We want to hear your views on proposals to remove a discounted £1 fare currently available for holders of a disabled person’s NoWcard travelling before 9.30am Monday to Friday.

Lancashire County Council operates the mandatory English National Concessionary Travel Scheme (ENCTS). In Lancashire this scheme is provided through NoWcard.

The NoWcard scheme allows free bus travel (and free travel on Blackpool Tramway to Wyre residents) for NoWcard pass holders from Mondays to Fridays between 9.30am and 11pm and all day on Saturdays, Sundays and bank holidays. This is part of the English national scheme (ENCTS) and there are no plans to change this offer.

On top of the mandatory free travel scheme, a discretionary extra concession is also available to holders of the disabled person's NoWcard in Lancashire. The extra concession discounts journeys to a £1 flat fare on journeys made before 9.30am on Mondays to Fridays.

A proposal to remove the additional extra concession for holders of the disabled person's NoWcard is being considered as part of a package of savings proposals over the next two years.

If the discretionary extra discount for weekday journeys made before 9.30am was withdrawn, disabled NoWcard pass holders would be charged the commercial bus fare for the journey. Currently fares are capped at £2 for a single bus journey until 31st December 2024. The government is expected to make announcements in the Autumn statement that may relate to these types of schemes.

On 23 February 2024 the county council's Cabinet agreed to consult on proposals to remove the discretionary extra concession and we would like to hear your views.

Following the consultation, a report outlining the results will be presented to the county council’s cabinet for a final decision.

If you need a questionnaire in a different format please telephone 0300 123 6734 or email [**Nowcard@lancashire.gov.uk**](mailto:Nowcard@lancashire.gov.uk)

|  |  |
| --- | --- |
| Q1 | **Do you have a current Lancashire County Council's disabled person's NoWcard?** |
|  | *Please select one option only* |
| O | Yes |
| O | No - **GO TO Q7** |
| O | Don't know - **GO TO Q7** |

|  |  |
| --- | --- |
| Q2 | **Generally, how often have you used your disabled person's NoWcard in the last 12 months?** |
|  | *Please select one option only* |
| O | Every day or most days |
| O | A few times a week |
| O | A few times a month |
| O | Less often |
| O | Never - **GO TO Q7** |

|  |  |
| --- | --- |
| Q3 | **And, generally, how often have you used your disabled person's NoWcard in the last 12 months for travel before 9.30am from Monday to Friday?** |
|  | *Please select one option only* |
| O | Every day or most days |
| O | A few times a week |
| O | A few times a month |
| O | Less often |
| O | Never - **GO TO Q7** |

|  |  |
| --- | --- |
| Q4 | **How much do you usually spend each day on your disabled person's NoWcard for travel before 9.30am from Monday to Friday?** |
|  | *Please select one option only* |
| O | £1 |
| O | £2 |
| O | £3 |
| O | Don't know |

|  |  |
| --- | --- |
| Q5 | **Why do you travel before 9.30 am using your disabled person's Nowcard?** |
|  | *Please tick as many as apply* |
| O | For work |
| O | For caring duties |
| O | To be cared for |
| O | For education |
| O | For medical appointments |
| O | For shopping |
| O | For volunteering |
| O | For leisure |
| O | Other |
| O | None of these |

|  |  |
| --- | --- |
| Q6 | **If 'other' please provide more information** |
|  | *Please write in the box below* |
|  |  |

|  |  |
| --- | --- |
| Q7 | **How strongly do you agree or disagree with the proposal to remove the discretionary use of a disabled person's NoWcard before 9.30am from Monday to Friday?** |
|  | *Please select one option only* |
| O | Strongly agree |
| O | Tend to agree |
| O | Neither agree nor disagree |
| O | Tend to disagree |
| O | Strongly disagree |

|  |  |
| --- | --- |
| Q8 | **Why do you say that?** |
|  | *Please write in the box below* |
|  |  |

|  |  |
| --- | --- |
| Q9 | **If the proposal to remove the discretionary use of a disabled person's NoWcard before 9.30am from Monday to Friday was agreed please tell us how this would affect you.** |
|  | *Please write in the box below* |
|  |  |

|  |  |
| --- | --- |
| Q10 | **If the proposal happened, would you still travel by bus/tram?** |
|  | *Please select one option only* |
| O | Yes |
| O | No |
| O | Don't know |
| O | Make the trip by other means |
| O | Not applicable |

|  |  |
| --- | --- |
| Q11 | **Are you?** |
|  | *Please select one option only* |
| O | Female |
| O | Male |
| O | Other |
| O | Prefer not to say |

|  |  |
| --- | --- |
| Q12 | **What age group do you belong to?** |
|  | *Please select one option only* |
| O | 16-18 |
| O | 19 or over |
| O | Prefer not to say |

|  |  |
| --- | --- |
| 13 | **Which of the following best describes your ethnic background?** |
|  | *Please select one option only* |
| O | Asian/Asian British |
| O | Black/African/Caribbean/ Black British |
| O | Mixed/multiple ethnic groups |
| O | White |
| O | Other ethnic group |
| O | Prefer not to say |

|  |  |
| --- | --- |
| Q14 | **Do you consider yourself to be a Deaf person or to have a disability?** |
|  | *Please select one option only* |
| O | Yes |
| O | No |
| O | Prefer not to say |

|  |  |
| --- | --- |
| Q15 | **Please tell us which local authority area you live in. (This is the council named on your bins.)** |
|  | *Please select one option only* |
| O | Burnley Borough Council |
| O | Chorley Council |
| O | Fylde Borough Council |
| O | Hyndburn Borough Council |
| O | Lancaster City Council |
| O | Pendle Borough Council |
| O | Preston City Council |
| O | Ribble Valley Borough Council |
| O | Rossendale Borough Council |
| O | South Ribble Borough Council |
| O | West Lancashire Borough Council |
| O | Wyre Borough Council |
| O | None of these |
| O | Prefer not to say |

**Thank you for completing this questionnaire.**