



Telford & Wrekin
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

CABINET

Date **Thursday, 12 September 2019** Time **4.00 pm**
Venue **Meeting Rooms G3/G4, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT**

Enquiries Regarding this Agenda

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Cabinet Members:

Councillor S Davies	Leader
Councillor R A Overton	Deputy Leader and Cabinet Member for Neighbourhood Services, Enforcement & The Pride Programme
Councillor A J Burford	Cabinet Member for Health & Social Care
Councillor L D Carter	Cabinet Member for Finance, Commercial Services & the Borough Economy (Cabinet member for LEP)
Councillor R C Evans	Cabinet Member for Customer, Cultural & Leisure Services & Partnerships
Councillor C Healy	Cabinet Member for Visitor Economy & The World Heritage Site
Councillor R Mehta	Cabinet Member for Communities & Inclusivity
Councillor S A W Reynolds	Cabinet Member for Children, Young People & Education
Councillor H Rhodes	Cabinet Member for Parks, Green Spaces & The Natural Environment
Councillor D Wright	Cabinet Member for Housing, Transport & Infrastructure

Invitees:

Councillor A J Eade	Conservative
Councillor W L Tomlinson	Liberal Democrats

AGENDA

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Key	4.	Travel Assistance Policy and Transport Review	Cllr S A W Reynolds Cllr A J Burford Cllr D Wright	11 - 58
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CABINET

Minutes of a meeting of the Cabinet held on Thursday, 11 July 2019 at 4.00 pm in Meeting Rooms G3/G4, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT

PUBLISHED ON WEDNESDAY, 24 JULY 2019

(DEADLINE FOR CALL-IN: MONDAY, 29 JULY 2019)

Present: Councillors S Davies (Chair), R A Overton (Vice-Chair), A J Burford, L D Carter, R C Evans, C Healy, R Mehta, H Rhodes and D Wright.

Also Present: Councillor A J Eade (Conservative Group Leader)

Apologies: Councillor S A W Reynolds and W L Tomlinson (Liberal Democrat/Independent Group Leader).

CAB-11 Declarations of Interest

None.

CAB-12 Minutes of the Previous Meeting

RESOLVED – that the minutes of the meeting held on 13 June 2019 be confirmed and signed by the Chair.

CAB-13 Report from the Commissioning Body - Appointment of the Chair and General Update

Key Decision identified as **Part B of the Final Commission and General Update** in the Notice of Key Decisions published on 28 June 2019.

Councillor L D Carter, Cabinet Member for Finance, Commercial Services & the Borough Economy presented the report of the Commissioning Body in conjunction with the reports submitted at minute number CAB-14 and CAB-15.

The Commissioning Body's previous report presented to Cabinet on 14 February 2019 had explained that the Commissioning Body's Final Commission would be split into two parts, Part A being the process for the recruitment of the Chair of the Independent Inquiry into Telford Child Sexual Exploitation and Part B being the final Terms of Reference and design of the inquiry process, with input from the Chair of the Inquiry. The Final Commission was split in this way to enable the recruitment of the Chair to proceed without delay, whilst allowing work on Part B to continue, ready to be finalised soon after the appointment of the Chair in order to minimise any possible delay.

The report detailed the Commissioning Body's recruitment process which had led to the appointment of Tom Crowther QC as Chair and set out a general update on the Commissioning Body's work to date.

Councillor Carter stated that the Council would do everything it could to facilitate the work of the Inquiry and would provide information as quickly and as efficiently as possible. He continued by encouraging stakeholders to do the same and witnesses to come forward. He thanked all those whose efforts had resulted in bringing together this stage of the Inquiry.

The Leader noted that many, if not all, of the individuals present may give evidence to the Inquiry and, therefore, it was not deemed appropriate for comments to be taken on the three reports covered at minute numbers CAB-13, CAB-14 and CAB-15.

RESOLVED that the Commissioning Body's update on the recruitment and appointment of the independent Chair, and the general update on progress with establishing the Inquiry, as set out in the Appendix B Report, be noted.

CAB-14 Report from the Commissioning Body on the design of the Inquiry Process

Key Decision identified as **Part B of the Final Commission and General Update** in the Notice of Key Decisions published on 28 June 2019.

Councillor L D Carter, Cabinet Member for Finance, Commercial Services & the Borough Economy presented the report of the Commissioning Body, which addressed the inquiry design process, in conjunction with the reports submitted at minute number CAB-13 and CAB-15.

As at the date of the report, neither the Chair nor the Commissioning Body had received any documentation that may be relevant to the Inquiry. That was not necessarily unexpected given that the Inquiry's Terms of Reference had yet to be finalised. The Chair and the Commissioning Body also have a limited understanding as to how many witnesses might have relevant evidence to provide, and be willing to engage with its work. As a result, the scale of the work that faced the Inquiry remained unknown. Designing an inquiry process with a fixed timetable was, therefore, challenging. It was also acknowledge that unexpected issues might arise in the course of the Inquiry which could impact any timescale. The process had, therefore, been designed with a degree of flexibility and was set out at Annex 1 to the report.

RESOLVED that the inquiry process, which forms part of the Final Commission, Part B, as proposed by the Chair and the Commissioning Body and set out in Annex 1 to the report, be noted.

CAB-15 Report from the Commissioning Body on the Inquiry's Terms of Reference

Key Decision identified as **Part B of the Final Commission and General Update** in the Notice of Key Decisions published on 28 June 2019.

Councillor L D Carter, Cabinet Member for Finance, Commercial Services & the Borough Economy presented the report of the Commissioning Body in conjunction with the reports submitted at minute number CAB-13 and CAB-14.

The report detailed how the Commissioning Body began working with the local Survivors Committee in Telford earlier in 2019 to start discussions in relation to the Inquiry's Terms of Reference. This early engagement with the Survivors Committee had been a priority, to help understand the main issues to be considered when designing the Terms of Reference. The Commissioning Body, however, recognised that wider consultation on the Terms of Reference was important to ensure that all victims and survivors, stakeholders and members of the public, had an opportunity to comment on the scope of the Inquiry's work, and to ensure that the final Terms of Reference were as informed as possible. Details of the consultation that had taken place in a time period of just over three weeks (ending on 5 July 2019) were included in the report along with the outcome and the proposed Terms of Reference.

The comments of the CSE Inquiry Member Advisory Group in relation to the Terms of Reference had been circulated and all comments had been incorporated into a revised draft which had also been circulated.

RESOLVED that the Terms of Reference be noted

CAB-16 Telford & Wrekin Council 4 Year Programme to Protect, Care and Invest To Create a Better Borough

Key Decision identified as **Telford & Wrekin Council 4 Year Strategy to Protect, Care and invest To Create a Better Borough** in the Notice of Key Decisions published on 25 June 2019.

Reserved for Council.

Councillor S Davies, Leader, presented the report of the Managing Director which set out a refreshed high level Council programme to drive the delivery of a series of community commitments as the Council's strategic focus through to 2023 which were adopted by Cabinet on 30 May 2019.

Underpinning the delivery of these community commitments, was the ambition for Telford and Wrekin to be a family friendly borough and that Telford & Wrekin Council would seek to protect, care and continue to invest in services. To drive delivery of the commitments and this ambition, the Council's strategic programme (set out at Appendix One to the report) had been revised, setting out a borough vision and 8 priorities as detailed in the report.

The programme would provide clarity for the community and partners what the Council would seek to deliver with the resources available. The programme was also an important part of communicating the organisation's ongoing development with the workforce.

The second part of the programme set out how the organisation was going to continue to transform to deliver the priorities in the face of significant challenges including those set out in the report relating to delivery of savings, uncertainty over the government's funding model for Local Authorities and the lack of certainty over the future of Adult Social Care

The transformation strategy was called "Be the Change" and was detailed in the report.

Underpinning the delivery of these priorities were the Council's co-operative values.

Since adoption of the Community Commitments a number of actions had taken place to drive delivery. These were comprehensively detailed in the report. Work would continue to drive the delivery of the priorities through service planning (at Assistant Director level) and the development of a performance framework which will be reported to Cabinet twice each year.

RESOLVED - that

- (a) the programme be **RECOMMENDED TO COUNCIL** for approval;
and
- (b) progress to date in delivering the commitments be noted.

CAB-17 Financial Management 2019/20

Key Decision identified as **Financial Management 2019/20** in the Notice of Key Decisions published on 12 June 2019.

Reserved for Council.

Councillor L D Carter, Cabinet Member for Finance, Commercial Services and the Economy presented the report of the Assistant Director: Finance & Human Resources, Chief Finance Officer.

Cabinet Members noted that the net outturn position for 2019/20 was currently projected to be within budget at year end after applying funding from the Council's contingency. The centrally held contingency was available to meet funding pressures and any unforeseen costs with any balance remaining at year-end used to support the medium term service and financial planning strategy in future years. The current projection was that £3.6m of the contingency would still be available at year-end.

This was a positive position as £6.1m savings were required to balance the 2019/20 budget although significant pressures were being experienced in a number of service areas. The aim was to reduce the impact of those pressures and improve the overall position further during the remainder of the year.

Adult Social Care was currently projected to be £0.492m (or 1.2%) over budget and close monitoring and active budget management would continue throughout the year. Children's Safeguarding & Family Support continued to be a key area of focus and was currently projecting to be £1.598m (5.2%) over budget. A cost improvement plan was in place which was actively monitored on a regular basis by senior managers and Cabinet Members.

There were a number of variations from the approved budget, including some beneficial variances as set out in the report.

The funding outlook for the medium term was still very uncertain with significant changes to the local government finance system due to be implemented from April 2020 but very little information available about what impact these changes would have on the Council. However, using the limited information available, it was currently anticipated that the Council would need to identify around £25m further savings over the next 2 years (2020/21 – 2021/22) on top of the £123m already delivered to the end of 2019/20.

A four-year programme to invest in, protect and care for the Borough was approved at Cabinet on 30 May 2019. That report identified the Council's strategic focus through to 2023 and a number of key investments were now put forward for approval which enabled delivery of the commitments made to the Community. Details were set out in section 5.2 of the report.

The Capital programme totalled £70.18m which included all approvals since the budget was set. Projected spend was 92.25% of the budget allocation. There were a number of new allocations and slippage which required approval and these were listed in Appendix 3 to the report.

The Income monitoring position was noted; income collection in relation to NNDR was ahead of target, while collection for Council Tax and Sales Ledger were slightly behind the target. Total cash collected was over £3.5m greater than at the same point in the previous year.

Councillor Carter commended the efforts of the Chief Financial Officer and all Council teams delivering services to the people of Telford & Wrekin. A number of Cabinet Members expressed concern over the uncertainties outlined in the report.

RESOLVED –

- (a) that it be noted that 2019/20 revenue spending is currently projected to be within budget and work will continue with SMT to**

sustain this position; and the use of the contingency detailed in section 5 of the report be approved;

- (b) to **RECOMMEND TO COUNCIL** that the investments listed in Section 5.2 of the report be approved and the Medium Term Financial Strategy is updated to reflect these;
- (c) the position in relation to capital spend be noted and to **RECOMMEND TO COUNCIL** that the changes to the capital programme detailed in Appendix 3 of the report be approved; and
- (d) the collection rates for NNDR, council tax and sales ledger be noted.

CAB-18 Shropshire Hills AONB Management Plan 2019-24 and Shropshire Hills AONB Terms of Reference

Key Decision identified as **Shropshire Hills AONB Management Plan 2019-24 and Shropshire Hills AONB Terms of Reference** in the Notice of Key Decisions published on 12 June 2019.

Councillor H Rhodes, Cabinet Member for Parks, Green Spaces & The Natural Environment presented the report of the Assistant Director: Business, Development and Employment.

The Council had committed to protect, enhance and extend the network of green spaces within Telford and Wrekin which characterised the Town and provided accessible spaces for local communities to enjoy and support the Council's health and wellbeing agenda. The Borough's Green Network extended to over 2500 hectares and under its recent Green Guarantee and Local Nature Reserve initiatives the Council had identified, retained and protected over 1000 hectares of important green spaces valued by the local community.

The Wrekin Forest formed significant links between Telford's urban green network to the north and the Ironbridge Gorge World Heritage Site to the east and was an integral part of Telford's green infrastructure and 'Forest City' heritage. The Wrekin and Ercall hills were regional landmarks and the Council provided protection to this 'strategic landscape' which also included flanking woodlands and villages including Little Wenlock and New Works, through planning policy.

It was estimated that up to 120,000 people visited the Wrekin per year. This massive popularity reflected its attraction for those leading healthy lifestyles, providing the facilities and the environment for all ages to enjoy. The work of Discover Telford and the 'smart packaging' of the area's tourism offer focussed on the Wrekin forming part of a wider package of visitor experiences including guided walks, trails and 'multi-centre' experiences such as wider heritage and nature itineraries linked with the Ironbridge Gorge, the local woodlands managed by the Severn Gorge Countryside Trust and the Local

Nature Reserves and Public Parks in the urban heart of the borough. The approach aimed to increase visitor dwell time, return and benefits to all.

A small part of the Shropshire Hills Area of Outstanding Natural Beauty (AONB) fell within The Wrekin Forest Strategic Landscape and this report sought Cabinet approval for the 2019-2024 AONB Management Plan and the revised Terms of Reference for the AONB Partnership which were both appended to the report.

Local Authorities with an AONB in their boundary had a statutory requirement to produce a Management Plan. The Management Plan set out the priorities for conserving and enhancing the AONB for a five year period. As the AONB extended outside the borough's boundary and impacts on a wide range of stakeholders the AONB Partnership was established as a joint advisory committee to both Shropshire Council and Telford & Wrekin Council. The Council was represented on the Partnership at Officer and Member level. The Partnership had led the update of the Management Plan which had been subject to consultation with the public and a wide range of partner organisations. The amendments to the Partnership's terms of reference reflected the need to ensure an effective management structure while maintaining links with wider stakeholders.

The Vision for the AONB set out in the Management Plan was that :-

"The natural beauty of the Shropshire Hills landscape is conserved, enhanced and helped to adapt - by sympathetic land management, by co-ordinated action and by sustainable communities; and is valued for its richness of geology, wildlife and heritage, and its contribution to prosperity and wellbeing."

The revised Management Plan recognised the unique qualities of the element of the AONB that sat within the Borough and the key management policy maintained the protection of the area through planning policy and promoted the ongoing support of local partnerships including the Wrekin Forest Partnership established in 2007.

Collaboration and partnership working would continue to be key to the success of the management and evolution of the AONB in the borough.

RESOLVED – that

- (a) the Shropshire Hills AONB Management Plan 2019-24 be approved; and**
- (b) the revised Terms of Reference for the AONB Partnership be approved.**

The meeting ended at 4.21 pm

Signed for the purposes of the Decision Notices

Joanthan Eatough
Assistant Director: Governance, Procurement & Commissioning
Date: Wednesday, 24 July 2019

Signed

Date: Thursday, 12 September 2019

TELFORD & WREKIN COUNCIL

CABINET – 12 SEPTEMBER 2019

TRAVEL ASSISTANCE POLICY AND TRANSPORT REVIEW

JOINT REPORT OF:

**ASSISTANT DIRECTOR OF EDUCATION AND CORPORATE PARENTING
LEAD CABINET MEMBER – CLLR SHIRLEY REYNOLDS
ASSISTANT DIRECTOR OF ADULT SOCIAL CARE
LEAD CABINET MEMBER – CLLR ANDY BURFORD
ASSISTANT DIRECTOR OF CUSTOMER & NEIGHBOURHOOD SERVICES
LEAD CABINET MEMBER - CLLR DAVID WRIGHT**

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

To seek Cabinet approval to commence a formal consultation process in respect of the proposal to refresh the current Home to School Transport Policy and to introduce an Adult Social Care Travel Assistance Policy. Following a review of the current processes and practice, these proposals have been designed to provide greater choice, independence and control for residents of the borough, improving their outcomes. Approval is also sought to commence a review, following the outcome of consultation, on the most cost effective way of transporting customers which will include a review of the Council's Fleet Services, use of taxi's and community transport provision to ensure our offer remains fit for purpose and able to demonstrate value for money.

2. RECOMMENDATION

- 2.1 That Cabinet approves the consultation process for the revised Home to School Transport Policy attached at Appendix A to this report.
- 2.2 That Cabinet approves the consultation process for an Adult Social Care Travel Assistance Policy, as attached at Appendix B, and for Post 16 Travel Assistance to start in November 2019
- 2.3 That Cabinet approves a review of all council's transport services, following the outcome of consultation, to ensure the modes of transport used to transport service users and customers can demonstrate value for money and fitness for purpose.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	Yes they will contribute to several priorities by supporting the health and wellbeing of our communities, helping to protect and support vulnerable children and adults, support people's prospects through skills training, and putting our children and young people first
	Will the proposals impact on specific groups of people?	
	Yes	These policies address issues in all age groups and have the potential to make a positive influence in all areas of the borough.

<p>TARGET COMPLETION/DELIVERY DATE</p>	<p>Consultation for the Home to School Travel Assistance Policy will commence late September 2019 and run for longer than the statutory 28 working day period. This is due to the fact that the Department for Education is also consulting on their home to school guidance at the same time and we want to be able to consider their finding alongside our own feedback. Consultation for the Adult Social Care Travel Assistance Policy and Post 16 Travel Assistance Policy will commence in November 2019. All draft policies will be presented to full council in April 2020 and if approved, be in place from May 2020. This will mean that the new Home to School Travel Assistance Policy and Post 16 Policy will apply to all those starting/continuing education from 1st September 2020.</p> <p>The wider Transport Review will commence once it is clear what the impact of the policy changes will be. The review likely to be completed by Summer 2020 with the outcomes reported back to Cabinet.</p>	
<p>FINANCIAL/VALUE FOR MONEY IMPACT</p>	<p>Yes</p>	<p>Travel assistance for children and young people (CYP) and adults is a significant area of expenditure for the Council. The majority of CYP transport expenditure is for transporting CYP with high needs and thus is under similar budgetary pressure to the overall area of high needs provision within the Borough. This is a national issue, not just one for Telford & Wrekin. One significant contributor to this pressure is that since legislative changes in 2014, high needs provision can continue until age 25 (previously 19) with consequent cost implications but with inadequate new burdens additional funding given to Local Authorities. The Local Government Association were clear at the time that new responsibilities placed on councils in the Children and Families Act were underfunded by the Government and continue to raise this underfunding of SEND reforms as one of the biggest issues that councils are having to deal with. Local Authority Treasurers societies have recently also requested a post-implementation review of the legislation to assess whether sufficient funding has been allocated to meet the objectives of the Act. The 2019/20 Home to School transport budget is £3.1m. and the budget for the transport of adults in 2019/20 is £905k</p> <p>The implementation of consistent travel assistance policies will help to ensure fair, appropriate, efficient and effective use of transport across the Borough.</p> <p>Provision of travel assistance is through both internal and external providers via the Council's fleet transport and the use of taxis. Clients accessing in house care provision also make use of this transport. Once proposals have been developed, following the outcome of consultation, the impact on in house service provision and council wide budgets will be assessed.</p> <p>One of the aims of the full review of all of the council's transport services to include Fleet Services and subsidised bus services is to establish how a more</p>

		<p>sustainable and cost effective service can be provided. Financial implications of this review will need to be determined when, or if, any revision to the current service is proposed</p> <p>KC & TAS 29/08/19</p>
LEGAL ISSUES	Yes	<p>Local authorities have a duty to consult with service users in respect of proposed changes which are significant. There is statutory guidance for the individual types of travel assistance on how and who to consult. The guidance specifically provides that local authorities should consult widely on school/SEND travel arrangements and such consultations should last for at least 28 working days excluding school holidays.</p> <p>Proper consultation demonstrates the Authority's Co-operative Council values and is vital for good governance. In addition effective consultation reduces the chances of successful challenges which delay implementation and can be costly.</p> <p>There is also specific statutory guidance in respect of local authorities complying with their duties in relation to education/training and SEND related transport.</p> <p>The draft revised Policy has been drafted taking into account relevant statutory guidance.</p> <p>Additionally, as a public sector organisation, the Council must comply with the Public Sector Equality Duty set out at s,149 Equality Act 2010; to do so the Council will need to have regard to the consultation responses received when preparing an equalities impact assessment with regard to the final draft proposals.</p> <p>AL 5/8/19</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	<p>The policies have been produced in an easier to read style. The draft policy has considered the 'School Transport Learning From Complaints' guide produced by the LGO along with conversation with parents, schools and representative groups over the past 5 months</p> <p>It should also be noted that an increased personal choice in respect of both the on-going provision of adult social care services and travel could lead to a reduction in the number of passengers travelling in Fleet Buses. Potential impact will be modelled by the transport review proposed in this report.</p>
IMPACT ON SPECIFIC WARDS	No	<p>This is a key decision and will impact on all wards. A full Impact analysis will be carried out following the outcomes of the consultation.</p>

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

4.1 Ambition for vulnerable adults, children and young people lie at the heart of the Council's priorities, 'the right support at the right time to support independence'. In the proposed review of these travel assistance policies the Council will focus on:

- 4.1..1 getting the basics right by explaining what our statutory duties are and what parents, carers and adults can expect from us, and signposting for those not eligible for these services so that we offer 'something for everyone';
- 4.1..2 Solving problems and promoting social responsibility by offering a range of travel assistance options;
- 4.1..3 Believing in, and challenging our service users by encouraging independence, for example by expanding travel training, increasing the offer of personal transport budgets; and
- 4.1..4 Offering spare seats to those who are not eligible but who may benefit from them for a contribution

4.2 We need to rationalise transport policies by having:

- 4.2..1 a clear Home to School Travel Assistance Policy; and for those with eligible adult social care needs
- 4.2..2 an Adult Travel Assistance Policy.

Both policies focus on a local and personal approach.

4.3 There is a statutory requirement for the Council to publish a Post 16 Travel Assistance Policy every year in May. This year's policy has already been published and is attached for reference. However, we will be launching a consultation of an updated policy that will be shared in November 2019.

4.4 The proposed updated and new policies focus on the Council's statutory duty to provide travel assistance. The main changes are:

- 4.4..1 eligibility criteria and assessment process have been made clearer;
- 4.4..2 all options available for travel assistance have been listed;
- 4.4..3 there is a clear appeals process for all age groups; and
- 4.4..4 it covers areas where the Council may charge for services.

4.5 The objective of all our travel assistance policies is to enable people to have more choice and control by accessing general travel services where possible. The Council's current transport service is a traditional model that provides transport for people from door to door that encourages dependency. The proposed policies are attached as Appendices to this report, with the current Post 16 Policy attached for information only at this stage.

- 4.6 The Department for Education is currently consulting on revised statutory guidance on home to school transport¹. Whilst there have been no changes to the law there is a need to clearly state the Council's statutory duties. The Council has been working alongside the DFE² and the LGO to help review both policies so they do align to the current best practice. This will also be the case with regard to the drafting of a revised Post 16 Policy which will need to consider how travel assistance may be considered for those students aged between 19 and 25 who have Special Educational Needs and Disabilities.
- 4.7 Other councils, including Wolverhampton and Shropshire, have recently reviewed and consulted on their travel policies. In the drafting of the attached policies, the Council has considered the lessons learned both from councils that have completed their processes and paid due regard to lessons from the latest Local Government Ombudsman reports into school transport decisions³, best and local practice for Post 16 travel, and for adults with links into 'think local and act personal'⁴.
- 4.8 The Home to School Policy provides more choice, independence and control. It also brings a number of improvements to existing ways of working by:
- 4.8..1 Considering the introduction of a Spare Seat Offer; this enables parents of children not eligible for Council funded travel assistance or adults accessing services to purchase a spare seat on a Council funded vehicle if available;
 - 4.8..2 Introducing independent travel training for all ages; by starting this with our young people we can, where possible, bring more independence to their lives both during the week when attending school and beyond, providing the skills to access future employment and become less dependent;
 - 4.8..3 Explaining how safe walking routes to schools are assessed;
 - 4.8..4 Ensuring that travel assistance remains in place should there be a local change of home address for children in Year 6 and Year 11, for example, to minimise disruption during important exam years; and
 - 4.8..5 Increase the efficiency of the systems, for example, introducing online forms to enable online applications, making sure that information is collected and stored in one place and, where applicable, mileage claims.
- 4.9 The Council will be seeking views around the proposed changes in delivering statutory services:

For Home to School Travel Assistance

- 4.9..1 Eligibility for travel to faith schools will only be provided to those families on low income, where the school is over the statutory walking distances.
- 4.9..2 Children under 5 years old are not eligible for funded travel assistance.

For Adults Travel Assistance

¹ <https://consult.education.gov.uk/home-to-school-transport-and-admissions-team/home-to-school-travel-and-transport-statutory-guid/>

² <https://tinyurl.com/y5mtkgw>

³ <https://www.lgo.org.uk/decisions/education/school-transport>

⁴ <https://www.thinklocalactpersonal.org.uk/browse/careact2014/>

4.9.3 Eligibility for travel assistance will be assessed alongside eligibility for care. Eligibility for care does not automatically mean that a person is eligible for travel assistance and each case will be assessed in its own right.

For Post 16 Travel Assistance

4.9.4 Suggested revisions to the Post 16 Travel Assistance Policy will be shared when the consultation process starts in November 2019.

- 4.10 The proposed policies will relate to a large number of our residents and so it is essential there is sufficient time for meaningful consultation.
- 4.11 As mentioned, Government has recently launched a consultation on its Home to School Travel and Transport. The consultation ends on 31st October 2019 after which they will need to respond to that consultation and finalise the statutory guidance with its outcomes by spring 2020. We will incorporate the statutory guidance when it is released.
- 4.12 In the meantime, the Council will commence consultation for the Home to School Travel Assistance Policy on 26 September 2019 until 15 November 2019. The Government will not have finalised their statutory guidance by that time, but if the changes are significant, this might mean our policies do not align with the guidance and therefore, we might need to re-consult. The timing of the Council's consultation will ensure that families and carers have a chance to review and comment on the policy as they are making decisions regarding primary and secondary school applications.
- 4.13 Consultation for the Adult Social Care Travel Assistance Policy and Post 16 Travel Assistance will commence on 4th November 2019 until 16th December 2019. This two phased consultation approach will allow for sufficient resource to be available to support full and meaningful engagement with children and their parents/carers, adults and their carers, schools, day centres, voluntary organisations, partners, commercial services and all residents of the borough.
- 4.14 Consultation is online with paper support. The easy read nature of the policies will make consultation easier and more accessible.
- 4.15 The indicative timetable for consultation and final policy approval is at Appendix C
- 4.16 As per the timetable above, it is envisaged that the Travel Assistance Policies will be in place by spring 2020. Anyone receiving Travel Assistance as part of a social care service or an Education Health and Care Plan (EHCP) after this date, will have their travel considered along-side the Policies as part of their EHCP annual review or social care annual review. The Council is mindful that any final Policy could lead to changes to, or the withdrawal of, travel assistance for some receiving it. Where this is the case, officers will work with the person, their family and support network to ensure that they are given information and advice to help support them.
- 4.17 There are a number of options the Council can consider around community transport including community bus schemes and volunteer car driver schemes. The consultation process will be used to explore people's preference. When this has been established the

Council will work with the relevant organisations to develop appropriate schemes and agree the detail around how such schemes will operate.

- 4.18 Although these proposed policies may contribute some savings, the fundamental purpose is to ensure that the Council is fair and equitable in its delivery of travel assistance in line with statutory guidance and promotes independence and sustainability through personalisation.
- 4.19 The Council is proposing to undertake a review of all its public and private passenger transport services following this consultation exercise. The review will consider the current and future needs of residents in the borough and how we can best support these with an environmentally sustainable and cost effective service.

5. INFORMATION

- 5.1 The approach taken in the policy and the consultation process is consistent with that taken by other councils across the country and in accordance with draft statutory guidance and Local Government Ombudsman guidance on best practice.

6. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

- 6.1 An initial equality analysis in respect of the Public Sector Equality Duty set out in s.149 Equality Act 2010 has been undertaken. It has identified a range of affected individuals and stakeholders who share protected characteristics who would potentially be affected by this policy. Those affected include people with a disability, children and young people, older people, and their parents and carers.
- 6.2 The consultation is inclusive of the needs of these groups and will ensure informed engagement.
- 6.3 A full equality impact analysis can only be undertaken after meaningful consultation when all views and comments have been received and presented for consideration. This is planned into the process and will enable us to understand the impact of the policy itself and any other areas that have been highlighted as part of the process. We will then be able to establish if there are any specific groups or individuals who could be disadvantaged by the policy and take appropriate action.

7. PREVIOUS MINUTES

N/A

8. BACKGROUND PAPERS

Appendix A: Home to School Travel Assistance Policy



Appendix A Travel Assistance Policy
Appendix A1 Spare Seat offer Draft v0.3
Appendix A2 Travel Assistance Policy 3 Pc

Appendix B: Adults Travel Assistance Policy



Appendix B Adult Social Care Travel Ass

Appendix C: Indicative Consultation Timeline



Appendix C Travel Assistance Policy Con:

Report prepared by Sarah Bass, Service Delivery Manager Commissioning, Procurement & Brokerage

Borough of Telford & Wrekin Home to School Travel Assistance Policy



In Telford & Wrekin we want to ensure all children and young people are as independent and successful as possible in their adult lives. This will be different for each child or young person and therefore we plan and work together to enable individuals to:

- Get a job, become employable or be engaged in meaningful activity
- Live as independently as possible
- Actively participate in community life – have friends and personal interests
- Be as healthy as possible

Travelling as independently as possible plays an important role in how children and young people achieve these 'Preparing for Adulthood outcomes' and live ordinary lives. This Policy sets out how we will support this.

For children and young people who are not yet able to travel independently, we want them to have opportunities to travel between home and school in as ordinary a way as possible.

This includes:

- How far and how long they travel - time to study, play or relax
- Who they travel with – we want children and young people to travel with people who know them best, and family or friends

- Opportunities in which to develop the skills necessary for independent travel – self-regulation, resilience, social interaction and social communication skills, anxiety-management, problem solving, time-keeping etc.

We want to support and advise families to support their own children/ young people. Where additional support is needed, it will always be by the most inclusive and least specialist form of travel possible, to ensure that travel supports a child/young person's wider outcomes.

We want to ensure our children and young people with Special Educational Needs and Disabilities (SEND) have choice and control in accessing services (including educational settings), social opportunities and participation opportunities. We want children and young people with SEND to feel the valuable part they play in society and to be able to access opportunities to be with all peers, including those without SEND.

In compiling this policy, we have ensured we have considered the latest statutory guidance and regulations issued by The Department for Education (DFE) and other Government organisations.

This policy sets out the criteria that will be used to assess whether your child or young person qualifies for home (the place where the child is habitually and normally resident) to school (the educational setting where the child is on roll) travel assistance, at the start and end of the day. This does not relate to travel between educational institutions or other provision during the usual school day.

The policy for travel assistance for post -16 education and training is different from that for students of compulsory school age and can be found on the Council's website here: http://www.telford.gov.uk/downloads/file/6423/post_16_transport_policy

This policy explains:

- Which children are eligible for home to school transport
- Our spare seats scheme
- How to apply for home to school travel assistance
- How to appeal a home to school travel assistance decision

Travel assistance will be subject to eligibility criteria and only available where your child attends the nearest '**qualifying school**' or a place other than that 'school' whereby arrangements have been made for their attendance due to exclusion, illness or otherwise. The nearest qualifying school will be determined by the Council. The following types of school are classified as 'parental preference' and therefore funded travel assistance is not provided:

- Grammar Schools

- Faith Schools¹.
- A school that is not the nearest or qualifying school

Although we will not provide funded travel assistance to parental preference schools, spare seats on established routes may be purchased and further information is contained later on in this policy.

A child may also be eligible for free home to school travel where they receive education at a place other than a school if an [arrangement](#) has been made under section 19 (1) of the Education Act 1996.

Where a child is on the register for a school but has been excluded and now attends an alternative educational establishment that is not a classed as their qualifying school, the new educational establishment will be treated as a qualifying school and the child would be registered as a pupil at that school.

Best practice suggests that the maximum time of a single journey for a child of primary school age is 45 minutes and a young person of secondary school age, 75 minutes. Our teams will always try to offer a solution which does not exceed these timings.

The DFE's general expectation is that a child or young person will be accompanied where necessary between home and school by their parent, carer or legal guardian.

Eligibility Criteria:

All children between 5 and 16 qualify for travel assistance if they go to their nearest qualifying school and live at least:

- 2 miles from the school if they're under 8
- 3 miles from the school if they're 8 and under 16

Special educational needs, disabilities and mobility problems:

Where the child cannot reasonably be expected to walk to school (accompanied by a parent/carers as necessary and considering the age of the child, as well as whether one would normally expect a child of that age to be accompanied) because of mobility problems, or because of associated health and safety issues related to their SEN or Disability, we will review and assess each child on an individual basis. Usual transport requirements (e.g. the statutory walking distances) may not be considered when assessing the transport needs of children eligible due to SEN and/ or disability.

¹ Other than on the ground of low Income as described in Extended Rights.

The pupil must be attending the nearest qualifying school or a setting named on his or her Education, Health and Care Plan (EHCP), following formal consultation by the SEN Team, rather than a setting named due to parental preference.

Where a pre-school child with an EHCP has been placed at a nursery, special school or other specialist provision by the Council, travel assistance may be provided in the same way as for children of statutory school age but a charge will be made. The charge will follow the same charging approach set out in the Post 16 Policy's non statutory charge.

When applying for travel assistance, parents and carers of children with SEN and mobility issues, are asked to complete a comprehensive online questionnaire which collects information to help officers make an informed decision about the application. This questionnaire asks for detailed information about the child's health, abilities with regard to travel and interventions, should the child not be settled at any stage during their travel. Where appropriate, this information may be shared with providers to form the child's travel plan and to support the risk assessment.

Route suitability:

When assessing the suitability of the route used to measure the travelling distance from a child/ young person's home address to the school, we give consideration to a number of factors that might apply at the time your child would be expected to walk the route (accompanied as necessary) in order to attend school for their full statutory education hours during usual timetabled school hours.

DFE guidance is that it is reasonable for a child to walk to a designated pick up point and for pupils up to the age of 8, this would be 1 mile accompanied by their parent/carer, and 2 miles for any pupil over the age of 8.

• Unsafe route eligibility:

We will use technology to identify, measure and assess routes. This route will be the shortest route that the child, accompanied as required, may walk to school safely. This may not necessarily be the shortest distance by road and may include footpaths, bridleways and alternative entrances to the school. Where a parent/carer deems a walking route to their qualifying school is unsafe for their child (when accompanied by themselves), they should contact the Transport team and one of our professional road safety auditors will assess a route to determine whether it is safe for walking.

Extended rights (Children from low income families):

We will provide travel assistance for children who are **entitled to free school meals**, or if a parent with whom they live receives **the maximum amount of Working Tax Credit/ Universal Credit**, if:

- they are **aged 8 to 10**, attend their nearest suitable school and it is **more than 2 miles** from their home; or
- they are **aged 11 to 16**, attend one of the 3 nearest suitable schools and it is **between 2 and 6 miles** from their home and there are fewer than three suitable schools nearer to their home; or
- they are **aged 11 to 16** and attend a school that is **between 2 and 15 miles** from their home that their parents have chosen on the grounds of their **religion or belief** if, having regard to that religion or belief, there is no nearer suitable school to their home.

Where a child is eligible for extended rights to free home to school transport, their eligibility will be re-assessed at the beginning of each academic year.

Residential Placements:

The frequency for journeys between home and school/ college is agreed between the Council, schools, young people and parents and carers in the first instance. Travel to residential placements will normally be agreed for the beginning and end of each term only. All applications are renewed annually.

Children and young people with disabled parents:

We promote and ensure equality of opportunity for disabled parents. Where a child or young person needs to be accompanied along a route that would be deemed unsafe without adult supervision, but a parent/carer cannot provide that supervision because they are themselves a disabled person, (medical reports / other evidence is required), then a reasonable adjustment might be to provide home to school travel for the child in question.

Compulsory school age children in temporary accommodation:

Children from low income families who have been moved to temporary local authority accommodation, such as a bed and breakfast, can get free travel for up to two terms. This is so they can keep going to the same school while arrangements are made for transition to the nearest suitable school. The temporary accommodation address must be beyond 2 miles from school, and the child must have been attending their nearest suitable school before they moved into temporary local authority accommodation. Children who are in Key Stage 4 (year 10 & 11) at the time of being moved, will be supported in their current school until the end of Key Stage 4, as long as the school remains beyond 2 miles from the child's temporary accommodation address.

Children with dual living arrangements

Where a child lives with shared parental responsibility, the home address used to assess eligibility will be taken as the one where the child spends the most time. Where equal time is spent with both parents, the home address will be taken as the one regulated to receive child benefit. When there is shared care, parents must opt to use one address for their application.

Looked After Children

Our looked after children are assessed for support within the ethos of the full Home to School Travel Policy to enable them to be empowered to become more independent with travel, developing skills that will be extremely valuable in their future. How a young person is supported in travelling to and from school can be an important aspect of their social inclusion and, in the longer term, vital for attaining maximum independence and life choices.

A range of options for support with travel is available and reviewed at regular intervals throughout a child/young person's education/care.

Where a child/young person is placed with a Telford & Wrekin foster carer we will endeavour to support that young person to travel as independently as possible (accompanied as necessary).

In very exceptional circumstances (such as where interim care orders are in place pending final decisions), a young person may be placed in a care placement Out Of Authority but have sound educational reasons for continuing at their current school in the borough. In such circumstances, in full consultation with Social Care, travel assistance may be offered.

Where a child is placed within an Independent Fostering Agency (IFA), transport will be in line with the current National Framework Contract for Independent Fostering Agency placements:

'The provider or their carers are expected to fund the day to day travel needs for children/young people placed within a 20 mile radius. This agreement shall be specified in the individual Placement Agreement (IPA).'

Where the journey exceeds the 20 mile radius, we will review the case on its own merits to consider if we can support travel assistance.

We are not responsible for the travel assistance relating to children placed with IFA's by other councils in our borough.

How will your child's travel assistance will be provided:

Should your child be eligible for travel assistance, this will be offered in the following priority order:

- Independent Travel Training - Access to Independent Travel Training – support is provided alongside a training programme to enable the child or young person to travel independently over a period of time. This may be provided in conjunction with other forms of travel assistance, for example, travel passes. Our experienced Council officers will work with your child alongside family, school and college to develop safe travel plans and routes to increase independence
- a mileage allowance to parents/carers for taking their child to school at the start of the day and taking their child home at the end of the day using their own vehicle - paid in arrears on a monthly basis to the parent/carer
- A Personal Transport Budget (PTB) - payment given to families of children who have an Education Health Care Plan directly which they then use to ensure their child gets to and from school every day
- a funded travel pass to occupy a seat on a vehicle operated by Council Fleet Transport Services
- a funded travel pass to occupy a seat on a mini bus, coach or taxi operated under contract to the Council.
- In the cases of children with **individual needs** or children with **special education needs, disabilities and mobility problems** will determine the support required. Where necessary, we will provide a specialist vehicle (for example, a vehicle that is able to accommodate a wheelchair). Where necessary, we will also provide passenger assistants.

Enhanced DBS (Disclosure and Barring Service) checks are carried out on all drivers and passenger assistants of council and contracted providers.

Where a child is picked up and dropped off at home, it is the parents/carers responsibility to be at home to hand the child over to the driver on the outbound journey and to be at home to receive the child from the driver at the end of the school day.

Exceptional circumstances

In **exceptional circumstances**, we will consider providing free or subsidised home to school transport for children who do not fall within eligibility criteria.

The following are examples of circumstances in which we may consider providing free or subsidised home to school transport:

- In cases of domestic violence, where a child has moved to a refuge – to enable them to continue attending their current school where it is no longer their nearest school

- Where a looked after child has moved to a new placement - to enable them to continue attending their current school where it is no longer their nearest school.

Spare seats

Where there are **spare seats** in buses, minibuses and taxis that we contract to provide free home to school transport for eligible children, these are **available to be purchased** by the parents or carers of **children who are not eligible**.

Please see the spare seat offer on our web page via this **LINK** *[attached as a doc at this stage]*

Behaviour on School Transport

We expect parents and schools to promote good standards of behaviour by children on their journey to and from school through rewarding positive behaviour and using sanctions to address poor behaviour. The Education and Inspections Act 2006 empowers headteachers to take action to address unacceptable behaviour even when this takes place outside the school premises and when their pupils are not under the legal control of the school. We also take this to mean behaviour on school buses, or taxis on the route to and from school, whether or not their pupils are in school uniform.

In certain situations, where there is serious and/or persistent behavioural issues in council provided transport, we will consider withdrawing travel assistance until the situation is resolved with parents/carers working with us, the school and the transport provider to resolve the situation.

How to Apply

If your child meets the eligibility criteria as set out above and qualifies for travel assistance to their nearest qualifying school you can apply online via this link:

http://www.telford.gov.uk/info/20025/school_information/10/home_to_school_transport

For those parents and carers who may have difficulty in accessing or completing this application, support and help is available from our support officers at our First Point and Library offices across the borough:

http://www.telford.gov.uk/info/20497/find_a_council_office/649/first_point_telford

You are encouraged to provide as much information as possible to support the application especially where it relates to a child or young person with SEND who may have particular support needs when travelling.

We advise you to submit applications for the new school year to us **BY 30th JUNE**. It can take up to 20 days to process your application as each case is considered on its own merits so, you must organise your own travel assistance whilst an application is being considered.

Review and Appeal – Stage 1 & Stage 2

Should an application be declined or you are not happy with the travel assistance arrangements, you have a right of appeal. It will be your responsibility to ensure your child attends school whilst any appeal is being carried out. We must receive this appeal within 20 working days of our decision. After this date, our decision will remain final.

Details of where to send your appeal will be contained in your decline letter.

Stage 1: review by Senior Officer

Your appeal will be considered by a **senior officer** delegated by the Director for Services. They will review the original transport decision in light of the information you have provided. You will receive their decision in writing within **20 working days** of us having received your appeal.

Stage 2: appeal hearing

If you are not happy with the senior officer's decision at stage 1, you may **escalate** your appeal to stage 2. At stage 2, your appeal will be considered by an **independent transport appeal panel** at an **appeal hearing**.

The panel will be made up of three independent Council officers who were **not involved** in the original decision or in stage 1 of the complaint.

The hearing will take place within **40 working days** of you notifying us that you wish to escalate your appeal to stage 2.

If you wish, you may attend this hearing to explain to the panel why you do not agree with the Council's transport decision.

Council officers involved in the case will also attend the hearing to explain the reasons for its transport decision in your case. There will be an opportunity for you to ask the Officers questions during the hearing.

You will receive the appeal panel's **decision** in writing within **5 working days** of the appeal hearing.

Local Government and Social Care Ombudsman

If, following your appeal, you feel we have refused help unfairly, made a mistake or not handled your application for home to school transport correctly, you may make a complaint to the Local Government and Social Care Ombudsman.

For more information visit: <https://www.lgo.org.uk/>.

DRAFT

The Travel Assistance Spare Seat Offer

Academic Year 2019/2020

You can purchase spare seats on "Education route" buses and coaches that we run across the borough, if there are any available. Education route buses and coaches only transport pupils who qualify for free travel under our current home to school transport policy. They do not run to every school. This spare seat offer scheme does not include public or commercial bus routes.

Here is a [link](#) to all our bus contracts [*this will enable parents and carers to see the routes open to them alongside all the pick-up and drop off points*].

Who can apply?

If there are spare seats once all eligible pupils have been allocated, they will be offered in the following order:

- a) statutory school-aged pupils
- b) nursery aged children under 5 where there is already a Passenger Assistant on the vehicle
- c) students aged 16-19.

If we receive more applications than there are spare seats available, we will allocate seats based on the following criteria with a first come first served basis;

- a) Looked after Children who do not have a statutory entitlement to transport but may benefit from a spare seat. This is on the basis of a particular need to travel to this school.
- b) Children with special educational needs (SEN) and disabled pupils who do not have a statutory entitlement to transport but may benefit from a spare seat as a result of their SEN or disability. This is on the basis of a particular need to travel to a school.
- c) Children of low income families, but who are above the level for free transport. (See the home to school transport policy for more details about our definition of low income).
- d) Siblings of those entitled to free transport.
- e) Distance from school, giving priority to those living furthest away.

We cannot guarantee seat availability each term, and you will not have a continued right to purchase spare seats. Availability depends on the number of children who have a statutory entitlement to travel assistance and that might change throughout the year.

When withdrawing a spare seat, the process of 'last on, first off' will be followed

Over time, it may be that we will have a reduced number of eligible children for a particular route and may need to reduce the size of the bus. We will consider if the seats taken by spare seat travellers support the route financially to remain and, if not, we will notify you at least a term before the bus size is reduced and you may lose your seat.

How to apply

Review the education transport routes from the link [\[to be added at a future date\]](#) and if a route is running that passes your home, then you can email transport.contracts@telford.gov.uk to apply for the spare seats scheme.

We will need the child's name, date of birth and the name of the school they have been allocated.

In some circumstances, we may be able to offer a seat in a taxi with a sibling of an eligible child where they are travelling to the same destination. We will need to carry out a risk assessment with you, the parent /carer and the travelling child before progressing the request.

After we have processed the applications for eligible passengers, which we aim to do by the last week in September, we will look to process spare seat applications in date order.

If we have a seat available we will call you to take payment over the phone at this point. This is likely to be at the beginning of October, so please do make sure you have alternative travel arrangements in place for September.

Costs

You can pay for a spare seat annually or termly. Costs are based on the average cost for a bus/coach seat and are reviewed annually.

Cost for 2019/2020

Full Year: £757.86

Termly: £252.62

Once a spare seat has been agreed, we will send you a letter or email confirming the seat and asking you to pay. You are able to pay by **credit or debit card** over the phone with our Transport team by calling **01952 384620**

Tickets will be issued on a termly basis but can be withdrawn if:

- a) payment has not been received for the following term
- b) an eligible pupil joins that route and a seat is required. In these circumstances, seats will be withdrawn in reverse criteria order and a minimum of 2 weeks' notice will be given along with a refund pro rata of the duration remaining.

Appeals

Parent/carers/ have no right of appeal with regard to any seat allocated or withdrawn under this offer.

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Telford and Wrekin Council Transport Policy Statement for Young People Post 16

Policy 2019/20

Updated May 2019

1 Introduction

This is the Transport Policy Statement which the Education Act 1996 (the Act) requires Telford and Wrekin Council to publish each year, setting out what travel support is available, from the Council and other bodies, to help young people 16-18 (and older in some cases) to attend their school or further education institution.

This policy sets out how Telford and Wrekin Council will meet its legal duties with regard to young people resident in Telford and Wrekin attending post 16 provision.

The Act gives the Council the discretion to determine what transport and financial support are necessary to facilitate the attendance of young people in a programme of learning. Young people are over compulsory school age, being aged between 16 & 18 years and includes those who started their programme of learning before their 19th birthday. This includes arrangements to support young people undertaking apprenticeships and traineeships.

The Council is required to promote sustainable modes of transport in meeting the travel needs of young people. This is defined as modes of travel which the Council may consider improve the physical wellbeing of those who use them.

If you only have a hard copy of this policy and need a digital version, please visit www.telford.gov.uk/post16transportpolicy to download a copy.

The Council itself does not generally consider that it is necessary to provide transport or travel assistance for those in post 16 education. However, it does offer some assistance for young people aged 16-18 (and older in some cases) who have an Education, Health and Care Plan or have a disability or have learning difficulties. Such assistance is discretionary and is determined in accordance with the criteria set out in this document.

The Council does not provide transport assistance post 16 for main-stream young people and those who have made a decision to apply for selective post 16 schools or providers or fee paying independent schools and colleges. Where they choose to do this young people will need to discuss with their chosen education provider directly the transport assistance that they may provide. The Council will consider the option for empty seats to be purchased on any of the pre 16 transport it provides, however this is not available until all pre 16 places have been secured, will be conditional with the seat withdrawn if a pre-16 eligible young person requires the seat and will be agreed on a first served basis.

Support for post 16 learner's transport where they do not qualify for council transport support is listed in section 13 of this policy.

2 Types of travel assistance provided

All young people must be attending the nearest available maintained establishment at which the course is offered. We would expect in the first instance any mobility vehicle or DLA payments are fully utilised and if not require details as to why this is not the case to be provided.

The Council is committed to promoting opportunities to develop independence and life skills whenever this is possible. If the Council agrees to provide travel assistance it will be provided in a safe and cost effective manner, taking account of the young person's specific needs as appropriate, and the Council's duty to promote sustainable modes of transport. If the Council agree to provide transport assistance young people will be required to make a contribution to the cost of travel. Decisions as to what assistance is required will be based on the best use of the Councils resources with options considered in the following priority order:-

1. **Independent Travel Training** – Independent Travel Training teaches independent skills enabling learners who need additional help and support to make journeys independently and safely. Being able to access public transport and travel independently support learners with their transition to adulthood.
2. **Travel Pass** – This is a pass for travel on public transport
3. **Reimbursement of mileage** - Parents or carers of eligible young people may be able to support their son/daughter in travelling either in the capacity of escort or driver of their own car. If the eligible young person has access to their own car, in such circumstances the Council may remunerate the costs of travel by paying a mileage allowance.
4. **Personal Transport Budget** – Parents/carers of an eligible young person may be offered a personal transport budget as an alternative. This will be paid on a monthly basis to the parent or young person who then assumes full responsibility for the travel arrangements to get to their educational institution on time and achieve good attendance
5. **Transport Vehicles** – In exceptional circumstances the Council may procure a vehicle to transport a young person to and from their education establishment. Where ever possible young people will travel together/in vehicles. Young people will be picked up and dropped off at a convenient location within reasonable distance from their home, this may be a recognised bus stop. A home pick up and drop off will only be made where it is deemed essential due to the young person's significant needs. Where young people are accessing a vehicle to transport them they will be required to notify the council in advance should they not need the transport on any particular day so the council will not incur unnecessary expense Failure to do so may affect future transport arrangements for that young person. Should transport be provided and there are 3 or more instances in any one year where the Council have not be notified with sufficient notice to cancel the service without reasonable cause, transport support may be withdrawn.

Passenger Assistants – the use of passenger assistants will only be funded where clear evidence is supplied and assessed by the Council to determine the need for this service, and an appropriate length of time using this support will be agreed.

3 Travel assistance for mainstream young people

Telford and Wrekin do not offer post 16 transport assistance to mainstream young people. Students should contact their post 16 learning provider for information on any travel support. Other contacts for sources of support are listed at Section 13 of this policy.

4 Travel assistance for Children in Care and Care Leavers 16-18

Telford and Wrekin Council will fund transport assistance for Children in Care/Care Leavers for whom Telford and Wrekin Council has a corporate responsibility. The most suitable transport will be procured to enable them to participate 16-18. This will be based on the options set out in section 2.

For Children in Care and Care Leavers for whom Telford and Wrekin Council has a corporate responsibility 16-24 who gain an apprenticeship, Telford and Wrekin will fund an Arriva travel pass.

5 Travel assistance for Learners with Learning Difficulties and Disabilities 16-18

For learners aged 16-18 with learning difficulties and disabilities the minimum criteria to be eligible for travel support from Telford and Wrekin Council are as follows:

- You must be a resident of Telford and Wrekin
- You must be aged 16-18 years, or have started the relevant course before you turned 19 and are continuing to attend it
- You must have an Education, Health and Care Plan or have a disability or have learning difficulties, as evidenced by an independent party assessment
- You must have applied for where available, a bursary or other appropriate funding from your education or training setting and that application must have been refused. Evidence of this will be required

We may offer assistance if the student –

- Has no other means of being transported by family or friends (work commitments and other children may not be an acceptable reason)
- Is continuing a course begun before their 19th birthday (see definition below)
- Is a full time student (16 hours or more timetabled sessions per week) – the course can be at entry level or at level 1, 2, or 3.
- Has an Education, Health and Care plan and is unable to walk or use public transport (even when accompanied) due to their learning difficulty or disability
- Is studying a course that is funded by Telford and Wrekin Council or the Education Skills Funding Agency (travel assistance is not given to students paying fees for their tuition, or studying as part of a paid apprenticeship)
- Is studying at the nearest suitable school, college or Local Authority funded training provider offering the course as specified by the Local Authority and named in the Education, Health and Care Plan. When considering if a course is suitable, we take into account the end qualification awarded (not the individual subjects taken), the training provider having a place available to offer on that course, and that the students meet the entry requirements demanded by the training provider.

Students who meet the eligibility requirements will be provided with travel assistance most appropriate to their needs (as determined by Telford and Wrekin Council and as listed in Section 2. Travel assistance will not be given for higher education courses (Level 4 and above such as foundation Degrees or Higher national Diplomas).

What is a new course and what is a continuing course?

Our definition of a new course is one where the named qualification, learning aims, outcomes, unit/course code or title of the course differ to the previous year. For example, an A level in maths delivered over 2 years (the qualification being awarded only at the end of completion of the second year) is considered a continuing course. Where a student follows a programme of study such as a level 1 course the first year, and progresses on to the level 2 the next, or completes a series of courses where the outcomes differ each year and there is no requirement to progress to the second or further years to successfully complete each year, this is not considered a continuing course.

Additional activities

The council will not provide transport assistance for any additional journeys linked to a course of study e.g. work experience placements, trips, the requirements for these additional journeys will be for the course provider to arrange and fund.

6 Travel Assistance for Learners with Learning Difficulties and Disabilities 19+

The Council does not have a duty to pay for a young adult learners travel to and from the place of education/training. The Council has a duty to make arrangements for

such a person, if it considers it to be necessary having regard to all the relevant circumstances for:-

- Adult learners who are receiving education at an institution maintained or assisted by the authority and providing further or higher education or within the further education sector.
- Relevant young learners who are aged between 19 and 25 who have a learning difficulty assessment (now Education Health and Care Plan) and are receiving education or training at institutions outside both the further and higher education sectors, where the authority has secured for the adult the provision of education or training at the institution and the provision of boarding accommodation.

When a student with learning difficulties or disabilities with an Education, Health and Care Plan starts a new course above the age of 19 and are under the age of 25 (see above for our definition of a new and continuing course), an additional assessment is made as to why it is necessary for the Council and not the student/family to make and fund their own travel arrangements.

The decision is based upon information provided by the parent/carer and previously provided within any Social Care and Health Assessment or Education, Health and Care Plan.

Factors we will consider in determining whether to offer transport assistance include:-

- Why education is continuing?
- What other transport arrangements have been considered and/or tried and evidence of why they are not suitable.
- If there is a family member/carer who is able to transport the young person and why this would not be a reasonable arrangement to make.
- If there is a 'Motability' vehicle for which the young person may or may not be driver and a decision has been made not to use the 'Motability' vehicle to support the young person to reach their education placement, we would expect the carer/young person to make their own transport arrangements.

7 Travel Assistance Contributions

When considering post 16 provision all young people should in the first instance speak to their intended provider about transport support. Some providers put on their own transport using mini buses from key pick up points; others may offer reimbursed travel or give out travel tickets. Most providers now have access to a 16-19 bursary fund and each provider sets its own criteria for the use of this fund. To access this young people need to contact the relevant provider directly.

If the Council agree to provide transport assistance young people will be required to make a contribution to the cost of travel. SEN learners 16-18 (or older if there started a programme of learning before their 19 birthday), in 18/19 were required to contribute £157 per term or £471 per year towards their post 16 transport, this amount is based on the costs of an Arriva Student saver card. If it is agreed to provide transport assistance the Telford and Wrekin transport team will help source

the best transport solution and any shortfall funding above this sum will be subsidised by Telford and Wrekin Council, to assist in attending the nearest provider offering the young person's course. Young people can apply to their chosen provider for any bursary they may be entitled to help with this contribution.

Bursary Support

Some young people have a guarantee of support. Those who are 16-19 and who are in the following groups receive a bursary of up to £1,200 a year that is claimed for them by their provider:

- young people in care
- care leavers
- young people claiming income support or universal credit in their own name
- young people who receive both Employment Support Allowance and Disability Living Allowance (or Personal Independence Payments) in their own name

If you are in one of the above groups but your course is shorter than 30 weeks, or you are studying part-time, you may receive less than £1,200.

Other students facing genuine financial difficulties may be awarded a bursary at the discretion of their school, college or training provider.

Schools, colleges and training providers are responsible for awarding bursaries to students. With the exception of the £1,200 bursaries for students most in need, the level of subsidy is determined by the provider. They will also decide when bursaries are paid, and will set conditions that students should meet to receive a bursary, for example, linked to behaviour or attendance.

To apply for a bursary, speak to your school, college, Academy or training provider, they each have their own applications process. Contact details for main providers are listed at section 13.

If you're in one of the groups above, they may ask you to provide evidence of your status. If you're not in one of the groups above and are applying for a discretionary bursary, they may ask you to provide evidence of household income.

8 What is taken into account when accessing applications for travel Assistance?

The Council has discretion to determine when to provide travel support to facilitate young people's participation in education and training. This power to provide transport assistance must be exercised reasonably and lawfully. In determining what

if any support we may provide, the Council will have regard to the following when accessing applications,

- Applicants meeting the criteria set out in this policy
- Evidence supplied to support need
- The needs of those for whom it would not be reasonable or practicable to attend a particular establishment to receive education and training if no arrangements were made
- Distance and journey time from the students home to establishments of education and training, the cost of transport there and alternative means of facilitating attendance at establishments
- The nature of the young person's special educational needs, disability or learning difficulty
- Whether there is a nearer institution which is suitable and can provide the same/similar qualification(s)
- The best use of Council resources

9 How to apply for post 16 travel assistance

Telford and Wrekin Council will expect conversations to have taken place between young people, their parents/carers and the post 16 provider they intend to study with to check out their travel support alongside any bursaries before an application to the Council is made.

The application process for post 16 travel can be found online at the following address

http://www.telford.gov.uk/info/20025/school_information/10/home_to_school_transport

Applications can be submitted from the 1st June 2019 for the academic year starting September 2019

A response to fully completed applications will be considered within 20 working days.

You will be required to explain and evidence in your application how you meet the criteria and why Telford and Wrekin Council resources are needed. All information must be complete to ensure it can be fully considered against the criteria in this policy, missing information or insufficient evidence may result in the application being returned to you and a delay in the decision. Incomplete applications will take longer than 20 working days while missing information is requested.

In applying for transport assistance parents are expected to support young people to be ready to access the appropriate support offered.

10 Appeals

Should your application be refused you will receive written confirmation stating the reasons for the decision.

Appeals can be made against the following:-

- Eligibility
- Suitability of travel assistance arrangements offered

Stage 1 Appeal

If you wish to appeal this decision you will be required to state the reason for your appeal and submit this to the Councils Customer Service Team where the decision will be reviewed by a Senior Officer

Appeal request information should be sent to transport.contracts@telford.gov.uk

Stage 2 Appeal

If you remain dissatisfied with the appeal decision you can present your case to a second stage appeal. In relation to young people aged 16-18 this will be considered by a Panel of Elected Members specifically established to consider appeals in relation to 16-18 transport assistance.

Appeal request information should be sent to transport.contracts@telford.gov.uk

For learners aged 19+ receiving care and support this will be through the Councils Corporate Complaints Procedure made pursuant to the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Appeal request information should be sent to customer.experience@telford.gov.uk.

Once an appellant has gone through the appeals process and been unsuccessful they cannot re apply within the same academic year unless they have a significant and material change in circumstances.

11 Safeguarding

If you have any concerns about the safety of a child or young person please contact Family Connect and adult Safeguarding **Telephone:** 01952 385385

If you are concerned about suspected abuse of an adult then contact Family Connect and adult Safeguarding **Telephone:** 01952 385385

12 What other support is available for the Telford and Wrekin area?

Arriva bus tickets and passes

Arriva Teen Card - Students are able to access an Arriva Teencard which provides a discount on weekly bus tickets. This is purchased direct from Arriva buses.

Arriva Midlands Student Saver Card - Learners aged 16-18 within Telford & Wrekin can access transport through an Arriva Midlands Student Saver Card, administered by Arriva and purchased on a termly or annual basis. For 2018/19, the current Arriva Student Saver will cost the learner **£175** per term or **£485** per year 2017. (Please check Arriva website for any changes to process or costs following publication of this policy.)

Students may be eligible for Further Education residential support scheme or Dance and Drama Awards – details are available at

<https://www.gov.uk/guidance/16-to-19-education-financial-support-for-students>

Apprenticeship support

Telford and Wrekin have a local offer for Apprentices to get discounted travel this can be seen at the following link

<https://www.arrivabus.co.uk/atc>

13 Other Useful Contacts

- Telford & Wrekin Council, Transport Team, 2c Darby House, Lawn central, Telford Tel; 01952 384620 email transport.contracts@telford.gov.uk
- Telford College, Haybridge Road, Wellington, Telford, TF1 3DY Tel: 01952 642200 <http://www.tcat.ac.uk/learner-services/travelling-college/>
- Adams Grammar School, High St, Newport, TF10 7BD Tel: 01952 386300 <http://www.adamsgs.uk>
- Newport Girls High School, Wellington Rd, Newport, TF10 7HL Tel: 01952 386400 <http://www.nghs.org.uk/sixth-form/>

- Holy Trinity Academy, Teece Drive, Priorslee, Telford TF2 9SQ Tel 01952 386100 <http://holytrinity.academy/>
- Walford & North Shropshire College, Oswestry Campus, Shrewsbury Road, Oswestry, Shropshire, SY11 4QB Tel: 01691 688000
<https://www.nsc.ac.uk/student-services/student-transport/>
- Rodbaston College of Agriculture, Rodbaston, Penkridge, Stafford, Staffordshire, ST19 5PH Tel: 01785 712209
<http://www.southstaffs.ac.uk/about-us/rodbaston-campus/>
- Shrewsbury College of Arts and Technology, London Road, Shrewsbury, SY2 6PR Tel: 01743 342340
<https://www.scg.ac.uk/students/travelling-to-college>
- Student Saver, Arriva Midlands, Delta Way, Cannock, WS11 0XB Tel 0844 8004411 www.arrivabus.co.uk
- Wheels to Work 01743 237883
<http://www.shropshire-rcc.org.uk/services/individuals/wheels-to-work>

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Adult Social Care

Right Help, Right Time to Promote Independence

Travel Assistance Policy

Travel Assistance Policy for Adult Social Care Policy Governance

Title	Travel Assistance Policy for Adult Social Care
Purpose/scope	This policy applies to people who have an assessed eligible social care need for travel assistance, are aged over 18, not in full time education and are an ordinary resident in Telford.
Subject key words	<ul style="list-style-type: none"> • Promoting Independence
Council Priority	<ul style="list-style-type: none"> • Protect and support our vulnerable children and Adults • Improve the health and wellbeing of our communities and address health inequalities
Lead author & contact details	Sarah Bass, 01952 382470
Date Established	July 2019
Date of Next Review	July 2020
Service Improvement & Efficiency Validation	
Legal Sign Off	
Finance Sign Off	
Approver	Assistant Director:

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2	Policy Statement
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4	Positive Risk Management and Safeguarding
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7	People who do not have an eligible need for Travel Assistance
8	Appeals

1. Introduction

- 1.1 This policy outlines a consistent and equitable way of supporting older people, adults with disabilities, people with mental ill health, and support for carers, in the provision of 'travel assistance' in line with the national eligibility criteria set out in the Care Act 2014. People with assessed needs and their carers have the right to have their views taken into account by the Council when it is assessing and considering the provision of travel assistance or services. The Care Act 2014, together with the Care and Support Statutory Guidance provides the Legal Framework for making eligibility decisions. Travel assistance for those eligible can be directly commissioned or individually purchased from a direct payment in the most cost effective way
- 1.2 To meet the changing needs in the borough, we, the council, are developing a modern, flexible, financially sustainable asset based approach that will support people and their carers to remain independent and enabled to lead fulfilling lives. Travel is a necessary aspect of everyday life and central to this policy is the aim that people live and travel as independently and safely as possible.
- 1.3 We want to encourage use of the most sustainable and suitable travel assistance options, such as travel training to enable people to use public transport, walking or mobilising with the use of aids, either independently or with support, utilising concessionary travel and vehicle sharing with others.
- 1.4 In considering this policy, we will link to our Adult Social Care priorities:
- ✓ We will be aspirational and creative to enable people to achieve their full potential by using the resources in Telford effectively for local people and their carers.
 - ✓ We will continue to improve the quality of our service to enable people to achieve the things that matter to them most including supporting people to live a life free from abuse.
 - ✓ We will listen and work in partnership, sharing decision making with people who use our service and their carers. We will work well with other organisations that support people living in Telford.
 - ✓ We will help people to use their local community resources to build upon their strengths to live well and enjoy dignity, rights and choices

2. Policy Statement

2.1 The Adult Social Care Travel Assistance Policy applies to the following people who access support provided directly or commissioned by the council:

- 2.1.1 Those with an assessed eligible Social Care need for travel assistance;
- 2.1.2 People that are aged over 18 and not in full time education; and
- 2.1.3 Those that are an ordinary resident in Telford

2.2 The Policy will apply to travel assistance provided or arranged by the Council to ensure:

- 2.2.1 Support with travel assistance is provided in a fair and equitable way, for people with assessed eligible travel assistance needs;
 - 2.2.2 Eligibility for travel assistance for people over 18, who are not in full time education is identified through the social care needs assessment process;
 - 2.2.3 The independence and inclusion of the person is promoted by encouraging and supporting a range of travel options including independent travel and the use of concessionary travel passes;
 - 2.2.4 Efficient use of resources ; and
 - 2.2.5 The reduction in air pollution and encourage the use of sustainable resources by promoting the use of public transport and shared travel
- 2.3 The over-riding principle of this policy is that the decision to provide travel assistance is based on needs, risks and person-centred outcomes and on promoting independence.
- 2.4 It is expected that people who can travel to a community activity, either independently or with assistance from family, friends or support providers will do so.
- 2.5 The Council will only provide assisted travel to help meet an assessed travel need following a Care Act assessment. Travel assistance provided will be appropriate for that need and arranged in the most cost-effective way.
- 2.6 People who qualify for concessionary travel (free bus travel) will be expected to apply for, and use, this when appropriate to meet their needs. Likewise, if the ability to travel would be made possible by an accompanying companion, assistance will be provided in applying for a companion pass. The constraints of concessionary travel (i.e. no free travel before 0930) will be taken into account during the assessment.

3. Eligibility and determining the need for travel assistance

3.1 The needs assessment process will consider what support, if any, is needed in relation to the provision of travel assistance in order to meet an assessed eligible social care need. In order to identify this, council officers will ask the questions in the checklist below, to assist with the decision-making process:

- 3.1.1 **How far is the support or service from where you live?** Based on a persons need they will be able to access support and community services nearest to where they live. To promote local inclusion, it is not generally appropriate to arrange a community service outside of a person's local area, unless it is not possible to meet their assessed need in that area. The perception of a local area can be different for people who live in rural areas compared to those who live in towns and cities. But broadly, people will be expected to access support and community services based nearest to where they live, as long as they are appropriate to meet the assessed, eligible needs.

- 3.1.2 **Can you share travel arrangements with another person accessing that service?** Promotion of transport sharing is encouraged to support sustainable travel.
- 3.1.3 **Can you walk or cycle, use a wheelchair or a walking aid to the service?** Being able to walk might mean by walking alone or with the assistance from someone else, for example, using a buddying scheme or assistance from family, friends or a carer.
- 3.1.4 **Do you arrange your own travel from an independent source and meet the cost of travel from any mobility allowance awarded to you?** A person who receives a benefit for example, the mobility component of Disability Living Allowance (DLA) or Personal Independence Payment (PIP), to facilitate their mobility needs, may consider using this to access support and services. The actual amount will depend on the person's needs and requirements. During the needs assessment, consideration will be given to other critical demands placed on the allowance, and if it is reasonable for either a contribution to, or full costs of, any agreed travel assistance to be funded by the benefit or if this would leave the person without the means to manage their situation. If the person is not in receipt of any mobility allowance, then support can be provided to make an application. (Council Officers, as part of their assessment, will endeavour to identify when a person only gets the lower rate DLA or P.I.P., but might qualify for the higher rate and to make an appropriate referral to the welfare rights service to review if a supersession claim is worth making).
- 3.1.5 **Can you use your own transport?** If you have your own motor vehicle, a vehicle obtained through the Motability scheme, a specially adapted vehicle or some other vehicle that you have access to, it is expected that this would be available for use. Claims for mileage will not be considered by the Council unless there is evidence, such as insufficient DLA to pay fuel costs, provided to justify the situation. We would not expect family members to claim priority over the use of mobility vehicles for their own use.
- 3.1.6 **Can you use public transport?** This might be travelling independently or with assistance from someone else for example, a buddying scheme, family, friends or a carer.
- 3.1.7 **Do you have a concessionary bus pass? If not, could you be assisted to apply for one? If an escort assistant is essential, are they eligible for a bus pass?** Where a person can use public transport or community transport either independently or with support, part of the support planning process may involve investing resources in the short term, to support people to be able to use these options, for example through travel training to support them to develop their skills around independent travel. People who qualify for concessionary travel will be expected to apply for and use this, to meet the costs of Travel to community services or activities that meet their social care needs. If the ability to travel would be made possible by an accompanying companion, assistance will be provided in

applying for a companion pass. The constraints of concessionary travel (i.e. no free travel before 0930) will be taken into account during the assessment.

3.1.8 If you cannot currently use public transport, could you do so following a period of reassurance, support, enablement and travel training? The council has a dedicated team of specifically trained officers to support adults to travel independently through a 1 2 1 programme.

3.1.9 Can you access transport with a carer, family member or friend? Where it is identified that a carer will provide travel assistance, the council officer will ensure any impact of this solution has been appropriately considered in the carer's assessment.

3.1.10 What will happen if, on occasion, your friends or carer are unable to provide travel assistance, what are your contingencies? Alternative arrangements should be detailed in a contingency plan to cover periods where they are unable to assist.

3.1.11 Do you live in residential care, a supported living scheme, or some other supported housing setting? Where people are living in settings funded by the Council there is an expectation that the cost of the placement will meet the full range of support needs, including travel to and from community activities, unless assessed as otherwise

3.1.12 Should another agency be providing the Travel? A person may be eligible for funding for their travel from another agency or organisation, for example to attend a service to meet an assessed health need.

3.2 It should be noted that, although a person may attend a specific community service/activity to meet their assessed needs, they will not be eligible automatically for travel assistance to and from the service/activity.

4. Positive Risk Management and Safeguarding

4.1 In order to make a safe and fair decision, assessors and the person will need to consider the risks involved in accessing one of the travel options and whether there are actions that can be put in place to ensure the option selected is safe and reasonable.

4.2 To determine the risks involved in getting out and about or with travel arrangements, the following factors will have been considered as part of the social care assessment of need:

4.2.1 Does the person have a disability, frailty, or a physical health issue? Is there any reason to doubt the person's ability to make safe decisions regarding their travel arrangements?

4.2.2 Can the person travel independently and is it safe for them to do so?

- 4.2.3 Are there any barriers to independent travel? Can these barriers be resolved?
- 4.2.4 What public transport is available to the person? How can they access public transport safely? Do they need support to use public transport?
- 4.2.5 Is there a risk to other people, if considering shared travel?
- 4.3 The assessment process should consider whether providing travel assistance will further disable the person or reduce their independence.

5 Support Planning Considerations

- 5.1 Where there is more than one service or support being accessed, or accessed on more than one day, there may be more than one solution or option available. Each day, service or journey may require different travel arrangements or no travel arrangements at all. Each journey will be considered separately, as part of the person's support plan.
- 5.2 Support planning will consider the impact that the travel arrangements will have on the sustainability of the plan and on family carers. This will be considered through assessment of the person's and their carer's needs. Determining the best way to meet the eligible travel assistance need will be addressed at the support planning stage.
- 5.3 Travel assistance may be partially or wholly provided or arranged by the Council and will include consideration of the following:
 - 5.3.1 Promoting independence and inclusion, and not increasing a person's dependence on others.
 - 5.3.2 How travel assistance support or services that can help the person meet their eligible needs will be accessed.
 - 5.3.3 The clear identification of travel arrangements including a contingency plan in cases of unforeseen changes.
 - 5.3.4 Ensuring people and their family carers are aware of options for travel assistance and that these are reflected in their support plans.
 - 5.3.5 The need to provide passenger assistance, where required due to health and safety reasons.
 - 5.3.6 The support plan will have regard to the sustainability of the caring role.
 - 5.3.7 Making good and effective use of the resources available.
 - 5.3.8 Always using the nearest appropriate and available resource to meet the person's assessed needs before considering any other resource. Or alternatively provide the sufficient funding that would be made available for the travel assistance to the person's home with the option for the person to top up their travel assistance

funding to make up the difference. This may increase their contribution to their care and support package.

6 Process

- 6.1 The best way to meet any eligible travel assistance need will be determined and agreed with the person at the support planning stage. This may be partially or wholly provided or arranged by the Council
- 6.2 Travel assistance may be provided on a temporary basis and reviewed when the person's situation changes or at least within 6 months.
- 6.3 Travel assistance needs will be included as part of the regular assessment and support planning reviews
- 6.4 Once travel assistance is in place, the responsibility of cancelling the service due to illness or holidays, falls to the person or a person acting on their behalf. They must inform the council giving as much notice as possible, preferably at least 48 hours' notice to enable the contract to be cancelled and costs not to be incurred.
- 6.5 Where identified, the Council will offer funded travel assistance in the following order
 - a. Independent Travel Training
 - b. Assistance with using public transport, e.g. travel buddies;
 - c. Provision of transport by family/ carers - supported by payment of mileage allowance if applicable
 - d. Use of Community Volunteer car and drive scheme
 - e. Use of the Council's Integrated Transport Fleet bus
 - f. Where all other options have been explored and discounted, consideration of a Taxi service, shared with others or solely for the use of the person, may be considered.

7 People who do not have eligible need for travel assistance provided by the Council

- 7.1 Where a person is not eligible for the provision of council funded and arranged travel assistance, as an assessed need, then they should be signposted to any community groups or public transport offers that would be relevant in supporting them

8 Appeals

- 8.1 The assessment for an eligible social care need, including any assessed need for support with travel assistance, will be carried out by a suitably qualified council officer with the person and/or their family/carer representative.
- 8.2 In cases where agreement cannot be reached, the matter will be referred to the Service Delivery Manager for the locality the person lives in, who will attempt to resolve the issue. If the person/their representative remains dissatisfied with the Council's decision they can make a complaint under the Adult Social Care complaints procedure.

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Appendix C: Travel Assistance Policy Consultation Timeline

	Home to School (including on the basis of religion or belief)			Adult Social Care and Post 16		
Phase	Milestone	Date - Duration	Communication action	Milestone	Date - Duration	Communication action
Pre consultation	Papers released	5 September 2019	Press release Key organisations informed	Papers released	5 September 2019	Press release Key organisations informed including disability advocacy groups.
	Cabinet approval for Consultation	12 September 2019		Cabinet approval for Consultation	12 September 2019	Easy read materials
	Overview with School Heads	19 September 2019	Briefing with Secondary and Primary Heads and special schools	Pre consultation notice	26 September 2019	Minor Web content to inform a consultation will be underway shortly. Reduced FAQ content.
	Preparation	22 September 2019	Internal briefing for linked services with Corporate Comms to Fleet, My Options team, Transport Officers, Information Advice and Guidance Provider WIP, Family Connect, customer Services	Preparation	Late October 2019	Internal briefing for linked services with Corporate Comms to Fleet, My Options team, Transport Officers, Information Advice and Guidance Provider WIP, Family Connect, customer Services Briefing for Post 16 schools and colleges
Consultation	Consultation Launch	26 September 2019	Press release Online 'go live' Webpage 'live' Letter/e-mail to known contacts inviting participation Consultation Support info Schools admission application pages	Consultation Launch	4 November 2019	Aligned with scheduled ALD engagement activity; Press release Online 'go live' Webpage 'live' Draft Post 16 Policy Shared via the web page Letter/e-mail to known contacts inviting participation

						Consultation Support info Easy read material
	<p>Communications plan delivery – Consultation is online with paper support.</p> <p>Regular promotion channels will be used including online social media campaign and direct contacts to encourage participants to share.</p> <p>Regular monitoring to ensure effective penetration of message and responses to ensure meaningful response.</p> <p>Materials available on request include;</p> <ul style="list-style-type: none"> • Explanatory booklet on the changes people will experience • Frequently Asked Questions (FAQ) • Questionnaire <p>Easy read with support worker support will be used for CYP with learning disabilities.</p>			<p>Communications plan delivery – Consultation is blended;</p> <ul style="list-style-type: none"> • online with paper support • Direct communication with service users, parents and carers <p>Support workers will be briefed and encouraged to feedback comments and concerns from service users and their carers. They will be encouraged to highlight concerns and questions so they can be responded to where appropriate. Regular monitoring to ensure effective penetration of message and responses to ensure meaningful response.</p> <p>Materials to be developed include;</p> <ul style="list-style-type: none"> • Explanatory booklet on the changes people will experience • Frequently Asked Questions (FAQ) • Scenarios to model how we think someone is affected • Questionnaire 		
	Key date - Secondary School Application Deadline 31 October.			Easy read with support from known regular workers will meet the needs of adults with learning disabilities.		
	Consultation End	15 November 2019	Online 'thank you' notice	Consultation End	16 December 2019	Online 'thank you' notice
Consultation report preparation	Results processing/Policy amends			Results processing/Policy amends		
Decision	Cabinet/Full Council Approval	By March 2020	Press Release on close Govdelivery Communication to Schools known contacts – close the loop	Cabinet/Full Council Approval	By March 2020	Press Release on close Govdelivery Communication to known contacts and stakeholders – close the loop

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TELFORD & WREKIN COUNCIL

CABINET – 12 SEPTEMBER 2019

PROCUREMENT UPDATE

REPORT OF ASSISTANT DIRECTOR OF GOVERNANCE, PROCUREMENT AND COMMISSIONING

LEAD CABINET MEMBER – CLLR LEE CARTER

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

A regular report for Members to consider the update of the Council's Procurement Intentions Document and update them on the latest information regarding effective procurement and contract management

2. RECOMMENDATION

- 2.1 Cabinet to note the procurement updates in this report
- 2.2 Cabinet to note the Procurement Intentions Document (Appendix A) and where indicated, approve delegation to the appropriate officers (as per the Contract Procedure Rules) to progress new procurements through the tender process to contract award

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	Best value procurement in line with the Contract Procedure Rules promote engagement of local suppliers and stakeholders
	Will the proposals impact on specific groups of people?	
	No	
TARGET COMPLETION/DELIVERY DATE	The Procurement Intentions Document is a live document regularly updated by SDMs throughout the year with updates to Cabinet every 4 to 6 months dependent upon activity.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	The award of contracts should be within the approved budgetary framework and in accordance with the financial strategy. The medium term financial strategy includes the need to identify further ongoing savings, on top of the £123m to be delivered by the end of this financial year with around a further £25m of budget savings currently expected to be required over the next 2 years. The delivery of future cuts will become increasingly challenging as local government continues to face Government funding reductions. Delivering savings through effective procurement is therefore an important feature of the budget strategy with over

		£12.5m delivered by the end of 2019/20. Active contract management also ensures continued value for money is achieved through the life of contracts. Improving social outcomes through the procurement process could also lead to reduced demand on services and potentially lower costs to the Council and other public service organisations within the area. TAS 31.7.19
LEGAL ISSUES	Yes	The procurement intentions document, Appendix A, is both transparent for all businesses to be able to see and prepare for forthcoming procurements that the Council will be undertaking but also is a transparent process to evidence appropriate delegations to officers. The delegations sought in this report are for officers to be able to commence and complete the procurement activity detailed in Appendix 1 and for contracts to be executed, depending upon their value, either under seal or under hand. All contracts must comply with relevant EU requirements as well as provisions contained within the Council's Contract Procedure Rules and advice will be provided by the Strategic Procurement Team and/or Legal Services, if appropriate. IR 15.08.19
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes	The Procurement Intentions Document is published externally. This helps the Council's supply chain prepare for up and coming tender opportunities.
IMPACT ON SPECIFIC WARDS	No	

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

- 4.1 Council wide procurement continues to drive savings through robust competitive tendering and real time negotiation when brokering services. Where there is a cost improvement plan in place, procurement savings will be reported against this. In other areas, savings are reported through the Service and Financial Planning route.
- 4.2 Government have urged us to 'be bold'¹ with our approach to social value and ensure we don't restrict or unintentionally exclude bidders by making social value complicated. Our procurement officers recently supported a construction event held at Flaxmill, Shrewsbury, to assist local suppliers with top tips on supporting social value. Suppliers were given examples from our own Social Value Tables on what they could do to maximise the positive impact on the local community. Examples include:
- Supporting a healthier community by supporting the Eat well project

¹ <https://www.civilsociety.co.uk/news/charities-minister-calls-for-bold-progress-on-social-value.html>

- Improving public spaces and possibly collaborating with the Friends of the Town Park
- Assisting to become a disability and carer friendly employer
- Support 12 week programmes giving care leavers, NEETs and long term unemployed the skills to work
- Developing care leavers skills by guaranteeing interviews and advertising any opportunities via Telford & Wrekin
- Facilitating meeting rooms or sharing best practice with voluntary or social groups

4.3 Balfour Beatty have recently reported on their social value delivered as part of the contract for the railway link bridge. The illustration can be seen at Appendix B to this report. Their report uses the National Target Operating Model (TOMs) Calculator². This ensures that a minimum and consistent reporting standard for social value is used that:

- Provides a consistent approach to measuring and reporting social value
- Allows for continuous improvement
- Provides a robust, transparent and defensible solution for assessing and awarding tenders
- Allows organisations to compare their own performance by sector and industry benchmarks and understand what good looks like
- Reduces the uncertainty surrounding social value measurement for businesses, allowing them to make informed decisions based on robust quantitative assessments and hence embed social value into their corporate strategies

4.4 Veolia have also explained how they meet their social value commitment in our contracts with the graphic attached at Appendix C. A range of outcomes are shown including the numbers of local people Veolia have helped get back into work.

4.5 The Live Well Telford³ website offers an invaluable link to bidders to enable them to understand organisations they can link with that work in the borough and who can support their social value offer.

4.6 In 2018, the council became a 'carer friendly employer' this meant that we set out our commitment to making our workplace more carer friendly and inclusive. Our pledge sets out our support to staff that combine caring with paid employment through being Carer Aware and a Carer Friendly employer by:

- Aiding identification and support for carers
- Raising awareness of caring
- Providing easily understandable offer of support
- Making carers feel valued
- Providing help/assistance to managers in supporting their workforce.
- Providing accessible information and support

² <https://socialvalueportal.com/national-toms/>

³ <https://livewell.telford.gov.uk/>

The council recognise the essential role that carers play in our community and as such wants to encourage suppliers and providers we work with to also sign up to the carer friendly employee pledge and take active steps to support their employees who are also carers. From September 2019, under the social value section of the tender, we will be asking all bidders to demonstrate how they are or can become carer friendly employers. The benefit of this approach are not one way; research has shown that UK companies could save up to £4.8 billion a year in unplanned absences and a further £3.4 billion in improved employee retention by doing adopting this approach.

- 4.7 The Council is working towards being a Disability Confident Employer aided by the voluntary Government scheme. The Scheme has 3 levels, Committed, Employer and Leader that are designed to support companies on their journey. The Scheme supports employers to make the most of talents of people with disabilities can bring to the workplace.

The Council is currently on Employer level and is aiming for Leader level by December 2019 and to demonstrate our commitments we are encouraging suppliers to become Disability Friendly Employers and to achieve Leader status through social value criteria in our tenders from September 2019. The commitments are;

- Actively looking to attract and recruit disabled people
- Providing a fully inclusive and accessible recruitment process
- Offering an interview to disabled people who meet the minimum criteria for the job
- Flexible when assessing people so disabled job applicants have the best opportunity to demonstrate that they can do the job
- Proactively offering and making reasonable adjustments as required
- Encouraging our suppliers and partner firms to be Disability Confident
- Ensuring employees have sufficient disability equality awareness training

- 4.8 Attached at Appendix A is the latest procurement intentions document for consideration.

5 **IMPACT ASSESSMENT – ADDITIONAL INFORMATION**

6 **PREVIOUS MINUTES**

Procurement Update CB-61 14th March 2019

7 **BACKGROUND PAPERS**

Appendix A



Appendix A
Procurement Intention

Appendix B



Appendix B Telford
Footbridge Infograph

Appendix C



Appendix C Veolia
Infographic.pdf

Report prepared by Sarah Bass, Commissioning Procurement & Brokerage 01952 382470

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Service Area	Key Commissioning /Procurement Intentions	Major contract < £500k /Minor >£500k	Indicative Value of final Contract	Date Delegated or Not Required	Cabinet Approval to Proceed > £500k	Officer Approval and date to proceed <£500k	Comments	Contract Award Due Date	Lead Officer
Commercial Services	BACs Software System	Minor	Approx. 80K			Kirsty King	Replacement of existing system due to end of life notice	Sep/Oct 19	Andrew Lawson
Customer & Neighbourhood Services	Library Stock	Minor	£430k			Jonathan Rowe/Angie Astley	Library Service Stock Contract. Current contract ends 31 March 2020, in a consortium with Staffordshire, Herefordshire, Shropshire and Worcestershire authorities for best value. 3 year contract with 2 year extension option.	Jan-20	Andrew Woodall/Amy Jones
Finance & HR	Counselling Services for employees	Minor	£200K over term (2 plus x1 option year)				HR Manager considering Employee Assistance Programme as alternative as a call off from CCS Framework for speed and cost savings.	Aug-19	Andy Griffiths
Customer & Neighbourhood Services	Customer Services/Benefits	Minor	approx. £20k			Angie Astley	Provision of self serve scanning solution for Southwater.	Oct-19	Carol Scott/Rebecca Owen-Jones/Gemma Hancox
Commercial Services	biT	Major	£800K		Included in Capital Programme Cab Paper 15/2/18		Millbrook Primary Extension	2020	Chris Goulson
Commercial Services	biT	Major	£1M		Included in Capital Programme Cab Paper 15/2/18		Newport Junior Adaptation	Sep-19	Chris Goulson
Commercial Services	biT	Major	£1M		Included in Capital Programme Cab Paper 15/2/18		Wrekin View Primary Expansion	2020	Chris Goulson
Commercial Services	biT	Major	£715K		Panned for Feb 19 Cab paper		St Georges CE Primary Expansion	2020	Chris Goulson
Commercial Services	biT	Minor	£12K		Included in Capital Programme Cab Paper 15/2/18		Teagues Bridge Primary Drainage	Sep-19	Chris Goulson
Commercial Services	biT	Minor	£45K		Included in Capital Programme Cab Paper 15/2/18		Newport Swimming Pool Refurbishment	Sep-19	Chris Goulson
Commercial Services	biT	Minor	£30K		Included in Capital Programme Cab Paper 15/2/18		Darby House Entrance Improvements	Sep-19	Chris Goulson
Commercial Services	biT	Minor	£45K		Included in Capital Programme Cab Paper 15/2/18		Darby House Toilet Refurb	Sep-19	Chris Goulson
Commercial Services	biT	Minor	£90K		Included in Capital Programme Cab Paper 15/2/18		The Place Electrical Works	Apr-20	Chris Goulson
Commercial Services	BiT	Minor	£50k			Chris Goulson Jan-19	John Randall Primary - Healthy Schools Capital Fund - Renovate Garden Space, Resurface outdoor play	Sep-19	Chris Goulson
Commercial Services	BiT	Minor	£30K			Chris Goulson Jan-19	Telford Ice Rink- Energy Saving LED Lighting	Sep-19	Chris Goulson
Commercial Services	BiT	Minor	£20K			Chris Goulson Jan-19	Oakengates Leisure Centre - Replacement Athletics Seating	Sep-19	Chris Goulson
Commercial Services	BiT	Minor	£60K			Chris Goulson Jan-19	Darby House - Energy Saving LED Lighting	Sep-19	Chris Goulson
Commercial Services	BiT	Minor	£25k			Chris Goulson Jan-19	The Place - Stage Winch Replacement	Sep-19	Chris Goulson
Children's Services	Joint Adoption Service	Minor	70K			Jo Britton	Procure services to implement LL and Controcc for Joint Adoption Service	Dec-19	Clare Hall-Salter
Governance, Procurement & Commissioning	Elections external print contract	Major	£500k			Jonathan Eatough	New contract for external print contract for elections work (term still to be decided - indicative value based on 5 year contract)	Jan-20	Dave Bowen
Governance, Procurement & Commissioning	Elections external print contract	Minor	£100K			Jonathan Eatough	Contract extension for 12 months to external print contract for elections work	Nov-19	Dave Bowen / Alison Coburn
Customer & Neighbourhood Services	Vehicle Servicing and Maintenance	Major	£1.5m		Agreed CB-016 13/09/18		Packaging of all services and potential for securing best value to be explored. This review is as a result of some of these services being provided by TWS which means an alternative provider will be required when this contract ends at the end of March 19	Nov-19	Debbie Germany
Customer & Neighbourhood Services	Procurement of vehicle trackers and dash cams for Fleet Buses	a	£15k			Agreed DG 23/08/18	Replacement trackers and dashcams for the transport fleet are required. This will ensure the ongoing safety of travel for passengers.	Sep-19	Debbie Germany
Customer & Neighbourhood Services and Commercial Services	Bus Shelter & Highway Advertising	Minor	Approx. -£670K (income) over ten years (5+5 year contract)				Advertising contract to enable advertising on bus shelters both as paper and digital	Apr-20	Debrah Byle/Matt Powell
Commercial Services	Crested Newts District Licensing	Minor as no cost to Council	£200k per annum (£800k over term 2 plus 2 x option years) Funded by Natural England and the			Fran Lancaster	Implementation of district licensing of development affecting Great Crested Newts (GCN). To establish a scheme funded by Natural England for first two years and then by construction developers for 25 year maintenance programme. Several operation models being considered at the moment.	Feb-20	Fran Lancaster

	Buildings based domiciliary care across a number of buildings	Major	£12m				Design build and ongoing delivery of a high needs /dementia extra care scheme based on 5 plus 5 yrs. and the possible additional purchase of a number of domiciliary care hours across a number of building based/supported living services	Apr - 20 onwards	Jo Cornwell
Governance, Procurement & Commissioning	Extra care Schemes	Major	£600k		Agreed CB-8 25/06/2015		To ensure alignment and extension of contracts, as part of remodelling of Extra care - figure is variation costs from November to April 2020 for extending contracts with Chilcott Gardens, Bournville House, Parkwood and Barclay Gardens concierge (Supreme.)	Apr-20	Jo Cornwell
Governance, Procurement & Commissioning	Sheltered Housing Support Service	Major	£650k		Agreed CB-016 13/09/18		Existing contract due to expire in July 2019, figure is variation costs from July 2019 to Oct 2020 to align all Supporting People contracts and allow remodelling. Figure is existing contract, this may vary under remodelling	Oct-20	Jo Cornwell
Governance, Procurement & Commissioning	Floating Support service	Major	£1m		Agreed CB-016 13/09/18		Existing contract due to expire in July 2019, figure is variation costs from July 2019 to Oct 2020 to align all Supporting People contracts and allow remodelling. Figure is existing contract, this may vary under remodelling	Oct-20	Jo Cornwell
Finance & HR	Enforcement Tender	Minor	£350K			Agreed Ken Clarke	Enforcement Agent contract for the recovery of council tax, business rates, sundry debts and housing benefit overpayments.	Nov-19	Jo Morton
Co-operative Council	Staff Benefits Cycle to work scheme	Minor	Commercial value to the companies on the F/w varies according to take up			Jonathan Rowe	No cost to set up scheme. Salary deductions for purchase. May be able to add other staff benefits and call off from one framework.	Sep/Oct 19	Jo Wimborne
Finance & HR	Offsite processing for Revenues	Minor	£30k			Sophie Lane	Provision of offsite processing during periods of peak workflow	Jan-20	Joanne Morton
Business Development & Employment	Town Wi-Fi - Ironbridge	Minor	£50k			Katherine Kynaston	To install Telford. Connect Wireless in Ironbridge as part of build a better borough	Oct-19	Kathy Mulholland/ Karen Stevens
Customer & Neighbourhood Services	Registration	Minor	£58K			Angie Astley 23/08/18	Digitisation of Registration (Late 2019) and Burial Records (Oct 18)	Oct-19	Kerry Catlin
Governance, Procurement & Commissioning	Transforming Care (Adults with Learning Disabilities and Challenging Behaviours)	Major	Approx. £2.8m		agreed CB-97 28/06/17		Work is on-going to procure care providers to deliver care and support to people with challenging behaviours and forensic needs.	Oct-19	Manny Jhavar-Gill
Governance, Procurement & Commissioning	High Mount Residential Home	Minor	£400k			Jonathan Eatough	Procurement exercise to be determine following Care Act Assessments (residential care or supported accommodation)	Oct-19	Manny Jhavar-Gill
Governance, Procurement & Commissioning	Station Mews Care & Support Service	Major	£2m		CB-061 14/03/19		Existing contract ending Sep 2019, service being remodelled and procured. Indicative figure links to current hours and DPS rate, Care Act Reviews pending	Oct-19	Manny Jhavar-Gill
Development, Business & Employment	Regeneration & Investment	Major	£500,000		CB-171 19/04/18		Re-tender of existing contract to provide security services to Southwater.	Oct-19	Marc Jones
Commercial Services	Leisure Services	Minor	£220k			Fliss Mercer	Aspirations Fitness	Sep-19	Mark Moore
Commercial Services	ICT Hardware Contract	Major	£500k				Continuation of services. Purchases for Corporate and Schools. Although the value is above £500k, we do not guarantee any money going through this contract as it is a call off and purchases are made as and when required. Contract will be in place for up to 5 years if we require any ICT equipment or peripherals	Oct-19	Matt Bates
Customer & Neighbourhood Services	Parking Back Office Contract	Minor	£100k			Matt Powell	Renewal of Chipside Parking Back office contract linked to car parking enforcement and to facilitate delivery of CPE	Sep-19	Matt Powell
Customer & Neighbourhood Services	Customer Services/Benefits	Minor	approx. 15k			Lee Higgins	Blue Badge assessment service	Mar-20	Melanie Tolhurst
Customer & Neighbourhood Services	Customer Services/Benefits	Minor	approx. 30k			Lee Higgins	Concessionary Pass production and print system	Jun-20	Melanie Tolhurst
Commercial Services	Supply, Delivery & installation of AV Equipment	Minor	Approx. £35k			Kirsty King	Procurement undertaken on behalf of Burton Borough School for the new stage. AV Supply, Delivery & Installation	01/09/19	Nick Cosh
Customer & Neighbourhood Services	Public Protection	Minor	£40K			Angie Astley	Procurement of a new database system for Public Protection . System will be purchased of a Framework . Budget sits in ICT	Oct-19	Nicky Minshall
Customer & Neighbourhood Services	CCTV service and maintenance contract	Minor	6.5k			Jas Bedesha	Additional 6 month extension to contract to support pending transfer to Police June 2019.	Oct-19	Paul Fenn
Health and Wellbeing	Pantomime Oakengates Theatre	Major	£780k		CB-061 14/03/19		Updated to reflect possible total commercial value over contract term . Tender for pantomime production provision at Oakengates theatre. Regular review to test best value.	Nov-19	Psyche Hudson

Health and Wellbeing	Christmas Market	Minor	Supplier income approx. £300k over the contract			Liz Noakes	A supplier to manage and facilitate the Christmas Market in Southwater One over the next 3/4 years. There would be a land rental charge and share of the profits to the Council.	Feb-20	Psyche Hudson
Commercial Services	Digital Advertising - Leisure	Minor	£180k			Fliss Mercer	New advertising venture within leisure sites, purchase of digital advertising screens and employment of Advertising Agency	Nov-19	Rebecca Percox
Governance, Procurement & Commissioning	Direct Payment Support Service	Major	£576k		CB-061 14/03/19		Re-commission a direct payment support service across adults and children social care. Contract duration is 5 +2+2. Annual indicative value £64k per year	Oct-19	Samantha Ives
Governance, Procurement & Commissioning	Assistive Technology TEC	Major	£504K		CB-061 14/03/19		Commission an Assistive Technology service. Contract duration is 5 +2+2. Annual indicative value £84k per year	Oct-19	Samantha Ives
Children Services	Children's; Therapeutic and Support Services	Major	£6m		CB-061 14/03/19		Telford is leading on this West Midlands Regional Project. This will be procured as Dynamic Purchasing System (DPS). CTASS includes 16 lots as follows; Contact, Family Group Conferencing, Psychological Assessments, Residential Parenting Assessments, Community Based Parenting Assessments, Therapy, Mediation, Form F, Form C and SGO Assessments, Return Home Interviews, Speech and Language Therapy, Occupational Therapy, SEND Mediation, Life Story Work, Independent Person for Secure Accommodation Reviews. Secure Transport. this replaces our existing contract. At this early scoping stage 4 LAs are yet to confirm their estimated spend	Dec-19	Sarah Bass
Governance, Procurement & Commissioning	Independent Health Complaints Advocacy Service	Minor	£50k			Sarah Bass	The provision of assistance for Service Users making or intending to make an NHS complaint (which includes a complaint to the Health Service Ombudsman).	Jun-20	Sarah Bass
Governance, Procurement & Commissioning	Regional West Midlands Foster Framework	Major contract	£20m				Current framework expires on 3rd April 2020. Sandwell Children's Trust are the lead on this contract and have ADCS approval to proceed with the Procurement process with contract term of 3 years and option for 2 year extension	Apr-20	Sarah Bass
Customer & Neighbourhood Services and Commercial Services	Fleet Vehicle and Conversion for Lakewood Court	Minor	£35K			Deb Williams	One off purchase Call off from CCS vehicle conversion framework and CCS Fleet Vehicle Framework.	Aug-19	Stella Lee
Governance, Procurement & Commissioning	CSE Enquiry Support Service	Minor	approx. £20k			Jonathan Eatough	Support Services to enable individuals to participate in the CSE Enquiry	Aug-20	Steph Wain
Finance & HR	Supply of Agency Workers on a managed basis	Major contract	£4m		CB-061 14/03/19		Existing contract on MSTAR2 Framework due to expire December 2019.	Oct-19	Sue Wilson
Education & Corporate Parenting	Habilitation Services	Minor	Approx. £110k			Simon Wellman	Habilitation Services supporting children and young people with a visual impairment within the geographical borders of the Local Authorities of Telford & Wrekin and Shropshire. Contract term is one year with option to extend for a further year(s) up to 5 years duration.	01-Oct-19	Theresa Robinson
Highways Transport and Engineering	SCRIM Surveys Contract	Minor	approx. £75k			Angie Astley	Seek supplier of UKPMS SCRIM skid resistance surveys for up to 5 years.	Oct-19	Tim Evans/Gareth Pegg
Public Health	Specialist Provider to support the council in delivery of the community-based support for victims of domestic abuse	Minor	£15k				specialist provider to support the council in delivery of the community-based support for victims of domestic abuse. workshops to inform local professionals, community groups and or individuals about domestic abuse and to support the council in launching the community fund	Oct-19	Stacey Norwood
Highways Transport and Engineering	Incoming Gas Supply	Minor	£120K			Angie Astley	Supplies for the new development units for Newport Innovation Park	Oct-19	Gareth Pegg
Highways Transport and Engineering	Incoming Water Supply	Minor	£44k			Angie Astley	Supplies for the new development units for Newport Innovation Park	Oct-19	Gareth Pegg
Highways Transport and Engineering	Incoming Electrical Supply	Major	Approx. £1.70m				Supplies for the new development units for Newport Innovation Park	Oct-19	Gareth Pegg
Highways Transport and Engineering	incoming Communication Network Supply	Minor	£10k or under			Angie Astley	Supplies for the new development units for Newport Innovation Park	Oct-19	Gareth Pegg
Highways Transport and Engineering	Replacement Fleet Buses	Major	Approx £500k				Procurement of 5, fully accessible mini buses to replace current Integrated Transport Fleet Buses that are beyond economical repair.	Dec-19	Debbie Germany

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SOCIAL VALUE ADDED

Balfour Beatty

TELFORD FOOTBRIDGE

In March 2019, Balfour Beatty completed the £10m Telford Footbridge project to improve links between the railway station and Telford town centre. To measure the additional social value of the works conducted we have used the National TOMs calculator created by the Social Value Task Force. This infographic shows how the decisions made by Balfour Beatty, our customer and supply chain have provided added social value in the community in which we worked.

Total project social value add:



18% of the project value



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Environmental benefits



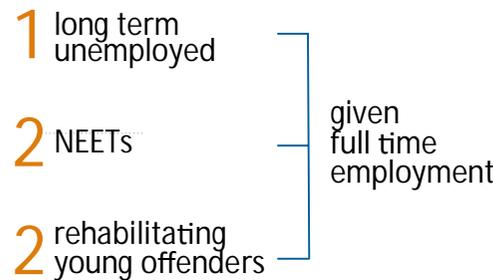
Social benefits



Economic benefits



waste diverted from landfill



¹Local is defined as within 30 miles of the project

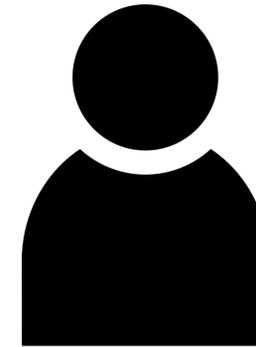
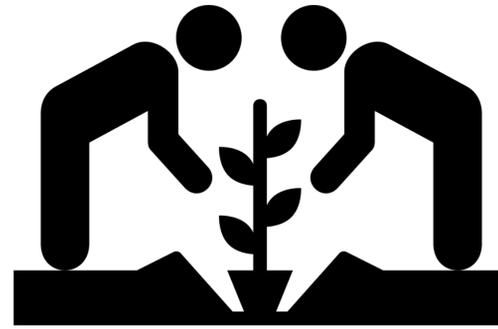
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Social Added Value

From October 2016 Veolia began operating the waste service from their custom built waste transfer station in Hortonwood. Set out below are the environmental, economic and social benefits since the transfer station opened..



£575,000 invested
in social added value



98 local jobs
created

Page 71

120,000
tonnes of waste
diverted from
landfill



79 projects supported in
the local area



£3million
spent with
local
businesses

21 local people back
in employment



5 apprentices



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TELFORD & WREKIN COUNCIL

CABINET - 12 SEPTEMBER 2019

REDUCING SINGLE USE PLASTIC IN TELFORD & WREKIN

REPORT OF: ASSISTANT DIRECTOR: COMMERCIAL SERVICES

LEAD CABINET MEMBER: COUNCILLOR HILDA RHODES, CABINET MEMBER FOR PARKS, GREEN SPACES AND NATURAL ENVIRONMENT

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

- 1.1 Reducing plastic pollution is one of the biggest challenges facing the future of our planet. It is estimated that up to 13 million tonnes of plastic enter the global marine environment every year and we all have our part to play in helping to safeguard the environment for future generations.
- 1.2 The Council recognises the adverse impact that plastic pollution is having, both globally and locally, and the important role that local authorities can play in addressing this issue. On 25 July 2019, the Council approved a motion to support the Plastic Free Communities Campaign and made a number of specific commitments, as set out in Section 4.1.5 of this report.
- 1.3 The purpose of this report is to update Cabinet on progress to date in reducing single-use plastic from the Council's operations and activities and to seek approval for an action plan setting out how the Council will make further improvements over the next year.
- 1.4 The report also seeks approval to establish a community taskforce. The taskforce will enable the Council to work in partnership with local businesses and organisations to deliver our aspiration for Telford & Wrekin to become officially certified as a plastic free community by following a framework set out by Surfers against Sewage (see Section 4.2.3).

2. RECOMMENDATIONS

- 2.1 That Cabinet notes progress to date with reducing single-use plastics from the Council's operations and activities and approves the action plan set out in Appendix 1.
- 2.2 That Cabinet approves the proposal to establish a community taskforce as set out in Section 4 of this report.

3 SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<i>This initiative will contribute to the following community priorities:</i> <ul style="list-style-type: none"> • <i>Keep neighbourhoods safe, clean and well connected;</i> • <i>Protect and champion our environment, culture and heritage.</i>
	Will the proposals impact on specific groups of people?	
	No	
TARGET COMPLETION/ DELIVERY DATE	April 2023.	
FINANCIAL/ VALUE FOR MONEY IMPACT	Yes	<p><i>The plan set out in appendix 1 details the actions that will be put in place to support the reduction of single-use plastics from Council operations.</i></p> <p><i>While the majority of actions and ongoing costs can be met from within existing resources, a small amount of one off investment is required, and capacity funding of £15.9k has been approved to meet these costs. Those actions identified as being deliverable within existing resources will need to be monitored.</i></p> <p><i>There is the potential for savings to be made by the Council as a result of some of these changes although it would not be possible to quantify the extent of them at the current time.</i></p> <p><i>PT 29/8/19</i></p>
LEGAL ISSUES	Yes	<i>Part of the strategy may necessitate introducing standardised contractual requirements (where practical and economical). The Government has announced that a ban on the distribution and sale of certain single use plastics will come into force in April 2020. The specific legislation by which this ban will come into effect has not been published yet. The ban will be enforced through civil sanctions under Part 3 of the Regulatory Enforcement and Sanctions Act 2008. The Council can introduce the strategy</i>

		<i>further to the general power of competence set out in Part 1 of the Localism Act 2011. The strategy accords with Central Government policy.</i>
ENVIRONMENTAL IMPACT	Yes	<i>The aim of this initiative is to have a positive environmental impact by reducing single use plastic within the Council and across the Borough. A key priority will be to audit current single use plastic usage within the Council so that we can establish a baseline against which progress can be measured and reported on. The action plan in Appendix 1 also includes specific measures that we will use to show the impact of action taken.</i>
OTHER IMPACTS, RISKS & OPPORTUNITIES	No	<i>Local businesses, organisations and residents are major stakeholders and need to be engaged effectively in the development and delivery of this campaign. In addition, this engagement will provide an opportunity for the Council to learn from innovative solutions that other local organisations have already developed and implemented.</i>
IMPACT ON SPECIFIC WARDS	No	<i>Borough-wide impact</i>

PART B) – ADDITIONAL INFORMATION

4 INFORMATION

4.1 Background

4.1.1 Plastic is an extremely useful material due to its versatility, durability, cheapness and availability. However, 50% of the plastic produced is used only once and these single-use plastics (SUP) have a high environmental impact which needs to be addressed. Plastics are accumulating in the natural environment and threatening wildlife and damaging ecosystems. This has a devastating impact on our oceans and marine life and the wider environment, for example:

- 13 million tonnes of plastic pollution go into the ocean each day;
- There are 5,000 items of plastic pollution for every mile of beach in the UK;
- Single-use plastic bottles account for 40% of all litter (by volume);
- 1 in 4 fish caught for human consumption now contain plastic, meaning that the average seafood consumer in the UK ingests 11,000 plastic particles every year.

Pollution caused by single-use plastics has become an increasingly topical issue and is now starting to form part of Government policy. For

example, in October 2018, the Government published a consultation on proposals to ban the distribution and/or sale of plastic straws, plastic - stemmed cotton buds and plastic drink stirrers in England. On 22 May 2019 the Government confirmed that the ban would go ahead, starting from April 2020, subject to some specified exemptions.

4.1.2 In addition, there are a growing number of villages, towns and cities that have reduced the use of avoidable single-use plastics in their community and have been recognised as plastic free communities by Surfers against Sewage (www.sas.org.uk). There are approximately 602 communities (registered including those certified) in the UK (August 2019), who have followed the Surfers against Sewage framework (see Section 4.3.2). Becoming a plastic free community is not about removing all plastic; it is very much focused on avoidable single-use plastics, such as:

- Plastic bottles;
- Coffee cups and lids;
- Plastic cutlery;
- Straws and plastic stirrers;
- Plastic bags;
- Plastic drinking cups;
- Condiment sachets;
- On-the-go packaging;
- Bathroom plastics e.g. cotton buds, shampoo sachets etc.;
- Balloons.

4.1.3 The impacts of climate change and plastic pollution together are causing serious damage around the world. As 99% of plastics cause climate change, there is a direct link between plastic pollution and climate change and so the Council has resolved to address both issues as a matter of urgency and in a holistic way.

4.1.4 The Council recognises that single-use plastics are having a significant impact on the environment world-wide and are directly affecting our own community. The Council also recognises that it should be leading the way, in educating the public, encouraging our staff to take action and providing an example of what can be achieved in replacing single use plastics with more sustainable alternatives in our own organisation.

4.1.5 Therefore, a motion calling for the Council to support the Plastic Free Communities Campaign was considered and approved at Full Council on 25 July 2019. This was a combined motion alongside the declaration of a climate change emergency. The motion included the following specific commitments relating to single-use plastics:

- Make a commitment to remove single-use plastics from the Council's operations and activities, replacing them with sustainable alternatives, by 2023;
- Continue to support national plastic-free campaigns such as Refill;

- Develop an action plan that sets out how the Council will reduce its own use of single-use plastic, and how the Council will encourage and promote plastic-free initiatives borough wide;
- Establish a community group to help achieve our aspiration for the borough to become a certified Plastic Free Community;
- Report back to Council with a report on progress in September 2019.

4.1.6 Building on this motion, our strategy is divided into two main parts:

- Single-Use Plastic Free Council;
- Single-Use Plastic Free Community.

4.2 Single-Use Plastic Free Council

4.2.1 The Council is already making progress with reducing and removing single-use plastics from its operations and activities, for example:

- Signing up to support Refill (www.refill.org.uk), a national campaign that promotes 'Refill Stations' where people can fill water bottles with drinking water for free – Council libraries across Telford & Wrekin are now official Refill stations (Wellington, Madeley, Newport, Southwater One and Oakengates) and there are five other Refill Stations within Council buildings;
- Trialling the use of mobile drinking water fountains at the Armed Forces Day event in June 2019;
- Banning the use of balloons at Council-run events, which has also recently been extended to external organisations who want to hold events on Council-owned land;
- Stopping the use of single use plastic cups and water bottles at Council meetings and the use of single use plastic glasses for events at the Place Theatre;
- Working with the theatre brewery supplier to replace plastic bottles with recyclable glass and can alternatives;
- Encouraging vendors at events to not sell bottled water and also consider sourcing stock in glass and can alternatives. This will be a condition we will look to enforce going forward (see Appendix 1);
- Removing plastic stirrers, straws and condiment sachets at Café Go at Addenbrooke House and Telford Ice Rink;
- Selling re-usable mugs and using fully compostable plant-based takeaway cutlery and cups at Café Go;
- Replacing 2ltr semi skimmed milk plastic containers with a Pergal milk dispenser in Café Go (each Pergal dispenser replaces 48 x2 litre plastic bottles);
- Ceasing the use of disposable cleaning cloths by the Council's Cleaning Service (apart from during infection control);
- Ceasing the use of a range of single-use plastic products such as cotton buds within residential care settings run by the Council's My Options Service;
- Recycling bins in all main Council offices (Borough wide the Actual Recycling Outturn for 18/19 is 44.8%);

- Incorporating single use plastics into Council's Social Value Guidance used for procurement exercises.

4.2.2. The Council has also started a communications campaign to promote its commitment to tackling the issue of single-use plastics, starting with National Refill Day on 19 June 2019. The campaign generated 57,000 impressions in just over two weeks. Four of the ten most popular posts in June by reach across the corporate Twitter and Facebook channels in June were about single-use plastics, showing the level of interest in the community.

4.2.3 The campaign has also generated good engagement from Council employees. Staff engagement internally has been a real success with employees continuing to put forward suggestions and ideas on how single use plastics can be replaced or reduced within their services areas.

4.2.4 Alongside this, an internal project group has been set up to identify what else we could do as a Council should do. The project group has considered the employee suggestions and have also researched what other local authorities are doing.

4.2.5 This has formed the basis of an action plan (See Appendix 1). The action plan sets out what will be delivered over the next 12 months and will be updated annually until 2022/23. The action plan contains three main sections:

- Replacing single-use plastics from Council activities and operations with sustainable alternatives;
- Building Single-use Plastic Free Telford & Wrekin into Council policy and processes;
- Encouraging employees and residents to reduce their use of single-use plastic.

4.2.6 One of the first actions we intend to take is to facilitate an action day in October 2019 to promote the Refill scheme more widely across the Borough. The action day will focus on increasing the number of Refill Stations in Telford & Wrekin. This is an opportunity for communities, businesses and local organisations to come together and create awareness of the campaign to reduce single-use plastics. Volunteers will be sought internally within the Council and also through the community taskforce (see Section 4.3). Future action days, which could include community clean-ups, plastic-free picnics and fundraising events, will be organised in conjunction with the taskforce.

4.2.7 Intranet and web-pages will also be launched to promote this initiative and connect with internal and external audiences locally and further afield. The web-page will form part of an over-arching Sustainable Telford & Wrekin Website, promoting the Council's wider environmental

agenda and all the initiatives and campaigns that the Council are leading on, including climate change.

- 4.2.8 The web-page will include an online pledge feature to enable people to sign up to a menu of actions to support the campaign, such as reducing personal use of single-use plastics or volunteering at an action day. The pledges will be promoted via a range of social media platforms that will feed into the web-page.
- 4.2.9 Whilst the web-page is being developed, we will trial a 10-week plastic-free challenge within the Council, encouraging employees and members to sign up to five ways they will personally reduce their use of single-use plastic (introduced fortnightly over the challenge period). If successful, we will roll-out externally from January 2020.

4.3 Single-Use Plastic Free Community

- 4.3.1 The Council is committed to continuing to play a key role in reducing the effects of single-use plastics within the Borough and further afield. However, we cannot do this alone and so we want to work collaboratively with a wide range of local organisations to ensure the impact is borough wide. The Council recognises and welcomes the work that a growing number of local organisations are already doing to address this issue. There are already many organisations in Telford & Wrekin who are working on reducing single-use plastics, as illustrated by the following case studies:

Case Study – Sustainable Newport

Sustainable Newport Shropshire is a group of residents from [Newport](#) and the surrounding villages concerned about plastics, pollution, climate change, fossil fuel dependency and how to live more sustainably. Their aim is to increase awareness of the impact people are having on our world and help businesses and residents find ways to reduce their impact (<http://sustainablenewportshropshire.org/>)

Case Study - Refill Madeley

Madeley Town Council has recently joined the national Refill scheme and branded itself as “Refill Madeley”. They are passionate about being a sustainable Council and have already signed up many local businesses to join the scheme, including Greggs and the Wellbeing Madeley Community Café (<http://madeleytowncouncil.gov.uk/refill-madeley/>).

- 4.3.2 The Council's aspiration is for Telford & Wrekin to become a recognised, certified Plastic Free Community, in accordance with the Surfer's against Sewage framework (www.sas.org.uk). This would involve evidencing that 5 objectives have been met:

- Local Governance – Telford & Wrekin Council passes a resolution to support plastic-free community status, leads by example to remove single-use plastics from Council premises and also promotes the campaign in the community;
- Local Businesses – a target number of businesses commit to removing at least 3 single-use plastic items;
- Community Groups and Organisations – a flagship employer and a range of other community organisations (educational establishments and community groups) support the campaign;
- Community events – run at least two community events a year to promote reduction of single-use plastics;
- Steering Group – set up a steering group with representatives from across the community (this group would then submit the application for plastic free community status and develop future plans).

4.3.3 Section 4.2 of this report sets out our approach to delivering the local governance objective. To move forward on the other objectives, we feel that it is essential that we first establish the steering group to ensure that future plans are community-led and that we can ultimately achieve the goal of becoming a Plastic Free Community. We are therefore seeking approval to establish a community taskforce, bringing together local champions who are passionate about driving and leading this agenda. The aims of the taskforce would be to:

- Promote and increase participation in existing plastic-free initiatives going on in the community;
- Encourage organisations from different sectors to commit to reduce the use of single use plastic;
- Engage with different parts of the community to identify and take forward new initiatives;
- Organise community events/action days;
- Gather evidence of the impact of local initiatives in order for Telford to become a certified plastic free community.

4.3.4 To ensure that we continue to develop our approach and embrace new ideas, it is proposed that membership of the taskforce is refreshed annually. The following representatives have agreed to join the taskforce for the inaugural year:

- Sustainable Newport – Simone Whitfield;
- Refill Madeley – Helena Morgan (also representing Madeley Town Council);
- Telford Shopping Centre – Fran Woffinden;
- Veolia – Ruth Jones;
- Harper Adams University – Lavinia Moroz-Hale and David Nuttall;
- University of Wolverhampton – Ray Flynn;
- Telford Priory School – Stacey Jordan
- Hollinswood Primary School – Susanne Bearblock

- Telford & Wrekin Council representative – Lead Cabinet member (Hilda Rhodes)/Assistant Director (Fliss Mercer);
- Wrekin Housing Group – Jean Jarvis;
- AO - Dave Ware;
- Transition Telford – Lynn Mann and Lucy Roberts.

4.3.5 Subject to member approval, the first meeting will take place in late September 2019 where Terms of Reference (TOR) will be agreed with taskforce members.

5. PREVIOUS MINUTES

5.1 None.

6. BACKGROUND PAPERS

6.1 None.

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Appendix 1 – Single-Use Plastic Free Council Action Plan (Year 1 – September 2019/20)

ACTION	WHO	TIMEFRAME	SUCCESS MEASURE
Replace all bin liners within Council sites and schools (including school kitchens)* with compostable alternatives (*schools where Telford & Wrekin Council provide Cleaning/Catering Service)	Cleaning Services - Group Manager	September 2019	Number of bin liners replaced with a more sustainable alternative
Waste audit within Addenbrooke & Darby House to measure waste/recycling levels. This will be followed by an internal communication campaign and a bin purge (remove excess bins from floors within Council buildings) to encourage waste reduction and greater use of recycling bins.	Facilities Management - Team Leader	October-December 2019	Increased weight of plastic waste collected for recycling plus a reduction in number of plastic bin liners used
Install mains-fed water dispensers in public/reception areas of 7 key buildings to enable visitors and employees to refill and reduce use of plastic water bottles: <ul style="list-style-type: none"> • Darby House • Wellington Civic and Leisure Centre • Oakengates Leisure Centre • Newport Pool • Horsehay Golf Centre • Madeley Ski and Snowboard Centre • Telford Ice Rink 	Facilities Management - Team Leader	November 2019	Usage of water fountains per site (will require sub-meters to be installed)
Install an outdoor water dispenser in Southwater (as above) and review usage to assess costs and benefits of installing additional dispensers in key outdoor locations e.g. Town Park/Ironbridge/T50 walking route	biT - Building Services Engineer	April 2020 (tbc with Severn Trent Water)	Usage of water fountain
Plastic-free event trial – with single use plastics to the furthest extent eliminated by insisting all vendors and suppliers consider their usage of single use plastic from bottles and receptacles to	Culture & Well Being - Arts & Culture Manager	September 2019 (Festival Hub – Dale End Park,	Reduction in plastic waste collected

zip ties and straws. This would mean vendors would need to commit to source glass and aluminium drinks bottles and reusable cups and drinks containers. We will also run a refill scheme (either by hiring mobile fountains or through a standpipe) and will trial a deposit return cup scheme. Waste will be collected by a company that will sort and recycle all event waste.		Ironbridge)	
Replace plastic stationary purchased through the corporate contract with more sustainable alternatives, such as: <ul style="list-style-type: none"> - Cardboard ring binders - Compostable dividers and document wallets 	Procurement & Commissioning - Procurement Team Leader	December 2019	Reduction in single use/limited use plastic stationary purchased through corporate contract
Run a pilot deposit scheme for re-usable coffee cups in Café Go and if successful, assess the costs and benefits of rolling out a borough-wide scheme (to be discussed with taskforce)	Catering Services - Group Catering Manager	September 2019	Number of cups being purchased/returned
Extend replacement of single use plastic items implemented in Café Go (straws/milk containers/condiment sachets) to school sites (where the Council provides the Catering Service) – also to cease the use of cling-film across the Catering Service	Catering Services - Group Catering Manager	September 2019	Reduction in single use plastic used in school kitchens
Provide an option for Council employees to purchase milk in plastic free containers, delivered to Council Offices	Catering Services - Group Catering Manager	October 2019	Take-up of offer by Council employees
Remove plastic packaging from ICT equipment delivered from hardware suppliers for laptops and mobile phones	ICT Services	January 2020	Reduction in plastic packaging from ICT hardware deliveries (compared to October-December 2019 baseline)

Conduct an audit of all single use plastics within Council service areas	Procurement & Commissioning - Procurement Team Leader	October-December 2019	Usable baseline of single use plastic consumption (that can then be updated annually)
All Council tender evaluations to include 10% weighting for environmental impact (to include climate change and plastic pollution)	Procurement & Commissioning - Procurement Team Leader	October 2019 and ongoing	Environmental changes recorded in successful bidders' document (now incorporated into contract monitoring documents)
Environmental impact to be included in the summary impact assessment section of Cabinet reports to ensure that consideration is given to climate change and the impact of single-use plastics	SMT - Commercial Services / Business Development & Employment	November 2019 Cabinet and ongoing	Ongoing review of reports and information provided related to environmental impact.
Deliver Refill action day	PFTW Project Lead	October 2019	Number of refill stations added on Refill App/social media coverage and engagement
Promote the 'single-use plastic challenge' (10-week challenge to encourage people to commit to making 5 changes to reduce their single use plastic usage)	Corporate Comms - Communications Officer	Pilot with Council employees from 23 October 2019/external launch January 2020	Number of people participating in the challenge
Develop and launch web pages to promote Single-Use Plastic Free Telford & Wrekin campaign:	Corporate Comms -	Intranet page (September	Site statistics and usage reports

<ul style="list-style-type: none"> - Intranet page (for Council employees) - External webpage (as part of over-arching new Sustainable Telford & Wrekin Website) 	Communications Officer	2019)/Website (January 2020)	
Develop an online pledge feature on webpage	Corporate Comms - Communications Officer	Internal soft launch (November 2019)/ External launch in line with Website (Jan 2020)	Number of pledges made (broken down by service area for employee pledges)

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