

# Passenger Transport - Shared service with Harrow

## Department Person Responsible

Assistant Chief Executive's Service Joanna Little

## Created Last Review

27th October, 2015 27th October, 2015

## Status Next Review

Screened 27th October, 2016

## Impact Assessment Data

5. What effects could your policy have on different equality groups and on cohesion and good relations?

5.1 Age (select all that apply)

Neutral

The passenger transport service will still be provided to its existing users, most of whom are either children or older people. The change will be that the service is run as a shared one from the London Borough of Harrow. Any change will be disconcerting for a period of time for some users, but should ultimately provide a better service. There will be some consistency with some Brent employees retained as well as the drivers and escorts. Harrow and Brent already share some transport routes. Consultation and engagement took place with stakeholders in July and August 2015. The consultation showed strong satisfaction with the current service and stressed the need for consistency in drivers and escorts and high quality vehicles. The families of children who use the service, showed less concern in their survey responses to any change in the service than the respondents for adult users of the service did. The comments section of the survey showed that concerns about changes to the service were couched in terms of how this would affect the service. There was less concern about who would actually run it provided that the service was similar. Focus group sessions showed that families of SEN users were more concerned about having a good service and consistency with drivers and escorts than with who runs the service. The largest age group of BTS employees is 51-60 (47%) and a shared service will see these staff seconded but could eventually lead to some redundancies if a permanent transfer is agreed at a later date.

Employees who work for the shared service will be seconded to Harrow and will be based at Harrow.

5.2 Disability (select all that apply)

Neutral

The passenger transport service will still be provided to its existing users, most of which have a disability. The change will be that it is run as a shared service from the London Borough of Harrow. Any change may be disconcerting for a period of time for some users, but should ultimately provide a better service. There will be some consistency with some Brent employees retained as well as the drivers and escorts. Harrow and Brent already share some transport routes. Consultation and engagement took place with stakeholders in July and August 2015. The consultation showed strong satisfaction with the current service and stressed the need for consistency in drivers and escorts and high quality vehicles. Concerns about changes to the service were couched in terms of how this would affect the service. There was less concern about who would actually run it provided that the service was similar.

5.3 Gender identity and expression (select all that apply)

Neutral

This information about service users is unknown. The change to the service should be neutral/positive for all users once they have adjusted to any initial changes.

5.4 Marriage and civil partnership (select all that apply)

Neutral

This information about service users is unknown. The change to the service should be neutral/positive for all users once they have adjusted.

5.5 Pregnancy and maternity (select all that apply)

Neutral

This information about service users is not available, although most users are either children or older people and therefore unlikely to be pregnant.

The change to the service should be neutral/ positive for all users once they have adjusted.

#### 5.6 Race (select all that apply)

Neutral

Ethnicity information about service users is patchy with ethnicity information available for around 60% of users in the case of children and young people. The ethnicity of service users is very diverse with highest numbers from the following groups: black Caribbean, Indian, Pakistani and white British. The change to the service should be neutral/ positive for all users once they have adjusted. BTS employees are mainly Asian (27%), black (27%) or white (33%).

#### 5.7 Religion or belief (select all that apply)

Neutral

This information about service users is not available.

The change to the service should be neutral/ positive for all users once they have adjusted. The main religious groups for BTS employees are Christian (40%) and Hindu (40%).

#### 5.8 Sex (select all that apply)

Neutral

In regard to users of the service a larger percentage of the children and young people to be transported are male. As mentioned previously, the change to the service should be neutral/ positive, but any change is likely to be unsettling for some people for a period of time.

#### 5.9 Sexual orientation (select all that apply)

Neutral

This information is not available for service users. The change to the service should be neutral/positive for all users once they have adjusted.

#### 5.10 Other (please specify) (select all that apply)

Neutral

6. Please provide a brief summary of any research or engagement initiatives that have been carried out to formulate your proposal.

What did you find out from consultation or data analysis?

Were the participants in any engagement initiatives representative of the people who will be affected by your proposal?

How did your findings and the wider evidence base inform the proposal?

Information from Brent Transport Services, Adult Social Care and Children and Young People on the age, gender and disability of service users. Many of the users have high level physical and learning disabilities.

Informal discussions were held with service users in January 2014 to gain their views about the service and how it could be improved. Users stressed the importance of patient and empathetic staff, comfortable vehicles and consistency with drivers and escorts. Consultation and engagement took place with service users in July and August of 2015. Surveys were sent to all families who use the transport service and to all ASC users. They were given the opportunity to respond to them in paper form or online. Focus group sessions were additionally put on for families who use the service. They were not put on for ASC users as their use of the service is likely to decline irrespective of any change. However, they were given the opportunity to speak to an officer if they chose. The results of the surveys are attached in the PowerPoint. There was strong support for the current service. The surveys showed some concern about change, but combined with the comments in the surveys and the feedback

from the focus groups, it seems that service users do not particularly mind who runs the transport service. Their concern is that they still have a service that meets their needs and provides consistency with drivers and escorts.

7. Could any of the impacts you have identified be unlawful under the Equality Act 2010?

No

The passenger transport service will continue. It will just be delivered as a shared service from Harrow Council.

8. What actions will you take to enhance any potential positive impacts that you have identified?

Ensure that vehicle standards, consistency with front facing staff and empathetic and patient staff form part of the shared service with Harrow. Promote, encourage and support the skills for independent travel.

9. What actions will you take to remove or reduce any potential negative impacts that you have identified?

Continue to engage and consult with service users so that their views can inform the future service. Have a transition phase with the shared service (start April 2016) to ensure a smooth move to the new service. Ensure that consistency with drivers and escorts forms part of the shared service with Harrow. Promote, encourage and support the skills for independent travel. Engage with BTS staff about the proposals, support them through the redundancy and recruitment process.

10. Please explain the justification for any remaining negative impacts.

There may some employee redundancies at a later date because of any subsequent need to make further savings. Staff will be fully supported throughout any future process.