

IIA Report – Proposal to develop a commissioned transport policy for Adult Social Care/Social Work services

Each of the numbered sections below must be completed

Please state if the IIA is interim or final - Interim

1. Title of proposal

Proposal to develop a commissioned transport policy for Adult Social Care/Social Work services

2. What will change as a result of this proposal?

An attempt was made to produce a policy for commissioned transport services in 2018, but it failed to progress. Its aim was to enable adults to live the lives they want as well as possible, achieving their potential to live independently and exercise choice over the services they use. At the same time, it recognised that it was ELHSCP's duty to consider (in relation to commissioned transport) how it could:

- reduce costs
- increase income streams
- do more with less
- change the way in which we currently deliver our local services.

As part of the 2024 budget proposals, the issue of reducing expenditure on commissioned transport has been raised again as a means of addressing savings for ELHSCP. However, it was recognised that for the proposal to be effective, an Integrated Impact Assessment (IIA) was necessary inform the development of a commissioned transport policy, who it might impact and what it should cover.

What the new policy should do

- Establish criteria for when people can access commissioned transport from ELHSCP that can be applied consistently across all areas of social care and social work.
- Align this policy with our financial assessment processes.
- Develop eligibility criteria that identify who needs commissioned transport, thresholds for people being able to make their own travel arrangements, key activities that people require commissioned transport for etc

- Ensure that the policy is clearly expressed, transparent and equitable.
- Encourage people to understand that if they have access to their own transport (personal car, mobility car) that we would expect them to use that to access appointments and events rather than us arranging transport for them.
- Encourage people on benefits to understand that if their benefits are sufficient to meet transport costs, then they should be using their own funds rather than seeking commissioned travel.
- Encourage people to make better use of discounted travel options like bus passes and plus one cards that they are entitled to.
- Encourage liaison with service-users with Learning and/or Physical Disabilities and their parents while service-users are still with Children's Services or Education to develop the self-travel skills, wherever possible, that will assist them to be more independent as adults.
- Provide information for young people and families transitioning to adult services from children's services to help them to understand that we expect people to be responsible for getting themselves to services and appointments, wherever possible.
- Encourage service-users and carers to understand how to access new public transport initiatives like [DRT/Pingo/Prentice 109](#), which enables people in rural and other areas to arrange public transport for themselves by phone or through the Prentice's DRT app
- Encourage service-users and carers to make more use of Dial-a-Ride and Dial-a-Bus options.
- Look at rationalising attendance times at activities (for example, resource centres) so that there is more efficient use of transport by encouraging all attendees to travel at the same time when coming to and leaving an activity.
- Align our transport policies with those operated by Education and Children's Services (both for transport and transitions from Children's Services to Adult Services).

3. Briefly describe public involvement in this proposal to date and planned

At this stage. this is a proposal for a policy and we will engage with service-users, carers and staff as part of the development of the policy.

4. Is the proposal considered strategic under the Fairer Scotland Duty?

Yes.

5. Date of IIA


18th March 2024 from 2pm – 4pm

6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

Name	Job Title	Date of IIA training
Isobel Nisbet (Lead Officer)	General Manager, Adult Services, ELHSCP	
Maria Burton	Strategic Planning and Commissioning Officer, ELHSCP	
Dorota McMillan	Transport Officer, East Lothian Council	
Diana Budziosz	Transport Officer, East Lothian Council	
Shannon Leslie	Service Manager, Adult Community, ELHSCP	
Neil Munro (Facilitator)	Project Manager, Strategic Integration, ELHSCP	May 2023
Jane Ogden-Smith	Equalities and Engagement Officer, ELHSCP	Sept 2009, Dec 2021

7. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Data on populations in need	<ul style="list-style-type: none"> • East Lothian Joint Strategic Needs Assessment • 2011 Scottish Census • 2022 Scottish Censusⁱ 	We support a wide range of adults with complex needs, aged 18 and upwards.
Data on service uptake/access	<ul style="list-style-type: none"> • Data from Mosaic, ELC Transportation and ELHSCP finance 	Gives us information about who is using commissioned transport, why, and the costs involved. It reveals that commissioned transport is being accessed by people who could use their own transport or subsidised public transport, absorbing resources that could be better used elsewhere.
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	<ul style="list-style-type: none"> • East Lothian Ward Profiles • Scottish Index of Multiple Deprivation 	<p>Deprivation</p> <ul style="list-style-type: none"> • East Lothian consists of 6 wards and 132 data zones, of which 8 data zones are in the 20% most deprived of Scotland. • People living in the most deprived areas are statistically more likely to experience health inequalities. This means lower life expectancy, higher rates of disease, more long-term illness • People living in the least deprived areas, have a life expectancy 8 years (males) and 4.8 years (females) higher than those in the most deprived areas. <p>Due to the effects of intersectionality and the impact of health inequalities, people in these areas are likely to</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		have much greater pressures on limited finances. If they had to pay for transport, this might impact on their overall income for living expenses.
Data on equality outcomes	Scottish Government Equality Evidence Finder	The Equality Evidence Finder brings together the latest statistics and research for Scotland across different themes for age, disability, ethnicity, gender, religion, sexual orientation, socio-economic status and transgender status. Although it cannot give us information at an East Lothian level, it does evidence the impacts of intersectionality and illustrates the additional needs of people in vulnerable groups.
Research/literature evidence	<ul style="list-style-type: none"> • East Lothian Council Children’s Services Transport Policy • East Lothian Council Education Transport Policy • East Lothian Health and Social Care Partnership Draft Commissioned Transport Policy 2018  <p>7 2 Transport Policy - clean version.docx</p>	<p>Education and Children’s Services have worked with Transportation at ELC to ensure that there are clear policies in place, that details when transport can be commissioned and who is eligible, which helps both staff and service-users to have a clear understanding.</p> <p>We also have to take account of the related legislation:</p> <ul style="list-style-type: none"> • Health and social care integration (as set out in the Public Bodies (Joint Working) (Scotland) Act 2013, which led to the formation of integration joint boards and the integration of health and social care services in 2015 • Social Care (Self-directed Support) (Scotland) Act 2013, which introduced a range of ways in which a person can direct/organise their support, including the availability of

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		<p>personal budgets for social work services for service-users who wish to have greater personal control</p> <ul style="list-style-type: none"> • The Social Care and Social Work Improvement Scotland (Requirement for Care Services) Regulations 2011 • Social Work (Scotland) Act 1968 • Chronically Sick and Disabled Persons Act 1970 • Mental Health (Care and Treatment) (Scotland) Act 2003
Public/patient/client experience information	<ul style="list-style-type: none"> • ELC Customer Service Feedback Report 	Adult Services receives a relatively low number of complaints (8% out of all the complaints dealt with by ELC). It also regularly receives compliments for the care and support that it provides to service-users, carers and families.
Evidence of inclusive engagement of people who use the service and involvement findings	---	At this point, no engagement has been carried out, but it is intended to do this as part of the policy development.
Evidence of unmet need	---	---
Good practice guidelines	Scottish Government Best Value Guidelines 2020	<p>The Commissioned Transport policy developed must be align with these Best Value themes:</p> <ul style="list-style-type: none"> • Vision and leadership • Governance and accountability • Effective use of resources

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		<ul style="list-style-type: none"> • Partnerships and collaborative working • Working with communities • Sustainability • Fairness and equality. <p>The new policy will help us to deliver across these themes.</p>
Carbon emissions generated/reduced data	No data available	
Environmental data	No data available	
Risk from cumulative impacts	East Lothian IJB Budget proposals 2024	Other proposed budgetary efficiencies may compound to affect some service-users adversely
Other (please specify)	n/a	n/a
Additional evidence required	n/a	n/a

8. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive</p> <ul style="list-style-type: none"> • A formal policy, consistently applied, would enable us to reduce spending on commissioned transport, in line with the request for budget efficiencies from the IJB. • It would make clear to service-users, carers, and staff our expectations around the use of personal and public transport. • It might help to increase personal independence by promoting self-travel, use of travel discount (NEC) cards and DRT services. • It would ensure that commissioned travel was provided on a needs-led basis, targeting support at people who really need it. 	<p>Older people, people with physical/learning disabilities, sensory impairment, mental health conditions, parents, carers, staff</p>

Equality, Health and Wellbeing and Human Rights	Affected populations
<ul style="list-style-type: none"> • It would improve governance, oversight and improve financial management of commissioned transport. • A clearly defined commissioned transport policy would support colleagues in ELC Transportation in provision and oversight of commissioned transport services. • A clearly defined commissioned transport policy would support colleagues in ELC Children’s Services and ELHSCP Adult Services by managing service-users’ and carers’ expectations about transport during transition from one service to the other. • It is unlikely to have an impact on older people using Day Centres, as transport to and from Day Centres are part of their offer, with transport funded from fees and fundraising. However, there may still be issues for the relatively few people attending a Day Centre that is not in their immediate area. • Drive greater use of Dial-a-Bus and Dial-a-Ride, which are currently not well used in East Lothian. • A defined policy with eligibility criteria would help us meet explore and meet our obligations under equality legislation and other relevant health and social care legislation detailed above in the section on Research/literature evidence 	
<p>Negative</p> <ul style="list-style-type: none"> • Impact on people who are accustomed to having commissioned transport were that transport to be removed (particularly in some legacy situations). This may lead to distress. • Impact on carers having to provide transport during time that they would otherwise have had to themselves (respite). • Impact on carers who are lone parents and have responsibilities for other children in their family – for example, being unable to coordinate other childcare requirements with obligations to transport/assist supported travel for the cared-for person to/from an activity or appointment. Mitigation: situations of this nature could be included in the criteria for the policy. • Impact on carers in terms of additional expense. Mitigation: this should be picked up in financial 	<p>Older people, people with physical/learning disabilities, sensory impairment, mental health conditions, parents, carers, staff, lone parents, people on low incomes, homeless people</p>

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>assessment and transport commissioned for those assessed as being unable to pay for transport identified by the eligibility criteria developed for the commissioned transport policy.</p> <ul style="list-style-type: none"> • Impact on service-users who cannot access appropriate services in East Lothian and have to travel out of county. Taxi fares are very expensive if self-funded and this may make attendance impossible. This might have an impact on BME and Deaf service-users who can only access appropriate provision outwith East Lothian. Also for some Learning Disability service-users. Mitigation: this should be picked up during financial assessment. • Impact on people who live in rural areas – the cost of self-travel is more expensive because of remote location. Mitigation: it may be possible for people in these communities to arrange low cost travel through DRT/Pingo/Prentice 109 service. Also, should be picked up during financial assessment. • Impact on people experiencing intersectionality of protected characteristics and life experiences – this often also includes living on a very low income. Mitigation: this should be picked up during financial assessment. • Potential that the policy will lead to inequity in access – people with comfortable incomes will be able to afford to pay. People on low incomes may feel that they can't and stop attendance at activities and appointments. Mitigation: monitor closely and deal with on a case-by-case basis, in line with policy and financial assessment. 	

Environment and Sustainability including climate change emissions and impacts	Affected populations
<p>Positive</p> <ul style="list-style-type: none"> • Developing a commissioned transport policy could help us reduce emissions by encouraging greater use of public transport and other shared transport. 	<p>Older people, people with physical/learning disabilities, sensory impairment, mental health conditions, parents, carers, staff, lone parents, people on low incomes, homeless people</p>

Environment and Sustainability including climate change emissions and impacts	Affected populations
Negative <ul style="list-style-type: none"> It might lead to increased personal/mobility car usage. 	Older people, people with physical/learning disabilities, sensory impairment, mental health conditions, parents, carers, staff, lone parents, people on low incomes, homeless people

Economic	Affected populations
Positive <ul style="list-style-type: none"> It would lead to more efficient use of commissioned transport and relieve budgetary pressures. 	
Negative <ul style="list-style-type: none"> It could put additional pressures on service-users and carers living on low incomes. 	

9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

Some commissioned transport provision is delivered by external taxi companies who are procured in line with East Lothian Council’s ethical procurement guidelines.

10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

A communications plan will be developed to communicate the new policy and this will include information in other formats, including Easy Read.

- 11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.**

No.

- 12. Additional Information and Evidence Required**

None at this point.

- 13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:**

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
Development of commissioned transport team	Referred to Commissioning and Strategic Planning Team to take forward	TBA	TBA
Development of a communications plan and material	Jen Jarvis, ELSHCP Comms Lead	As policy is about to be announced	TBA
Engagement and IIA for Commissioned Transport Policy	Jane Ogden-Smith, ELHSCP Equalities and Engagement Officer	During policy development	TBA

- 14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?**

- 15. How will you monitor how this proposal affects different groups, including people with protected characteristics?**

16. Sign off by Head of Service

Name Isobel Nisbet

Date 21/03/24

17. Publication

Completed and signed IIAs should be sent to:

jogden-smith@eastlothian.gov.uk for publication on the ELHSCP [IIA Database](#) on www.eastlothian.gov.uk

ⁱ Scotland's 2022 Census has so far delivered data on:

- Population by age and sex at Scotland and Local Authority level (rounded)
- Number of households at Scotland and Local Authority level (rounded).

We are still awaiting:

- Population by age and sex at all geographies down to output area (unrounded)
- Number of households at all geographies down to output area (unrounded)

We are also waiting for data on output areas. Output areas are made up of approximately 50 households. Information will be released at this level for:

- Ethnic group, national identity, language and religion
- Armed Forces veterans
- Sexual orientation and trans status or history
- Demography and migration
- Housing
- Education, labour market and travel to work
- Health, disability and unpaid care.

This information should be available by May 2024. However, it means that we still have to work with data from the 2011, which is very out-of-date. This is an unsatisfactory situation.