

Cabinet

9 November 2017

Review of the Concessionary Travel Scheme

Recommendations

That Cabinet agree that:

- 1) the scheme remains unchanged, with discretionary weekday travel times for Warwickshire residents starting from 9.00am and finishing at midnight on weekdays, with the exception of the services described in paragraph 14.3 below which can be boarded before 9.00am.
- 2) the scheme is agreed for a further period of five years, from April 2018 until March 2023, and that a further review of the discretionary elements is carried out during summer 2022.
- 3) a review of the discretionary elements is carried out sooner in the event of changes to the statutory scheme by central government.

1.0 The current scheme

- 1.1 The County Council operates the England National Concessionary Travel Scheme (ENCTS) on behalf of central government. 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 has been operating in Warwickshire since April 2011, when the County Council took over responsibility from the District and Borough Councils, and was most recently reviewed in 2012. 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 WCC pass holders can travel between 9.00am and the midnight on weekdays and all day at weekends and on public holidays.
- 1.3 In November 2012 Cabinet determined that the scheme would be reviewed during summer 2017.
- 1.4 ENCTS rules dictate that WCC pays the bus operator in such a way that the operator is no better off and no worse off than they would be if the scheme did not exist. The Department for Transport (DfT) has provided a calculator to help assess the amount that bus operators are paid.

- 1.5 WCC uses the DfT calculator to calculate the amount due to the bus operators, based on individual bus routes. A fixed amount is payable each time someone boards a bus in Warwickshire using an ENCTS pass (this includes visitors to the County, and is different for each bus route). If a WCC passholder boards a bus outside the County then the cost of that is borne by the local authority where the journey starts.
- 1.6 A current summary of the Warwickshire scheme is included in **Appendix A**.

2.0 Current review of the discretionary elements

- 2.1 A questionnaire was circulated during June and July 2017. Paper copies were sent to 4715 passholders (a random 5% selection of all current passholders), and the questionnaire was also available on the Ask Warwickshire website. A press release was also put out on 17 July. 383 responses were received online, and 1702 paper questionnaires were returned, making a total of 2085 responses. We also received a small number of letters and telephone calls from customer who did not wish to complete the questionnaire.
- 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 questions used were the same as in 2012 with the addition of some questions relating to use of the internet. The questionnaire used is included in **Appendix B** and the full report on the questionnaire results is included in **Appendix C**.

3.0 Key findings from the questionnaire results

- 3.1 The response rate to the survey was high. Although this is fewer responses than in 2012 (when over 3600 responses were received) this does still indicate the importance placed on this service by passholders. Recent surveys undertaken via the Ask Warwickshire website had fewer than 150 online responses, compared to the 383 online responses received for the concessionary travel review survey.
- 3.2 The profile of respondents does broadly represent the overall geographical profile of all passholders, although proportionally there were fewer respondents than expected from the Nuneaton and Bedworth area when compared to the proportion of passholders who live in the Borough.
- 3.3 The preferred method for contacting WCC to request a pass is still via a face to face outlet, although the preference for online services has increased from 17% (in 2010) and 21% (in 2012) to 26% in the 2017 survey.

- 3.4 When the questionnaire asked “*If the scheme within Warwickshire were changed, how would you want to see it altered?*” the highest number of respondents (579) wanted to see the scheme remain the same.
- 3.5 The other most frequently occurring comments were
- Extend the hours to include pre-9.00am (104 respondents)
 - Include rail travel (95 respondents)
 - Change the end time to 11.00pm or earlier (55 respondents)
 - Change the start time to 9.30am (54 respondents)
 - Suggested a payment is made (31 respondents)
 - Comments about eligibility for a pass (13 respondents)
 - Exceptions made e.g. rural areas, medical appointments (six respondents)
 - Earlier start time for holders of Disabled Person’s Passes (six respondents)
 - Provide free travel for a carer (six respondents)
- 3.6 Over 95% of respondents were either very satisfied or fairly satisfied with their contact with WCC, for each of the methods of contact (face to face, telephone, online).
- 3.7 Over 95% of respondents were very satisfied or fairly satisfied with the punctuality and cleanliness of buses and the attitude of bus drivers.

4.0 Delaying the start time on weekdays until 9.30am

- 4.1 Fifty four respondents suggested we delay the start time until 9.30am on weekdays. ENCTS rules mean that we have to provide free bus travel after 9.30am to anyone holding an ENCTS pass (whether or not it is issued by Warwickshire). Currently WCC also provides free travel for WCC passholders from 9am on weekdays. This additional half hour is discretionary and funded by WCC for WCC passholders only.
- 4.2 The survey results indicate that the most common reasons for travelling between 9.00am and 9.30am are for shopping or for social reasons. The results also indicate that 56% of shoppers and 44% of social travellers would catch a later bus if the start time became 9.30am.
- 4.3 Based on 2016-2017 figures (see appendix D), around 6% of ENCTS journeys were undertaken between 9.00am and 9.30am (out of a total 5.22 million ENCTS journeys in 2016-2017). The expenditure on travel between those times is therefore estimated to be c. £275k, and any savings would be likely to be less than half of this amount due to the number of passholders who would simply take a later bus and still incur a reimbursement cost for WCC.
- 4.4 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.

- 4.5 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.
- 4.6 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.
- 4.7 Taking all this into consideration, it is suggested that at this point in time the potential savings made from changing the 9.00am start time would not justify the impact on passholders and on the bus network.
- 4.8 It is therefore proposed that the current discretionary start and finish times are retained.

5.0 Allowing all passholders to travel before 9.00am

- 5.1 Over 100 respondents to the survey commented that they would like to be able to use their bus passes earlier than 9.00am.
- 5.2 ENCTS passes are, by their very nature, provided for off-peak bus travel. To include peak time travel would significantly increase the costs for two reasons;
 - i. More journeys are likely to be undertaken, increasing the reimbursement cost overall
 - ii. Increasing the number of peak time passengers may require bus operators to acquire additional vehicles, and if this is attributed to ENCTS passengers then WCC must bear the cost of those additional vehicles. This is known as 'additional capacity cost'.
- 5.3 There are around 65 bus routes operating before 9.00am in the County, and the majority of those services already operate at, or close to, full capacity carrying schoolchildren as well as workers. Any significant increase in passenger numbers is likely to push those services beyond the current capacity.

- 5.4 Additional capacity cost is already a factor in the current scheme where the peak in journeys occurs after 9.00am (see paragraph 4.5) and can be attributed to ENCTS. As the cost of additional vehicles is very high compared to reimbursement costs, any change in the start time to before 9.00am is likely to significantly increase the cost of the scheme. Based on previous additional capacity cost claims, the cost of an additional bus on a single route can be as much as £70k-£100k p.a., with an average of around £55k p.a.
- 5.5 There would not be any savings associated with this option.
- 5.6 It is not proposed to pursue an earlier start time for all passholders further at present due to the additional costs (reimbursement and additional capacity cost) involved.

6.0 Earlier start time for holders of Disabled Person's Passes

- 6.1 Six respondents made comments indicating that they wanted an earlier start time for holders of Disabled Person's Passes. Some other comments made reference to the fact that the passes cannot be used to travel to school, college or work, as most people would need to be there by 9am.
- 6.2 It would be possible to have a different start time depending on the type of pass held, and some other authorities do have that arrangement. If all day travel was introduced for holders of Disabled Person's Passes, then it would be necessary to find additional funds to cover the resulting reimbursement. Currently only 4.5% of all passholders have a pass because of a qualifying disability. However, once someone reaches the qualifying age they are issued with an Older Person's Pass. This is done mainly so that there is no longer any need for evidence of disability. A passholder's entitlement to travel is currently identical regardless of that pass type they hold.
- 6.3 If additional benefits were available to holders of Disabled Person's Passes, then it would be necessary to contact all holders of Older Person's Passes to offer them the opportunity to apply for a Disabled Person's Pass. Based on the survey results, only 2% of passholder qualify because of their age and disability, which is around 250 passholders.
- 6.4 The additional capacity cost (as described in 5.4 above) may have an impact, but this is difficult to estimate because, although Disabled Person's Pass holders are only 4.5% of the total, passholders may need to travel before 9.00am on a more regular basis because they are of working age.
- 6.5 There would not be any savings associated with this option.
- 6.6 It is not proposed to pursue additional travel times for Disabled Person's Pass holders further at present due to the additional costs (reimbursement, additional capacity cost and administration) involved.

7.0 End time on weekdays

- 7.1 Fifty-five respondents suggested we stop people using their pass between 11pm and midnight on weekdays. ENCTS rules mean that we have to provide free bus travel until 11pm (where services exist). On Friday nights this means there is a strange situation where a passholder can catch a bus before 11pm, or after midnight (as ENCTS includes all day travel on Saturdays), but cannot catch the bus between 11pm and midnight.
- 7.2 There are very few services operating between 11pm and midnight within Warwickshire, and the results from the survey indicate that only 5% of passholders regularly use their pass at this time.
- 7.3 The way the scheme operates means that a cost is only incurred when a passholder boards a bus. The cost of free bus travel between 11pm and midnight on weekdays is therefore negligible. Data we hold indicates that less than 0.05% of ENCTS journeys are undertaken during these times, at an estimated total cost of £2,000 for 2016-2017.
- 7.4 The savings from removing the 11pm-midnight concession are therefore negligible when compared to the overall cost of the scheme.

8.0 Travel for carers or companions

- 8.1 Prior to WCC taking over the Concessionary Travel scheme in 2011, two of the five District and Borough Councils provided an additional enhancement which allowed some passholders with disabilities to take a carer or companion with them on the bus free of charge. WCC took the decision in 2010 not to offer this concession, and both Warwick District Council and Nuneaton and Bedworth Borough Council chose not to continue funding the enhancement once they were no longer responsible for ENCTS.
- 8.2 During the review in 2012 this subject was looked at again, following feedback, and it was estimated that this would cost a minimum of £202k annually in reimbursement if introduced countywide. Six respondents to the survey in 2017 suggested that free travel should be made available for carers accompanying passholders.
- 8.3 If funding were made available, it would not be possible to simply reissue passes to previous companion passholders as this would mean that more recent applicants and passholders from North Warwickshire, Rugby and Stratford 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.

- 8.4 There would not be any savings associated with this option.
- 8.5 It is not proposed to pursue either a carer/companion pass further at present due to the additional costs (reimbursement and administration) involved.

9.0 Rail travel

- 9.1 One of the more frequent requests (95 respondents) arising from the survey was to include rail travel in the scheme as is done by neighbouring authorities who are part of the West Midlands Combined Authority (WMCA).
- 9.2 Rail travel has been part of the scheme in Birmingham, Solihull and Coventry for many years, and arise from the status of the former Passenger Transport Executive (or PTE) which now rest with the Transport for West Midlands (TfWM, part of the WMCA). TfWM receives a different level of funding for public transport, and also has powers which enable the authority to influence fares and timetables on their local rail network. WMCA therefore works in partnership with local rail, bus and tram operators and are able to include rail travel within their ticketing structures, including ENCTS.
- 9.3 WCC does not have powers to set or change rail fares, nor to compel rail operators to participate in any local scheme. Any expansion of ENCTS to include rail travel would require negotiations with several train operating companies and is likely to be expensive.
- 9.4 It should be noted that even if the WCC scheme allowed local rail travel, this would not entitle passholders to use the pass on trains outside Warwickshire.
- 9.5 There would not be any savings associated with this option.
- 9.6 It is not proposed to pursue this further at present due to the additional costs involved.

10.0 Payment

- 10.1 Paying for journey, or charging for a bus pass was suggested by 31 respondents to the survey.
- 10.2 The ENCTS scheme is governed by legislation which requires us to provide passes and off-peak bus travel free of charge. It is therefore not possible for WCC to make any charges for travel, or to charge for issuing (or renewing) a pass under the statutory scheme.
- 10.3 It would be possible for journeys to be chargeable outside the statutory times i.e. before 9.30am and after 11.00pm on weekdays and this is something which could be discussed with bus operators. However, the cost of administering this may outweigh any savings.

10.4 It is not currently proposed to pursue this option.

11.0 Eligibility

- 11.1 Thirteen respondents to the survey made comments about eligibility for a pass. The eligibility criteria for ENCTS are set out both in legislation and guidance issued by DfT. ENCTS passes cannot be issued to people who fall outside the statutory eligibility criteria
- 11.2 Several unfavourable comments were received about the process for renewing a Disabled Person's Pass, and the requirement to produce evidence of a qualifying disability. We are aware that passes were previously being issued to ineligible people in some cases where the original decision was made by staff at the District/Borough Councils. This is likely to date back to pre-2008 when schemes and eligibility were determined at a local level. WCC is therefore checking eligibility for a pass for a large proportion of passholders where the decision on eligibility was made by staff employed by the District and Borough Councils. Decisions on eligibility for bus passes have therefore been made solely by the concessionary travel team since January 2015.
- 11.3 It would be possible to introduce a new scheme for passes for individuals outside the ENCTS eligibility criteria (.e.g non-qualifying disabilities, young people or people between the age of 60 and the current ENCTS qualifying age), but that is outside the scope of this review.

12.0 Bus services

- 12.1 Bus services are outside the scope of this review, and the questions were included in the survey as it offered an opportunity to obtain views from a large sample of bus users. Results from the survey will be passed to the appropriate officers to be followed up.
- 12.2 A small number of comments stated that WCC ENCTS passholders are being charged to travel between 9am and 9.30am. These cases will be investigated to find out whether there is abuse of the scheme by operators.

13.0 Online services

- 13.1 In response to the survey, almost 30% of respondents stated that they don't use the internet.
- 13.2 Provision of services online is outside the scope of the review, but the questions were included in the survey as it offered an opportunity to obtain information which can help us to shape the provision of frontline services in future.

- 13.3 Results from the survey will be shared with Warwickshire Direct as part of the development of the frontline service.

14.0 Proposed exemptions allowing a pre-9am Start time

- 14.1 With the current pressure on bus service funding, it has recently become necessary to consolidate certain routes with infrequent services. Potentially, some communities may end up with a departure time earlier 9.00am where previously the departure time was after 9.00am.
- 14.2 In order that communities are not effectively left without a bus service, it is proposed to have some exceptions to the 9.00am start time, which will allow earlier travel where a later service is not available. Currently this will only apply to one service in the County.
- 14.3 It is therefore proposed that ENCTS passes may be used for travel prior to 9.00am on Mondays to Fridays in the following exceptional circumstances where agreed by the Transport Operations Team;
- a) the only bus service offering a return journey to any service centre departs before 9.00am, or
 - b) there is a bus service only offering return journeys to any service centre only before 9.00am and after 1.00pm, or
 - c) an existing journey operating on or after 9.00am on a bus route is advanced to operate prior to 9.00am for operational reasons meaning that passholders would need to delay travel for in excess of two hours.
- 14.4 Any such exceptions will be;
- published on the WCC website, and
 - advertised using social media, and
 - the email alert system for bus services, and
 - advertised on bus timetable information, and
 - shared with the relevant Town/Parish Council.

15.0 Options and Proposal

- 15.1 There are several options available
- i. Retain the scheme as it is with WCC passholders able to travel from 9am until midnight on weekdays.
 - ii. Retain the scheme as it is with exceptions for communities where bus services are very infrequent (see paragraph 14.3 above).
 - iii. Remove all discretionary travel and offer the statutory minimum travel between 9.30am and 11.00pm on weekdays
 - iv. Remove discretionary travel between 9.00am and 9.30am on weekdays
 - v. Remove discretionary travel between 11pm and midnight on weekdays
 - vi. Add discretionary travel either
 - a. For all pass holders all day, or
 - b. For holders of Disabled Person's Passes at all times

- vii. Add discretionary travel for carers accompanying passholders
- 15.2 Based on the information contained in the above report it is suggested that option ii. above is chosen. The reasons for this are;
- This preserves the current scheme for passholders as requested by the largest proportion of respondents (see paragraph 3.4 above)
 - This ensures the stability of the bus network so far as is possible (see paragraph 4.6 above)
 - No funding has been identified to enhance the current scheme.

16.0 Equality Impact Assessment(EqIA)

- 16.1 An Equality Impact Assessment/ Analysis on the scheme was undertaken in October 2017 and will be reviewed in October 2022, (or when the scheme is next reviewed, if that is sooner). The Draft EqIA is attaches at Appendix E.

17.0 Timescales associated with the decision and next steps

- 17.1 ENCTS rules require WCC to publish the scheme for 2018-2019 by the end of November in order for it to take effect on 1 April 2018. The proposed details for the concessionary entitlements are included at Appendix F.
- 17.2 If any enhancements are proposed then it is suggested that this is investigated further and a costed business case be submitted to Cabinet at a future date.
- 17.3 It is proposed that the scheme be reviewed during the summer of 2022. This timescale has been chosen as it means the review will be undertaken during a year when there are fewer renewals due and therefore there will be more capacity within the team to carry out the review and associated information gathering.

Appendices

- A Summary of the current concessionary travel scheme
- B The questionnaire
- C Survey results
- D Concessionary Travel Journeys during 2016-17 – estimate of expenditure during discretionary times.
- E Equality Impact Assessment
- F Proposed concessionary entitlements 2018 - 2024

Background papers

None

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The report was circulated to the following members prior to publication:

Local Member(s): N/A

Other members: Fradgley, Clarke, Horner, Chattaway, Shilton

England National Concessionary Travel Scheme (ENCTS) 2017-18

The England National Concessionary Travel Scheme (ENCTS) provides free bus travel for passholders across England from 9.30am – 11pm on weekdays and all day at weekends and on bank holidays. This includes all passes issued in England but travel is not provided where passes were issued in Northern Ireland, Wales, Scotland or the Channel Islands.

Member-approved Policy (Cabinet 22 Nov 2012)

ENCTS will operate in Warwickshire with the following enhancements for Warwickshire passholders;

- Additional half hour of travel time from 9am – 9.30am on weekdays
- Additional hour of travel time from 11pm – midnight on weekdays

The enhancement will apply equally for Older Person's Pass and Disabled Person's Pass holders.

N.B. There is no provision for a 'companion pass' (also known as 'carer's pass' or '+1 pass'), nor is there any provision for rail travel.

Operational decisions and business rules

All passes

- Evidence of date of birth and of residency will be inspected at the time of application and details recorded but will not normally be retained.
- Evidence of residency (other than a driving licence or NHS medical card) must be recent e.g.
 - Current tax year for Council Tax or Water rates
 - Within the last 3 months for all other evidence

N.B. We do not accept bank statements as proof of address

- We will not issue a pass to a postal-only or business address. If someone has no fixed address then we will need evidence they reside in Warwickshire and the pass must be collected from a one stop shop or library.
- When someone changes name or address it will be necessary for them to provide evidence of that name change, or evidence of the new address.
- Passes will only be posted to the registered residential Warwickshire address (or to a selected one stop shop for collection by the passholder) and will not be delivered to family, friends or out of county addresses. Exceptions may only be made where a third party has a power of attorney.
- Passes can renewed from one month before they expire and for up to one year afterwards.
- If a pass expired more than 12 months ago then it is deemed to have lapsed and a new application will be necessary.
- There will be a £10 charge for
 - replacing a lost or damaged pass, or
 - replacing a pass where someone has changed name and wishes to have a new pass in that name at any time other than renewal, or
 - replacing a pass where someone wants a new photo but their appearance has not substantially changed
- Once a pass has been cancelled because, for example, it has been lost, stolen or damaged, it is not possible to 'un-cancel' it and therefore the replacement charge is non-refundable, even if the passholder later finds their lost pass.
- When someone's pass is due to expire it will be their responsibility to renew it, although we may choose to send out reminder letters.

Older Person's Passes

- Will be issued once someone reaches the qualifying age and applies for the first time.
- Will be issued to existing passholders once they reach the qualifying age.
- Will be issued for a maximum of five years .
- Expiry date will be set to five years from the passholder's last birthday.
- Whenever a pass is renewed or replaced the expiry date will be re-set as above.

Disabled Person's Passes

- Evidence of disability must be dated within the last year.
- Copies of disability evidence will be retained for as long as the person holds a valid Disabled Person's Pass and for up to one year afterwards.
- Will be issued if they have a qualifying disability until someone reaches the qualifying age at which point their next pass will be issued as an Older Person's Pass
- Will be issued for a maximum of three years
- When a passholder who is under 18 renews their pass then a new photograph will be required.
- Expiry date will run in line with the evidence provided (where that has an expiry date).
- Expiry dates will otherwise normally be set as follows

Qualifying disability		Expiry date
a	Blind or partially sighted	three years from the passholder's last birthday
b	Profoundly or severely deaf	
c	Without speech	
d	Has a disability, or has suffered an injury, which has a substantial and long term adverse effect on ability to walk	
e	Without arms or the use of arms	
f	Learning Disability which includes significant impairment of intelligence and social functioning	
g	Would be refused a driving licence on medical grounds other than because of the use of alcohol or drugs	one year and two months from the date on the evidence, unless evidence shows that the medical reasons for refusal of a licence are longer term
w	Blue Badge holder	two months after the expiry date of the Blue Badge

Preventing fraudulent use

- All passes reported lost, stolen, damaged, not received or not swiping will be hotlisted.
- Where a pass is found to be used by someone other than the passholder and has not been reported lost or stolen then;
 - The pass will be withdrawn and hotlisted
 - We will write to the passholder to ask them why, and to ask them to confirm that they will not allow anyone else to use their pass
 - We will also for up to date evidence of a qualifying disability (if applicable)
 - Once they have provided this information then they may order a new pass at a charge of £10 (treated as a lost pass)
- Where we discover someone below the eligible age has been issued with an Older Person's Pass (this is a problem inherited from the District/Borough Councils in 2011 where the date of birth was not recorded) we will
 - ask for evidence of a qualifying disability, then
 - send a reminder letter if they have not responded, then
 - withdraw the pass if they have not replied to the reminder letter



Concessionary Travel (Free Bus Pass) Scheme Review 2017

Introduction

Warwickshire County Council (WCC) operates the England National Concessionary Travel Scheme on behalf of central government for Warwickshire residents. This provides free off-peak bus travel across England for eligible residents who qualify because of age or because of a qualifying disability.

An eligible resident is a resident of Warwickshire who qualifies because of their age or because they have 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 11pm on weekdays and all day at weekends and on public holidays.

Bus companies are reimbursed for every journey made by a pass holder, so that they are no better off and no worse off than they would be if the scheme did not exist. The money for travel under the national scheme is provided by central government.

Free bus travel for Warwickshire residents

For those Warwickshire residents who are not yet eligible because of their age, but who have a qualifying disability, we will issue a Disabled Person's Pass. Once a Disabled Person's Pass holder reaches the eligible age they will be issued with an Older Person's Pass, and will no longer need to provide evidence of their disability.

The entitlement to travel for someone with an Older Person's Pass are the same as those for a Disabled Person's Pass. The only differences are in the design of the pass, and the type of evidence which must be provided.

Residents need to apply to WCC for a pass – they are not issued automatically. Existing passholders will need to ask us to renew their pass when it expires – we do not send out new passes automatically.

Free travel is also provided for WCC passholders on local journeys (starting in Warwickshire) earlier and later on weekdays than the national scheme

- from 9.00am on weekdays, and
- until midnight on weekdays,

This additional travel time is funded by WCC.

The service was last reviewed in 2012 and so we are undertaking a new 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.

It is open to WCC to provide greater, lesser, or different discretionary elements. Public consultations carried out in 2010 and 2012 led to a 9am start time being retained across the County as it offered the greatest benefit to the greatest number of residents.

Although some other areas 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.

How we will use this data

Following the end of the survey or consultation we shall publish the results and this may include quotes of comments which will be anonymous. If you reply to an anonymous survey then no personal details will be captured.

If you volunteer to give us your name and contact details for a prize draw, or to be notified on the results, or to receive a response to specific comments, or to volunteer for a focus group, then these details will be kept securely but only used for these purposes.

Information you provide in any additional correspondence to our surveys and consultations, including personal information, may be disclosed in accordance with the Freedom of Information Act 2000 and the Data Protection Act 1998. If you want the information that you provide to be treated as confidential, including your contact details, please tell us why, but be aware that, under the Freedom of Information Act, we cannot always guarantee confidentiality.

If you would like further information, visit our website: www.warwickshire.gov.uk/privacy or contact our Customer Service Centre on 01926 410410.

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 Q29.

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?

Please tick one box

- I am a bus pass holder
- *I am a carer filling this in on behalf of a bus pass holder
- I will qualify for a bus pass within the next 12 months
- **Other

****Other (please specify)**

***If you are a carer for the bus pass holder please answer all questions on their behalf.**

Section A – About your bus pass

Q3 How do you qualify for your concessionary bus pass?

Please tick one box

- | Your age | Your disability | Age & disability |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q4 When does your pass expire?

Please tick one box

- | | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| It has already expired | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | I don't have a pass |
| <input type="checkbox"/> | <input type="checkbox"/> | <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"/> E-mailing WCC
<input type="checkbox"/> By telephoning WCC offices	<input type="checkbox"/> by post to WCC
<input type="checkbox"/> By visiting a local One Stop Shop, council office or library.	<input type="checkbox"/> *Other
*If you have ticked Other (please specify)	

In Warwickshire we have an additional discretion which allows free travel locally between 9.00am - 9.30am and 11pm-midnight on weekdays.

Q6				
How often do you use the bus pass between 9am 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 9am 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 11pm 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 11pm and midnight, what would you do? Please tick the one box on each row which most commonly applies				
	Would pay the bus fare	Would travel before 11pm	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? Please provide as much detail as possible. Changes could include taking away or changing the current 9am 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.	

- questionnaire continues on the next page -

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"/>	Alcester – at the library
<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 the library (either in Henley Street or at the temporary location)
<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?								
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Very Satisfied</td> <td style="text-align: center;">Fairly Satisfied</td> <td style="text-align: center;">Fairly dissatisfied</td> <td style="text-align: center;">Very dissatisfied</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Very Satisfied	Fairly Satisfied	Fairly dissatisfied	Very dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very Satisfied	Fairly Satisfied	Fairly dissatisfied	Very dissatisfied						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

Q13	Have you renewed your bus pass online during the last 12 months? <i>Please tick one box only</i>				
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No (<i>Please move to Q16</i>)</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Yes	No (<i>Please move to Q16</i>)	<input type="checkbox"/>	<input type="checkbox"/>
Yes	No (<i>Please move to Q16</i>)				
<input type="checkbox"/>	<input type="checkbox"/>				

Q14	How satisfied were you with service you received online?								
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Very Satisfied</td> <td style="text-align: center;">Fairly Satisfied</td> <td style="text-align: center;">Fairly dissatisfied</td> <td style="text-align: center;">Very dissatisfied</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Very Satisfied	Fairly Satisfied	Fairly dissatisfied	Very dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very Satisfied	Fairly Satisfied	Fairly dissatisfied	Very dissatisfied						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

Q15	How easy did you find it to renew your bus pass online?								
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Very easy</td> <td style="text-align: center;">Fairly easy</td> <td style="text-align: center;">Fairly difficult</td> <td style="text-align: center;">Very difficult</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Very easy	Fairly easy	Fairly difficult	Very difficult	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very easy	Fairly easy	Fairly difficult	Very difficult						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

Q16	Have you telephoned us about your bus pass during the last 12 months? <i>Please tick one box only</i>				
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No (<i>Please move to Q18</i>)</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Yes	No (<i>Please move to Q18</i>)	<input type="checkbox"/>	<input type="checkbox"/>
Yes	No (<i>Please move to Q18</i>)				
<input type="checkbox"/>	<input type="checkbox"/>				

Q17	How satisfied were you with service you received over the telephone?								
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Very Satisfied</td> <td style="text-align: center;">Fairly Satisfied</td> <td style="text-align: center;">Fairly dissatisfied</td> <td style="text-align: center;">Very dissatisfied</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Very Satisfied	Fairly Satisfied	Fairly dissatisfied	Very dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very Satisfied	Fairly Satisfied	Fairly dissatisfied	Very dissatisfied						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

Q18	Have you visited the Concessionary Travel bus pass pages on our Warwickshire Direct website within the last 12 months? <i>Please tick one box only</i>				
	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No (<i>please move to Q20</i>)</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Yes	No (<i>please move to Q20</i>)	<input type="checkbox"/>	<input type="checkbox"/>
Yes	No (<i>please move to Q20</i>)				
<input type="checkbox"/>	<input type="checkbox"/>				

Q19 How satisfied were you with the Concessionary Travel information on the website?

Very Satisfied	Fairly Satisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We are looking to make more of our services available via the internet. Can you tell us about your online usage?

Q20 How do you use the internet to access information, goods and services?

Please tick one box only

<input type="checkbox"/> Computer	<input type="checkbox"/> Someone else does it for me
<input type="checkbox"/> Laptop	<input type="checkbox"/> I don't use the internet
<input type="checkbox"/> Tablet e.g. iPad	<input type="checkbox"/> *Other
<input type="checkbox"/> Smartphone	

***If you have ticked Other (please specify)**

Q21 We are looking at how we can support people to use the internet to access our services online? How would you describe your ability to use the internet?

Please tick one box only

<input type="checkbox"/> Very good	<input type="checkbox"/> Someone else does it for me
<input type="checkbox"/> Good	<input type="checkbox"/> I don't know how to use the internet
<input type="checkbox"/> Good enough (to do what I want to)	<input type="checkbox"/> I'm not interested in using the internet
<input type="checkbox"/> poor	<input type="checkbox"/> *Other

***If you have ticked Other (please specify)**

Q22 Do you have an email address?

Please tick one box only

<input type="checkbox"/> Yes – I have a personal email address	<input type="checkbox"/> No
<input type="checkbox"/> Yes – I have a shared email address	

Q23 Are there any comments you would like to make about the service you have received for Concessionary Travel?

Please provide as much detail as possible. You can attach a separate sheet if you need more space.

- questionnaire continues on the next page -

Section C – About the bus services.

Q24	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"/>

Q25	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"/>

Q26	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"/>

Q27	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 the bus company or WCC <input type="checkbox"/>	Word of mouth <input type="checkbox"/>	*Other <input type="checkbox"/>
	*If you have ticked Other please specify					

Q28	Are there any comments you would like to make about the bus services you use? <i>Please provide details of specific buses including the bus route number.</i>					

Q29	If you would like us to directly respond to the comments you have made in Q10, Q23 and Q28, please provide your contact details below. <i>Please tick one or more boxes if you would like us to respond to you.</i>					
	Name					
	Address					
	Postcode					
	E-mail address					

Thank you for taking the time to complete this questionnaire. It should be returned to;
Concessionary Travel Survey, P.O. Box 43, Shire Hall, Warwick CV34 4SX

This engagement exercise ends on 4 August 2017.

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.

We would be grateful if you would also complete the equality monitoring questions attached to the back of this page – this will be kept anonymous and helps us to understand more about the profile of our customers.

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

Q30	What is your gender identity <i>Please tick one box</i>		
	Male (including trans man) <input type="checkbox"/>	Female (including trans woman) <input type="checkbox"/>	Other (including non-binary) <input type="checkbox"/>

Q31	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"/>

Q32	Do you have a long standing illness or disability? (physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.)? <i>Please tick one box</i>	
	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Q33	What is your religion, even if you are not currently practising? <i>Please tick one box only</i>	
	<input type="checkbox"/> Buddhist	<input type="checkbox"/> Sikh
	<input type="checkbox"/> Christian	<input type="checkbox"/> Other - please specify
	<input type="checkbox"/> Jewish	<input type="checkbox"/> None
	<input type="checkbox"/> Muslim	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Hindu	

Q34	What is your ethnicity? <i>Please tick one box only</i>	
	<input type="checkbox"/> White – English/Welsh/Scottish/ Northern Irish/British	<input type="checkbox"/> Asian or Asian British – Bangladeshi
	<input type="checkbox"/> White – Irish	<input type="checkbox"/> Asian or Asian British – Chinese
	<input type="checkbox"/> White – Gypsy or Irish Traveller	<input type="checkbox"/> Asian or Asian British – Indian
	<input type="checkbox"/> White - Any other background -please specify	<input type="checkbox"/> Asian or Asian British – Any other Background - please specify
	<input type="checkbox"/> Mixed – White & Black Caribbean	<input type="checkbox"/> Black or Black British - African
	<input type="checkbox"/> Mixed – White & Black African	<input type="checkbox"/> Black or Black British - Caribbean
	<input type="checkbox"/> Mixed – White & Asian	<input type="checkbox"/> Black or Black British – Any other background - please specify
	<input type="checkbox"/> Mixed – any other mixed background - please specify	<input type="checkbox"/> Any other Ethnic Group - please specify
	<input type="checkbox"/> Arabic	<input type="checkbox"/> Prefer not to say
	<input type="checkbox"/> Asian or Asian British – Pakistani	

Q35	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	

Warwickshire County Council Concessionary Travel Scheme Review 2017

Results from survey carried out
during June and July 2017

Version: 1.0

Date Issue: 17/10/2017

Team: Concessionary Travel

Introduction

Warwickshire County Council (WCC) has managed the England National Concessionary Travel Scheme (ENCTS) on behalf of central government since 2011. The service provides free off peak bus travel for residents who qualify because of their age or because of a qualifying disability. When the scheme was last reviewed in 2012 it was agreed that it would be reviewed again during the summer of 2017.

To evaluate the scheme, a questionnaire was distributed to a random sample of 4715 passholders. The questionnaire was also available to complete online, via a link from the Concessionary Travel webpages and through the Ask Warwickshire website.

In total, 2104 completed responses were received to the consultation; 1721 paper copies and 383 electronic submissions.

Most respondents to the questionnaire (96%) were bus passholders themselves, and 2% were carers responding on behalf of a passholder.

Results

Section A – About your bus pass

Not all respondents provided a recognisable postcode. Figure 1 uses the postcode to show how the respondents are spread across Warwickshire, and how they qualify for a pass. N.B. Not all respondents provided a recognisable postcode.

Figure 1: Distribution of passholders and their pass types

	Total responses	Age	Disability	Age and disability
North Warwickshire	170	165	3	2
Nuneaton and Bedworth	364	342	12	10
Rugby	304	287	9	8
Stratford	497	460	33	4
Warwick	471	425	30	16
Warwickshire	1806	1679 93%	87 5%	40 2%

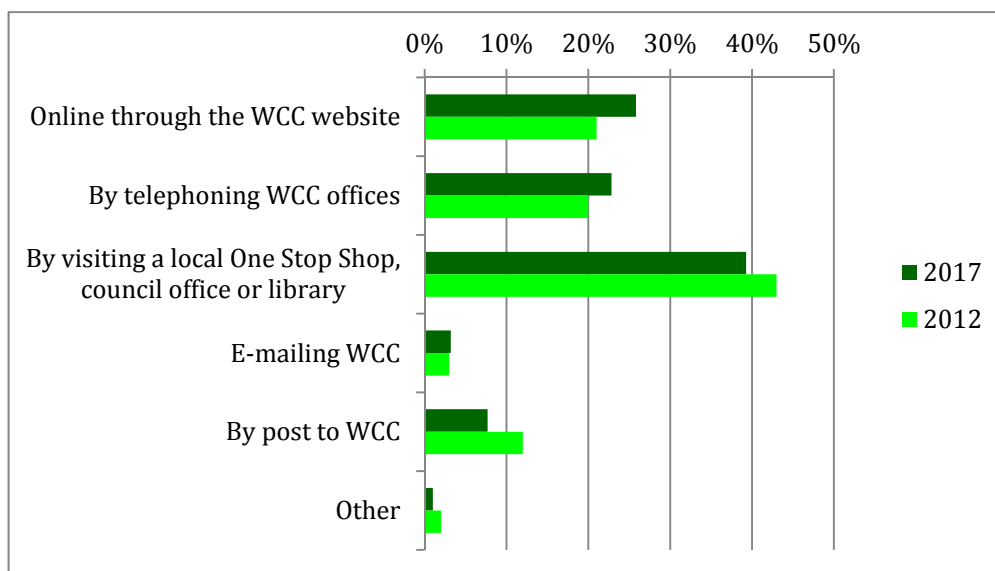
In comparison, the total number of current passholders is just over 90,000 of which 95.5% hold a pass because of the age and 4.5% hold a pass because of their disability.

Figure 2: Geographic distribution of respondents

	% of survey responses	% of current passholders
North Warwickshire	9%	11%
Nuneaton and Bedworth	20%	23%
Rugby	17%	17%
Stratford	28%	24%
Warwick	26%	25%

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 3 shows the results. Nearly two out of five passholders (39%) would prefer to apply for a pass in person, either at a One Stop Shop, council office or library. One in four would prefer to go online to the WCC website (26%), whilst a similar proportion (23%) would prefer to telephone the county council. These results are broadly similar to those from 2012.

Figure 3: Preferred method of contacting WCC for a new or replacement pass



Passholders were asked how often they used their passes between 9.00am and 9.30am, for a variety of different journeys. Figure 4 shows the results. The most common reasons for regular travel during these times are for shopping (26%) and social reasons (16%).

Figure 4: Use of pass between 9am and 9:30am

	Daily	Regularly (2-4 times a week)	Less frequently (Less than twice a week)	Not at all
Medical Appointments	3%	8%	40%	50%
Shopping	6%	26%	34%	34%
Social	4%	16%	34%	47%
Access to council services e.g. Town Hall/Library	1%	7%	28%	64%
Work	1%	2%	4%	94%
Other (please specify)	3%	4%	12%	82%

Passholders were then asked what they would do if they were unable to use the pass between 9.00am and 9.30am. The results are shown in Figure 5. Looking at the most common pass usage during these times, 56% of shoppers and 44% of social users would choose to travel on a later bus.

Figure 5: What would happen if respondents were unable to use their pass between 9am and 9:30am

	Would pay the bus fare	Would catch a bus after 9.30am	Would use another means of travel	Would not travel	Not applicable
Medical Appointments	21%	27%	35%	9%	8%
Shopping	4%	56%	21%	13%	6%
Social	5%	44%	25%	17%	9%
Access to council services e.g. Town Hall/Library	3%	45%	20%	18%	14%
Work	5%	9%	16%	28%	42%
Other (please specify)	4%	12%	15%	16%	52%

Passholders were asked how often they used their passes between 11pm and midnight. Figure 5 shows the results. The numbers of passholders travelling between these times is very low. Passholders were also asked what they would do if they were unable to use the pass between 11pm and midnight. The results are shown in Figure 6.

Figure 6: Use of the pass between 11pm and midnight

	Daily	Regularly (2-4 times a week)	Less frequently (Less than twice a week)	Not at all
Social	1%	4%	12%	84%
Work	0%	0%	2%	98%
Other	1%	1%	4%	94%

Figure 6: What would happen if respondents were unable to use their pass between 11pm and midnight

	Would pay the bus fare	Would travel before 11pm	Would use another means of travel	Would not travel	Not applicable
Social	5%	6%	22%	14%	55%
Work	3%	1%	6%	8%	85%
Other	2%	1%	7%	7%	85%

We also asked respondents if the scheme within Warwickshire were changed, how would they want to see it altered. In total 1002 responses were received to this question, and have been grouped as follows

Figure 7: Comments on how the scheme should be changed

Comment type	Number of respondents
Keep the scheme the same	580
No opinion on the scheme	175
Extend the hours to include pre-9am	106
Include rail travel	95
Change to end time to 11pm (or earlier)	58
Change the start time to 9.30am (or later)	55
Suggested passholder pays (either for a pass, or for a small amount per journey)	32
Comments about eligibility for a pass	13
Suggested exceptions be made for the start time (e.g. medical appointments, rural services)	6
Extend hours for Disabled people to start earlier	6
Travel for a carer	7
Other comments	47
<i>Comments about individual bus services*</i>	175

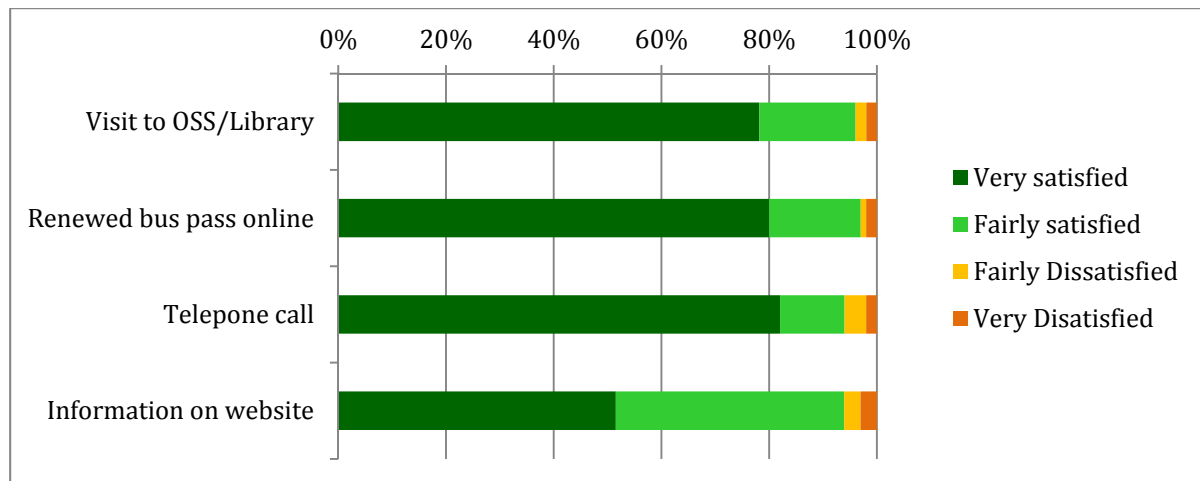
* These will be considered with the comments from section C.

Section B – About the service you receive from us

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, renewed their bus pass online, or visited the concessionary travel pages on the WCC website in the last year. The results show that 688 respondents had made a visit, 242 had telephoned, 191 had renewed their bus pass online, and 182 had visited the webpages.

Users of each of these methods were asked how satisfied they were with the service received; Figure 8 shows the results. All four methods received very high levels of satisfaction; with over 95% of respondents being 'very satisfied' or 'fairly satisfied' with each of the three contact types.

Figure 8: Satisfaction with contact with the county council



Customers were also asked about their use of the internet. Results are given in Figures 9 -11 below.

Figure 9: How customers use the internet

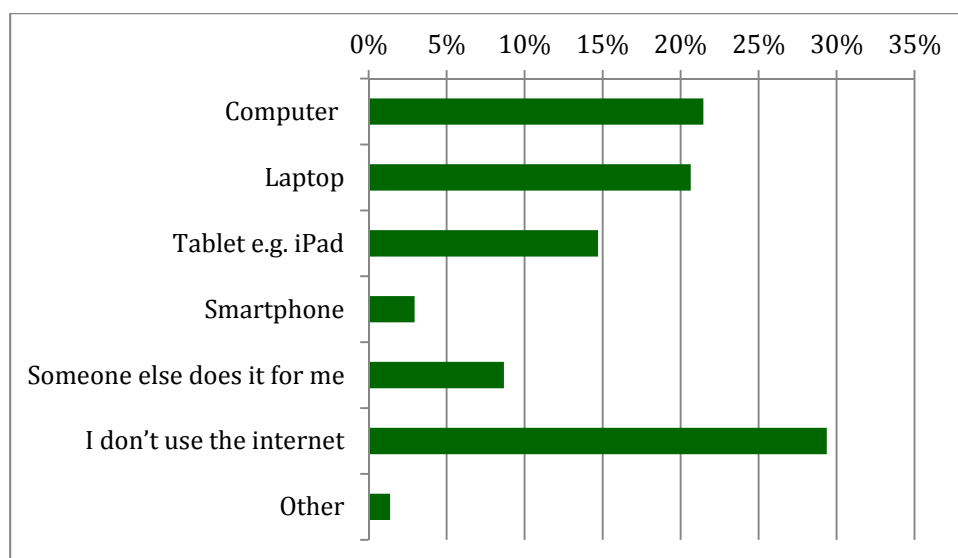
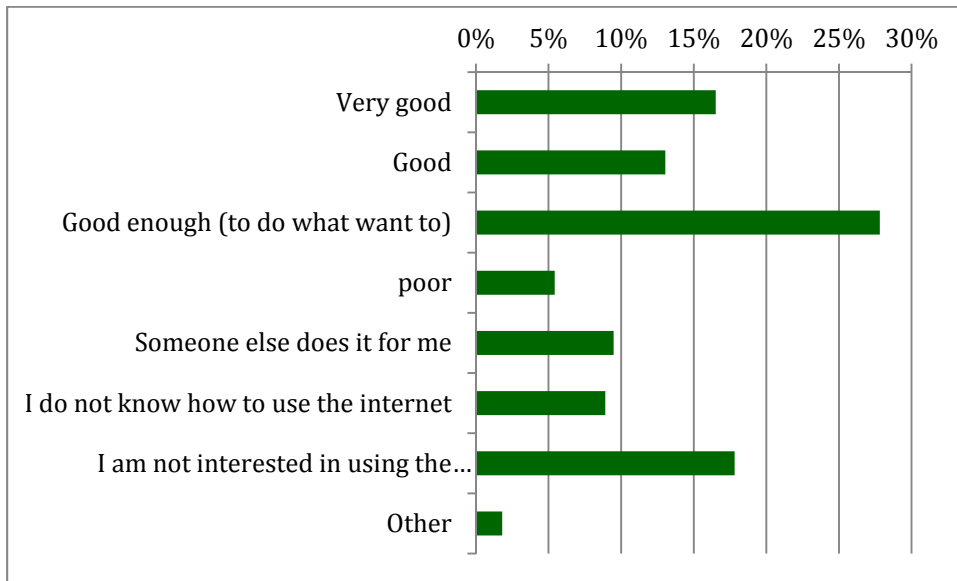
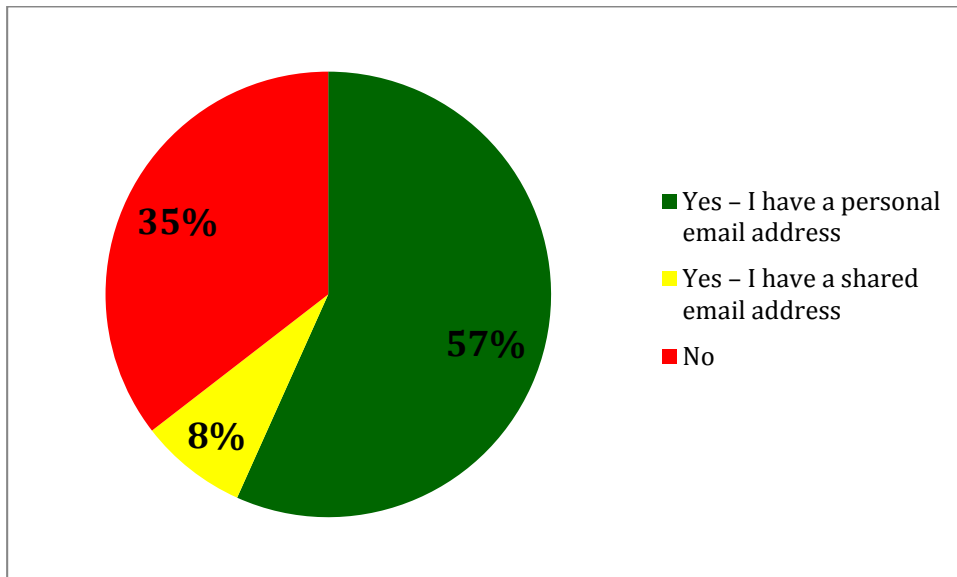


Figure 10: How customers describe their ability to use the internet



Overall, 57% of respondents said that their ability was good enough to do what they want to do (or better), while 18% of respondents said they are not interested in using the internet.

Figure 11: Do customers have an email address



We also asked respondents if there were any comments they wanted to make about the service they have received. This question was misunderstood by a large number of respondents who replied with comments about bus services and the overall concessionary travel scheme.

In total 514 responses were received, and have been grouped as follows

Figure 12: Comments about the service they received

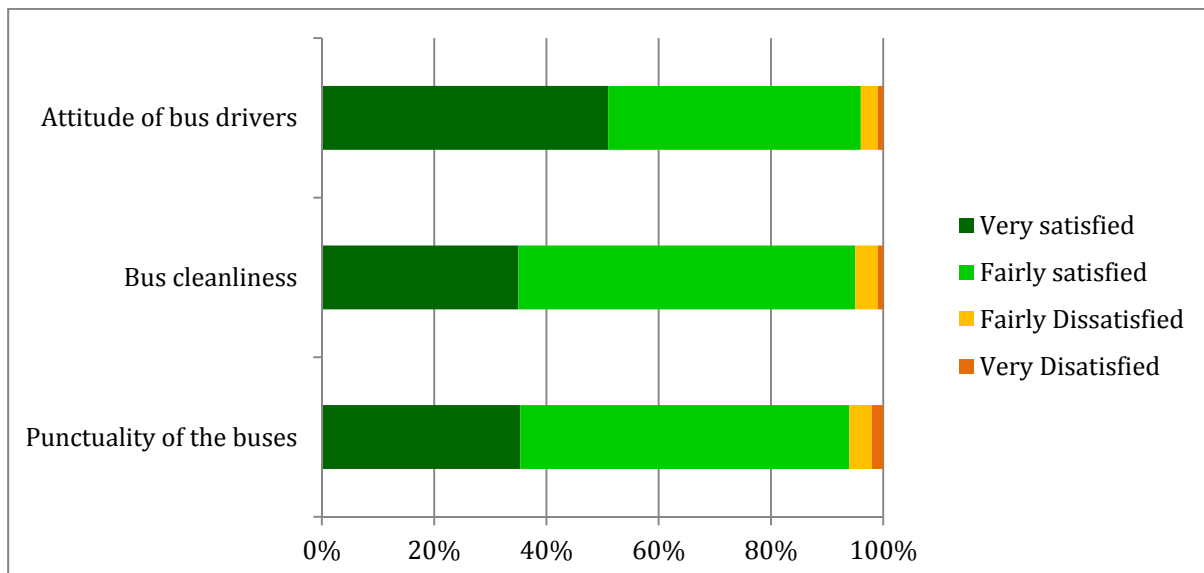
Comment type	Number of respondents
Good customer service	244
No opinion	139
Comments about the online service or website	23
Poor customer service	12
Other comments	12
<i>Comments about the overall scheme *</i>	<i>162</i>
<i>Comments about individual bus services/bus operators*</i>	<i>91</i>

* These comments will be considered with the ones from Section A and C.

Section C – About the bus services

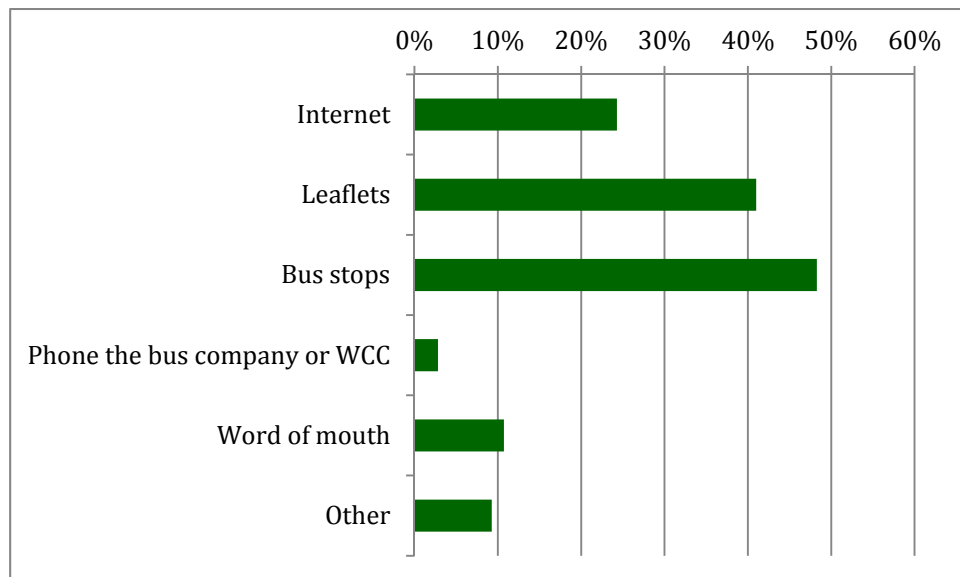
The final section of the survey asked respondents some more general questions about the bus services they use. Firstly they were asked how satisfied they were with the punctuality and cleanliness of buses, and also about the attitude of the drivers on services they use. Figure 11 shows that again levels of satisfaction are very high with each of the three measures, over 95% of respondents reported that they were either 'very satisfied' or 'fairly satisfied' with each of the measures.

Figure 13 – Bus satisfaction



Respondents were also asked where they normally obtain bus timetable information. Respondents were able to choose more than one answer. Results are shown in Figure 14.

Figure 14 – Bus timetable information



We also asked respondents if there were any comments they wished to make about the bus services. In total 705 responses were received. These largely relate to the availability and frequency of bus services, as well as some comments about the positioning of bus stops.

Appendix A – Profile of respondents

Number and percentage of respondents in each category

Gender

Male (including trans man)	853	45%
Female (including trans woman)	1063	55%
Other including non-binary	0	0%

Age

Under 18	4	0%
18-29	7	0%
30-44	19	1%
45-59	46	2%
60-74	1102	57%
75+	760	39%

Number and percentage
of respondents in each category

Long term illness or disability

Yes	500	27%
No	1365	73%

Religion

Buddhist	4	0%
Christian	1535	80%
Jewish	0	0%
Muslim	0	0%
Hindu	16	1%
Sikh	31	2%
Other	54	3%
None	186	10%
Prefer not to say	95	5%

Ethnicity

White-English/Welsh/Scottish/Northern Irish/ British	1776	92%
White - Irish	16	1%
White - Gypsy or Irish Traveller	0	0%
White - Any other background please specify	19	1%
Mixed - White and Black Caribbean	0	0%
Mixed - White and Black African	0	0%
Mixed - White and Asian	4	0%
Mixed - any other background	0	0%
Arabic	0	0%
Asian or Asian British - Pakistani	0	0%
Asian or Asian British - Bangladeshi	16	1%
Asian or Asian British - Chinese	0	0%
Asian or Asian British - Indian	47	2%
Asian or Asian British - Any other background	0	0%
Black or Black British - African	0	0%
Black or Black British - Caribbean	0	0%
Black or Black British - Any other background	0	0%
Any other Ethnic group - Please specify	0	0%
Prefer not to say	46	2%

Sexual orientation

Heterosexual or straight	1688	91%
Gay or lesbian	4	0%
Bisexual	0	0%
Other	4	0%
Prefer not to say	137	7%

Concessionary Journey data 2016-17

Appendix D

Total number of journeys 2016-17 5,220,000
Reimbursement paid 2016-17 £ 4,850,007

Data provided by consultants who calculate reimbursement on behalf of WCC

Warwickshire journeys during discretionary weekday times

Month	0900-0930	2300-2400
2017-03	27618	208
2017-02	22776	145
2017-01	22585	170
2016-12	22307	217
2016-11	25892	198
2016-10	24162	213
2016-09	26338	224
2016-08	25822	209
2016-07	24509	212
2016-06	23599	150
2016-05	26585	203
2016-04	24373	207

Data taken from the HOPS database which collates data from the electronic ticket machines on the buses

Total journeys 296,566 2,356
Percentage of total 5.681% 0.045%
Estimated reimbursement £ 275,545.44 £ 2,189.01

EQUALITY IMPACT ASSESSMENT/ ANALYSIS (EqIA)
Concessionary Travel

Equality Impact Assessment/ Analysis (EqIA)

Group	Communities
Business Units/Service Area	Transport & Economy / Transport Operations
Plan/ Strategy/ Policy/ Service being assessed	Concessionary Travel
Is this is a new or existing policy/service? If existing policy/service please state date of last assessment	Existing service Last assessment 21 June 2012
EqIA Review team – List of members	Jo Cooper Richard Sweeney
Date of this assessment	XX October 2017
Signature of completing officer (to be signed after the EqIA has been completed)	
Are any of the outcomes from this assessment likely to result in complaints from existing services users and/ or members of the public? If yes please flag this with your Head of Service and the Customer Relations Team as soon as possible.	NO
Name and signature of Head of Service (to be signed after the EqIA has been completed)	
Signature of GLT Equalities Champion (to be signed after the EqIA is completed and signed by the completing officer)	

A copy of this form including relevant data and information to be forwarded to the Group Equalities Champion and the Corporate Equalities & Diversity Team



*Working for
Warwickshire*

Form A1

INITIAL SCREENING FOR STRATEGIES/POLICIES/FUNCTIONS FOR EQUALITIES RELEVANCE TO ELIMINATE DISCRIMINATION, PROMOTE EQUALITY AND FOSTER GOOD RELATIONS



High relevance/priority



Medium relevance/priority



Low or no relevance/ priority

Note:

1. Tick coloured boxes appropriately, and depending on degree of relevance to each of the equality strands
2. Summaries of the legislation/guidance should be used to assist this screening process

Business Unit/Services:	Relevance/Risk to Equalities																													
	Gender			Race			Disability			Sexual Orientation			Religion/Belief			Age			Gender Reassignment			Pregnancy/ Maternity			Marriage/ Civil Partnership (only for staff)					
State the Function/Policy /Service/Strategy being assessed:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Concessionary Travel			✓			✓	✓					✓			✓	✓					✓			✓			✓			
Are your proposals likely to impact on social inequalities e.g. child poverty for example or our most geographically disadvantaged communities? If yes please explain how.																								NO						
Are your proposals likely to impact on a carer who looks after older people or people with disabilities? If yes please explain how.																								NO						

Form A2 – Details of Plan/ Strategy/ Service/ Policy

<u>Stage 1 – Scoping and Defining</u>	
(1) What are the aims and objectives of Plan/Strategy/Service/Policy?	<p>a) Operate the Concessionary Travel Scheme as the Travel Concession Authority at the statutory minimum level of entitlement</p> <p>b) Operate additional discretions as decided by Cabinet. Since prior to 2011 Warwickshire passholders have had the additional benefit of free travel:</p> <ul style="list-style-type: none"> • between 09:00 and 09:30 on weekdays • from 23:00 to midnight on weekdays <p>c) Issue, replace and renew passes as necessary</p> <p>d) Provide access to information about the scheme</p> <p>The total number of current pass holders is approximately 89,600.</p>
(2) How does it fit with Warwickshire County Council’s wider objectives?	<p>Provide access to free public transport travel opportunities for eligible older people and people with qualifying disabilities by which they are able to gain access to services and leisure, contributing to improving quality of life and to independence of lifestyle.</p> <p>This fits with the One Organisation Plan objective that Warwickshire’s Communities and Individuals are supported to be safe, healthy and independent.</p>
(3) What are the expected outcomes?	<p>That the scheme continues to operate efficiently providing;</p> <ul style="list-style-type: none"> • simple to understand information about the concessionary travel scheme in Warwickshire, and • free off-peak bus travel for eligible passholders, and • straightforward and timely processing for applying for a new, renewed or replacement pass
(4) Which of the groups with protected characteristics is this intended to benefit? (see form A1 for list of protected groups)	<p>Disability or Age, due to the entitlement rules of the scheme set by the Department for Transport</p>

<u>Stage 2 - Information Gathering</u>	
<p>(1) What type and range of evidence or information have you used to help you make a judgement about the plan/ strategy/ service/ policy?</p>	<p>The results from a consultation undertaken during the summer of 2017 are available on the WCC website and form part of a Cabinet report issued for the meeting on 9 November 2017.</p> <p>The results from a similar consultation contributed to a decision by Cabinet in 2012 that additional travel time would be retained for Warwickshire residents - see (1) above.</p> <p>We hold information about the number and type of passholders, the number of journeys made by passholders, and the cost to WCC of reimbursing bus operators for those journeys.</p>
<p>(2) Have you consulted on the plan/ strategy/ service/policy and if so with whom?</p>	<p>A user consultation was undertaken during July and August 2017. The consultation included 4715 paper questionnaires posted directly to users, together with a press release and an online questionnaire being publicised via the Ask Warwickshire website.</p>
<p>(3) Which of the groups with protected characteristics have you consulted with?</p>	<p>A random 5% sample of individual passholders from Older Person's Pass holder and 5% from Disabled Person's Pass holders have been consulted.</p>

Stage 3 – Analysis of impact			
<p>(1) From your data and consultations is there any adverse or negative impact identified for any particular group which could amount to discrimination?</p> <p>If yes, identify the groups and how they are affected.</p>	<p>RACE</p> <p>Low Risk: For a small number there may be a potential language barrier in accessing information about the service.</p>	<p>DISABILITY High Risk</p> <p>1) The local bus service network is not uniformly accessible to disabled people. 2) Qualifying disabilities are limited to the criteria determined by the Department for Transport 3) It can be harder for disabled people to locate and provide the evidence to prove they are eligible.</p>	<p>GENDER</p> <p>Low Risk: No potential source of discrimination identified to date</p>
	<p>MARRIAGE/CIVIL PARTNERSHIP</p> <p>N/A</p>	<p>AGE High Risk</p> <p>The service specifically benefits older people and does not give benefits to anyone below the qualifying age (apart from those with a qualifying disability, currently approx. 4% of passes)</p>	<p>GENDER REASSIGNMENT</p> <p>Low Risk: No potential source of discrimination identified to date</p>
	<p>RELIGION/BELIEF</p> <p>Low Risk: No potential source of discrimination identified to date</p>	<p>PREGNANCY MATERNITY</p> <p>Low Risk: No potential source of discrimination identified to date</p>	<p>SEXUAL ORIENTATION</p> <p>Low Risk: No potential source of discrimination identified to date</p>

<p>(2) If there is an adverse impact, can this be justified?</p>	<p>The National scheme is designed to include only those who meet specific criteria relating to their age or disability, as mentioned above. This means that some people with disabilities will not qualify for a concessionary bus pass. The criteria for this are set nationally.</p> <p>Within these qualifying groups (Age and Disability) the issuing of passes does not discriminate against any of the other groups.</p> <p>For those passholders who qualify because of their age, an Older Person's Pass is automatically issued. This happens with new applications as well as renewals (where someone who has held a Disabled Person's Pass has reached the qualifying age since their pass was last issued).</p> <p>Some applicants and passholders have queried this because they would prefer to be issued with a Disabled Person's Pass rather than an Older Person's Pass. Within Warwickshire, someone with an Older Person's Pass has exactly the same entitlement (for travel and for carriage on the bus as someone with a Disabled Person's Pass.</p> <p>The decision to issue an Older Person's Pass to all passholders who have reached the qualifying age was taken for the following reasons;</p> <ul style="list-style-type: none"> • Once someone has an Older Person's Pass then this can be renewed without reference to further evidence. This has benefits to both the local authority (in administering the scheme) and the passholder (as they will not have to provide evidence of their disability in future). • There is an increased risk of fraudulent use for Disabled Person's Passes, as they can be held by people of any age (from 5 years upwards), and so fraudulent use is harder to spot.
<p>(3) What actions are going to be taken to reduce or eliminate negative or adverse impact? (this should form part of your action plan under Stage 4.)</p>	<p>None</p>

<p>(4) How does the plan/strategy/service/policy contribute to promotion of equality? If not what can be done?</p>	<p>a) It helps deliver social inclusion goals. b) By law, the fleet of buses in operation in Warwickshire is expected to become increasingly accessible to disabled users. Public Service Vehicles which can carry more than 22 passengers must be DDA compliant. Source: DPTAC DDA Legislation Part 5 – Public Transport.</p>
<p>(5) How does the plan/strategy/service/policy promote good relations between groups? If not what can be done?</p>	<p>No evidence has been found that supports the idea that relations between different groups of users will be improved simply by using the service.</p>
<p>(6) Are there any obvious barriers to accessing the service? If yes how can they be overcome?</p>	<p>a) It may be difficult for some eligible people to travel to places where bus passes are issued – There are 15 Warwickshire Direct locations (one stop shops and libraries) around the county, so no resident should be very far from one. There is also the option of making a postal application, which removes the need to travel anywhere to get a bus pass. b) It may be difficult for some eligible people to obtain information about the service and make an application – Support can be given when people contact us e.g. support available in other languages, information on internet. c) Some residents may not have easy access to a bus service. - There have been major cuts to the subsidised bus services over the past 18 months and so residents may not be able to travel when they wish to. d) If a person has a disability but does not meet the criteria set by central government they cannot have a bus pass - It is not within the powers of WCC to change this. e) Not every person with an eligible disability will be physically able to use the bus service. See no 4. above re accessibility. f) As services move online, and as the profile of passholders is mainly older people, there will be a proportion of passholders who are not able to access the service. It is therefore important to retain face to face, postal and telephone access to the service.</p>
<p>(7) What are the likely positive and negative consequences for health and wellbeing as a result of this plan/strategy/service/policy?</p>	<p>Passholders are better able to gain access to services and leisure, contributing to improving quality of life and to independence of lifestyle.</p>

(8) What actions are going to be taken to reduce or eliminate negative or adverse impact on population health? (This should form part of your action plan under Stage 4.)	N/A
(9) Will the plan/strategy/service/policy increase the number of people needing to access health services? If so, what steps can be put in place to mitigate this?	No
(10) Will the plan/strategy/service/policy reduce health inequalities? If so, how, what is the evidence?	No

Stage 4 – Action Planning, Review & Monitoring

If No Further Action is required then go to – Review & Monitoring

(1) Action Planning – Specify any changes or improvements which can be made to the service or policy to mitigate or eradicate negative or adverse impact on specific groups, including resource implications.

EqlA Action Plan

Action	Lead Officer	Date for completion	Resource requirements	Comments
When online applications and replacements are introduced a further EqlA should be undertaken to assess the impact	Jo Cooper	2018-19 financial year		Timescale is dependent on Customer Services timetable.

(2) Review and Monitoring
State how and when you will monitor policy
and Action Plan

The report to Cabinet will recommend that the discretionary elements of the Scheme are reviewed after five years. A review will be undertaken sooner if central government makes changes to the statutory element of the scheme.

Please annotate your policy with the following statement:

'An Equality Impact Assessment/ Analysis on this policy was undertaken in October 2017 and will be reviewed in October 2022'

SCHEDULE OF CONCESSIONARY ENTITLEMENTS

(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
	09.30 - 23.00 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