

Overview

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, which is between 9:30am to 11pm on weekdays, all day at weekends and on public holidays across England for eligible residents.

An eligible resident is a resident of Warwickshire who qualifies because of their age (over 66 years) or because they have a specified disability. The eligibility criteria are set by central government, and we have no ability to change these.

For those Warwickshire residents who are not yet eligible because of their age, but who have a qualifying disability, we 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 is currently the same with both types of pass.

Residents need to apply to WCC for a pass, as these are not issued automatically. Existing passholders will also need to request a renewal of their pass when it expires, as this will not be sent out automatically.

Free travel is also provided for WCC passholders on local journeys (starting in Warwickshire) from 9:00am on weekdays, and until midnight on weekdays. The additional travel time is funded by WCC.

The service was last reviewed in 2017 and so we are undertaking a new survey to find out how our customers use their bus passes and to help us to decide whether we should consider changing the current discretionary elements of the scheme.

Reviews carried out in 2010, 2012 and 2017 led to a 9am start time being retained across the county as it offered the greatest benefit to residents.

Completing this survey

Thank you for taking the time to share your thoughts with us.

Please be assured that your response is anonymous.

Although this is a paper form, the privacy notice overleaf also applies as the information from paper forms will be input into the same database for analysis.

How we will use this data - Privacy Notice (Please read)

The following privacy notice applies to surveys and questionnaires which collect data using Ask Warwickshire. It should be read in addition to the council's overall Customer Privacy Notice at www.warwickshire.gov.uk/privacy

Purpose for processing

Collecting feedback on consultations to inform council-wide improvements and to create safer and stronger communities.

Personal information collected and lawful basis

For all surveys, the IP address used to submit answers will be automatically collected but will not be used in any analysis of responses.

Questions for the purpose of equalities monitoring may be included. You do not have to give us this information. If you do provide it, we may use the information to analyse your survey responses against your personal characteristics, such as age, in order to better tailor our services to the needs of our communities.

Where there is a voluntary option to give contact information we may also obtain email address/contact details. You do not need to provide this information. If you choose to do so your details will be kept securely and will only be used for the purposes described when we asked you for them.

In addition to the above, some surveys may process further personal information. Where this is the case you will be informed at the beginning of each survey, including what additional personal information may be processed and for what purpose(s).

All analysed data will be anonymous. Where a survey collects personal data and equalities monitoring data, the two sets of data will not be associated or cross referenced with each other in any way.

The only exception to this, when de-anonymisation will be attempted (if applicable), is when safeguarding concerns are identified. In the event of any potential safeguarding issues being identified, WCC will try to contact the individual concerned and, where deemed necessary, other parties in order to take appropriate action in accordance with our statutory safeguarding duties.

Who we may share your information with

Delib, as providers of Citizen Space – the software used to manage our consultations. Delib's privacy policy (at www.delib.net/privacy_and_cookies explains how Delib will collect, safeguard and process your information on behalf of Warwickshire County Council.

We may share (anonymous) information corporately to inform council-wide service improvements.

We may also share anonymous information with other third-party organisations who have been appointed by Warwickshire County Council to analyse and report on feedback or are working in partnership with Warwickshire County Council. The shared information will not include your IP address and will be kept confidential.

It will only be used for the purposes of the survey you have responded to.

Following the end of a survey, we shall publish the results and this may include quotes of comments which will be anonymous.

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 or Environmental Information Regulations. If you want the information that you provide to be treated as confidential, including your contact details, please contact us at askwarwickshire@warwickshire.gov.uk, but be aware that, under the legislation we cannot always guarantee confidentiality.

In some instances, where stated at the beginning of each survey, information may be exported and shared elsewhere – where this concerns personal information further details should be stated in each applicable survey's privacy statement.

Information will only ever be shared when it is strictly necessary to help us provide effective services or to prevent the risk of harm to an individual. We will not pass it onto any other parties unless required to do so by law or in all reasonable circumstances the disclosure is fair and warranted for the purposes of processing or subject to a legal data protection exemption. Sometimes the law requires that we may have to pass your details on to a third party, for example, to prevent crime.

How long we will hold your information

The analysts/partner organisations will erase their copies of the data as soon as the report is complete. Warwickshire County Council will store the data securely and erase it within four years of the consultation being completed. If you choose to provide an email address we will keep this for a period of 12 months.

In some instances, where stated at the top of the survey, data may be exported and held for longer elsewhere – where this concerns personal data further details should be stated in each applicable survey's privacy statement.

Please note: all stated retention periods will be subject to any legal holds imposed under the Inquiries Act 2005 that may concern the information and override standard retention.

Your information rights

Your information rights for this service (if you gave us your name and contact details) are set out below. More information on how to access to your personal information at www.warwickshire.gov.uk/accesstoinformation . For rectification, erasure, restriction or objection to your personal information – contact us by email at: askwarwickshire@warwickshire.gov.uk. Find out how we process your information at www.warwickshire.gov.uk/privacy. This includes contact details for the Data Protection Officer and if you have a complaint about your information rights.

Our customer privacy notice is at <http://www.warwickshire.gov.uk/privacy>

For more information about how we use your data if you hold a bus pass, please see www.warwickshire.gov.uk/privacycts

We will be requesting postcode information. This will help us understand your answers better, particularly around customer service and local bus services. Your postcode will not be used for any other purpose.

About You

1. Please provide us with your postcode below

2. Please tell us your reason for completing this survey?

Please select only one item

- I have a current bus pass
- I have previously had a bus pass
- I am a carer/friend/family member - responding on behalf of a bus pass holder
- I am a carer/friend/family member - responding on behalf of someone without a bus pass
- I will qualify for an older person's bus pass within the next 12 months
- I do not currently qualify for a free bus pass and will not do so within the next 12 months
- Other (please specify below)

If you are a carer/friend/family member please respond to all the following questions on their behalf.

3. How do you normally travel? Please select your main form of transport.

Please select only one item

- I have a car and mainly use that
- I have a car but mainly use my bus pass
- I mainly rely on someone else to drive me
- I rely on my bus pass and don't have access to a car
- I mainly walk or cycle
- Other (please specify below)

4. If you needed to replace, renew or apply for a pass how would you prefer to access this service?

Please select only one item

- Online through the WCC website
- Telephoning WCC offices
- Visiting a local library
- E-mailing WCC
- By post to WCC
- Other (please specify below)

4.1 If you previously had a pass, why has this not been renewed?

If you still have a bus pass please ignore this question and go to 4.2

Please select only one item

- I am no longer physically able to use the bus
- There are no bus services which I can use
- I was not using the pass due to concerns about COVID
- I no longer qualify for a bus pass
- Other - please specify

4.2 How do/did you qualify for your concessionary bus pass?

Please select only one item

- Your age
- Your disability
- Age & disability
- Do not currently qualify for a bus pass

About your bus pass

If you do not currently have a bus pass please go to Question 5

4.2a When does your bus pass expire?

Please select only one item

- 2022 2023 2024 2025 2026 2027
 It has already expired
 n/a

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

4.3 How often do you use the bus pass between 9am and 9.30am on weekdays for the following purposes?

Please select one response for each purpose.

	Daily	Regularly (2-4 times per week)	Less frequently (less than twice a week)	Not at all
Medical appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to council services e.g. town hall, library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.4 If you were unable to use the bus pass between 9am and 9.30am, what would you do?

Please select one response for each purpose.

	Pay the bus fare	Catch a bus after 9.30am	Use another means of travel	Would not travel
Medical appointments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to council services e.g. town hall, library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.5 How often do you use the bus pass between 11pm and midnight on weekdays for the following purposes?

Please select one response for each purpose.

	Daily	Regularly (2-4 times per week)	Less frequently (less than twice a week)	Not at all
Social	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.6 If you were unable to use the bus pass between 11pm and midnight, what would you do?

Please select one response for each purpose.

	Pay the bus fare	Catch a bus before 11pm	Use another means of travel	Would not travel
Social	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4.7 How has your bus usage changed due to COVID since March 2020?

Please select one item only

- I am using the bus about the same amount as I did before the first lockdown
- I am not using the bus as much as I was, but I think I will use it more in future
- I won't use the bus as often as I did before
- I don't plan on using public transport for the foreseeable future
- Other - please specify below

About library services

5. Have you visited a library to obtain, renew or enquire about a free bus pass during the last 12 months?

Please select only one item

- Yes
- No
- Not applicable

If you answered No, please go to Question 6

5.1 Please select which location(s) you have visited regarding your bus pass?

Please note that Whitnash, Wolston, and Stockingford libraries are currently unable to offer the concessionary travel service. Other libraries are currently by appointment only.

Please select all that apply

- Alcester
- Atherstone
- Bedworth
- Coleshill
- Kenilworth
- Leamington Spa
- Lillington
- Nuneaton
- Polesworth
- Rugby
- Shipston on Stour
- Southam
- Stratford upon Avon
- Warwick (Shire Hall)
- Wellesbourne
- I have not visited any libraries about my bus pass

5.2 Overall, how satisfied were you with the service you received during the visit(s)?

Please select only one item

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

Please provide any further comments

About online services

6. Have you renewed or applied for a bus pass online during the last 12 months?
i.e. through the Warwickshire County Council website
<https://www.warwickshire.gov.uk/concessionarytravel>

Please select only one item

- Yes
- No

If you answered No, please go to Question 7

6.1 How satisfied were you with renewing or applying for your free bus pass online?

Please select only one item

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

Please provide any further comments

6.2 How easy did you find it to renew or apply for your bus pass online?

Please select only one item

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Please provide any further comments

About telephone services

7. Have you telephoned us to obtain, renew or enquire about a free bus pass during the last 12 months?

Please select only one item

- Yes
- No

If you answered No, please go to Question 8

7.1 How satisfied were you with the service you received over the telephone?

Please select only one item

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

Please provide any further comments

Concessionary travel information on website

8. Have you visited the Concessionary Travel bus pass pages on our website within the last 12 months? www.warwickshire.gov.uk/concessionarytravel

Please select only one item

- Yes
 No

If you answered No, please go to Question 9

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

Please select only one item

- Very satisfied
 Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied
 Very dissatisfied
 Not applicable

Please provide any further comments

We are looking to develop the online services we offer through Warwickshire County Council's website. Please provide us further information on your online usage.

9. How do you access the internet to find information, buy goods and use services? Please select all that apply.

Please select all that apply

- Personal computer e.g desktop computer / laptop
 Tablet / iPad
 Smartphone
 Someone else does this for me
 Computer in a public space e.g library
 I don't access the internet
 Other (please specify below)

10. 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 select only one item

- Very good
- Good
- Average
- Poor
- Very poor
- Other - please specify below

11. Do you have an email address? Please select all that apply.

Please select all that apply

- Yes I have a personal email address
- Yes I have a work email address
- Yes I have a shared/group email address
- No I do not have an email address

About the bus services

12. How satisfied are you with the punctuality of the buses you use?

Please select only one item

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

13. How satisfied are you with bus cleanliness?

Please select only one item

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

14. How satisfied are you overall with the attitude of bus drivers?

Please select only one item

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

15. Where do you usually obtain your bus timetable information?

Please select all that apply

- Internet
- Leaflets
- Bus stops
- Phone the bus company
- Phone Warwickshire County Council
- Word of mouth
- Other (please specify below)

16. Have you used any of the Demand-Responsive Transport (DRT) services in Warwickshire? Please select all that apply.

These are known as IndieGo, IndieGo PLUS and UBUS, and are similar to 'dial-a-ride' schemes, and are mainly available in areas where there is not a regular bus service.

Further information is available at www.warwickshire.gov.uk/buses

Please select all that apply

- I have used IndieGo Plus – Hatton and West Warwick
- I have used IndieGo - Atherstone and Coleshill area
- I have used IndieGo - Rugby
- I have used UBUS – covering Stratford District
- I have heard about these but not used them
- I have never heard of these
- These are not available in my area
- I would be interested in using these in future
- I am not interested in these

17. Please provide any comments you would like to make about the bus services you use? (Please provide details of specific buses including the bus route number.)

About the future of concessionary travel

Free travel for older people and people with a qualifying disability is guaranteed by the National Scheme between 9.30am and 11pm on weekdays and all day at weekends/bank holidays. Anything in addition to this would need additional funding from WCC.

18. Do you think any changes should be made to the current (9am until midnight) weekday travel times for Warwickshire concessionary pass holders?

Please select only one item (Required)

- Yes
- No (keep free travel between 9am and midnight on weekdays)

If yes, please tell us which change(s) you would like to see (please select all that apply)

Please select all that apply

- Free travel should not start until 9.30am on weekdays (as per the National Scheme)
- Disabled Person's Pass holders should travel free before 9am
- Disabled Person's Pass holders should pay a reduced fare before 9am
- Older Person's Pass holders should travel free before 9am
- Older Person's Pass holders should pay a reduced fare before 9am
- Other (please specify below)

19. Do you think anyone else should be entitled to free or reduced cost bus travel?

Please select all that apply

- Young People aged 16-25
- A carer or companion travelling with a disabled passholder who cannot travel alone (eligibility criteria would apply)
- Apprentices
- Refugees
- No one else should be offered free or reduced cost bus travel
- Other (please specify below)

20. Are there any comments you would like to make about the Concessionary Travel service?

Thank you for taking the time to complete this questionnaire. It should be returned to;

Concessionary Travel Survey,
Post Room,
Rear of Shire Hall,
Warwick
CV34 4RL

This engagement exercise ends on 9 September 2022.

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.

Equalities Monitoring

It is voluntary to disclose this information but doing so will help us:

- Better understand the communities we serve
- Ensure our services are suitable for and reach as wide an audience as possible
- Ensure we have had feedback from as wide an audience as possible
- Ensure that we can identify, tackle and prevent issues that would otherwise prevent engagement with different groups of people
- Meet our obligations under the Equality Act 2010

If you have any questions in relation to this data collection, please email: equalities@warwickshire.gov.uk

How old are you?

Please select only one item

- Under 18
- 18 – 24
- 25 – 39
- 40 – 49
- 50 – 59
- 60 – 64
- 65 – 74
- 75+
- Prefer not to say

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)?

Please select only one item (Required)

- Yes
- No
- Prefer not to answer

How do you describe your ethnic background?

Please select only one item

- Arab
- Asian or Asian British - Bangladeshi
- Asian or Asian British - Indian
- Asian or Asian British - Pakistani
- Chinese
- Other Asian Background
- Black or Black British - African
- Black or Black British - Caribbean
- Other Black Background
- Mixed - Asian and White
- Mixed - Black African and White
- Mixed - Black Caribbean and White
- Other Mixed Background
- White British
- White Irish
- Gypsy or Traveller
- Other White background
- Prefer to self-describe (please state if you wish)
- Prefer not to say

If you prefer to self-describe please do so here

How do you describe your gender?

Please select only one item

- Female (including trans female)
- Male (including trans male)
- Non-binary / agender / gender-fluid
- Prefer to self-describe (please state)
- Prefer not to say

If you prefer to self-describe please do so here

Do you identify as trans/transgender?

Please select only one item (Required)

- Yes
- No
- Prefer not to say

How do you describe your religion/belief?

Please select only one item

- Buddhism
- Christianity
- Hinduism
- Islam
- Judaism
- Sikhism
- Spiritualism
- Any other religion or belief (please state if you wish)
- No religion or belief
- Prefer not to say

Other religion

Which of the following best describes your sexual orientation?

Please select only one item

- Asexual
- Bi / bisexual
- Gay man
- Gay woman / lesbian
- Heterosexual / straight
- Pansexual
- Other (please state if you wish)
- Prefer not to say

If you prefer to self-describe please do so here