

Name of Initiative, Policy or Project	Transfer of Concessionary Fares from District Councils to Hampshire County Council – April 2011
Department	Passenger Transport - Environment
Names of people completing assessment	Mark Miller
Date	8 November 2010
A front line or direct service is highly likely to have an impact on different communities. An infrastructure service may have an indirect impact. You need to use your professional knowledge to decide if you know enough about the different customer or staff groups which might be affected. These prompts will assist you to decide if you need to do an impact assessment.	
Describe main purpose of Initiative, Policy, Project	<p>The establishment of a standardised countywide scheme to bring the various schemes currently administered by District Councils into one consistent system under the remit of Hampshire County Council from April 2011.</p> <p>The seamless transfer of systems to ensure continued high levels of customer care.</p> <p>The establishment of a fully costed and funded scheme.</p> <p>The commencement of new contracts to provide the back office functions of reimbursement administration and pass production for the new scheme.</p>
What are the main activities?	To provide a standardised countywide concessionary travel scheme for eligible people based upon the statutory English National Concessionary Travel Scheme.
Who is intended to benefit?	The scheme is aimed at eligible people of pensionable age and eligible people of over 5 years of age who have a disability.
<p>Based on existing knowledge and information use the following checklist to decide what the impact might be on different groups and whether a more detailed impact assessment is required. Identify and summarise the data used in the grid below.</p> <p>Further guidance on 1. equality groups 2. data sources</p>	

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<p>Age</p> <p>Children, young people, young parents, older or retired people</p>	<p>Total population of Hampshire is 1,289,400</p> <p>There are 269,000 older people in Hampshire</p> <p>We have data from existing District and Borough Council databases with the numbers of eligible older people and current take up rates.</p> <p>181,000 older people make use of the passes and an approximate additional 56,000 take advantage of other travel concessions such as tokens and railcards. (There is some cross referencing with people</p>	<p>Depending on funding levels yet to be determined by Government the level of scheme benefit could vary. The statutory English National Concessionary Travel Scheme, should it continue in its present form, ensures all eligible pensionable residents will be able to receive a free bus pass for free travel on local bus services at certain times. Those residents without access (either physically or geographically) to a local bus service will not be able to benefit from the scheme.</p> <p>Some older people with</p>	<p>The lack of access to a bus service is not unlawful under the concessionary fares scheme in itself. However, there could be challenges that such people are not being given free access to any other form of transport such as community transport, ferries, rail or taxis, as an alternative and therefore could be viewed as inequitable and discriminatory under Equality and Disability Legislation.</p> <p>Drivers and office staff need to understand the needs of different groups and do not discriminate in their customer care</p>	<p>Any eligible person with access to a bus service will have the opportunity to make use of the concessionary travel scheme.</p> <p>Consideration could be given to how those who cannot access local bus services on geographic isolation, timing or frailty criteria receive equality of access to other forms of transport.</p> <p>Options could include accepting that those in rurally isolated areas may have to pay for alternative transport services instead of receiving a free pass.</p>

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	<p>with disabilities in these figures).</p> <p>Overall this represents around 84% take up of concessions for this age group in one way or another.</p> <p>We have received approximately 1,600 responses to the consultation.</p> <p>Our base data from the districts schemes does not give us demographic profiles but that we will monitor these going forward</p>	<p>disabilities such as dementia, learning difficulties or general frailty and disabilities may not be able to travel on their own.</p> <p>In applying for concessionary travel, some people may not be able to write, telephone, visit in person, be unable to access the web or understand the process, creating barriers to the scheme.</p> <p>Any option which sees a time restriction on undertaking a journey may reduce the opportunity for older people to use the pass to travel to work or access early health related appointments.</p> <p>Some older people who</p>	<p>standards which would in itself be illegal.</p>	<p>Consideration could be given to extending the time of day a pass could be used to 0900 or all day. Other options could extend the use of passes to community transport schemes, social car projects, taxis, rail and ferries, or provide a form of Travel voucher for these services instead of a bus pass for isolated residents.</p> <p>Those who cannot travel on their own may require help with alternative transport or the availability of a companion pass to provide support and company while travelling.</p> <p>Pass applications are likely to be made by post and via the internet, (similar to the driving</p>

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		<p>have previously enjoyed additional benefits for concessionary travel from their local district authority, including tokens, railcards, community transport and ferries etc may see a reduction should only the basic statutory scheme be implemented.</p>		<p>licence and passport process). This will avoid the need for applicants to physically access offices, but may require help in picking up application forms and filling them out. Help could be provided by Adult Services Advocates, local library volunteer staff or friends and family.</p> <p>Large print forms in plain English should be provided.</p> <p>Central Government policies on equalising the pensionable age limits aim to eliminate the anomaly of new claimants using passes to travel free to work before 0930 by 2020. It is argued that the fact of being in paid employment should mitigate the need</p>

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				<p>for free travel.</p> <p>The provision of an all day pass concession is unlikely to be supported, but the start time may be advanced to 0900 and bus operators could consider a commercial charge of half fare before agreed concessionary travel times.</p> <p>All officers and transport personnel need to be trained to ensure compliance with overall equality and discrimination laws and guidelines when working with the public. There may need to be greater dialogue with Primary Care Trusts to consider what responsibilities they have in ensuring fair and equal</p>

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				access to health appointments of elderly people in general via the Hospital Transport Service.
<p>Disabled People</p> <p>Mobility, sight, hearing, speech & language disability or difficulty, mental health/distress</p>	<p>13,000 bus passes are currently in circulation for people with disabilities. However, we believe that many people with disabilities have been eligible for passes on age criteria alone and so makes this figure seem lower than it is.</p> <p>Estimates of the numbers of Disabled people as expressed by claimants of Disability Living Allowance indicates approximately 35,000 disabled people currently living in</p>	<p>Depending on funding levels yet to be determined by Government the level of scheme benefit could vary. The statutory English National Concessionary Travel Scheme, should it continue in its present form, ensures all eligible residents with disabilities above the age of 5 will be able to receive a free bus pass for free travel on local bus services.</p> <p>Those residents with disabilities or frailty without</p>	<p>The lack of access to a bus service is not unlawful under the concessionary fares scheme in itself. However, there could be challenges that disabled people are not being given access to any other form of transport such as community transport, taxis, rail or ferries, as an alternative and therefore could be viewed as inequitable and discriminatory under Equality and Disability Legislation.</p>	<p>Any eligible person with disabilities with access to a bus service will have the opportunity to make use of the concessionary travel scheme.</p> <p>Consideration will have to be given to how those people with disabilities who cannot access local bus services receive equality of access to other forms of transport including the provision of tokens or travel vouchers and the extension of the bus pass usage to all day.</p>

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	<p>Hampshire.</p> <p>335 individuals with disabilities responded to the consultation. Responses were also received from a number of groups representing people with disabilities as outlined in Appendix 1.</p> <p>Our base data from the districts schemes does not give us demographic profiles of people with disabilities but that we will monitor these going forward especially in conjunction with Adult Services Disability Registration Card Database systems which currently indicates approximately 60,000 people with disabilities live in Hampshire.</p>	<p>access to a local bus service owing to geographic isolation or lack of mobility to reach or board existing bus stops will not be able to benefit from the scheme if it is kept at the National Scheme's minimum standard. This will also impact on some people with disabilities who have previously enjoyed additional benefits for concessionary travel from their local district authority, including tokens, railcards, community transport and ferries.</p> <p>In applying for concessionary travel, some people may not be able to write, telephone, visit in person, be able to access the web or</p>	<p>Drivers and office staff need to understand the needs of different groups and do not discriminate in their customer care standards which would be illegal.</p>	<p>Options could include accepting that those in rurally isolated areas may have to pay for alternative transport services, instead of receiving a free pass.</p> <p>Those who cannot travel on their own may require help with alternative transport or the availability of a companion pass to provide support and company while travelling.</p> <p>Pass applications are likely to be made by post and via the internet, (similar to the driving licence and passport process). This will avoid the need for applicants to physically access offices.</p> <p>Large print forms in plain English and advocates to</p>

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		<p>understand the process, creating barriers to the scheme benefit.</p> <p>Any option which sees a time restriction on undertaking a journey may reduce the opportunity for disabled people to use the pass to travel to work.</p> <p>ESPOPF also explains that targeting of tokens would need to be done with care:</p> <p>"...not all disabled people or those with mobility problems were registered, so they would miss out if they had to be registered in order to qualify for tokens".</p>		<p>assist with the application process should be considered. Braille applications should also be available alongside minicom telephone systems.</p> <p>All officers and transport personnel need to be trained to ensure compliance with overall equality and discrimination laws and guidelines when working with the public.</p> <p>There may need to be greater dialogue with Primary Care Trusts to consider what responsibilities they have in ensuring fair and equal access to health appointments of people with disabilities via the Hospital Transport</p>

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				Service.
<p>Faith</p> <p>Communities or individuals with different religions or beliefs</p>	<p>Through the consultation we have received comments from people who have identified themselves as:</p> <ul style="list-style-type: none"> 13 agnostics 15 Atheists 11 Anglicans 9 Baptists 1 Buddhist 479 Church of England 113 Christians 1 Christian Brethren 1 Church of Scotland 1 Congregational 1 Evangelical 1 Free Church 1 Greek Orthodox 1 Humanitarian 1 Jehovah's Witness 3 Jewish 16 Methodist 	<p>No-one will be restricted from using the concessionary fares scheme on the basis of faith, there may be some communities who may not be fully aware of the benefit owing to language or access to information barriers.</p>	<p>See above.</p>	<p>In addition to the comments above:</p> <p>If any language or access to information barriers are addressed, there could be a greater take up of the concession from communities or individuals with different religions or beliefs. Translation services should be offered.</p> <p>Further community outreach work will be required to ensure we reach areas of faith across the county's spectrum and that all eligible people access their rights.</p>

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	1 Muslim 31 None 2 Quaker 29 Roman Catholic 2 Salvation Army 2 Spiritualist 1 United Reform Church			
Gender Women, Men, boys, girls, carers (of children, disabled or older people) Transgender (those who have changed gender or are in the process of change).	Through the consultation we have received feedback from : 615 Men 703 Women Our base data from the districts schemes does not give us gender profiles but that we will monitor these going forward.	No-one will be restricted from using the concessionary fares scheme on the basis of gender, although any time restrictions may disproportionately affect women seeking health related appointments.	See above	See above. There may need to be greater dialogue with Primary Care Trusts to consider what responsibilities they have in ensuring fair and equal access to health appointments of people in general and women in particular via the Hospital Transport Service
Race Black and minority ethnic individuals and communities, gypsies and	92.4% of Hampshire's resident population are estimated to be	No-one will be restricted from using the concessionary fares	See above	In addition to the comments above if any language or access to

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travellers, migrant workers	<p>of the ethnic group - White British</p> <p>Through the consultation we have received feedback from individuals identifying themselves as:</p> <p>White 1,106 Asian 3 Rest of the World 8 Mixed 3 Eastern Europe 1 Western Europe 2</p> <p>Our base data from the districts schemes does not give us race profiles but that we will monitor these going forward</p>	<p>scheme on the basis of race, although eligibility is restricted to people whose sole or principal residence is within the authority's area. This would exclude Travellers and temporary migrant workers from the scheme.</p> <p>There may be some communities who may not be fully aware of the benefit owing to language or access to information barriers.</p>		<p>information barriers are addressed, there could be a greater take up of the concession from communities or individuals with different ethnic backgrounds. Translation services should be offered.</p> <p>The consultation process did see officers talk to ethnic groups such as the Ghurkhas in Rushmoor. More outreach into this and similar communities needs to be undertaken to ensure all eligible people access their rights.</p>
Gay, Lesbian, Bisexual	Through the consultation we have received feedback from individuals identifying themselves as	No-one will be restricted from using the concessionary fares scheme on the basis of	See above.	Further community outreach work will be required to ensure we reach areas of sexual

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	Gay (1) and Bisexual (2).	sexual orientation.		orientation across the county so that all eligible people access their rights. Respondents, owing primarily to their age, were most vehemently concerned about answering this section of questions and so work in this area may be either difficult or to some extent irrelevant.
Low or no Income	Our base data from the districts schemes does not give us demographic profiles but that we will monitor these going forward	No-one will be restricted from using the concessionary fares scheme on the basis of low or no income as the scheme offers a free pass and free transport.	See above	See above, but there are mixed messages about the effects of concessionary fares. Being old or having disabilities does not automatically equate to having low incomes. No means testing is proposed and no assessment of concession is being based on individuals ability to pay.

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Rural Isolation	<p>1.19 million people in Hampshire live within 400m of an hourly (or better) bus route: (92.5%).</p> <p>97,000 people in Hampshire do NOT live within 400m of an hourly (or better) bus route: (7.5%).</p>	<p>Depending on funding yet to be determined by Government the level of scheme benefit could vary. The statutory English National Concessionary Travel Scheme, should it continue in its present form, ensures all eligible pensionable residents and those with disabilities will be able to receive a free bus pass for free travel on local bus services. Those residents without access (either physically or geographically) to a local bus service will not be able to benefit from the scheme.</p> <p>Some older people with disabilities such as dementia, learning difficulties or general frailty and disabilities may not be</p>	As above.	<p>Any eligible person with access to a bus service will have the opportunity to make use of the concessionary travel scheme.</p> <p>Options could include accepting that those in rurally isolated areas may have to pay for alternative transport services instead of receiving a free pass.</p> <p>Consideration could be given to how those who cannot access local bus services on geographic isolation, timing or frailty criteria receive equality of access to other forms of transport.</p> <p>Options could extend the use of passes to community transport</p>

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		<p>able to travel on their own.</p> <p>In applying for concessionary travel, some people may not be able to write, telephone, visit in person, be unable to access the web or understand the process, creating barriers to the scheme.</p> <p>Any option which sees a time restriction on undertaking journey may reduce the opportunity for older people to use the pass to travel to work or access early health related appointments.</p> <p>Some older people who have previously enjoyed additional benefits for concessionary travel from their local district authority,</p>		<p>schemes, social car projects, taxis, rail and ferries, or provide a form of Travel voucher for these services instead of a bus pass for isolated residents.</p> <p>Those who cannot travel on their own may require help with alternative transport or the availability of a companion pass to provide support and company while travelling.</p> <p>Pass applications are likely to be made by post and via the internet, (similar to the driving licence and passport process). This will avoid the need for applicants to physically access offices, but may require help in picking up application forms and filling them out.</p>

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		including tokens, railcards, community transport and ferries etc may see a reduction should only the basic statutory scheme be implemented.		<p>Help could be provided by Adult Services Advocates, local library volunteer staff or friends and family.</p> <p>Large print forms in plain English should be provided.</p> <p>Central Government policies on equalising the pensionable age limits aim to eliminate the anomaly of new claimants using passes to travel free to work before 0930 by 2020. It is argued that the fact of being in paid employment should mitigate the need for free travel.</p> <p>The provision of an all day pass concession is unlikely to be supported, but the start time may be advanced to 0900 and bus</p>

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				<p>operators could consider a commercial charge of half fare before agreed concessionary travel times.</p> <p>All officers and transport personnel need to be trained to ensure compliance with overall equality and discrimination laws and guidelines when working with the public.</p>