

# Consultation on proposed changes to disabled person's NoWcard scheme

Like many councils across the country, Lancashire County Council continues to face an unprecedented financial challenge due to continued funding cuts by Government, rising costs and rising demand for the services we provide.

We are committed to providing the best services we can to the people of Lancashire, particularly to the most vulnerable in our communities. However, the council's financial position remains extremely challenging, with a forecasted funding gap of £144m in 2021/22. Because of this, we still need to make some difficult decisions in order to make further savings.

We operate the mandatory English National Concessionary Travel Scheme (ENCTS). In Lancashire this scheme is called 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.

At our discretion, the scheme also allows holders of a disabled person's NoWcard to travel at a 50p flat fare on journeys on local bus/tram services that begin before 9.30am on Mondays to Fridays.

On 18 January 2018 the county council's Cabinet agreed to consult on proposals to increase this charge from 50p to £1 and we would like to hear your views.

If you need a questionnaire in a different format please telephone 0300 123 6734 or visit [www.lancashire.gov.uk/haveyoursay](http://www.lancashire.gov.uk/haveyoursay).

You can respond to this consultation online at [www.lancashire.gov.uk/haveyoursay](http://www.lancashire.gov.uk/haveyoursay).

Please mail your completed questionnaire to Business Intelligence, Lancashire County Council, Room A43, County Hall, Preston, PR1 0LD by **Monday 21 May 2018**.

All responses will be in confidence. However, if there are any questions that you do not want to answer then please leave them blank or choose the 'prefer not to say' option.

Please read the instructions to each question carefully before answering.

**1 Do you have a current disabled person's NoWcard?**

*Please tick one option only*

Yes

No  ← Go to Q6

Don't know  ← Go to Q6

**2 Generally, how often have you used your disabled person's NoWcard in the last 12 months?**

*Please tick one option only*

Every or most days

A few times a week

A few times a month

Less often

Never  ← Go to Q6

**3 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 tick one option only*

Every or most days

A few times a week

A few times a month

Less often

Never  ← Go to Q6

**4 How much do you generally spend each day on your disabled person's NoWcard for travel before 9.30am from Monday to Friday?**

*Please tick one option only*

- 50p
- £1.00
- £1.50
- More than £1.50
- Don't know

**5 Why do you travel before 9.30am from Monday to Friday using your disabled person's NoWcard?**

*Please tick as many as apply*

- For work
- For caring duties
- To be cared for
- For education
- For medical appointments
- For shopping
- For volunteering
- For leisure
- Other (please write in below)

- None of these

**6 How strongly do you agree or disagree with the proposal to increase the flat fare per journey for disabled person's NoWcard from 50p to £1.00 for travel before 9.30am from Monday and Friday?**

*Please tick one option only*

Strongly agree

Tend to agree

Neither agree nor disagree

Tend to disagree

Strongly disagree

**7 Please tell us how this will affect you?**

*Please write in the box*

**8** If the proposal happened, would this mean you travel by bus/tram less often?

*Please tick one option only*

Yes

No

Don't know

Not applicable

**9** Is it important for you to be able to pay your bus fare with one coin?

*Please tick one option only*

Yes

No

Don't know

Not applicable

**10** Thinking about this proposal, please tell us if you think there is anything else that we need to consider or that we could do differently?

*Please write in the box*

## About you

This final section is about you. It's a little more personal, but is really useful to us. By answering these questions you will help us to understand the views of different groups of people. If there are any questions that you'd rather not answer, please tick the 'prefer not to say' or skip to the next question.

### 11 Are you...?

*Please tick as many as apply*

- A Lancashire resident
- Parent/carer of a disabled NoWcard holder
- An elected member of Lancashire County Council
- An elected member of a Lancashire district council
- An elected member of a parish or town council in Lancashire
- A member of a voluntary or community organisation
- Other (please write in)

### 12 Are you...?

*Please tick one option only*

- Male
- Female
- Prefer not to say

**13 What was your age on your last birthday?**

*Please tick one option only*

- Under 16
- 16-19
- 20-34
- 35-64
- 65-74
- 75+
- Prefer not to say

**14 Are you a deaf person or do you have a disability?**

The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day-to-day activities.

*Please tick as many as apply*

- Yes, learning disability
- Yes, physical disability
- Yes, deaf
- Yes, visually impaired
- Yes, mental health condition
- Yes, other disability
- No
- Prefer not to say



**15 Which best describes your ethnic background?**

*Please tick one option only*

- White
- Asian or Asian British
- Black or Black British
- Mixed
- Other
- Prefer not to say

**16 Are there any children or young people in your household aged under 20?**

*Please tick as many as apply*

- No, but expecting
- Yes, aged under 5
- Yes, aged 5-11
- Yes, aged 12-16
- Yes, aged 17-19
- No children aged under 20
- Prefer not to say

**17 What is your postcode?**

*Please write in the box*

**Thank you for completing this questionnaire.**

**Please mail your completed questionnaire to  
Business Intelligence, Lancashire County Council, Room  
A43, County Hall, Preston, PR1 0LD by Monday 21 May  
2018.**