

**DISCRETIONARY CONCESSIONARY TRAVEL SCHEME  
CONSULTATION FEEDBACK**

**LEAD OSC MEMBER:** Councillor Yvonne Clarkson  
**LEAD OFFICER:** Joanne Wagstaffe, Corporate Director  
**REPORT AUTHOR:** Penny Mell, Head of Policy and Transformation

**WHAT BENEFITS WILL THESE PROPOSALS BRING TO COPELAND RESIDENTS?**

This report sets out recommendations following a review of the Council's Discretionary Concessionary Travel Scheme. The review was established in order to consider how best to retain the Discretionary Concessionary Travel Scheme during times of unprecedented budgetary pressures.

**SUMMARY**

This report presents the findings from the Discretionary Concessionary Travel (DCT) consultation exercise and associated recommendations for consideration.

**RECOMMENDATIONS:**

**That the feedback arising from the consultation process on options for the future of the DCT scheme is fully considered;**

**That the options proposed by the OSC Task and Finish Group regarding the future of the scheme are fully considered and a recommendation is made to the Executive and Full Council as part of the budget setting process for 2012/13; and**

**In the context of the Council's strategic plans, the Council considers ways to work with partners in promoting and publicising long term sustainable transport schemes during 2012/13.**

## **1. INTRODUCTION AND POLICY CONTEXT**

Copeland Borough Council currently operates a Discretionary Concessionary Travel Scheme (DCT). The scheme offers either a Senior Railcard or Travel Vouchers (with a value of £18) to residents over 60 in Copeland. It also offers Travel Vouchers (with a value of £18) to eligible disabled people in the Borough. The Council has no statutory remit over transport functions. These are the responsibility of Cumbria County Council. The current DCT Scheme is currently provided and operated under well-being powers within Section 2 of the Local Government Act 2000.

Whilst the Council does not have a statutory remit with regard to transport, the need to improve transport and access to services is recognised in the Council's strategic plans: The Council Plan; The Copeland Partnership Plan and the Copeland Locality Plans. It is also central to those of Cumbria County Council – the Transport Authority – including the Local Transport Plan and a suite of transport policies. Transport related issues are also referred to in the Lake District National Park's Lake District Partnership Plan (LDPP) 2011.

## **2. REVIEW PROCESS AND OUTCOMES**

### **2.1 Internal OSC**

The Internal OSC established a Task and Finish Group (TFG) in June 2011 to review the Council's DCT Scheme. There was a consensus amongst Members that it was timely to review the provision of the scheme following national legislative changes (implemented with effect from 1 April 2011 which transferred responsibility as a Travel Concession Authority to Cumbria County Council) and the budgetary pressures facing the Council.

The OSC TFG carried out significant background work in arriving at policy proposals for the future of the scheme. It considered the following options:

- a) Withdraw the Scheme – this was not considered a desired option for 2012-13. It was considered that this would have a detrimental effect on those requiring financial support with regard to transport.
- b) Keep the Scheme as it is – Members considered that continuing with the current scheme was not the most effective use of resources given the limited impact their monetary value would have on individual well-being.

- c) A Revised Scheme – This was the preferred OSC option. The OSC proposed a number of changes, including, changing the eligibility criteria with regard to age for the scheme, removing the Senior Rail Card Option and increasing the value of vouchers; and leaving the current disabled eligibility remained unchanged.

## **2.2 CONSULTATION WITH STAKEHOLDERS AND SERVICE USERS**

As part of the process, and recognising the Council's commitment to equality, a Full Equality Impact Assessment (EIA) commenced on 23 November 2011. This consisted of two parts; consultation with stakeholders and consultation with service users.

### **2.2.1 Consultation with Stakeholders**

A number of stakeholder groups were invited to discuss the proposals and their potential impacts on the wider Copeland community. The Council requested the advice of the following groups:

- Joint Churches
- Outreach Cumbria
- AWAZ
- Age UK and West Cumbria Older Persons Forum
- Howgill Family Centre and Howgill Grandparents Group
- Copeland Disability Forum

Among those consulted, there was broad support for the means testing proposal as a method of targeting the scheme in the current financial climate, although this not universal as some consultees suggested that other groups may also be considered in need. For example;

- Families in need – including children and young people
- People requiring regular hospital treatment
- Those in rural areas
- Those at risk of social isolation

Liaison with the Transport Authority, Cumbria County Council, identified a number of schemes that were in operation that aimed to meet transport needs, for example: community transport schemes; hospital transport schemes and the English National Buss Pass Scheme.

During the consultation process, it was also identified that marketing and communication of such schemes, including the Council's DCT Scheme, perhaps could help in ensuring that residents were aware of the transport solutions available to them. In particular, more could be done to raise awareness of other community transport schemes and initiatives already operated in Copeland by key partners, third sector bodies and volunteers.

Those consulted also raised the following issues:

- Sustainability - year on year cuts to the scheme were not supported. It was considered that it may be more appropriate to withdraw the scheme altogether and establish a hardship fund with alternative administration arrangements;
- The need to improve monitoring of the take up of the scheme including BME groups and LGBT groups; and
- The need for an appeal process through the Council's general complaints procedure.

### **2.2.2 Consultation with service users**

Consultation with service users ran in conjunction with the wider statutory budget consultation. All 3506 users in receipt of the scheme at the 17 December 2011 were written to, with their views sought on options for the future of the scheme and a questionnaire. The questionnaire sought to determine how the DCT scheme was currently used and other transport methods available to the scheme user. A copy of the correspondence is attached at Appendix 1. The consultation closed on 31 January 2012.

Of those contacted, 41% responded. GIS mapping (see at Appendix 2) shows a geographical breakdown of responses. Those that completed and returned the questionnaire held the following concessions: Senior Railcard (54%); Travel Vouchers (36%); Disabled Travel Vouchers (4%). 6% of respondents did not indicate which concession they held.

In terms of age profile, 97% of respondents gave their age. 25% of respondents fell within the 65-69 age group and 25% within the 70-74 age groups. Respondents in these age ranges were also most likely to have their own car. Overall, 72% of respondents overall said they used their own car while only 3% of those responding said they used community transport. A further 11% stated that they used hospital transport.

Responses to the questionnaire also highlighted the following:

- The most popular reason for choosing a particular type of concession was convenience (61% of respondents), followed by the ability to use outside of Copeland (senior railcard) (48% of respondents). 40% of respondents also indicated that they had chosen their particular type of concession due to lack of accessible bus services. Only 7% of respondents said they had chosen the scheme because they were not yet eligible for a statutory bus pass.
- With regard to using the scheme, 55% of respondents said they used their concession for leisure purposes and visiting family and friends, making these factors the most popular reason for their use. This was followed by 38% of respondents stating that they used their concession towards holidays and short breaks. 30% of respondents used their concession to attend medical/hospital care in various locations.

Respondents were given the opportunity to provide comments regarding the proposed future options for the scheme. In summary, the comments suggested that:

- Users that responded indicated strongly that they valued the scheme.
- Respondents identified that need could be defined in different ways.
- Some respondents suggested that they strongly resisted losing access to the scheme under the proposed eligibility criteria (on a low income/means tested basis) while others stated that they recognised the need to target the service to those most in need.
- Lack of buses and other transport methods was one of the key reasons expressed for keeping the scheme as it is.
- There was a strong feeling that the Senior Railcard option should be retained.

Members should note that a number of respondents agreed with some parts of option 4 (Changing the Scheme) but not others. For example, many were opposed to means testing but welcomed the suggestion to increase vouchers to £28 per annum. This is reflected at Appendix 3 and overall feedback. It should also be noted that the Senior Railcard Scheme is a national scheme not administered by Copeland Borough Council. The proposal relates to withdrawing the Council's direct provision of the card. It

does prevent users from purchasing it directly from National Rail themselves.

Many users presented alternative options (without means testing) for consideration. These are addressed below together with the OSC TFG preferred option by way of comparison.

### **3. OPTIONS FOR THE FUTURE OF THE DCT SCHEME**

#### **3.1 The OSC Proposals**

21,020 people are eligible under the current DCT scheme (18,100 people over the age of 60 and 2920 people on Higher Rate Disability Living Allowance – Mobility Component). 3506 (at 17 December 2012) have chosen to take up the scheme as an alternative to the ENTCS – the current take up is not greater than 20%.

The preferred option of the OSC TFG was to change the scheme by targeting resources to residents who need them most. To do this, the OSC proposed changes to the eligibility criteria including restricting to Copeland residents of pensionable age who must be in receipt of Pension Credit, with current disabled eligibility remaining unchanged.

With regard to potential maximum take up, the latest DWP data (May 2011) shows in Copeland: there are 970 people in receipt of Guaranteed Pension Credit; and 1360 people in receipt of Guaranteed Pension Credit with Savings Credit. Further details regarding the potential take up and financial implications are shown below:-

- Apply the Guaranteed Pension Credit only eligibility criteria and no increase the value of the vouchers (£18)

Potential Cost – £17,460

Cost if take up remained the same - £3,492

- Apply the Guaranteed Pension Credit eligibility criteria only and increase the value of the vouchers to £28

Potential Cost - £27,160

Cost if take up remained the same - £5432

- Apply the Guaranteed Pension Credit with savings credit eligibility criteria only with no increase in voucher value (£18)

Potential Cost - £41,940

Cost if take up remained the same – £8,388

- Apply the Guaranteed Pension Credit with savings credit eligibility criteria only and increase voucher value would be:

Potential Cost - £65,240

Cost of take up remained the same – £13,048

Applying the Pension Credit eligibility criteria with savings credit, enables more individuals to potentially participate in the scheme. Members should note that there remain 2920 people in receipt of Higher Rate DLA (mobility component) in Copeland who would be entitled to claim under the eligibility criteria. At the current time, approximately 100 currently participate.

### 3.2 Service User Feedback and Alternative Options

34% of respondents to the consultation made no comment regarding the proposals or suggested any alternative options. Of those that did, the most common feedback received regarding the OSC TFG proposals and any alternatives put forward are cited below along with costs based on overall 20% take up of those currently eligible:

#### ***Keep the Scheme as it is***

Overall, 20% of respondents expressed that they wanted the DCT scheme to remain as it was with no changes. At current participation rates this costs approximately £71,105.

#### ***Voucher Increase – no other changes***

10% of those responding agreed that the vouchers should be increased to £28 but no other changes should be made. At current participation rates this would cost approximately £117,712.

***Change the scheme to target those on a low income***

7% of respondents agreed with the OSC proposals to target the scheme to those in receipt of Guaranteed Pension Credit (previously discussed).

***Increasing age eligibility to either 65 or 70***

4% of respondents suggested an increase to the age eligibility at which people could access the DCT scheme. For example, if the age was increased to 65+ with an £18 voucher issued, at the current participation rate this would cost approximately £57,672.

***A voucher only scheme at £18.00***

Of those responding, 6% suggested a voucher only scheme, remaining at £18.00. Potential costs of this suggestion at current participation rates is £75,672.

**4. MITIGATING ACTIONS**

Alongside the proposals regarding the DCTS, the following mitigating actions are proposed:

1. Undertake to promote all transport options available across Copeland. This will be achieved by working with partners and active use of the Council's Customer Services.
2. To continue to work with key partners to understand transport need and influence transport provision within the district.
3. Investigate ways to promote the take up of the Pension Credit.
4. Proactively monitor the take up of the scheme.
5. Actively investigate opportunities to provide support to sustainable and inclusive community transport schemes in future in order to promote equality.
6. Conduct a post implementation review within 6 months of the implementation of the revised scheme.

Members may also want to consider investigating the possibility of setting aside a small fund for individuals (those of state pensionable age and above) to access in cases of hardship as part of transitional arrangements for 2012/13 only.



The proposed mitigating actions are there to help mitigate any potential adverse impacts of implementing changes to the scheme and should therefore be considered for implementation in conjunction with any other proposed changes.

## **5. CONCLUSION**

- 5.1 Members are asked to note the current scheme in a local and regional policy context alongside consultation feedback from stakeholders and service users.
- 5.2 Members are asked to consider the policy objectives, costs and financial implications associated with the current scheme and potential alternatives changes as set out within this report.
- 5.3 Members are asked to consider the policy options for the medium to long term and indicate a preferred option.

## **6. STATUTORY OFFICER COMMENTS**

- 6.1 The Monitoring Officer's comments are: The report describes a robust review process and sets out in full the consultation feedback, with clear options for concluding the review.
- 6.2 The Section 151 Officer's comments are: The predicted costs are based on all those who are eligible for the scheme, taking it up. The scheme cannot be cash limited to the current available financial resources, therefore if the number of people eligible increases there is potential for these costs to increase. Therefore take up of the scheme should be subject to on-going monitoring and annually allocated resources reconsidered accordingly.
- 6.3 EIA Comments: An Initial and Full Equality Impact Assessment has been conducted as part of the review of the DCT Scheme. A series of mitigating actions are proposed within the body of the report.
- 6.4 Other consultee comments, if any: As referred to within report.

## **7. HOW WILL THE PROPOSALS BE PROJECT MANAGED AND HOW ARE THE RISKS GOING TO BE MANAGED?**

7.1 Customer Services will continue to implement the scheme in 2012/13 and monitor take-up. This information will be used as part of the post implementation review.

**8. WHAT MEASURABLE OUTCOMES OR OUTPUTS WILL ARISE FROM THIS REPORT?**

8.1 A review of the DCT Scheme has been completed and take-up will be monitored.

**List of Appendices**

Appendix 1 – Letter to Service users

Appendix 2 – GIS Mapping of Responses

Appendix 3 – Summary of consultation responses

**List of Background Documents:**

The Council Plan

The Copeland Partnership Plan

Copeland Locality Plan

The Local Transport Plan

The Lake District Partnership Plan

Review of the Discretionary Concessionary Travel Scheme – Report of the Internal OSC TFG (November 2011)

Review of the Discretionary Concessionary Travel Scheme Supplementary Report – Clarification on Recommendations (December 2011)

Copeland Borough Council Discretionary Concessionary Travel Scheme 2012 – Consultation Document

Full Equality Impact Assessment



*Proud of our past. Energised for our future.*

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Catherine Street, Whitehaven,  
Cumbria CA28 7SJ

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web: [www.copeland.gov.uk](http://www.copeland.gov.uk)

3 January 2012

### COPELAND BOROUGH COUNCIL DISCRETIONARY CONCESSIONARY SCHEME

As a recipient of the Council's current Discretionary Concessionary Scheme, I would like to consult you on whether the scheme should be changed for 2012/13 and to seek your views.

As part of the 2012/13 Budget process, the Council's Internal Overview and Scrutiny Committee recently undertook a review of the current scheme which offers Senior Railcards or vouchers as an alternative to the English National Travel Concession (Nowcard Bus Pass) to anyone over 60 in Copeland. The current scheme costs £60,000 per annum and was used by 3,700 people over 60 in 2010/11. Within Copeland's area there are 18,000 people over this age.

During the course of the review, Councillors of the Overview and Scrutiny Committee considered a number of options for the future of the scheme. These were as follows:

**Keep the scheme as it is** – the Council has significant budget savings to make over the next three years. The current scheme is considered to be financially unsustainable and to maintain it in its current state will have implications for other services delivered by the Council.

**Withdraw the scheme** – a number of local authorities in England have already withdrawn discretionary schemes. Councillors of the Overview and Scrutiny Committee are minded to retain a scheme in Copeland and thought that withdrawing it altogether was not a feasible option at this time.

**Make changes to the scheme** – an option is to change the scheme so that it targets resources to those who need them most. The following changes would assist this:

- Changing the eligibility criteria by restricting the scheme to anyone of pensionable age who is in receipt of the Guaranteed Credit element of Pension Credit.
- Eligibility for disabled claimants would remain unchanged.
- Withdrawing the Senior Railcard option and offering a voucher-only scheme.
- Increasing the voucher scheme from £18 per year to £28 per year. This would enable those eligible to use the vouchers to cover the cost of a Railcard at participating stations if this is the preferred discretionary option.

An initial consultation with a number of representative bodies has taken place.

The Council would welcome your assistance in helping to shape the Council's budget for next year and would like to hear from you on what you think about the above options or whether you have any different options which you would like to be considered. Your views or proposals will then be considered as part of the budget setting process. The budget will be set by all Councillors at a meeting of the Council in February 2012. I enclose a questionnaire for your use. Please return the questionnaire freepost by **Tuesday 31 January 2012** to the following:

DCT Consultation  
**FREEPOST RSTY-LSRR-YXZX**  
Copeland Borough Council  
Catherine Street  
Whitehaven  
CA28 7SJ

Alternatively you can email your views to [Communications@copeland.gov.uk](mailto:Communications@copeland.gov.uk).

**In the meantime, please note that the annual issuing of discretionary concessionary travel application forms will be carried out later than usual this year following feedback from this consultation and the Council's budget setting. Forms will begin to be issued towards the end of February.**

If you would like any further information about the proposals, please contact Jessica Hall, Policy and Scrutiny Officer on 01946 598496.

We look forward to hearing from you.

Yours sincerely



**Joanne Wagstaffe**  
Corporate Director – Resources and Transformation

Enc. Feedback Form



*Proud of our past. Energised for our future.*

## Consultation on the Discretionary Concessionary Travel Scheme Feedback Form

The information you provide will be used by Copeland Borough Council only.

Name:
Address:
Postcode:
Tel. No:

1. Do you have any comments on the options for the Discretionary Concessionary Travel Scheme outlined? Please say below

--

2. Do you have any other options that you would like to put forward?  
Please say below

--

To help us better understand how and why people use this scheme, we would be grateful if you could answer the following questions:

**3. Which discretionary travel option are you currently in receipt of? (please tick):**

- Taxi Vouchers (over 60)
- Taxi Vouchers (disabled)
- Senior Railcard

**4. Thinking about the discretionary travel option you have chosen (vouchers or railcard), Why was that? (Please tick all that apply)**

- Convenient to use
- Lack of accessible bus services
- Ability to use outside of Copeland (Senior Railcard)
- Under eligible pensionable age for a bus pass
- Other reason (please say)

**5. Thinking about the journeys you make using your vouchers or railcard, is it for: (please tick all that apply)**

- Going to work
- Leisure
- Visiting family and friends
- Attending Medical/Hospital Care
- Shopping (Food and household essentials)
- Shopping (Other, please say)
- Going on holiday/short breaks
- Any other (please say)

Continued over

***If you are a Senior Railcard holder, please go to question 6. Voucher users please go straight to question 7.***

**6. What do you use the Senior Railcard for? (please tick all that apply):**

- Rail journeys in Copeland
- Rail journeys in the rest of Cumbria
- National Rail Journeys

***Please go to question 7***

**7. Are you aware of the English National Travel Concession (Bus Pass) which enables people of pensionable age and eligible disabled people to travel by bus for free in England?**

- Yes
- No

**8. What other methods of transport do you use? (please tick all that apply)**

- Bus
- Car (Own)
- Car (Family/Friend)
- Cycling
- Walking
- Community Transport
- Taxi
- Rail
- Hospital Transport

Continued over

**9. Please let us know if you would be interested in participating in future Copeland Borough Council Consultation exercises:**

Appendix 1

Yes

No

Provision of the following information is optional but will assist us in monitoring the use of this service. (Please tick those that apply)

Are you:

Aged Under 60

60-64

65-69

70-74

75-79

80-84

85 +

Do you consider yourself disabled? (a physical or mental impairment which has a long term (12 month period) or substantial adverse effects on your ability to carry out day to day activities)

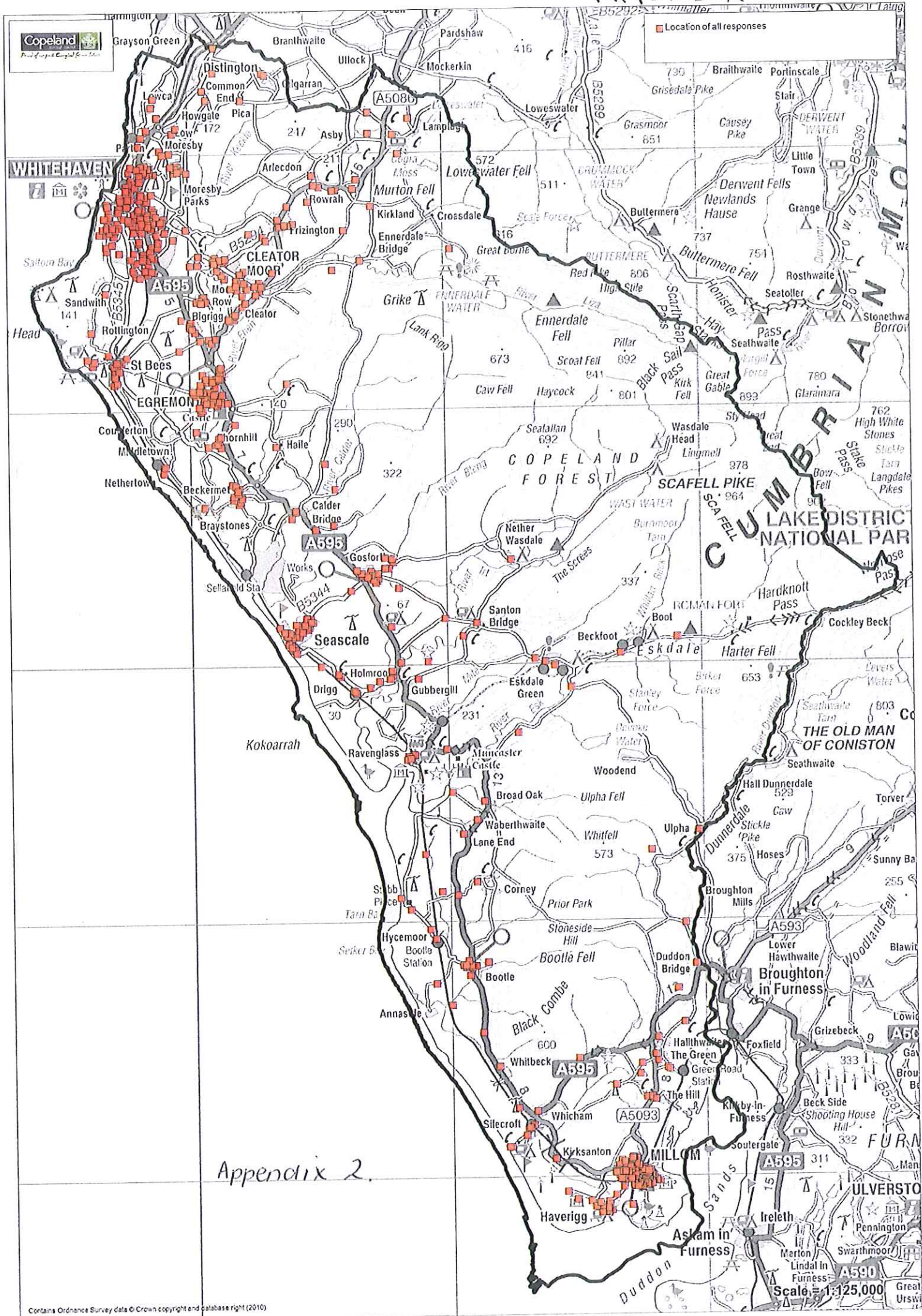
Yes

No

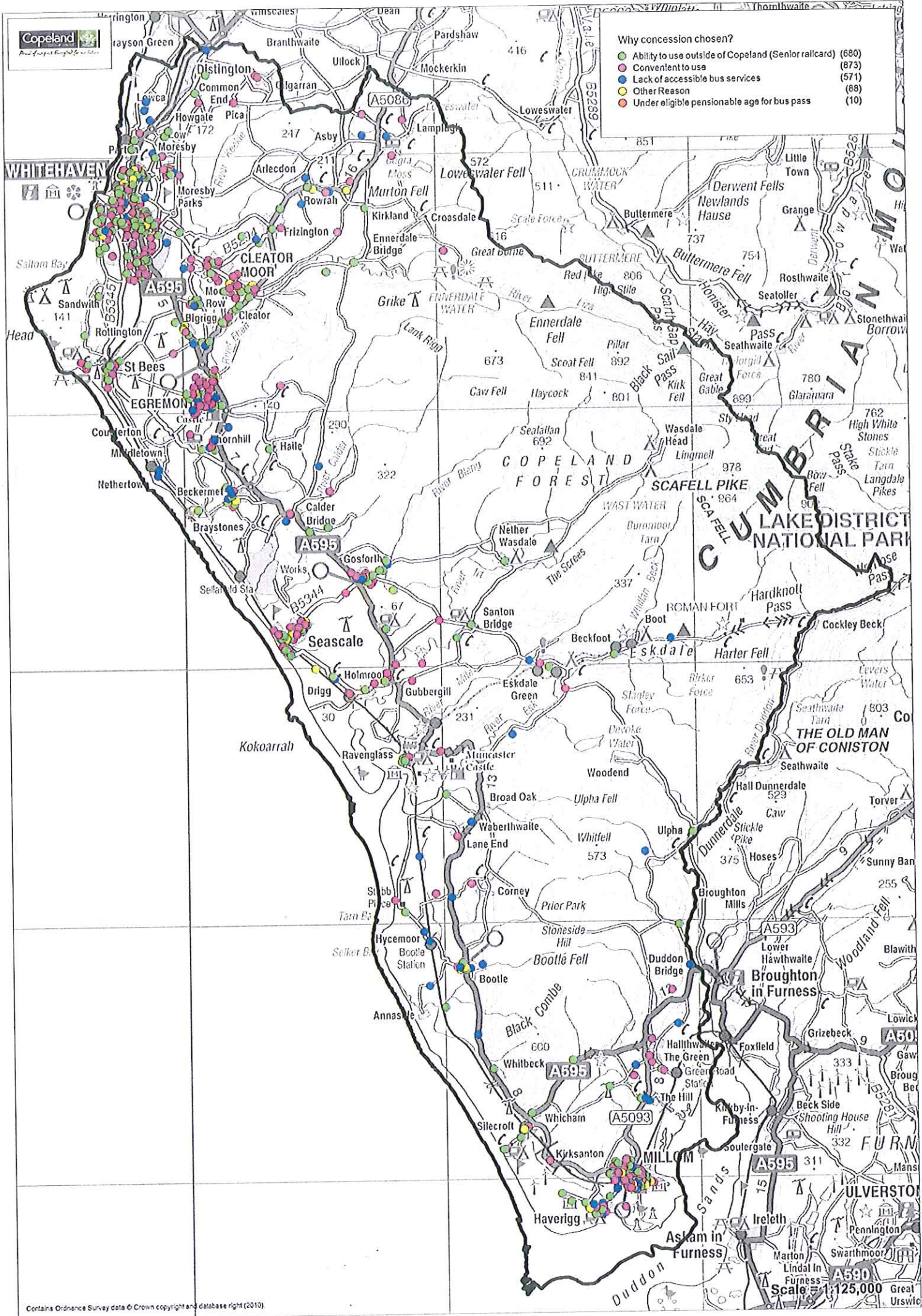
Thank you for your time. Please return to:

DCT  
FREEPOST RSTY-LSRR-YXZX  
Copeland Borough Council  
The Copeland Centre  
Catherine Street  
Whitehaven  
CA28 7SJ



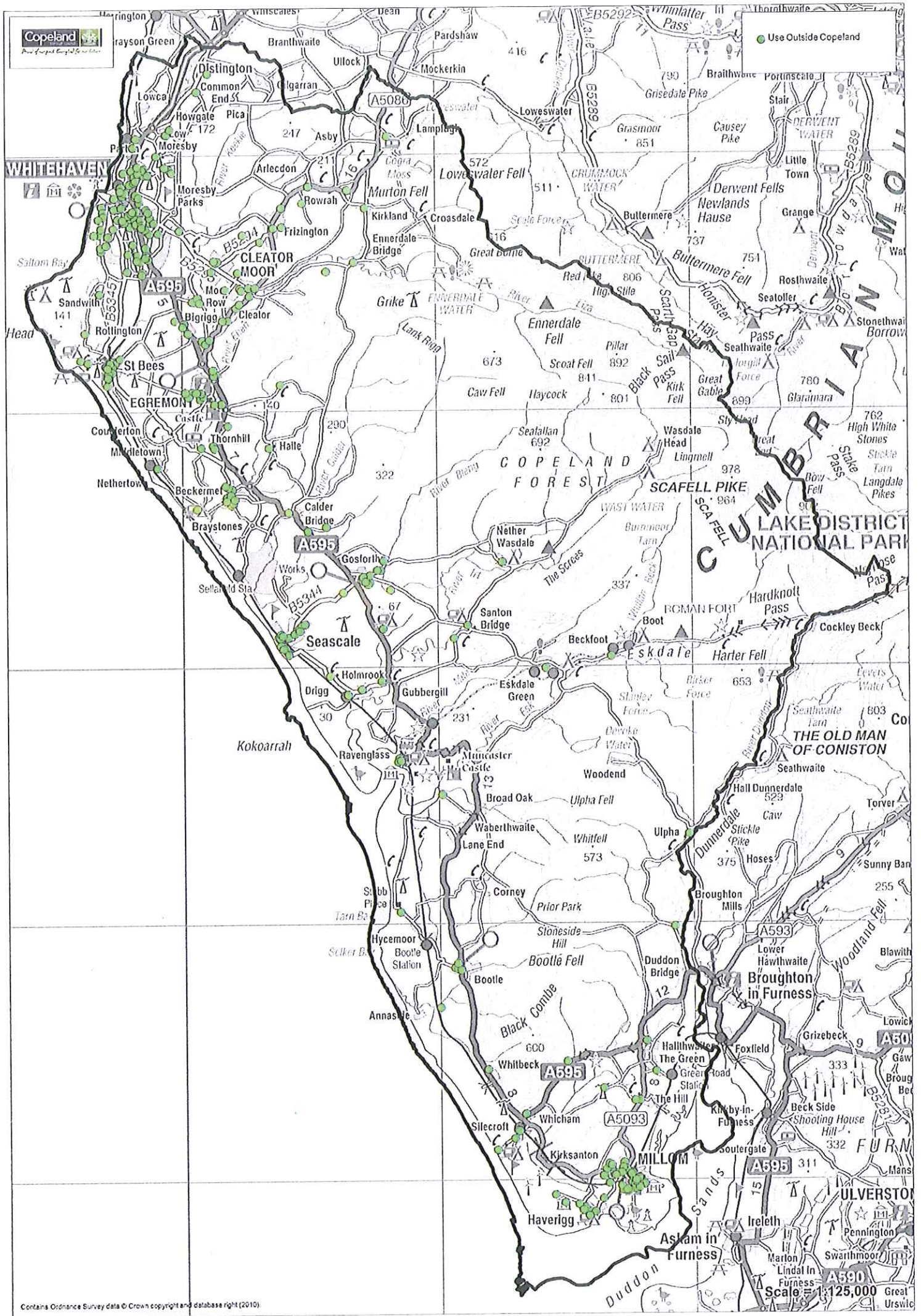


Appendix 2.



Why concession chosen?

Ability to use outside of Copeland (Senior railcard)	(680)
Convenient to use	(873)
Lack of accessible bus services	(571)
Other Reason	(88)
Under eligible pensionable age for bus pass	(10)



Use Outside Copeland

**WHITEHAVEN**

**CLEATOR MOOR**

**COPELAND FOREST**

**SCAFFELL PIKE**

**CUMBRIAN MOUNTAINS**

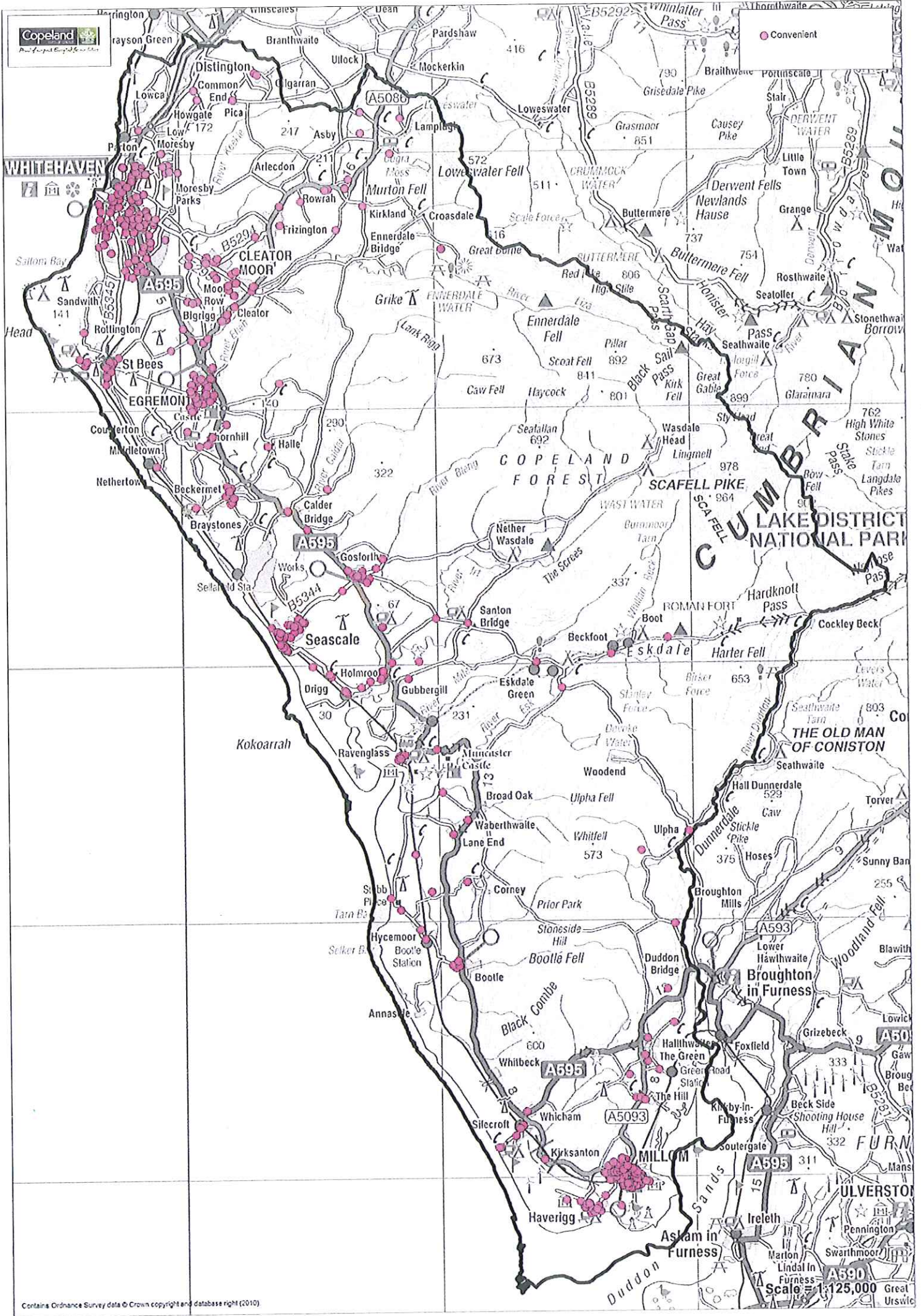
**LAKE DISTRICT NATIONAL PARK**

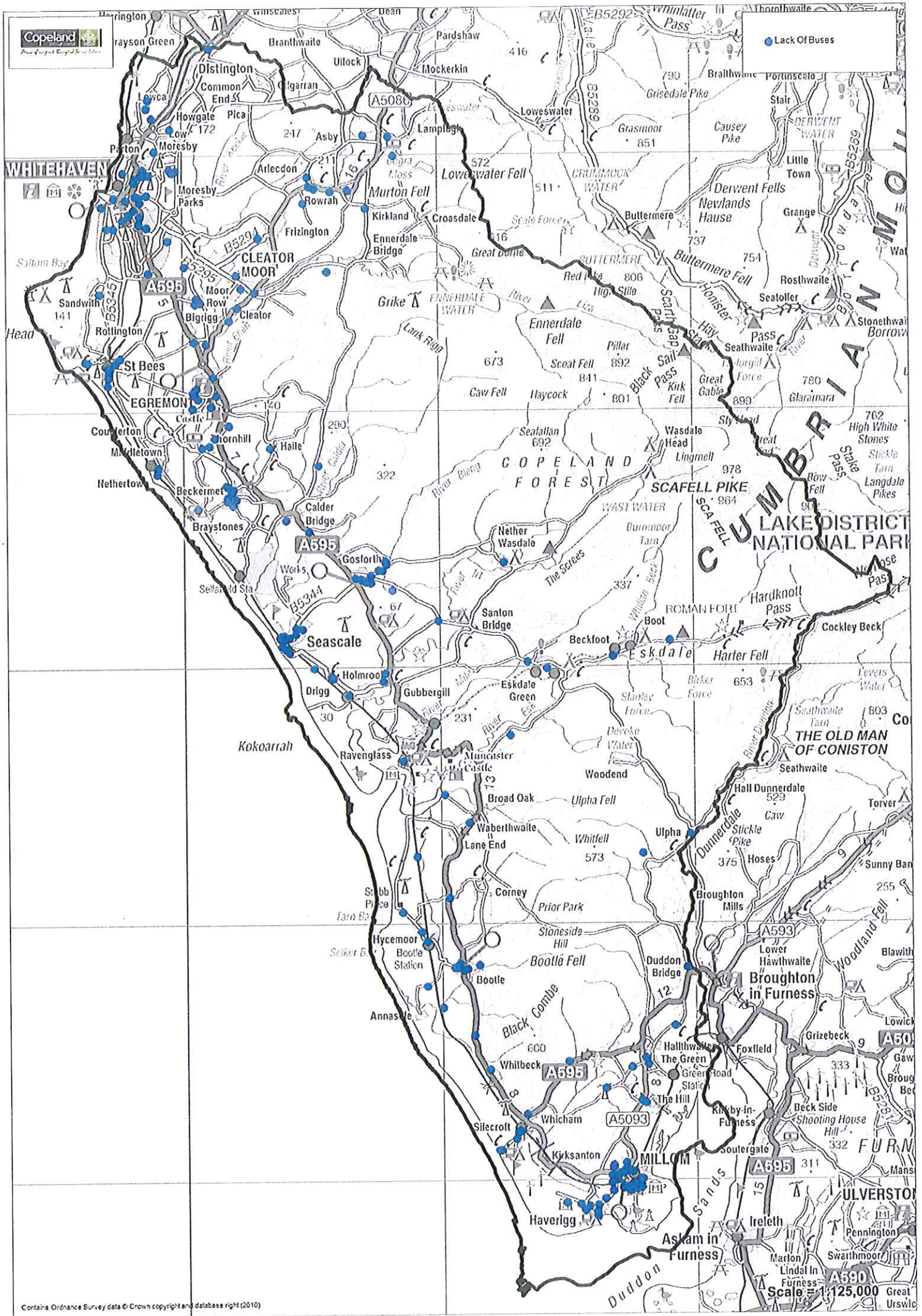
**THE OLD MAN OF CONISTON**

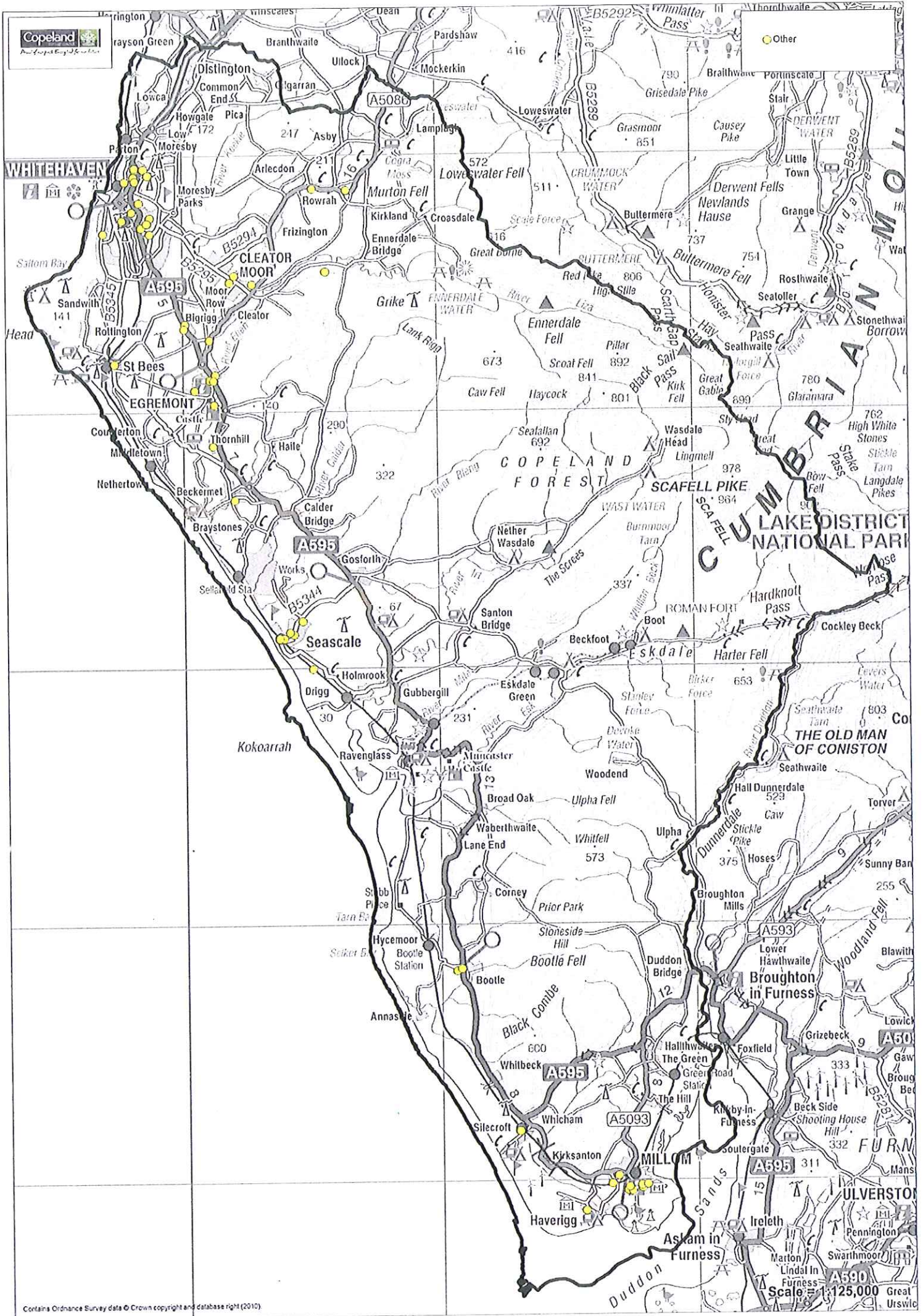
**Broughton in Furness**

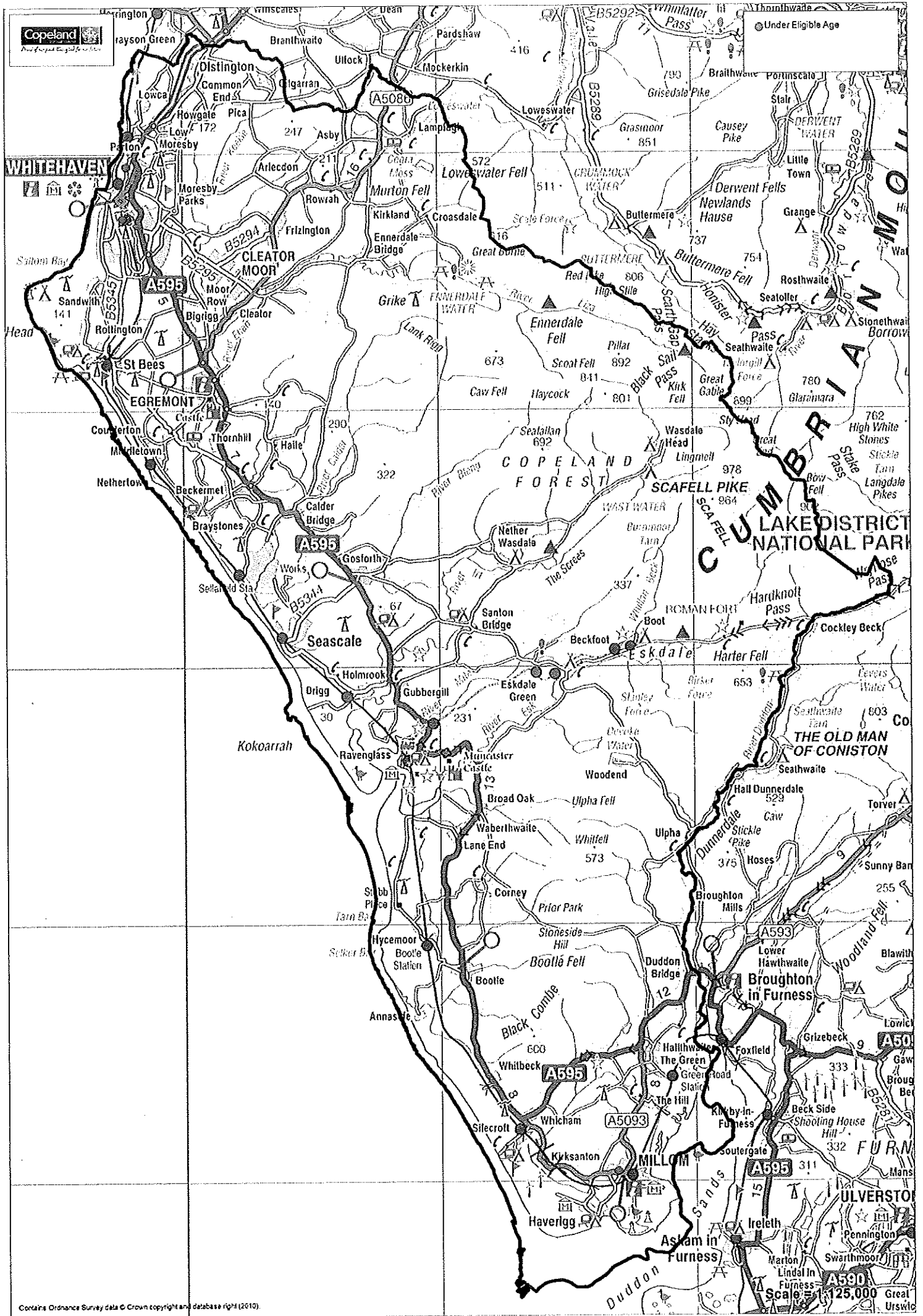
**MILLOM**

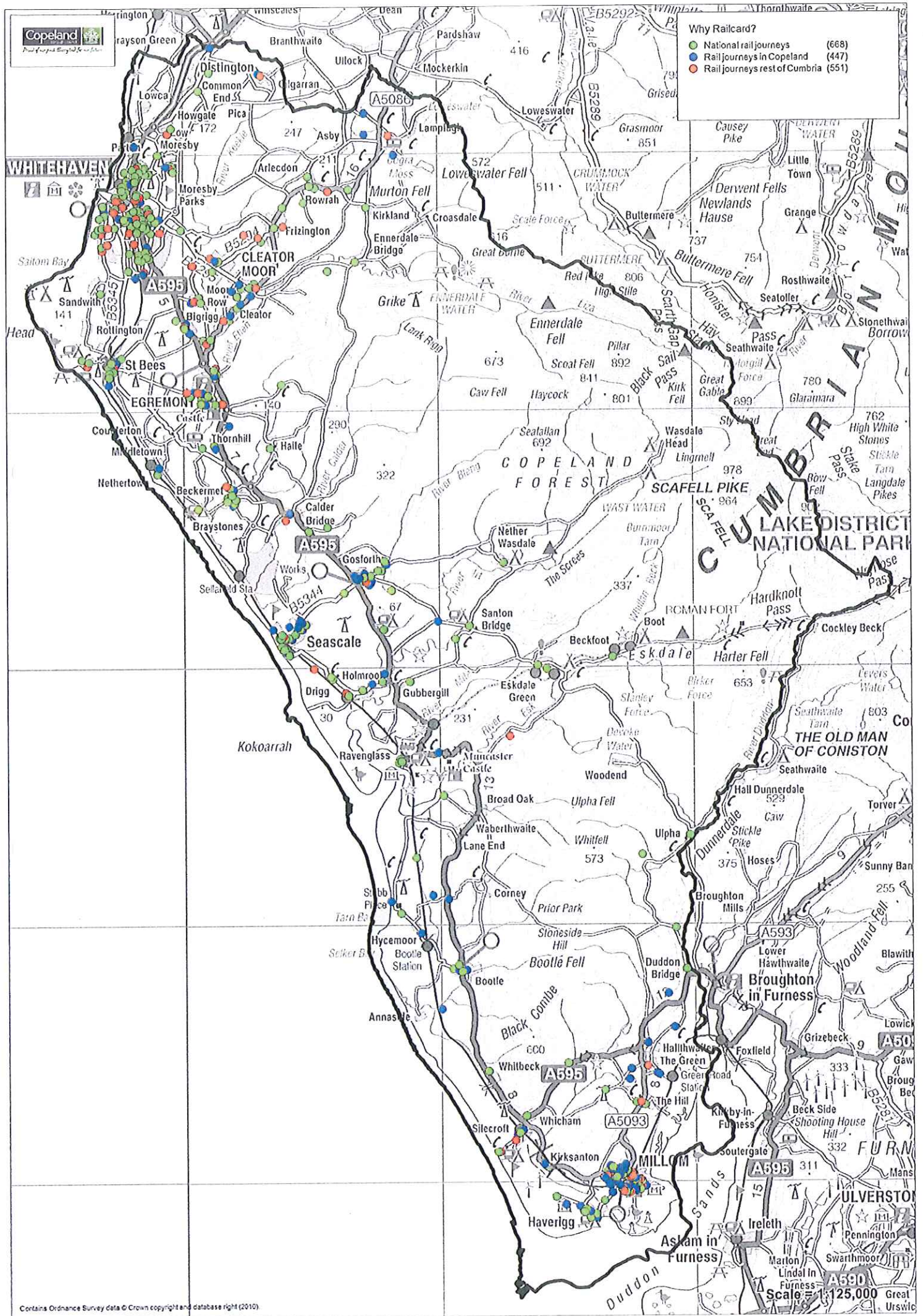
**ULVERSTON**











**Why Railcard?**

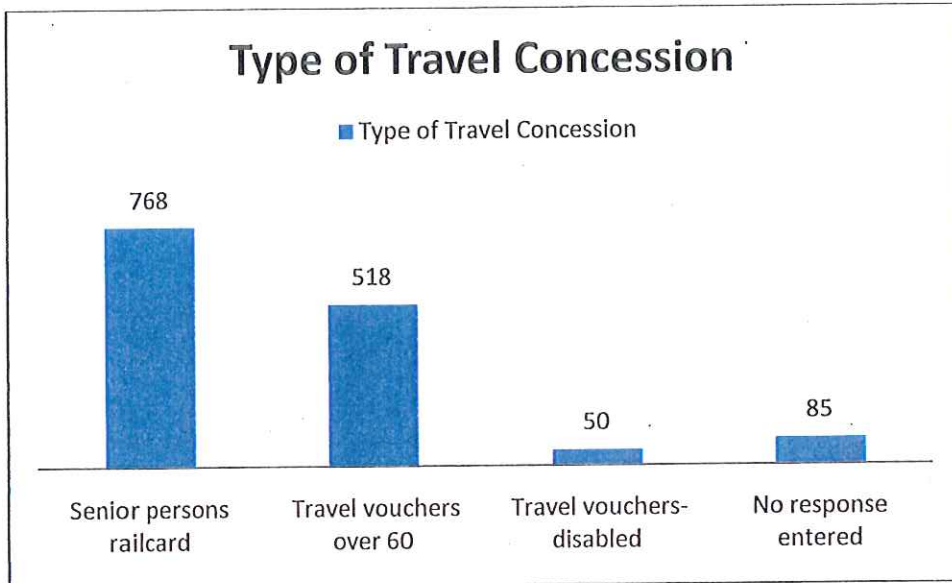
- National rail journeys (668)
- Rail journeys in Copeland (447)
- Rail journeys rest of Cumbria (551)





### Appendix 3

Q3. WHICH DISCRETIONARY TRAVEL OPTION ARE YOU CURRENTLY IN RECEIPT OF?



54% (768) respondents are Senior Railcard Holders

36% (518) respondents are Voucher Holders (over 60)

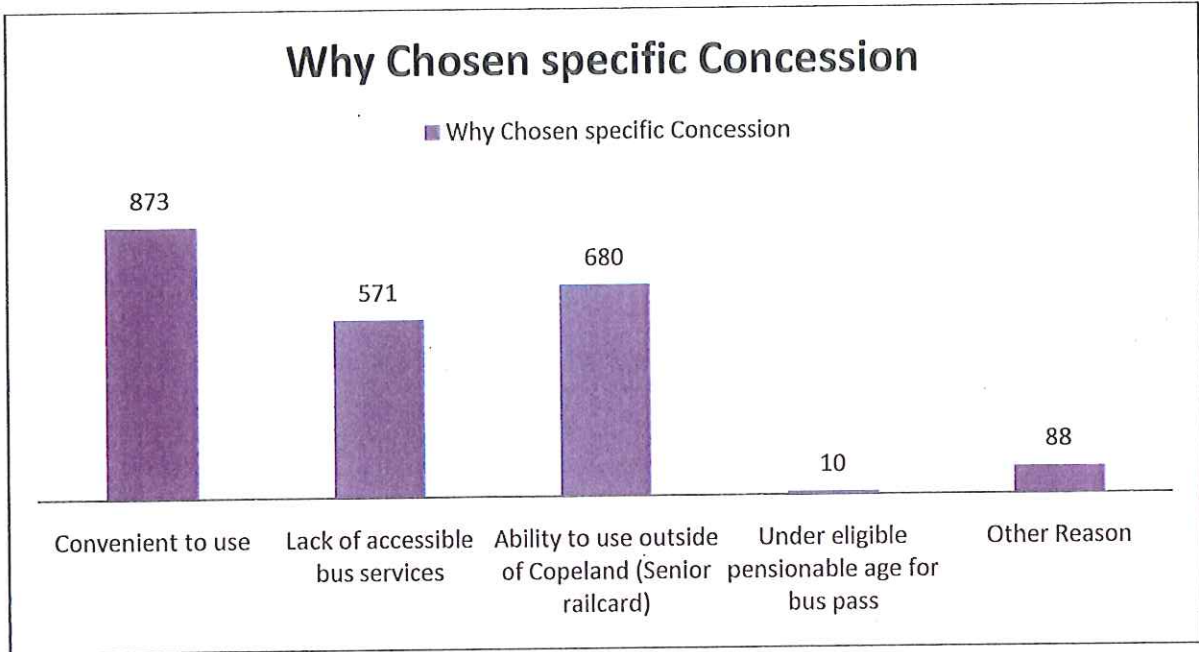
4% (50) respondents are Disabled Voucher Holders

6% (85) did not give a response to the question



### Appendix 3

Q4.THINKING ABOUT THE DISCRETIONARY TRAVEL OPTION YOU HAVE CHOSEN (VOUCHERS OR RAILCARD), WHY WAS THAT? (PLEASE TICK ALL THAT APPLY)



1% of respondents had chosen the option because they weren't yet eligible for the English National Travel Concession Scheme

48% of respondents had chosen their Senior Railcard option due to the ability to use outside of Copeland (of the 54% who hold a Senior Railcard overall)

40% of respondents had sited the lack of accessible bus services as a reason for choosing the DCT Scheme

61% of respondents had chosen their option because it was convenient to use

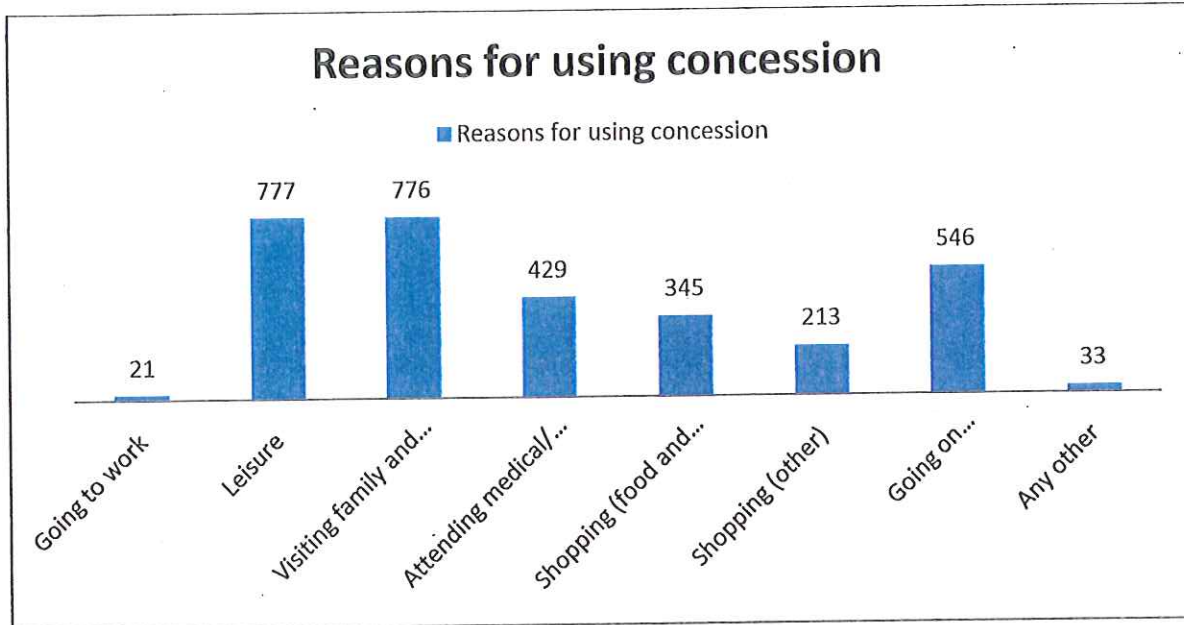
6% said they chose their option for other reasons

N.B Those surveyed had the opportunity to respond to more than one option, this is reflected in the percentages.



### Appendix 3

Q5. THINKING ABOUT THE JOURNEYS YOU MAKE USING YOUR VOUCHERS OR RAILCARD, IS IT FOR? (PLEASE TICK ALL THAT APPLY)



38% of respondents said they used their concession for holidays and short breaks

15% of respondents said they used their concession for *other* shopping (non household essentials)

24% of respondents said they used their concession for shopping (food and household essentials)

30% of respondents said they used their concession for attending medical/hospital care

55% of respondents said they used their concession for visiting family and friends

55% of respondents said they used their concession for leisure

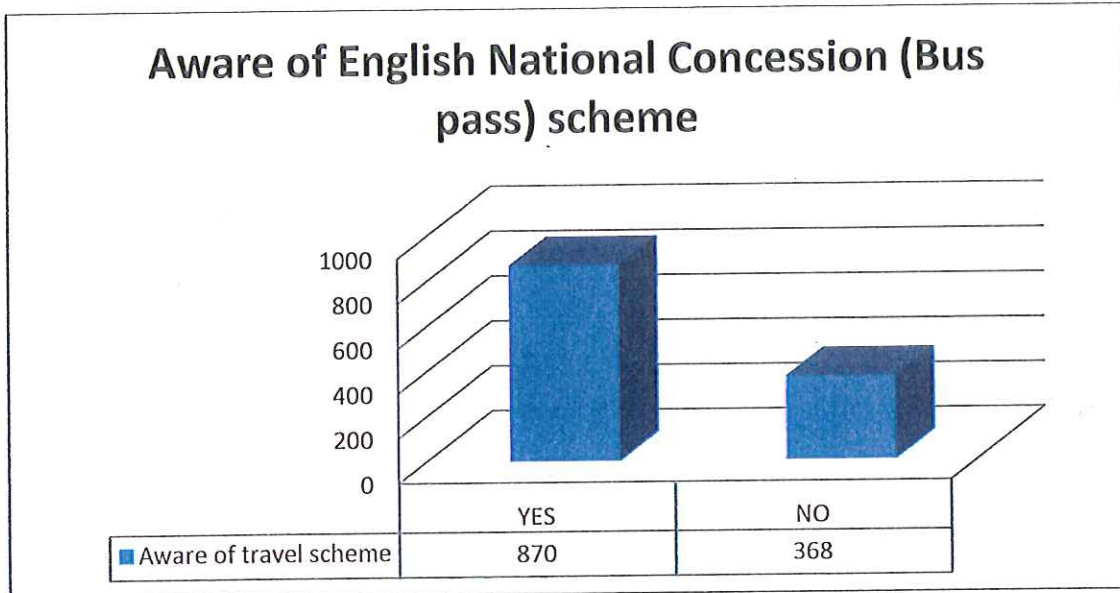
1% of respondents said they used their concession for going to work

2% of respondents said they used it for other reasons

N.B Those surveyed had the opportunity to respond to more than one option, this is reflected in the percentages.

Appendix 3

Q7. ARE YOU AWARE OF THE ENGLISH NATIONAL TRAVEL CONCESSION (BUS PASS) WHICH ENABLES PEOPLE OF PENSIONABLE AGE AND ELIGIBLE DISABLED PEOPLE TO TRAVEL BY BUS FOR FREE IN ENGLAND

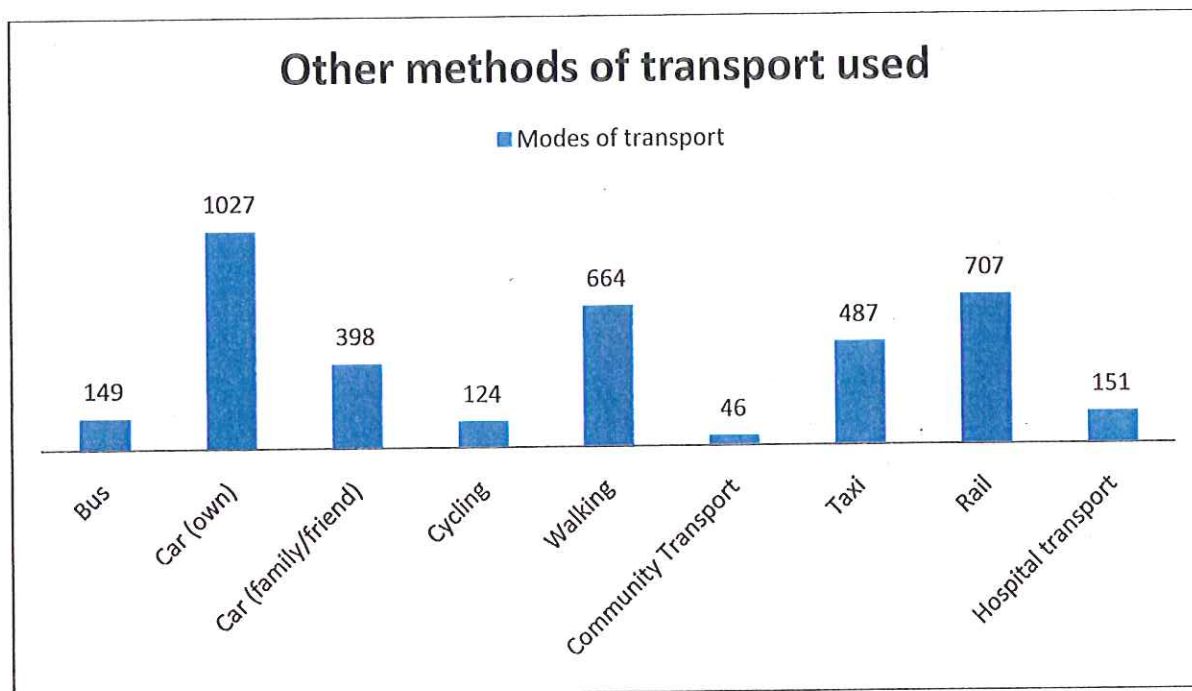


61% of respondents were aware of the English National Travel Concessionary Scheme

26% of respondents were not aware of the English National Travel Concessionary Scheme

13% of respondents did not answer the question

Q8. WHAT OTHER METHODS OF TRANSPORT DO YOU USE? (PLEASE TICK ALL THAT APPLY)



10% of respondents said they use a bus

72% of respondents said they use their own car

28% of respondents said they use the car of a family/friend

9% of respondents said they cycled

47% of respondents said they walked

3% of respondents said they used methods of community transport

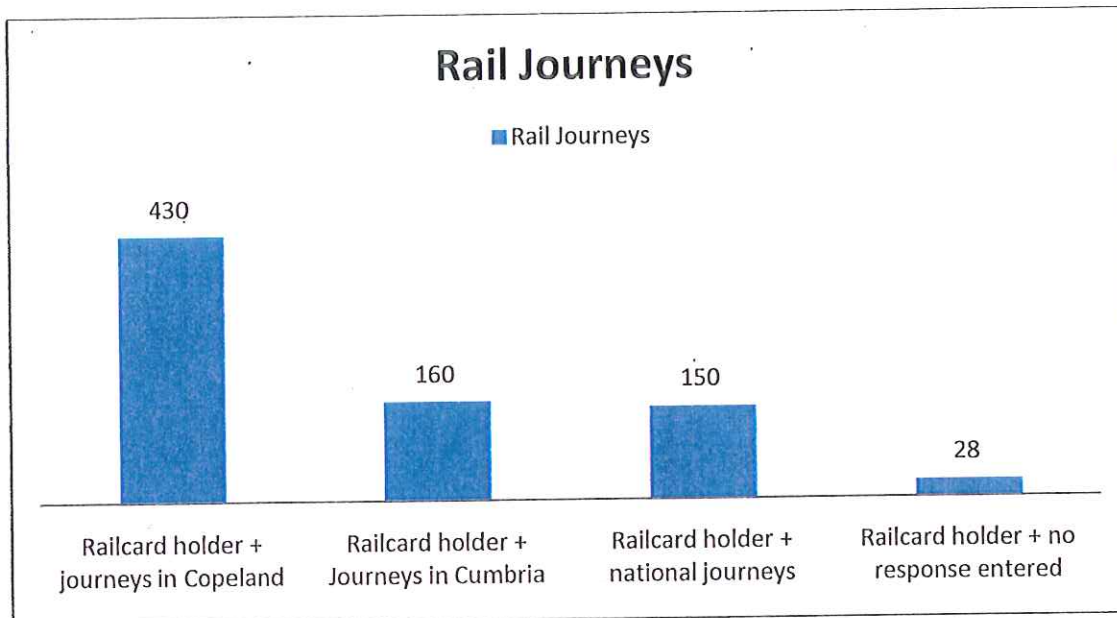
34% of respondents said they use taxis

50% of all respondents said they use rail

11% of respondents said they use hospital transport

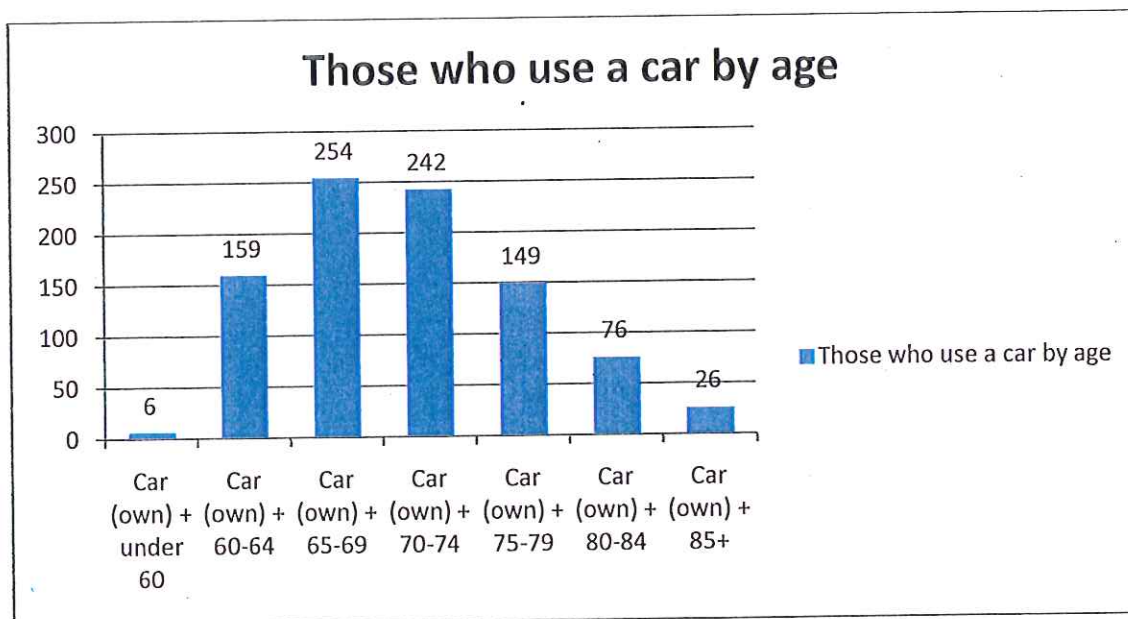
N.B Those surveyed had the opportunity to respond to more than one option, this is reflected in the percentages.

RAIL JOURNEYS



USE OF OWN CAR

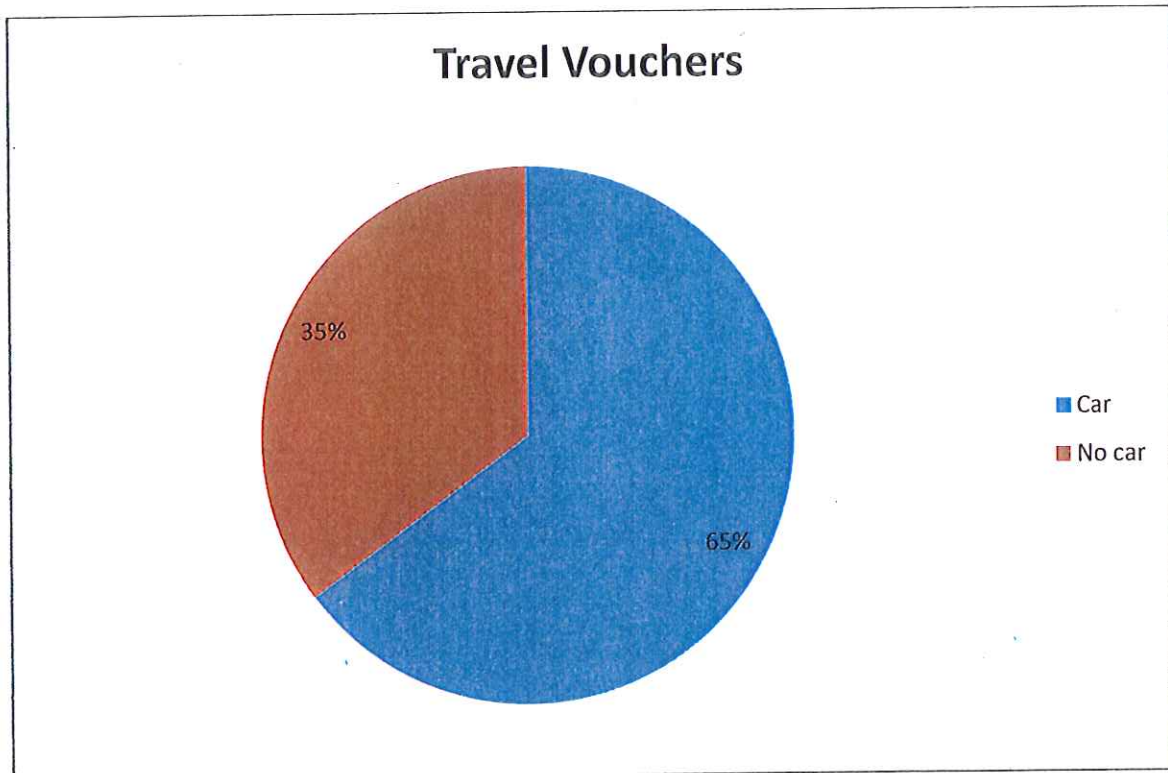
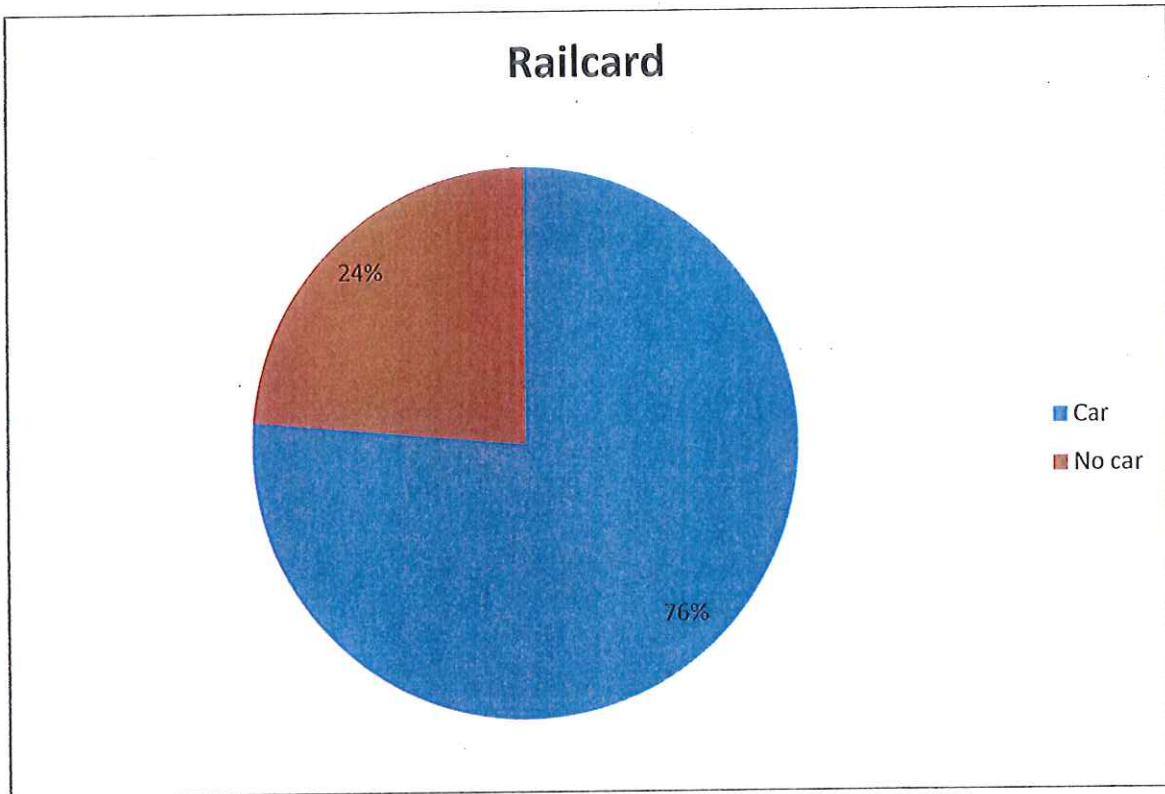
**72%** of respondents overall said they had their own car.





### Appendix 3

### USE OF OWN CAR BY DISCRETIONARY TRAVEL OPTION



## COMMENTS AND OPTIONS PUT FORWARD

Users were asked to comment on the options presented. They were also asked if they had any other options they wanted to put forward. These have been summarised and categorised.

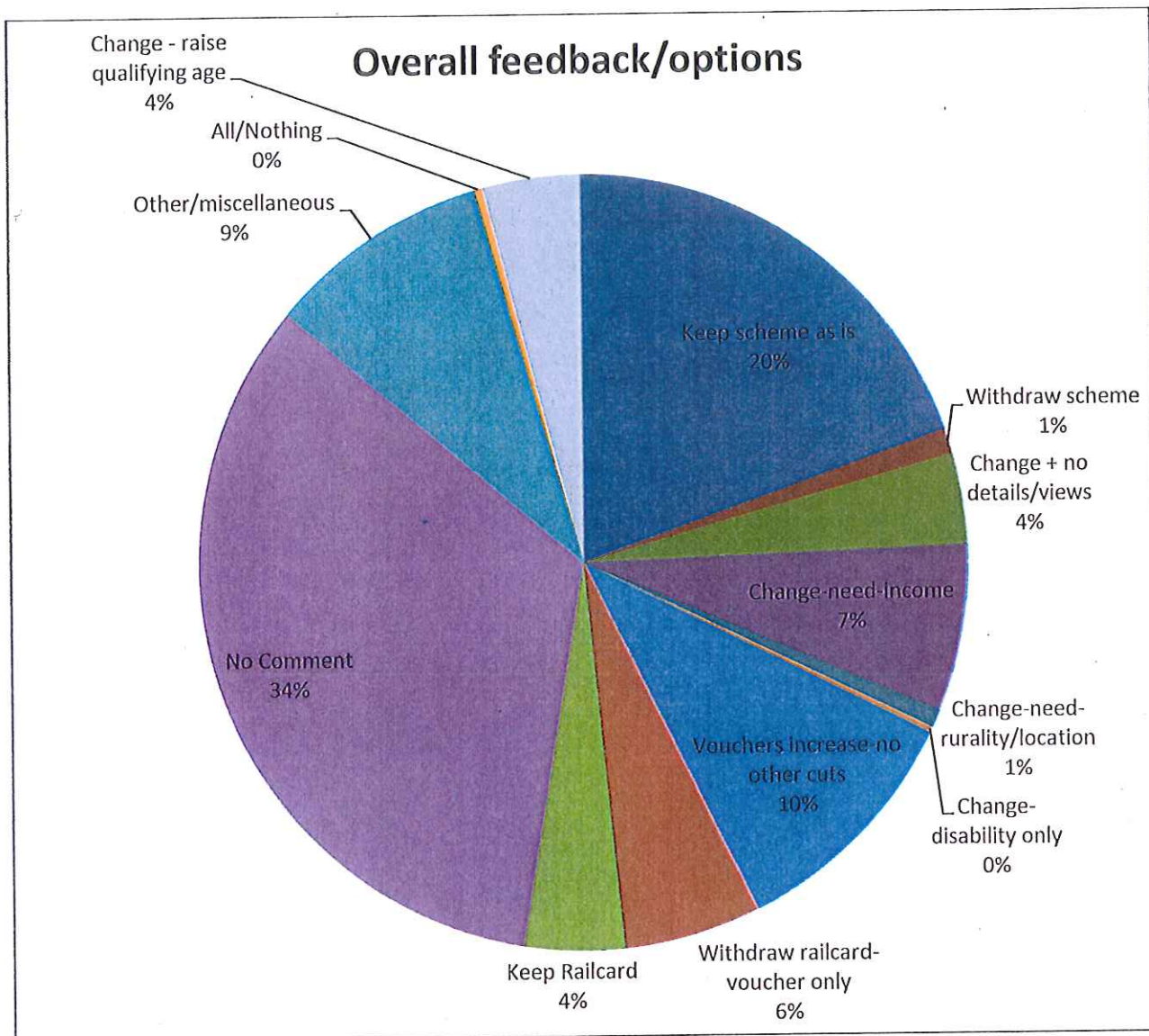
They have also been presented by discretionary option in order that a comparison can be made between the two groups of recipients.

The following options and comments were put forward:

- Keep the scheme as it is
- Withdraw the scheme
- Change the scheme – no further comment
- Change – target on income
- Change – target on geographical location
- Increase value of Vouchers but make no other changes
- Raise qualifying age

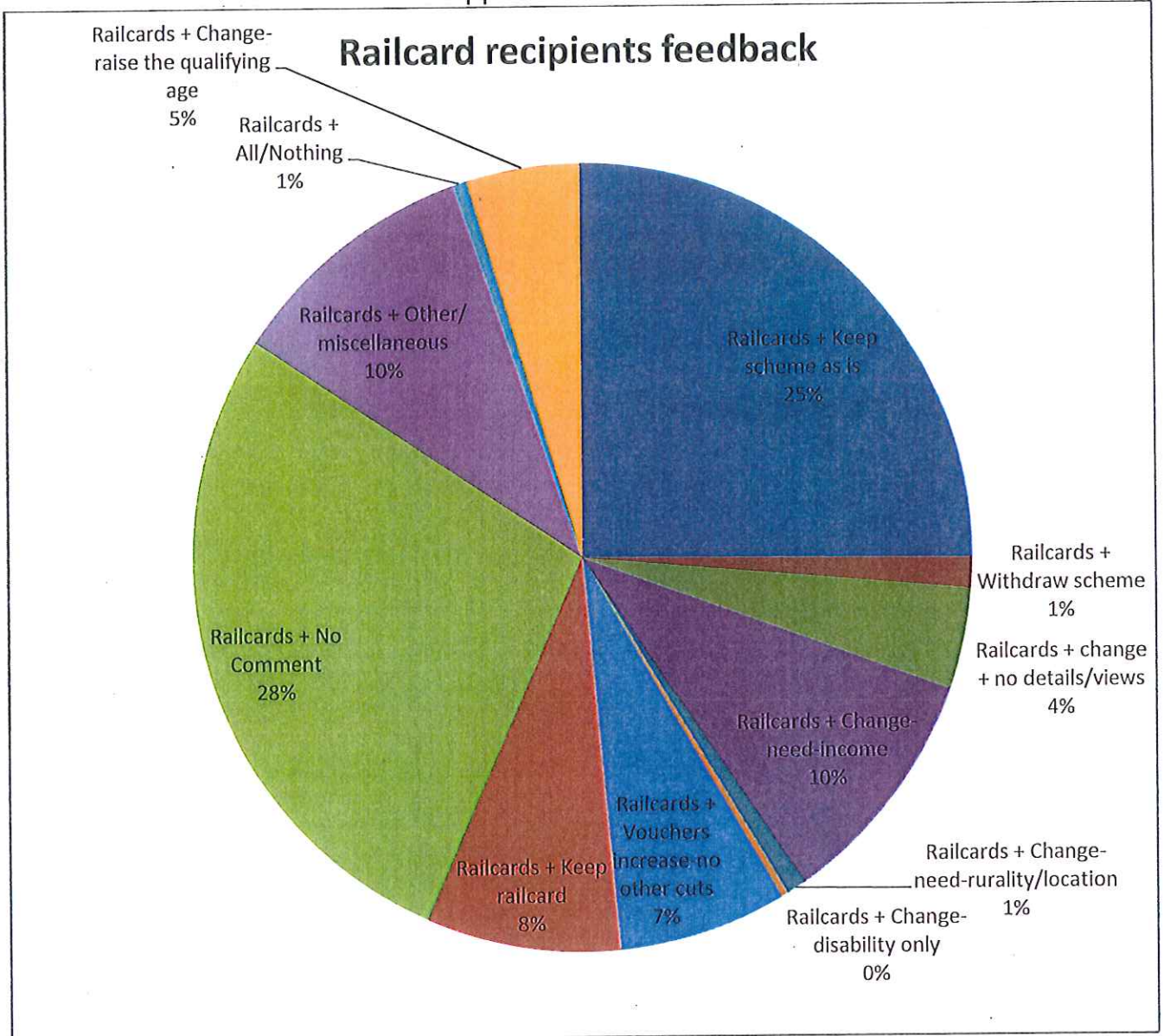


Appendix 3

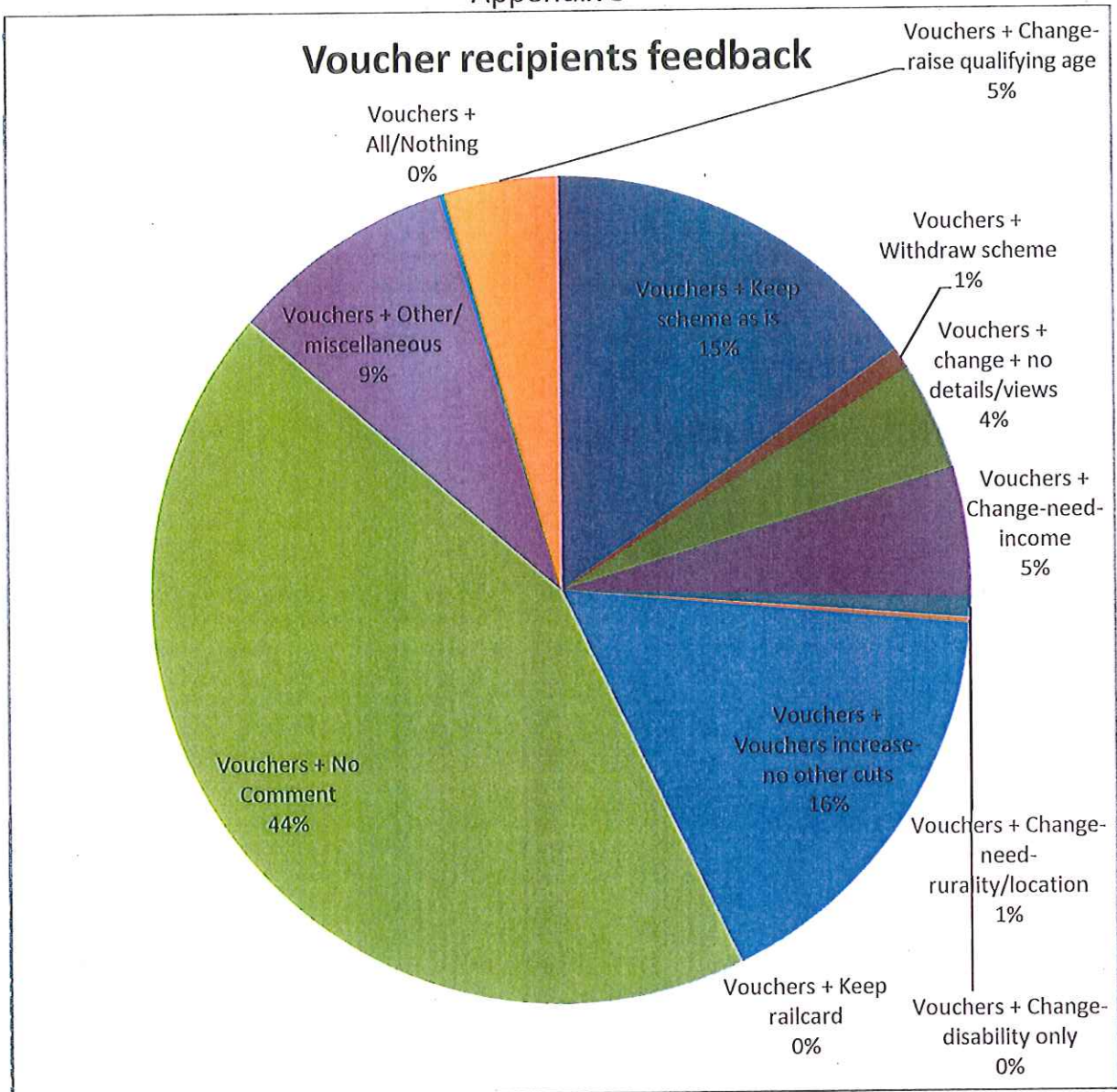




Appendix 3



Appendix 3





## Appendix 3

### Sample of User Comments

#### User Comments

*I have enjoyed having a railcard but could easily afford to buy my own and feel if savings are to be made this should only be offered to those disabled or on pension credit*

*Seems fair, but yet again there is a squeeze for those just above the level of assistance proposed*

*living in a semi rural area, in Copeland the need for concessionary train travel is vital, given the inaccessibility of bus travel to any larger towns in Copeland i.e. Whitehaven*

*keep the system as it is. I have paid my taxes and rates all my life, why should pensioners suffer*

*All pensioners should have the right for travel though those in full time employment could be and should be excluded while pensioners accompanying disabled travellers should have the same concessions. Often disabled do not use or claim concessions as we have such poor bus services with little or no help at bus stops*

*living in an area where bus/train service is restricted have your own transport is essential, so at present my railcard is not used on a regular basis. However should my circumstances change whereby I had to forsake my owning of my own transport a railcard would be a great help towards me being able to undertake certain journeys*

*make changes to existing scheme by withdrawing the senior railcard option and offering a voucher scheme of £18-28 for ALL people of pensionable age not just for pensioners in receipt of pension credit etc*

*my preference is to target resources to those who need them most, if the council feels it must devote some resources to this area, rather than scrapping the scheme*

*I need the senior railcard as I have to travel to London for medical treatment*

*No, everyone eligible must be treat the same*

*keep scheme as it is- if it wasn't for the railcard I'd use my car a lot more. The train is far more environmentally friendly*

*I have been very grateful for my concessionary rail pass since becoming available and have used it extensively. I am happy to forego present or future concession providing those in real need are provided for*

*I use the senior railcard when I return from overseas to purchase an 'anytime single fare' from the airport to Carlisle, ...when I am in residence in Copeland I have my own personal transport and do not have any other travel concession needs*

*I am pleased that all the options are being considered. Living in Cumbria and not driving means that these schemes are vital to us. I have no family living in Cumbria. My railcard is my life saver*

### Appendix 3

*I don't think you should make it only for people on benefit or disabled as quite a number of people don't fit this criteria but don't have big pensions either*

*I prefer the railcard as it is a good help to me as my husband is in a home at Carlisle and this enables me to go and see him more frequent. I also use the plus bus facility with my railcard*

*Retain or scrap, should be available to all-not means tested*

*I find that the travel vouchers are a help in visiting family, in an emergency or for holidays or shopping break, the better option I think would be to increase from £18 to £28*

*If the scheme is impossible to keep as it is, up the qualifying age, or increase the voucher scheme, keeping the disabled claimants unchanged*

*This is the only thing my husband and I get from anywhere and I don't think it should be taken off us*

*Restricting the scheme to those who need it greatest would seem to be the fairest option. I am happy to have the scheme withdrawn as although I am not very mobile, I am fortunate to have my own transport and I am able to afford my own travel expenses.*

*The Council cannot afford the scheme but don't want to withdraw the scheme, so it means that if the scheme is to be changed then a lot of people (like myself) wouldn't benefit from it. Every year since I became eligible for this scheme I expected it to be withdrawn because of cost. I bought a Senior Railcard long before Copeland Council made it possible for me to be issued with one.*

*I would like to continue to receive the senior railcard as this offers greater savings on travel than the other options. It allows me to visit my family who live away. I live alone and this travel concession is very important to me*