

### Disabled Persons' Freedom Pass Renewals Process Improvement Group; Terms of Reference

#### Version 5 (20.06.2016)

1. The Disabled Persons' Freedom Pass Improvement Group is the principal forum for the improvement of the Disabled Person's Freedom Pass renewals process and the integration of this process to a business as usual setting.
2. The Group will be responsible for reviewing the existing "as is" Disabled Persons' Freedom Pass Process and identifying weaknesses. The group will then design a new improved "to be" process which will aim to be an exemplar best practice process.
3. The Group will be a forum for development, innovation and performance improvement and will aim to provide the best possible future Disabled Persons' Freedom Pass renewal process for the residents of Barnet.
4. The Group will be guided by the requirements of the Equality Act 2010 and in particular the need to make reasonable adjustments to enable equal access and fair treatment for people with disabilities. The group will also be mindful of Barnet's Corporate values of:
  - Opportunity where people can further their quality of life.
  - People are helped to help themselves, recognizing that prevention is better than cure.
  - Responsibility is shared fairly.
  - Services are delivered efficiently to get value for money for the taxpayer.
- The group will also be mindful of Barnet's refreshed values for customers and staff:
  - We Care
  - We Can be Trusted
  - We Work Together
  - We Value Diversity
  - We Embrace Change and Innovation
5. The Group will ensure that the newly designed process undergoes a comprehensive Equalities Impact Assessment.
6. The Group will be accountable to the Parking Transformation Board which it will report to on a monthly basis.

### **Process Improvement**

7. The Group will include all relevant process based stakeholders as well as subject matter experts from Adults and Children's Services to ensure that the most appropriate future "to be" process is designed which takes full account of the needs of service users.
8. The Group will maintain an overview of innovation, ensuring that best practice Disabled Persons' Freedom Pass renewals process from other London Boroughs are investigated and evaluated and drawn from as appropriate. The Group will liaise closely with London Council's to ensure that it benefits from the organisation's considerable knowledge and support network in relation to Freedom Passes.
9. The Group will consider what is the most appropriate external quality assurance arrangements for the review and commission resources accordingly.
10. The Group will ensure that the new improved Freedom Pass process is checked by HB PublicLaw and LB Barnet's Equalities subject matter experts in order to ensure that it is appropriate for Barnet Residents.
11. The Group will examine the Disabled Persons' Freedom Pass renewals appeals process to ensure that it is clear, user friendly, transparent and fair for all applicants.
12. The Group will consider a process for issuing discretionary Disabled Person's Freedom Passes and will recommend changes to this process and its associated criteria if necessary.
13. The Group will examine the issue of the transition from under age 18 passes to the over 18's adult passes to ensure that a smooth transition is in place for residents when they progress from one category to another. The group will also consider what the definition of Adult is in relation to the Freedom Pass process and how it links with other Adults and Children's' service.

### **Eligibility Criteria and Assessment**

14. The Group will closely examine the Department for Transport's criteria for issuing Disabled Person's Freedom Passes in relation to the Authority's current eligibility assessment methods. The group will utilise support and guidance from London Councils when it does this.
15. Specifically the Group will examine the current assessment criteria for entitlement categories:
  - a. Physical disability
  - d. Mental Health
  - e. Learning Disability

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Where there are shortcomings in relation to the current assessment methods for the eligibility criteria for these categories, the group will work with subject matter experts from Adults and Children's services to formulate more appropriate assessment methods.

The Group will ensure that the eligibility criteria and assessment methods used accord with the Public Sector Equality Duty as set out in s149 of the Equality Act 2010.

### **Correspondence and Communications**

The Group will audit all correspondence that is sent to residents and tailor it as necessary to ensure that it is appropriate to meet residents' diverse needs and the reasonable adjustment requirement of Equality Act 2010 for people with disabilities. The group will also audit all web content to ensure that it is appropriate and offers a good level of signposting to Adults and Children's support services.

### **Lessons Learnt**

16. The Group will consider what lessons can be learnt from the issues experienced from the current Freedom Pass Process and how these can be used to inform other processes.
17. The Group will consider how the Disabled Person's Freedom Pass Renewals Process should operate in the future and where in the organisation the process should be situated.

### **Ongoing review**

18. The group will formulate a monthly reporting mechanism for the new process so that performance data is available for review by the Parking Transformation Board.

### **Membership**

19. The Group will consist of the following officers or their delegated representatives:
  - Strategic Lead for Effective Borough Travel
  - Parking and Infrastructure Manager
  - Contract Performance Manager
  - Representative from Commercial Services Head of Integrated Care
  - Engagement Lead
  - Interim Head of Learning Disabilities
  - Commissioning and Equalities Policy Officer
  - Head of Customer Services, CSG

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- HB PublicLaw
- Operations Director, CSG
- Head of 0-25 Service
- Adults and Wellbeing Strategic Lead
- Barnet Clinical Commissioning Group

It will also be considered if People with disabilities can be involved in the process review and any user testing given the Council's policy of 'nothing about us without us'.

### **Support Stakeholders to be engaged on a monthly basis (to attend every other meeting)**

- London Councils
- Other London Authorities
- MENCAP
- Age UK

### **Ways of working**

20. Fortnightly meetings initially with Monthly meetings thereafter.
21. Chairing role will be held by the Strategic Lead for Effective Borough Travel.

### **Timescale**

22. Review to complete by September 2016.
23. Report to Policy and Resources Committee – September 2016.

### **Questions to be answered**

The following questions will be addressed during the review process. The list is not exhaustive, and may be updated as the review proceeds.

- a) Should the recently reinstated Disabled Persons Freedom Passes should be renewed to 2020. If not how to develop a justifiable process to communicate appropriate expectations to service users about what will happen and when.
- b) What is the best way to construct justifiable and fair eligibility criteria for discretionary disabled persons' Freedom Passes should be proposed going forward.

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- c) Where the Council needs to set-out / confirm eligibility criteria for discretionary Passes these criteria should residents who have been assessed on previous criteria gain “grandfather” rights.
- d) Should the eligibility criteria for discretionary disabled persons' Freedom Passes be agreed by the P&R committee and be subject to consultation, including in Easy Read. Note that this consultation must also include Adult & Community Services.
- e) The new 0-25 team should ensure service users are enabled to have choices and independence (as required by the Care Act), and that they are not disadvantaged when turning 18 by losing the ability to travel freely if it restricts their ability to study, work and socialise.
- f) The eligibility criteria for discretionary Passes should comply with the Care Act, including the requirement to enable choice and independence.
- g) Only 20% of Adults with long term needs have a Care Plan therefore LB Barnet should not use 'known to Adult Services' as a local criteria for discretionary granting of Freedom Passes.
- h) If an assessment decides someone is no longer entitled to a discretionary pass they need to be assessed against their ability to have a driving license before a final decision is made.
- i) If a Pass is to be removed there must be a right of appeal - and the status quo must be observed until the end of the appeal process.
- j) Consideration should be given as to who manages the Freedom pass service in the future