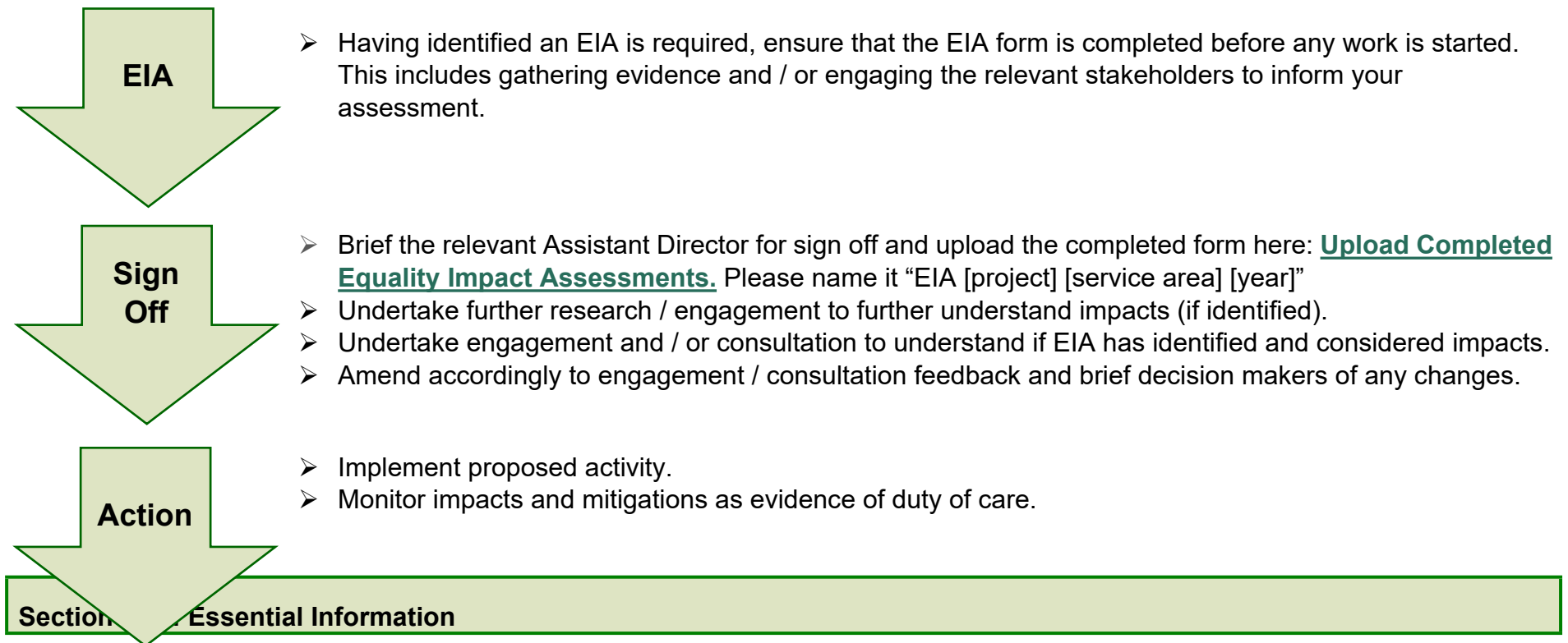


Warwickshire County Council (WCC) Equality Impact Assessment (EIA) Form

The purpose of an EIA is to ensure WCC is as inclusive as possible, both as a service deliverer and as an employer. It also demonstrates our compliance with Public Sector Equality Duty (PSED).

This document is a planning tool, designed to help you improve programmes of work by considering the implications for different groups of people. A guidance document is available [here](#).

Please note that, once approved, this document will be made public, unless you have indicated that it contains sensitive information. Please ensure that the form is clear and easy to understand. If you would like any support or advice on completing this document, please contact the Equality, Diversity and Inclusion (EDI) team via equalities@warwickshire.gov.uk, or if it's relating to health inequalities, please contact Public Health via phadmin@warwickshire.gov.uk.



Service / policy / strategy / practice / plan being assessed	Concessionary Travel – all day travel doe holders of disabled person’s bus passes
Business Unit / Service Area	Environment, Planning and Transport, Transport Delivery – Concessionary Travel
Is this a new or existing service / policy / strategy / practice / plan? If existing, please state date of last assessment.	Review of the existing all day travel trial – CONTINUE WITH CURRENT TRIAL April 2023
EIA Authors N.B. It is best practice to have more than one person complete the EIA to bring different perspectives to the table.	Jo Cooper
Do any other Business Units / Service Areas need to be included?	
Does this EIA contain personal and / or sensitive information?	No
Are any of the outcomes from this assessment likely to result in complaints from existing services users, members of the public and / or employees?	Older people without a qualifying disability may be unappy that they are not entitled to pre-9am travel on weekdays.

1. Please explain the background to your proposed activity and the reasons for it.

The Warwickshire Concessionary Travel Scheme is based around the England National Concessionary Travel Scheme – a statutory scheme which is delivered by WCC on behalf of central government. WCC took over delivery in the scheme from the District and Borough Councils in 2011. The scheme provides free off-peak bus travel for eligible people, based on their age or a qualifying disability. WCC issues smartcards to enable passholders to access this. Statutory off-peak bus travel is from 9.30am to 11pm on weekdays and all day at weekends and on bank holidays. In addition, Warwickshire residents can use their passes from 9am on weekdays and between 11pm and midnight on weekdays. This additional travel time is locally funded.

In 2023 Cabinet approved a trial of all day travel, i.e. including pre-9am travel on weekdays, for disabled person’s passholders below state retirement age to run from 1 August 2023 to 31 July 2024.

A report is being taken to Cabinet with data from the trial to allow a decision as to whether to continue the current trial for a further period.

2. Please outline your proposed activity including a summary of the main actions.

Currently the all day travel is provided solely for disabled person’s pass (DPP) holders. Once someone reaches state retirement age their entitlement is switched to an older person’s pass (OPP). This is our working practice, rather than policy, and there is nothing within the legislation to stop us from issuing a DPP to older people who have a qualifying disability.

However, this working practice does allow us to offer free pre-9am bus travel for people below state retirement age without having to provide a third type of bus pass specifically for people who need to access education, employment and training before 9am on weekdays.

It is proposed to extend the existing all-day travel trial for DPP holders to 31 March 2027

3. Who is this going to impact and how?

Customers	Members of the Public	Employees	Job Applicants
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DPP holders would continue to access pre-9am travel on weekdays. OPP holders would continue to have free travel from 9am on weekdays	n/a	n/a	DPP holders would continue to be able to use their pass to travel to job interviews before 9am on weekdays
Other, please specify:			

Section Two: Evidence

Please include any evidence or relevant information that has influenced the decisions contained in this EIA. This could include demographic profiles; audits; research; health needs assessments; national guidance or legislative requirements and how this relates to the protected characteristic groups and additional groups outlined in Section Four.

A – Quantitative Evidence

This is evidence which is numerical and should include the number people who use the service and the number of people from the protected characteristic groups who might be affected by changes to the service.

Journey data was analysed for the first seven months the trial operated, between August 2023 and February 2024. The data relates to journeys by holders of Warwickshire-issued disabled person’s bus passes.

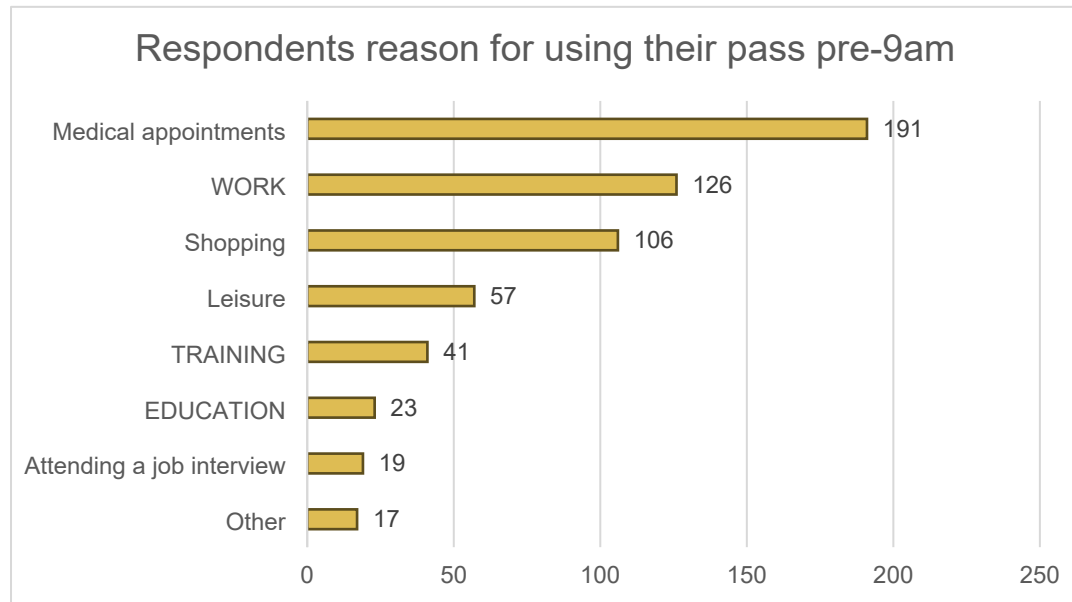
Electronic journey data indicates that during the trial

- 875 different passes were used
- A total of over 12,400 journeys were made before 9am on weekdays (This equates to around 22% of people with disabled person’s passes).
- The most-used pass was used 239 times

In addition to the electronic journey data, a survey was sent via email to the 1471 disabled person’s pass holders for whom we hold an email address. 443 responses were received which is a 28% response rate.

A summary of results is given in **Figure 1**. These are all respondents who used their pass for that reason during the trial. 63 respondents reported that they used their pass more than once a week. This is 14% of respondents. If this percentage was applied to all disabled person's passholders, it could be as many as 500 passholders using their pass at least once a week.

Figure 1 Numbers of passholders and reasons for pre-9am use on weekdays.



The most frequent use for passholders is for medical appointments., but the use for getting to work is still quite high, representing 28.5% of respondents. If this percentage was applied to all the eligible passholders the figure could be as high as 1000 disabled person's pass holders using their pass before 9am to access work (out of the total 3530) with up to 500 using it more than once per week.

There are no figures for the number of older people who have a qualifying disability. This is because not every disability will qualify someone for a bus pass. However, in the 2022 review of the scheme, 21% of respondents said they had a disability. Not all of these will be qualifying disabilities.

B – Qualitative Evidence

This is data which describes the effect or impact of a change on a group of people, e.g. some information provided as part of performance reporting.

As part of the survey sent to disabled person's passholders, a final question asked for feedback on the scheme. The following comments were received;

ID	Feedback received
12	I wish I knew because I have been waiting for this to happen
24	I would find this very helpful with hospital appointments
25	It has been very useful for medical appointments we're I have to attend at 9am especially in Coventry at the hospital
33	This should be permanent
38	Being able to use my pass before 9am is brilliant. It has enabled me to access things I would otherwise have had to turn down. Please keep this service going for those of us who do not have a choice to drive or not.
39	I found it very useful for my medical appointments
41	I've never been able to use my bus pass before 9.30am
47	Being able to use my pass before 9am has helped alot. Both my children attend school in Stratford and it means I can get them to school if I'm unable to get a lift in. It's also given me more freedom, I can attend hospital appointments easier and meet friends for breakfast before going to work
48	A really good idea to extend the times that the pass can be used - especially for 'working age' people (who generally need to be at the workplace before 9am). I hope the service continues.
51	I often have appointments at hospitals which requires me to travel before 9am to make the appointment on time. Being able to use my bus pass is a financial godsend.
53	This trial has impacted on my availability to work earlier shifts without worrying about the additional costs or finding bus fare. I have also had several medical appointments early morning where I have travelled before 9am. Thank you.
55	As I am a wheelchair user, I tend to use the pass before 9am because its not as busy, even though there are designated spaces for 1 wheelchair, after 9 am these can be in use or buses full so no room and I would not expect a paying passenger to get off the bus to make room for me. Due to my ptsd I also get very anxious when the bus is busy so travelling earlier means I can avoid this, I work part time from home but my contract is moving to loughborough, this means I may have to commute on the bus, like I did pre covid, this would entail a 2 hour commute on the bus to start for 10 am, so would need to leave at 07.30 on the bus, so if i do have to commute, the current process would be my only way to afford to travel
59	I think its a great idea to have this in place especially travelling to hospital appointment and drs

61	I have used the concessionary bus pass for the park and ride in Leicester at reduced fare which have been very useful to get into work.
64	I often have to catch a bus before 9am and I'm really grateful that I've been able to use my card each time. It has saved me quite a lot of money since the trial began.
68	i was refused travel at 845 as driver was not aware of new rules and i had to wait for another bus later
71	I just think it truly great for disabled people who can't drive and get anywhere or like my self who are waiting for a new car from motability brilliant gave me freedom to still get out
73	For those who rely on the use of public transport, the use of the pass before 9am has been invaluable.
75	Having this pass has helped me no end. I have mobility issues and walking far is impossible. But I can get on the bus to get bits I need. Especially lucky as I have a bus stop right outside my home
79	This trial has given me more freedom to travel. I have welcomed it very much and would definitely welcome it to stay.
80	I live on the warwickshire/West Midlands border so it's been invaluable to me as most of my business takes me across that border, and I can do it earlier. Less people around.
81	Would be nice to have Carer's bus pass, as I always travel with my carer
86	It's nice to be able to travel before 9 sonetimes
87	Very satisfied
91	I wouldn't get to college without it and it means if I need medical appointment I can make early as sometimes they are in cov which means that take quite few buses to get there. This way I'm home for kids when home from school
93	I find it very useful as with medical appointments can mean getting to the doctors or the hospital before 9am
95	I think it's a great idea to keep the time before 9am
98	Is good that you can travel before 9,so I don't have to rely on my daughters
101	It's very useful for when you have got a early appointment
106	This really helped when I've had appointments at Coventry at 10.30am I catch 2 buses to Coventry
107	I have used my card for appointments before 9am.
108	Being able to use my pass before 8am has opened up many doors to me and helped financially.
109	My answer was no for question 4 but I only found out off a bus driver when my pass wasn't working with all the elderly people on the bus, until then I made sure I had doctors and hospital appointments after 9 am
112	Shopping = I am autistic and the pre 9am means I can use "autistic quiet hours" used at stores

114	having the use of my disabled persons pass all day since last summer has been very helpfiul. however , the news of this trial was not broadcast much and there have been numerous occasions i have boarded a bus before 9am since the trial and when going to use my pass had the driver try and stop me to tell me i cant use it before 9am. i am articulate and underestood my right during this trial period to use it before 9am but others when being told by the driver they cant use it may not have understood the diver was wrong or if the did not be able to stand their ground in an assertive and respectful manner so would not be surprised if this has caused issues. none of the buses i have got before 9am in the last year has been full and when i get the bus it is due to substantial mobiloity issues and having no car
115	As a wheelchair user, very helpful that I Attend early hospital and doctor appointment with the help of the Bus before 9 am, it has been very helpful and I appreciate it
119	i volunteer in my local cancer research shop in nuneaton which i use my bus for mostly
120	I find my bus pass useful getting to appointments
124	I am so glad I have a bus pass I enjoying getting out and about on wheelchair and scooter
125	I use mynpass to travel to and from doctors/ hospital appointments. I did not know you can use your pass before 9 am, I always thought it was after .
129	There has been the odd occasion where it's not worked and they've said I can't use it till half 9 but apart from that the scheme has been very useful.
130	This scheme is most useful and caring
133	Not very well advertised didn't realise i could use before, 9am
135	It is used to get me to and from my Hospital treatment which is 3 times a week every 3 weeks and also GP and other Hospital app and to go shopping
136	Use bus help.out about if on time appointment or shopping or mind
137	It's really useful that I can use my bus pass at anytime of the day midweek.
138	Being able to use my pass when needed, instead of at certain times only, very helpful and really important.
140	Make a huge difference to have the freedom of early morning timings.
143	It is very helpful to be able to use before nine
144	This needs to stay in place. Many disabled people still go to work. Also a few more late buses would help for leisure.
148	It needs to carry on, mostley are elderly people are up super early and getting on a bus at 7-8-9
153	I found it very useful , because most of my hospitals appointments are in Coventry at 10/11am. I do not drive so I have to catch the bus from Atherstone to these appointments. Before last August I use to have to pay one way fare or part of it
155	It would be great if the disabled bus pass continues to be used anytime of the day
156	I hold the pass just in case of emergency and I can't get to hospital/doctor visits etc

158	People with disabilities lead normal lives like normal they need to use the bus at peak times. Using the bus is a lot easier than getting in a car and parking
159	Hope my answers have helped, the bus pass has helped me enormously. Many thanks
160	I use it to do my shopping go doctors hospitals for all my needs
161	I am happy with it on the bus to go town anywhere
162	Would have been advantageous to have had a companion +1 with me sometimes, despite fact am able to travel with my Assistance Dog. (Deaf/Neuro-Divergent) I don't at present fulfil all criteria for +1 as written)
163	Now that I know I can use it I will thankyou
164	I think it's important to keep this free to use before 9am. My requirements for utilising this may increase when my youngest child starts secondary school and I may go into the office more frequently. Being eligible to have a disabled pass doesn't mean you only go out after 9am, this implies it's only retired people or disabled people who cannot work who should have free travel, so only allowing us to use at quieter times, which isn't fair. I am eligible for free travel due to a sight problem, and luckily I can still work currently, so I shouldn't be penalised and made to pay before 9am.
165	I would use my Pass more often if not regularly if I had the capability of reaching my nearest Bus Stop, only 1/2 a mile away but may as well be 100. I use my car but have the Bus Pass just in case.
166	I think it's an excellent facility to have for all disabled people who travel to work and appointments and really grateful for the changes
168	I'm sorry I knew nothing about itbut it seems a good idea because when I have an early morning hospital appointment at the university hospital I wouldn't have to keep paying £60 there and back for a taxi ...I hope it continues
170	I updated my disability bus pass with one of your colleagues and team Simi a few years ago and I have not used my bus pass since I visited my father in Coventry who is Ukrainian and his wife [redacted] from Lviv on the X18 last February March 2023 I also visited on the X18 my son [redacted] and his girlfriend [redacted] in Coventry Gibraltar close to visit my baby grandson [redacted] I shall hopefully get in touch with you all soon maybe [redacted]for a quick update on my health and situation I haven't visited since because of the Ukrainian war and cannot visit again something very serious happened regarding King Charles III letters.
171	Very useful to be able to use bus pass for early morning hospital appointments and getting to work.
175	I find it invaluable, & gives me a freedom I never had previously
176	Use bus pass to go to town, Coventry and hospital ⁸
179	As a blind and mentally challenge person, it has been good for me as I cannot do money to go on the bus.
180	Adding travel to work on the disabled pass was a big benefit to me as it means I no longer have to travel out of peak time to get to the office

181	It has been so useful to be able to have this facility
186	Being able to use my Disabled bus pass before 9 a.m. has enabled me to attend early morning hospital, physiotherapy, G.P. and other medical appointments which prior to this trial I would have had to cancel or re-arrange for another day at a later time. My medical condition, Motor Sensory Neuropathy, not only affects my mobility and ability to walk but as the day progresses I get more and more tired and getting out and about becomes more and more difficult as the day goes on. This early access has been really beneficial and is very much appreciated. May I take this opportunity to thank you for running this trial and I hope the trial can be extended beyond the current expiry date and hopefully be made permanent for disabled badge holders.
190	Passes for Disabled need to be 24/7 not everyone needs transport in normal day working hours
191	Very useful to get me to my medical appointments. Plus very good for going out for long day trips so I can be out earlier and for longer if I wish.
196	I think you should keep it like this as alot of people av medical oppintments
197	Hospital appointments run from 9am so this is useful to be able use my pass before 9am
198	This service has been really beneficial to me and I wish for it to continue.
199	I think it would be helpful has like Coventry if you could use your pass on the local trains also this would be really helpful
205	Having the bus pass work before 9am has made my daughters life much better!
207	All day concessionary travel is essential for those who do not have access to a car.. please continue this option..
208	Using my pass for school before 9am meant I had to pay for my morning bus tickets to get to school, which was making my pass useless in the mornings. This was before the change in time.
210	No disrespect to students but being a disabled bus pass holder it's not advisable to try and board a bus before 9.30 as the buses are packed with students going to various universities or college which makes things a little awkward however at weekends an earlier boarding time is great
212	Very helpful as some of appointments are before 9
213	Having the opportunity to use the disabled person bus pass pre-9.00am is helpful for mobility when needed. I found the previous post-9.00am setup frustrating and illogical.
214	It has been so useful to use the service before 9
218	I have lots of hospital appointments and they make them early. So in order for me to get to them I have to leave very early so it really helps that I can use my bus pass. I'm in a electric wheelchair and it can't be folded down. So the bus is my only way.
219	It is much more convenient being able to use my bus pass before 9am especially if I have to travel to hospitals further afield for appointments.

220	The pass have really helped me save abit of money when going to appointments etc. Much appreciate it
221	I did find it helpful to be able to travel before 9am but this for leisure or shopping purposes which I appreciate was not the primary reason for the trial so would understand if for me this option being taken away
225	I need this as it is helping me to get to school
226	I like the fact that I can get to work using the bus
230	My Disabled Bus Pass enables me to use the Bus independantly
232	Being able to use my pass before 9am is very useful and I hope it remains.
233	I do volunteering this gives me more flexibility as to the hours I do
234	Being able to use my bus pass before 9am is essential for me as a blind person travelling with my carer and I very much would like you to continue the scheme after the trial period please
235	Unfortunately I didn't know about the trial, I want to use the badge to get to and from school, but the buses drivers won't accept it before 9 am, and this was the main issue.
236	Travel before 9am provides flexibility especially when attending medical appointments
238	Thank you for allowing us to use our disabled bus pass - this had enabled me to use it to travel to work at 7.00am to Coventry and back. Prior to this I had to buy a stagecoach pass every month to use in the morning.
239	My pass was refused before 9am I put in a complaint but never heard back this put me off trying the pass again for a while
243	It's great idea. Now I know I can get going a bit earlier in the morning.
245	Yes it's been so helpful being able to use my buspass before 9am thank you
246	I use the disabled bus pass before 9am to attend hospital appointments Which is fantastic!!!
247	Because the bus pass can be used anytime it means we can get a bus earlier, otherwise we would have to wait until 9.55 before we can travel in the week. So we could book earlier medical appointments.
248	I'm going to lose this very wonderful asset in July. Because I'm old. I will still be disabled and blind. I'm not getting my sight back or health. I can not understand why I lose this wonderful asset. I thank the council for this, I will still be the same after I'm 66.
253	I have really benefited from being able to use this service and would appreciate it being continued
255	The ticket is valid from 9.00, but sometimes there is a situation where you need to get to the hospital, for tests or to the doctor earlier, then you have to pay for the ticket or use a taxi.
259	Very grateful to have had not to worry about getting to where I need to be or getting late appointments and worry about missing the appointments.

261	There is no extra cost to council for us to use it before 9am and buses are hardly full, IF THEY TURN UP, so it should be allowed to continue
263	This change was a good thing for me due to hospital visits, The BIG problem is I have to change busses at Windmill Road so this change only works for one part of the trip. Once in Coventry does not work and still have to pay for a ticket
267	I was charged £2 by a driver since trial rolled. Clearly was not aware.
270	Didn't know we could use before 9 as I've been paying on the buses in Oxfordshire as they said could t use before 9 am
272	The pass holder generally catches the bus to work at around 0915am. Very occasionally he is required to catch a bus prior to 0900am.
275	Being able to use my bus pass before 9am has given me a positive outlook and it makes me feel able to get to work if I needed to and also to attend medical appointments. It is a really good idea and I hope it continues
276	It would really help if my carer could travel with me on the bus without them having to pay.
278	Changing this to anytime has really helped me out with getting to work for 8am instead of walking which take alot out of my legs I have been able to save energy and save myself alot of pain and I really don't know how I will cope if it goes back to 9am
279	would like a cancessionary for train plz
282	It's been extreme helpful to be able to use the pass before 9am as I mostly use the bus to get to and from work as such half my journeys are before 9am. I can't drive so public transport is my primary mode of transport.
283	I have used my bus pass to get to hospital appointments early in the morning.
285	It would be very helpful if carers could also have a travel pass, as it is often more expensive to pay for a ticket for a carer than to travel by car.
287	Being a disabled person who is working has meant that I can still use the buses to get to work when needed. This has been really useful.
289	It's useful because It means that I don't have to pay otherwise I would have to wait for 9
290	Would like to continue to use before 9am as it has been invaluable for early medical appointments.
291	I am leased to be sable to use my bus pass whenever I need to regardless of the time as it makes me feel more equal to others without a disability.
292	The access for all times is valuable for me to use.
294	I think being able to use the bus pass before 9am is amazing. I lost my licence after an epilepsy diagnosis and was devastated. Having the freedom to travel before 9am is fantastic and I truly appreciate it!

298	It's a massive relief to have a bus to think you don't have to worry about having money I hope that this continues for many years to come 🙏
299	It has been a good addition to have the hours extended. I would be disappointed if they were reduced again as, while I understand that there are budget implications for the council, I feel that it is not fair to penalise disabled people, particularly those who are still working and trying not to rely on benefits etc.
301	I love having the pass but living in whitacre heath with no bus service I still need someone to get me to where there is a service.
304	Used bus pass early to do volunteering.
307	It's a brilliant idea as I'm a early riser
312	Im worried to hear that the busses might be taken into WMCA ownership if labour win the WMCA Mayor election next month, as warwickshire is outside of this i fear they will remove the routes that travel to our area, I dont have the confidence to drive so losing the X13 NXWM bus from coleshill to birmingham would be devastating for me.
314	With being able to travel be for 9 in the morning it helps with hospital and doctors appointments with out having to reschedule them
316	This has Ben very helpful to get to hospital appointments and medical reason.
319	I find my bus pass very useful and I appreciate it very much as I cannot drive. I like taking my son to school using the bus and he loves it too as there is a bus stop very close to our home and school is opposite the bus station. Thank you.
320	Before 9am is great and a good option so that I'm able to get to early appointments.
321	Would love this to carry on as found it greatly useful being able to use my pass before 9am
322	It's very useful for getting around especially work or college
326	It is very helpful to know that if I had to get somewhere I am not restricted by time. Bus journeys can take far greater time than making the same jorney by car. So being able to start my journey early helps me not feel guilty that I have to put people out inyo having to take me to appointments. Gives people like me more freedom and independence.
327	I use my bus pass everyday to get to and from work, to go to the gym and into town as I have no other way of commuting around my area, as I can't drive. I feel it's been a great help for me and saves me a lot of stress and hassle to not get worried about transporting myself around.
328	Thanks for bus pass its very helpful.
333	I am very grateful for this service as it has given me more independence.
334	Now that I know I will use my pass in the morning. Without being told I have been paying for half a days travel. For future trials can I suggest improving communication

336	<p>I've found it difficult as a powerchair user to have any certainty that there will be space for me on a normal public transport bus. I have however found that IndiGo Plus bus is GREAT, I know if I book a journey indicating I'm a wheelchair user, I will have a space allocated to me. I've only recently been using the service due an eye operation, but now I'm very likely to be using this service with my disabled bus pass as a way of getting to and from hospital appointments in Warwick, as it takes away the stress of trying to find a parking space, and needing someone else to take me there and back. I'm really happy that disabled people are not being penalised for wanting or needing to travel on a pre 9.30am bus.</p>
339	<p>Being able to use my Disabled Bus Pass before 9am would open so many door to opportunities that I would not be available to me easily or would mean I would have to book an expensive 'fully booked' Taxi's or have to ask a family member to book time off to take me instead. I really do hope the decision makers at Warwickshire County Council seriously considers making this a permanent decision and liberating Disabled Bus pass users the ABILITY to move freely around the County just like all the other bus commuters. Myself, and probably like many other disabled bus pass users, used to drive a car and live a life of independence, jumping into my car whenever I wanted and going wherever within the Country. The decision to extend the travel window for my Disabled Bus Pass, has been the nearest I have felt to becoming independent again, and I am already dreading the thought of timings going back to how they were in a few months time. A Humble request to please keep things how they are with the new travel window and the dream would be to be how I was before I became disabled and be able to get on a bus in Warwickshire 24 hours a day 7 days a week. Many thanks for this opportunity to express my views and my apologies if my thoughts are a little far fetched, but all great things come from a simple idea.</p>
343	<p>I am not currently able to leave the house as I have to raise funds for a high needs power wheelchair to be able to go out. As such I can't access any health care, education or support and have multiple disabilities including a condition that affects so many parts of the body and its systems that I am supposed to attend hospital appointments throughout the uk, in different specialisms....I should be having daily physio and hydrotherapy bi weekly, plus any social activities I might manage. All would depend on access to bus travel using my concessional bus pass.no one in my family or support network drive or have access to a WAV anyway so public transport it vital and many appointments or travel plans require using buses before 9am to get to local appointments or to begin a journey early by bus that continues to Manchester, London, Sheffied or west midland are by train.</p> <p>This is the only option I have as patient transport out of county is repeatedly cancelled or have no availability on the day dispute booking months ahead, and then having already waited 12-19minths for some specialism meaning back to another lengthy wait and risking a patient transport ambulance suitable wouldn't be available. I am a revolving door patient because of such things.</p>

347	I think that this is a great idea, as this will help me and others with hospital appointments and doctors appointments, instead of trying to get a appointment after 9am. I am also extremely grateful to Warwickshire County Council for accepting my disability and supporting me with my transport to and from the hospitals and doctors as well as other places like supermarkets etc etc. Let's hope that this is successful and long may it continue to help disabled people like me, by giving us more flexibility and freedom with this free trial. Once again thank you for all the support.
348	I live in Warwick I can't drive am disabled my mobility scooter won't get me to leamington or whitnash so need to use the bus service. I travel from Warwick to whitnash regularly to see my mum who has dementia in a care home in whitnash. I also take my mum into leamington town to get her out and about so need the bus for that. I also have used my pass to get to whitnash then to leamington then to southam to visit my dad who is in nursing home in Southam and back to whitnash then Warwick. I really like being able to catch the bus early in morning as it takes 40mins to get to whitnash which still gives me plenty of time with mum before her lunch and activities she does. Also it's so important I can catch a really early bus for when I take my mum to Southam if I leave at 9am in the morning travel to whitnash get my mum organised then wait with her at bus stop to go to leamington to then wait for the Southam bus which if I miss times it means we are waiting for nearly an hour at times for southam bus. Once on the bus it takes such a long time to get there. We barely get an hour with him. As I then have to wait in southam for bus back to leamington then onto whitnash drop my mum back at care home then catch the bus to Warwick it's around 6pm when I get home I'm left exhausted and in pain from the jaulty fast speeds some of drivers go at. I truly benefit from being able to catch an early bus. Have never understood why we can't makes no sense and I feel it's limiting for disabled people who have medical appointments and don't drive nor like myself have anyone I can ask for a lift. So it's absolutely a necessity and a human right to use the bus at whatever time I need to catch it.
349	Have found it very useful to use before 9 am for getting to doctors and hospital appointments
350	It has literally saved my life being able to use it before 9am! Especially in this economic crisis we are in!
352	If I had been aware the rules had been changed I would have been able to use the bus instead of other forms of transport to get to some early appointments.
353	When I received my bus pass I read the information that came with it and I have never been very happy because we couldn't use it before a certain time, I find this VERY discrinating due to the fact that I don't have a disability certain times of the day or certain days of the week, I have it 24/7 !!!
354	This is very helpful
356	I have COPD so have to be careful if I go out, and the bus service to my area has been cut to the bare minimum, it was serviced by Stagecoach, but they took the serine off. It is now serviced by Arriva, if I get the bus from where I live to our local shop, I can't walk the distance to the bus stop to get home because of the route it takes, so I just have to rely on neighbours to go for me when they have time

358	Completed on behalf of my daughter, who volunteers in Kenilworth, but had to travel from Leamington daily to do so, leaving at 08.10 hrs, thereby incurring quite a cost to her which she paid from her benefits. She has now moved to Kenilworth, so no longer uses the bus at such an early hour. The expansion of hours to all-day meant she was able to continue to volunteer at no cost to her, which helped tremendously
361	I found it nice to be able to go shopping before 9am
363	I have to pay 1.50 before 9 on bus.stage coach won't do it at all before 9 you have to pay.
365	I have found it very useful to be able to use my bus pass before 9am, without this option I might not be able to get to some appointments
367	Being able to use my pass before 9am has been very useful as it allows me to get to work more easily since out office moved to Warwick. Disabled people also have jobs, and work, so being able to use the bus is a godsend, other wise I would have to be isolated working from home a lot more.
370	I would use it more before 9am for work but since stagecoach changed their bus routes there is no longer a straight through bus for my 2 mile journey to work and I have to use two buses which don't connect and can sometimes take 2 hours, most of which is spent waiting. In principle though I think it is an important thing to be able to use my bus pass before 9am as work is what I mainly use it for.
371	Knowing that I can use it before 9.00 o'clock is ideal as I have early appointments
372	Extremely important that it is available
377	It has been really useful being able to use my pass before 9am
378	Good service
380	I think being able to use your bus pass can be very useful not limiting you to using it at certain times
381	The pass has saved me almost £100 per month. I work full time for WCC for the library service at various locations in Warwickshire. Prior to July 2023 I would not have been able to use a disabled person pass before 9am, which is why I have one now. Please bear in mind that with the cost of living crisis, every penny counts - and the lifting of the time restriction is very,very much appreciated and is of great importance to my independence. Thank you for making my so much better.
382	it helps me get to work on time as i start before 9 am, which in turn helps financially
385	Why can't you use your bus pass on any bus in any town, city and place a disabled person needs to be able to get around easily and the bus is the most easiest transport.
387	I have a brain tumour and cannot work anymore. Having a bus ticket that is free at anytime of the day is extremely helpful
388	can we have train travel?
389	Used in the Lake District

393	Totally support the extended hours. Those working or at college need that flexibility.
396	It is wonderful being able to catch a bus anytime without worry
402	Having the all day pass has really helped with my job on minimum wage and otherwise it would have cost me to agree to work before 9am
404	Helpful to be able to use bus earlier
405	I like the pass to work from 9am
409	I have found it really helpful being able to use my pass before 9am on a weekday and feel that to remove this concession would be discriminatory.
414	My disabled pass has been invaluable. I use it 5 days a week to get to work before 9am. I do hope you will be able to extend the trial. I work in retail on the minimum wage and my pass is essential.
416	Thank u very much for warwick county council team.
420	it has been good for me with my condition
422	Not being able to use a bus pass before 9am would negate a lot of its benefits due to jobs starting before then. It limits mobility significantly.
426	I have found my bus pass helpful
429	I hope all bus drivers are aware as one jobsworth charged me one minute before nine and he was early I did report him .
431	It's been good having the use before 9 recommended
433	Very useful to use for Medical Appointments especially if you have to use a number of different public transport services to get to one appointment
434	I think it is a fab Idea
440	I hope this trial is made a permanent one as it would be really helpful to get to hospital appointments and doctors appointments rather than having to wait until you can use your pass for travelling to or from the hospital and doctors as well as anything else.
441	Medical appointments are often at early times and take longer to get to on public transport so will need to leave earlier
442	I think it's such a great idea to be able to use bus pass anytime due to people who has a lot of early hospital appointments.
443	Made it easy to hospital appointments before 9.00 am

Section Three: Engagement

Engagement with individuals or organisations affected by the proposed activity must take place. For further advice and support with engagement and consultations, click [here](#).

Has the proposed activity been subject to engagement or consultation with those it's going to impact, taking into account their protected characteristics and socio-economic status?	Engagement was sought via email with existing beneficiaries of trial seeking data about their usage, rather than their views on extending the scheme.	
If YES, please state who with.	Those existing DPP holders who have a valid email address (around 30% of all DPP holders)	
If NO engagement has been conducted, please state why.		
How was the engagement carried out?	Yes / No	What were the results from the engagement? Please list...
Focus Groups	No	
Surveys	Yes	1491 emails were sent, and there were 443 responses from DPP holders (or their carers). Full responses to the survey are contained in a separate report.
Public Event	No	
Displays / Exhibitions	No	
Other (please specify)	No	
Has the proposed activity changed as a result of the engagement?	No	
Have the results of the engagement been fed back to the consultees?	No	
Is further engagement or consultation recommended or planned?	No	
What process have you got in place to review and evaluate?	Data on pre-9am weekday journeys will be collected and a further survey carried out for users prior to any future decision to change, extend, or end the trial. If an extension is approved, the take up and cost of the trial will be reassessed, along with data on pre-9am weekday journeys and a further survey prior to the end date. A further decision will be made by Cabinet on whether to end it, extend it, and/or change the entitlement.	

Section Four: Assessing the Impact

Protected Characteristics and other groups that experience greater inequalities

What will the impact of implementing this proposal be on people who share characteristics protected by the Equality Act 2010 or are likely to be affected by the proposed activity? This section also allows you to consider other impacts, e.g. health inequalities such as deprivation, socio-economic status, vulnerable groups such as individuals who suffer socio-economic disadvantage, armed forces, carers, homelessness, people leaving prison, young people leaving care etc.

On the basis of evidence, has the potential impact of the proposed activity been judged to be positive (+), neutral (=), negative (-), or positive and negative (+&-), for each of the protected characteristic groups below and in what way?

N.B In our Guidance to EIAs we have provided you with potential questions to ask yourself when considering the impact of your proposed activity. Think about what actions you might take to mitigate / remove the negative impacts and maximize on the positive ones. This will form part of your action plan at Section Six.

	Impact type (+) (=) (-)) or (+&-)	Nature of impact including health inequalities Will your proposal have negative or positive implications for each group, including on health inequalities?	Mitigating Actions for Negative Impacts What can you do to mitigate any identified negative impacts or health inequalities?
Age	=	Passholders with a qualifying disability will continue to lose the entitlement to travel free before 9am when they reach state retirement age.	There is no allowance for people over retirement age with a qualifying disability who continue to work or attend educational courses.

	Impact type (+) (=) (-) or (+&-)	Nature of impact including health inequalities Will your proposal have negative or positive implications for each group, including on health inequalities?	Mitigating Actions for Negative Impacts What can you do to mitigate any identified negative impacts or health inequalities?
<ul style="list-style-type: none"> Individuals who suffer socio-economic disadvantage Armed Forces (WCC signed the Armed Forces Covenant in June 2012) Carers Homelessness People leaving Prison People leaving Care 			
<p>Other Identified Health Inequalities (HI)</p> <p>Many issues can have an impact on health: is it an area of deprivation, does every population group have equal access, unemployment, work conditions, education, skills, our living situation, rural, urban, rates of crime etc.</p>		It is not possible to analyse passholders this way. We do not hold the data.	
<p>Other Groups</p> <p>If there are any other groups</p>			

Public Sector Equality Duty (PSED)

Public Authorities must have 'due regard' to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. Please evidence how your proposed activity meets our obligations under the PSED.

	Evidence of Due Regard
<p>Eliminate unlawful discrimination (harrasment, victimisation and other prohibited conduct):</p>	<p>The basic scheme offers the same benefits to both older person's passholders and disabled person's passholders. It is not proposed to remove any of the current benefits.</p>

Advance equality of opportunity:

This involves

- removing or minimising disadvantages suffered by people due to their protected characteristics;
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people, for example, taking steps to take account of people with disabilities;
- encouraging people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

The current trial makes it easier for people with a qualifying disability to travel before 9am where they need to, for education, employment and training.

Foster good relations:

This means tackling prejudice and promoting understanding between people from different groups and communities.

Messaging will need to be clear to ensure that passholders are aware of the reasons for the trial.

Section Five: Partners / Stakeholders

Which sectors are likely to have an interest in or be affected by the proposed activity?	Yes / No	Describe the interest / affect
Businesses	Yes	People with disabilities will be more able to access work if they are able to travel free before 9am on weekdays.
Councils	Yes	Continuing with pre-9am travel will benefit users of WSES and also assist in implementing Independent Travel Training for young people with an EHCP.
Education Sector	No	People with disabilities will be more able to access education if they are able to travel free before 9am on weekdays.
Fire and Rescue	No	
Governance Structures	No	
NHS	Yes	People with disabilities will be more able to access medical appointments and services if they are able to travel free before 9am on weekdays.
Police	No	
Voluntary and Community Sector	Yes	If disabled passholders are able to use their pass before 9am on weekdays there may be less demand for voluntary car schemes to get people to medical appointments etc.
Other(s): please list and describe the nature of the relationship / impact		

Section Six: Action Planning

If you have identified impacts on protected characteristic groups in Section Four, please summarise these in the table below detailing the actions you are taking to mitigate or support this impact. It is also important to consider how often this E.I.A. will be reviewed, and who is responsible for doing this. If you are not taking any action to support or mitigate the impact, you should complete the No Mitigating Actions section below instead.

Mitigating Actions

Consider:

- Who else do you need to talk to? Do you need to engage or consult?
- How you will ensure your activity is clearly communicated
- Whether you could mitigate any negative impacts or build on positive impacts for protected groups or health inequalities
- Whether you could do more to fulfil the aims of the PSED
- How you will monitor and evaluate the effect of this work
- Anything else you can think of!

Identified Impact	Action(s)	Timescale incl. evaluation and review date	Name of person responsible
Messaging needs to be clear on who is entitled to all day travel. Also need to be clear that this remains a time-limited trial and any future extensions will depend on take-up, impact, and cost of this discretionary service.	Clear messaging will be needed, both online and direct to current DPP holder to tell them the trial is being extended.	Press release and additional publicity ASAP after the Cabinet decision Review messaging and feedback after six months. When trial is ending, a further letter or email will be necessary.	Jo Cooper

No Mitigating Actions

Please explain why you do not need to take any action to mitigate or support the impact of your proposed activity.

Section Seven: Assessment Outcome

Only one of following statements best matches your assessment of this proposed activity. Please select one and provide your reasons.

No major change required	x	This is an extension of a current arrangement
The proposal has to be adjusted to reduce impact on protected characteristic groups and/or health inequalities		
Continue with the proposal but it is not possible to remove all the risk to protected characteristic groups and/or health inequalities		
Stop the proposal as it is potentially in breach of equality legislation		

Section Eight: Sign Off

N.B To be completed after the EIA is completed but before the area of work commences.

Name of person/s completing EIA	Jo Cooper
Name and signature of Assistant Director	
Date	
Date of next review and name of person/s responsible	Jo Cooper

Once signed off, please ensure the EIA is uploaded using the following form. Please name it “EIA [project] [service area] [year]”: [Upload Completed Equality Impact Assessments](#)

These will be stored on a [Sharepoint library](#) which Warwickshire County Council colleagues can access.

It is the responsibility of the individuals and teams who completed the EIA to review it regularly and to carry out any required activities in line with the action plan made.

For advice or support, please contact equalities@warwickshire.gov.uk.