

CABINET – 20 SEPTEMBER 2011

OXFORDSHIRE CONCESSIONARY FARES SCHEME – APPLICATION AND PASS ISSUING

**Report by: Deputy Director (Highways & Transport),
Interim Deputy Director (Oxfordshire Customer Services)**

Introduction

1. The responsibility for running the English National Concessionary Travel Scheme (ENCTS) transferred from District to County level from the 1 April 2011. As from this date Oxfordshire County Council (OCC) has a statutory duty to issue concessionary passes free of charge, on request, to everybody eligible to receive one, and to reimburse bus companies for lost revenue and any costs they incur for all 'free' journeys made by concessionary pass holders which start in Oxfordshire. Passes are available to holders on the basis of age or qualifying disability.
2. In November 2010 Cabinet agreed the basic Oxfordshire Concessionary Fares Scheme. This set out the basis upon which passes could be used in the County and the proposals for reimbursement of bus companies. Prior to this agreement consultation took place with users, other stakeholders and bus companies.
3. A short term agreement was reached whereby the Districts would continue to manage the process of applying for and issuing concessionary passes. This would be on an agency basis between 1 April 2011 and 31 March 2012. As from 1 April 2012 this agreement expires and the County will become responsible for issuing passes to eligible applicants. It should be noted that a District has expressed an interest in retaining pass application and issuing beyond 31 March 2012 but there appears to be no clear consensus for Districts to continue this task across the County as a whole. So far in this research we have not identified any other authority that has this type of agency agreement with Districts to fulfil the service for a county authority on an ongoing basis. Although there is clear local willingness to pursue some form of partnership working with the Districts in the future, there remain a number of unresolved issues around how they would access and use our systems, data security and licensing, timescales constraints, and standardising processes and service levels across the county. The value of this approach may be reduced further with the consideration that Libraries and FM sites will be providing a replacement face to face service at no cost in comparable and

additional locations (see paragraph 15 for details). Partnership working would be likely to add cost for the delivery of the service and thereby jeopardise the anticipated savings and planned service enhancements based on the County providing the service on its own.

4. This report summarises how the Customer Service Centre (CSC) would approach the delivery of this service, taking into account the outcome of a consultation on the preferred methods of obtaining information on the Concessionary Travel Scheme and how to apply for a pass. The report also summarises indicative costings of suppliers systems and card production to enable the Oxfordshire CSC to take on the task of managing applications.

Issuing of Concessionary Passes

5. OCC's statutory duty to issue concessionary passes will include making information available on how to apply; checking eligibility; processing applications; issuing a pass; reissuing when it expires or becomes lost or damaged; 'stop-listing' passes which are no longer applicable and handling user enquiries. With over 100,000 pass holders in Oxfordshire, pass issuing is a major logistical exercise. The passes themselves are required to be electronically coded as smartcards, which requires specialist technical expertise.
6. The overall aim of the project is to bring the Concessionary Fares application and pass issuing process under the County's control whilst reducing costs, increasing choice and options for residents and delivering a standardised, fairer service across the County. Currently the only standard process across Districts is they all accept postal applications and none offer an online option. Only one (Oxford City) offers a face to face service for application and issue of pass at the same time, although others offer this for the application process, with passes subsequently issued by post. In summary, there is no uniformity on how people may apply for a pass or a single pass supplier across the Districts.
7. The public have been consulted on how they would like to apply for passes in future, given that some standardisation of the application process across the County would be required. Results showed that, whilst the ability to apply face to face would remain popular, there was a preference for online applications. Whilst maintaining current options for customers, we therefore want to expand the number of sites available for the public to visit and add an online option. The results of this consultation are presented below in Annex 1.
8. As there is currently no one single system or supplier for handling applications and issuing passes across the Districts, a pre-procurement exercise has been undertaken to ensure the County can efficiently manage the range of functions listed in paragraph 5 above. To obtain the best technical solution at the best value to the County, six approved

card management system & card issuing suppliers were invited to demonstrate their systems and production methods. Each supplier has provided indicative pricing based on the required technical specifications and estimated pass issuing volumes.

9. The function is seen as a good fit within the County Council's CSC. There are strong links to other transport and social care functions that are either carried out by the CSC or are anticipated to join shortly (Social and Health Care Team, Disability Parking Permit (Blue Badges), Integrated Transport Unit, Parking Shop, OXTAIL advice line, Independent Mobility Assessors). In order to comply with Department for Transport guidance, and aligned to recent changes in Blue Badge issuing, the Council will offer a new home visit service for disabled applicants who require assessment and support. The Concessionary Fares scheme could take advantage of these assessors to broaden the service it currently offers to disabled users. If the delivery of Concessionary Fares was undertaken in the CSC, it would support the council to bring together the above mentioned transport and disability related functions in a simple, more cost effective way for customers. Currently customers contacting the council about disability or specialist travel have over 40 different contact routes to choose from.

Consultation with Users on the Application Process

10. A consultation process took place during the early summer 2011 where the public were able to give their opinion on how they preferred to apply for a concessionary travel pass. The consultation was advertised on the OCC website and District Council websites. Information on the consultation and a poster was supplied to Parish Councillors and Parish Public Transport Representatives as well as to Community Centres, Libraries and GP's surgeries around the County. A focus group with representatives from disabled organisations was also held and their views were incorporated into the results of the consultation.

Consultation Findings

11. Full details of the consultation results are attached in Annex 1. The headline results are as follows:
 - 130 respondents answered the question about how they would like to apply for their pass. The most popular method was **online** with **68%**. The second most popular method is **by post** with **30%**.
 - **23%** of respondents said they would like to apply for a pass **in person**.
 - The most popular choices for receiving information, advice or support was **email** with **63%** of people preferring this method.

This is followed by **online via the OCC website** with **57%** and **post** with **39%**.

- The least popular methods for getting information were **in person** with **49%** and **by phone** with **45%**
- Finally, **85%** of respondents across all groups said they **have internet access in their own home**. Only **15%** of respondents say they **do not have any form of computer access**.

Best Practice

12. On investigation into the approaches of other Local Authorities it appears that there is no one solution that is applied nationwide. In unitary authorities there is a partial trend in moving more toward an outsourced totally on-line solution with face to face applications as an exception. Tiered authorities (such as Kent, Gloucestershire & Surrey) have tended to retain the customer facing aspects of the process (providing information and taking applications) using a third party supplied Card Management System (CMS) and web portal, whilst outsourcing the production of the concessionary travel passes to a different third party. In such authorities face to face applications are retained and handled via a local library or one stop shop.
13. It would appear that best practice for a tiered authority in managing a concessionary fares scheme is a solution whereby residents can apply online and by post if they so wish but a face to face service is also supplied via a number of agreed main libraries and building receptions.

Options and Approach

14. OCC faces a choice as to how it decides to operate the application process for the Concessionary Travel Scheme. The most cost effective delivery channel for OCC to take would be to offer an online service to the public, however, this would not be an appropriate offering without the support of alternative contact channels (Face-to-Face, post, phone) as it would pose some issues around access and availability of the service for those potential and existing users without access to the internet, those who are disabled or have individual requirements or who have limited computing skills.
15. Because of the demographics of the customer base and the current offerings, it is therefore appropriate for the County to provide face to face and postal options for those residents who have difficulty with using an online system. Agreement has been reached with Libraries Service and FM to provide a face to face service with exceeds the current district offer (see the map at Annex 2 for a comparison between current district and future provision):
 - Provided through 9 major libraries (Abingdon, Banbury, Bicester, Cowley, Didcot, Henley, Oxford Central Library, Wantage &

Witney) & selected OCC office buildings (County Hall, Knights Court, Mount House, Samuelson House, Windrush Court & Foxcombe Court) who would accept applications or help people make applications and send them through to the CSC. All sites would be provided with the appropriate equipment to fulfil this function

16. In addition an Independent Mobility Assessment (IMA) functions will be developed to provide additional levels of face to face support:
 - An outreach worker (Independent Mobility Assessor - IMA) who would be able to visit applicants where appropriate in their home to assess eligibility for disabled applications and provide access to other disability transport functions e.g. Blue Badge and Disability Register applications, and other support and advice.
17. It is recognised that a following the necessary Cabinet approval, a robust communications plan would need to be developed to publicise the changes and improvements to the application process to reduce any potential issues for customers. A full Social & Community Impact Assessment has been carried out to evaluate the effect changes may have and has been attached at Annex 3.

Financial Implications

18. The total cost of operating Concessionary Fares in Oxfordshire in 2011/12 was forecast to be £8.2m. This includes the £0.422m costs for District Councils to administer pass issuing on our behalf, plus staffing costs in the CSC for 2011/12 (just over £0.060m), which leaves £7.7m for reimbursement, around the total spend by District Councils in 2010/11.
19. As per the Customer Service Centre business case which was ratified by Cabinet in January 2010, services transfer into the CSC based on current spend, and subsequent efficiency savings made are then allocated to the CSC Programme. This would mean that £0.422m ongoing would be transferred to the CSC to run the service. The table overleaf shows the anticipated breakdown of the above sum. Based on analysis of District figures and Data Observatory projections regarding the current and future card holder numbers, volume of applications, contacts, and assessments indicative staff costs are thought to be in the region of £0.223m. Thorough research was undertaken with a range of suppliers, and the current anticipated indicative cost for a Card Management System, card production/distribution, and other related costs would be £0.189m. However, this figure may reduce following a formal procurement exercise. For the year 2012/13 one off cost are estimated to be in the region of £0.040m will be incurred and will be met by the CSC Programme's investment budget.

Area of Expenditure	£
Indicative Staff Costs (Admin/IMA/Management, etc)	223,000
Indicative Supplier/IT & Ongoing Running Costs	189,000
Total Estimated Expenditure	412,000
Contingency Budget	10,000
Budget Requested	422,000
One Off Costs funded by CSC	40,000
Total Budget	462,000

20. By moving the application process into the County Council's CSC it is believed that the county could make an ongoing saving of £0.100m within 2 to 3 years. This is possible due to a range of improvements that will be implemented by the CSC Programme team. In order to meet the Customer Service Centre Programme's Medium Term Financial Plan savings targets any ongoing savings would need to be allocated to the CSC programme. The projected efficiency savings would be achieved by:

New ways of working promoted by the CSC

- Economies of scale through multi-skilling staff in the CSC across this and other services
- Process redesign and improvement
- Increases in online applications

Reduction in contractual supplier costs

- Economies of scale through procurement of a county-wide contract.
- Efficiencies realised through reduced staff time in management of multiple suppliers.

21. These savings would not affect the current quality of the service delivered, in fact new services such as the Independent Mobility Assessors and online applications would be introduced whilst reducing costs overall.

Staff Implications

22. The CSC currently handles those concessionary enquiries which are directed to the County Council; however, this is a small number of calls and is managed within the headcount of the existing staff. With the full transfer of responsibility for the whole application process there will be in-house costs to OCC for a specific resource for managing applications (and all associated tasks that entails), enquiry handling, conducting Mobility Assessments of applicants with particular needs in their own homes, management of the service and liaison with the

chosen third party suppliers (estimated at 6 FTE). Full Details of the staffing requirements are shown in Annex 4. Two members of District staff may be eligible for TUPE, however, it is believed that this will not have an impact on the required budget. The resources to manage the transfer of this function from district to county will be funded from the CSC programme itself.

RECOMMENDATION

The Cabinet is RECOMMENDED to:

- (a) Agree that the Oxfordshire Customer Services Centre should now undertake an appropriate procurement process to select the most suitable supplier(s), and engage with said supplier(s) to provide a system for managing Concessionary Travel Pass applications and the production and issuing of the travel passes;**
- (b) Delegate authority to the Deputy Director Customer Services, in consultation with the Cabinet Member for Transport, to agree any detail in relation to the management of all aspects of the Concessionary Fares Scheme Application & Pass Issuing processes during 2012/13;**
- (c) Agree that a permanent budget of £0.422m be vired to the Customer Service Centre in 2012/13 to manage the scheme;**
- (d) Efficiency savings made by the CSC in subsequent years to be attributed to the CSC overall programme savings set out in the medium term financial plan;**
- (e) Agree that a number of selected libraries and Oxfordshire County Council building receptions are equipped to provide a face-to-face service for those residents who will find it difficult or impossible to use an online system.**

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Glossary of Terms

Term	Abbreviation	Definition
Card Management System	CMS	Back-end system which would allow the production of travel passes
Customer Service Centre	CSC	Oxfordshire's centralised customer service team based in Clarendon House, Oxford
English National Concessionary Travel Scheme	ENCTS	Overarching legislation regarding free bus travel for qualifying residents
Independent Mobility Assessor	IMA	Professionally qualified health worker who can assess the range of mobility of applicant

Consultation Results

1. Background to Consultation

The administration of the English national Concessionary Travel Scheme (ENCTS) moved from District Council to County Council control on 1st April 2011. At present the District Councils are continuing to issue new passes and manage renewals on an agency agreement basis until 31st March 2012.

Currently there are anomalies between the Districts processes which mean that in some areas residents are treated less fairly than in others. It was decided to take the opportunity of the transfer of responsibility to review the application process to make it uniform across the county and thereby making it fairer for all. Naturally this means that there will be change for some residents and to ensure that any suggested changes are appropriate a consultation exercise was undertaken.

2. Consultation

The consultation on Concessionary Fares passes ran between 6th June 2011 and 10th July 2011. It was designed to ascertain the feelings of residents in the County as to how they would prefer to receive advice information or support about concessionary passes, how they would like to apply for their pass, whether they had internet access available to them and if they felt able to upload a digital photo of themselves. They were also given the opportunity via a free text field to express any other thoughts or opinions they had on the subject.

The consultation was open to all residents in the county and was advertised via posters in local libraries, GPs's surgeries, Community Centres, posters and an explanatory email or letter were also sent to all Parish Councils and Parish Public Transport Representatives. The consultation was also advertised on District Council websites with links through to the appropriate page on the County Council website.

Paper copies of the consultation were also sent out to those who requested them and a telephone number was provided for those people who wished to phone up and give their response directly to a member of the Customer Service Centre.

The consultation asked people to identify themselves into one of 5 groups – Future applicant based on age, future applicant based on qualifying disability, current pass holder due to age, current pass holder due to disability, a non qualifying person who just wanted to give feedback.

A focus group was also held on 14 July 2011 at which representatives from several organisations for disabled people were invited to attend. Selections of comments from this event are detailed separately below.

3. Headline Consultation Results:

135 respondents told us where they lived in the County which was the highest response rate to any question. This is because respondents can answer part of the consultation and then save it and come back later. In this instance 5 people did not go on to complete the questionnaire fully.

Across the respondent groups **31%** came from **West Oxfordshire**, **26%** from **Cherwell**, **19%** from **South Oxfordshire**, **16%** from **Vale of White Horse** and **8%** from the **City**.

130 people answered the question about how they would like to apply for their pass.

The most popular method across all respondent groups was **online** with **68%**. The second most popular method was **by post** with **30%**.

The least popular choice across all respondent groups was **in person** with **35%** of people not wishing to use this option.

The **home visit** option was **not applicable** to **91%** of respondents, however of those that it did apply to **5%** would like a home visit and **4%** would not want a home visit.

When asked about how they would like to receive information support or advice about Concessionary Fares the most popular choice across all respondent groups was **email** which **63%** of people preferring this method. This was followed by **online via the OCC website** with **57%** and **post** with **39%**.

The least popular methods for getting information were **in person** with **49%** and **by phone** with **45%**

When asked if they had access to the internet **85%** of respondents across all groups said they **had internet access in their own home** and another **2%** **had access via a friend, family member, carer or via a public computer in a library or internet café**. Only **15%** of respondents said they **did not have any form of computer access**.

Internet access and computer ownership is high and when asked **56%** of respondents felt they could upload a digital photograph of themselves unaided while another **13%** believed they could if they had help to do so. However, **30%** of respondents felt they would not be able to do so – although this figure would include the 15% who did not have a computer.

4. Comments

A selection of relevant replies made on the free text field “Any other comments” are shown below:

- I know many deaf people who do not have internet access so please keep the leaflet formats for those who don't have internet access – this is really important.
- I am a month away from 60 and have had the internet at home since the 1990's. I don't know anyone of my age who does not have it.
- We currently have bus tokens which we mainly use on the buses to London and would hope that bus passes will be valid for this
- Many older people do not have internet access and prefer to make a visit to an office. I think most who live outside Oxford would wish to be able to continue to apply for their pass locally, e.g. for West Oxon in Witney rather than having to travel to Oxford.
- Application must remain as easy as possible. Do we really need a new photo each time?
- I don't want to have to queue at the local office
- I think you should retain the ability to apply by “traditional” methods for older people who are not computer literate. Previously SODC took the passport photo free of charge for people who apply in person – will this continue?
- Have difficulty walking and appreciate being able to apply from home.
- If the photo needs updating when the bus pass is renewed I would prefer to do it in person and cannot do it on-line.
- If applied for on-line, this system is secure so that applications do not fall into the wrong hands.

5. Engagement and Consultation Exercise 14th July 2011

On advice from the Consultation and Involvement and Taking Part Teams a selection of organisations representing various Disability and Age groups were invited. Unfortunately only two groups accepted the invitation – The Oxfordshire Association for the Blind and My Life My Choice, however, a selection of their feedback is provided below:

Focus group facilitated by Susan Fairburn, Stuart Young and Mark Hopping

My Life My Choice is a user led group which represents around 400 people who have learning disabilities in the Oxfordshire region.

OAB supports visually impaired people in Oxfordshire and advises on services and equipment that enable visually impaired persons to live independent lives.

In advance of the consultation information was sent out in Easy Read to provide some context for the discussion and some background information.

5.1 Main points raised:

- Contacting councils by phone can be difficult as it is not always easy to understand what is being said.
- Visiting buildings can be time consuming
- Changing a building to attend can be difficult for visually impaired people as they have to “learn” a new route.
- Written information isn’t helpful if it is ‘full of jargon’
- On-line application is much easier for visually impaired people than any other type.
- Computers are quite a good way of getting information, but it has to be fairly simple and it’s very helpful if there is someone available to assist (which is the case at My Life My Choice)
- Present system within Oxford City isn’t that helpful as some doctors’ charge to provide medical information, and one attendee had to wait a long time to see his doctor.
- It would be really helpful if there could be an Easy Read version of the form both online and available in hard copy.
- Also helpful to have the form available in Large Print
- It’s very important to let people who work in the council know about any changes.
- Absolutely crucial that supportive information about the process is clearly and simply presented. It was suggested that diagrams could also be used to convey information e.g. a ticks and crosses chart.
- Concern was raised about charging for replacement bus passes. One contributor said he was told he would have to pay £10 to replace a lost bus pass. To his surprise he was encouraged to report that it had been lost to the police as this would mean that it could be replaced free of charge. It was suggested that a replacement fee of £2 would be more

appropriate as that would be sufficient to encourage people on low incomes to be careful, but not so expensive as to tempt people to report it as stolen

- A related suggestion involved issuing a temporary pass which could be used for the few days between the pass being reported lost and a new one being received.
- Two comments relating to bus driver training and clearer displays on bus information boards have been relayed to colleagues in the Bus Services Team.

Representatives from My Life My Choice offered to read any new paper or electronic forms and supportive information to provide feedback about how easy it is to understand.

6. Conclusion

It is clear from the results that were obtained from the consultation that residents are happy to use the internet and email to apply for and receive information about the Concessionary Fares Scheme. This is in line with the number of people who stated that they had internet access in their own homes or could access the internet in another way. It is also supported by the number of respondents who felt confident enough in their computing skills to be able to upload a photograph of themselves to a website or they had someone who they would be able to ask to do it for them.

However, it is also apparent that a significant minority of people either do not have access to the internet or feel they have the skills to carry out a reasonably advanced use of a computer in uploading a digital image. For these people it is important that Oxfordshire County Council provides a postal application service and also to have nominated sites where the public could apply online if they wanted to if they do not own a computer or have readily available access to the internet.

The comments received back up the figures and people who felt that they were quite capable of applying online pointed out that just because they felt able to do so more traditional methods of applying should also be available.

It is also clear that there is a certain amount of misunderstanding around the system of pass renewal and when the system comes fully under County control there will need to be a campaign which clearly details the way that passes can be applied for and how expiring passes will be renewed.

The results of the focus group with representatives from Disabled organisations also reinforced the view that an online application system would be a positive move and that people didn't want to take the time to attend a building to have to apply for something. A representative from the Oxfordshire Association for the Blind also stated that for many people with visual

impairment an online system was infinitely preferable to having to navigate their way to an unfamiliar building in the middle of a busy town during the day.

Another significant point raised from the focus group is the need to have easy read versions of any important documentation regarding applying for, or the rules around, concessionary travel.

Concern was also raised around the cost of replacing a lost bus pass. The focus group felt that, although a charge was appropriate the current £10 was excessive for people on a very limited income. This point is very valid and a possible charging tier for those people in receipt of certain types of benefits should be considered.

7. Detailed Results

The following tables are the results of the consultation and provide fuller details on the figures highlighted above. They are cross-tabulated so that the results shown are broken down by the 5 identifying groups. Please note that due to an anomaly with the e-consult system figures will not add up going down columns but will across rows. This is exacerbated by percentage rounding.

District respondents lived in

	I will be applying in the future based on my age	I will be applying in the future based on a qualifying disability	I currently have a pass (age related)	I currently have a pass (disability related)	I don't qualify for the scheme but am interested in giving my feedback	Total
Cherwell	6 (4%)	1 (1%)	25 (18%)	1 (1%)	2 (2%)	35 (26%)
Oxford City	2 (2%)	0 (0%)	7 (5%)	1 (1%)	1 (1%)	11 (8%)
South Oxon	12 (9%)	0 (0%)	11 (8%)	1 (1%)	1 (1%)	25 (19%)
Vale of White Horse	4 (3%)	0 (0%)	16 (12%)	1 (1%)	0 (0%)	21 (16%)
West Oxon	9 (6%)	0 (0%)	32 (24%)	0 (0%)	1 (1%)	42 (31%)
Not sure/Don't know	0 (0%)	0 (0%)	0 (0%)	0 (0%)	1 (1%)	1 (1%)
No answer	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Total	33 (25%)	1 (1%)	91 (67%)	4 (3%)	6 (4%)	135 (100%)

How respondents would like to apply for their pass

		I will be applying in the future based on my age	I will be applying in the future based on a qualifying disability	I currently have a pass (age related)	I currently have a pass (disability related)	I don't qualify for the scheme but am interested in giving my feedback	Total
online	Would like to	29 (22%)	1 (1%)	52 (40%)	2 (2%)	4 (3%)	88 (68%)
	Don't Mind	1 (1%)	1 (1%)	10 (8%)	2 (2%)	1 (1%)	15 (13%)
	Wouldn't like to	0 (0%)	0 (0%)	10 (8%)	0 (0%)	0 (0%)	10 (8%)
	Not applicable	1 (1%)	0 (0%)	16 (12%)	0 (0%)	0 (0%)	17 (13%)
	No answer	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)
by post	Would like to	6 (5%)	0 (0%)	27 (21%)	2 (2%)	2 (2%)	37 (30%)
	Don't Mind	13 (10%)	1 (1%)	35 (27%)	1 (1%)	2 (2%)	52 (41%)
	Wouldn't like to	10 (8%)	1 (1%)	20 (15%)	1 (1%)	0 (0%)	32 (25%)
	Not applicable	2 (2%)	0 (0%)	6 (5%)	0 (0%)	1 (1%)	9 (8%)
	No answer	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)
in person	Would like to	7 (5%)	0 (0%)	21 (16%)	0 (0%)	2 (2%)	30 (23%)
	Don't Mind	7 (5%)	2 (2%)	29 (22%)	1 (1%)	2 (2%)	41 (32%)
	Wouldn't like to	15 (12%)	0 (0%)	27 (21%)	2 (2%)	0 (0%)	44 (35%)
	Not applicable	2 (2%)	0 (0%)	9 (7%)	1 (1%)	1 (1%)	13 (11%)
	No answer	0 (0%)	0 (0%)	2 (2%)	0 (0%)	0 (0%)	2 (2%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)
Home visit	Would like to	2 (2%)	1 (1%)	1 (1%)	0 (0%)	1 (1%)	5 (5%)
	Don't Mind	0 (0%)	0 (0%)	0 (0%)	2 (2%)	1 (1%)	3 (3%)
	Wouldn't like to	1 (1%)	1 (1%)	2 (2%)	0 (0%)	0 (0%)	4 (4%)
	Not applicable	28 (22%)	0 (0%)	83 (64%)	2 (2%)	3 (3%)	116 (91%)
	No answer	0 (0%)	0 (0%)	2 (2%)	0 (0%)	0 (0%)	2 (2%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)

Percentage of respondents who have access to the Internet

	I will be applying in the future based on my age	I will be applying in the future based on a qualifying disability	I currently have a pass (age related)	I currently have a pass (disability related)	I don't qualify for the scheme but am interested in giving my feedback	Total
Yes - at my home	29 (22%)	2 (2%)	70 (54%)	4 (4%)	3 (3%)	108 (85%)
Yes - via a friend, family member, or carer	1 (1%)	0 (0%)	1 (1%)	0 (0%)	0 (0%)	2 (2%)
Yes - via public computer (e.g. library, internet cafe)	0 (0%)	0 (0%)	2 (2%)	0 (0%)	0 (0%)	2 (2%)
No	1 (1%)	0 (0%)	15 (12%)	0 (0%)	2 (2%)	18 (15%)
No answer	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)

Percentage of respondents who could upload a photo

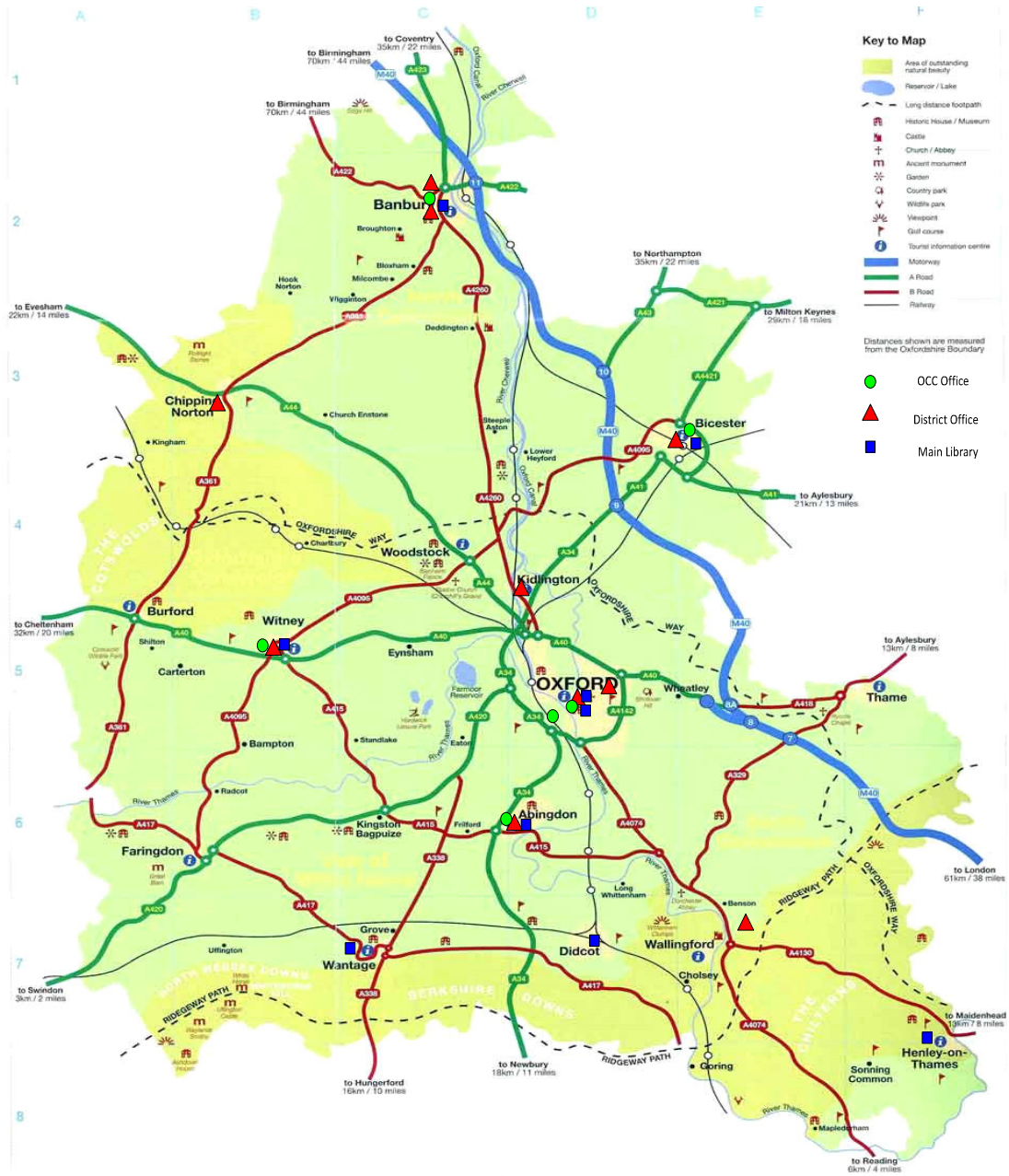
	I will be applying in the future based on my age	I will be applying in the future based on a qualifying disability	I currently have a pass (age related)	I currently have a pass (disability related)	I don't qualify for the scheme but am interested in giving my feedback	Total
Yes	20 (15%)	1 (1%)	47 (36%)	2 (2%)	2 (2%)	72 (56%)
No, but I have a friend, family member, or carer who could help	3 (3%)	1 (1%)	9 (7%)	2 (2%)	0 (0.0%)	15 (13%)
No	8 (6%)	0 (0%)	30 (23%)	0 (0%)	1 (1%)	39 (30%)
I don't understand this question	0 (0%)	0 (0%)	2 (2%)	0 (0%)	2 (2%)	4 (4%)
No answer	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)

How respondents would like to receive information on Concessionary Fares

		I will be applying in the future based on my age	I will be applying in the future based on a qualifying disability	I currently have a pass (age related)	I currently have a pass (disability related)	I don't qualify for the scheme but am interested in giving my feedback	Total
By Phone	Would like to	11 (9%)	1 (1%)	18 (14%)	2 (2%)	2 (2%)	34 (28%)
	Don't Mind	6 (5%)	0 (0%)	31 (23%)	0 (0%)	1 (1%)	38 (29%)
	Wouldn't like to	14 (11%)	1 (1%)	38 (29%)	2 (2%)	2 (2%)	57 (45%)
	No answer	0 (0%)	0 (0%)	1 (0.8%)	0 (0%)	0 (0%)	1 (0.8%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)
In Person	Would like to	7 (6%)	1 (1%)	14 (11%)	0 (0%)	2 (2%)	24 (20%)
	Don't Mind	9 (7%)	1 (1%)	28 (22%)	1 (1%)	1 (1%)	40 (32%)
	Wouldn't like to	15 (11%)	0 (0%)	43 (33%)	3 (3%)	2 (2%)	63 (49%)
	No answer	0 (0%)	0 (0%)	3 (3%)	0 (0%)	0 (0%)	3 (3%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)
By Post	Would like to	10 (8%)	0 (0%)	41 (31%)	0 (0%)	1 (0.8%)	52 (39%)
	Don't Mind	12 (9%)	2 (2%)	25 (19%)	3 (3%)	3 (3%)	45 (36%)
	Wouldn't like to	9 (7%)	0 (0%)	22 (17%)	1 (1%)	1 (1%)	33 (26%)
	No answer	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)
Email	Would like to	27 (21%)	1 (1%)	48 (37%)	2 (2%)	2 (2%)	80 (63%)
	Don't Mind	2 (2%)	1 (1%)	18 (14%)	2 (2%)	2 (2%)	25 (21%)
	Wouldn't like to	2 (2%)	0 (0%)	20 (15%)	0 (0%)	1 (1%)	23 (18%)
	No answer	0 (0%)	0 (0%)	2 (2%)	0 (0%)	0 (0%)	2 (2%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)
Online (via our website)	Would like to	24 (19%)	1 (1%)	40 (31%)	3 (3%)	3 (3%)	71 (57%)
	Don't Mind	3 (3%)	1 (1%)	17 (13%)	1 (1%)	2 (2%)	24 (20%)
	Wouldn't like to	4 (3%)	0 (0%)	29 (22%)	0 (0%)	0 (0%)	33 (25%)
	No answer	0 (0%)	0 (0%)	2 (2%)	0 (0%)	0 (0%)	2 (2%)
	Total	31 (23%)	2 (2%)	88 (68%)	4 (3%)	5 (4%)	130 (100%)

ANNEX 2

Current District and Future Face-to-Face Provision Locations



Full Social & Community Impact Assessment**ANNEX 3****Environment and Economy**

Concessionary Fares – Customer Contact and Fulfillment Proposal (Changes to the administration of Concessionary Bus Passes)

**Service and Community Impact Assessment**

Lead Officers

Andrew Fairweather
Mark Hopping

Purpose of the Assessment

The purpose of this assessment is to identify and address the Equality & Diversity issues associated with proposed changes to the administration of concessionary bus passes. This includes all technical aspects of the system, the options for on-line and in-person applications, the training of staff to operate the chosen system, and the communication of any changes to the general public.

An initial Service and Community Impact Assessment carried out in May 2011 identified the need to consider in more detail the impact of this project on groups protected under Equality and Diversity Legislation. This document is a full Service and Community Impact Assessment.

Proposal

The proposal is concerned with selecting the most effective option to implement the administration of a unified Concessionary Fares Travel Scheme throughout the county for disabled and older residents. Acquiring a concessionary bus pass allows free use of local buses during specified times; however it is a voluntary scheme, individuals may choose not to apply for a pass.

Context and Background**National Picture**

A national mandatory bus concession for older and disabled people has been in place since 2001. This national scheme has gradually been extended, and

since April 2008 free (off-peak) local bus travel to eligible older and disabled people anywhere in England has been provided.

Following a consultation in 2009, responsibility for administering concessionary travel schemes shifted from districts to counties, and from 1 April 2011 Oxfordshire County Council (OCC) assumed responsibility from the Districts and City for the entire scheme. Although responsibility for administering this scheme now rests with OCC, under a local agreement, the City and District Councils will continue to issue on our behalf until April 2012 at which point the entire function will transfer to the County Council.

Current Situation

District Councils currently carry out this role in different ways: South Oxfordshire and the Vale of White Horse jointly contract out the entire operation and users must apply by post and make any enquiries by phone to a call centre. Oxford City carries out the entire operation in-house, and applications can only be made in person to City offices, with enquiries handled either face-to-face or by the Council call centre. West Oxfordshire and Cherwell carry out most of the operation in-house, with most applications being in person but the option of postal application is available. The final card-issuing for the West and Cherwell is carried out remotely with cards being issued by post. The goal is to ensure that a simpler, fairer and more cost effective system, designed to identify and accommodate equality requirements, is ready to run by April 2012.

The remit of this proposal is confined to the application and issuing of concessionary bus passes and the technical and staffing implications associated with the option presented in the business case. Other issues around concessionary passes e.g. age of eligibility, reimbursement to bus operators, companion passes, time slots when passes can be used, and the provision of tokens are all outside the remit of this proposal.

Proposal Details

The project will assess the most appropriate approach for OCC to take over the administration and issuing of bus passes. It will also review the suppliers of ITSO (Integrated Transport Smart Card Organisation) compliant cards, and consider the advantages and benefits of these suppliers under a National Framework Contract.

Application process

OCC has a choice about how to operate the application process for the concessionary travel scheme.

The most cost effective route for OCC to take would be to offer a purely online service to the public. According to SOCITM (Society of Public Sector Information Technology Management) an online transactions cost approximately 32p as opposed to £7 for a face to face transaction. However, this poses problems around availability of the service for users without access to the internet.

A purely online system would also require digital photos to be uploaded to a secure website. This again could cause issues for those users who, whilst having access to the internet, may not have the equipment or necessary technical ability to be able to provide and upload a digital image.

Finally, only providing an online system would not accommodate users who are disabled, as presently, applications for a concessionary travel pass on grounds of disability require documentary proof to be sent through to the administration team for checking before the application can be processed.

It would therefore be appropriate for OCC to provide a face to face option to enable those users who have difficulty using an online system. There are several options available:

- Provided through physically accessible major libraries each kitted out with the relevant equipment to take an application – this would be a digital camera and a lap-top linked into the OCC intranet.
- Provided through physically accessible OCC office buildings in Central Oxford and an agreed office in each district. Again each site would have to be kitted out with a digital camera and lap- top linked to the OCC intranet.
- An outreach worker who would be able to visit applicants in their home with a digital camera and a PC and process the application immediately.

The proposal is investigating the possibility of allowing customers to apply for a concessionary bus pass early. This will give applicants the opportunity to apply when it is convenient, and should ensure that the pass is available for use when the individual becomes eligible.

The proposal is also examining the possibility of automatically issuing disabled users who are in receipt of a Blue Badge with a concessionary bus pass. The systems presently operated by the districts require disabled customers to provide paper copies of medical eligibility. In some districts customers with a long-standing disability are required to resubmit medical evidence every time they apply. The new proposal will unify the system requiring anyone with a long standing disability to apply only once with verifiable medical information. Those who receive an annual concessionary bus pass as a result of a disability will continue to provide annual medical verification in line with central government guidance.

Card suppliers

Following presentations from potential suppliers, indicative pricings were requested based on projected card production figures supplied by the Districts. Also included in the pricings were estimates for the provision of a web portal to allow applicants to apply on line and a backend Card Management System to allow applications to be managed by the Customer Service Centre and pass completed applications back to a pass production facility for encoding, printing and mailing to the applicant.

Consultation and Involvement

Various consultation exercises around the administrative changes have taken place during early summer 2011.

These have included:

Consultation via the Council's public website and via links on each of the District Councils' Websites.

A poster advertising the online consultation was sent to County Councillors, Parish Councils, Parish Transport Representatives, GP's Surgeries, Community Centres and libraries around the county. The poster also offered people the option of emailing, telephoning or writing to OCC if they wanted a hard copy of the survey, or if they wanted further information and help, or if they did not want to take part in the survey but wished to make a comment. Information in an Easy Read format was also produced and distributed.

A consultation exercise specifically to target groups representing disabled and older users was arranged for July. Groups invited included: My Life My Choice, Age UK (Older Peoples Panel), Ox Eyes, Mencap, Deaf Direct, OXSUN, Unlimited, Learning Disability Partnership Board, Bus Users Group.

Specific details of the tabulated responses from the consultation exercise and survey results are included as Annex 1 above.

Key points from the survey

There were 130 responses to the consultation, with 111 online responses, and 19 written responses. Taking all the responses as a whole, 10% said that they would not want to apply for a bus pass on line (all of these respondents were already in receipt of a bus pass and would, under this proposal, not have to reapply).

All of the respondents who identified themselves as disabled either wanted to or did not mind applying online.

85% of all respondents said that they had access to a computer in their own home, with a further 2% saying that they had access to a computer via family or friend.

6% of respondents who would be applying for an age related bus pass in the future did not think they would be able to upload a photograph. 23% of people who currently hold an age related bus pass did not think they would be able to upload a photograph (under this proposal this group would not be required to reapply). All the respondents who identified as disabled and who either have a disability related concessionary pass or anticipate that they will require one in the future felt they could upload a photo independently or had a family member/friend who would be able to do this for them.

Key points from the consultation

Comments from the consultation indicated that the addition of an online option would be very much appreciated as many disabled people used a computer, finding it easier than visiting public buildings. Representatives from My Life My Choice said that they did not like using the phone; simple, clearly presented information on the computer was one of their recommendations.

The importance of clear supportive information (Easy Read was identified as being particularly helpful) and a simpler process overall was emphasised.

The prospect of not having to reapply was well received

Concern was raised over the cost of replacing lost passes.

Although unable to attend the formal consultation event, a separate meeting was held with Unlimited. Unlimited is a user lead organisation working to gain equality of opportunity for people with physical or sensory difficulties. The organisation was supportive of OCC's desire to widen the options available for people applying for concessionary bus passes and in respect to this proposal 'could foresee no conflict between the aims of OCC and the goals of Unlimited'

Impact on Customers

The Equality Act 2010 requires all public authorities to assess the impact of their policies on communities. We have a legal requirement to consider: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The duty also covers marriage and civil partnership.

The potential for this project to impact on each of the protected characteristics will be considered alongside any mitigating factors and recommendations.

Age

As this project is specifically concerned with the administration and issuing of bus passes for disabled and older users, age is a highly relevant characteristic.

Information from OCC Research and Intelligence team indicated that approximately 17.5% of the population (635,500 in 2007) are of pensionable age. The population is projected to grow to 684,600 by 2016. Of particular note is the projected increase in the number of older people in the population from 92,700 in 2006 to 116,200 in 2016, and to 154,200 people aged over 65 in 2031. This represents a 66% increase from 2006. Oxfordshire has a higher number of people aged over 60 than the England average, particularly in South and West Oxfordshire and the Vale of White Horse.

The government has proposed raising the age at which people will qualify for a concessionary bus pass. Over the next ten years it will gradually increase from 60 to 65. Women born after 5th April 1950 will be eligible when they

reach pensionable age. Men born after 5th April will be eligible when they reach the pensionable age of a woman born on the same day. Older people already in receipt of a bus pass will not be affected by this incremental increase.

The proposal recommends that everyone presently in receipt of a bus pass will automatically be reissued on a rolling basis; this means that current recipients will not have to re-apply unless they lose their pass. This should be of benefit to everyone who is currently a recipient of an age related concessionary bus pass. Individuals will retain a responsibility to inform OCC if they change address by using the contact number printed on the card. Embedded within the proposal is the intention to automatically screen names to ensure that users who have died are not sent a new pass.

With the exception of disabled people, only those not yet old enough to be in receipt of a bus pass will be affected by changes recommended i.e. people currently under the age of 60.

The proposal offers residents the additional option of applying online and electronically submitting a photograph. This system has the benefit of convenience for many who, under the current system, would be required to attend in person. It is also much cheaper for OCC to administer. However, there will be some residents who cannot or do not want to apply this way.

A postal option which will permit individuals to send a completed form and passport style photograph will be available for all residents. Discussions are already underway with colleagues in the Communications Marketing and Public Affairs team about publicising this option. Forms will be posted out on request; alternatively they will be available at OCC central buildings and libraries.

The proposal accommodates those who wish to attend in person. The locations have yet to be finally selected, but it is likely to be main libraries strategically positioned throughout the county and key county buildings. It is essential that the facilities offering this service are publicised, accessible by public transport and do not present physical access barriers.

The proposal also includes the possibility for applicants who are unable to obtain a pass using any of the options above, to be visited in their own home.

Disability

As this project is specifically concerned with the administration and issuing of bus passes for disabled and older users, disability is a highly relevant characteristic.

Central government use the following definition to confer eligibility for a disabled concessionary bus pass: 'blind or partially sighted, profoundly or severely deaf; without speech; have a disability, or have suffered an injury which has a substantial and long-term effect on ability to walk; do not have arms or have long-term loss of the use of both arms; have a learning disability; would, if applying for a licence to drive a motor vehicle under Part III

of the Road Traffic Act 1988, have an application refused under section 92 of the Act (physical fitness) on grounds other than persistent misuse of drugs or alcohol’.

The present systems which operate throughout the districts require disabled applicants to complete a paper application and provide a hard copy of supportive medical evidence. In some districts, customers with a long-standing disability are required to resubmit medical evidence every time they apply. The new proposal will unify this, allowing anyone with a long standing disability to apply only once. Those who receive an annual concessionary bus pass as a result of a disability which is not considered to be long-term, will continue to provide annual medical verification in line with central government guidance.

To mitigate against the additional paper work for disabled applicants, it is proposed that everyone who is in receipt of a Blue Badge will automatically be issued with a concessionary bus pass at the same time. This will not cover all those who are eligible for a bus pass, but it will be beneficial for many.

The requirement to provide medical evidence has been the basis for assuming disabled applicants will not be able to make use of the online option. However, this could potentially disadvantage disabled applicants who would find it easier to apply on line and who may be in a position to provide the supportive medical information in an electronic format. The potential to offer this option should be investigated further during the transition year.

There will be a number of individuals who are eligible for a concessionary bus pass, but who are not eligible for a Blue Badge. The existing options i.e. applying by post or attending in person remain available. The potential to offer assistance at home for anyone unable to make use of the other options will be investigated during the transition period. It is essential that the options are publicised, accessible by public transport and do not present physical access barriers. Staff would need to be trained to assist the applicant as appropriate.

Modified forms e.g. large print or with Easy Read guidance will be made available if required.

Although outside the remit of this proposal, it is noted that a disabled concessionary bus pass also allow users to travel on Dial-a-Ride services. This too needs to be publicised as appropriate.

Companion passes are currently issued to those residents in receipt of carer’s allowance, or to those who can supply proof that they need assistance to use public transport, or to those who are between 5 and 15 years. It has previously been agreed that there will be no change to the eligibility criteria for this type of pass and they will continue to be issued. At present it is not possible to apply for a companion pass on line due to the requirement for original documentation to be checked. The possibility of modifying this process with a view to offering an on-line option should be explored during the transition year.

When a disabled person becomes old enough for an age related concessionary pass they may, if they wish, change the type of pass they are issued with. This will have no impact upon their eligibility for a companion pass providing they still meet the companion pass qualifying criteria. If they decide to change their pass type the companion pass type would need to be changed to match.

Race

There is an existing low risk that those protected under this characteristic will be negatively impacted by changes to the administrative process involved in receiving a concessionary bus pass if they are unable to read English. Consequently hard copies of the application form in alternative languages should be available. The services of an out-reach worker who would be able to visit applicants would be of benefit to the anticipated very small number would be unable to obtain a bus pass using the other options available.

Religion and Belief

An existing potential low risk adverse impact has been identified for this group in relation to the administrative process involved in receiving a concessionary bus pass. Currently, individuals supplying a passport photograph may be unclear or concerned about whether they are required to remove any head-wear which has specific religious relevance.

Work around this proposal should take the opportunity to ensure that supportive literature relating to the photograph makes it clear that removing head wear associated with religious observance is not required.

Gender

No adverse impact has been identified for this group as a result of changes to the administrative process involved in receiving a concessionary bus pass. Potential adverse perceptions around issues of safety in using busses outside peak times or in rural areas may impact disproportionately on women, but are outside the remit of this proposal

Sexual Orientation

No adverse impact has been identified for this group as a result of changes to the administrative process involved in receiving a concessionary bus pass.

Gender re-assignment

An existing potential low risk adverse impact has been identified for this group in relation to the administrative process involved in receiving a concessionary bus pass, as none of the existing guidance makes reference to this group. Work around this proposal should make it clear that anyone undergoing gender re-assignment understands that they will be able to acquire a new gender appropriate pass without additional expense or inappropriate administrative hurdles.

Pregnancy and Maternity

No adverse impact has been identified to this group as a result of changes to the administrative process involved in receiving a concessionary pass.

Marriage and Civil Partnership

No adverse impact has been identified to this group as a result of changes to the administrative process involved in receiving a concessionary pass.

Other considerations**Socio-economic factors**

An eligible person seeking access by bus to or from a workplace during excluded weekday hours will be unable to benefit from the concessionary scheme in the way that those using the pass during the timings allowed by the concessions will benefit. The timings allowed under the concessionary scheme are outside the remit of this project although it is noted that in December 2010, cabinet made a decision to increase the time of eligibility which will now start from 9 am rather than 9.30 am.

The present system provides Oxford city residents with a free photograph irrespective of their financial circumstances, although there is no legal requirement to do so. This provision is not universally available throughout the county. Some districts require people to attend a designated building which will incur travelling costs for the individual. There may be some homeless people and rough sleepers who, as a consequence of age or disability, will be entitled to a concessionary bus pass. Any application supported by a case worker will be considered on an individual basis. Local hostels will be informed of this option. A fairer county-wide system for socio-economically disadvantaged customers could be achieved if:

- Applicants are given the additional option of applying on-line. This will be a cheaper option for many residents living in some of the districts.
- There is no requirement to re-apply for an age-related pass or send in another photograph.
- There is no charge for replacing passes that have been lost, stolen or that need to be changed as a result of changes in personal details (e.g. name or gender status).
- Concessionary bus passes are automatically issued to everyone who is eligible for a Blue Badge, this will save BB holders the cost of providing a photograph or attending a central building to apply for a pass.
- Supportive information provides a range of options for people to contact us if they require further help to complete the form or produce a photograph.

Impact on staff

A TUPE exercise (Transfer of Undertakings Protection of Employment) has already been carried out for staff from within District Councils who will be affected when the service migrates to the County. This exercise identified one member of staff who would be substantially affected and that individual has already successfully transferred across to the County. There are only minor changes for other staff and there have been no redundancies as a result of this change.

There is potential for the new system to impact negatively on the Customer Service Centre staff if the introduction of the new scheme is unsatisfactory, as customers are likely to use the contact number printed on the cards to complain. However, integrating this service within the Customer Service Centre will provide existing staff with an opportunity to cross-skill. The transition period should be used to determine whether the additional work can be absorbed within the existing complement of staff, or whether additional recruitment will be required. The transition period should be used to identify training needs and ensure those needs are met.

Community resources including libraries have been involved in disseminating information about the consultation around the proposed changes. Discussions are taking place around the potential for some libraries to expand their role. This may take the form of providing simple advice, help with taking photographs or downloading forms. This extended role needs to be clarified during the year during which the process will transition from district to county. If libraries and central buildings are used, staff will need to be trained to assist applicants as appropriate.

There may be an impact on Highways and Transport in their role as the key link with Bus Companies if there is a problem with the interface between the new passes and corresponding hardware on the buses. The importance of ensuring that the passes and pass readers are compatible is already well understood, and staff from Highways and Transport are closely involved in this process.

Other Council Services dealing with older or disabled clients will need to be informed about any changes in the administration of the scheme in order to ensure that any information they provide about this system is accurate.

Colleagues in Communications and Marketing should continue their involvement in publicising the consultation process, but also publicise relevant changes both internally and externally.

Colleagues in Consultation and Engagement have been involved in advising over the correct engagement procedures with the public and partners. Guidance should continue to be sought from this resource as appropriate.

Impact on other providers

Due to the intention to simplify the existing range of services, it is inevitable that some existing suppliers will lose their contract with district councils. Before April 2011, this situation was highlighted by the relevant District Councils who, in line with central government instructions, retain responsibility for outstanding contractual issues with the suppliers.

Various suppliers have presented indicative pricing to OCC to supply the bus passes from 2012. All the potential suppliers already provide services to either central government or other local authorities within the UK. The selected supplier will be subject to OCC's internal procurement E&D requirements.

Summary

The vast majority of existing concessionary age related bus pass holders will be virtually unaffected by the proposed administrative changes. For new applicants, in addition to the existing means of applying for a concessionary pass, there will be the option of applying online. Once a bus pass has been issued, there will be no need to re-apply as passes will be automatically re-issued. Holders of a Blue Badge will automatically be issued with a concessionary bus pass.

In addressing the key actions below it is proposed that the Lead Officers compile an Equality Log during the transition period.

Key actions

- Ensure that the online application forms are presented in a format that complies with OCC accessibility guidelines
- Continue to work with colleagues to publicise the changes both internally and externally as appropriate
- Use the transition year to pilot the form with potential customers
- Clarify the options available for individuals to apply in person; ensure that selected venues are accessible and that staff have received the appropriate training
- Update and improve the supportive literature to ensure that it complies with our clear print and plain English guidelines. Clarify advice about photographs in line with the concern raised above under the Religion and Belief. Ensure guidelines are available in alternative formats, in particular, provide an Easy Read version
- Ensure supportive literature is explicit about the circumstances under which people will receive a free replacement bus pass if it is stolen or if

their personal circumstances change e.g. name or gender status. Following comments from the consultation exercise, review the circumstances under which people will be charged for a replacement bus pass

- Address issues of staffing levels and training as the service transitions to the CSC
- Provide information to local hostels about eligibility for homeless people and rough sleepers
- Clarify the arrangements required to accommodate anyone who would not be able to attend one of the identified selected buildings, or complete a hard copy application, or complete an online form
- If approved by Cabinet, establish the procedure which will allow automatic issuing of concessionary bus passes to those in receipt of a Blue Badge
- Following feedback from consultation, explore the possibility of providing temporary assistance/pass to bridge the gap between reporting a loss and receiving a new pass
- Establish a process which will allow disabled applicants the option of applying online if they are able to provide appropriate supportive medical information
- Establish a process which will allow those applying for a companion pass to do so online providing they can supply the relevant supportive evidence
- Log and address any further issues that arise during the transition period

Indicative Staff Costs (Admin/IMA/Management, etc)**ANNEX 4**

Activity	FTE	Pay Costs (p.a.)	Ancillary Costs (training, etc)	Management Cont.	ICT Set up Cost	Total
Concessionary Fares Administration	4	£92,345.96	£1,813.55	£6,896.40	£20,180.00	£121,235.91

Activity	FTE	Pay Costs (p.a.)	Ancillary Costs (training, etc)	Management Cont.	ICT Set up Cost	Travel Costs	Total
Concessionary Fares Mobility Assessments	1.5	£45,245.65	£888.56	£2,620.63	£7,668.00	£14,000.00	£70,422.84

Activity	FTE	Pay Costs (p.a.)	Ancillary Costs (training, etc)	Management Cont.	ICT Set up Cost	Total
Managing Concessionary Fares Staff	0.5	£16,460.82	£323.26	£2,863.56	£5,045.00	£24,692.64

Total Staffing Costs Including Travel

FTE	Pay Costs (p.a.)	Ancillary Costs (training, etc)	Management Cont.	ICT Set up Cost	Travel Costs	Total
6.0	£154,052.43	£10,025.37	£12,380.59	£32,893.00	£14,000.00	£223,351.39