



Report for:	Cabinet Member Signing on 2 nd April 2012	Item number	
--------------------	--	------------------------	--

Title:	Recommended Budget Savings Decision - Adult Services Proposals in 2012 - Day Opportunities Passenger Transport Services
---------------	---

Report authorised by :	Mun Thong Phung, Director of Adult and Housing Services
-------------------------------	---

Lead Officer:	Lisa Redfern, Deputy Director, Adult and Community Services Telephone: 0208 489 2324 Email address: Lisa.redfern@haringey.gov.uk
----------------------	--

Ward(s) affected: All	Report for: Key Decision:
--	----------------------------------

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.



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;



- 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



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.



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:



Haringey Council

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](#).