

Cabinet

22 November 2012

Concessionary Travel - Discretionary Elements from April 2013

Recommendations

- 1) That the discretionary weekday travel times of 9.00am to 9.30am and 11.00pm to midnight are retained.
- 2) That the scheme is agreed for a period of five years, from April 2013 until March 2018, and that a further review of the discretionary elements is carried out during summer 2017.
- 3) That a review of the discretionary elements is carried out sooner in the event of changes to the statutory scheme by central government.

1.0 Background

- 1.1 The County Council took over delivery of the Concessionary Travel scheme in April 2011. The statutory scheme provides free off peak travel and funding is received from the government to pay for this. Off peak travel is defined as 9.30am to 11.00pm on weekdays and all day at weekends and on public holidays.
- 1.2 The current scheme was agreed by Cabinet in November 2010 and took effect from 1 April 2011. It consists of the national scheme plus the following local discretionary enhancements:-
 - (i) free travel between 9.00am and 9.30am on weekdays, and
 - (ii) free travel between 11.00pm and midnight on weekdays.The overall effect is that passengers can travel between 9.00am and the midnight on weekdays and all day at weekends and on public holidays.
- 1.3 The scheme was agreed until 31 March 2013 which is when the passes issued by District and Borough Councils all expire. Times of usage had been printed on the reverse of the passes issued by District and Borough Councils. Passes issued by WCC do not have these details printed but instead refer to current terms and conditions. This enables the scheme to be changed in future without the need to reissue passes.
- 2.4 Discretionary elements need not apply across equally across all types of concessionary travel pass. It would be open to WCC to provide different discretionary enhancements for age related passholders, or to provide

different discretionary enhancements according to the type of qualifying disability.

2.0 Review of the discretionary elements

2.1 A questionnaire was circulated during June and July 2012. Paper copies were sent to around 5500 pass holders - a five per cent sample selected from the age related and disability related passes in each District/Borough. In addition, around 1500 questionnaires were available through the Warwickshire Direct outlets and the questionnaire was also available online through the Consultation Hub on the Warwickshire Direct website. In total, 3,604 responses were received.

2.2 The questionnaire included three sections:-

Section A About your bus pass

Section B About the service you receive from us

Section C About the bus services

The full report on the questionnaire results is included in **Appendix A**.

2.3 Although the main purpose of the questionnaire was to provide information for the review of the scheme, sections B and C were included to provide some feedback from customers on the service they receive from WCC and the bus companies in respect of their bus pass. The results to those sections have been passed on to the relevant officers.

3.0 Usage of the bus pass during discretionary times

Table 1: Current discretionary hours in the morning

% of respondents	no. of respondents	Between 9.00am and 9.30am on weekdays
44.9%	1543	use their bus pass to attend medical appointments
62.3%	2142	use their bus pass to go shopping
41.3%	1419	use their bus pass for social reasons
28.8%	991	use their bus pass to access council services
3.7%	247	use their bus pass for work commitments

3.1 Overall, 1,341 respondents use the bus regularly (2 - 4 times per week) or daily between 9.00am and 9.30am.

3.2 The results also indicate that those who have an age related pass use it slightly less regularly than those who have a disability related pass. This is true for all different types of journey.

Table 2: If pass use was unavailable between 9.00am and 9.30am on weekdays.

% of respondents	
30.6%	attending medical appointments would use a later bus
60.0%	would use a later bus to go shopping
48.5%	would use a later bus using the bus pass for social reasons
51.2%	would use a later bus to access council services
54.8%	would no longer travel to work if they couldn't use their bus pass

- 3.3 According to respondents, 55.9% of those journeys made between 9.00am and 9.30am would be delayed until after 9.30am if the 9.00am start time were removed.
- 3.4 For most types of travel, a minority of people would be prepared to pay the fare. For medical appointments, 19.1% would be prepared to pay.

Table 3: Current discretionary hours in the evening

% of respondents	no. of respondents	Between 11.00pm and midnight on weekdays
17.8%	584	use their bus pass for social reasons
1.2%	26	use their bus pass for work commitments
3.6%	58	use their bus pass for "other" reasons

- 3.5 Overall, 232 respondents use the bus regularly (2 - 4 times per week) or daily between 11.00pm and midnight.
- 3.6 As before, it appears that those who have a concessionary pass due to disability use their pass slightly more frequently.

Table 4: If Pass use was unavailable between 11.00pm and midnight

% of respondents	
11.6%	of 'social' travellers would use an earlier bus
4.2%	of 'work' travellers would use an earlier bus
4.6%	of 'other' travellers would use an earlier bus.
49.4%	of 'social' travellers would no longer travel
69.2%	of 'work' travellers would no longer travel

4.0 Potential changes to the scheme

- 4.1 In addition to asking about people's use of the bus pass the following question was also asked:-

If the scheme within Warwickshire were changed, how would you want to see it altered?

Please provide as much detail as possible. Changes could include taking away or changing the current 9.00am start time as well as adding extra elements. However, please bear in mind that any extra elements would need to be funded from somewhere. You can attach a separate sheet if you need more space.

Over half the respondents chose to answer this question. There were over 1770 responses to this question, with a wide variety of comments.

Table 5: Comments grouped by subject.

<i>No of respondents</i>	<i>Comment groups</i>
951	said they were happy with the scheme as it is, or said that the 9.00 start time should be retained
171	made comments about the bus services
165	expressed a desire to see rail travel included within the Warwickshire scheme
158	wanted to see longer hours such as an earlier start time or all day travel
78	would either like to see the national scheme only (without the extra hours) or said that they would adapt to the national scheme if the hours were changed.
50	wanted to see passes which enable carers or companions to travel free of charge

- 4.2 There were 202 responses which have been categorised as ‘other’ and which are outside the scope of this review. These include comments about eligibility for the scheme and the scope of the national scheme, as well as offers to pay for a bus pass, or to pay a nominal fare. Some responses included more than one comment.

Keep the 9.00am start time

- 4.3 The most common grouping of comments was related to supporting retention of the current extended hours, particularly the 9.00am start. This was over 25% of all respondents and represents around half the people who commented. This includes a number of people who suggested keeping the 9.00 start but doing away with late night travel.

Provide longer hours of free travel

- 4.4 The most commonly stated reason for people wanting an earlier start time was attending medical appointments.

Remove the discretionary times

- 4.5 This was a combination of people who said that we should revert to the statutory scheme only, and people who said that they would adapt if the start time was changed.

- 4.6 The options relating to changes in start and finish times are explored in more detail in paragraphs 5.1 to 5.11 below.

Include rail travel within the Warwickshire scheme

- 4.7 The comments about rail travel were expected, as neighbouring authorities currently include this in their scheme. Centro covers Coventry, Solihull and Birmingham and their scheme allows free travel on rail services. However, Centro receives a greater level of funding in its role as Passenger Transport Executive covering the West Midlands urban authorities. Inclusion of rail travel would significantly increase the costs of the scheme as well as being extremely complicated to negotiate and monitor with several different train operating companies involved.
- 4.8 Due to the cost and complexity of introducing rail travel this option has not been explored further.

Passes which enable carers or companions to travel with a passholder

- 4.9 Companion passes are concessionary bus passes which allow a companion to travel free of charge with a disabled person who cannot travel without a carer or companion. WCC does not provide companion passes as part of the Warwickshire scheme.
- 4.10 However, this is a discretion that was offered by Nuneaton and Bedworth Borough Council and Warwick District Council prior to WCC taking over the scheme. Both these authorities were asked whether they wished to continue funding the discretion, but neither did. According to DfT figures for 2011-12, 55 out of 89 Travel Concession Authorities (TCAs) provide companion passes. Four out of the seven surrounding TCAs offer companion passes.
- 4.11 Cabinet decided in November 2010 that WCC would not offer companion passes, although it would honour any existing companion passes until their expiry date. This affects around 450 companion passes issued by Warwick District Council (WDC) which will expire on 31 March 2013. As things currently stand these will be replaced with standard concessionary bus passes at that time. Consequently, the questionnaire responses include a number of comments which relate to the loss of companion passes - a decision which was taken in 2010, but where holders of the remaining soon-to-expire companion passes have only recently become aware of that decision.
- 4.12 This option is explored in more detail in paragraphs 5.12 to 5.20 below.

5.0 Options and Proposal

Changes to the start and finish times for travel

- 5.1 The greatest number of responses to the question about changing the scheme relate to keeping the current 9.00 start time. This equates to over half the comments, and 26% of all respondents.

- 5.2 Around 5% of those who responded to the questionnaire suggested that future changes to the scheme could include longer hours of travel. This included suggestions for all day travel and requests for an earlier start, such as 8.45 to allow easier travel to medical appointments. There is currently no additional funding which would allow the hours of travel to be extended.
- 5.3 As the statutory scheme stands at the moment, there is a discrepancy on Friday evenings where a passholder could use their pass up to 11pm but could not use it between 11pm and midnight. After midnight, they could use their pass again as it would be Saturday, when all day travel is permitted. The Warwickshire scheme addresses the discrepancy and allows travel throughout the evening service on Fridays.
- 5.4 In 2009 the percentage of journeys made between 11pm and midnight was estimated at 0.09% of all concessionary journeys. Total reimbursement for 2012-13 is estimated to cost £6.5million, which would mean that an estimated £5,850 could be attributed to services between 11pm and midnight using the 2009 figures. Since the removal of the subsidised evening bus network in 2011 there are exceptionally few bus services which operate after 11pm and so the number of concessionary journeys undertaken between 11pm and midnight is very small. If this discretion was removed any savings would be negligible.
- 5.5 It is estimated that 2.71% of concessionary journeys are undertaken between 9.00am and 9.30am. This would mean that an estimated £176,150 could be attributed to pre-9.30am travel.
- 5.6 Results from the questionnaire indicate that 55.9% of the cost would be incurred in any event where journeys would simply be delayed by half an hour. This would leave £77,682 as the potential cost of pre-9.30am travel.
- 5.7 Another very significant consideration is that there are a number of rural areas served by a bus between 9.00am and 9.30am where the next bus does not arrive until after 11.00am (i.e. with a frequency of less than every two hours). It is likely that an exception would need to be made for these services so that residents were still able to use their bus passes. Although the financial impact of this is not likely to be large, it does complicate the scheme and can be confusing both for customers and for bus drivers, as well as having a disproportional impact on rural areas. Bus operators on these routes would need to be monitored so as to ensure that they were not wrongly refusing travel. The cost of funding and administering these exceptions is unknown.
- 5.8 Payments are also made to bus operators where peaks in passenger numbers can be attributed to Concessionary Travel and where additional buses and/or staff are required as a result. By moving the start time to 9.30am, there could be an additional peak caused by concessionary passengers, which would result in additional payments. These payments are evaluated on an annual basis and are difficult to predict, but it is possible that the change of peak from 9.00 to 9.30 could increase the costs payable to operators thus negating any potential cost savings.

- 5.9 Around 40% of all bus journeys in Warwickshire are Concessionary Travel journeys, so any changes to the hours of operation will inevitably have a significant impact on bus services.
- 5.10 Taking all this into consideration, it is suggested that at this point in time the potential savings from changing the 9.00am start time and midnight finish time do not justify the benefits which would be lost.
- 5.11 It is therefore proposed that the current discretionary start and finish times are retained. The proposed Scheme is included in Appendix D

Passes for carers and companions

- 5.12 There were fifty responses where companion passes were mentioned in the section where comments were invited on changes to the scheme. It is not clear how many of these are pass holders who live outside Warwick District, and how many are existing WDC companion pass holders. Most state that they cannot travel without a companion or carer. Many state that the inability to travel with a carer, or increased cost will mean that they are unable to use public transport.
- 5.13 38 out of 50 pass holders who responded had a carer fill in the questionnaire on their behalf.
- 5.14 It is clear that a companion pass is a significant benefit to those who have one, but it should be borne in mind that the majority of pass holders within Warwickshire have never had a companion pass available to them. If the introduction of companion passes was considered as part of the Warwickshire scheme, there are a number of factors to be considered:-
- (i) What type and level of disability would qualify someone for a companion pass, and how would this be assessed?
 - (ii) What would the age cut-off be? Younger children would be expected to travel with a responsible adult regardless of disability, so would not normally qualify for a companion pass.
 - (iii) What would the financial impact be on the scheme countywide?
 - (iv) What would be the additional costs incurred in assessing applicants?
 - (v) Would a charge be made for the companion element of the pass?
- 5.15 The introduction of companion passes, or any other benefit which solely affected disability pass holders, would be likely to increase demand for disability passes - both amongst those who do not yet hold one and amongst those age-related pass holders who would seek the additional benefits associated with a disability pass. The results from the questionnaire indicate that 11% of respondents qualified because of age and disability, whereas only 7% qualified on disability alone. Based on this, it is likely that the demand for any extra benefits associated with disability related passes would increase.
- 5.16 It is worth noting that benefits such as the mobility component of Disability Living Allowance (DLA) and the forthcoming Personal Independence Payment (PIP) do include a person's inability to travel unaided as part of the qualifying

criteria for the benefit, and so these benefits do include an element of financial support for companion travel. However, not every passholder will choose to claim or be able to claim DLA or PIP. In particular, DLA and PIP cannot be claimed by those over the age of 65.

- 5.17 If companion passes for disabled pass holders were considered for introduction, further work would be needed to assess the extent of the scheme in terms of eligibility, and the likely cost. Based on WDC figures from 2010, the cost of companion passes being introduced countywide in 2013-14 would be around £202k per year in reimbursement costs and could cost considerably more if demand increased, as suggested above.
- 5.18 Additional costs would be incurred in assessing applicants.
- 5.19 If funding were made available, it would not be possible to simply reissue passes to existing companion passholders as this would mean that passholders outside Warwick District would be disadvantaged. Implementation would need to be in three stages
- (i) Determine the qualifying criteria for a companion pass. This would not necessarily be the same as the criteria previously used by Nuneaton and Bedworth Borough Council and Warwick District Council.
 - (ii) Publicise the companion pass to existing and future passholders.
 - (iii) Assess any applicants against the criteria of the scheme.
- At present, there is no system in place for assessing applicants for disability related passes, although this is planned for the future.
- 5.20 It is not proposed that the decision on companion passes be reconsidered at this time.

6.0 Finance

- 6.1 The current budget covers the cost of reimbursing the bus operators for
- The national scheme
 - discretionary travel between 9.00am -9.30am travel
 - discretionary travel between 11.00pm and midnight
- 6.2 There are therefore no additional costs if these discretions are retained.
- 6.3 If the discretionary 9.00am - 9.30am travel time was removed, the maximum savings would be £77,682, but it is estimated that real savings would be only around half this due to the need to make exceptions for areas served by infrequent services.
- 6.4 The cost of travel between 11.00pm and midnight is negligible.
- 6.5 The current scheme does not include the issue of companion passes. However, around £42,000 is estimated to be spent annually on

reimbursement for honouring the remaining companion passes issued by WDC which expire in March 2013.

- 6.6 The reimbursement cost of companion passes is estimated to be at least £202,000. The cost of countywide companion passes is not included in the current budget and so an additional £160,000 would need to be found to support this.

7.0 Equalities

- 7.1 An Equality Impact Assessment (EqIA) Analysis on this policy was undertaken on 21 June 2012 and reviewed on 10 October 2012, once the results from the Scheme Review Questionnaire were known.
- 7.2 The recommendations in this report would not result in any significant detrimental impact for the passholders. However, those passholders with companion passes issued by WDC will experience an impact when their current passes expire in March 2013. Although they will receive new WCC passes, these will not include travel for carers and companions. This report does not recommend that the decision taken in 2010 be reconsidered but paragraphs 4.9-4.12 and 5.12-5.20 draw attention to its likely impacts and to the costs and other circumstances affecting the issue.
- 7.3 The EqIA will be reviewed again following the Cabinet decision, and again on 21 June 2015.

8.0 Timescales associated with the decision and next steps

- 8.1 WCC is legally required to publish the scheme and this must be done by 1 December as notice of any changes to the scheme must be given to bus operators. Provided the scheme is published by 1 December, it will take effect from 1 April 2013.
- 8.2 Due to the cost and logistics of engaging with customers when reviewing the scheme, it is recommended that the scheme have a period of stability before any further reviews.
- 8.3 Although a report to Communities O&S in September recommended a period of three years for the scheme, it is suggested the discretionary elements of the scheme be reviewed after five years. This will also enable accurate electronic ticketing information to be collected about pass usage over a number of years, to inform future reviews.
- 8.3 It may be necessary to review the scheme earlier if central government make significant changes to the statutory scheme which impact on Warwickshire's discretionary elements.

8.4 Funding for the discretionary elements of the scheme will be subject to the medium term financial plan.

Appendices

Appendix A – the questionnaire

Appendix B – results from the questionnaire

Appendix C – letters and emails received separately from the questionnaire

Appendix D – Warwickshire County Council Concessionary Travel Scheme
1 April 2013 - 31 March 2016 (proposed)

Background papers

None

Supporting documents

1. [Cabinet 18 November 2010](#)

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Concessionary Travel Scheme Review 2012



Working for Warwickshire

Introduction

Warwickshire County Council took over the Concessionary Travel service from the District and Borough Councils in April 2011. The service provides free bus passes for older and disabled people who qualify because of their age or disability.

Now that we have been operating the service for just over a year, we are undertaking a review to find out how our customers use their bus passes and help us to decide whether we should consider changing the current discretionary elements of the scheme.

The national scheme – your basic entitlement

The national scheme provides free off-peak bus travel across England for eligible residents, it is funded by central government.

An eligible resident is a resident of England who qualifies because of age or a specified disability. The eligibility criteria are set by central government and we have no powers to change these.

Off peak means from 9.30am until 11.00pm on weekdays and all day at weekends and on public holidays.

Discretionary elements – Warwickshire residents only

In Warwickshire, we additionally allow free travel for passholders

- between 9.00am and 9.30am on weekdays
- between 11.00pm and midnight on weekdays.

This additional travel time is funded by Warwickshire County Council (WCC)

It is open to WCC to provide greater, lesser or different discretionary elements. A public consultation carried out in 2010 led to a 9.00am start time being retained across the County as it offered the greatest benefit to the greatest number of residents.

Although some areas of the country offer different discretionary enhancements, such as rail travel, companion passes or all day travel, many authorities provide nothing other than the basic entitlement. In Warwickshire, the 9.00am start time has been funded but there has not been sufficient funding available to allow for any additional enhancements.

We would be grateful if you would complete the following questions to help us understand how you use your bus pass. Responses are anonymous, but if you would like us to respond to any comments you have made, please complete Q23.

Q1	Please provide your postcode. This helps us understand your answers better, particularly around customer service and local bus services.

Q2	What is your reason for filling in this questionnaire? <i>Please tick one box</i>
<input type="checkbox"/> I am a bus passholder <input type="checkbox"/> *I am a carer filling this in on behalf of a bus passholder <input type="checkbox"/> I will qualify for a bus pass within the next 12 months <input type="checkbox"/> **Other	
**Other (please specify)	

***If you are filling this form as a carer for the bus passholder please answer all questions on their behalf.**

Section A – About your bus pass

Q3	How do you qualify for your concessionary bus pass? <i>Please tick one box</i>		
Your age		Your disability	Age & disability
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Q4	When does the pass expire? <i>Please tick one box</i>					
2013		2014	2015	2016	2017	I don't have a pass
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5	If you needed to request a replacement pass or apply for a new one how would you prefer to access this service? <i>Please tick one box only</i>	
<input type="checkbox"/> Online through the WCC website <input type="checkbox"/> By telephoning WCC offices <input type="checkbox"/> By visiting a local One Stop Shop, council office or library.		<input type="checkbox"/> E-mailing WCC <input type="checkbox"/> by post to WCC <input type="checkbox"/> *Other
*If you have ticked Other (please specify)		

In Warwickshire we have an additional discretion which allows free off-peak travel across England between 9.00am - 9.30am and 11.00pm-midnight on weekdays.

Q6 How often do you use the bus pass between 9.00am and 9.30am on weekdays? <i>Please tick one box from each row</i>				
	Daily	Regularly (2-4 times a week)	Less frequently (Less than twice a week)	Not at all (move to Q8)
Medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to council services e.g. Town Hall / library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*If you have ticked Other please specify				

Q7 If you were unable to use the bus pass between 9.00am and 9.30am, what would you do? <i>Please tick the one box on each row which most commonly applies</i>				
	Would pay the bus fare	Would catch a bus after 9.30am	Would use another means of travel	Would not travel
Medical appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to council services e.g. Town Hall / library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*If you have ticked Other please specify				

Q8 How often do you use the bus pass between 11.00pm and midnight on weekdays, for these specific activities? Please tick one box from each row				
	Daily	Regularly (2-4 times a week)	Less frequently (Less than twice a week)	Not at all (move to Q10)
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*If you have ticked Other please specify				

Q9 If you were unable to use the bus pass between 11.00pm and midnight, what would you do?				
<i>Please tick the one box on each row which most commonly applies</i>				
	Would pay the bus fare	Would travel before 11.00pm	Would use another means of travel	Would not travel
Social	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*If you have ticked Other please specify				

Q10 If the scheme within Warwickshire were changed, how would you want to see it altered?	
<i>Please provide as much detail as possible. Changes could include taking away or changing the current 9.00am start time as well as adding extra elements. However, please bear in mind that any extra elements would need to be funded from somewhere. You can attach a separate sheet if you need more space.</i>	

Section B – About the service you receive from us

Q11 Have you visited a Warwickshire Direct One Stop Shop or library about your bus pass during the last 12 months?	
<i>Please tick the location(s) you have visited about your bus pass</i>	
<input type="checkbox"/>	Atherstone – at the Council House
<input type="checkbox"/>	Bedworth – at the Area Housing Office next to Civic Hall
<input type="checkbox"/>	Coleshill - at the library
<input type="checkbox"/>	Kenilworth - at the library
<input type="checkbox"/>	Leamington - at Riverside House
<input type="checkbox"/>	Lillington - at the library
<input type="checkbox"/>	Nuneaton - at the Town Hall
<input type="checkbox"/>	Rugby - at the Town Hall
<input type="checkbox"/>	Shipston - at the library
<input type="checkbox"/>	Southam - at the library
<input type="checkbox"/>	Stockingford - at the Early Years Centre & Library
<input type="checkbox"/>	Stratford - at Elizabeth House
<input type="checkbox"/>	Warwick - at Shire Hall
<input type="checkbox"/>	Whitnash - at the library
<input type="checkbox"/>	I have not visited any Warwickshire Direct outlets <i>(please move to Q13)</i>

Q12	How satisfied were you with the service you received during the visit?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q13	Have you telephoned us about your bus pass during the last 12 months? <i>Please tick one box only</i>	
	Yes <input type="checkbox"/>	No (Please move to Q15) <input type="checkbox"/>

Q14	How satisfied were you with service you received over the telephone?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q15	Have you visited the Concessionary Travel bus pass page on our Warwickshire Direct website within the last 12 months? <i>Please tick one box only</i>	
	Yes <input type="checkbox"/>	No (please move to Q17) <input type="checkbox"/>

Q16	How satisfied were you with the Concessionary Travel information on the website?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q17	Are there any comments you would like to make about the service you have received for Concessionary Travel? <i>Please provide as much detail as possible. You can attach a separate sheet if you need more space.</i>				
	My comment below relates to (please tick as appropriate)	Personal visit <input type="checkbox"/>	Telephone call <input type="checkbox"/>	Website <input type="checkbox"/>	Email <input type="checkbox"/>

Section C – About the bus services.

Q18	Overall, how satisfied are you with the punctuality of the buses you use?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q19	In general terms how satisfied are you with bus cleanliness?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q20	How satisfied are you overall with the attitude of bus drivers?			
	Very Satisfied <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>

Q21	As a bus pass holder where do you usually obtain your bus timetable information? Please tick any that apply					
	Internet <input type="checkbox"/>	Leaflets <input type="checkbox"/>	Bus Stops <input type="checkbox"/>	Phone bus company or WCC <input type="checkbox"/>	Word of mouth <input type="checkbox"/>	*Other <input type="checkbox"/>
*If you have ticked Other please specify						

Q22	Are there any comments you would like to make about the bus services you use? Please provide details of specific buses including the bus route number.					

Q23	If you would like us to directly respond to the comments you have made, please provide your contact details below.	
	<i>Please tick one or more boxes if you would like us to respond to you.</i>	
<input type="checkbox"/>	Section A - Your bus pass	
<input type="checkbox"/>	Section B - Customer service	
<input type="checkbox"/>	Section C - Bus services	
	Name	
	Address	
	Postcode	
	E-mail address	

Thank you for taking the time to complete this questionnaire

**This engagement exercise ends on July 31st 2012. Once we have analysed all of the responses, a summary of the findings will be published on our website at :
<http://www.warwickshire.gov.uk/concessionarytravel>**

The results will enable us to decide whether to carry on with the scheme as it exists or whether to consider changes to the scheme in the future.

Completed Questionnaires should be returned to:
 Concessionary Travel Review
 WCC Communities Group, FREEPOST LG111, P.O. Box 43, Warwick CV34 4BR

Warwickshire County Council is committed to promoting and achieving equality and fairness for all our customers, so it would be helpful if you could answer a few more questions which will help us ensure that we are reaching out to all sections of the community. The information requested below helps us monitor and understand who we deliver services to and will be used to improve our services to you and other customers. It is confidential and not attributed back to you. Thank you for your contribution

Q24	Are you male or female? <i>Please tick one box</i>	
	Male <input type="checkbox"/>	Female <input type="checkbox"/>

Q25	How old are you? <i>Please tick one box</i>					
	Under 18 <input type="checkbox"/>	18 – 29 <input type="checkbox"/>	30 – 44 <input type="checkbox"/>	45 – 59 <input type="checkbox"/>	60 – 74 <input type="checkbox"/>	75 + <input type="checkbox"/>

Q26	Do you have a long standing illness or disability? (long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)? <i>Please tick one box</i>	
	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Q27	What is your religion, even if you are not currently practicing? <i>Please tick one box only</i>					
	<input type="checkbox"/> None	<input type="checkbox"/> Sikh	<input type="checkbox"/> Muslim			
	<input type="checkbox"/> Christian	<input type="checkbox"/> Hindu	<input type="checkbox"/> Prefer not to say			
	<input type="checkbox"/> Buddhist	<input type="checkbox"/> Jewish	<input type="checkbox"/> Other			

Q28	How would you describe your ethnic origin? <i>Please tick one box only</i>					
	<input type="checkbox"/> White - British	<input type="checkbox"/> Black or Black British - Caribbean				
	<input type="checkbox"/> White - Irish	<input type="checkbox"/> Black or Black British - African				
	<input type="checkbox"/> White- Any other background	<input type="checkbox"/> Black or Black British – Any other background				
	<input type="checkbox"/> Mixed – White & Black Caribbean	<input type="checkbox"/> Other Ethnic Group				
	<input type="checkbox"/> Mixed – White Asian	<input type="checkbox"/> Other Ethnic Group - Chinese				
	<input type="checkbox"/> Mixed – any other mixed background	<input type="checkbox"/> Other Ethnic Group – Gypsy or Traveller				
	<input type="checkbox"/> Asian or Asian British - Indian	<input type="checkbox"/> Any other Ethnic group				
	<input type="checkbox"/> Asian or Asian British – Pakistani	<input type="checkbox"/> Prefer not to say				
	<input type="checkbox"/> Asian or Asian British - Bangladeshi					
	<input type="checkbox"/> Asian or Asian British – Any other background					

Q29	Do you consider yourself to be ... ? <i>Please tick one box only</i>	
	<input type="checkbox"/> Heterosexual or straight	<input type="checkbox"/> Other
	<input type="checkbox"/> Gay or lesbian	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Bisexual	

Appendix B

Warwickshire County Council Concessionary Travel Scheme Review

Introduction

Warwickshire County Council (WCC) took over the Concessionary Travel service from the District and Borough Councils in April 2011. The service provides free bus passes for residents who qualify because of their age or a disability. When the scheme was set up it was agreed that a review would be carried out during the summer of 2012.

To evaluate the scheme, a questionnaire was distributed to a random sample of 5,540 passholders. Questionnaires were also made available at One Stop Shops in the county and they were also targeted at individuals who had contacted the service in the past. The questionnaire was also available to complete online, via a link from the Concessionary Travel webpages.

In total, 3,604 completed responses were received to the consultation; 3,318 paper copies and 286 electronic submissions. The high number of responses generated indicates the interest and importance that passholders place on Concessionary Travel.

Most respondents to the questionnaire (94%) were bus passholders themselves, 5% were carers responding on behalf of a passholder, and less than 1% will qualify for a bus pass within the next 12 months. A full profile of respondents is provided in Appendix A of this report.

Results

Section A – Your bus pass

Of the 3,604 respondents to the consultation, just over 3,000 provided a recognised postcode; the postcodes have enabled analysis at a borough and district level. Figure 1 shows the distribution of respondents across Warwickshire, and how they qualify for their bus pass. Across the county, 82% of respondents qualify for their concessionary bus pass due to their age, 7% qualify due to a disability, and the remaining 11% because of their age and disability.

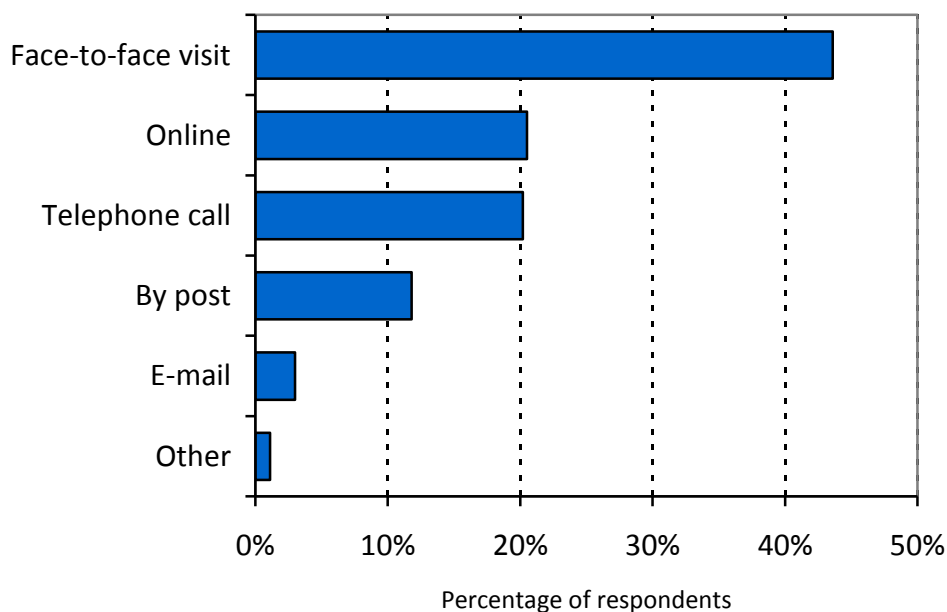
Figure 1: Distribution of responses across Warwickshire, and how they qualify for their concessionary pass

	Total no. of responses	Qualify due to age	Qualify due to a disability	Qualify due to age and disability
North Warwickshire	289	87.7%	3.5%	8.8%
Nuneaton & Bedworth	674	84.5%	3.8%	11.7%
Rugby	511	87.8%	2.4%	11.7%
Stratford	690	87.5%	3.0%	9.5%
Warwick	879	74.5%	13.9%	11.3%
<i>Unknown</i>	561	75.9%	11.6%	12.5%
Warwickshire	3604	82.1%	7.1%	10.8%

For the vast majority of respondents, 93%, their concessionary bus pass will expire in 2013. For approximately 1% of respondents, they have a pass that will expire in 2014 or 2015, 3% have a pass that will expire in 2016 and 2% of passes will expire in 2017.

Passholders were asked what method they would prefer to use if they required a replacement pass or needed to apply for a new pass; Figure 2 shows the results. More than two out of five passholders (43%) would prefer to apply for a pass in person, either at a One Stop Shop, council office or library. One in five would prefer to go online to the WCC website (21%), whilst a similar proportion (20%) would prefer to telephone the county council.

Figure 2: Preferred method of contacting WCC to apply for a new or replacement pass



These results appear quite different compared to a similar consultation conducted with passholders in 2010. Two years ago, a telephone call was the preferred method of contacting WCC (41%), followed by a face-to-face visit (27%) and online (17%).

Passholders were asked how often they use their concessionary bus pass between 9am and 9:30am, for a variety of different journeys. Figure 3 shows the results, analysed by how the respondent qualifies for their pass. Overall, 6% of respondents use their concessionary bus pass for shopping on a daily basis, whilst a further 27% use their pass regularly for shopping and 30% use it, but less frequently. In total, 17% of respondents use their pass daily or regularly for social activities, and 9% use it for medical appointments at least twice a week.

The results indicate that respondents who have their pass due to their age use their pass slightly less regularly than those who have a pass due to a disability. This is true for all different types of journey.

Figure 3: Use of pass between 9am and 9:30am, and how they qualify for their concessionary pass

		Daily	Regularly (2 -4 times a week)	Less frequently (less than twice a week)	Not at all
All respondents	Medical appointments	2.1%	6.5%	36.3%	55.1%
	Shopping	6.3%	26.5%	29.5%	37.7%
	Social	3.4%	13.6%	24.3%	58.7%
	Accessing council services	1.7%	5.4%	21.7%	71.2%
	Work	0.9%	1.1%	2.7%	95.3%
	Other	1.0%	1.8%	4.4%	92.8%
Due to age	Medical appointments	1.6%	5.7%	35.1%	57.6%
	Shopping	5.3%	26.6%	30.7%	37.4%
	Social	2.5%	13.4%	24.9%	59.2%
	Accessing council services	1.4%	5.0%	22.2%	71.4%
	Work	0.4%	0.8%	2.7%	96.1%
	Other	0.7%	1.6%	4.5%	93.2%
Due to disability	Medical appointments	5.3%	10.2%	39.2%	45.3%
	Shopping	10.2%	25.7%	23.7%	40.4%
	Social	8.2%	20.8%	25.3%	45.7%
	Accessing council services	3.7%	9.8%	21.6%	64.9%
	Work	7.4%	4.9%	5.3%	82.4%
	Other	3.3%	2.9%	5.3%	88.5%
Due to age and disability	Medical appointments	3.9%	10.1%	43.5%	42.5%
	Shopping	11.2%	24.7%	24.2%	39.9%
	Social	6.2%	11.0%	19.7%	63.1%
	Accessing council services	3.1%	5.9%	19.7%	71.3%
	Work	0.3%	0.3%	1.1%	98.3%
	Other	2.3%	2.8%	3.1%	91.8%

Passholders were also asked what they would do if they were unable to use their pass between 9am and 9:30am. Again the results have been analysed by how the respondent qualifies for their pass; the results are shown in Figure 4.

Figure 4 shows that respondents' course of action depends on the nature of the journey they are making. For example, if attending a medical appointment, 40% would use another means of transport. If the journey was for shopping, social or accessing council services, respondents would catch a later bus, and if the journey was for work or an 'other' journey, 55% of respondents stated that they would not travel. This pattern of use is replicated regardless of how the respondent qualifies for their concessionary pass.

Figure 4: What would happen if respondents were unable to use their pass between 9am and 9:30am, and how they qualify for their concessionary pass

		Pay the bus fare	Catch a bus after 9:30	Use another means of transport	Would not travel
All respondents	Medical appointments	19.1%	30.6%	40.1%	10.2%
	Shopping	5.0%	60.0%	21.4%	13.6%
	Social	5.6%	48.5%	26.7%	19.1%
	Accessing council services	3.4%	51.2%	22.1%	23.3%
	Work	8.2%	11.0%	26.1%	54.8%
	Other	8.3%	18.6%	25.4%	47.6%
Due to age	Medical appointments	18.8%	30.6%	41.3%	9.2%
	Shopping	4.3%	61.2%	21.8%	12.7%
	Social	5.3%	49.4%	27.9%	17.4%
	Accessing council services	3.1%	53.0%	22.8%	21.1%
	Work	7.5%	10.5%	27.8%	54.1%
	Other	8.3%	18.8%	25.8%	47.2%
Due to disability	Medical appointments	24.9%	25.4%	28.3%	21.5%
	Shopping	10.7%	47.0%	16.7%	25.6%
	Social	9.9%	44.4%	19.1%	26.5%
	Accessing council services	7.4%	40.0%	18.5%	34.1%
	Work	16.5%	16.5%	25.7%	41.3%
	Other	10.7%	19.6%	26.8%	42.9%
Due to age and disability	Medical appointments	18.0%	32.0%	39.1%	10.9%
	Shopping	7.7%	56.8%	21.6%	13.9%
	Social	6.1%	44.4%	19.9%	29.6%
	Accessing council services	4.3%	46.0%	17.7%	32.1%
	Work	3.8%	9.5%	10.5%	76.2%
	Other	7.5%	16.4%	20.9%	55.2%

Respondents were also asked if and how they used their concessionary pass between 11pm and midnight; Figure 5 shows the results. Far fewer respondents use their pass during this time period, only 6% use it regularly for social activities and less than 1% use it to travel to and / or from work. As before, it appears that respondents who have a concessionary pass due to a disability, or their age and disability, use their pass slightly more frequently.

Figure 5: Use of pass between 11pm and midnight, and how they qualify for their concessionary pass

		Daily	Regularly (2 -4 times a week)	Less frequently (less than twice a week)	Not at all
All respondents	Social	1.0%	5.0%	11.8%	82.2%
	Work	0.2%	0.2%	0.8%	98.8%
	Other	0.6%	0.9%	2.1%	96.4%
Due to age	Social	0.7%	4.2%	12.3%	82.8%
	Work	0.1%	0.2%	0.8%	98.9%
	Other	0.4%	0.9%	2.0%	96.7%
Due to disability	Social	3.0%	8.0%	8.4%	80.6%
	Work	1.3%	0.8%	1.3%	96.6%
	Other	1.7%	2.1%	2.5%	93.7%
Due to age and disability	Social	2.3%	7.9%	9.4%	80.4%
	Work	0.6%	0.0%	0.6%	98.8%
	Other	1.4%	0.3%	1.7%	96.6%

If respondents were unable to use their concessionary pass between 11pm and midnight, most would not travel during these hours, especially for work or other activities. Figure 6 shows that respondents who have a pass due to a disability are more likely not to travel at all during these hours if they couldn't use their pass.

Figure 6: What would happen if respondents were unable to use their pass between 11pm and midnight, and how they qualify for their concessionary pass

		Pay the bus fare	Travel before 11pm	Use another means of transport	Would not travel
All respondents	Social	5.1%	11.6%	33.9%	49.4%
	Work	2.1%	4.2%	24.5%	69.2%
	Other	2.0%	4.6%	24.2%	69.2%
Due to age	Social	5.2%	11.0%	36.6%	47.3%
	Work	1.9%	3.9%	27.0%	67.2%
	Other	1.8%	4.8%	26.5%	66.9%
Due to disability	Social	7.7%	14.3%	20.2%	57.7%
	Work	5.7%	9.4%	14.2%	70.8%
	Other	3.9%	6.5%	13.0%	76.6%
Due to age and disability	Social	3.1%	13.9%	23.9%	59.2%
	Work	0.8%	2.5%	13.2%	83.5%
	Other	2.2%	2.2%	18.9%	76.7%

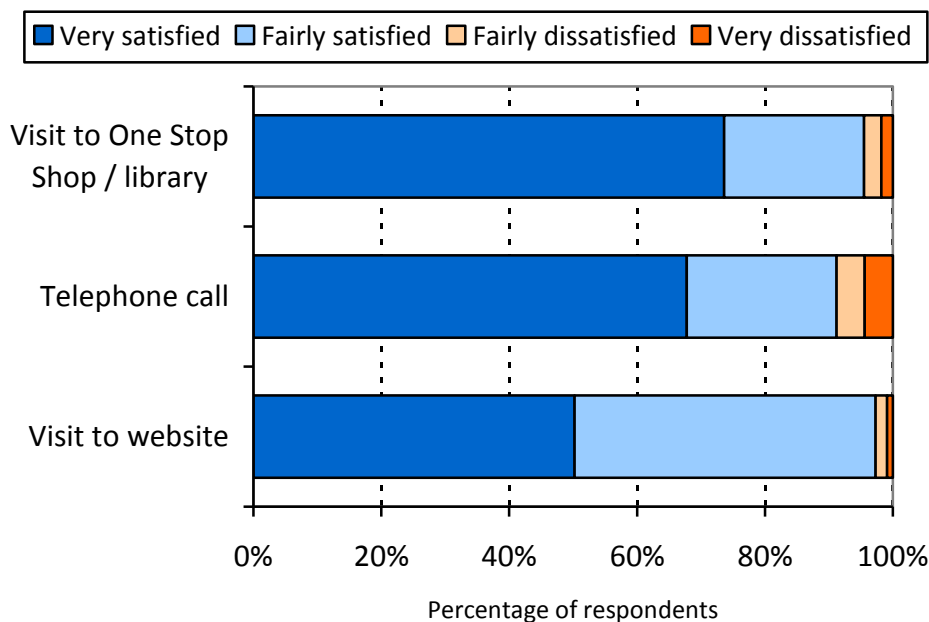
Open-ended responses from Jo

Section B – Customer Service

Respondents were asked if they had visited a One Stop Shop or library about their bus pass in the last 12 months, or if they had telephoned the county council or visited the concessionary travel pages on the WCC website in the last year. The results show that 819 respondents had made a visit, 161 had telephoned and 231 had visited the webpages.

Users of each of these methods were asked how satisfied they were with the service received; Figure 7 shows the results. All three methods received very high levels of satisfaction; with over 90% of respondents being 'very satisfied' or 'fairly satisfied' with each of the three contact types.

Figure 7: Satisfaction with contact with the county council

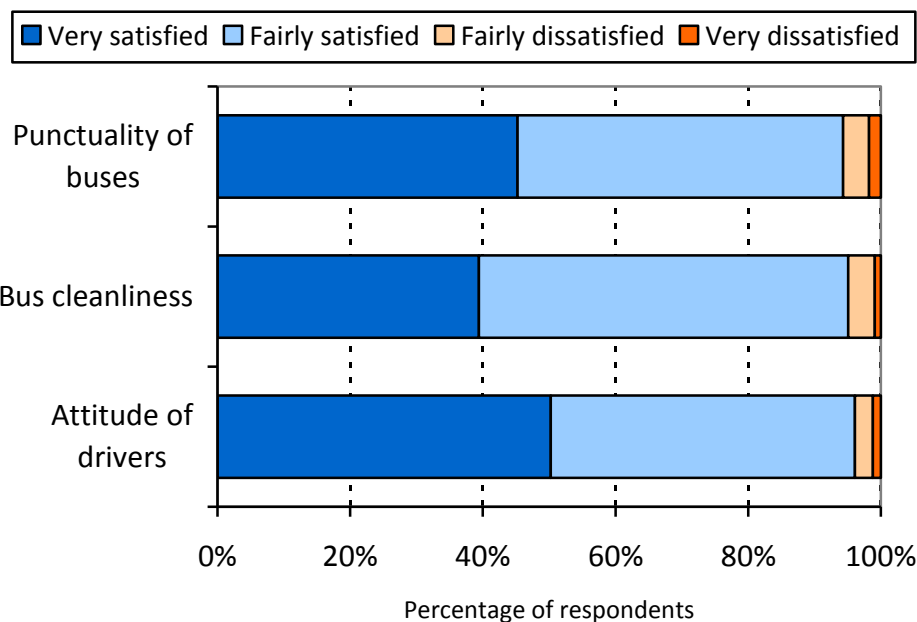


Open-ended responses from Jo / Ron

Section C – Bus Services

The final section of the survey asked respondents some more general questions about the bus services they use. Firstly they were asked how satisfied they were with the punctuality and cleanliness of buses, and also about the attitude of the drivers on services they use. Figure 8 shows that again levels of satisfaction are very high with each of the three measures, approximately 95% of respondents reported that they were either 'very satisfied' or 'fairly satisfied' with each of the measures.

Figure 8: Satisfaction with bus services



Respondents were also asked where they normally obtain bus timetable information. The results indicate that most respondents either get this information at a bus stop (50%) or through leaflets (48%). Approximately one in six respondents (17%) gets information from a website and one in eight (13%) via word of mouth.

Open-ended responses from Jo / Ron

Appendix A – Profile of respondents

Number and percentage of respondents in each category

Gender (3,053 respondents, 85% of all respondents)

Male	1,333	43.7%
Female	1,720	56.3%

Age (3,062 respondents, 85% of all respondents)

Under 18	4	0.1%
18 – 29	38	1.2%
30 – 44	64	2.1%
45 – 59	103	3.4%
60 – 74	1,870	61.1%
75 and over	983	32.1%

Long-term illness or disability (2,911 respondents, 81% of all respondents)

Yes	1,241	42.6%
No	1,670	57.4%

Ethnic origin (3,020 respondents, 84% of all respondents)

White	2,852	94.4%
Mixed	9	0.3%
Asian / Asian British	60	2.0%
Black / Black British	32	1.1%
Other Ethnic group	7	0.2%
Prefer not to say	60	2.0%

Religion (2,984 respondents, 83% of all respondents)

None	255	8.5%
Christian	2,459	82.4%
Buddhist	8	0.3%
Sikh	38	1.3%
Hindu	35	1.2%
Jewish	4	0.1%
Muslim	8	0.3%
Prefer not to say	125	4.2%
Other	52	1.7%

Sexual orientation (2,728 respondents, 76% of all respondents)

Heterosexual or straight	2,406	88.2%
Gay or lesbian	3	0.1%
Bisexual	9	0.3%
Other	28	1.0%
Prefer not to say	282	10.3%

Role	Comment
Individual (Miss B)	Has a son with a +1 (companion) bus pass. It is unfair that she would have to pay because he cannot go out on his own because he needs someone with him all the time.
Individual (Mr C)	Disagrees with the decision to withdraw the +1 pass. Believes it will push more people into seeking help from social service, which will cancel the cuts made by withdrawing +1 passes. Referred to various pieces of legislation relating to transport. Is aware that +1 provision is discretionary but notes that other councils still provide it. Refers to the Equality Act 2000 and says that he feels WCC would be in breach of it if the +1 pass is removed. Will not hesitate to bring the matter before the EHRC (Equalities and Human Rights Commission). Respectfully asks that WCC reconsider the decision to withdraw the +1 pass. Feels that the money spent on the consultation would be better spent on helping fund the +1 concession.
Individual (Mr F)	Expressed dismay that the +1 pass will not be renewed after March. He is registered blind and relies on a sighted companion to access local bus services. Removing the companion pass is tantamount to removing his pass as well. Society has a duty to maintain the means of independence for disabled people. Urges the authority to reconsider.
Individual (Mrs A H)	Has a son with multiple disabilities and would not be able to pay for his carer to travel with him.
Individual (Mrs S H)	Unable to use the bus on weekdays during termtime as it runs at 8.30am, and no buses at all in school holidays. Can only use it on Saturdays. Believes there should be greater bus provision for the elderly.
Individual (Mrs J)	Commented that bus pass would be used if there were any buses. Comments on specific bus routes and requests bus service through Mappleborough Green.
Individual (Mr K)	Mentioned patterns of usage between 9.00am and 6.00pm within Warwickshire as well as use in London and Birmingham. Would find it inconvenient to be without the pass.
Individual (Miss S)	Expressed disappointment that the +1 (companion) concession is being discontinued. Needs a carer in order to travel as bus drivers won't assist getting a wheelchair onto the bus, other than putting down a ramp. Will no longer have the option to go out during the day without +1 support. Suggested that a charge, possibly £15, was made to issue a +1 pass to help recoup some of the cost.

	<p>People who need support should not be penalised on a daily basis.</p> <p>Commented that this consultation had been sent out after a decision had been made about the +1 passes.</p>
Individual (Mrs S)	<p>Queried whether the buses could be rescheduled so as to leave later if the start time is changed.</p>
Individual (Mr W)	<p>Has an adult son with severe learning difficulties and a +1 bus pass.</p> <p>The day centre his son attends is under threat of closure, and his son is being encouraged to attend 'community based activities' such as college. His son will not be able to travel by bus as his daytime carer will not be able to afford the fares, and will therefore have difficulty attending his college course.</p>
Dan Byles MP	<p>Advised that a report be commissioned on the effects of any changes to the scheme on social exclusion in his constituency. Also urged that the current free elements of the scheme are retained.</p>
Napton on the Hill Parish Council	<p>Expressed concern about the effect of a 9.30am start time on rural residents with an infrequent bus service (9.25am then 11.25am).</p> <p>Would accept a 9.15am start time, and believed the effects of the late night extension would be less likely to impact on the community.</p> <p>Believes extra consideration should be given to disabled residents.</p>
Senior People's Forum of Warwick District & Older People in Action	<p>Received a number of queries about the scheme, and circulated questionnaires to members, but did not submit any comments as an organisation</p>
Whitnash Town Council	<p>Queried how the questionnaire was being circulated as many residents were not aware, and expressed concern that this might be a mainly web based survey.</p> <p>Expressed concern that one stop shops were being reviewed, and that this might result in District Council staff being judged, and asked whether the District Council was aware of this.</p> <p>Supported keeping the Concessionary Travel Scheme.</p>

THE WARWICKSHIRE COUNTY CONCESSIONARY TRAVEL SCHEME
SCHEME DEFINITION

With effect from 1 April 2013

Definitions

1. In this Scheme Definition and in the associated Arrangements for Reimbursement:
 - i) “1985 Act” means the Transport Act 1985;
 - ii) “2000 Act” means the Transport Act 2000;
 - iii) “2007 Act” means the Concessionary Bus Travel Act 2007;
 - iv) “Travel Concession Authority” means Warwickshire County Council and is also the “Administering Authority” as defined in the 1985 Act in matters relating to the context of the 1985 Act;
 - v) “Eligible Person” means any person who has a statutory entitlement to concessionary travel in accordance with relevant legislation and any guidance issued by the Secretary of State for Transport;
 - vi) “Entitled Person” means any person who is not an Eligible Person for whom an Travel Concession Authority has discretionary powers under the 1985 Act or other relevant legislation to provide concessionary travel;
 - vii) “Participating Operator” shall be construed as a transport operator providing Included Services in accordance with the terms set out in this Scheme Description;
 - viii) “Arrangements for Reimbursement” means the most recently published Arrangements for Reimbursement associated with the scheme;
 - ix) “Passenger Journey” means the act of a person moving from one location to another;
 - x) “Principal Area” shall be construed in accordance with section 93 (2) of the 1985 Act as the area comprising the Administrative Area of the County of Warwickshire;
 - xi) “Eligible Services” shall be construed in accordance with section 146 of the Transport Act 2000 as modified by the Travel Concessions (Eligible Services) Order 2002 (SI2002No 1016), the Travel Concessions (Eligible Services) (Amendment) Order 2009 and/or any replacement and/or additional order that is or becomes relevant;
 - xii) “Public Passenger Transport Service” shall be construed in accordance with section 63 (10)(a) of the 1985 Act;

- xiii) “Included Services” means those Public Passenger Transport Services (or specified journeys on those services) that are not also Eligible Services on which concessionary travel can be undertaken under the terms of the Scheme;
- xiv) “Excluded Services” means those Public Passenger Transport Services and/or specified journeys on those services and/or at specified times on which concessionary travel cannot be undertaken under the terms of the Scheme;
- v) “Regulations” means the Travel Concessions Schemes Regulations 1986, the Mandatory Travel Concession (England) Regulations 2011 and any subsequent modifications and/or additions thereto, together with any other relevant regulations;
- vi) “Scheme” means the Warwickshire Concessionary Travel Scheme as described herein and/or in the separate document entitled “Arrangements for Reimbursement”;
- vii) “Concession Period” means the 12 calendar months starting on 1 April in any year;
- viii) “Statutory Minimum Travel Concession” means the entitlement to travel without the payment of a fare for Passenger Journeys made by an Eligible Person on Eligible Services not starting before 0930 hours or after 2300 hours on normal weekdays and at any time on Saturdays, Sundays and/or Public Holidays;
- ix) “National Pass” means a pass conforming to the correct specification and which entitles its holder to the Statutory Minimum Travel Concession;
- x) “Discretionary Entitlement” means any additional entitlement to travel without payment of a fare over and above the Statutory Minimum Travel Concession provided to a person to whom a National Pass is issued by one of the Travel Concession Authorities party to the Scheme to make Passenger Journeys before 0930 hours and/or after 2300 hours on normal weekdays and/or on Included Services. Such journeys at the discretion of the Travel Concession Authority concerned may be limited to those starting in the Travel Concession Authority’s area, the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority concerned;
- xi) “Companion Entitlement” means the discretionary entitlement provided by a Travel Concession Authority party to the Scheme to the holder of a National Pass issued by the Travel Concession Authority to enable that person to be accompanied by a Companion who can also travel without payment of a fare when accompanying the holder of the National Pass in respect of journeys which at the discretion of the Travel Concession Authority concerned may be limited to those starting in the Travel Concession Authority’s area, the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority concerned;

- xii) “Alternative Discretion” means any concession offered by the Travel Concession Authority to an entitled ENCTS pass holder who chooses to waive their rights to an ENCTS pass in exchange for an alternative concession such as tokens, vouchers, etc. The administration of such alternative concessions will not form part of these Arrangements for Reimbursement and are listed in accompanying schedules for information only.
- xiii) “Issue Charge” means any payment required by a Travel Concession Authority from an Eligible Person or Entitled Person in return for providing a Discretionary Entitlement and/or a Companion Entitlement to that person excluding any charge to recover the cost of providing a photograph and/or the cost of providing a replacement National Pass at a time other than the normal date of renewal.

Responsibilities of the Travel Concession Authority

- 2. The Scheme is established and administered under the provisions laid down in the relevant parts of the 1985 Act. Notwithstanding this the Scheme shall also be administered to fulfil the requirements of and in accordance with the 2000 Act, the 2007 Act and EC Regulation 1370/2007.
- 3. The Travel Concession Authority shall manage and operate the Scheme in accordance with the requirements of the Acts and/or other relevant legislation.
- 4. The Travel Concession Authority will reimburse Participating Operators of Included Services for Passenger Journeys made as a result of the proper use of National Passes together with any Passenger Journeys made under any Discretionary and/or Companion Entitlement upon confirmation from those operators that the Passenger Journeys have been made and in accordance with the Arrangements for Reimbursement.

Issue of National Passes

- 5. The Travel Concession Authority will issue National Passes to Eligible Persons whose sole or principal residence is within their area. At their entire discretion the Travel Concession Authority may choose to provide Discretionary and/or Companion Entitlement in addition to the Statutory Minimum Travel Concession provided by the National Pass to Eligible Persons whose sole or principal residence is within their area. This will normally take the form of an endorsement to the National Pass.
- 6. It is the responsibility of Eligible Persons and Entitled Persons to apply for their National Pass and applicants are responsible for any costs incurred in making their application including the cost of providing any photograph that may be required to be shown on the pass for security purposes and in obtaining and/or presenting the necessary proof of their eligibility and/or entitlement.
- 7. An Issue Charge for a National Pass that includes Discretionary and/or Companion Entitlement may be made by the Travel Concession Authority to an Eligible Person resident in its area if that Travel Concession Authority has

offered the Eligible Person the option of a National Pass which entitles the Eligible Person to the Statutory Minimum Travel Concession and for which no Issue Charge is made.

8. An Travel Concession Authority may also offer the option of other types of concessions (e.g. Travel Tokens, vouchers, Railcards, etc) to an Eligible Person if that Travel Concession Authority has offered the Eligible Person the option of a National Pass which entitles the Eligible Person to the Statutory Minimum Travel Concession for which no Issue Charge is made and where the Eligible Person has declined that offer.
9. Arrangements in respect of other types of concession are administered separately by the Travel Concession Authority but are considered to be part of the County Concessionary Scheme.
10. With the exception of travel concessions made available directly by Participating Operators on a commercial basis no person in receipt of a National Pass shall be entitled to receive any other travel concession during any Concession Period otherwise than at the entire discretion of the Travel Concession Authority in whose area they reside.
11. In cases where a National Pass is stolen, lost, badly damaged or destroyed, the Travel Concession Authority may at its individual discretion provide a replacement National Pass during the currency of one that has already been issued but reserve the right to make a charge to cover the cost of so doing.

Scope of Concessionary Travel

12. The Statutory Minimum Travel Concession is available to all holders of a National Pass in accordance with the provisions laid down in the 2007 Act which in summary enables Passenger Journeys to be made:
 - i) On Eligible Services;
 - ii) Between places in England;
 - iii) Between 0930 hours and 2300 hours on normal weekdays and at any time at weekends or on public holidays
13. The Scheme enables a Discretionary Entitlement to be provided in addition to the benefits of the Statutory Minimum Travel Concession for holders of National Passes issued by the Travel Concession Authority at the entire discretion of the Travel Concession Authority. Subject to the scope determined by the Travel Concession Authority, Discretionary Entitlement can enable Passenger Journeys to be made:
 - a) On Eligible Services before 0930 hours and after 2300 hours on normal weekdays subject to any time limitations outside of these hours determined by the Travel Concession Authority providing the Discretionary Entitlement and starting in the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority;
 - b) On Eligible services where there is no journey within 60 minutes after 09.30, the Travel Concession Authority may at its entire discretion, require

a participating operator to allow concessionary travel on the journey prior to 09.30.

- c) On any other Public Passenger Transport Service or a journey(s) on a particular Public Passenger Transport Service for which arrangements regarding participation have been agreed between the Travel Concession Authority and the operator of that service;
14. Details of any Discretionary and/or Companion Entitlement and/or Alternative Discretion provided by the Travel Concession Authority are set out in the latest version of the accompanying Schedule of Discretionary Entitlements which may be amended from time to time without being deemed to be an alteration to the Scheme.
15. Notwithstanding 13 above and subject to prior consultation with the Participating Operator(s) providing services that may be affected, the Travel Concession Authority reserves the right to exclude specified services (and/or specified journeys on specified services) from the Scheme where they have good reason to believe that overloading may occur before 0930 hours and/or after 2300 hours on Normal Weekdays. Participating Operators may also request the Travel Concession Authority to agree to exclusions on similar grounds, such agreement not unreasonably being withheld. Details of any and all exclusions and any changes thereto shall be published from time to time by the Travel Concession Authority.
16. Those eligible because of a disability that requires them to be accompanied by a dog (eg a guide dog or hearing dog) shall not be charged a fare in respect of that dog.

Miscellaneous

17. The Statutory Minimum Travel Concession will only be permitted upon the production of a valid National Pass in the form and subject to the terms and conditions specified from time to time by the Government.
18. Discretionary and/or Companion Entitlement will only be permitted upon the production of a valid National Pass so endorsed and in the form and subject to the terms and conditions specified from time to time by the Travel Concession Authority.
19. The 1985 Act encourages voluntary participation, backed where necessary by a process of compulsion and the Scheme continues to be founded on this principle. However, Participating operators running Eligible Services must observe the requirements of the 2000 Act and the 2007 Act to enable all holders of valid National Passes to travel free on all Eligible Services within England and be aware of the penalties arising from the 2000 Act in respect of a failure so to do.
20. Operators participating in the Scheme shall be reimbursed on the basis specified in the separately published Arrangements for Reimbursement, and shall recognise and accept valid National Passes in the form and subject to the terms and conditions specified by the Government and/or Travel Concession

Authority and allow the rightful holders of such National Passes to travel free of charge only upon production of a valid National Pass when they commence their Passenger Journey.

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SCHEDULE OF CONCESSIONARY ENTITLEMENTS – SUBJECT TO AMENDMENT

(a) Times of Travel

TIMES OF TRAVEL FOR JOURNEYS STARTING IN

PASSES BEARING THESE LOGOS 	WARWICKSHIRE
	09.00 - 24.00 WEEKDAYS ALL DAY SAT/SUN/B.HOL
ALL OTHER VISITORS' PASSES	09.30 - 23.00 WEEKDAYS ALL DAY SAT/SUN/B.HOL

(b) Companion Concessions

NONE

(c) Alternative Discretions

NONE