<u>Freedom Passes – Scrutiny Officer's Summary of Recurrent Issues.</u>

- 1. Council staff and accuracy of information
- 2. Appropriate staff being available to take calls
- 3. Transport for London
- 4. Delays between application and receipt of letters of authorisation
- 5. Inconsistency with procedures followed by other London Boroughs
- 6. Inconsistency applying the criteria for freedom pass allocation
- 7. Poor customer care overall