

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration. In all appropriate instances we will need to carry out an equality, diversity, cohesion and integration impact assessment.

This form:

- can be used to prompt discussion when carrying out your impact assessment
- should be completed either during the assessment process or following completion of the assessment
- should include a brief explanation where a section is not applicable

Directorate: Civic Enterprise Leeds	Service area: Passenger Transport
Lead person: Dylan Owen	Contact number: 3781844
Date of the equality, diversity, cohesion and integration impact assessment: June 2016	

<p>1. Title: The Impact of the Provision of Passenger Transport Services For Leeds City Council</p> <p>Is this a:</p> <p> <input type="checkbox"/> Strategy /Policy <input checked="" type="checkbox"/> Service / Function <input type="checkbox"/> Other </p> <p>If other, please specify</p>
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2. Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service, specialist
Dylan Owen	Passenger Transport	Manager at Passenger Transport
Derek Prest	Projects, Programmes and Procurement Unit	Specialist from PPPU
David Crake	Adult Social Care	Specialist from Adult Services
John Bradshaw	Children's Services	Specialist from Children's Services
Des Broster	Taxi and Private Hire	Specialist from Taxi and Private Hire
Barry Jones	Children's Services	Complex Needs Specialist

3. Summary of strategy, policy, service or function that was assessed:
<p>The provision of a new contract that will assist Leeds City Council, Passenger Transport, with the supply of passenger transport services for vulnerable people across Leeds.</p> <p>This service enables vulnerable children and adults to access vital services organised by the authority. These services include schools, respite, contact, day services and other forms of social care.</p> <p>The transport requirement is accessed after assessment of the client's need by Leeds City Council employees.</p>

4. Scope of the equality, diversity, cohesion and integration impact assessment (complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)
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4a. Strategy, policy or plan (please tick the appropriate box below)	
The vision and themes, objectives or outcomes	<input type="checkbox"/>
The vision and themes, objectives or outcomes and the supporting guidance	<input type="checkbox"/>
A specific section within the strategy, policy or plan	<input type="checkbox"/>
Please provide detail:	

4b. Service, function, event please tick the appropriate box below	
The whole service (including service provision and employment)	<input type="checkbox"/>
A specific part of the service (including service provision or employment or a specific section of the service)	<input type="checkbox"/>
Procuring of a service (by contract or grant)	<input checked="" type="checkbox"/>

Please provide detail:

This procurement is necessary to supplement an in-house service that is also provided by Passenger Transport. We require Passenger Transport services provided by taxis, minibuses, wheelchair accessible vehicles, passenger assistants and transport solutions for those with complex medical and physical needs.

Currently the service runs 7 days per week all year. Demand for services is at its highest at traditional peak times when people are being transported to and from school.

The service is used by approximately 3,000 people over a month. In total the service manages over 80,000 individual trips each month, of which approximately 44,000 trips are currently carried out using contracted suppliers, the rest are done using our in house resources.

5. Fact finding – what do we already know

Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer/ staff feedback.

(priority should be given to equality, diversity, cohesion and integration related information)

1. Groups most likely to be impacted by this procurement

- Existing service users –
 - Children and young people with SEND, (Special Educational needs and disabilities)
 - Adults with learning difficulties
 - Adult with physical impairments
 - Children in care of the authority
- Taxi and Private Hire Providers and Other Transport Suppliers
- Taxi and Private Hire Drivers
- Carers
- Schools and Colleges in and around Leeds
- Day Centres, services and hubs serving vulnerable adults in and around Leeds
- Wider community who may access our service or be impacted by it (positively or otherwise)

2. Service Overview – Pressures and demands

The service is facing demand pressures currently. The pressure is greatest on traditional minibus type transport that is wheelchair accessible. This type of transport is required by the service as it meets the increasingly complex needs of the clients that are transported by the service. Over recent years, the demand on the service has shifted from one that was supplying transport assistance to disabled adults with less complex needs to one that is providing support to more children and young people with complex SEND. This shift in focus is expected to further accentuate over the coming years.

In order to reduce the demand on transport the service has a team of Independent travel trainers. This team works with young people over a number of weeks during which the young person gain the confidence to travel independently. Approx. 100 young people pass through the scheme each year. Not only does this relieve some of the pressures on transport, but the life enhancing skills it brings to the young person are unmeasurable.

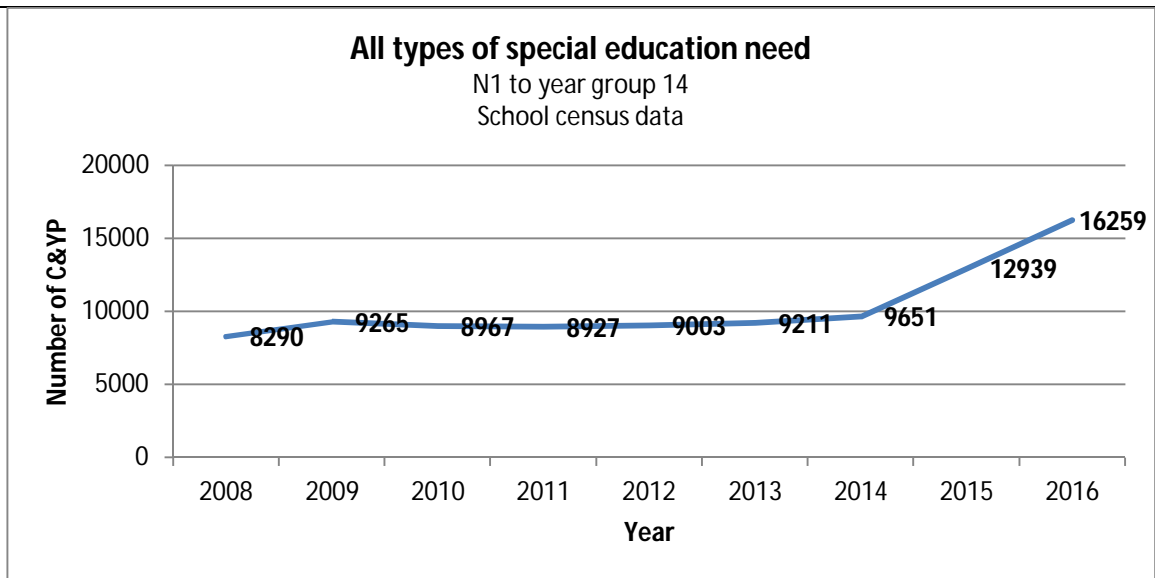
The following tables profile the SEND population accessing our service currently. It is evident that the majority of children and young people (CYP) accessing the service have an SEN, furthermore, it is also apparent that the majority of those CYP using are service are below 16.

Table 1.0 Gender			Table 1.3 NC Year group			
	No.	%		No.	%	
Female	310	35.6		7	132	15.1
Male	562	64.4		8	132	15.1
Total	872	100.0		9	133	15.3

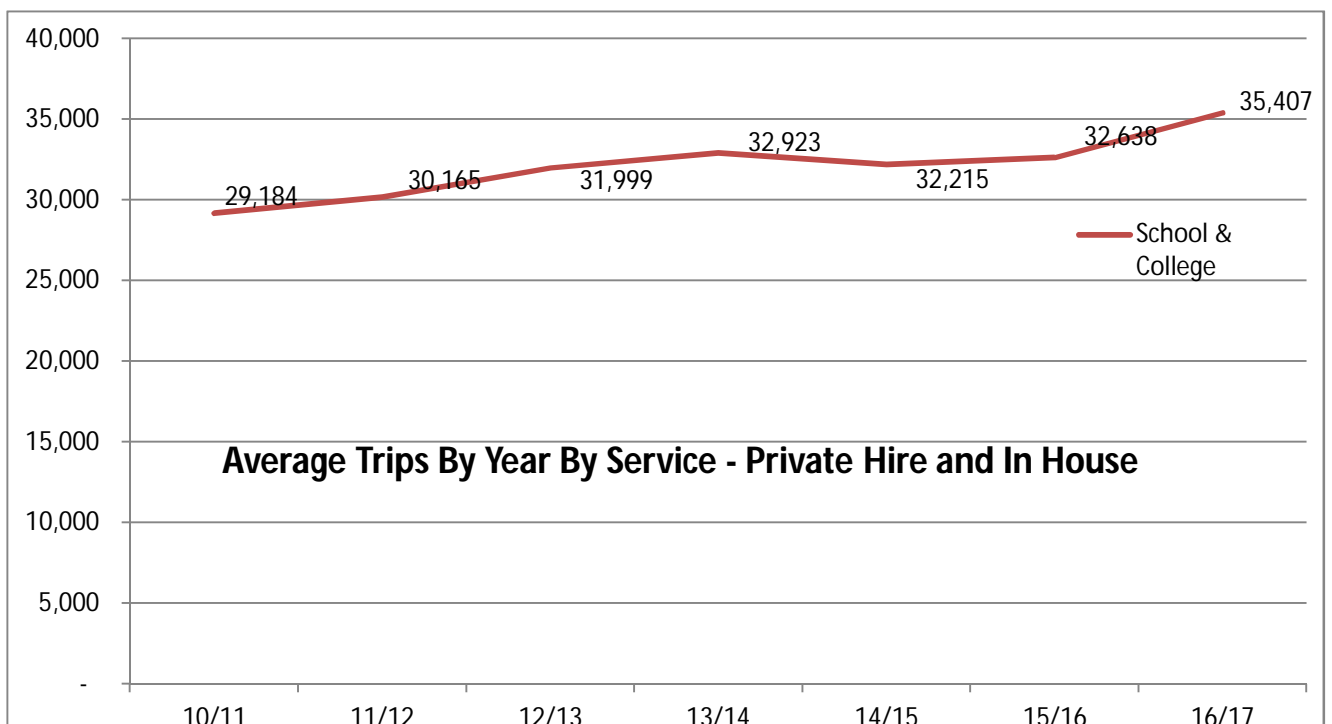
Table 1.1 Ethnicity					
	No.	%			
White British	650	74.5	10	142	16.3
White Other	22	2.5	11	118	13.5
Mixed	45	5.2	12	79	9.1
Asian/Asian British	76	8.7	13	83	9.5
Black/Black British	41	4.7	14	53	6.1
Other ethnic group	17	1.9			
Unknown	21	2.4			
Total	872	100.0			
			Table 1.4 SEN Primary Need		
Table 1.2 SEN					
	No.	%		No.	%
EHCP/Statement	659	75.6	ASD	110	12.6
Previous Statement	11	1.3	HI	10	1.1
SEN Support	44	5.0	MLD	135	15.5
No SEN	158	18.1	MSI	1	0.1
Total	872	100.0	OTH	22	2.5
			PD	42	4.8
			PMLD	25	2.9
			SEMH	64	7.3
			SLCN	96	11.0
			SLD	116	13.3
			SPLD	26	3.0
			VI	13	1.5
			Unknown/None recorded	212	24.3
			Grand Total	872	100.0

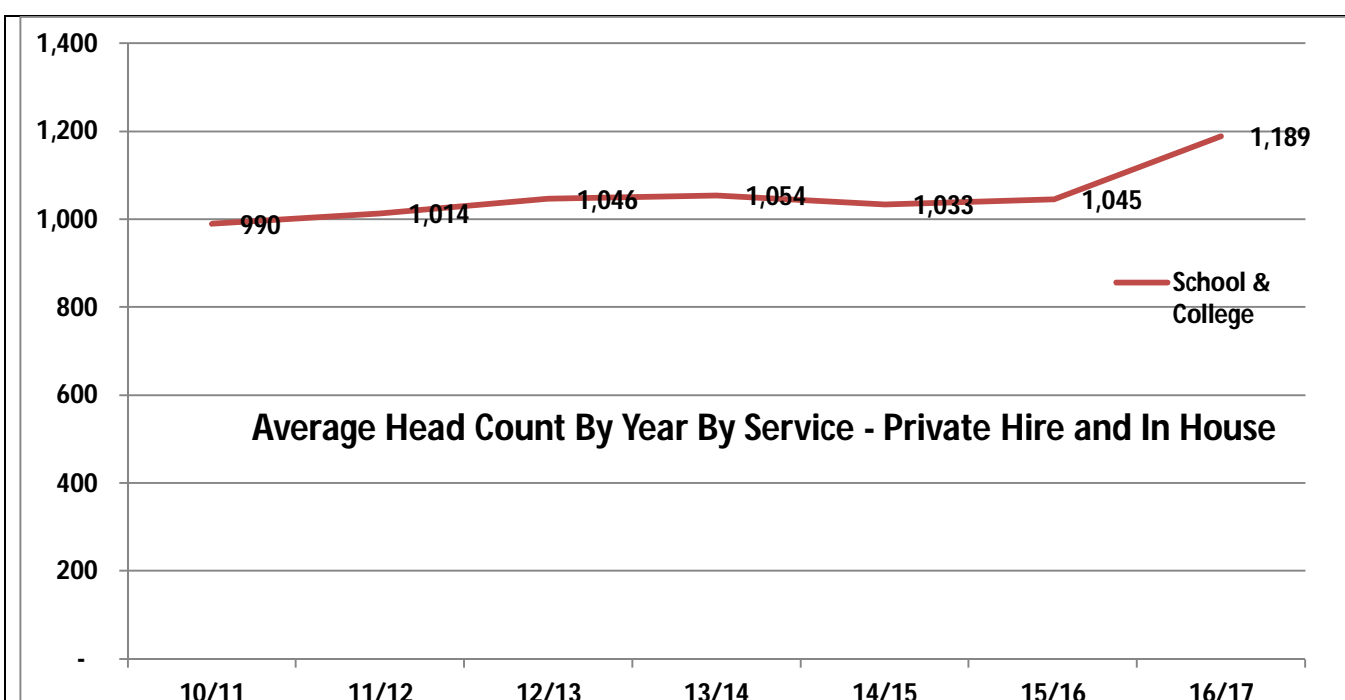
When consulting with colleagues within Children’s services, they have confirmed that the numbers of CYP in Leeds with SEND are increasing and that this is forecast to continue. This is as a result of increases in the general population and improvements in health care. We are also experiencing an increase of CYP with multiple SEN categories, these by their nature appear to result in more complex care packages being created to care for individuals – this places changing demands on our service. These changing demands need to be met by either third party supply contracts or our in house supply resource.

This trend is supported by school census data that demonstrates increase in total SEND need across the city. The following graph supports this claim, however, it should be noted that this displays all SEND not just those in receipt of transport support:



The following graphs that show Passenger Activity for SEND CYP over the years further evidence the impact of the increase in SEND in Leeds on Passenger Transport. They both clearly show increased demand, especially since 14/15.





3. Access to our service

Transport support for SEND CYP is a statutory provision. Assistance with transport will be provided to children who live less than the **statutory walking distance** from school if:

- (a) he or she is the subject of a **statement of SEN** or an **Education Health Care plan**;
- (b) the need for support is apparent from their statement or EHC plan; and
- (c) the child is attending the nearest qualifying school as named in the statement or EHC plan.

- Access Via Application (Statutory provision as above)
 - a. Children and Young People with Special Educational Needs can access the service if meeting certain criteria. To assess that this criteria has been met, an application is invited. On assessment of the application, if the application meets the conditions of the published policy, appropriate support is then offered. This offer could be assistance in the form of taxi based transport, Independent Travel Training or other types of appropriate support.
 - i. This application process is to be retained. It is further supported by a review and appeals process that is available to all applicants who feel that their needs have not been fairly considered or met.
- Access Via Referral
 - a. Children and Young People who are in care of the authority may be referred to Passenger Transport for assistance with transport to school, contact or respite care. That referral will come from social work staff from Children's Services, Leeds City Council.
 - b. Adults may be referred to the service to assist them in accessing services provided for them by Leeds City Council. These referrals will normally be made by social work staff in Adult Services, Leeds City Council.
- Passenger Transport is open to service users and their families who need assistance with their transport arrangements from 07:30 until 17:00, Monday to Friday. Telephone

numbers, email contact details and Hearing Impaired SMS systems are monitored during this time. There is also a reception desk open. Outside of these hours, emergency contact details are available. We also share with customers the contact details of the supplier that is providing their transport.

4. Taxi and Private Hire Providers

- This supply contract will be supplied, in the main, by taxi and private hire operators that are licenced by Leeds City Council, Taxi and Private Hire Licencing. As such, the following impact assessments and screening documents are relevant and have been considered as part of this report.



Impact assessment screening v2_driver
Impact assessment screening v2_PHD
Impact Assessment CoScreening_Medical Ex
Information Report - Taxi and Private Hire

- Particular attention is drawn to the minimum requirements laid out in the driver impact assessment that describe the standards required of those wishing to work as a licenced driver for Leeds City Council – these include:
 - passing a Driving Standards Agency test
 - passing a Group 2 Medical
 - passing an English Comprehension test
 - passing an Enhanced Criminal Records Bureau disclosure
 - passing a Local Knowledge test

Taxi and Private hire licensing have introduced policy and procedures which now cover the above as minimum requirements. These expectations will then be mandatory in our contract.

- Further to this, those working with Passenger Transport on this related contract are expected to undergo:
 - Inductions that ensure drivers have an awareness of our clients and are therefore equipped to care for them whilst transporting them. Such training will include (but is not limited to) autism awareness, team teach and basic first aid.
 - All taxi drivers licenced by Leeds City Council now have to undergo safeguarding training, this is being overseen by Taxi and Private Hire Licencing.
 - Those driving wheelchair accessible vehicles are required to undertake Minibus Driver Awareness Scheme training (MiDAS) and keep it up to date with refreshers.

Passenger Assistants working on this contract are required to undertake the Passenger Assistant Training Scheme.

Are there any gaps in equality and diversity information Please provide detail:

1. Whilst the majority of Passenger Assistants working on this contract are female, 99% of licenced drivers are male.
2. The majority (72%) of licenced drivers describe themselves as Muslim in the attached information report

3. Fewer than 20% of licenced drivers describe themselves as White – English, White – British or White – Scottish. This could possibly indicate that English is a second language for a significant amount of licenced drivers in Leeds.

Action required:

1. Passenger Transport will work with suppliers and Taxi and Private Hire to encourage more female drivers and more male Passenger assistants to work with us in delivering this service.
 - Enabling women to enter the workplace as a permitted driver will be investigated. This could open up opportunities to those who do not want to be a taxi driver, but are happy to work on this contract for a taxi and private hire company.
 - Investigate the market place to see if anything else can be done to make this role more appealing to women.
2. The service that is required will be needed throughout the year. The specification will include an expectation that this will include all cultural holidays, especially when these occur during school term times as this is when the demand for this service is greatest.
3. All licenced private hire drivers have to undertake an English language test in Leeds as part of their application. If, whilst working for us, if there is evidence that the language capabilities of a driver are putting our client(s) at risk, we will write to the supplier and ask for the driver to be changed. We will also recommend that the driver resits the language test.

6. Wider involvement – have you involved groups of people who are most likely to be affected or interested

Yes

No

Please provide detail:

John Bradshaw
Programme Manager
Children's Services
Commissioning and Market Management

Barry Jones
Complex Needs Area Lead
Children's Services
Complex Needs

David Crake
Social worker, Specialist services
Adult Social care

Action required:

None required – all consulted in preparing this report

7. Who may be affected by this activity?

please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

Equality characteristics

- | | | |
|--|---|--|
| <input checked="" type="checkbox"/> Age | <input checked="" type="checkbox"/> Carers | <input checked="" type="checkbox"/> Disability |
| <input type="checkbox"/> Gender reassignment | <input checked="" type="checkbox"/> Race | <input checked="" type="checkbox"/> Religion or Belief |
| <input checked="" type="checkbox"/> Sex (male or female) | <input type="checkbox"/> Sexual orientation | |
| <input type="checkbox"/> Other | | |

Stakeholders

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Services users | <input checked="" type="checkbox"/> Employees | <input type="checkbox"/> Trade Unions |
| <input checked="" type="checkbox"/> Partners | <input type="checkbox"/> Members | <input checked="" type="checkbox"/> Suppliers |
| <input type="checkbox"/> Other please specify | | |

Potential barriers.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Built environment | <input checked="" type="checkbox"/> Location of premises and services |
| <input checked="" type="checkbox"/> Information and communication | <input checked="" type="checkbox"/> Customer care |
| <input type="checkbox"/> Timing | <input type="checkbox"/> Stereotypes and assumptions |
| <input checked="" type="checkbox"/> Cost | <input checked="" type="checkbox"/> Consultation and involvement |
| <input type="checkbox"/> Financial exclusion | <input checked="" type="checkbox"/> Employment and training |
| <input type="checkbox"/> specific barriers to the strategy, policy, services or function | |

Please specify

<p>8. Positive and negative impact Think about what you are assessing (scope), the fact finding information, the potential positive and negative impact on equality characteristics, stakeholders and the effect of the barriers</p>
<p>8a. Positive impact:</p>
<ul style="list-style-type: none"> • Access to services that support healthy lives and lifelong learning for those that would otherwise find it difficult to access these services. • Improves community access and participation • Supports the councils ambition to be the best place to grow old in.
<p>Action required:</p>
<ul style="list-style-type: none"> • Promote the use of Independent Travel Training for those using our service to foster independent, lifelong skills.

<p>8b. Negative impact:</p>
<ul style="list-style-type: none"> • According to available information based on 2015 data Leeds City Council, Passenger Transport contracted approximately 100% of wheelchair accessible minibus type transport registered with Taxi and Private Hire Licensing. However, Passenger Transport contracted only 70% of the total available wheelchair accessible vehicles at this time. This difference is accounted for as there are approximately 250 hackney carriage wheelchair accessible vehicles operating in Leeds and Passenger Transport does not utilise this resource extensively • Environmental impact caused by the use of motor vehicles. Particularly Nitrogen Oxides.
<p>Action required:</p>
<ul style="list-style-type: none"> • Work with Leeds Taxi and Private Hire to assist with the implementation of any changes to the fleet in Leeds that will reduce this impact. • Engage with the market to find ways to encourage possible new suppliers or existing suppliers to grow their fleet of available wheelchair accessible minibuses.

<p>9. Will this activity promote strong and positive relationships between the groups/communities identified?</p>
<p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p>
<p>Please provide detail:</p>

Action required:

10. Does this activity bring groups/communities into increased contact with each other? (e.g. in schools, neighbourhood, workplace)
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Please provide detail:
Action required:

11. Could this activity be perceived as benefiting one group at the expense of another? (e.g. where your activity/decision is aimed at adults could it have an impact on children and young people)
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Please provide detail: Service is provided for people who have been assessed by professionals as requiring assistance with their transport needs.
Action required: Maintain assessment and ensure that there is appropriate appeals process that is available.

12. Equality, diversity, cohesion and integration action plan

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

Action	Timescale	Measure	Lead person
<p>Passenger Transport will work with suppliers and Taxi and Private Hire to encourage more female drivers to work with us in delivering this service. Enabling women to enter the workplace as a permitted driver will be investigated.</p> <p>Investigate the market place to see if anything else can be done to make this role more appealing to women and to encourage more males to become Passenger assistants..</p>	9/16 to 9/18	<p>More women working for suppliers as drivers.</p> <p>More males working as Passenger assistants.</p>	Dylan Owen
<p>The service that is required will be needed throughout the year. The specification will include an expectation that this will include all cultural holidays, especially when these occur during school term times as this is when the demand for this service is greatest.</p>	9/16 to 4/17	Specification includes appropriate description of needs	Dylan Owen

Action	Timescale	Measure	Lead person
All licenced private hire drivers have to undertake an English language test in Leeds as part of their application. If, whilst working for us, there is evidence that the language capabilities of a driver are putting our client(s) at risk, we will write to the supplier and ask for the driver to be changed. We will also recommend that the driver resits the language test.	9/16 to 9/18	Complaints against the service that mention language as an issue	Dylan Owen
Environmental impact caused by the use of motor vehicles. Particularly Nitrogen Oxides.	4/17 to 4/19	Decrease in Nitrogen Oxide emissions by the taxi and private hire fleet in Leeds	Dylan Owen (Passenger Transport) Des Broster – Taxi and Private Hire Licensing
Engage with the market to find ways to encourage possible new suppliers or existing suppliers to grow their fleet of available wheelchair accessible minibuses.	5/16 to 4/19	Numbers of available licenced wheelchair minibuses for use in Leeds	Dylan Owen (Passenger Transport)
To review current equality	Throughout contract life.	Start position and changes	Dylan Owen

Action	Timescale	Measure	Lead person
monitoring and data collection to ensure data is relevant and accurate and to review the equality data on an ongoing basis.		throughout the contract life.	

13. Governance, ownership and approval

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job Title	Date
Dylan Owen	Business Manager	18/07/2016
Date impact assessment completed		

14. Monitoring progress for equality, diversity, cohesion and integration actions (please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board
Please specify which board
- Other (please specify)

15. Publishing

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions** or a **Significant Operational Decision**.

A copy of this equality impact assessment should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality impact assessments that are not to be published should be sent to equalityteam@leeds.gov.uk for record.

Complete the appropriate section below with the date the report and attached assessment was sent:

For Executive Board or Full Council – sent to Governance Services	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent: 17.18.2016
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: