The London borough of Lambeth has a population of approximately 300,000. It has one of the largest geographic areas of any inner London borough and is one of the most densely populated places in the country.

12.4% of the population are aged over 60, while 22.2 % are aged under 18.

38 % of Lambeth’s population are from ethnic minorities. Some 132 languages are spoken in the borough and after English, the two main languages spoken are Yoruba and Portuguese.

The Council receives applications for various concessionary travel schemes from a wide range of residents from various socioeconomic groups. The qualifying criteria for the areas of work such as Freedom Pass range from young children to the elderly. As such there is no singular client group.

The Council is implementing a new system for this service and the successful supplier will be expected to work with this system, which training will be provided for. This is an evolving system and will develop further throughout the contractual period.