep the mini buses and escorts for consistency to the service users.	

	It's a lot of information to process.	Today's purpose is to provide you with information and we hope for you to come up with suggestions for changes that will benefit all.	
	Have you looked into reducing people's hours?	This could be a suggestion we can consider.	
	Too many words in the pre-consultation. The picture size should remain the same throughout.	Information noted	
	The words are too complex and should be simplified.	Information noted	
	The question should read we don't have as many buses as we did before	Information noted	

FREQUENTLY ASKED QUESTIONS – RESPONSES TO MEETINGS WITH SERVICE USERS PRE CONSULTATION WEEK COMMENCING 17TH OCTOBER 2011

Serial	Question	Response	Status
		The service users found some questions/pictures difficult to understand and therefore made recommendations as follows:	
	As opposed to generic pictures of centre, pictures should relate to individual Day centre		
	Picture of escort kneeling in front of guy in wheelchair – don't understand, do not feel it is representative of an escort	We have consulted with the advocacy service the picture represents a person supporting someone.	
	Current model – did not understand 2 and 3 - Change to what will happen now and the buses will still pick you up	Noted and changed.	
	New model - We are going to lose 3 rd buses –	At present it is difficult to change the number of buses	

	change to the amount of buses that the individual service would lose i.e. Ermine 2, Keston 1.	in service as we do not have the answer.	
	What will be different – Do not understand question relating to: - We cannot be as accurate about your pick up times:	Noted and changed.	
	Do not understand Q4, Please simplify.... Change to -It's possible that you may be on the bus longer than you are use to. How would you feel about that?	Noted and changed.	
	I don't want the buses or the drivers to change.	We will keep the same mini buses and keep the escorts only some drivers will change.	
	I don't like change.	We will try to have less change as possible and keep you up to date with changes. It's important you write your views on the questionnaire and tell us what you don't want to change. The programme coordinator is here to help you today.	
	I like the drivers we have now. I don't want new drivers.	We will still keep some support worker drivers and have some new ones.	
	Will we still be able to go out during the day?	Yes you will.	

FREQUENTLY ASKED QUESTIONS – RESPONSES TO MEETINGS WITH PARENT/CARERS 9TH NOVEMBER 2011

Serial	Question	Response	Status
	Would this mean reduced activities in the day time?	With the old system could have made a decision on the day based on weather. We have to be better at planning our activities in advance.	
	I'm from a residential home, would the pick up and	At present we provide you with a small window to be	

	drop off time changes?	collected. We can not be accurate about the time residents will be collected, however we will let you know your window so the residents will not be up waiting for a long time.	
	Currently my son gets picked up at different times.	Currently there are road works on the St Ann's road area this could be one of the contributing factors, I will ask the assistant managers to look into your concern.	
	I received all the information I needed from the pre – consultation, has anything changed?	We have made changes to the survey based on information we received from parent/carers, users and staff.	
	I am happy that you want to keep the escorts that know all the service users this is very important.	Yes, we are trying to have less disruption as possible.	
	As long as my daughter still gets picked up I'm okay with the changes.		
	Will drivers lose their jobs?	No, we have vacancies holding in the service so we aim to use them so staff would not be in the position to lose their jobs. We have aimed for less disruption to the proposal. However if staff want to leave we cannot stop them.	
	I'm from a residential home my only concern about the current transport is that the buses do not always collect the residents on time and by a certain time staff will leave their shift.	We will try and aim to provide you with a window where the residents can be collected.	
	I have completed the survey we received via the transport, have I completed the correct survey?	Yes you have, the survey is also online for public consultation.	

FREQUENTLY ASKED QUESTIONS – RESPONSES TO MEETINGS WITH STAFF 2nd AND 3rd NOVEMBER 2011

Serial	Question	Response	Status
	You mentioned before that voluntary redundancies will be opened to all staff.	Yes, I have to consult with the Union and Human Resources; however I wish to open up voluntary redundancies in day services to avoid compulsory redundancies in services. As you are aware the proposal to close Whitehall Street has been passed and staff have expressed their interest in staying in work. Some day service staff has expressed there want to leave. To help me plan ahead. I would like staff to email the day centre managers or myself by 15 th November 2011.	
	Do you know the exact number of buses we will lose in the service?	It's difficult to be exact in the number however so far we will be looking at contracting out 4-6 vehicle's in the service.	
	If I am not driving would I be doing my Support Worker role more often?	Yes you will.	
	Would I still be working in the same group I am now?	We will be looking at the needs of the service and were best to place the support worker drivers.	
	Would we keep the same mini buses?	Yes we will.	
	Is the survey online?	Yes, can all staff confirm if they received the delegated authority I have in my hand? The delegated authority explains in detail the transport proposal following the comprehensive spending review last year. We have launched the proposed changes on 1 st November 11, through the online questionnaires in an assessable format for service users. The questionnaire also for the public, staff and for	

		parent/carers. This will give you the chance to express your concerns and make suggestions to the changes.	
	Do you think this is the best way to avoid people losing their jobs?	Yes, a mixed service is best way to be more efficient with less money to spend.	