

Customer Impact Review

Name and brief description of policy being analysed

Briefly summarise the policy including any key information such as aims, context etc; note timescales and milestones for new policies; use plain language – NO JARGON; refer to other documents if required

The policy being analysed – Fenland Strategic Partnership – Concessionary Fares including Transport health and older people

In 2007 the Government brought in the National Concessionary Bus Pass Scheme which entitled passengers over the age of 60 and some passengers who had certain disabilities to travel free of charge after 9.30am Monday to Friday and all day at weekends and Bank Holidays. As Fenland is a rural area and there is a lack of buses which serve the villages, FDC introduced a policy which allowed bus pass holders who were members of FACT to use the Dial A Ride service free of charge.

In 2010 the bus pass scheme transferred from Fenland District Council to Cambridgeshire County Council. When this happened Cambs CC decided to provide only 50% of the cost for bus pass holders to use the DAR service for local travel. Discussions were held with FDC Members and in conclusion it was decided that FDC would provide the other 50% for local travel but also 100% of the cost for any “special” trips that were provided by FACT. This ensured that residents who had been using DAR did not lose out.

The Fenland Strategic Partnership Transport and Access Group (TAG) work also involves assessing opportunities to travel by public transport for medical appointments. Work is ongoing with transport providers and the NHS to look at additional opportunities to improve such travel.

Information used for customer analysis

Note relevant consultation; who took part and key findings; refer to, or attach other documents if needed; include dates where possible

The Main Stakeholders

Fenland District Council

Cambridgeshire County Council

Community Transport Providers - Fenland Association for Community Transport (FACT) and Care Network

General Public

Findings & Research

During 2007 a bespoke database was developed by the IT team at FDC. As the database was being built in house we were able to add functions in that were not available on other databases. Features such as GIS mapping helped to plot where concessionary bus pass holder lived and then we were able to promote DAR in areas that had little or no public transport. As part of the GIS mapping we were also able to map the bus routes throughout Fenland. This showed limited opportunity for residents living in the villages and the more rural areas on Fenland. Due to the recession and loss of bus services there is now more of a tendency for residents to rely on the FACT Dial A Ride service and the community car schemes.

The Index of Multiple Deprivation (IMD) shows that due to the rural nature of Fenland, transport and access to services is very difficult especially for the

more vulnerable people such as the elderly. According to the IMD Fenland comes in the top 5% of the most deprived areas nationally.

2011 Access to Healthcare Research which was undertaken partnership with the Fenland GP Surgeries and Hospitals. Around 1,500 people completed a questionnaire about their travel. In terms of the transport available and access. Survey days were also undertaken at Wisbech Hospital to meet patients and to understand their transport issues. The survey work showed that people living in more isolated communities without a car have a real difficulty getting to medical appointments.

2014 and 2015 CCC Public Health Team – Transport and Health Joint Strategic Needs Assessment (JSNA). This work is looking to update the existing Fenland access to healthcare evidence base but also provide new information about access to hospitals. This evidence includes statistics and map based information.

2017 and 2018 the Cambridgeshire and Peterborough Combined Authority (CPCA) became the new Passenger Transport Authority. Devolved responsibility has been given to Cambridgeshire County Council until March 2019. A review of bus services has been commissioned and will be completed in 2018 with outcomes and reviews being assessed by the CPCA Board in 2019. This will set the future direction of local bus services and therefore the bus infrastructure network. FDC and the Fenland Transport and Access Group continue to input into the review. The main points we are making are those set out in the key findings section of this CIA.

Key Findings

- Over 20,000 residents in Fenland have a bus pass
- Many residents in the surrounding villages rely on the FACT Dial A Ride service
- Residents were finding it difficult to access local services
- Access for medical appointments especially to hospitals is particularly difficult
- Reductions in bus services are creating a reliance on community transport

	Could particularly benefit	Neutral	May adversely impact	Explanations	Is action possible or required?	Details of actions or explanations if actions are not possible Please note details of any actions to be placed in your Service Plan
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Officers have considered all of the equality strands. This Customer Impact Assessment does not raise any negative equality issues. Officers have concluded that the FSP Concessionary Fares policy will have positive impacts for those	N	
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		N	

Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	who are bus pass holders. There are older people and those with disabilities who are eligible for community transport membership. There is no evidence that the policy may result in adverse impacts on equality or good community relations.	N	
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Pregnancy & maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Marriage & civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Human Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Socio Economic	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Multiple/ Cross Cutting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		N	
Outcome(s) of customer analysis						
a) Will the policy/ procedure impact on the whole population of Fenland and/ or identified groups within the population; negative <input type="checkbox"/> neutral <input type="checkbox"/> positive <input checked="" type="checkbox"/>						
No major change needed <input checked="" type="checkbox"/> Adjust the policy <input type="checkbox"/> Adverse impact but continue <input type="checkbox"/> Stop and remove / reconsider policy <input type="checkbox"/>						
Arrangements for future monitoring:						
Note when analysis will be reviewed; include any equality indicators and performance against those indicators						
<ul style="list-style-type: none"> • The policy is reviewed annually as part of FDC Corporate Planning and Review cycle • The impact and use of the policy is discussed where necessary at quarterly meetings of the Fenland Transport and Access Group including opportunities to work with others on transport and health projects • Monthly monitoring information is provided on concessionary fares to support invoices this allows us to assess if the policy is working 						
Details of any data/ Research used (both FDC & Partners):						
<ul style="list-style-type: none"> • Bus timetables including routes of services and times • Concessionary Fares Database • Bus pass questionnaires • Access to Healthcare Questionnaire results (2011) • FACT patronage figures - Monthly monitoring statistics to support invoices • Index of Multiple Deprivation (2010) • Transport Issues in Fenland Evidence Base report (2007) 						

- CCC Public Health Team – Transport and Health Joint Strategic Needs Assessment (JSNA) 2014 and 2015

Completed by:

Name: Wendy Otter

Position: Transport Development Manager

Approved by (manager signature):

Date published: This should be the date the analysis was published on the website

Details of any Committee approved by (if applicable):

Date endorsed by Members if applicable: