Written Submission from improvement Service

Concessionary Travel for Older and Disabled People

We need to be clear on the real benefits that concessionary travel generates, and for whom. In the current climate it is crucial to be clear on priorities and consider where the greatest impact can be made. Segmentation of data will ensure that those most in need are protected. For example, older people are not a homogenous group. There are wide variations in health and wealth of older people, and many older people still work past the age of entitlement.

Data Collection in relation to HEAT Targets

Would argue against data collection as a standalone issue to be the basis of a HEAT target. The key to improving data monitoring for equality information is on asking for data when it is relevant to improving service delivery and when – by implication – it will be used to ensure that different health needs are met in appropriate ways. Data collection on need, and improving the usage of information, is the most important message. Implicit within this is better sharing of information. Good data disconnected from decision-making processes will add little value to any organisation or partnership.

Single Outcome Agreements (SOAs) and Community Planning

All signatories to an SOA are mutually accountable to deliver the outcomes within it. This is clearly stated in SOA guidance. Equality should be embedded into all outcomes, and in order to ensure that equality is properly addressed in practice it is crucial to know what equality looks like within national outcomes. What is meant in practice by equality in education or health, for example? What issues – and involving who - must be prioritised in order to ensure that outcomes are improved for those in the community who are most in need?

Improvement Service
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