

Freedom to Travel Strategy

Did you use the EIA Screening Tool? (Delete as applicable)

~~Yes (please attach upon submission)/~~ No

1. Explaining the matter being assessed

Is this a:

- A new strategy or policy

Summarise the strategy, policy, service(s), or function(s) being assessed. Describe current status followed by any changes that stakeholders would experience.

Freedom to Travel (F2T) is a new strategy for the design and development of a new model for travel assistance in Surrey. Travel assistance is defined as bespoke travel services that are arranged and provided on an individual basis with clients who are less able to travel without support to their destinations. Users are eligible for support either because they qualify according to statutory guidelines (for example, if a child is unable to walk to school because there is no safe walking route) or their needs mean they cannot reach their destination without assistance to get there. Examples of services that provide this include the home to school travel assistance (H2STA) service and Adult Social Care (ASC), as well as a role delivered by the Strategic Transport team in the Environment, Transport and Infrastructure Directorate to enable increased connectivity and access to the wider public transport network.

This is a complex transformation programme that will be delivered over the medium-term (5 years) and requires substantial cross-council and partner collaboration and high levels of stakeholder engagement. The vision for this work is:

By 2030, all Surrey residents requiring travel assistance will have the freedom to travel to access opportunities that make their lives better so no-one is left behind.

This vision prioritises inclusion and aims to make a positive difference to the lives of residents who require additional support to travel. Some of these residents will have complex needs, such as chronic medical conditions, that means travel arrangements will be bespoke. The programme also aims to deliver financial efficiencies for the council with significant demand and cost pressures posing a risk to the organisation's medium-term financial sustainability. Key to the success of this programme is achieving the right balance to ensure both objectives are delivered.

Some of the anticipated benefits of the programme are that residents will be supported to travel independently through a combination of projects to enable this including skills, digital tools and infrastructure improvements that remove some of the constraints to travel and reduces reliance on high-cost solutions, such as taxis and other private hire vehicles. Enhancing connectivity and

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access to active travel schemes would also carry personal benefits for residents including improved health and wellbeing and support to reduce their personal carbon footprints. Travel assistance clients living in more rural and isolated communities are also expected to benefit from this strengthened connectivity by being able to access more services and opportunities.

In some cases, activities within the programme will be focused on changing travel behaviours and adjusting service provision that will support residents to have travel arrangements that meet their needs while delivering improved value for money. It is acknowledged that changes of this nature may cause concern for residents affected. One of the clear commitments within the strategy is to continue commissioning transport for travel assistance clients that need this service the most and where there are no other viable, practical alternatives.

This EIA is a high-level position statement of the anticipated impacts for residents and how the programme plans to mitigate any negative impacts. Each individual project in F2T will be required to produce a detailed EIA, where there are potential equality impacts, so decision-makers can better understand the consequences of delivery for residents, and to put appropriate mitigations in place at the right time as new insight becomes available and interventions are designed.

The protected characteristics this EIA considers impacts against include:

- Age – users of travel assistance services are more likely to be children and young people in education, working age adults, particularly those with learning disabilities and/or autism and older people.
- Disability – a significant proportion of service users will have some form disability and other additional needs, such as children with special educational needs and disabilities (SEND) and adults of all ages with physical, sensory and learning disabilities and/or autism.

Other characteristics affected, but not explicitly protected under equality legislation, are:

- Looked after children
- Those living in rural areas and other communities with low levels of access to public transport

How does your service proposal support the outcomes in [the Community Vision for Surrey 2030](#)?

Specify which of the ten Vision outcomes this work is linked to.

- Children and young people are safe and feel safe and confident.
- Everyone benefits from education, skills and employment opportunities that help them succeed in life.
- Everyone lives active, healthy and fulfilling lives, and makes good choices about their wellbeing.
- Everyone gets the health and social care support and information they need at the right time and place.

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- Communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.
- Residents live in clean, safe and green communities, where people and organisations embrace their environmental responsibilities.
- Journeys across the county are easier, more predictable and safer.
- Well-connected communities, with effective infrastructure, that grow sustainably.

Are there any specific geographies in Surrey where this will make an impact?

- County-wide

Assessment team – A key principle for completing impact assessments is that they should not be done in isolation. Consultation with affected groups and stakeholders needs to be built in from the start, to enrich the assessment and develop relevant mitigation.

Detail here who you have involved with completing this EIA:

- Dorothy Watson, Chief Executive, The Sunnybank Trust
- Phil Mack, Practice Development and Inclusion Lead, Surrey Choices
- Leanne Henderson, Participation Manager, Family Voice Surrey
- Fiona Clifton, Participation Officer, Family Voice Surrey
- Yasmin Broome, Involvement Lead, Surrey Coalition for Disabled People

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2. Service Users / Residents

Who may be affected by this activity?

There are 9 protected characteristics (Equality Act 2010) to consider in your proposal. These are:

1. Age including younger and older people
2. Disability
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation
9. Marriage/civil partnerships

Though not included in the Equality Act 2010, Surrey County Council recognises that there are other vulnerable groups which significantly contribute to inequality across the county and therefore they should also be considered within EIAs. If relevant, you will need to include information on the following vulnerable groups (Please **refer to the EIA guidance** if you are unclear as to what this is).

- Members/Ex members of armed forces
- Adult and young carers*
- Those experiencing digital exclusion*

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- Those experiencing domestic abuse*
- Those with education/training (literacy) needs
- Those experiencing homelessness*
- Looked after children/Care leavers*
- Those living in rural/urban areas
- Those experiencing socioeconomic disadvantage*
- Out of work young people)*
- Adults with learning disabilities and/or autism*
- People with drug or alcohol use issues*
- People on probation
- People in prison
- Migrants, refugees, asylum seekers
- Sex workers
- Children with Special educational needs and disabilities*
- Adults with long term health conditions, disabilities (including SMI) and/or sensory impairment(s)*
- Older People in care homes*
- Gypsy, Roma and Traveller communities*
- Other (describe below)

(*as identified in the Surrey COVID Community Impact Assessment and the Surrey Health and Well-being Strategy)

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AGE

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Travel assistance clients are primarily accessed by children and young people of statutory school age in the H2STA service (ages 5 – 16). In exceptional circumstances, some children aged 0 - 4, in post-16 education or aged 19 – 25 and have an Education, Health and Care Plan (EHCP) will be provided with travel assistance.

As of summer term 2022/23, CYP being provided with commissioned transport included:

- 159 pupils aged 0 – 4. 155 were using a taxi (97%) and 4 (3%) were using a coach.
- 6,730 pupils aged 5 – 15. 4,584 were using a taxi (68%) and 2,153 were using a coach (32%).
- 405 pupils aged 16 – 18. 398 were using a taxi (98%) and 7 were using a coach (2%).
- 168 young people aged 19 – 25. All residents in this cohort are provided with a taxi.

977 CYP are actively being supported by Children's Social Care. This includes:

- 107 Looked After Children.
- 69 children on a Child Protection Plan.
- 782 Children in Need.
- 18 Care Leavers.

As of October 2022, 646 adults aged 18 and over with a social care package were provided with a commissioned transport arrangement. 579 are of working age (18 – 64) and 67 were aged 65 and over.

The following impacts have been identified:

Diversifying travel assistance options - Some children and young people will be able to access broader travel assistance options such as bikeability, driving lessons and TfL Oyster cards will provide them greater choice on ways to get to school or college, while also building travel independence skills for later life.

Through a public consultation on a refresh of the H2STA travel assistance policy in 2022, stakeholders raised concerns about prioritising independent travel among younger age groups, such as 6-year-olds, which could lead to increased anxiety for them and their families about travelling to and from their education setting safely.

De-prioritising the use of private transport, and promoting changes to greener, more sustainable methods of travel and transport, such as walking, cycling and public transport, could benefit some children and young people's health and wellbeing. According to the National Institute for Health Research, children who switched to walking and cycling to school between the ages of 7

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and 14 had healthier body weights than those who continued to travel to school by car, with benefits being even greater for children and young people from some deprived areas¹.

For ASC service users, it is anticipated there will be similar benefits though the programme will need to account for the ability of residents to participate in active travel as they get older. The Centre for Ageing Better found that people in mid and later life are less likely to participate in active travel schemes than younger age groups. General barriers included:

- Distances being too great in rural areas.
- Lack of motivation.
- Weather conditions.
- Personal safety or feeling unsafe.
- Lack of an active travel habit.
- Declining health or a disability².

Specific barriers to cycling included:

- Fear of motorised traffic.
- Lack of confidence.
- Poor cycle infrastructure.
- Prevailing car culture, including poor driver behaviour.

11 The F2T programme will prioritise the promotion and align with the development of more initiatives, including infrastructure schemes, that incentivise and encourage the use of alternatives to private cars and other transport. Accessible design and behaviour change techniques will be crucial in helping to overcome those barriers identified.

The programme will also seek to increase awareness and re-design its approach to the provision of Independent Travel Training (ITT). ITT is an important service that provides travel assistance clients with the skills they require to travel independently. Being able to travel with less support will allow residents to take part in more activities and free up their families and/or carers to undertake separate activities, such as work or leisure. If more residents of all ages undertake ITT, they will have skills that they can use for the rest of their lives and use to further their health, employment and education outcomes.

It is recognised that alternatives to commissioned transport may not be feasible or practical for some service users with additional needs, and there may still be some cases where private transport is the only option.

Reductions in commissioned transport – Increasing travel assistance options means fewer residents are likely to be prioritised for commissioned transport in future. As part of regular reviews of existing clients' transport arrangements, there may be some cases where alternative

¹ School children who switch to walking or cycling may have a healthier body weight, National Institute for Health Research, September 2021, [NIHR Evidence - Schoolchildren who switch to walking or cycling may have a healthier body weight - Informative and accessible health and care research](#)

² Centre for Ageing Better (2021), Active travel and mid-life: Understanding the barriers and enablers to active travel, [active-travel-mid-life.pdf \(ageing-better.org.uk\)](#)

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travel assistance options are offered to H2STA and ASC clients, their families and/or carers to commissioned transport. This may mean some transport provision is either reduced or withdrawn completely, subject to sufficient consultation and appropriate notice periods.

At time of writing, it is unclear how many travel assistance clients this will apply to. Potential impacts may include distress and anxiety among residents who have been used to receiving commissioned transport. This may be more likely for some clients who will have been on the same travel arrangement for many years. Switching to alternative travel assistance arrangements may mean that journeys to destinations take longer when compared to their current provision, though these are likely to be more effective at supporting clients to travel more independently.

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

- Develop and implement a communications strategy with partners to promote active travel and public transport use. This will enable partners across the system to communicate consistent messages with residents to persuade and influence them to change their travel habits. Partners will include schools, colleges, district and borough councils, NHS and voluntary, community and faith organisations.
- Identify and engage directly with travel assistance clients, families and/or carers who will be affected by any changes to commissioned transport arrangements. This will include explaining the reasons why travel assistance arrangements will change and responding to feedback from residents to ensure appropriate measures are put in place. This engagement will take place to ensure clients have reasonable notice.
- Learning from these conversations should be captured to inform best practice and training for SCC staff working in travel assistance services and front-line social work staff in ASC and Children, Families and Lifelong Learning (CFL) Directorates.
- Monitor how many residents have been stepped down from commissioned transport to alternative travel assistance services as part of tracking the programme's key performance measures. This should include the capability to analyse by protected characteristic, including age.
- Continue to assess eligibility for travel assistance on a case-by-case basis to establish if travel assistance is necessary based on the needs of the client, their families and/or carers.
- Develop a new ASC Travel Assistance Policy to provide clarity to clients, families and/or carers and social workers on expectations of what travel assistance will and will not be provided. Arrangements will be discussed with individuals to meet their needs while ensuring these are financially sustainable. This policy will be supported with guidance for residents and staff, and implementation will be regularly monitored, including client satisfaction with travel arrangements.
- Engage families and other stakeholders as Personal Travel Budgets are implemented in H2STA to ensure this is meeting the needs of clients.

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

Over the next five years, we are investing £139m to create more local education provision so children and young people can be educated closer to home, reducing demand for travel assistance services.

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For under 5s, we are undertaking extensive work to create and identify provision with investment in improving support and resources at existing education settings. The aim is for more children with SEND to be able to access education at their local school, reducing the need to travel and for the council to facilitate travel arrangements. Similar work is underway with post-16 establishments to improve the study programmes available locally, ensuring improved choice of study locally rather than courses that require considerable travel to access them.

In ASC, the Community Opportunities project seeks to implement a more formalised approach of contracting Day Services, Outreach, Independent Travel Training and Employment support/pathway to employment. This will enable improved oversight of the market in respect to cost, quality and equity. One of the ambitions of this project is to ensure the whole county has services that are located in communities where residents live so they can better connect to their community and reduce the cost and/or need to use a commissioned vehicle to reach their destination.

Any negative impacts that cannot be mitigated?

There are no negative impacts that cannot be mitigated.

DISABILITY

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Of the CYP being supported by the H2STA service, 4,934 are children with SEND. Of those being provided with travel assistance:

- 3,865 are being transported by a taxi or private mini-bus.
- 740 have an Independent Travel Allowance.
- 670 have a Passenger Assistant to support them to travel.
- 70 are using a transport season ticket to travel to their education setting.
- 51 are being transported by coach.

In ASC, of the 646 clients the service commissions travel assistance for:

- 209 are supported by the Learning Disability and Autism service.
- 97 are supported by the Transitions team.
- 67 are supported by the Older People service, some of whom may also have physical and/or sensory disabilities.
- 21 are supported by the Physical and Sensory Disability service.
- 2 are supported by the Mental Health service.

A further 250 clients have travel assistance arrangements through Surrey Choices to enable them to be transported to day care and other facilities.

Disability is a key characteristic that determines travel behaviour. Being disabled is also associated with more negative or problematic experiences of travel. A report by the Department for Transport³ found that:

- Disability is a key characteristic for explaining individual travel behaviour, how this changes over time, and the factors, attitudes and perceptions that affect it. Behaviours and attitudes of disabled people towards travel are markedly different depending on different levels and types of disability.
- People with disabilities are more likely to report a greater number of difficulties with trips undertaken for different purposes, especially as the grade of disability increases.
- While experiences of safety-related incidents on and around transport are rare, in general they are more common among people with disabilities.
- People with disabilities are less likely to regard walking or cycling as viable alternatives to short car journeys – this perception strengthens if they are older (aged 50 and over).

The implications of this for the Freedom to Travel programme is that every travel assistance client with a disability will have unique, individual experiences and perception of travel that will influence what they believe they need from travel assistance services. Services have a

³ Department for Transport (2017), Disabled people's travel behaviour and attitudes to travel, [Disabled people's travel behaviour and attitudes to travel \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/618812/disabled-people-s-travel-behaviour-and-attitudes-to-travel.pdf)

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responsibility to work with clients to identify how best to match those needs with solutions that offer best value.

Diversifying travel assistance options – Increasing travel assistance options will benefit some travel assistance clients with disabilities who have the potential to travel independently. It is anticipated that offering options such as Personal Travel Budgets, bikeability and travel passes for public transport, as well as training through ITT, will equip clients with lifelong skills to navigate themselves to their destinations, as well as alleviating pressure on families and/or carers to provide passenger support.

Some of these options are unlikely to be suitable for some residents depending on acuity and complexity of need. Some respondents to the public consultation on the H2STA Policy Refresh in 2022 suggested some children would not have the capacity or capability to understand the concept of travelling independently, including the specific options being proposed in the consultation, meaning this would be unworkable in practice for them. Parents were concerned with the level of risk this could expose their child to. There were also concerns raised in the consultation about the policy encouraging the use of public transport, particularly for children with autism and are unable to communicate verbally, leading to their child's safety potentially being compromised.

Further engagement is required with ASC service users and representative groups to assess whether there are similar concerns, as well as any other unique concerns for this cohort, as new policies for travel assistance are developed.

Reductions in commissioned transport – Increasing travel assistance options means fewer residents are likely to be prioritised for commissioned transport in future. As part of regular reviews of existing clients' transport arrangements, there may be some cases where alternative travel assistance options are offered to H2STA and ASC clients, their families and/or carers to commissioned transport. This may mean some transport provision is either scaled back or withdrawn completely, subject to sufficient consultation and appropriate notice periods.

At time of writing, it is unclear how many travel assistance clients this will apply to. Potential impacts may include distress and anxiety among residents who have been used to receiving commissioned transport. This may be more likely for some clients who will have been on the same travel arrangement for many years, as well as changes to routine for some residents potentially triggering sensory reactions. Switching to alternative travel assistance arrangements may mean that journeys to destinations take longer when compared to their current provision, though these are likely to be more effective at supporting clients to travel more independently.

Encouraging uptake of active travel schemes – The F2T programme will have a key role to influence the roll-out of active travel schemes across Surrey to ensure they maximise the chances of disabled residents being able to use them. This includes making sure schemes are designed to accommodate people who require mobility aids and disabled cyclists. In addition, the programme will explore how it can develop a scheme that will provide either a grant or a loan to individuals to enable them to use an accessible bicycle. This will support more disabled travel assistance clients to take up active travel, supporting improved long-term physical and mental health. It is recognised that active travel solutions are not suitable for all disabled residents.

Improving access to travel and transport information – A focus of F2T is to improve how residents access information on travel and transport to plan their journeys across the county. Presently, digital information on travel and transport in Surrey is fragmented across multiple

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websites, so the aim is to rationalise these various information sources into one place online. According to digital exclusion analysis by Ofcom in 2021, people with impairments or limitations were more likely to be digitally excluded compared to the wider population:

- 18% of people with impairments or limitations did not have access to household access to connected devices compared to 7% of the wider population.
- 25% do not have personal access to connected devices (wider population = 12%).
- 36% do not personally use a smartphone (wider population = 18%).

This means that any communication, information and advice strategy needs to put measures in place to support disabled people who are digitally excluded. Resources will be required for some print and other physical materials for residents who cannot access digital travel and transport information. Telephone access will also need to be considered.

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

- Develop and implement a communications strategy with partners to promote active travel and public transport use. This will enable partners across the system to communicate consistent messages with residents to persuade and influence them to change their travel habits. Partners will include schools, colleges, district and borough councils, NHS and voluntary, community and faith organisations.
- As part of any communications strategy and projects to improve access to information, this will require approaches that include methods to reach residents who are potentially digitally excluded.
- Identify and engage directly with travel assistance clients, families and/or carers who will be affected by any changes to commissioned transport arrangements. This will include explaining the reasons why travel assistance arrangements will change and responding to feedback from residents to ensure appropriate measures are put in place. This engagement will take place to ensure clients have reasonable notice.
- Learning from these conversations should be captured to inform best practice and training for SCC staff working in travel assistance services and front-line social work staff in ASC and Children, Families and Lifelong Learning (CFL) Directorates.
- Where appropriate, deliver ITT as bespoke training for individuals to ensure they learn to travel independently and minimise any potential impact relating to their disability to ensure capacity is in line with demand. People will be given the opportunity to learn the necessary skills to travel independently at their own pace and will reflect the specific route and environment they use.
- Monitor how many residents have been stepped down from commissioned transport to alternative travel assistance services as part of tracking the programme's key performance measures. This should include the capability to analyse by protected characteristic, including disability.
- Continue to assess eligibility for travel assistance on a case-by-case basis to establish if travel assistance is necessary based on the needs of the client, their families and/or carers.
- Develop a new ASC Travel Assistance Policy to provide clarity to clients, families and/or carers and social workers on expectations of what travel assistance will and will not be provided. Arrangements will be discussed with individuals to meet their needs while ensuring these are financially sustainable. This policy will be supported with guidance for residents and staff, and implementation will be regularly monitored, including client satisfaction with travel arrangements.

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- Engage families and other stakeholders as Personal Travel Budgets are implemented in H2STA to ensure this is meeting the needs of clients.
- Lead officers for active travel schemes in the Environment, Transport and Infrastructure (ETI) Directorate must engage regularly with colleagues from the ASC and CFL Directorates to use their expert input on development and design of such schemes to improve their accessibility for disabled residents.
- Work with Active Surrey and other partners to develop a bicycle grant/loan scheme that includes offering accessible bicycles for disabled service users.

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

Over the next five years, we are investing £139m to create more local education provision so children and young people can be educated closer to home, reducing demand for travel assistance services.

In ASC, the Community Opportunities project seeks to implement a more formalised approach of contracting Day Services, Outreach, Independent Travel Training and Employment support/pathway to employment. This will enable improved oversight of the market in respect to cost, quality and equity. One of the ambitions of this project is to ensure the whole county has services that are located in communities where residents live so they can better connect to their community and reduce the cost and/or need to use a commissioned vehicle to reach their destination.

Any negative impacts that cannot be mitigated?

There are no negative impacts at this time that cannot be mitigated.

RURAL/ISOLATED COMMUNITIES

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

At present, there is limited data available on the extent to which Freedom to Travel will impact positively and/or negatively on residents living in rural and other isolated communities. A key activity this work will undertake as it progresses is to assess the extent to which Freedom to Travel will benefit residents living in places where there are low levels of access to Surrey's wider public transport network.

The call for evidence for the Future of Transport: rural strategy identified the following issues for residents living in rural communities:

- Dependence on private cars, partly associated with older residents and the reduced availability of alternatives, such as public transport and active travel routes between towns and villages.
- Access to services and employment – limited public transport can make it difficult to access workplaces and services, especially for the elderly, less mobile and young people.
- Social isolation, limited transport options can make feelings of isolation worse and contribute to mental health difficulties.⁴

For some residents living in rural communities, commissioned transport will remain an important solution as alternative options may require prohibitive investment costs. It is also recognised that some initiatives, such as Independent Travel Training, may not be suitable for these residents if they do not have adequate connections to Surrey's wider public transport network. However, there are other positive benefits that the Freedom to Travel programme could bring to travel assistance clients in these communities.

Promoting Digital Demand Responsive Transport – DDRT schemes could be a better option than a scheduled bus for these residents because of the door-to-door service and more flexible operating hours. For example, the Mole Valley Connect service operates from 7am to 7pm Monday to Saturday. If a similar service were to be introduced in areas where there is a timetabled service, for example, two days a week, people may see this as a better offer. It is important to note that these schemes will not provide a direct home-to-school solution as the service will be required for other residents to complete their journeys, but it has the potential to enable access to the wider public transport network to increase the chances of children and young people using the network.

The H2STA and ASC services will need to target promotional activity at those residents who they think will benefit the most. This will require an assessment of those residents who are most likely to be isolated from the wider public transport network, as well as the suitability of DDRT based on the types of vehicles used and whether these are adaptable to residents' needs.

⁴ Transport in rural areas: local authority toolkit (2022), [Transport in rural areas: local authority toolkit - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/transport-in-rural-areas-local-authority-toolkit)

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Describe here suggested mitigations to inform the actions needed to reduce inequalities.

- Design and deliver an insight product that identifies which travel assistance clients are most likely to be isolated from wider public transport services based on their locations in relation to their destinations. This insight will need to be triangulated with client needs to determine who to target promotional activity at for DDRT services.
- As part of the communications strategy with partners, actively target promotions at residents for DDRT services based on a data review of those travel assistance clients who stand to benefit most from them.

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

Over the next five years, we are investing £139m to create more local education provision so children and young people can be educated closer to home, reducing demand for travel assistance services.

In ASC, the Community Opportunities project seeks to implement a more formalised approach of contracting Day Services, Outreach, Independent Travel Training and Employment support/pathway to employment. This will enable improved oversight of the market in respect to cost, quality and equity. One of the ambitions of this project is to ensure the whole county has services that are located in communities where residents live so they can better connect to their community and reduce the cost and/or need to use a commissioned vehicle to reach their destination.

Any negative impacts that cannot be mitigated?

There are no negative impacts at this time that cannot be mitigated.

3. Staff

At this stage, it is not anticipated that there will be any equality impacts for staff from this work. This will be reviewed on a project-by-project basis as the Freedom to Travel programme is delivered, and EIAs will be presented to decision makers with any impacts clearly defined and appropriate mitigations accounted for.

4. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation below.

- **Outcome One: No major change to the policy/service/function required.** This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken
- **Outcome Two: Adjust the policy/service/function** to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
- **Outcome Three: Continue the policy/service/function** despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are:
 - Sufficient plans to stop or minimise the negative impact
 - Mitigating actions for any remaining negative impacts plans to monitor the actual impact.
- **Outcome Four: Stop and rethink the policy** when the EIA shows actual or potential unlawful discrimination. (For guidance on what is unlawful discrimination, refer to the [Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act](#) concerning employment, goods and services and equal pay).

Recommended outcome:

Outcome Two

Explanation:

F2T puts inclusivity at the heart of its ambitions and delivery programme. It aspires to support all travel assistance clients to be able to access their destinations while also seeking to reduce the costs of providing travel assistance. This includes promoting travel methods that aim to strengthen travel independence. The mitigations in this EIA are designed to maximise the positive benefits of these methods, and minimise unintended negative equality impacts. Where it is proposed to alter the travel arrangements of some clients, they and their families and/or carers will be fully engaged on their options and given reasonable notice on any changes. There will also be some clients who will continue to be provided with commissioned transport on a case-by-case basis.



5. Action plan and monitoring arrangements

Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
1	July 2023	Develop and implement a communications strategy with partners to promote active travel and public transport use. This will enable partners across the system to communicate consistent messages with residents to persuade and influence them to change their travel habits. Partners will include schools, colleges, district and borough councils, NHS and voluntary, community and faith organisations.	Senior Programme Manager – Freedom to Travel	tbc		Open
2	July 2023	As part of any communications strategy and projects to improve access to information, this will require approaches that include methods to reach residents who are	Senior Programme Manager – Freedom to Travel	tbc		Open

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		potentially digitally excluded.				
3	July 2023	Identify and engage directly with travel assistance clients, families and/or carers who will be affected by any changes to commissioned transport arrangements. This will include explaining the reasons why travel assistance arrangements will change and responding to feedback from residents to ensure appropriate measures are put in place. This engagement will take place to ensure clients have reasonable notice.	Head of H2STA service Director of Integrated Commissioning, ASC and Integrated Commissioning	tbc		Open
4	July 2023	Learning from these conversations should be captured to inform best practice and training for SCC staff working in travel assistance services and front-line social work staff in ASC and Children, Families and Lifelong	Head of H2STA service Director of Integrated Commissioning, ASC and Integrated Commissioning	tbc		Open





		Learning (CFL) Directorates.				
5	July 2023	Monitor how many residents have been stepped down from commissioned transport to alternative travel assistance services as part of tracking the programme's key performance measures. This should include the capability to analyse by protected characteristic, including age and disability.	Senior Programme Manager – Freedom to Travel	tbc		Open
6	July 2023	Continue to assess eligibility for travel assistance on a case-by-case basis to establish if travel assistance is necessary based on the needs of the client, their families and/or carers.	Head of H2STA service Director of Integrated Commissioning, ASC and Integrated Commissioning	tbc		Open
7	July 2023	Develop a new ASC Travel Assistance Policy to provide clarity to clients, families and/or carers and social workers	Director of Integrated Commissioning, ASC and	April 2024		Open

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		on expectations of what travel assistance will and will not be provided. Arrangements will be discussed with individuals to meet their needs while ensuring these are financially sustainable. This policy will be supported with guidance for residents and staff, and implementation will be regularly monitored, including client satisfaction with travel arrangements.	Integrated Commissioning			
8	July 2023	Engage families and other stakeholders as Personal Travel Budgets are implemented in H2STA to ensure this is meeting the needs of clients.	Head of H2STA service	Ongoing		Open
9	July 2023	Lead officers for active travel schemes in the Environment, Transport and Infrastructure (ETI) Directorate must engage regularly with colleagues from the ASC and CFL Directorates to use their expert input on	Assistant Director, Strategic Transport	Ongoing		Open





		development and design of such schemes to improve their accessibility for disabled residents.				
10	July 2023	Design and deliver an insight product that identifies which travel assistance clients are most likely to be isolated from wider public transport services based on their locations in relation to their destinations. This insight will need to be triangulated with client needs to determine who to target promotional activity at for DDRT services.	Head of H2STA service Director of Integrated Commissioning, ASC and Integrated Commissioning	September 2023		Open
11	September 2023	As part of the communications strategy with partners, actively target promotions at residents for DDRT services based on a data review of those travel assistance clients who stand to benefit most from them. The strategy will highlight the connecting	Head of H2STA service Director of Integrated Commissioning, ASC and Integrated Commissioning	Ongoing		

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		role of these services over their ability to carry out direct journeys from home to destinations.	Assistant Director, Strategic Transport			
12	July 2023	Work with Active Surrey and other partners to develop a bicycle grant/loan scheme that includes offering accessible bicycles for disabled service users.	Assistant Director, Strategic Transport	tbc		

6a. Version control

Version Number	Purpose/Change	Author	Date
1	First draft completed.	Adam Whittaker	27/6/2023
2	Updated to include stakeholders the Freedom to Travel Strategy was recently socialised with including Family Voice Surrey and Surrey Coalition for Disabled People	Adam Whittaker	03/07/2023

The above provides historical data about each update made to the Equality Impact Assessment.

Please include the name of the author, date and notes about changes made – so that you can refer to what changes have been made throughout this iterative process.

For further information, please see the EIA Guidance document on version control.



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6b. Approval

Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

Approved by	Date approved
Liz Bruce, Joint Executive Director – Adult Social Care and Integrated Commissioning	27 June 2023
Tim Oliver, Leader of the Council	26 June 2023

EIA author: Adam Whittaker, Senior Strategy and Policy Lead, Future Financial Strategy Programme

6c. EIA Team

Name	Job Title	Organisation	Team Role
Adam Whittaker	Senior Strategy and Policy Lead, Future Financial Strategy Programme	Surrey County Council	EIA author
Karen Telfer	Senior Programme Manager – Freedom to Travel	Surrey County Council	Lead for Freedom to Travel
Matthew Winnett	Travel and Assessment Manager – Delivery and Eligibility	Surrey County Council	H2STA subject matter expert
Marnie Cotterill	Commissioning Manager – ASC Disabilities Team	Surrey County Council	ASC subject matter expert

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