

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

Name or Brief Description of Proposal	Review of Telecare Rental Charges	
Brief Service Profile (including number of customers)		
<p>Southampton City Council’s telecare service offers peace of mind to individuals and their carers through advanced care technology equipment. The service comes with alarm packages that allow people to be supported 24 hours a day 365 days of the year.</p> <p>The service is available to anyone living in Southampton or within 20 miles of the city boundaries who wants reassurance that they can call for help quickly and easily in case of an emergency. This could be because they are elderly or have a disability of any age and would like peace of mind.</p> <p>The proposal is to increase charges for the telecare service as outlined below:</p>		
Service Type	Current Weekly Charge (ex VAT)	Proposed Weekly Charge (ex VAT) from April 2021
Basic Silver	3.00	3.50
Basic Gold	4.25	5.00
Installation (one-off)	20.00	25.00 one – off
Key safe – supply and install	40.00	40.00 one -off
<p>This charge increase will apply to all users of the service from April 2021. Existing customers will receive at least 28 days’ notice of the charge increases.</p>		

Installation charges will increase by £5, and this is a one-off payment for new customers only. The charge for the installation of a key safe is not proposed to increase.

After review of market competitors, the increased charge will mean that the cost of the Southampton Telecare Service remains below market competitors.

Summary of Impact and Issues

The increased cost of telecare services has the potential to affect services provided to adults with care and support needs including:

- Adults with dementia
- Adults with physical disabilities
- Adults with Learning Disability
- Adults with mental ill health
- Adults with sensory support needs
- Older people
- Family and Carers
- People that live alone

This change will affect both adult social care clients for whom telecare is delivered as part of the care package to meet assessed need, and private customers who opt to use this service without having assessed need.

The increased cost may make people apprehensive to continue to utilise telecare, although the increased cost brings it more in line with market.

Carers may be affected as it may act as a disincentive to individuals taking up the service therefore the benefits that the service provides in terms of security, confidence and peace of mind for carers may be adversely affected, in turn affecting carers.

Service users with assessed needs will continue to have their needs met in line with the Care Act 2014. Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure.

Potential Positive Impacts

Telecare can often be used to provide support to carers and provide reassurance that someone they are caring for is safe and well. This can be someone who is living in the same property as the carer, but also some distance away. Carers can often act as the first contact when an alarm is triggered to provide a response to an individual. Carers who support people with a disability are also considered as part of the Equality Act (2010) legislation in relation to provision regarding 'association with a disabled person'.

There are several ways in which telecare can enhance a person's quality of life.

- It can enable a person to remain living at home if that is their preference, although there will always be some trade-off between meeting the desired sense of independence and a residual element of risk in living at home.
- It can ease the challenges of daily living caused by age or long-term health conditions and improve an older person's sense of security and self-confidence.
- The level of telecare provision can be increased as new problems emerge with activities of daily living or any new health problems develop.
- It can relieve some of the burdens and pressures that affect informal carers, improving their quality of lives too. This can encourage family members to carry on caring for longer, which can avoid the older person moving into a care home.
- Telecare also has the potential to be cost-effective.
- It can avoid or defer an elderly person's move into a care home or hospital.
- It can reduce or replace some of the routine input needed from carers, formal and/or informal, in the home setting, permitting them to be more effectively deployed.
- It can help someone maintain a healthier lifestyle, thereby reducing or delaying future needs.

Increasing charging in line with the market will mean that service can continue to be delivered in a sustainable way.

Responsible Service Manager	Lisa Haynes Head of Supported Housing
Date	18 November 2020
Approved by Senior Manager	Grainne Siggins Executive Director Health and Wellbeing
Date	18 November 2020

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Telecare, including Community Care Alarms, are provided to people to assist them to manage the risks that their health or physical condition may present. As people age they are more likely to experience these types of conditions therefore older people make up the greatest percentage of the Telecare	Service users with assessed needs will continue to have their needs met in line with the Care Act 2014. Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	service user demographic. Older people are therefore proportionally more affected by this change.	Expenditure. Clients who are self-funded and/or do not have an assessed care need will experience a price increase, but the service remains competitively priced.
Disability	Telecare, including Community Care Alarms, are provided to people to assist them to manage the risks that their health or physical condition may present. By definition, a person with a disability is more likely to experience the types of risk that the service is designed to respond to. The age of the person with a disability is not relevant as the service may be provided to a child, young person, adult or older person, therefore overall people with disabilities are proportionally more affected by this change than people without disabilities.	
Gender Reassignment	No impact identified	N/A
Marriage and Civil Partnership	No impact identified	N/A
Pregnancy and Maternity	No impact identified	N/A
Race	No impact identified	N/A
Religion or Belief	No impact identified	N/A
Sex	No impact identified	N/A
Sexual Orientation	No impact identified	N/A
Community Safety	No impact identified	N/A
Poverty	The increased cost of the service may adversely affect those on benefits or lower incomes. People may choose not to use telecare and therefore be at risk of isolation and an increased risk	Where clients are self-funded or make contributions to their care, the increased cost will be considered a Disability Related Expenditure. Clients who are self-

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>of falls.</p> <p>If individuals choose to pay for telecare services they may have to make difficult decisions about other expenditure which could adversely affect them.</p>	<p>funded and/or do not have an assessed care need will experience a price increase, but the service remains competitively priced.</p>
Health & Wellbeing	<p>Clients' concerns and levels of anxiety could impact their emotional and physical wellbeing when they are concerned by the increased expenditure or meeting the costs of telecare.</p> <p>Relatives of clients may also have concerns relating to finding suitable alternate care and support which could impact their health and wellbeing.</p>	<p>Clients with assessed needs will continue to have their needs met in line with the Care Act 2014.</p>
Other Significant Impacts	<p>No other impacts identified</p>	<p>N/A</p>

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Name or Brief Description of Proposal	Improved use of appropriate lifting equipment to help reduce double handed care
Brief Service Profile (including number of customers)	
<p>Southampton has a well-established Occupational Therapy (OT) service which currently provides clients with double handed care (the use of two carers) with clients who require manual handling.</p> <p>As part of normal review processes, the council will review whether current care packages are right for clients, and in cases of double handed care, whether that client still requires two carers at once. This may change because of changing need, or the introduction of new equipment and technologies.</p> <p>The proposal is to have Occupational Therapy review all double handed care packages that are being supplied by the council and, where appropriate, reduce this through training and/or the introduction of new equipment, having undertaken appropriate customer, staff and contractor risk assessments.</p> <p>Eighty-six residents have been identified as receiving double handed care. A review of the double handed component will be required alongside evidence that the appropriate lifting equipment can be installed within the property to reduce to single handed. Clients will continue to receive the care and support needed to meet their needs in full. In the future, this may be through one carer using equipment and the latest techniques.</p>	

Summary of Impact and Issues

Some clients who currently receive double handed care and are visited by two carers at a time will see a change in their support package, reducing to one carer. This will only be implemented after a review of individual care packages in line with statutory guidance and having undertaken appropriate H&S risk assessments for staff and contractors to ensure that this reduction can be made safely, and the needs of the client will continue to be met.

Currently, approximately 86 people are receiving care packages requiring two carers in attendance at once.

Clients may have new equipment installed in their homes, and this will be done in agreement with the client and/or their representatives, and training and support will be provided. The hoist and sling (MoLift) will be similar in size to the hoist that is currently used for two handed care. The storage and use of the sling will be similar also. The care agency and the family members will need specific training in single handed care and the functions of the hoist. This training will be the responsibility of the prescribing staff member. The care agency will disseminate the training to ensure all carers in attendance are able to use the hoist.

Potential Positive Impacts

This proposal will support the council to meet best practice guidelines around supporting independence.

Home care resources will be freed up to support more people in the city (for example, speeding up discharges from hospital, people not having to wait as long for a home care package to start). Clients will be provided with a more tailor-made, personalised level of support in order to provide maximised independence to our clients.

Responsible Service Manager	Sharon Stewart Head of Adult Social Care
Date	18 November 2020
Approved by Senior Manager	Grainne Siggins Executive Director Health and Wellbeing
Date	18 November 2020

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Older people are more likely to be impacted by this proposal, as it is typically older people (aged over 65) who receive double handed care packages.	Clients will continue to have their needs met in full through a safe way of working and this would be kept under regular review.
Disability	People living with a disability people are more likely to be impacted by this proposal, as it is typically disabled people who receive double up care packages.	
Gender Reassignment	No identified impact	N/A
Marriage and Civil Partnership	No identified impact	N/A
Pregnancy and Maternity	No identified impact	N/A
Race	No identified impact	N/A
Religion or Belief	No identified impact	N/A
Sex	No identified impact	N/A
Sexual Orientation	No identified impact	N/A
Community Safety	No identified impact	N/A
Poverty	No identified impact	N/A
Health & Wellbeing	The health and wellbeing of an individual will be taken into account when deciding on the most appropriate care and support package during and after the implementation of this proposal.	<p>Any adverse impacts would be mitigated on a case by case basis through the robust application of Care Act Principles.</p> <p>Assessments and reviews will be needs-driven, and the requirements of statutory guidance in respect of choice, access to advocacy where</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		<p>needed and the involvement of carers.</p> <p>The Mental Capacity Act will be used where appropriate to protect the needs and rights of the individuals. Timely assessments and reviews would be carried out.</p>
<p>Other Significant Impacts</p>	<p>Potential impacts on SCC staff and contractors have been considered. No significant impacts on staff working within the care sector is anticipated.</p> <p>SCC staff do not currently deliver home care visits. There is no anticipated reduction in availability of work anticipated for contracted suppliers of these services, as there is currently a shortfall in carers within the city resulting in greater demand than availability of carers. Some care workers may change their visit patterns if some clients move from double to single person requirements, but this is part of normal business and will be part of staff contracts.</p>	

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Name or Brief Description of Proposal	Maximising independence for people with Learning Disabilities
Brief Service Profile (including number of customers)	
<p>The council’s Learning Disabilities residential care service supports 113 adult social care clients.</p> <p>Twelve residents have been identified as having the potential to reduce the cost of care through a range of interventions.</p> <p>Working with the residents in a personalised way, key actions would relate to independence goals achieved via the assessed care and support plan. This includes supporting individuals in the least restrictive way.</p> <p>Therefore, there may be potential to:</p> <ul style="list-style-type: none"> • move residents on from residential care into supported living • review of 1:1 or higher ratio care • review any continuing healthcare arrangements • work with the provider market to review the outcomes and costs of care. 	
Summary of Impact and Issues	
<p>The proposal seeks to enhance the quality of care for people currently living in residential care and/or supported living, by providing them with options to move on to less institutionalised settings and/or support more effective support options in their current home. If a move on to supported living is identified, this could mean changes for the residents in three main areas: their home, their support and their money. The changes are summarised below, explaining the differences between living in registered care and a supported living home.</p>	

<u>Supported Living</u>	<u>Residential Care</u>
My Home	My Home
Your accommodation is provided separately to your support. You have more choice and control about what happens in your own home.	The care home is managed and run by a care provider.
You have more rights over your life and living arrangements. You will have a licence agreement or tenancy with the landlord.	The home is managed and run by a care provider who is responsible for all aspects of your daily needs and wellbeing.
My Support	My Support
Your home is separate to the support and care package. This means you can choose a different 1:1 support or care provider if you wanted to. The service is tailored to you. You have support to live the way you want in your own home.	Your support is provided as part of a package with accommodation, and one element cannot be changed without impacting on the other.
My Money	My Money
You will be able to apply for welfare benefits. This includes Housing Benefit, Employment Support Allowance, Pension Credit, Universal Credit and Personal Independence Payments. You might need to make claims for new or extra benefits. You will be able to receive your benefits directly or if you lack capacity to manage your finances this can be done by a family member or through appointee processes. This means you are in control of paying your bills and choosing what to do with money that is left over.	Residential care limits your rights to some welfare benefits. Most people that live in residential care have access to a small personal expenses allowance to buy personal belongings, clothes and holidays.
You have access to other sources of funding, including Direct Payments.	You cannot access most additional funding for support such as direct

	payment.
<p>You should retain more of your income and have your own money to pay for things you need.</p> <p>You are responsible for paying all utility bills and other associated housing costs.</p> <p>You may be able to pay your housing/rent costs by claiming housing benefit.</p>	<p>You have your food, heating and general needs paid for as it is included in the fees charged by the care provider.</p> <p>This means you do not have to pay for those things.</p>

Twelve residents have been identified as having the potential to reduce the cost of care through a mixture of move-on from residential care into supported living, a review of 1:1 ratio care, ability to review continuing healthcare arrangements around funding and working with the provider market to review the overall cost of care.

Potential Positive Impacts

The proposal seeks to enhance the quality of care for people currently living in residential care or other settings, by providing them with options to move on to less institutionalised settings and supporting their independence within their current setting. In addition, their Continuing Healthcare status may be reviewed.

Responsible Service Manager	Kate Dench Learning Disability Joint Commissioning Manager
Date	19 November 2020
Approved by Senior Manager	Grainne Siggins Executive Director Health and Wellbeing
Date	19 November 2020

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	All affected residents are aged 18+. There is no specific impact identified related to the age of the clients affected.	N/A
Disability	All affected individuals have been diagnosed with a learning disability and have associated needs.	<p>Individuals will continue to receive the care and support they need but with the benefit of supported living enabling a more person-centred care plan.</p> <p>Care Act assessments</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		will have taken place for all individuals and should the proposal go ahead new Care & Support plans will be completed based on these assessments.
Gender Reassignment	No identified impacts.	N/A
Marriage and Civil Partnership	No identified impacts.	N/A
Pregnancy and Maternity	No identified impacts.	N/A
Race	Data and intelligence evidences that there is an under-representation of people from BME groups seeking support (LeDeR, 2019), and therefore the experience and skills of our workforce may need some additional training and development.	The council will identify via providers and social work resource any support that can offered to enhance representation of BME groups seeking support. As per our contracts, all providers are be required to deliver services which are appropriate to culture / race and to ensure their workforce are trained to do so. This is a contractual requirement within the home care framework.
Religion or Belief	No identified impacts.	N/A
Sex	No identified impacts.	N/A
Sexual Orientation	No identified impacts.	N/A
Community Safety	Community safety can be a concern and issue for some individuals within the care system. There remains stigma of people with learning disabilities in the community.	Support providers and landlords work with individuals and their local neighbourhoods to ensure that positive relationships are committed to and established. Safer Places is an example a

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		<p>preventative scheme that has been rolled out across the city in partnership with policing.</p> <p>In addition, support providers are given training to recognise and report Disability related Hate Crimes, and encourage people with learning disabilities to enact their right to take this action should they need to.</p>
<p>Poverty</p>	<p>Clients living in residential settings are generally financially worse off than those within supported living or those who continue living in family settings. We anticipate that any moves to supported living will likely be financially beneficial to residents.</p> <p>Some individuals may not have the capacity to manage their own finances and so there may be concerns that the residents could get into debt.</p>	<p>All residents have received up to date Care Act assessments and individual support plans will be put in place to identify any support needs in relation to managing finances.</p> <p>The FAB (Finance, Assessment and Benefits) team will undertake individual assessments to maximise client benefits and the social worker as well as care provider will support residents and their families (where relevant) to make the necessary benefit applications.</p> <p>Residents who are assessed as lacking capacity to manage their finances and for whom there is not a suitable family member in place to undertake this role will have an appointee in place from the council, or the Client Affairs Team</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		(provided via Hampshire County Council).
Health & Wellbeing	People with learning disabilities experience a number of health conditions at an earlier stage than the general population.	Referrals to health services will be supported should there be a requirement including to specialist Learning Disability health services provided by Southern Health Foundation Trust.
Other Significant Impacts	No other impacts identified	N/A

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Name or Brief Description of Proposal	Libraries income review
Brief Service Profile (including number of customers)	
<p>Libraries represent a core part of Southampton’s cultural, information, skills and learning offer. They provide free and universal access to books, information, the internet and informal learning; support for families and individuals through reading and training programmes and by promoting life skills, readiness for economic activity, digital literacy and well-being. The service consists of 11 libraries across the city incorporating 5 community led libraries which are not staffed by council personnel. The statutory provision is for the 6 Council-run libraries. The city’s libraries attract up to 850,000 visitors per year.</p> <p>Services include:</p> <ul style="list-style-type: none"> • Books, CDs and DVDS for loan in a range of formats and languages. A range of e books, audio, newspapers and magazines • 300,000+ visits to the libraries web last year for information, library catalogue and electronic resources. • 24 hour online access to library catalogue, account management and information sources. • Information Services - skilled library staff answered over 100,000 queries on diverse information issues in the last year. • Free public internet, Wi-Fi and email access in every library from 140 computers. • Books, support, and spaces for reading groups across the City 	

including children, young people, visually impaired.

- Innovative ways of reaching parents and children via work with the Sure Start projects.
- Year round programme of events and activities, including reading promotions, author visits, Summer Reading Challenge, craft and reading activities, library clubs; and opportunities for those who want to learn with their children, including rhyme times, family reading groups, baby signing, Southampton Favourite Book to Share Award.
- Study space, meetings rooms and library spaces for hire Volunteering and work experience programmes.

Summary of Impact and Issues

The proposal is to review and set library charges to ensure charges are fair but in line with current costs and benchmarked against comparative services and local suppliers.

The council will also review all opportunities to use library spaces for fee paying customers, ensuring that this adds to the library offer and does not detract from the statutory offer for local residents.

Reviewing charges will ensure that charges set by libraries are fair and affordable to local people and at a level which will encourage use of services such as printing and copying and cover costs including overheads at a minimum and increase income where possible.

- “Overdue” charges will be benchmarked with comparable libraries and set to a level which encourages return or reuse of items.
- Hire charges for DVDs are reviewed as new rental stock is no longer available for libraries and remaining collections are being phased out.
- Charges are set with limits (currently £5 max per book) and mechanisms for avoiding costs- reminder emails and texts and letter, renewal opportunities, online offers.
- Concessions are in place and flexible payment options.
- No charges are applied on children’s materials.

A review of library commercial opportunities will also identify income opportunities for rental of meeting space. This will be informed by a Libraries Connected initiative Income Generation network (funded by Arts Council) which sets out good practice in using library spaces to provide opportunities for small groups, organisations to meet (outside covid restrictions), use library spaces to have a temporary base or to promote their business. The aim is to become more integrated in the community by promoting small neighbourhood businesses/organisations with limited budgets and advertising opportunities.

The opportunities will test the premise that libraries can have a more diverse offer to widen their appeal to a wider range of people and that buildings and spaces can be used more creatively to generate income through appropriate advertising.

Potential Positive Impacts

This proposal will embed libraries in local communities by working with local groups and companies to offer library as a 'shop window'. More local businesses or community groups with limited means will be able to use library spaces flexibly to further their impact in their local community.

The review of fees and charges will create additional income for the libraries, whilst ensuring a fair and fully transparent set of charges for services and fees.

Responsible Service Manager	Elizabeth Whale Information, Skills and Area Manager Libraries
Date	27 November 2020
Approved by Senior Manager	Carolyn Abel Head of Cultural Services
Date	27 November 2020

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Increased fees may impact people of different age groups differently based on their income. Children facing fees may be deterred from visiting libraries.	There are no fees for overdue children's items. Concessions and flexible payment options are offered to people of any age who may find fees unaffordable.
Disability	No identified impact	N/A
Gender Reassignment	No identified impact	N/A
Marriage and Civil Partnership	No identified impact	N/A
Pregnancy and Maternity	No identified impact	N/A
Race	No identified impact	N/A
Religion or Belief	No identified impact	N/A
Sex	No identified impact	N/A
Sexual Orientation	No identified impact	N/A
Community Safety	No identified impact	N/A
Poverty	Some people may find any increased fees unaffordable and	Concessions and flexible payment options are

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	may have access to library services restricted if they have outstanding payments due.	offered to people with any protected characteristic who may find fees unaffordable.
Health & Wellbeing	No identified impact	N/A
Other Significant Impacts	The proposal will increase the offer to use library spaces creatively, and the holistic community offer in district centres.	N/A

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Name or Brief Description of Proposal	Exploring community funding with alternative model
Brief Service Profile (including number of customers)	
<p>The council runs a number of small grants scheme for community groups which include grants for community activities and community celebration events amongst other community centred activities.</p> <p>The proposal is to investigate the use of a match or crowd funding approach to fund community projects, including exploring options for a community lottery. Applications would be submitted on the basis of fresh ideas and innovation, from within communities.</p>	
Summary of Impact and Issues	
<p>Subject to the findings of the investigation, there could be a reduction in the funding made available for community grants, which would be supplemented by crowd funding or other alternative funding mechanisms such as a community lottery.</p> <p>This could lead to a reduction in funding for some community projects if those groups are not able to achieve match-funding or attract other funding streams. The requirement to identify alternative sources of funding could be a barrier for some groups.</p> <p>However, some communities have highlighted how difficult to access the scheme has been in its current form and this proposal would encourage a wider approach to funding of community initiatives and stimulate innovation. A rolling all year scheme could be organised to allow applicants time and capacity to achieve match funding, rather than as at present twice yearly cycles.</p>	

Potential Positive Impacts	
<ul style="list-style-type: none"> • Increased awareness of residents of community projects and ideas • Increased funding from crowd funding or other funding initiatives if successful • A strong emphasis on community power • Reduced dependence on small grants • An all year window allows flexibility in how the scheme is administered and support provided to applicants (further consideration of this is required before taking this approach) 	
Responsible Service Manager	Jason Murphy Stronger Communities Manager
Date	26 November 2020
Approved by Senior Manager	Steve Smith Head of Stronger Communities, Neighbourhoods, & Housing
Date	26 November 2020

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Requests for an award of money from the council's community grant schemes may be received from organisations that represent people who share Protected Characteristics. These groups may experience less base funding available through the council's schemes and be required to seek alternative funding elsewhere. This may in turn impact on the services available to people who share a Protected Characteristic.	When seeking bid applications from the council's community grant schemes we will offer advice/information in relation to bidding for money from a lottery and/or crowd funding.
Disability		
Gender Reassignment		
Marriage and Civil Partnership		
Pregnancy and Maternity		
Race		
Religion or Belief		
Sex		
Sexual Orientation		
Community Safety	Requests for an award of money from council's community grant schemes may be received from organisations delivering activity to improve community safety, health and wellbeing or reduce poverty.	When seeking bid applications from the council's community grant schemes we will offer advice/information in relation to bidding for money from a lottery and/or crowd funding.
Poverty		
Health & Wellbeing		
Other	Note that impacts may be across	As above.

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Significant Impacts	all groups on a case by case basis.	

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Name or Brief Description of Proposal	Concessionary fares
Brief Service Profile (including number of customers)	
<p>A mandatory bus concession for older and disabled people has been in place nationally since 2001. The concession has gradually been extended since its introduction and since April 2008 has provided free off-peak local bus travel to eligible older and disabled people anywhere in England. Southampton City Council (SCC), as the Travel Concession Authority (TCA), has a statutory requirement to administer the Concessionary Travel Scheme ensuring bus operators are reimbursed for every concessionary traveller that uses the buses in Southampton.</p> <p>On average, there are approximately 275,000 passenger trips (pre-Covid) per month within the SCC travel concession area that travel using the older person bus pass issued by SCC. The number of trips fluctuates across the seasons. There are 28,000 Southampton residents that have a concessionary bus pass.</p> <p>In addition to those travelling specifically using the older person bus pass, there are approximately 21 million bus passenger journeys that take place across the city per year (2019 pre-Covid).</p> <p>Residents of Southampton who meet any of the following criteria will be eligible for a free concessionary fare pass:</p> <ul style="list-style-type: none"> • Men and women who have reached the female state pension age (you can calculate if you are eligible here: https://www.gov.uk/state-pension-age/y) • people who are blind or partially sighted; • people who are profoundly or severely deaf; 	

- people without speech (in any language);
- people with a disability, or who have suffered an injury, which, in the opinion of a qualified medical practitioner, seriously impairs their ability to walk;
- people without the use of both arms;
- people with a learning difficulty;
- people who would be refused the grant of a driving licence to drive a motor vehicle under Section 92 of Part III the Road Traffic Act 1988;
- people with a long term mental health problem; and
- travelling companions/escorts of people with a disability.

For those under the female state pension age, applicants must provide confirmation that:

- i. They are in receipt of Disability Living Allowance (higher mobility component); or
- ii. They have been awarded 8 or more points Personnel Independent Payment for Moving Around or Communicating verbally
- iii. They are in receipt of War Pensions Mobility Supplement; or
- iv. They have a valid registration card for their disability; or
- v. Certification of Vision impairment; or
- vi. Have learning difficulties and attend Southampton Day Services or registered with Southampton Learning Disabilities team; or
- vii. They have a signed form (MQ14) from their doctor confirming eligibility.

Summary of Impact and Issues

The proposals is to stop making monthly Concessionary Fare reimbursement payments to local bus operators at pre-Covid levels and revert to making monthly reimbursement payments based on actual demand. As a consequence, reimbursement payments to local bus operators could reduce in 21/22 financial year. The actual level of reimbursement will be determined by passenger demand with a forecast reduction proposed of 25%.

The Department for Transport (DfT) are currently asking Southampton City Council (SCC) as the Travel Concession Authority (TCA) to maintain concessionary fare payments at pre-Covid levels. This is to financially support bus operators to ensure majority of bus services remain viable during the pandemic when demand remains low due to travel restrictions, social distancing and new behaviours.

DfT have not defined an end date for their request to maintain payments. This is likely to be set out in the DfT National Bus Strategy that will define the transition plans for public transport as the country emerges from lockdown and what, if any, ongoing financial support packages will be required at a national level and potentially administered by local councils in 2021/22.

Key factors that will influence public transport demand and therefore any potential need for ongoing financial support, include travel restrictions, social distancing, guidance on WFH, positive public transport campaigns/ promotion.

The impact of the proposal to revert to SCC making monthly reimbursement payments to operators based on actual demand in 2021/22 is therefore subject to what extent concessionary travel demand returns to pre-Covid levels.

The current forecast for concessionary travel in 2021/22 is subject to change and subject to a range of influences outside of the control of SCC including the Covid-19 pandemic, vaccine, travel restrictions, social distancing, traveller behaviours. Key assumptions and impacts are as follows:

- If the 75% forecast is accurate, this would see a reduction in revenue for the bus operators of 25%. The current network may be maintained. However, this may result in some bus service changes such as reduced hours of service on less commercially viable bus routes and reduced service frequency.
- If the travel demand is between 50-75% forecast this is likely to see a reduction in revenue for the bus operators of 25-50%. This may result in some bus service changes such as reduced hours of service across the network, reduced service frequency and potentially the complete withdrawal of services especially on more marginal routes.

If there was a reduction in bus service provision this would reduce bus service availability and restrict travel options in the city to access jobs, schools and services. Impact would be greatest for Southampton residents who rely on public transport. 30% of Southampton residents do not have access to a car and there are 21 million bus passenger trips per year across the city, including 28,000 concessionary card holders.

Potential Positive Impacts

Southampton City Council would be reimbursing bus operators in 21/22 as per the Concessionary Fares guidance based on demand.

Responsible Service Manager	Pete Boustred Head of Green City & Infrastructure
Date	27 November 2020
Approved by Senior Manager	Kate Martin Executive Director Place
Date	3 December 2020

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	There is a higher proportion of older passengers on the more marginal (less commercial) bus services, which are more likely	Information will be placed on buses, at bus stops and at locations where customers are likely to

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
	<p>to be reduced in service frequency or withdrawn completely if funding is reduced.</p> <p>These residents will therefore find their travel options more limited if frequencies are reduced/ services withdrawn. The additional distance to reach the alternative trunk bus services will be more difficult for some older people who have reduced mobility.</p>	<p>visit in addition to social media well in advance of a service change.</p> <p>The council will review and consider the option to award supported bus services contracts or other community transport solutions to replace any commercially operated services that are withdrawn. Any decision to award supported contracts in the event of reduced or withdrawn commercial services will be taken based on need and necessity and is therefore not guaranteed as an outcome.</p>
Disability	<p>The more marginal (less commercial) bus services which are more likely to be reduced in service frequency or withdrawn completely are suburban and penetrate residential areas.</p> <p>These services are more accessible to people with a disability/ mobility impairment who may find it harder to reach major routes and transport hubs. some people with a disability may therefore find the alternative trunk bus services more difficult to access due to the additional walking distance to reach a bus stop.</p>	
Gender Reassignment	No identified impact	N/A
Marriage and Civil Partnership	No identified impact	N/A
Pregnancy and Maternity	No identified impact	N/A
Race	No identified impact	N/A
Religion or Belief	No identified impact	N/A
Sex	No identified impact	N/A
Sexual Orientation	No identified impact	N/A
Community	No identified impact	N/A

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Safety		
Poverty	Some people who rely on the more marginal (less commercial) bus services and who would struggle to access alternative bus routes may (in the event that some services are withdrawn) require alternative and more expensive transport such as taxi travel.	The council will review and have to consider the option if appropriate to award supported bus services contracts or other community transport solutions to replace any commercially operated services that are withdrawn. Any decision to award supported contracts in the event of reduced or withdrawn commercial services will be taken based on need and necessity and is therefore not guaranteed as an outcome.
Health & Wellbeing	A reduction in bus service provision could lead to an increased number of people in the city suffering from social isolation.	
Other Significant Impacts	If there were bus services reductions as a result in reduced revenue to bus operators there would be reduced access to local facilities and residents may find that they will be unable to complete their journey. Any significant reductions in revenue payments to bus operators may have an impact on cross boundary services and therefore impact on the HCC public transport network.	The council will coordinate with HCC as part of the Hants & IOW LRF Transport sub group to review cross boundary impacts.