

Appendix One - Summary: Consultation with the Users of Community Transport Dial-a-Ride Services

(The withdrawal of the discretionary concession to bus-pass holders for journeys made using Community Transport Dial-a-Ride)

Background

The County Council Business Plan for 2016/17 included a decision to end the discretionary concession of a 50% reduction in the cost of journeys made on Community Transport Dial-a-Ride schemes by bus-pass holders. This did not necessarily mean that the service will end, but that users would have to pay the 50% cost of the journey that is currently paid for by Cambridgeshire County Council. Users were consultation about this decision.

Methodology

A consultation survey was prepared with a letter informing users of the County Council's position and asking a series of questions to gauge their opinion (see appendix two for the questionnaire). This survey was passed to each of the County's Community Transport Schemes who sent it out to their users together with a business return envelope. Users were given an indication that the changes would probably mean an additional £2 to £4.50 to pay for most journeys. An option to respond on-line was also provided.

Responses were entered into the analysis software as they were received. A total of 2,600 surveys were sent out and 1,753 valid responses were received, equating to a 67% response rate.

Results

Question One: Do you use Community Transport?

	Count	%
No	40	2%
Yes	1713	98%
Total	1753	

The vast majority of people who responded to the survey used community transport. Those who didn't appeared to be filling in the form on behalf of a user of the service e.g. a relative.

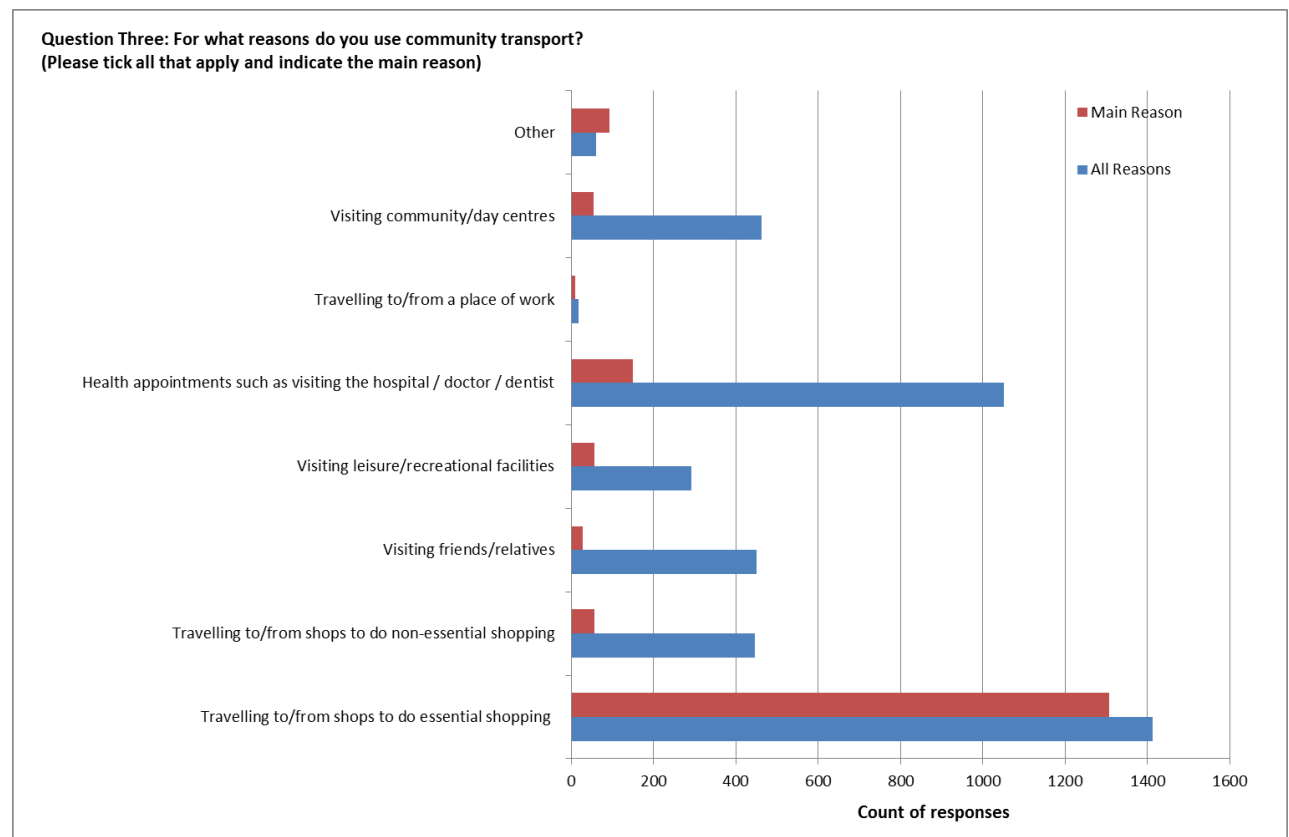
Question Two: If yes, which of the following schemes do you use?

	Count	%
Cambridge Dial-a-Ride	261	15%
Ely and Soham Association for Community Transport (ESACT)	127	7%
Fenland Association for Community Transport (FACT)	1060	60%
Huntingdonshire Association for Community Transport (HACT)	238	14%
The Voluntary Network	105	6%
Total*	1791	

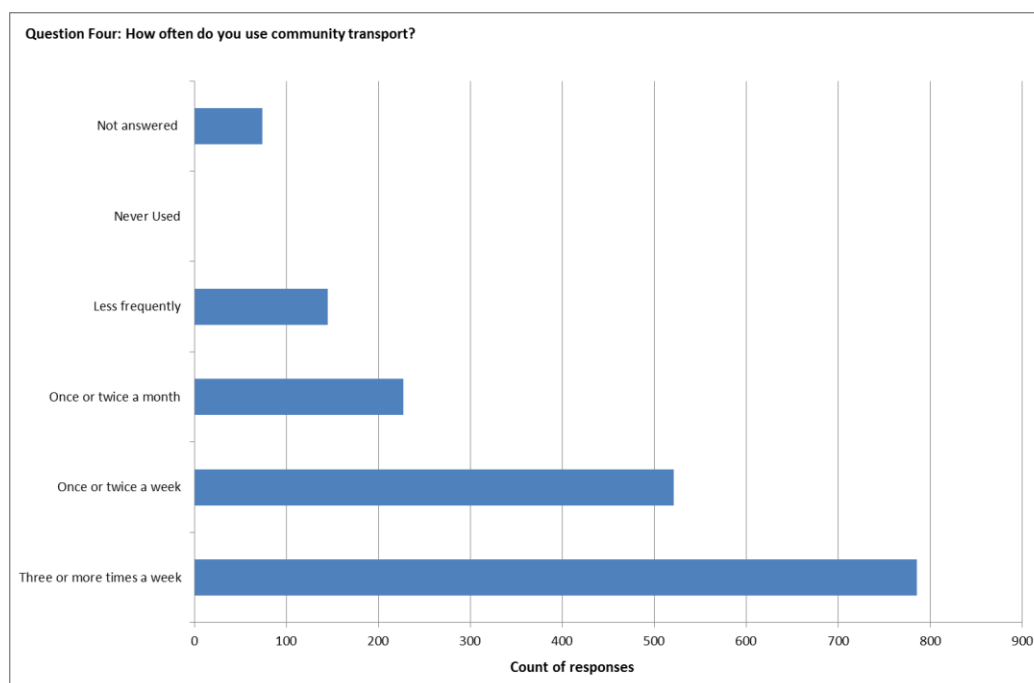
* People were able to indicate if they used more than one scheme.

The survey sample was dominated by users of the Fenland Association for Community Transport (FACT) with over 60% of people using this scheme.

Question Three: For what reasons do you use community transport?



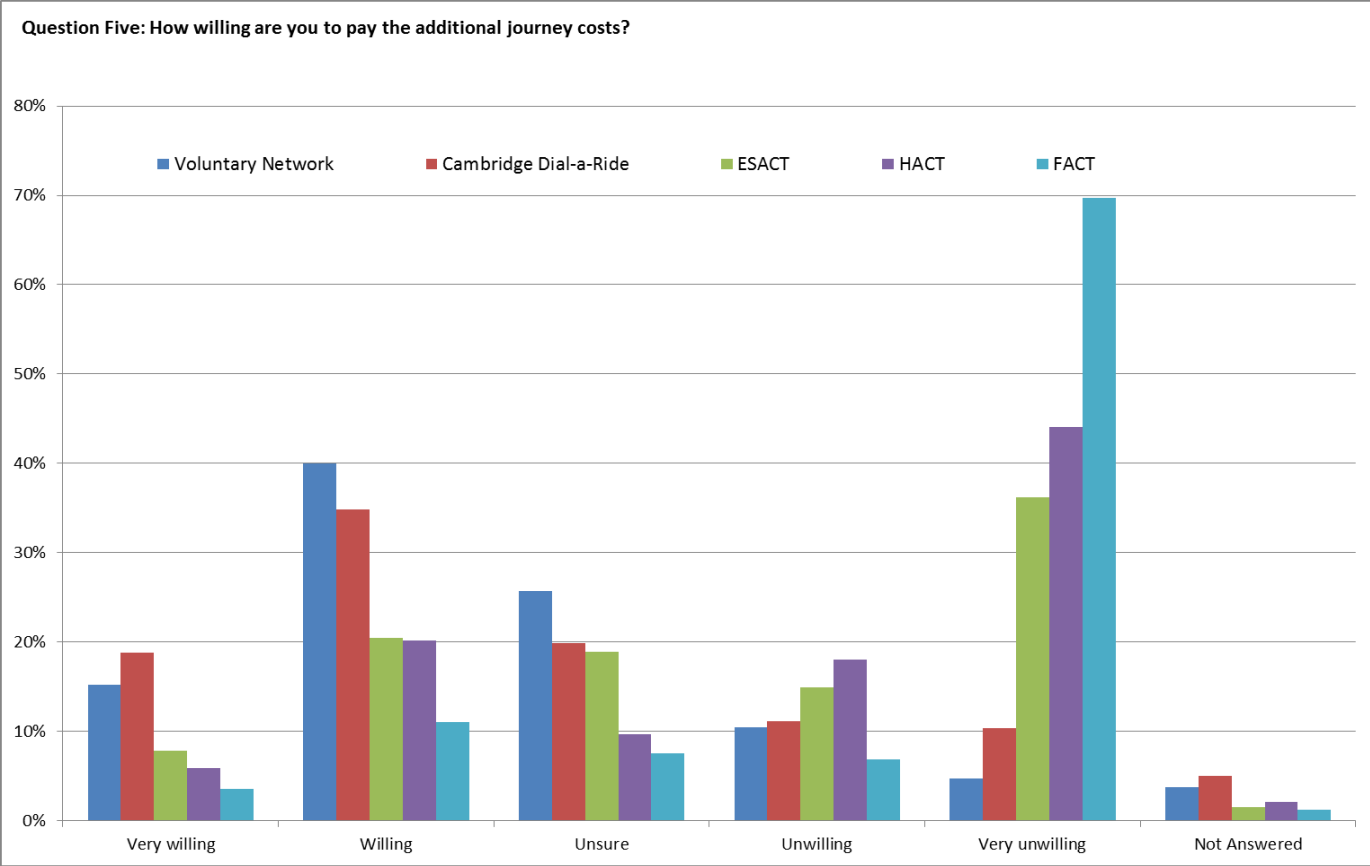
Question Four: How often do you use community transport?



Over 75% of those responding said that the main reason they used the service was to go shopping;
45% of users said that they used the service three or more times a week

Question Five: How willing are you to pay the additional journey costs?

How willing are you to pay the additional journey costs?												
	Cambridge Dial-a-Ride		ESACT		FACT		HACT		Voluntary Network		Total	
Very willing	49	19%	10	8%	38	4%	14	6%	16	15%	127	7%
Willing	91	35%	26	20%	117	11%	48	20%	42	40%	324	18%
Unsure	52	20%	24	19%	80	8%	23	10%	27	26%	206	12%
Unwilling	29	11%	19	15%	73	7%	43	18%	11	10%	175	10%
Very unwilling	27	10%	46	36%	739	70%	105	44%	5	5%	922	51%
-	13	5%	2	2%	13	1%	5	2%	4	4%	37	2%
Willing or Very Willing	140	54%	36	28%	155	15%	62	26%	58	55%	451	25%
Unsure	52	20%	24	19%	80	8%	23	10%	27	26%	206	12%
Unwilling or Very Unwilling	56	21%	65	51%	812	77%	148	62%	16	15%	1097	61%



61% of respondents were either unwilling or very unwilling to pay the additional cost, although this ranged from 15% for members of The Voluntary Network to 77% of FACT members. In terms of respondents who were willing or very willing to pay, the average was 25%, ranging again from 55% for members of The Voluntary Network to 15% of FACT members.

Question Six: Will the withdrawal of the 'discretionary concession' and the additional cost have a significant impact on you or your family?

	Voluntary Network	Cambridge Dial-a-Ride	ESACT	HACT	FACT
Not answered	7%	10%	10%	3%	1%
Little or no impact	31%	24%	17%	8%	5%
Yes, some impact	35%	41%	25%	31%	13%
Yes, a significant impact	26%	25%	48%	58%	81%
Total	100%	100%	100%	100%	100%

The measure of impact on users of schemes also varied; with 81% the users of FACT saying that the increased cost would have a significant impact on them compared to just over a quarter of users for either the Voluntary Network or Cambridge Dial-a-Ride.

Question Seven: Will the withdrawal of the discretionary concession have a particular impact on you doing any of the following?

	Essential Shopping	Access to Hospital / Health Services	Access to social / leisure activities
1 Low Impact	166	178	219
2 Medium Impact	230	189	155
3 High Impact	1173	1031	914
Total	1569	1398	1288

	Essential Shopping	Access to Hospital / Health Services	Access to social / leisure activities
1 Low Impact	11%	13%	17%
2 Medium Impact	15%	14%	12%
3 High Impact	75%	74%	71%

Overall the results from the FACT members skew the results above. FACT members were much more likely to say that the changes would have a particular impact on all of the activities. For example 84% said that the changes would have an impact on attending hospital / doctors or dentists compare to 52% of ESACT members and only 28% of voluntary network users.

Question Eight: What alternative means of travel do you also use?

	Count	%
Taxis	373	21%
Lifts with relatives	304	17%
Scheduled bus service	290	17%
Community Car Scheme	204	12%
Lifts with neighbours	176	10%
Own car	70	4%

By far the most common alternative form of transport used was taxi services with 21% of respondents say they also used these services. The most common 'other' forms of transport mentioned were motorised scooters or schemes linked to specific provision for example a named hospital care scheme. Only about half of the sample indicated that they used an alternative means of transport.

Demographics

Gender

Gender	
-	6%
Female	66%
Male	28%
Total	100%

Age

Age Range	
-	5%
18 - 44	0%
45 – 64	4%
65 - 74	28%
75 - 84	36%
85+	26%

Limiting Illness / Disability that limits mobility

Yes / No	
-	5%
Yes	79%
No	16%
Total	100%

Ethnicity

Ethnicity	
-	5%
Asian or Asian British	1%
Black or Black British	2%
Chinese	0%
Mixed ethnicity	3%
Other ethnic group	0%
White	89%
Total	100%

Appendix Two - Questionnaire

Consultation with the users of Community Transport Dial-a-Ride

The withdrawal of the discretionary concession to bus-pass holders for journeys made using Community Transport Dial-a-Ride

The County Council needs to save over £4 million from its transport and environment budget next year and a further £9 million up to the year 2021. The Business Plan for 2016/17 includes a decision to end the discretionary concession of a 50% reduction in the cost of journeys made on Community Transport Dial-a-Ride schemes by bus-pass holders.

This does not necessarily mean that the service will end, but that users will have to pay the 50% cost of the journey that is currently paid for by Cambridgeshire County Council.

This will probably mean an additional £2 to £4.50 to pay for most journeys.

It is important to us that we gather your views on these changes. **Please can you help by completing the following questionnaire and returning it to us in the attached envelope.** Please return this to us by **13th April 2016**.

If you'd prefer to fill this in on-line then you can do so by going to:
<http://www.smartsurvey.co.uk/s/communitytransportconsultation/>

Section 1: General Information

Q1. Do you use a community transport scheme?

Please tick ✓ one box only

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Q2. If yes which of the following schemes do you use?

Please tick ✓ all that you use

Cambridge Dial-a-Ride	<input type="checkbox"/>
Ely and Soham Association for Community Transport (ESACT)	<input type="checkbox"/>
Fenland Association for Community Transport (FACT)	<input type="checkbox"/>
Huntingdonshire Association for Community Transport (HACT)	<input type="checkbox"/>
The Voluntary Network	<input type="checkbox"/>

Q3. For what reasons do you use community transport?

Please can you tick ONE MAIN REASON as well as any other reasons you use community transport?

	Main Reason <u>Please tick one</u>	Other Reasons <u>Please tick all that apply</u>
Travelling to/from shops to do essential shopping (e.g. food shopping)	<input type="checkbox"/>	<input type="checkbox"/>
Travelling to/from shops to do non-essential shopping	<input type="checkbox"/>	<input type="checkbox"/>
Visiting friends/relatives	<input type="checkbox"/>	<input type="checkbox"/>
Visiting leisure/recreational facilities	<input type="checkbox"/>	<input type="checkbox"/>
Health appointments such as visiting the hospital / doctor / dentist	<input type="checkbox"/>	<input type="checkbox"/>
Travelling to/from a place of work	<input type="checkbox"/>	<input type="checkbox"/>
Visiting community/day centres	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>

Q4. How often do you use community transport?

Please tick ✓ one box only

Three or more times a week	<input type="checkbox"/>
Once or twice a week	<input type="checkbox"/>
Once or twice a month	<input type="checkbox"/>
Less frequently	<input type="checkbox"/>

Section 2: Ending the ‘discretionary concession’

The withdrawal of the ‘discretionary concession’ will mean that where users currently have free journeys they will need to pay 50% of the journey cost and where users already pay 50% they will need to pay the full cost.

This will probably mean an additional £2 to £4.50 to pay for most journeys.

Q5. How willing are you to pay the additional journey costs?

Please tick ✓ one box only

Very willing	Willing	Unsure	Unwilling	Very unwilling
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Q6. Will the withdrawal of the 'discretionary concession' and the additional cost have a significant impact on you or your family?

Please tick ✓ one box only

Little or no impact	Yes, some impact	Yes, a significant impact
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. Will the withdrawal of the discretionary concession have a particular impact on you doing any of the following?

Please indicate the level of impact for each statement

	1 Little Impact	2 Some Impact	3 Significant Impact
Ability to do essential shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to hospital / doctors / dentists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to leisure / social facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8. What alternative means of travel do you also use?

Please tick ✓ all that apply.

Driving in your own car	<input type="checkbox"/>	Getting lifts with neighbours	<input type="checkbox"/>
Getting lifts with relatives	<input type="checkbox"/>	Taxis	<input type="checkbox"/>
Scheduled bus services	<input type="checkbox"/>	Community car scheme	<input type="checkbox"/>
Other (Please state)	<input type="checkbox"/>		

Section 3: About Yourself

This information will remain confidential and will only be used to analyse this survey

Q9. Are you male or female?

Please tick ✓ one box only

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
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Q10. Age Range Please tick ✓ one box only

18 - 44	<input type="checkbox"/>
45 – 64	<input type="checkbox"/>
65 - 74	<input type="checkbox"/>
75 - 84	<input type="checkbox"/>
85+	<input type="checkbox"/>

Q11. Which Cambridgeshire District do you live in? Please tick ✓ one box only

Cambridge City	East Cambridgeshire	Huntingdonshire	Fenland	South Cambridgeshire
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12. Please could you provide your postcode?

(this will remain confidential and will only be used to analyse this survey)

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Q13. Do you or anyone in your household drive or own a car?

Please tick ✓ one box only

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Q14. Do you have any long-standing illness, disability or infirmity that limits your mobility?

Please tick ✓ one box only

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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Q15.

To which of these ethnic groups do you consider you belong? Please tick ✓ one box only			
White	<input type="checkbox"/>	Black or Black British	<input type="checkbox"/>
Mixed ethnicity	<input type="checkbox"/>	Asian or Asian British	<input type="checkbox"/>
Chinese	<input type="checkbox"/>	Other ethnic group	<input type="checkbox"/>

THANK YOU FOR TAKING PART IN THIS SURVEY PLEASE CAN YOU RETURN IT TO THE COUNTY COUNCIL IN THE PRE-PAID ENVELOPE ATTACHED BY THE 13TH APRIL 2016

Information which you have provided the Council will be stored securely. It will be used for the purposes stated when the information was collected. Feedback on the results of this consultation will be provided via each community transport scheme.

Queries can be sent to ENCTS@cambridgeshire.gov.uk or to the Public Transport Business Manager, Box SH1013, Shire Hall, Cambridge, CB3 0AP