

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"/> By telephoning WCC offices <input type="checkbox"/> By visiting a local One Stop Shop, council office or library.	<input type="checkbox"/> E-mailing WCC <input type="checkbox"/> by post to WCC <input type="checkbox"/> *Other
*If you have ticked Other (please specify)		

In Warwickshire we have an additional discretion which allows free 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? <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 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? <i>Please tick the one box on each row which most commonly applies</i>			
	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? <i>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.</i>

- 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?			
	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>	
	Yes	No <i>(Please move to Q16)</i>
	<input type="checkbox"/>	<input type="checkbox"/>

Q14	How satisfied were you with service you received online?			
	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?			
	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>	
	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?			
	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>	
	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 <input type="checkbox"/>	Fairly Satisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <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? <i>Please tick one box only</i>	
	<input type="checkbox"/> Computer <input type="checkbox"/> Laptop <input type="checkbox"/> Tablet e.g. iPad <input type="checkbox"/> Smartphone	<input type="checkbox"/> Someone else does it for me <input type="checkbox"/> I don't use the internet <input type="checkbox"/> *Other
*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? <i>Please tick one box only</i>	
	<input type="checkbox"/> Very good <input type="checkbox"/> Good <input type="checkbox"/> Good enough (to do what I want to) <input type="checkbox"/> poor	<input type="checkbox"/> Someone else does it for me <input type="checkbox"/> I don't know how to use the internet <input type="checkbox"/> I'm not interested in using the internet <input type="checkbox"/> *Other
*If you have ticked Other (please specify)		

Q22	Do you have an email address? <i>Please tick one box only</i>	
	<input type="checkbox"/> Yes – I have a personal email address <input type="checkbox"/> Yes – I have a shared email address	<input type="checkbox"/> No

Q23	Are there any comments you would like to make about the service you have received for Concessionary Travel? <i>Please provide as much detail as possible. You can attach a separate sheet if you need more space.</i>

- 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 <div style="border: 1px solid black; height: 20px; width: 100%;"></div>						

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.	
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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"/> Muslim	<input type="checkbox"/> None
	<input type="checkbox"/> Hindu	<input type="checkbox"/> Prefer not to say

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	