

**CURRENT ELIGIBILITY/CRITERIA FOR CONCESSIONARY MEMBERSHIPS**

| <b>Concession</b>                                           | <b>Current Proof Criteria</b>                                                                        |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b>Full-time Student</b>                                    | Letter/email from the School/College/Education setting that they are enrolled in a course. Dated ID. |
| <b>In Receipt of Universal Credit (£0.00 deductions)</b>    | Award letter/total deductions breakdown on online account.                                           |
| <b>Local Council Tax Support/Pensionable Age Scheme</b>     | Annual yellow council tax letter.                                                                    |
| <b>Housing Benefit</b>                                      | Award letter (dated within 3 months) unless end date is also shown.                                  |
| <b>Income Support</b>                                       | Award letter (dated within 3 months) unless end date is also shown.                                  |
| <b>Income Based Job Seekers Allowance</b>                   | Award letter (currently sent annually)                                                               |
| <b>Income Based Employment Support Allowance</b>            | Award letter (dated within 3 months) unless end date also shown.                                     |
| <b>Guaranteed Pension Credit</b>                            | Award letter (dated within 3 months)                                                                 |
| <b>Working Tax Credit plus Health Exemption Certificate</b> | Award letter (dated within 3 months) unless end date also shown                                      |
| <b>*Personal Independent Payment</b>                        | Award letter (dated within 3 months)                                                                 |
| <b>*Disability Living Allowance</b>                         | Award letter (dated within 3 months)                                                                 |
| <b>*Carers Allowance</b>                                    | Award letter (dated within 3 months) unless end date shown.                                          |
| <b>*In Receipt of State Pension</b>                         | Award letter (dated within 3 months)/Bank statement/Bus pass                                         |
| <b>*PAYG only</b>                                           |                                                                                                      |

## **CHALLENGES**

| <b>Current Issues</b>                                                | <b>New Proposals</b>                                       | <b>Rationale for change</b>                                                                                                                                                 |
|----------------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. We do not accept Carers Allowance deductions on Universal Credit. | 1. To allow this as a deduction from Universal Credit      | 1. Any deductions from Universal Credit due to Carers Allowance payment, is balanced out by the Carers Allowance Payment. The amount paid is the same ie: still low income. |
| 2. We accept Working tax credits.                                    | 2. To be removed from eligibility criteria.                | 2. Working tax credits and housing benefit will be replaced by Universal credit by the end of 24/25. (fiscal year)                                                          |
| 3. We ask concessions customers to provide proof once per year.      | 3. To provide proof every 6 months to confirm eligibility. | 3. This will confirm that only the people eligible receive the concession.                                                                                                  |
| 4. We currently allow Local Council Tax Support Working age scheme.  | 4. To be removed from eligibility criteria.                | 4. Working age scheme needs to be removed as they receive take home pay which conflicts with caveats on 0.00 deductions on Universal Credit.                                |
| 5. We accept Income Support.                                         | 5. To be removed from eligibility criteria.                | 5. Income Support is being replaced by Universal Credit by the end of 24/25. (fiscal year)                                                                                  |
| 6. We accept Income Based Job Seekers Allowance                      | 6. To be removed from eligibility criteria.                | 6. Income Based Job Seekers Allowance is being replaced by Universal Credit by the end of 24/25. (fiscal year)                                                              |

**NEW TENDRING LEISURE CONCESSIONS ELIGIBILITY/PROOF CRITERIA**  
**2024/2025**

| <b>Concession</b>                                                                                                                                    | <b>Proof Criteria</b>                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>Full-time Student</b>                                                                                                                             | Letter/email from the School/College/Education setting that they are enrolled in a course. Dated ID |
| <b>In Receipt of Universal Credit (£0.00 deductions) (Apart from Carers Allowance/Advance Loans/Payments to landlords/ESA deductions/Repayments)</b> | Award letter including the total deductions breakdown on online account                             |
| <b>Income Based Employment Support Allowance</b>                                                                                                     | Award letter (dated within 3 months) unless end date also shown                                     |
| <b>Guaranteed Pension Credit</b>                                                                                                                     | Award letter (dated within 3 months)                                                                |
| <b>*Personal Independent Payment</b>                                                                                                                 | Award letter (dated within 3 months)                                                                |
| <b>*Disability Living Allowance</b>                                                                                                                  | Award letter (dated within 3 months)                                                                |
| <b>*Carers Allowance</b>                                                                                                                             | Award letter (dated within 3 months) unless end date shown.                                         |
| <b>*In Receipt of State Pension</b>                                                                                                                  | Award letter (dated within 3 months)/Bank statement/Bus pass                                        |
| <b>*These are valid eligibility/proof for <u>PAYG only</u></b>                                                                                       |                                                                                                     |

The Concessionary rate is subject to proof being supplied within 7 days of join date and every 6 months thereafter. Failure to provide proof will result in the member being moved to the Health and Fitness membership.

**CURRENT EMERGENCY SERVICES/EDUCATION STAFF ELIGIBILITY/PROOF CRITERIA**

| <b>Eligibility</b>                                        | <b>Current Proof Criteria</b>     |
|-----------------------------------------------------------|-----------------------------------|
| <b>Fire and Rescue (serving)</b>                          | Payslip                           |
| <b>Police(Serving)</b>                                    | Payslip/Warrant card              |
| <b>NHS Employees</b>                                      | Payslip/Identity card/lanyard     |
| <b>RNLI and Coastguard Employees</b>                      | Payslip/Training schedule/lanyard |
| <b>Armed Forces (Serving)</b>                             | Payslip/Armed Forces Card         |
| <b>Teachers and Educational Staff (Primary and above)</b> | Payslip/dated lanyard             |

| <b>Current Issues</b>                                             | <b>Proposed changes</b>                                                                          | <b>Rationale for change</b>                                                                                                                                    |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. RNLI are mainly volunteers (95%) and as such have no payslips. | 1. Accept volunteers working for the RNLI to obtain a letter confirming the work as a volunteer. | A large percentage of the RNLI and Coastguard are volunteers. This means they do not have a payslip. This is exclusionary and currently makes them ineligible. |
| 2. We do not accept Armed Forces Veterans.                        | 2.Accept Veterans on to the scheme with a valid HM Armed Forces Veteran Card.                    | This has been requested of us many times. It has been seen as exclusionary by Veterans.                                                                        |
| 3. We currently accept Identity lanyards                          | 3.To remove these as acceptable forms of proof of employment.                                    | These are usually not dated and as such do not adequately prove current employment.                                                                            |

**NEW EMERGENCY SERVICES/EDUCATION STAFF ELIGIBILITY/PROOF  
CRITERIA 2024/2025**

| <b>Eligibility</b>                                                 | <b>Proof Criteria</b>                |
|--------------------------------------------------------------------|--------------------------------------|
| <b>Fire and Rescue (serving)</b>                                   | Payslip                              |
| <b>Police(Serving)</b>                                             | Payslip                              |
| <b>NHS Employees</b>                                               | Payslip                              |
| <b>RNLI and Coastguard Employees/Volunteers</b>                    | Payslip                              |
| <b>Armed Forces (Including Veterans)</b>                           | Payslip/HM Armed Forces Veteran Card |
| <b>Teachers and Educational Staff (Primary settings and above)</b> | Payslip                              |

Rate is subject to proof being supplied within 7 days of join date and every 6 months thereafter. Failure to provide proof will result in the member being moved to the Health and Fitness membership.