

Equality Impact Assessment (EIA)



1. Topic of assessment

EIA title:	Surrey County Council (SCC) Review of English National Concessionary Travel Scheme Enhancements
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EIA author:	Paul Millin, Strategic Transport Group Manager, Highways, Transport and Environment
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2. Approval

	Name	Date approved
Approved by	Jason Russell (Executive Director, Highways, Transport and Environment)	17 January 2019
Approved by	Mike Goodman (Cabinet Member for Environment and Waste)	17 January 2019

3. Quality control

Version number	2.1	EIA completed	17 January 2019
Date saved	15.01.2019	EIA published	21 January 2019

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Keith McKain	Change Consultant	SCC	Project Manager
Adam Whittaker	Policy & Strategic Partnerships Manager	SCC	Corporate equalities oversight
Directorate Equalities Group	N/A	SCC	Directorate equalities oversight
Sarah Baker / Deborah Chantler / Janet Polley	Legal Services Manager / Senior Principal Solicitors	SCC	Legal advisors

5. Explaining the matter being assessed

<p>What policy, function or service is being introduced or reviewed?</p>	<p>Central government provides councils with some funding so that qualifying older and disabled people can travel for free on buses after 09.30 and before 23.00 during the week and all day at weekends and on public holidays. This is known as the English National Concessionary Travel Scheme (the ENTCS).</p> <p>In Surrey the County Council provides extra funding for residents so that people with a disabled person's bus pass can travel free at any time. We also provide companion bus passes so that any qualifying older or disabled bus pass holders who need assistance to be able to travel can take someone with them who can travel for free as well. The availability of the enhanced benefits is under review.</p>
<p>What proposals are you assessing?</p>	<p>The county council is proposing to reduce this extra funding to bring us into line with other councils who offer the statutory scheme.</p> <p>The effect of this would be that disabled pass holders travelling before 09.30 and after 23.00 on weekdays would then need to pay. Bus travel would still be free between 09.30 and 23.00 on weekdays and all day at weekends and on public holidays.</p> <p>The county council is also proposing to retain companion passes so from Monday 1 April 2019 entitled pass holders and a companion can travel for free between 9:30am and 11:00pm on weekdays, all day at weekends and bank holidays.</p> <p>The council originally consulted with stakeholders and the public in relation to the removal of:</p> <ul style="list-style-type: none"> • free concessionary travel for disabled pass holders before 09.30 and after 23.00 Monday to Friday. Pass holders would still be able to travel for free after 09.30 and before 23.00 Monday to Friday, which is paid for by the English National Concessionary Travel Scheme (ENCTS). Free travel at any time on Saturdays, Sundays and Public Holidays would be unaffected. • companion passes. Pass holders would continue to travel for free, however, their companions would no longer receive free travel.
<p>Who is affected by the proposals outlined above?</p>	<ul style="list-style-type: none"> • All disabled pass holders their carers or families • All disabled or older companion pass holders their carers or families • Businesses – from the staff using a disabled pass to travel • Service operators – who get a proportionate reimbursement for concessionary travel • Partner and external organisations – who may represent older or disabled people or who have people traveling to them using a disabled or companion pass

6. Sources of information.

Engagement carried out
<p>A set of engagement activities were undertaken as part of the consultation. This included:</p> <ul style="list-style-type: none"> - A full public consultation - Meeting with the Disability Empowerment Networks & Chairs meeting as well as the Surrey Coalition of Disabled People with material sent to other disability and carer representative groups - Meeting with the Joint and Local Committee Chairman - Consultation material sent to bus user groups and operators - Consultation material sent to boroughs, districts, parish and town councils - SCC colleagues in social care provided material to their networks
Data used
<p>Data that has been used for previous consultations</p> <ul style="list-style-type: none"> • Feedback to the consultation questionnaire and views submitted by e-mail or post • Outcomes of stakeholder meetings during the public consultation • Written correspondence from stakeholders • ESP Systemex Concessionary Fares Card Management System and data from Consultants MCL

7. Impact of the new/amended policy, service or function

7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic ¹	Potential positive impacts	Potential negative impacts	Evidence
Age	None	<p>The proposals would affect all older people who qualify for a companion bus pass.</p> <p>The assessment for other companion pass holders is covered under Disability, because this is the basis on which they applied for their passes.</p> <p>The initial assessment and feedback to the consultation highlighted the proposals could:</p> <ul style="list-style-type: none"> - make it more difficult for those residents who need assistance to travel to access key services. This could then have an adverse effect on other service areas within the council e.g. Adults Social Care and Public Health. - Impact people's personal finances or for their companions, should they be required to pay for transport. This was mainly around people being unpaid / unrecognised carers, so not in receipt of any Carer's Allowance - Missing medical appointments or clinics, having to pay for travel or use another form of free travel at a cost to the NHS or SCC. 	<p>The National Travel survey indicates that bus usage is highest amongst 16-24 year olds and those aged 65 and over.</p> <p>In Surrey we have 157,535 older persons concessionary pass holders. Another 184 people have a +C older persons companion pass.</p> <p>Some comments from older people who did not qualify for a disabled or companion pass stated that they viewed the proposals as 'fairer' to them with a move to a national statutory level. However, whilst this may be one view, this does not mitigate any impact on those people, their families, and carers who would be directly affected.</p> <p>Nearly 50% of consultation respondents were over 65, with nearly 45% of respondents saying they are retired.</p> <p>367 respondents stated they use their pass to travel, or help a child or dependent travel, to school or other education institution. This is just under 12% of responses.</p> <p>Stakeholder feedback highlighted the growing number of registered carers in the county and that the allowance they receive from Government (just over £63 per week) would not be sufficient to meet additional travel cost. Particularly when, as identified in</p>

¹ More information on the definitions of these groups can be found [here](#).

		<ul style="list-style-type: none"> - Limit people’s ability to live independently and risk around social isolation. For example, access to adult learning or community groups 	<p>the 2018 State of Caring Report, a proportion of carers already face financial hardship.</p> <p>.</p>
Disability	None	<p>The proposals would affect all disabled pass holders and particularly those disabled companion pass holders.</p> <p>The initial assessment and feedback to the consultation highlighted the proposals could:</p> <ul style="list-style-type: none"> - have an adverse effect on other service areas within the council e.g. Adults Social Care and Public Health. Missing medical appointments or clinics, having to pay for travel or use another form of free travel at a cost to the NHS or SCC - impact people’s personal finances should they or their companions be required to pay for transport. This was mainly around people being unpaid / unrecognised carers, so not in receipt of any Carer’s Allowance - limit access to education for disabled children and the transition to adulthood - impact people’s ability to live independently and risk around social isolation - impact people’s ability to access employment - restrict options for 	<p>There are 8,065 disabled concessionary persons pass holders, with another 2,557 people having a +C Disabled Person Companion Pass.</p> <p>There were 3082 responses to the consultation.</p> <p>The consultation analysis paper breaks down responses by people who stated they had a disabled person’s or companion pass in more detail.</p>

Gender reassignment	None	None	There is no differential impact on this protected characteristic.
Pregnancy and maternity	None	None	There is no differential impact on this protected characteristic.
Race	None	None	There is no differential impact on this protected characteristic.
Religion and belief	None	None	There is no differential impact on this protected characteristic.
Sex	None	None	There is no differential impact on this protected characteristic.
Sexual orientation	None	None	There is no differential impact on this protected characteristic.
Marriage and civil partnerships	None	None	There is no differential impact on this protected characteristic.
Carers		See Age and Disability	

7b. Impact of the proposals on staff with protected characteristics

SCC staff will be impacted in the same way as the public. Any impact on protected characteristics will be the same as those described above.

8. Amendments to the proposals

Change	Reason for change
Review companion pass use over the next 12 months and retain their use for that period. Free travel would be in line with the ENCTS statutory offer – free travel between 09.30 and 23.00 Monday to Friday, all day at weekends and on Bank Holidays	Based on feedback to the consultation from the public and stakeholders, there was a clear sense of the impact being most heavily felt by companion pass holders. Particularly on carers, but also on family, friends or others who help companion pass holders with travel. These individuals may be unregistered carers and so are not entitled to receive any Carer's Allowance from the Government.

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Negative impacts raised through consultation include: - Social isolation - Impact on finances - Impact on access to work, education, medical facilities	Discussion with, and confirmation from, all bus companies operating services in the county on the potential for a commercially offered reduced or flat fare scheme for Surrey disabled and companion pass holders.	April 2019	Strategic Transport Group Manager

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
<p>Will impact some peoples' ability to access to work, health care, education, etc.</p> <p>May increase rural and social isolation.</p> <p>May create a demand pressure on community transport and voluntary transport</p> <p>All of the potential negative impacts have the potential to put pressure on those people's personal finances or those of their carer/s.</p> <p>May push cost and / or other pressure onto other departments to provide alternative home to school transport, health care provider, charity or third sector</p>	Older and disabled people who have a disabled person's or companion pass, their families and their carers

<p>partner who work with the County Council to deliver services for older and disabled people. This may impact on their ability to deliver the same offer to the people they serve.</p> <p>Whilst companion passes will be retained during the 12 month review of their use, free travel will not be available before 09.30. The result will be that those people travelling as a companion would still be required to pay before 9.30am. How much will depend on the decision by bus operators as a result of discussions on a reduced or flat fare scheme in the county.</p>	
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11. Summary of key impacts and actions

<p>Information and engagement underpinning equalities analysis</p>	<p>As with previous consultations - Analysis is based on:</p> <ul style="list-style-type: none"> • Responses received during the public consultation • Feedback given at our stakeholder meetings during the public consultation period and any written stakeholder feedback • Nationally available data • ESP Systex Concessionary Fares Card Management System data and MCL consultancy data
<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<p>Will impact some peoples' ability to access to work, health care, education, etc.</p> <p>May increase rural and social isolation.</p> <p>May create a demand pressure on community transport and voluntary transport.</p> <p>All of the potential negative impacts have the potential to put pressure on those people's personal finances or those of their carer/s.</p> <p>May push cost and / or other pressure onto other departments to provide alternative home to school transport, health care provider, charity or third sector partner who work with the County Council to deliver services for older and disabled people. This may impact on their ability to deliver the same offer to the people they serve.</p> <p>Whilst companion passes will be retained during the 12 month review of their use, free travel will not be available before 09.30. The result will be that those people travelling as a companion would still be required to pay. How much will depend on the decision by bus operators as a result of discussions on a reduced or flat fare scheme in the county.</p>

<p>Changes you have made to the proposal as a result of the EIA</p>	<p>Used to influence this assessment, as a result of consultation the following change is – A review of companion pass use over the next 12 months and retain their use for that period. Free travel would be in line with the ENCTS statutory offer – free travel between 09.30 and 23.00 Monday to Friday, all day at weekends and on Bank Holidays</p>
<p>Key mitigating actions planned to address any outstanding negative impacts</p>	<p>Mitigation options are set out in Table 1 of the consultation summary report.</p> <p>Key mitigation action being progressed is – Discussion with the bus operators around considering / agreeing a flat fare or reduced fare scheme across the routes they operate, covering travel for both disabled and companion pass holders.</p> <p>The likelihood of this mitigation option being successfully implemented across the county or for specific operators depends on the financial position of each operator and their willingness to take the commercial decision to adopt a new fare offer for Surrey disabled and companion pass holders.</p> <p>Also, the re-provision of free transport to entitled school children currently using their disabled concessionary pass to travel to school or college before 09.30. This will be a purchased season ticket. However, this does not mitigate the need for a companion to pay before 09.30, so would still impact on that person's finances.</p>
<p>Potential negative impacts that cannot be mitigated</p>	<p>Will impact some peoples' ability to access to work, health care, education, etc.</p> <p>May increase rural and social isolation.</p> <p>May create a demand pressure on community transport and voluntary transport</p> <p>All of the potential negative impacts have the potential to put pressure on those people's personal finances or those of their carer/s.</p> <p>May push cost and / or other pressure onto other departments to provide alternative home to school transport, health care provider, charity or third sector partner who work with the County Council to deliver services for older and disabled people. This may impact on their ability to deliver the same offer to the people they serve.</p> <p>Whilst companion passes will be retained during the 12 month review of their use, free travel will not be available before 09.30. The result will be that those people travelling as a companion would still be required to pay. How much will</p>

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