Enfield Council
Retrospective Equality Impact Assessment (EQIA) - Equality Analysis

PEOPLE TRANSPORT SERVICES
JUNE 2013
12. Retrospective equality impact assessment/equality analysis template

Please complete this cover sheet

<table>
<thead>
<tr>
<th>Service / policy</th>
<th>People Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officer completing the analysis</td>
<td>Jacqui Smith, Head of People Transport</td>
</tr>
<tr>
<td>Phone Number</td>
<td>0208 379 2012</td>
</tr>
<tr>
<td>Team (if applicable)</td>
<td>People Transport Services</td>
</tr>
<tr>
<td>Department</td>
<td>Environment</td>
</tr>
<tr>
<td>Date impact analysis completed</td>
<td>June 2013</td>
</tr>
</tbody>
</table>

Section 1 – Aims and objectives

Q1. Please provide a brief description of the service or policy covered by this assessment/analysis
The People Transport Service is located within the Public Realm and Sustainability Division of the Environment Group. The Council has a statutory duty to provide transport under the following pieces of primary legislation:

- The Education Act 1996 bestows upon the Council the duty to make arrangements to facilitate attendance at schools for certain pupils.
- The Chronically Sick and Disabled Persons Act 1970 bestows upon the Council the duty to enable disabled people to travel to access community services.

The two Services responsible for discharging these statutory duties, namely Education and Health, Housing and Adult Social Care Directorates are the People Transport Service’s key client departments. The individuals who use the service are from two distinct groups of vulnerable people: pupils with special educational needs and adults identified by HHASC as having particular needs, be that as a result of learning difficulties, physical difficulties or physical frailty brought about due to advanced age.

We transport in excess of 935 service users. Our Service is considered as a “lifeline” for vulnerable children to be able to travel to SEN Schools and also provide independence and support to vulnerable adults in transporting them to Day Centres and Social Clubs in the Borough on a daily basis.

We have 39 drivers and 139 escorts/passenger assistants, some medically trained who support and care for our clients whilst travelling on our transport. Some escorts travel on a one to one basis in taxi cabs to support the more complex cases.

We operate the home to school Service to conform to the SEN Transport Policy.

Q2. Please list the main stakeholders / beneficiaries in terms of the recipients of the service or the target group at whom the policy is aimed

We provide a statutory service to transport disabled children and vulnerable adults to SEN Schools and Day Centres in the Borough and our customer and partner Profile includes the following:

- HHASC and SEN
- Fleet Services
- Council Internal Departments
- Suppliers
- Contractors
- Other London Boroughs
- Health and Safety Executive

Q3. How does the service or policy contribute to eliminating discrimination, advancing equality of opportunity, and foster good relations between different groups in the community? If it does not, please identify actions you intend to undertake to remedy this in your action plan (see attached)

R We provide a quiet area for staff who wish to pray at specific times. Our Service Users

D Our building has been adapted to comply with the DDA including a lift, hearing loop and parking etc. both for customers and staff with disabilities.

G All recruitment processes are carried out in accordance to the policy and we actively seek female recruits in a predominantly male dominated profession. We currently have two female drivers with a PCV license enabling them to drive a 16 seat bus. We encourage the development of female staff from within. Three
female Passenger Assistants now work in the Office, one in a Managerial role. We apply the flexible working arrangements policy to new mothers within our service.

We have a flexible and diverse workforce, with a high proportion of staff working over the age of 60. We have three members of staff who are over the age of 70.

We have one female driver who is gay/lesbian and we ensure that she has access to the Corporate gay/social networking groups.

We apply the flexible working arrangements policy to new mothers within our service.

The People Transport Service is committed to equality in all that it does and for the specialist Service it provides to vulnerable service users. Whether we are consulting with service users, potential users, ordinary citizens, or other organisations, we need to ensure that the voices of all local people are considered.

Consultation should be accessible to all sections of the community and this will often mean making a special effort to target particular groups or sections of the population.

Our Service is the end “provider” of transport so we will rely very much on consultation undertaken by our key partners HHASC and SEN. However, The degree of public engagement will vary according to the purpose and nature of the consultation activity. Whatever method of consultation is used, it is essential to take reasonable and positive steps to encourage participation from those that have traditionally been excluded or not involved in consultation by:-

- Removing language barriers
- Choosing the right venue and times
- Publicising the consultation in the right place

Our Service insists on risk assessments being provided from our partners (HHASC and SEN) for every new requisition for transport we receive. This provides our Service with an understanding of our Service Users’ background, ethnicity, and whether they require specialist adaptations or medical support when travelling on our transport commensurate to their respective disability/needs.

The Client information sheet provides details of how our drivers and passenger assistants may recognise the signs of stress for our service users and provides practical help and suggestions for coping with distress and any physical or behavioural problems exhibited.

This enables our Service to provide diligence, support and care to ensure as far as practicable that our service users travel in comfort.

We also have service level agreements with our partners (HHASC and SEN) around journey times to ensure the comfort of our vulnerable clients.

Equality and diversity are central to the work of our Service as we are responsible for transporting the most vulnerable of service users on a daily basis.

We treat all people with dignity and respect, valuing the diversity of all. We promote equality of opportunity and diversity. We will eliminate all forms of discrimination on grounds of race, gender, marital status, caring responsibilities, disability, gender re-assignment, age, social class, sexual orientation, religion/belief, irrelevant offending
background or any other factor irrelevant to the purpose in view. Our goal is to work towards a just society free from discrimination, harassment and prejudice. We will aim to embed this in all our policies, procedures, day-to-day practices and external relationships.

We also recognise the varied contributions that a diverse workforce brings to the organisation and we are committed to drawing on the different perspectives and experiences of individuals which will add value to the way we operate.

The success of this Equal Opportunities Policy will involve the commitment and support of the directorate, managers and employees of our contracted companies as follows:-

Through our policies, procedures and systems, job applicants or employees will be treated in accordance with this policy and other related policies.

Any employment requirements or conditions will be justifiable and reasonable. This policy will be reviewed regularly to ensure that it is, and remains, non-discriminatory. Reasonable adjustments will be made in the workplace to help people with disabilities achieve their full potential.

Employees will receive training during induction and at other appropriate times during their employment to ensure awareness and understanding of this policy and diversity in general.

A diverse workplace is promoted through our policies and employees.

When working with our suppliers and contractors we welcome the statutory requirements laid down in the following acts together with any amendments.

- Sex Discrimination Act 1975
- Race Relations Act 1976 and 2000 as amended
- Disability Discrimination Act 1995
- Employment Equality (Age) Regulations 2006
- Flexible Working Policy 2011
- Equal Pay Act 1970
- Data Protection Act 1998
- The Asylum and Immigration Act 1996

We are currently procuring new contracts for our Service and part of the PQQ evaluation was to ensure the suppliers who submitted interest were required to submit a statement of their equal opportunities policies and demonstrate how this is implemented, managed and monitored to ensure the same standards of impartiality in terms of recruitment; with equal access to training and development opportunities as the Council’s Equal Opportunity Policy.

Once the contracts are awarded we will continue to monitor the standards for the length of the contract.

In terms of service delivery, the People Transport Service always considers the impacts of its service on all users where possible. We comply with nationally agreed Codes of Practice and SEN, HHASC legislation and guidance around safeguarding and disability. Design Guides that set standards specifically to include access and facilities for people with disabilities. For example.

People Transport Service fully complies with the Council’s policy for equality and diversity in employment policy. We regularly monitor our workforce against equality categories and compare it to the makeup of the Borough. Because of our diverse staff make up, we are able to use our own staff to offer a local translating service when necessary as well as accessing the council’s T&I services.

All recruitment processes are carried out in accordance to the policy and we actively seek female recruits in a predominantly male dominated profession. We
currently have two female drivers with a PCV license enabling them to drive a 16 seat bus.

We also recognise the varied contributions that a diverse workforce brings to the organisation and we are committed to drawing on the different perspectives and experiences of individuals which will add value to the way we operate.

The success of this Equal Opportunities Policy will involve the commitment and support of the directorate, managers and employees.

Our contracts when awarded will be monitored regularly to ensure that recruitment and development opportunity is an inherent part of the respective contractors’ recruitment and training policy.

The Service discharges the Council’s statutory responsibilities for Special Needs and Vulnerable People management through the enforcement of a wide range of Acts and Regulations, set out by Central Government. As such, all of our services are provided to everyone that lives, works, studies and does business throughout the Borough, irrespective of race, disability, gender, transgender, age, faith or sexual orientation.

Q4. If the service is provided by another organisation or agency on behalf of the Council, please give the names of these organisations / agencies.

The Service currently uses suppliers for hire vehicles (via Fleet Services) agency staff to cover staff absence through illness, holidays and other absence as follows:

- Davian Coaches
- Star Bus
- Gees Bus
- Fox Cars
- Enfield Cars
- Cavendish Cars
- B&L Coach and Bus
- South Mimms Travel
- London Hire
- Chase Cars

Q5. If external providers are involved, what measures are in place to ensure that they comply with the Council's Equal Opportunities and Valuing Diversity Policy? If there are none, please identify actions you intend to undertake to remedy this in your action plan.
All drivers to have undergone a Criminal Record Bureau Check and carry a full Transport for London Licence.

To provide CPC and BTEC training to its drivers. The course involves 30 hours classroom training and final exam in Road Passenger Vehicle Driving.

Passenger transport and equal opportunities are promoted in all internal policies, including recruitment. Passenger transport and disability awareness training.

The Service is currently in the process of awarding fixed term contracts and has undergone a tendering process. This exercise is due to be completed in October 2013. This will provide us with greater control and monitoring of equalities through these contracts.

Our contractors will provide LBE with a dedicated account manager and customer service representatives.

- There will always be a point of contact for any on-going concerns, queries and post contract support.

- The dedicated account manager would be involved in all aspects of the account including mobilisation plans, implementation and producing specific reports and Management statistics where any deviations from target levels or opportunities for cost reduction can be identified. This will also include equalities monitoring.

- The dedicated account manager will attend regular service reviews to discuss overall account activity and to inform LBE of any new developments that may be relevant to the contract and to ensure that the contract is being run correctly and in a manner most beneficial for LBE.

- To ensure the contractors provide high quality services through effective controlling techniques and a recruitment practice which ensures that our staff and drivers are informed and aware of the importance of quality of service and welcomes the opportunity to implement and support current and future needs based on our past experience.

- Check that the contractors have a rigorous induction and training programme when beginning work with our Service. We would need evidence which supports that by investing in its staff and drivers that in return it improves overall customer service, improves staff motivation and retention and ensures that it implements best practice.

- We will want to scrutinise Training requirements are discussed through annual appraisals. In addition to internal training including:

- Passenger drivers are thoroughly trained in equalities policies and procedures and in the importance of customer service.

- All drivers to undergo a thorough induction. A handbook outlining all also provided for their reference with regular updates posted on the Companies’ websites.

- The delivery of equal opportunities is built in at every stage of the tendering/procurement process.

- As part of the tendering process suppliers who bid for the tender need to supply a statement of their internal equalities policy and prove as part of the PQQ process that their equal opportunities policies are robust.
Q6. Does the policy / policies that influence the provision and delivery of your service need reviewing to take account of the duties under the legislation. If so, include this in the action plan

We work very closely with our partners in HHASC and SEN to accord to various policies including Safeguarding. We have regular meetings with our partners to discuss clients who may be at risk. A large proportion of our service users’ parents/carers do not have English as their first language and we meet regularly with the SEN Schools and Day Centres in the Borough to ensure the channels of communication are open and where we can discuss individual service users and possibly meet with parents/carers to discuss any concerns and reach a mutual resolution. We may call the services of translators in the Schools and Day Centres to assist us with this task.

The Service Centre Plan (SCP) for Public Realm and Sustainability is reviewed each year in accordance with the Council’s SCP Guidance, which includes equalities. In addition, all new policies, where appropriate, will have a Predictive Equalities Impact Assessment carried out at the relevant time.

The Environment Department has an Equalities Board made up from representatives from each Division. It is their role to promote equalities and to challenge internal policies, processes and both retrospective and predictive EQUIA’s to ensure consistency across the Department; as well as ensuring we continually evolve and promote equalities by reviewing feedback and considering the impact of its services on all users wherever possible.

The Aims of the Equalities Board are To:-

- Support this vision and continue to ensure that the principles of equal opportunities and diversity in the workplace are upheld.
- Treat colleagues and stakeholders with dignity and respect.
- Have due regard to equal opportunities in the work they do and decisions they make.
- Promote diversity in the workplace.

The Environment Equalities Board as diversity champions has overall responsibility for ensuring the correct application and implementation of the Council’s Equality and Diversity Policy.

All managers have a responsibility to:

- Ensure the non-discriminatory treatment of all job applicants and employees and promote equal opportunities.
- Identify and remove discriminatory attitudes and practices within the London Borough of Enfield.
- Raise the level of awareness of this policy’s existence.
- Deal fairly and speedily with any discriminatory issue raised.
- Be aware of the diverse needs of employees and support them appropriately and fairly.

Section 2 – Consultation and communication

Q7. Please list any recent consultation activity with disadvantaged groups carried out in relation to this service or policy

<table>
<thead>
<tr>
<th>R</th>
<th>Customer Surveys were sent to our partners and service users in June 2011 when the Service was managed by Childrens’ Services (SEN). I am unsure what action was taken as a result of this feedback/consultation questionnaire. There was no equalities section contained in the questionnaires.</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>We regularly meet with Schools (Passenger Assistant Liaison Meetings) to discuss staff relationships with our service users and also client behaviours. We work together in the best interest of our service user to ensure that our staff are supported</td>
</tr>
</tbody>
</table>
by us and the Schools arranging specific training related to the clients they transport (e.g. autism). The schools will provide a specific “improvement plan” for pupils which assists our staff to be able to recognise stress in a client who cannot communicate and also hints and tips on how to alleviate stress for that client. This is work in progress.

From 1 July 2013 the People Transport function transferred to Environment and now sits within Public Realm and Sustainability Division. We have not conducted any recent consultation with disadvantaged groups. However, we are meeting with the Enfield Race Equalities Council and BME representatives to provide a presentation of our ‘Service, in February 2014.

There is a requirement to develop a customer survey to include an equalities Section which will assist in monitoring the Service to aid consultation with service users and evaluate the different facets of equalities i.e. race, religion, age, gender, etc and measure against the Borough’s Equalities Baseline figures. This will assist us to offer a more comprehensive Transport Service that meets the needs of all residents in the Borough when the personalisation agenda is implemented in 2014-15.

We also intend arranging service user forums where we will work with the Schools and Day Centres and ask parents/carers and service users to attend the forums where we will go and provide a short presentation on our Service, engage directly with our partners and clients, and ask them to provide direct feedback on our service and how we can improve. This is on our action plan for 2014-15.

We have benchmarked with several authorities (Hertfordshire, Barnet, Haringey and Tower Hamlets) and are aiming to set up a hub to be able to share ideas, best practice and initiatives for managing a front facing, diverse, transport service for vulnerable clients.

Q8. Please state what action you have taken as a result of these consultation exercises

R | With regard to the PA Liaison Meetings at the SEN Schools, we are anticipating extending this forum to invite parents of the clients to attend a service user forum annually, so that we can consult with them and establish their concerns and positives about the delivery of our service. This will aid communication as it is acknowledged that a high percentage of our service users’ families/carers do not have English as their first language. It also assists us to understand the socio-economic background of our clients as some of them are on the “at risk” registers. By keeping communication and consultation open it will assist us with joined up processes and shared information around safeguarding, to work in consultation with our partners in SEN for the benefit of our service users.

D | 

G | 

A | 

F | 

S | 

T | 

M | 

P | 

Q9. Please state how you have publicised the results of these consultation exercises

R | Not Applicable – See Q.7 above.
In the future we will publish the results of any consultation and customer feedback on our website.

Q10. Please identify areas where more information may be needed. Identify the action needed to obtain this data in the action plan

R  Not Applicable – See Q.7 above.

Q11. Please state how you consult with members of your staff about your service or policy. If you do not, please identify what action you intend to take to remedy this, and include it in your action plan

R  We consult with members of staff on service issues and policy through the following means:

- Tool box talks
- Team Meetings
- DMT minutes on shared drive
- Team brief
- Environment newsletter
- Environment Staff Meetings (Quarterly)
- Staff Matters
- Events at the Civic Centre and Dugdale Centre
- Staff open days (will be held for the New Depot)

Section 3 – Data and research
**Q12. Please describe how you carry out equalities monitoring of the take-up and use of your service** – if you do not carry out equalities monitoring, please explain why

| R | As explained above. Environment assumed responsibility for the People Transport Service from 1 July 2013. There is unfortunately no evidence on our systems to reflect that equalities monitoring was conducted by Education when it managed the Service prior to this date. |

**Q13. How are the results of any equalities monitoring analysed?**

| R | Not Applicable. |

**Q14. Does an analysis of your customers against baseline population figures show that you are reaching all disadvantaged groups? If not, state the action you plan to take to address this in your action plan**

| R | Not Applicable. |
Q15. Please describe how you carry out equalities monitoring of the satisfaction of customers using your service – if you do not carry out equalities monitoring, please explain why

R  The Service was managed by Education (SEN) until 1 July 2012, when it transferred to the management of Environment.

D  Unfortunately there is limited evidence on our systems to reflect effective use of comparison to drive up performance and service efficiency and where the service has learned from other Councils and organisations.

G  We are starting from scratch and our objectives will be:-

- To aid our understanding of the diverse needs of users and the different approaches that may be required for different ethnic groups.
- Benchmark with other local authorities to share knowledge and best practice in promoting principles of “fairness for all”. Including innovation in website design and effective “signposting” for service users.
- Include an equalities section on all customer feedback questionnaires to ensure we are capturing information from our service users and are able to monitor information to effect improvement in our service.
- Look at innovative ways of meeting with our partners, parents and carers to ensure our service is promoted and there is equal access for all. Focus Groups, Personalisation Agenda meetings with HHASC – raising profile of personalisation with our partners in HHASC and taking the show on the road, possibly to include Mosques and areas with a high proportion of social deprivation/disadvantaged areas. Translators – pictoral leaflets etc. Open Days for customers at the new Depot possibly. Liaising with SEN Schools and SEN staff and possibly visit schools on parents evening to provide talks and promote the service.
- Work with the Customer First Team around innovation on website design to promote channel shift and effective signposting and links to information for vulnerable service users, parents and carers.

Q16. What does this customer satisfaction data tell you?

R  Currently Not applicable.

D  

G  

A  

F  

S  

T  

M  

P  

Q17. Please list any performance targets relating to equality that your service or policy includes

R  Equalities
   To accord with Environment Department’s policy. Fairness for all is at the heart of our Service provision and delivery.

D  We are committed to improving access, services and the local environment for all residents, businesses and visitors.

G  We are also committed to improve access to training and work based opportunities
F  to our staff.

S  The next three years will see more targeted consultation specifically addressing key concerns in our areas of highest deprivation. Success will be improvements in resident satisfaction in all groups.

T  

M  

P  

Q18. Please list any plans you have to introduce new targets for equality in your service or policy – this could be as a result of identifying best practice in other authorities. Include this in the action plan

<table>
<thead>
<tr>
<th>R</th>
<th>We have conducted some benchmarking with several neighbouring Boroughs to investigate how they are preparing to meet demand for the personalisation agenda.</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>Essex County Council</td>
</tr>
<tr>
<td>G</td>
<td>Barnet Council</td>
</tr>
<tr>
<td>A</td>
<td>We visited Hertfordshire County Council recently and was impressed with their website which promoted “fair access” with signposts and links to community agencies who can assist low income families and to promote independent travel for clients with disabilities and learning difficulties. This is something we at Enfield wish to emulate for our residents and service users.</td>
</tr>
<tr>
<td>F</td>
<td>The People Transport Service is currently working to achieve channel shift as part of the Corporate Customer First Project where the first point of contact for our Service will be the Customer Service Centre. This will provide a more cohesive link in terms of access for our clients, where they can use a brail service or hearing loop, as well as access a translator. We will be working very closely with our partners in SEN to devise service level agreements and share information about our respective services as our websites are developed to promote channel shift for our clients.</td>
</tr>
<tr>
<td>S</td>
<td>The People Transport Service has been reviewed under the Customer First Project. Processes and Procedures around risk for our service users have been improved with the result of HHASC and SEN specifying their clients’ specific needs at referral stage, with an accompanying statement of how our staff can spot signs of stress in our disabled and vulnerable clients and how to deal with any resulting negative behaviours. This will take in to account any language barriers we may have with parents and carers of our service users. This will give us the opportunity to be able to use the translation service if required.</td>
</tr>
</tbody>
</table>

Q19. Have you received any complaints about your service or policy in respect of equality issues? If so, please give a brief description

<table>
<thead>
<tr>
<th>R</th>
<th>No not since Environment have managed the Service since 1 July 2012.</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td></td>
</tr>
<tr>
<td>G</td>
<td></td>
</tr>
<tr>
<td>A</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td></td>
</tr>
<tr>
<td>S</td>
<td></td>
</tr>
<tr>
<td>T</td>
<td></td>
</tr>
<tr>
<td>M</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td></td>
</tr>
</tbody>
</table>
### Section 4 – Assessment of impact

#### Q20. Please list any evidence / results of research you have of the service or policy having an adverse impact on different disadvantaged groups. If there is any adverse impact, please identify actions you intend to undertake to remedy this in your action plan.

<table>
<thead>
<tr>
<th>R</th>
<th>None currently.</th>
</tr>
</thead>
</table>

#### Q21. What are the potential or known barriers to participation for the different disadvantaged groups? Please identify actions you intend to undertake to remedy this in the action plan.

| R | None known currently as our clients are referred to us from SEN or HHASC where we provide a statutory service. However, due to social welfare reforms coming into effect in 2014-15 for vulnerable adults will mean that benefits for transport will be paid directly to them allowing them the “choice” of who they travel with. Therefore there will be a robust push on consultation to ensure that our Service is promoted to the widest audience Borough wide. There will be a series of site based consultations in conjunction with HHASC at local Hospitals, Health Centres, Schools and Day Centres to promote our service. We intend also promoting our Service in local mosques; Sure Start Centres, and in areas which have a high proportion of disadvantaged groups. E.g. Eastern side of the Borough and Edmonton Green for example. |
| D | Currently there is a consultant working for the People Transport Service who is project managing the personalisation agenda. We have held workshops with our clients in HHASC to try and predict demand for our service. We have consulted the Equalities Took kit including the Equalities Baseline Report and Equalities matters as demographics about our client base/make up will assist us with this task. |
| G | |
| A | |
| F | |
| S | |
| T | |
| M | |
| P | |

#### Q22. Could the service or policy discriminate, directly or indirectly, according to the accompanying definitions? Please refer to the guidance notes under the 8. Useful Definitions.

<table>
<thead>
<tr>
<th>R</th>
<th></th>
</tr>
</thead>
</table>
Q23. **If so, is it justifiable under the legislation?** Please refer to the guidance notes under the 8. Useful Definitions

N/A

Q24. **Could the service or policy have an adverse impact on relations between different groups/community cohesion?** If so, please describe below. Identify actions you intend to undertake to remedy this in your action plan

No we work very closely with our key partners, HHASC and SEN, who are governed by Central Government legislation and policy.

Section 5 – Tackling socio-economic inequality

Q25. **Does your service in any way specifically assist communities disadvantaged through the following socio-economic factors? Please explain below.** If it does not, please state how you intend to remedy this (if applicable to your service), and include it in the action plan

<table>
<thead>
<tr>
<th>Communities living in deprived wards/areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fairness for all</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People not in employment, education or training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People with low academic qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide pictorial communications with any text in Plain English. We do produce leaflets about our Service for parents and carers, in conjunction with SEN.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People living in social housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lone parents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People on low incomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>People in poor health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, our service users have a varying degree of learning and physical disabilities.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Any other socio-economic factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes our staff are responsible for transporting vulnerable clients both SEN and Adult Services who may be on the “at risk register”. Safeguarding training and working closely with our service users’ care workers and social workers is critical to ensuring the safety of our clients when travelling on our transport.</td>
</tr>
</tbody>
</table>

A high proportion of our service users do not have English as their first language and we work hard with the Schools and Day Centres in the Borough to ensure that we hold central information via shared systems and work together to improve communication and have a joined up approach to support or clients.

A high proportion of our service users come from deprived backgrounds

Section 6 - Miscellaneous

Q26. **How does your service plan address equalities issues? Please explain below. If it does not, please state how you intend to remedy this, and include it in the action plan**

In Environment Department there is an equalities representative for each of the 4 Divisions. I am the equalities representative for Public Realm and Sustainability where I feed back to our Divisional DMT (held weekly) the aims and objectives of the Environment Department Equalities
Our Service Centre plan is scrutinised and updated regularly to manage risk and measure progress on equalities. Eliminating discrimination, advancing equality of opportunity and promoting good relations between different groups in the community is therefore at the heart of the way we shape and deliver our services in Environment. Examples are shown below. We consistently strive to understand the on-going and changing needs of our communities and customers through:
• undertaking public and targeted consultations;
• engaging with our partners and community representatives;
• collating and analysing monitoring data.

We will use this information to inform decisions on improvements to the services we provide and to ensure we are delivering services that are responsive to the needs of the communities and customers we serve. Undertaking Equalities Impact Assessments before we make any major changes to a service and to regularly review performance of a service is ingrained in the way we work. We have also now set up a departmental working group to provide peer review and challenge to managers undertaking Equality Impact Assessments of their services. Having a skilled workforce committed to our aims and values is essential to ensuring we continue to deliver services that meet the needs of our communities and customers. We therefore work with colleagues across the Council, and with our partners, to ensure our staff have the training and support they need.

We know that as we continue to improve our services and ensure we deliver value for money, understanding the needs of our communities and customers will continue to be key to our decision-making. We therefore are reviewing our service delivery and developing action plans to ensure that due regard to the Public Sector Equality Duty of the Equality Act 2010 continues to be embedded in the strategic and operational management of our services. Delivery against these actions will be monitored by our Departmental Equalities Board. Finally, we value diversity within our workforce and are committed to promoting equality of opportunity in our recruitment practices and the development of our workforce to ensure we have a modern, diverse and reflective workforce.

**Examples:**
We have a gay lesbian passenger assistant in our employ. We ensure we use correct political terminology when addressing her on a personal level or in team meetings/appraisals where we would not refer to e.g. husband, wife, and use the word “partner” instead.

Two passenger Assistants have been trained and developed and now work as Operational Support Staff in the Transport Office.

One member of staff who was originally a Passenger Assistant now works under the flexible working principles as a manager, as she has adopted two children, one with a disability. We openly support her with NWW and are flexible employers.

**Q27. Please list any staff training issues on equality arising from this assessment/analysis. Include this in your action plan**

Equalities and Diversity training is listed as essential for all staff members and forms part of their appraisal.

All operational/front line staff have recently undergone mandatory equality and diversity training.

We are working in partnership with our key partners, SEN and HHASC to ensure that our staff, both operational and office based, attend internal courses around dealing with different types of disability including dementia; epilepsy; autism; deafness and blindness. We have an initiative currently with Russet House School (specialist school dealing with high spectrum autism clients). Our Escorts and drivers who collect and drop children to the school are attending autism awareness sessions facilitated by the School. The School has also set up a focus group with our drivers PAs, school staff and social workers to discuss individual cases where behaviour is becoming an issue. They discuss strategies

Our staff also attend safeguarding training.
| Q28. How do you plan to publicise the results of this assessment/analysis?  
Include this in your action plan |
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>This assessment / analysis will be published on the Council's website and listed in the Council's Equality and Diversity Annual Report.</td>
</tr>
<tr>
<td>Q29. Does your service or policy result in any financial support being given to disadvantaged groups within the voluntary and community sector. If 'yes', please list organisations and amounts</td>
</tr>
<tr>
<td>No but our key partners SEN and HHASC do receive grant monies for their service users.</td>
</tr>
</tbody>
</table>
| Q30. When and how do you intend to review this assessment/analysis?  
Include this in your action plan |
| Not applicable. |
13. Action plan template for existing services or policies

Service or policy covered by this assessment/analysis: Public Realm and Sustainability
Team: People Transport Service
Department: Environment

Service manager: Jacqui Smith

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action required</th>
<th>Lead officer</th>
<th>Timescale</th>
<th>Costs</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The People Transport Service conducts its business on behalf of SEN and HHASC. We are unclear of their equalsities policy and what recommendations they promote for transporting vulnerable children and adults.</td>
<td>When drawing up service level agreements with our key partners, SEN &amp; HHASC. To ensure we look at their policies and procedures and that our staff are aware of these policies to ensure our Service is adhering to their respective equalsities policies when delivering our business to their customers.</td>
<td>Jacqui Smith</td>
<td>By December 2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td>As Environment took over responsibility for the People Transport Service from 1 July 2012, there is a requirement to ensure that any new policies introduced in SEN are reflected in our Service’s processes.</td>
<td>Carry out, where appropriate, Predictive Equalities Impact Assessments/Analyses of all new policies at the relevant time. Conduct customer feedback – through meetings, focus groups, forums and forms.</td>
<td>Jacqui Smith</td>
<td>Commence March 2014</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whilst consultation with parents of service users</td>
<td>Identify alternative ways to consult with</td>
<td>Jacqui Smith</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
was conducted by SEN in 2011, there is no evidence of monitoring equalities or what they did with the results of this exercise.

| community groups within Enfield when promoting our Service in time to meet the personalisation agenda, where members of the public will “choose” and “pay” independently for our Transport Service. Set up service user forums with all schools and adult day care establishments to extend consultation and improve communication. |
|---|---|

From an audit report conducted of the Service in 2005, there is little evidence of use of comparison to drive performance and service delivery and where the Service has learned from other Councils and organisations.

| Continue to benchmark with other authorities and private contractors who provide a transport service for SEN children and vulnerable adults to share knowledge and best practice. To set up a “hub” akin to Hertfordshire County Council to meet and share knowledge/good practice. Innovation around website design. Work with Customer First |
| Jacqui Smith | Commence January 2014 |
When new contracts are awarded there will be a requirement to monitor them to ensure the level of passenger transport service has specified as being required.

| Contracts for the Service had expired when Environment assumed responsibility for People Transport. | Once contracts are awarded set up a process for monitoring and measuring equalities data with our contractors on an annual basis. | Sameet Pandya | Commencing 1 April 2014 |

Please add additional rows if needed

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR:

NAME Neil Isaac, Assistant Director Public Realm and Sustainability 

.........................SIGNATURE.............................