

MSDC

Customer Impact and Needs Assessment

Title of Policy/Service: Concessionary Travel

Division: Community Services & Culture

Lead Officer: Elizabeth Lancaster

Date Assessment completed: June 2008

1. SCOPING

1.1 What are the aims of the policy/service?

To administer and promote concessionary travel for target groups.

1.2 Who does the service/policy affect? Who are the main customers (internal or external)?

The service affects all residents of the district who are 60 years old age and above or those people of any age who have an eligible disability.

1.3 If your service uses contractors, how do you ensure that they comply with the Council's equality policies and schemes and relevant legislation?

The verification of age/residency or disability is also undertaken by Town/Parish Councils to ensure that access can be gained to the service by all.

2. Assessment of Impact and Needs - Supported with evidence from Data and Consultation

(See Guidance Notes for information on completing this section)

	Barriers to service/differential impact	Evidence base	Current actions taken to address these	Further actions required
Race	Language	Observation on current operation.	Translation can be made available. Current website includes Browsealoud option with different language translations	These service need to be advertised more readily on leaflets and other publicity None
Religion or Belief	Possible problems over photographic images	Perceived	We are taking the stance of the passport agency which requires nothing covering faces and nothing covering the outline of eyes, nose or mouth	None
Gender	None			
Disability	Accessibility to Parish Council buildings. Access onto buses Those with hearing difficulties Blind or partially sighted residents	Survey of Parish councils (To date no complaint or comments have been received about accessibility of Parish Offices.) Observation Observation	Current wheelchair access is only available in 60% of parish 'verification' sites, although there are mitigation measures taken (eg Staff come out to help wheelchair users). We provide alternative of taxi vouchers of £40 to those who are unable to use other forms of public transport Companion passes for travel in the district are also provided (foc) for those who need companion assistance upon supply of evidence. Forms available in hard copy or website – also written FAQ's provided with leaflet – all confirmation etc undertaken by correspondence Website is W3C standard, which enables blind/partially blind users to access information.	Literature will be amended to ensure that wheelchair friendly sites are identified and for those that aren't customers are asked to ring so that special arrangements can be made for them. Reference needed on leaflets/Advertising

				Large print versions to be made available to Towns/Parishes in pdf format for requests
Sexual Orientation	None identified	N/A	N/A	None
Age	Lack of internet access for older people in order to view information online	We currently only have 15% of users on line	Provide information in hard copy	none
Income or Skill Level	Lack of knowledge of the process by applicants		Service includes direct phone calls and clear direction from staff and parish verification points as well as FAQ's on the information leaflet.	None
Residential Location (Rural/ Urban)	Access from rural areas	As the scheme requires face-to-face verification of application (and payment) access from rural areas to District Council offices	There are verification points in all parishes in the district to enable parishioners to obtain and submit their applications locally.	None

3. ANALYSIS AND ACTION PLANNING

Any gaps in information or provision and/or barriers to services identified above need to be translated into SMART targets and recorded here.

These actions then need to be incorporated into service plans so that they can be monitored at service level and also as part of a corporate equalities action plan.

Issue	Action	Lead Officer	Deadline	How will impact be measured?
Race	CFO to monitor/survey incidents of non-English speakers both at DC officers and Parishes	Liz Lancaster	March 2009	Use of translation service
Religion or Belief	None			
Disability	Continue to monitor issues around access – establish as access standard tick for Parish verification sites.	Liz Lancaster	September 2009	Include in customer survey
	Large print versions to be made available to Towns/Parishes in pdf format for requests	Liz Lancaster	September 2008	100% of all Parishes/Town contacts have pdf version
Location	Establish customer satisfaction as to the amount of verification sites available	Liz Lancaster	September 2009	Include in customer survey
General	Ensure that all publicity material specifically provides information about support for applicants for the concessionary travel scheme.	Liz Lancaster		Website information and application forms changed by July 1 st 2008 Hard copy information leaflets changed by 1 st April 2009 – insert slip provided by Sept 2008.