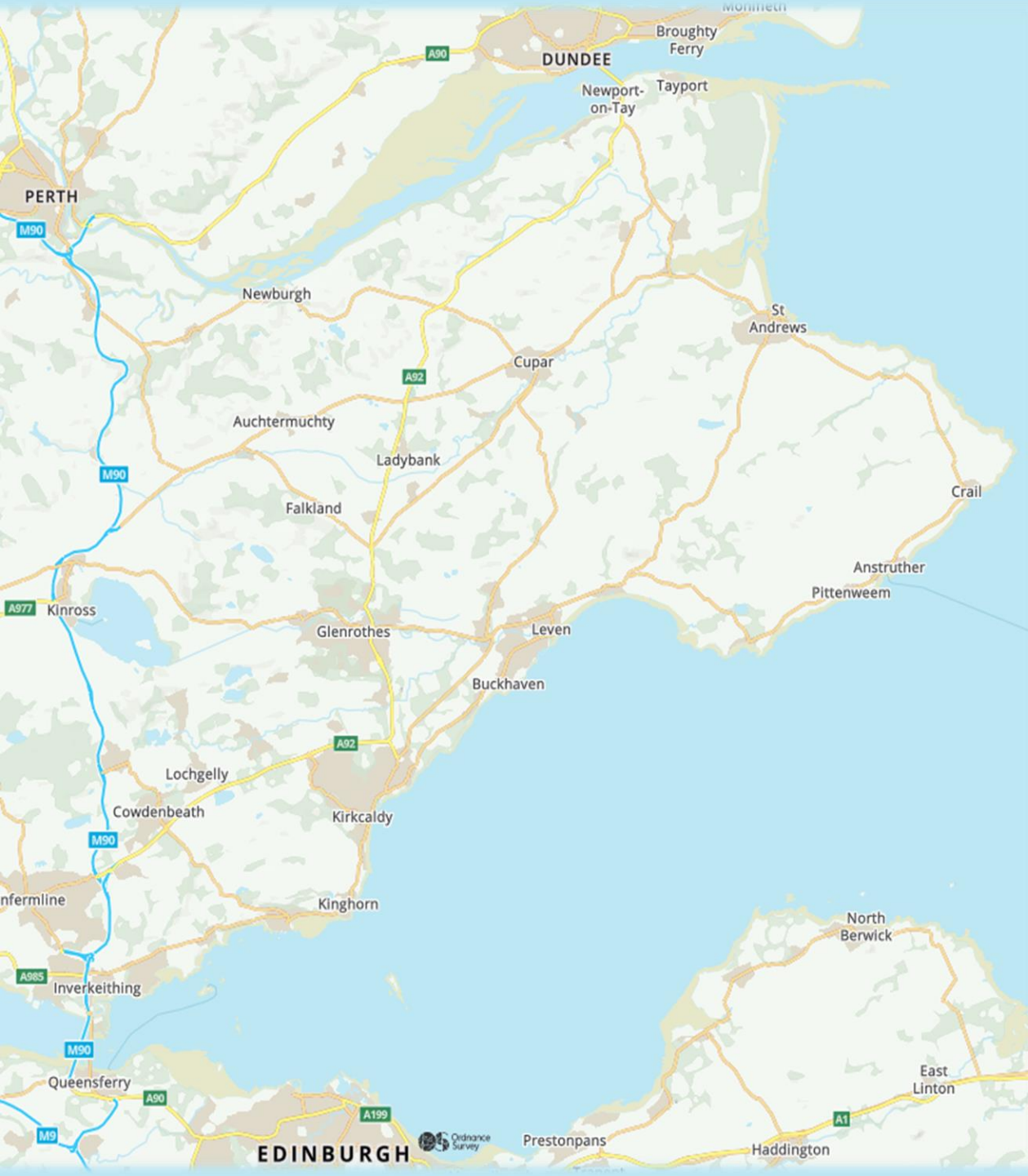


Access to Services Report:

Concessionary Travel Voucher Project (22-23)



The purpose of the Concessionary Travel Voucher Project is to temporarily **eliminate the transport barrier** for people in crisis; ensuring that they can access essential services. The project primarily targets the most isolated communities in North-East Fife (NEF).

Background

As part of the NEF Welfare Reform and Anti-Poverty Steering Group's (NEF WRAP) commitment to address, health, social and economic inequalities, a research report was commissioned entitled the *Rural Transport Research Report* (2020). The report investigated the cost of bus travel for unemployed people living in NEF. The research suggested that the provision of concessionary bus vouchers would benefit unemployed people through: enabling access to employment opportunities, reducing the risk of poor health, reducing the risk of social exclusion and increasing access to social activities.

In response to these findings, the Concessionary Travel Voucher Project pilot was rolled out in the financial year of 2021-2022. The project was funded by the NEF WRAP group and administered by the NEF Community, Learning and Development Team.

In 2022-2023, the project was updated – requesting the voucher distributors to collate data surrounding the recipients use of the travel vouchers. The data on the following slides has been analysed and interpreted. We strive to implement what we have learnt from this data into new ways of supporting people in crisis.

Project Criteria

Distributors adhered to the criteria set out by the North-East Fife Anti-Poverty Group.

- 1) Travel Vouchers can only be distributed to **help people in crisis** access essential services.
- 2) The recipient must have a registered home address in North-East Fife.
- 3) The recipient of a Travel Voucher must provide a valid purpose as to why they need travel. The Journey Purpose must be justified under one of the following criteria...

						
ACCESSING FOOD	FAMILY RELATIONSHIP BUILDING ACTIVITIES	ACCESSING SUPPORT SERVICE	SEEKING EMPLOYMENT	ACCESSING HEALTHCARE	ACCESSING EDUCATION	CARING DUTIES

How many Travel Vouchers were distributed?

Wards the distributors were based in:	Sample Size:
East Neuk	205
St Andrews	66
Cupar	26
Howe of Fife	3
FC Services	63
	TOTAL 363

Voucher Distributors:

Last financial year **14 community groups** were allocated travel voucher books. Of the 14, only 11 groups distributed travel vouchers. Two of the unused books were redistributed to groups in the East Neuk.

East Neuk	St Andrews	Cupar	Howe of Fife	NEF FC
East Neuk Foodbank (x2) Oor Space (x2) Energi	Families First Homestart	Cupar Foodbank	Newburgh Foodbank (TICC)	Children and Families Criminal Justice Social Work Welfare Support

What information has been collected and analysed?

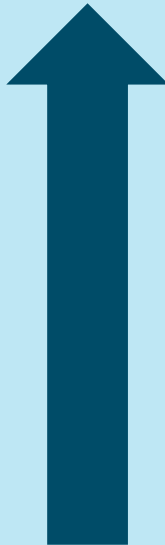
Voucher Number	Date Issued	Issued By	Postcode	Journey Purpose	Journey Destination
Example	26/04/2022	CB	KY15 4UP	Accessing Healthcare	Leven



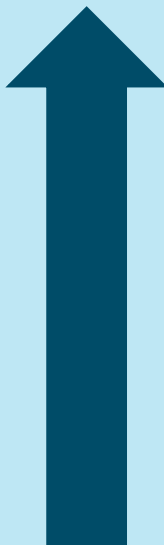
This information was collected for traceability purposes only.



Postcode of the Travel Voucher recipient.



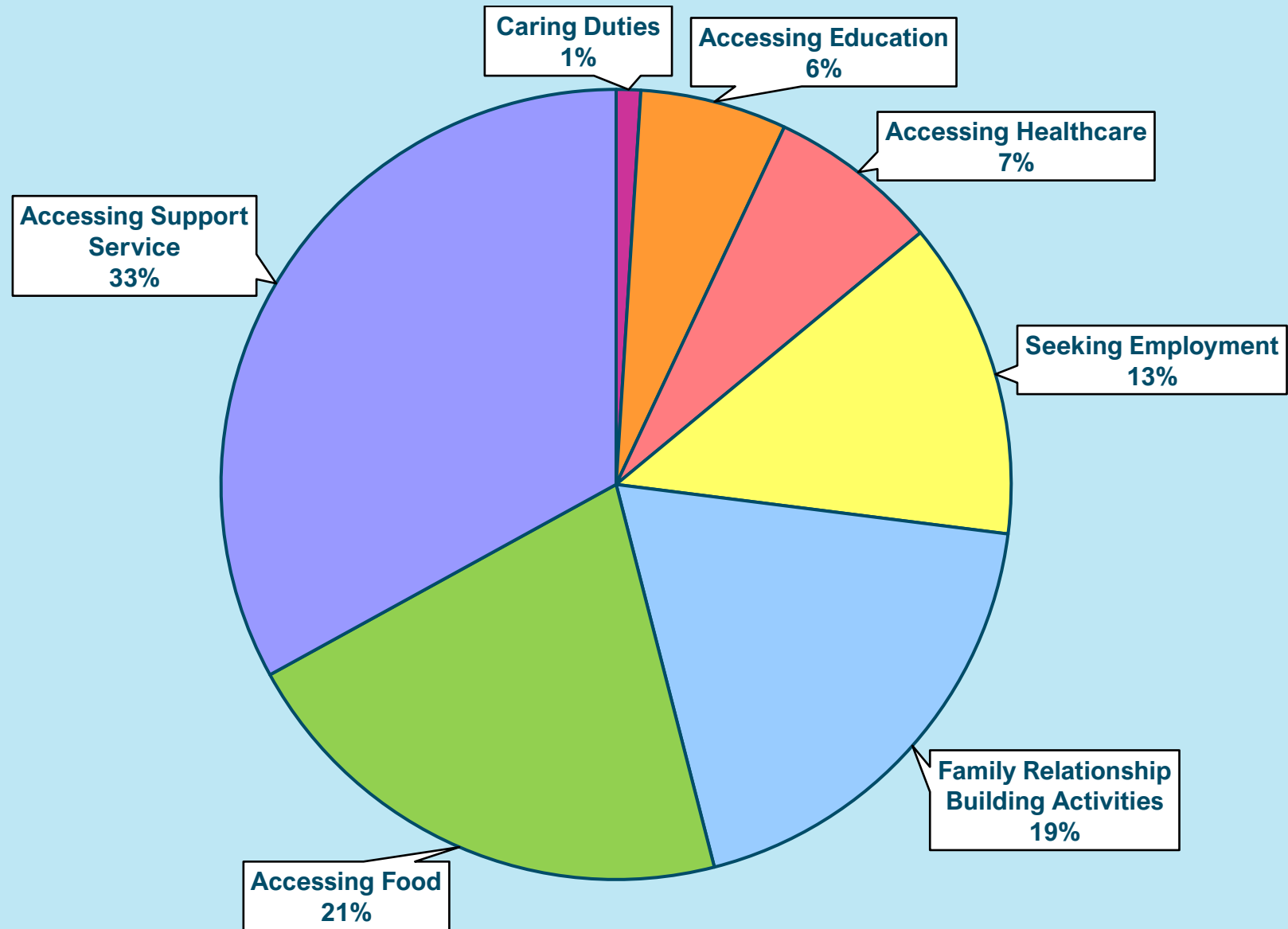
Journey Purpose of the Travel Voucher recipient.



Journey Destination of the Travel Voucher recipient.

Journey Purpose (%)

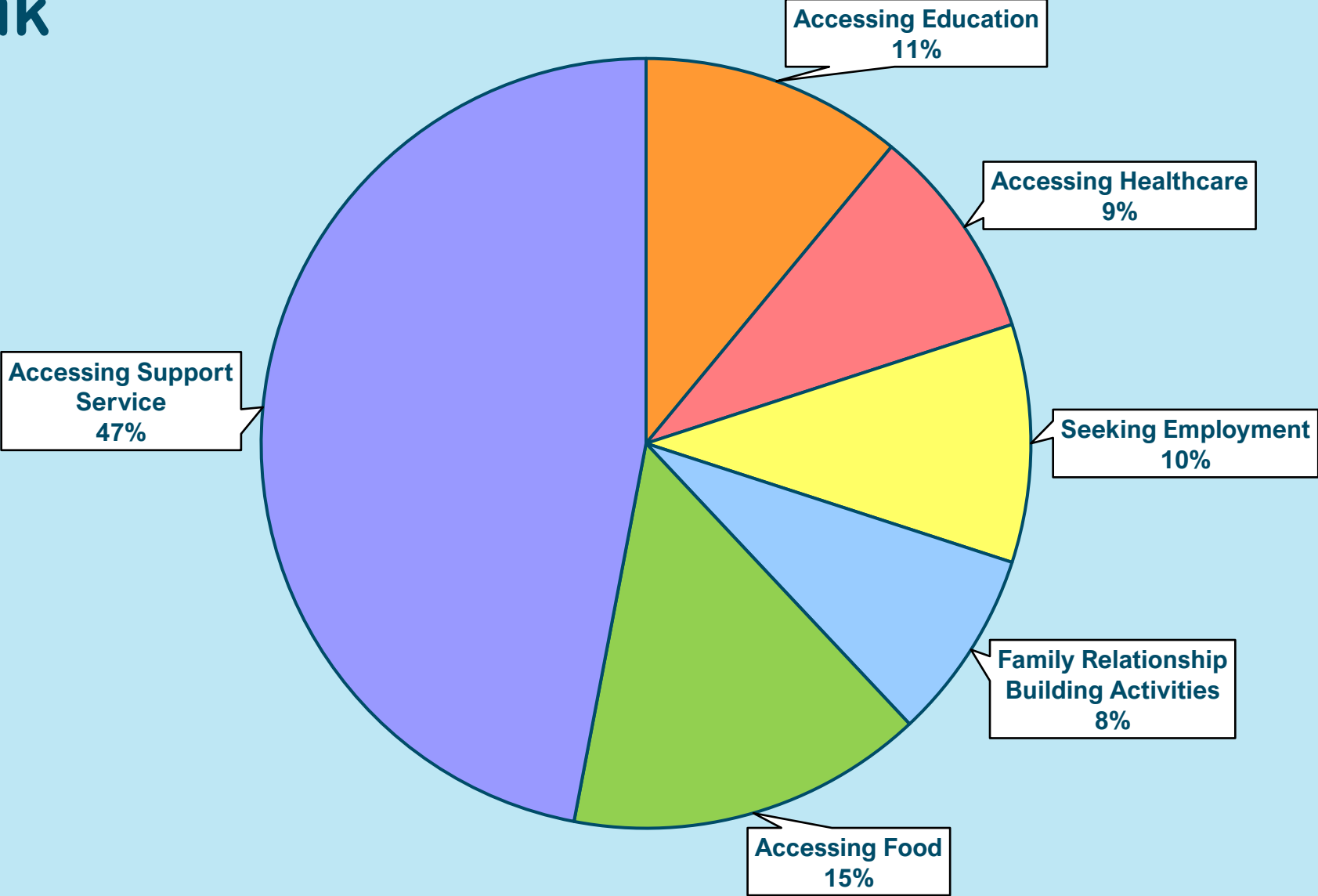
Journey Purpose NEF Total



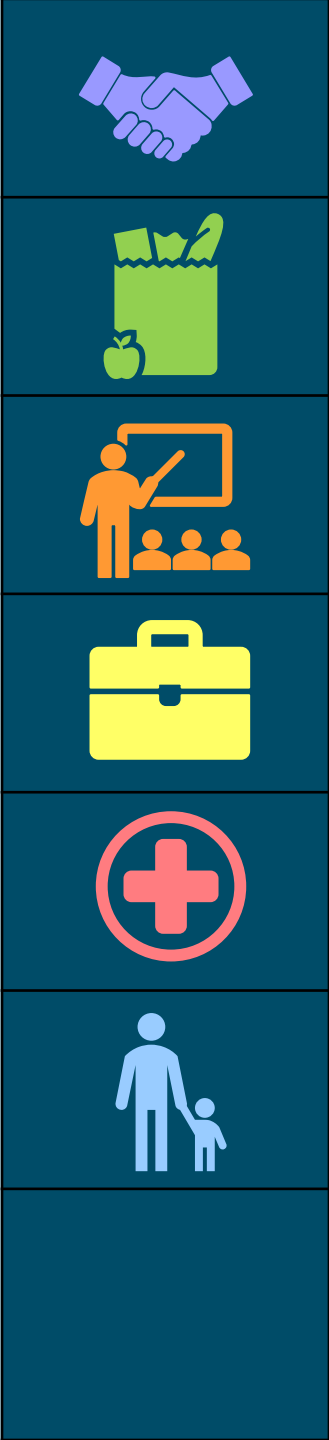
Total Sample Size = 363



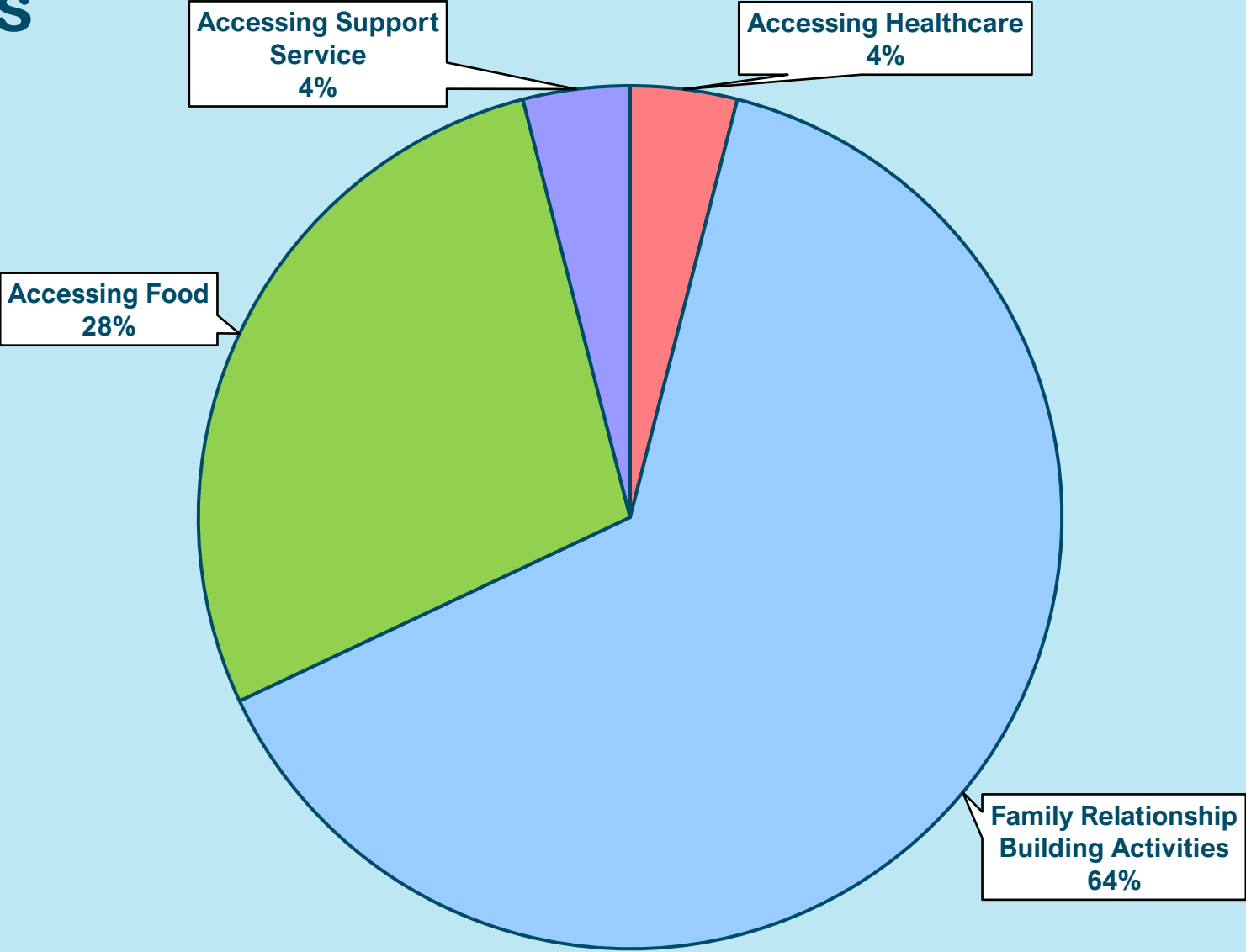
Journey Purpose East Neuk



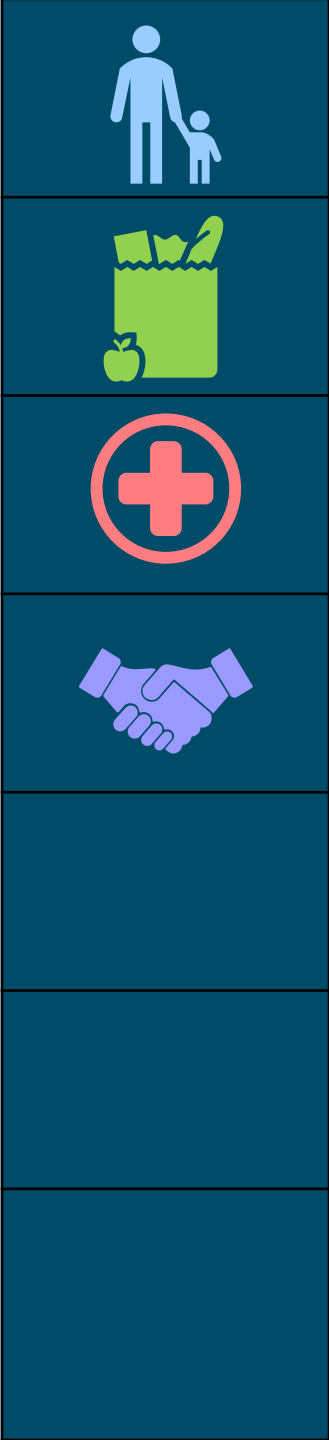
Sample Size = 205



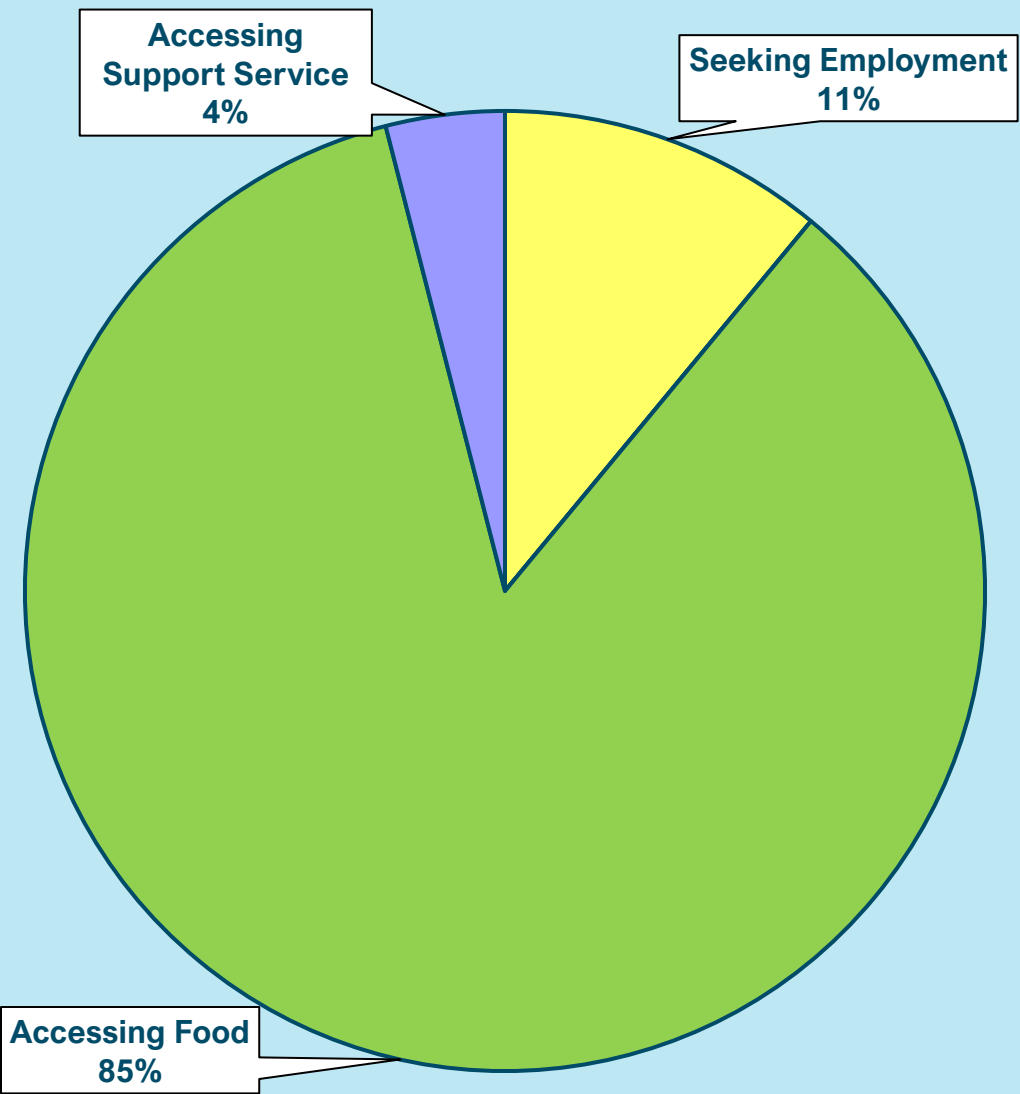
Journey Purpose St Andrews



Sample Size = 66



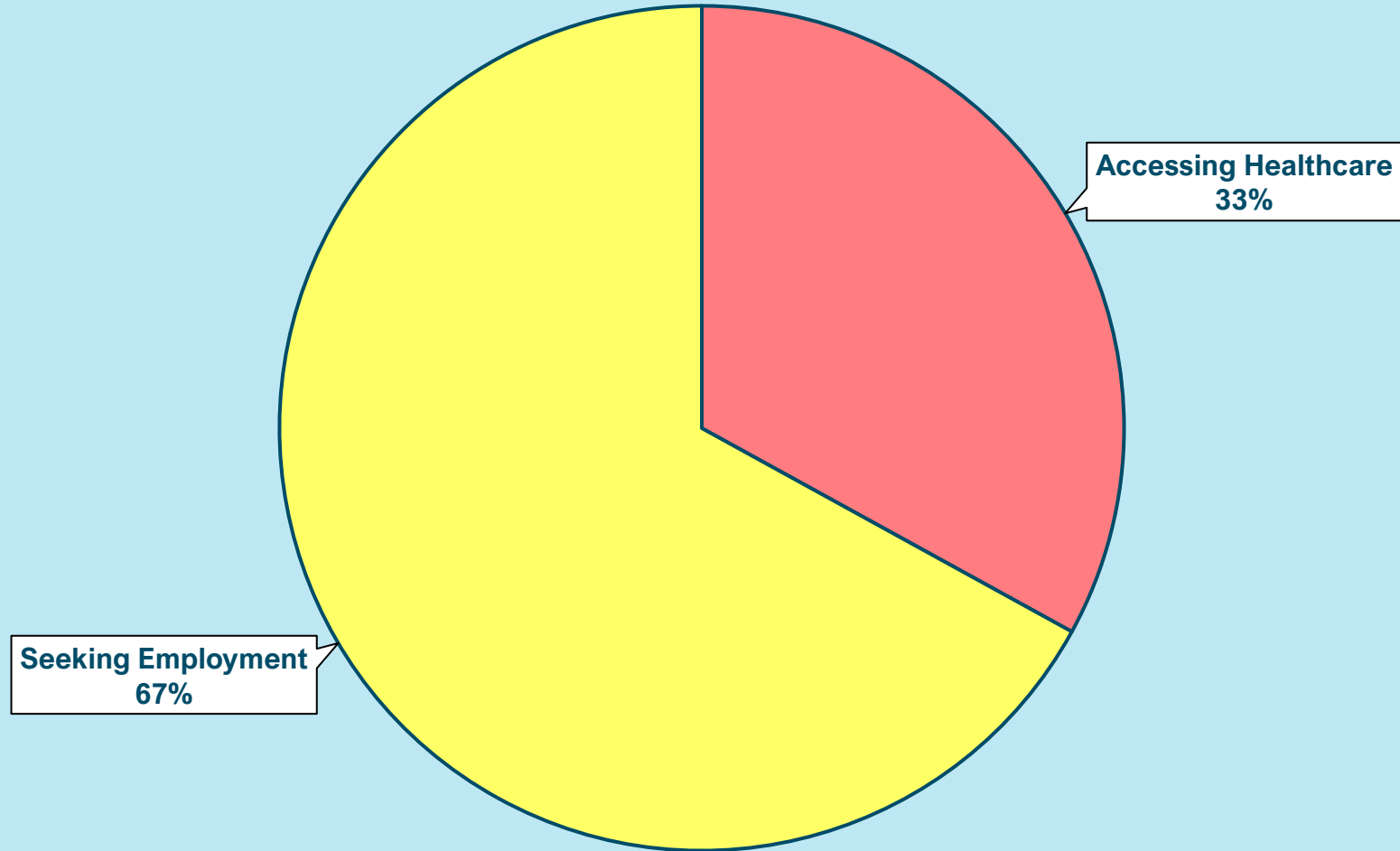
Journey Purpose Cupar



Sample Size = 26



Journey Purpose Howe of Fife

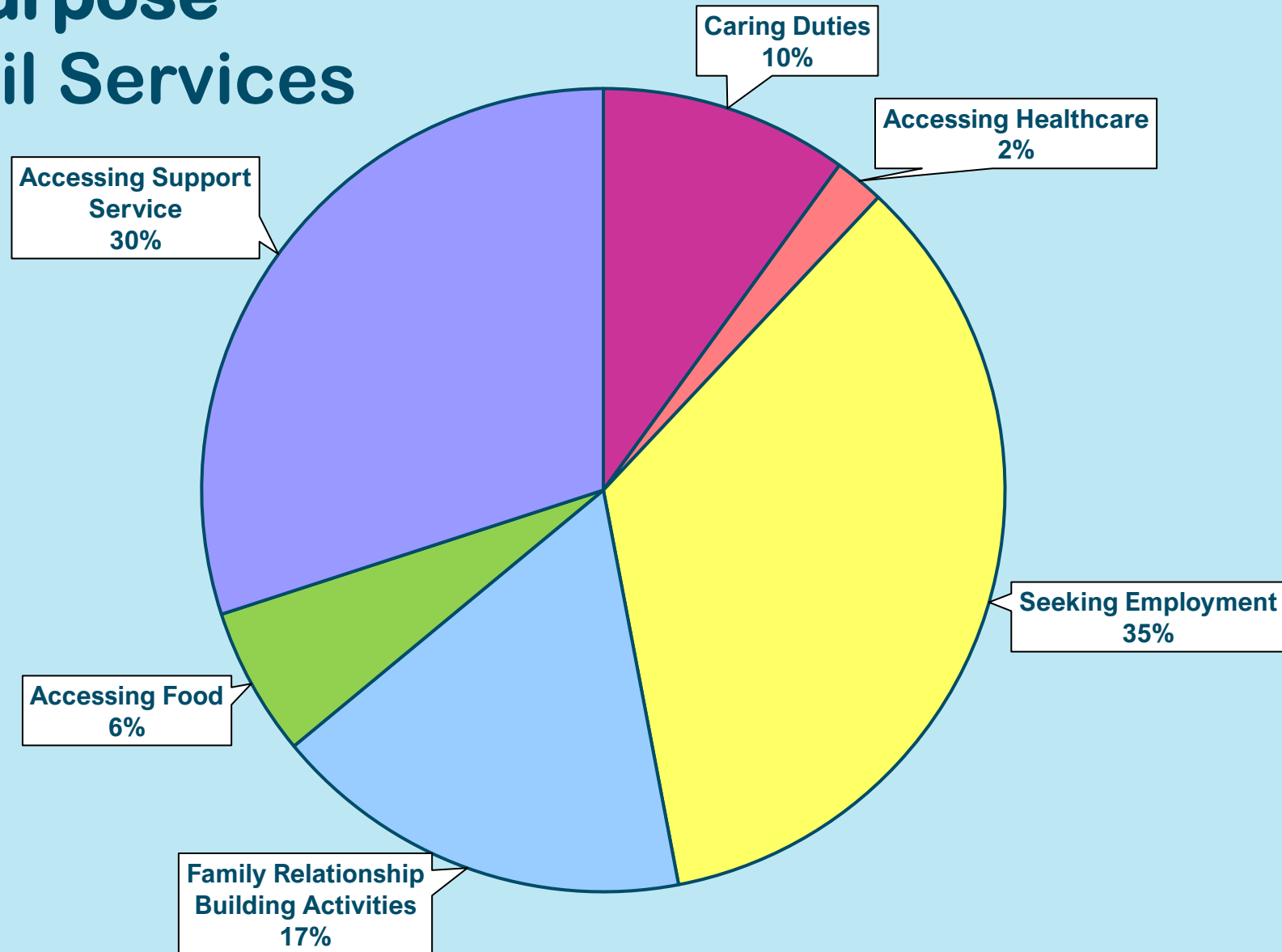


Sample Size = 3



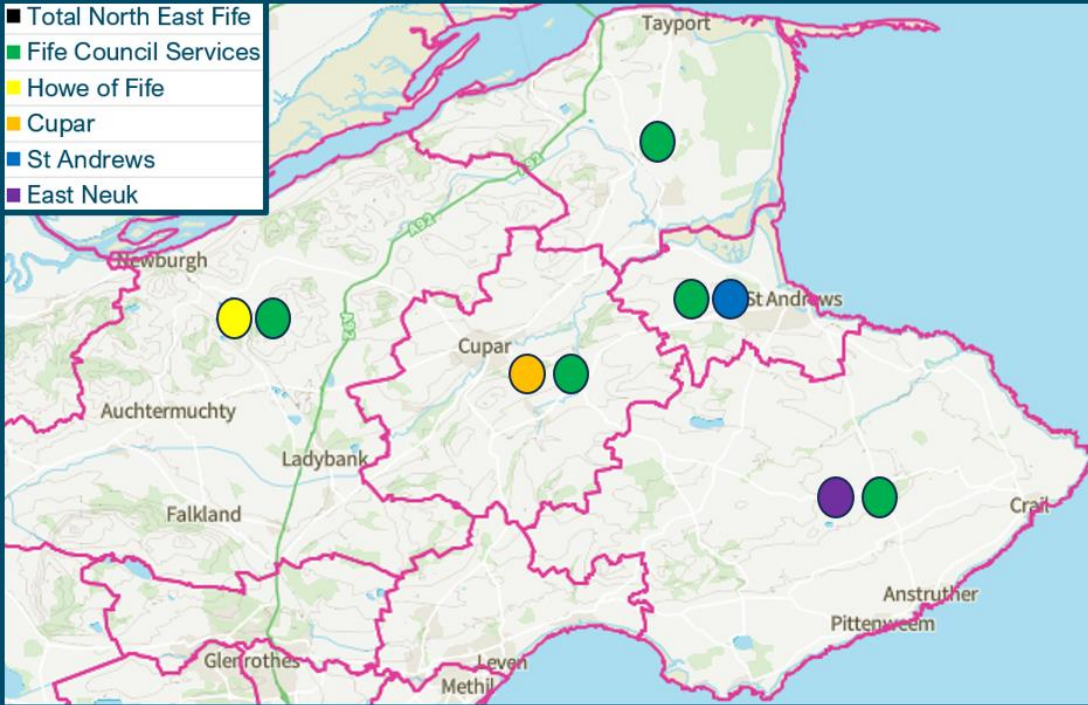
Journey Purpose

Fife Council Services



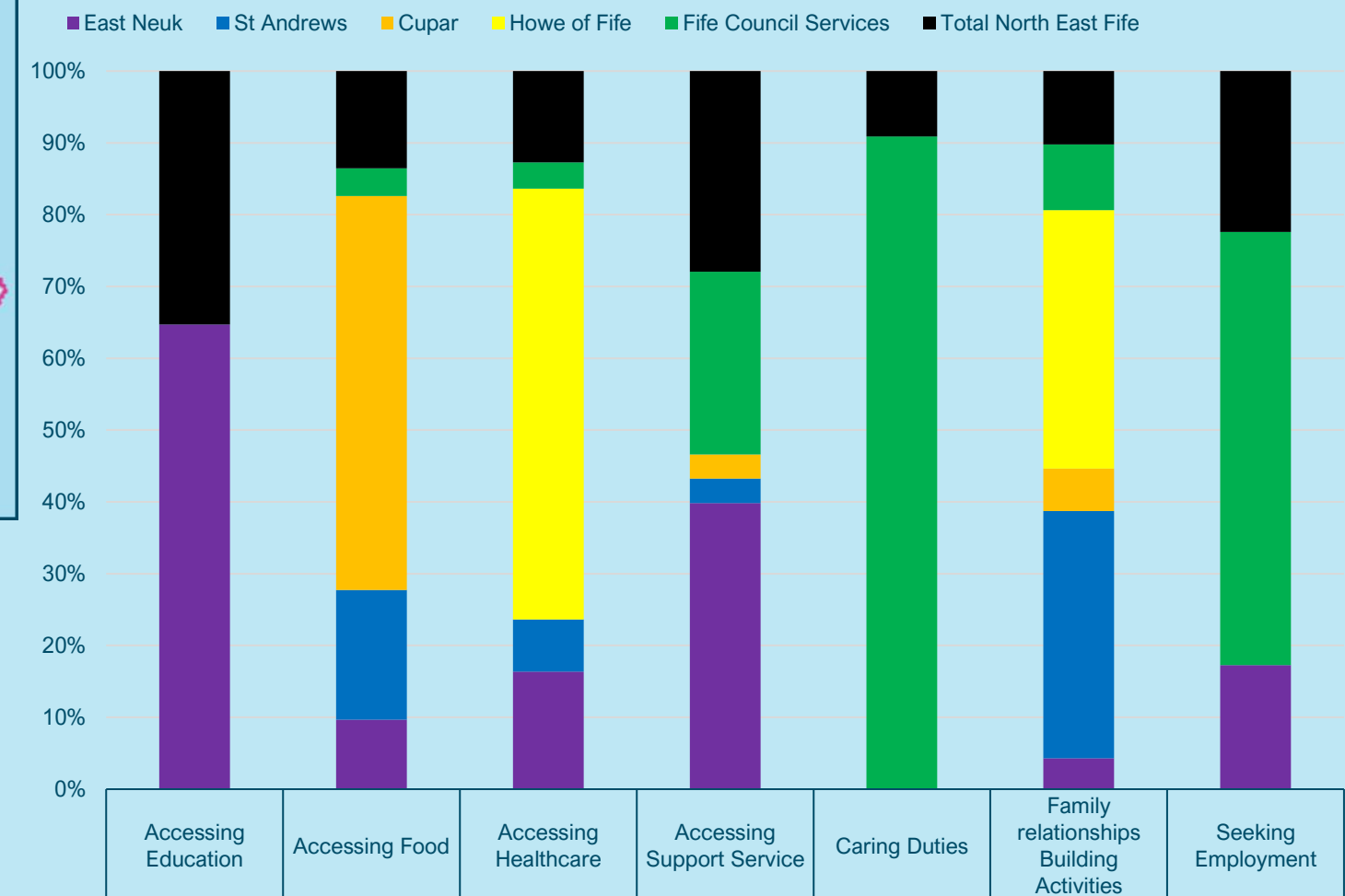
Sample Size = 63





Map of North-East Fife Wards

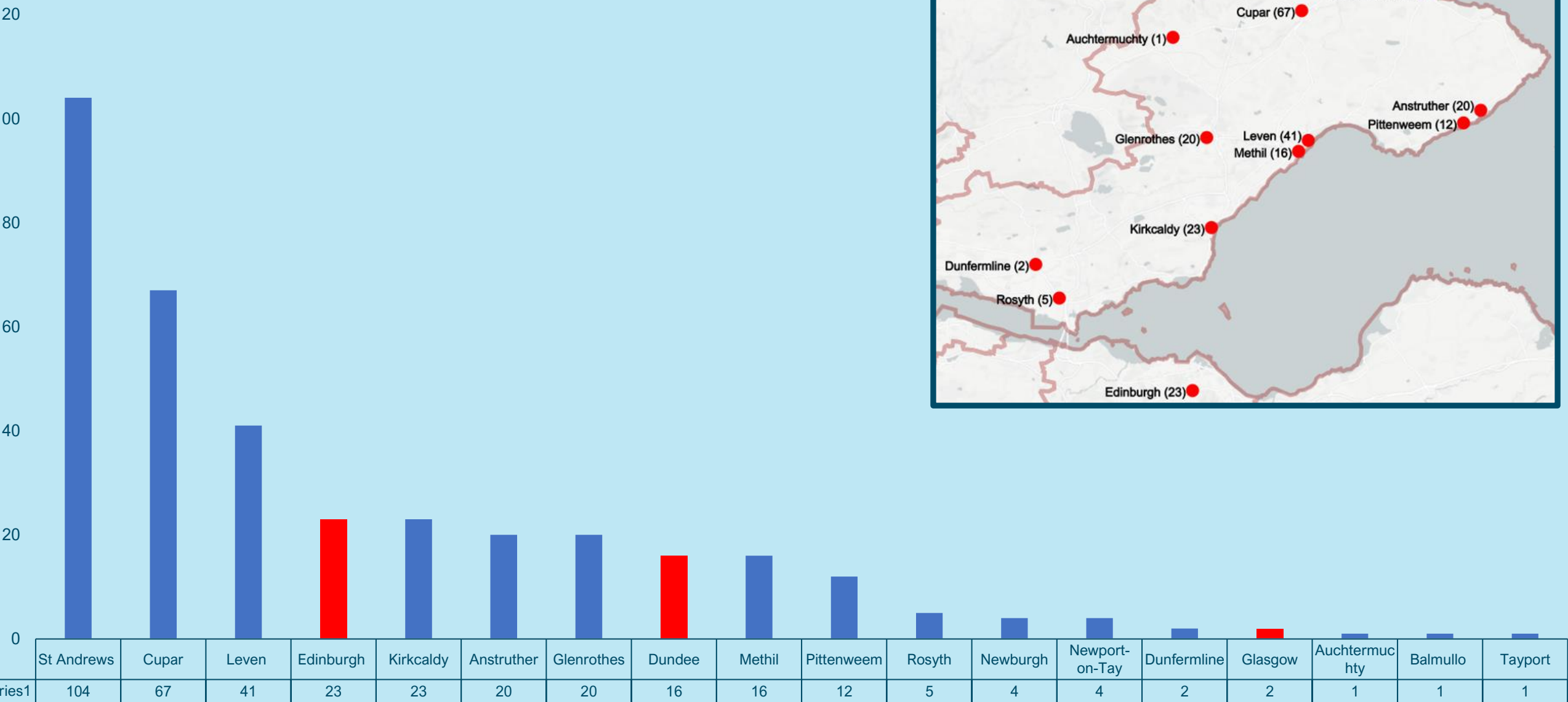
Purpose of Journey by Distributor Ward Location



	Accessing Education	Accessing Food	Accessing Healthcare	Accessing Support Service	Caring Duties	Family relationships Building Activities	Seeking Employment
Total North East Fife	6	21	7	33	1	19	13
Fife Council Services		6	2	30	10	17	35
Howe of Fife			33			67	
Cupar		85		4		11	
St Andrews		28	4	4		64	
East Neuk	11	15	9	47		8	10

Journey Destinations

Most Popular Journey Destinations



Journey Destinations – broken down by Journey Purpose.

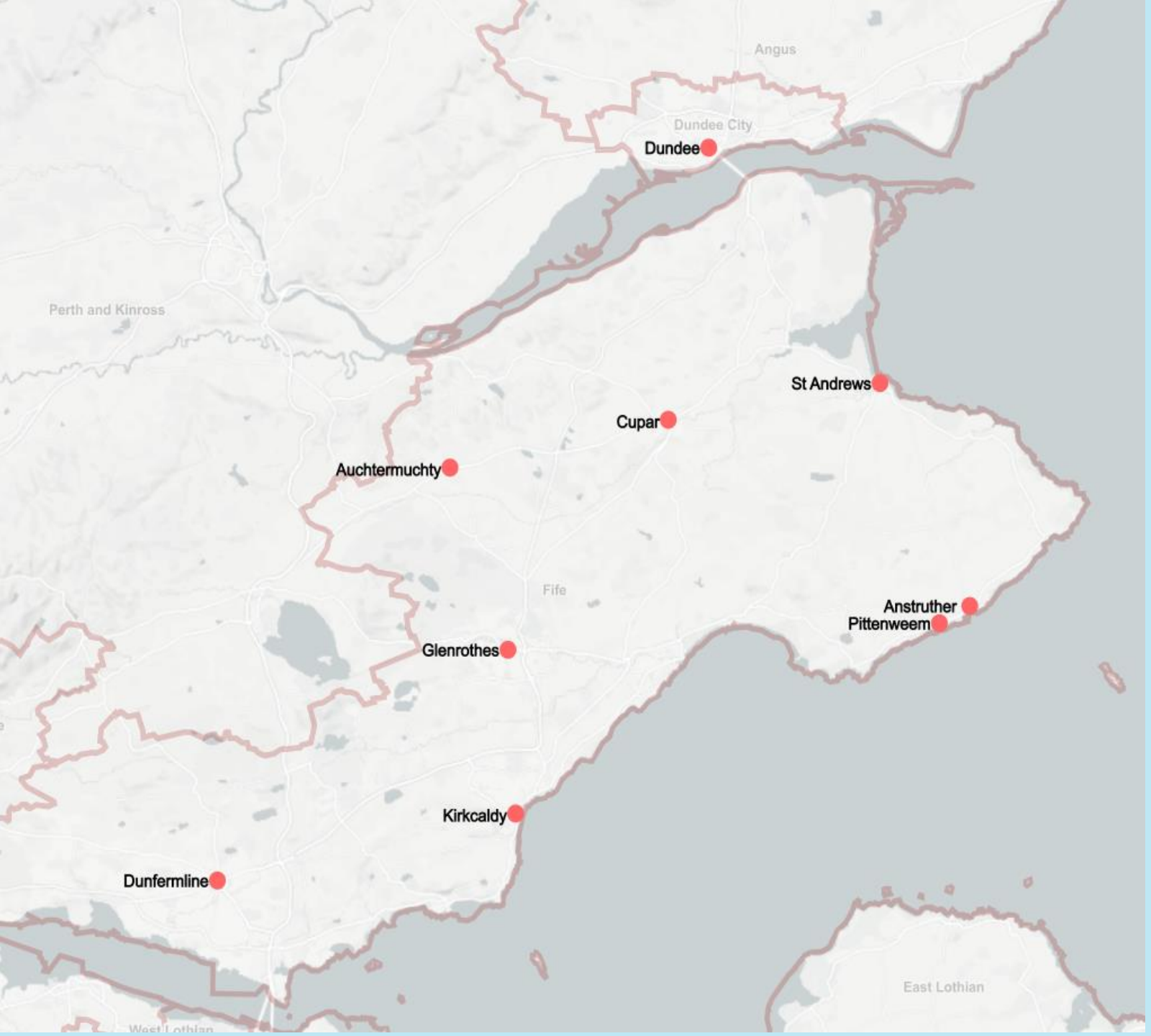
**The number of journeys made by individual
recipients from their hometowns to their
main destination.**



Accessing Healthcare



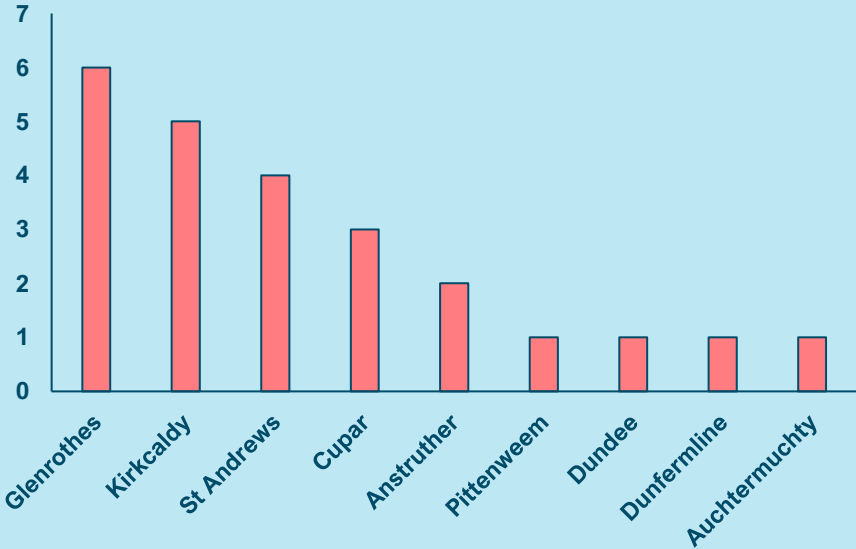
Departing From:		Destination:								
Ward	Town	Anstruther	Pittenweem	Cupar	Kirkcaldy	Glenrothes	St Andrews	Dunfermline	Dundee	Auchtermuchty
EN	Anstruther		1		2					
	Cellardyke	1			3	2	3	1		
	St Monans	1				1				
	Pittenweem			3		3				
	Leuchars								1	
H	Newburgh									1
C	Cupar						1			



Accessing Healthcare



Journey Destination





Seeking Employment



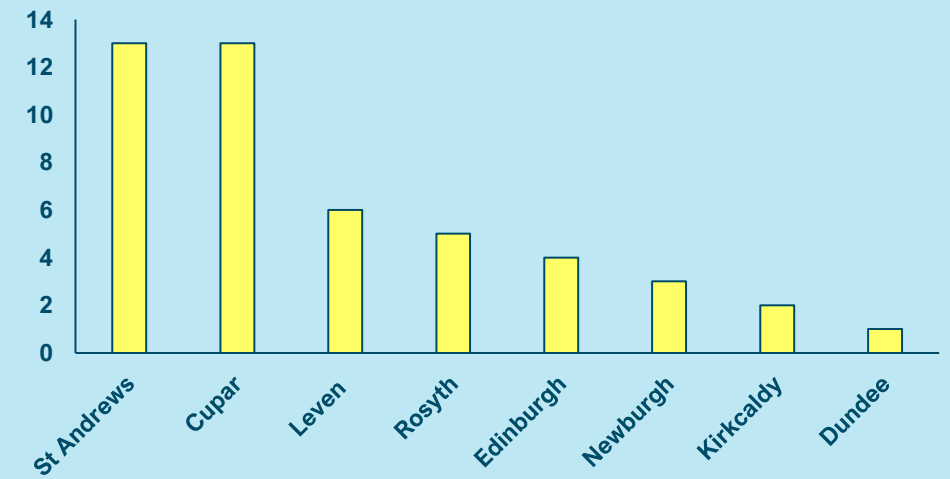
Departing From:		Destination								
Ward	Town	Newburgh	Cupar	Kirkcaldy	St Andrews	Dundee	Leven	Edinburgh	Rosyth	Errol
EN	Anstruther						3			
	Cellardyke							2		
	St Monans	1	2	2			1		5	1
	Pittenweem				13			2		
H	Newburgh	2	4				2			
	Auchtermuchty		1							
C	Cupar		3							
	Tarvit Mills		3							
T	Tayport					1				



Seeking Employment



Journey Destination





Accessing Food



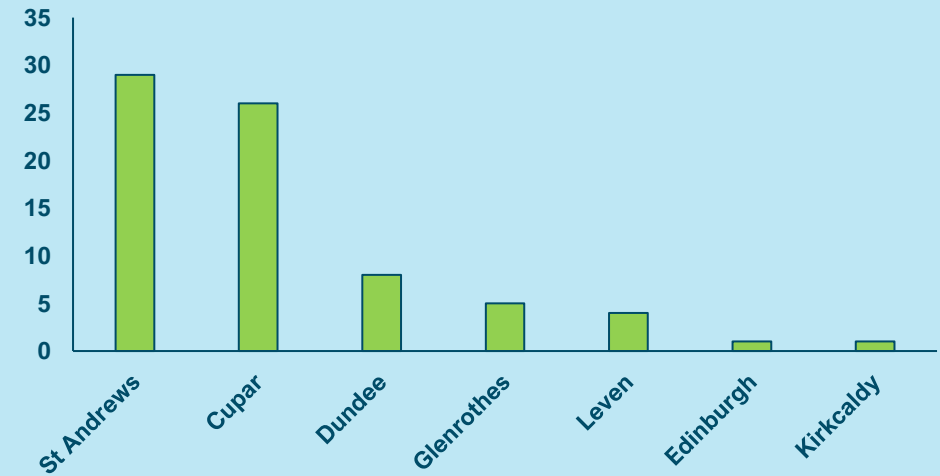
Departing From:		Destination						
Ward	Town	Cupar	Kirkcaldy	Glenrothes	St Andrews	Dundee	Leven	Edinburgh
EN	Anstruther				9		3	
	Cellardyke						1	
	St Monans				2			
	Pittenweem				17			
	Crail					1		1
STA	St Andrews	1						
C	Cupar		1	5	1	2		
	Tarvit Mills	18						
T	Leuchars					1		
	Guardbridge					4		
H	Newburgh	1						
	Auchtermuchty	1						
	Ladybank	2						
	Springfield	1						
	Lindores	2						



Accessing Food



Journey Destination





Accessing Support Services



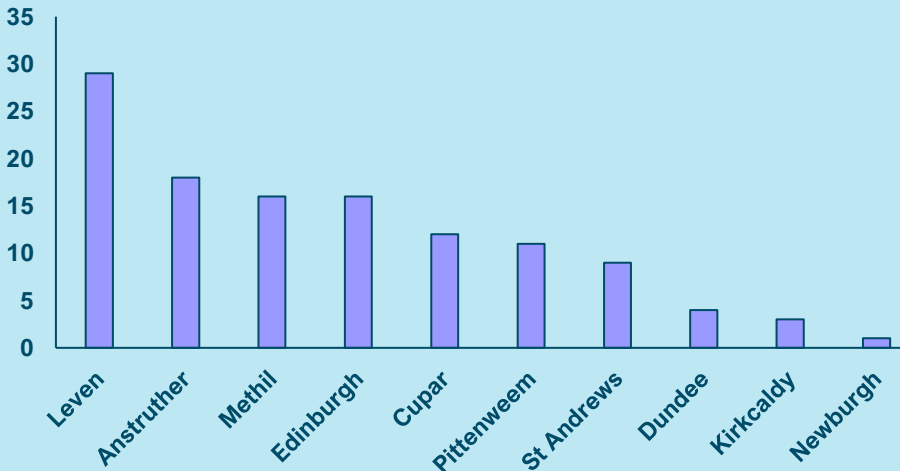
Departing From:		Destination									
Ward	Town	Anstruther	Pittenweem	Newburgh	Cupar	Kirkcaldy	St Andrews	Dundee	Leven	Edinburgh	Methil
EN	Anstruther	2	3			2	1	3	18		9
	Cellardyke		8				2		5	7	
	St Monans				4						
	Pittenweem	6				1			5	9	
	Crail	2						1	1		6
C	Cupar						1				
STA	St Andrews	6			7						1
T	Tayport						3				
	Guardbridge	2									
H	Newburgh			1							
	Ladybank										
	Springfield				1						
	Kincaple						2				



Accessing Support Services



Journey Destination

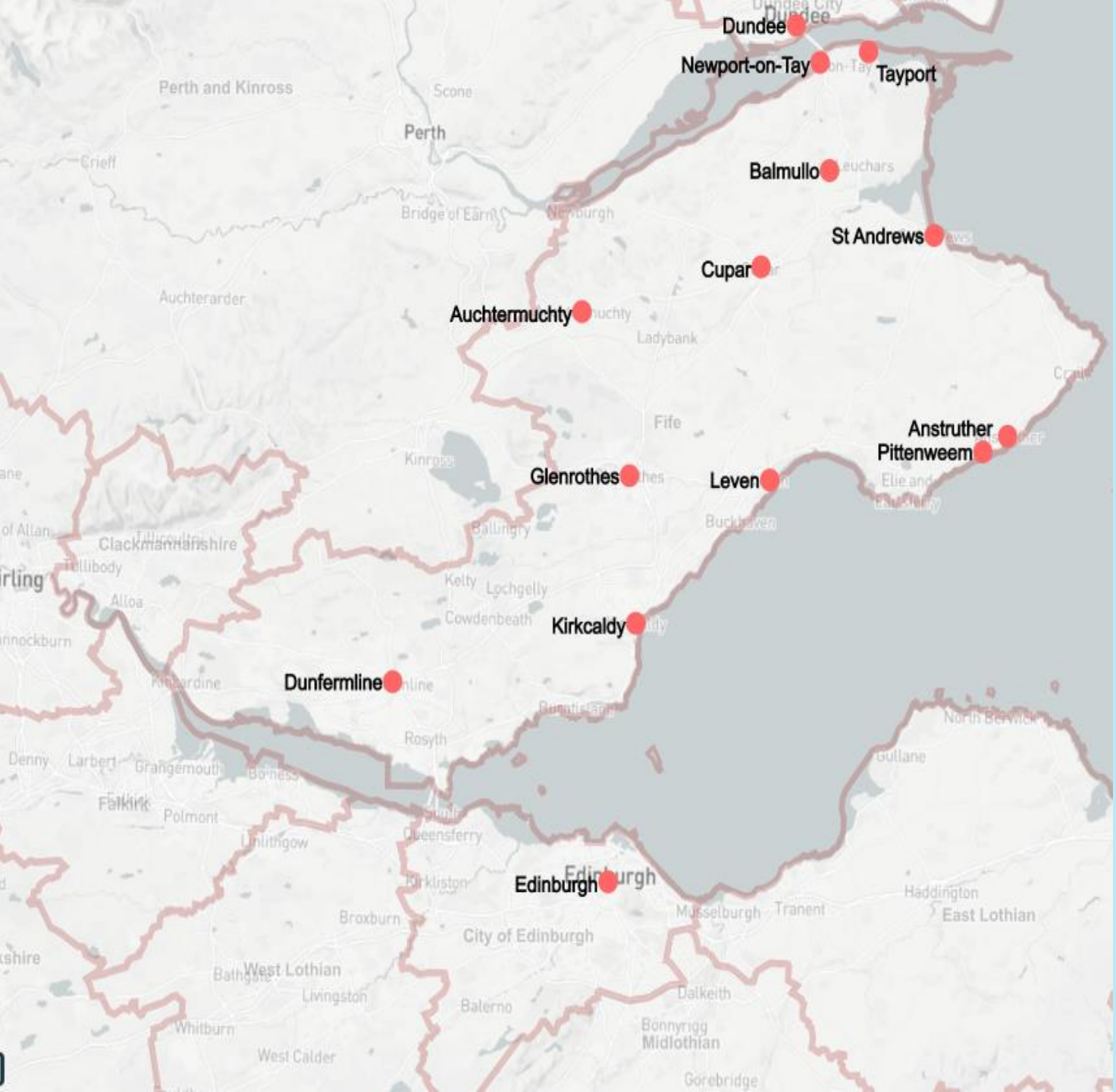




Family Relationship Building Activities



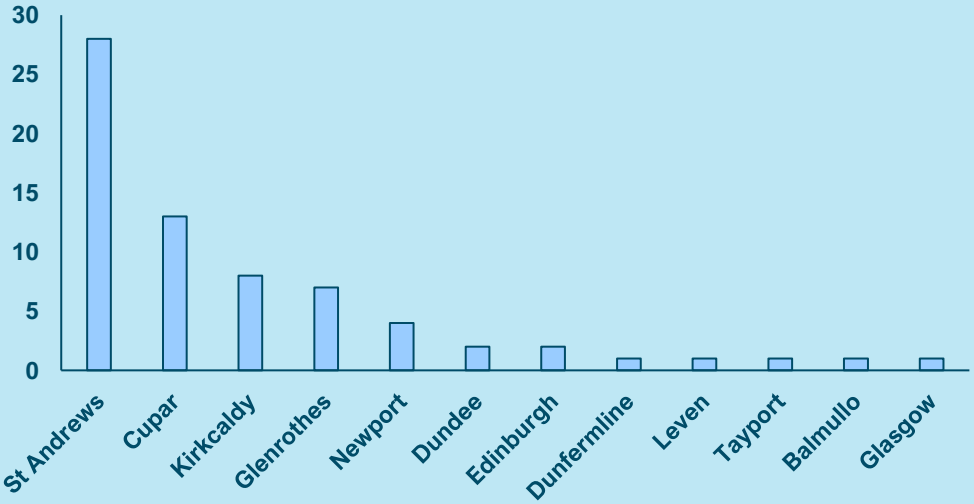
Departing From:		Destinations											
Ward	Town	Cupar	Kirkcaldy	Glenrothes	St Andrews	Dunfermline	Dundee	Leven	Edinburgh	Tayport	Newport on Tay	Balmullo	Glasgow
EN	Anstruther	1					1	2					
	Cellardyke		3	5									
	Pittenweem		4		2								
	Crail				7				2				
T	Leuchars					1							
	Tayport				1								
H	Newburgh	8											
C	Cupar	4		2	18		1				4	1	1
STA	St Andrews		1							1			

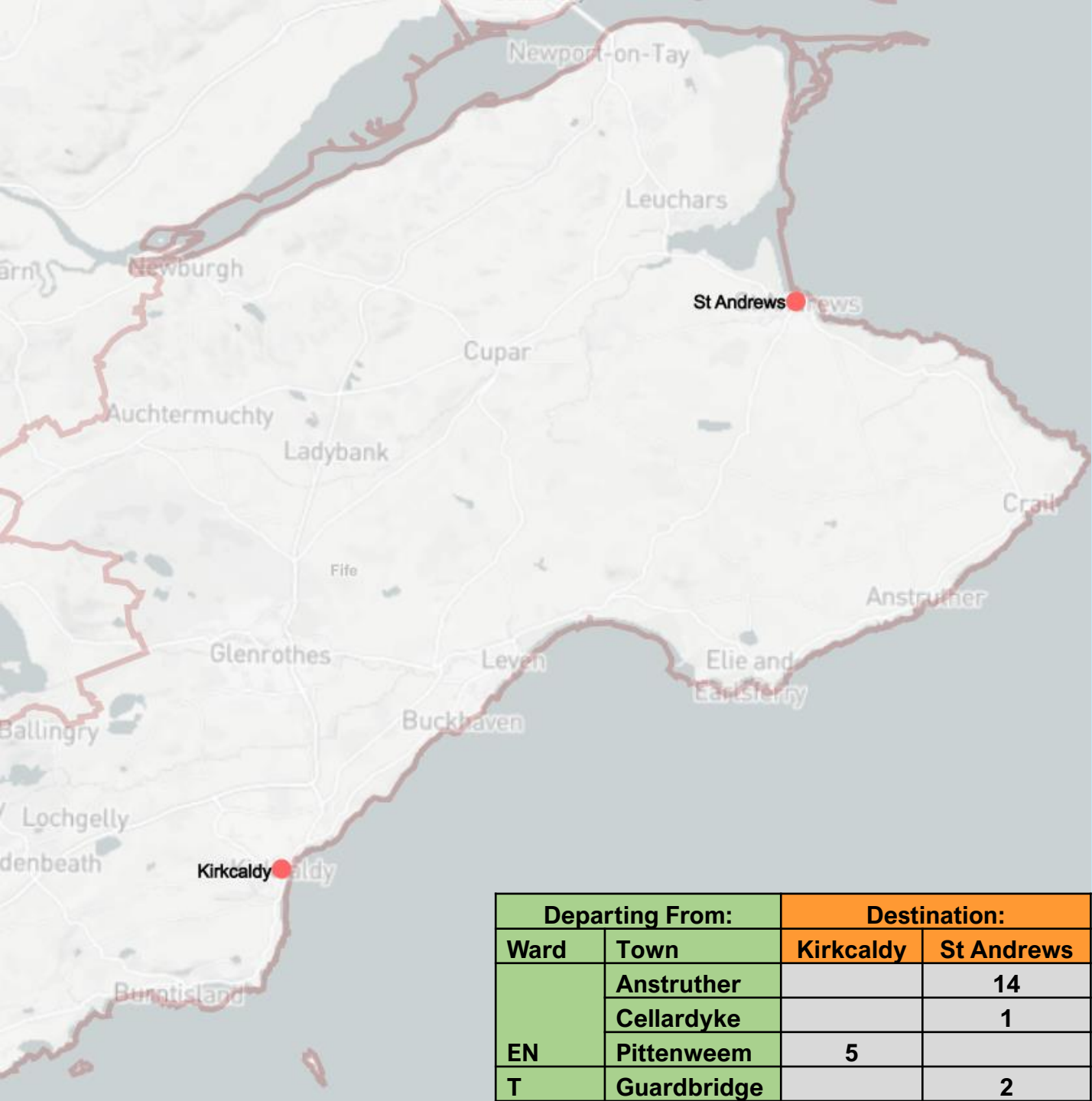


Family Relationship Building Activities



Journey Destination



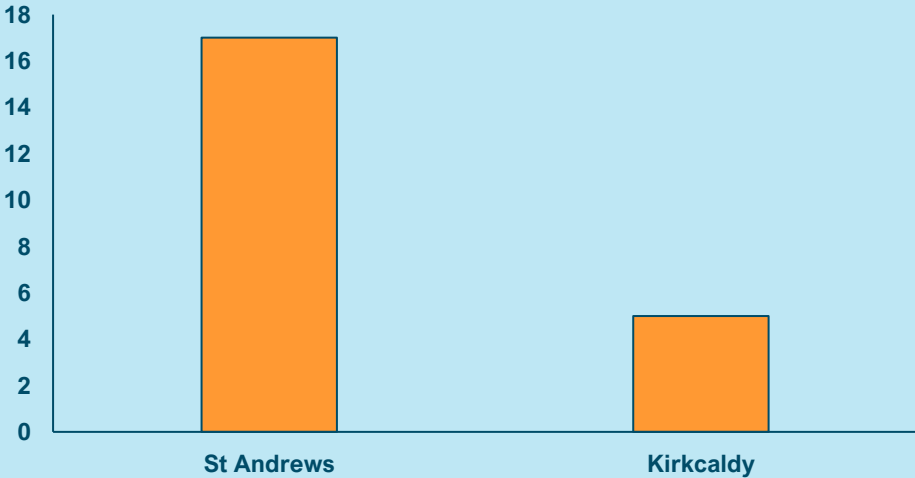


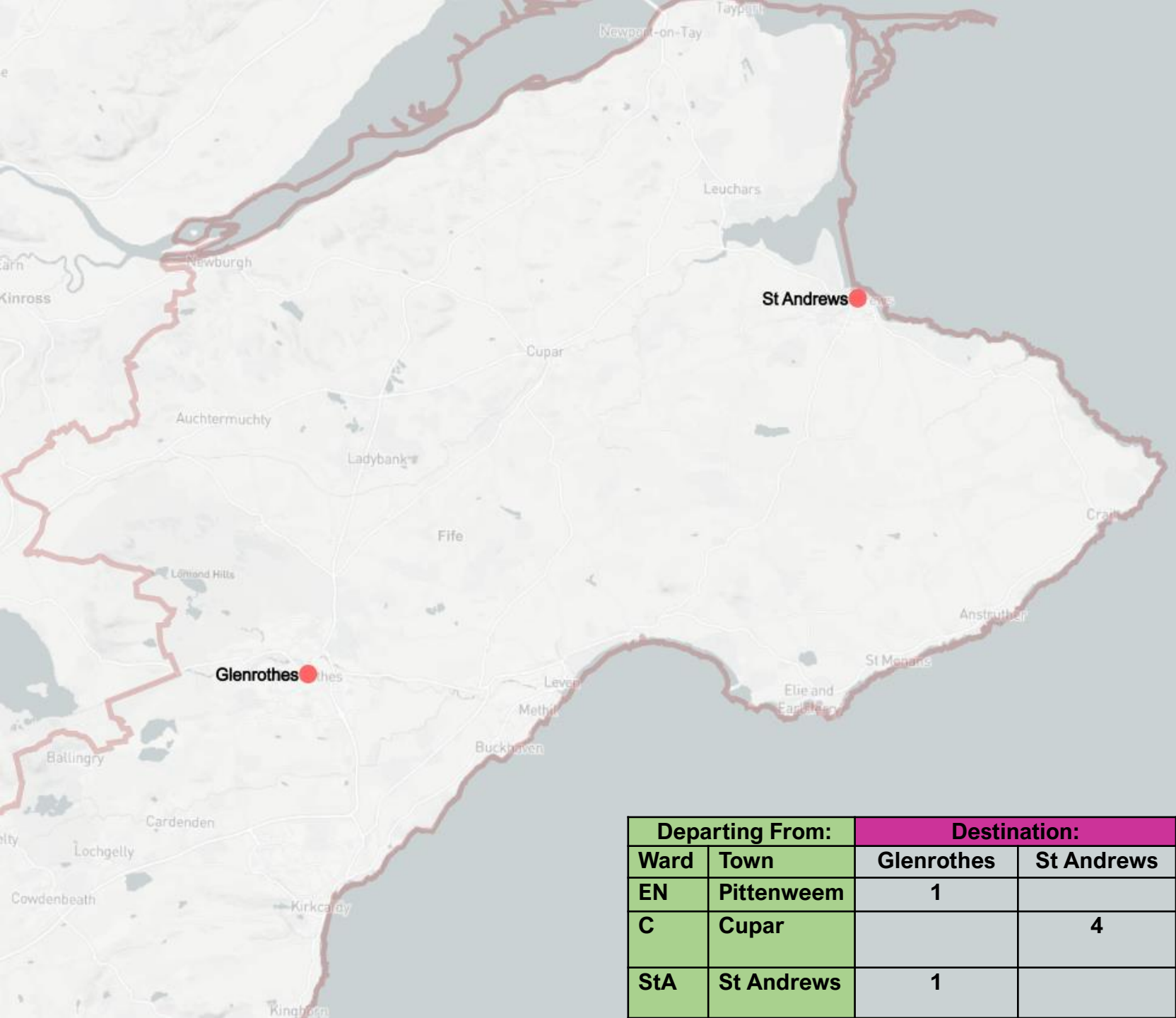
Departing From:		Destination:	
Ward	Town	Kirkcaldy	St Andrews
EN	Anstruther		14
	Cellardyke		1
	Pittenweem	5	
T	Guardbridge		2

Accessing Education



Journey Destinations



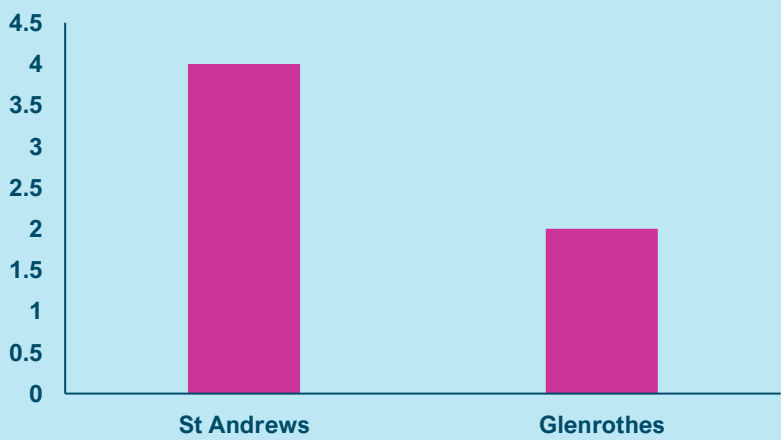


Caring Duties



Departing From:		Destination:	
Ward	Town	Glenrothes	St Andrews
EN	Pittenweem	1	
C	Cupar		4
StA	St Andrews	1	

Journey Destination



**The following qualitative responses
have been collated directly from the
travel voucher distributors...**

Case Studies (1)

Single father with a small child living in a rural area, having to access a nurture hub in Cupar. Having to prioritise money elsewhere meant child was not getting to nursery which then impacts on her development. Father has used a few of these vouchers to seek the nurture hub and access job club which has then helped him stabilise his finances.

The travel tickets provided supported one of my families, the opportunity to be able to travel to a health appointment. Some of these appointments were missed due to having to prioritise money for gas/electricity/food. Having access to these really helped my client with her health which ultimately supports her then to care for her child.

Vouchers were allocated so they could access the Recovery through Nature programme in Kirkcaldy.

Case Studies (2)

One young Mum was very anxious about travelling anywhere by bus on her own with her 6-month-old baby, she built up her confidence gradually using the bus tickets for short journeys initially and then travelled from Cupar to St Andrews to visit family.

This has had a very positive effect on this young Mum's mental health and she now regularly visits family in St Andrews.

The bus tickets we issued were used by families to access more affordable food with families travelling to Glenrothes, Kirkcaldy and Dundee. In addition, families used the tickets to visit family with some travelling as far as Glasgow. Families also used bus tickets to allow them to have a family day out to Scottish Deer Centre, Edinburgh Zoo and to the Cinema in Glenrothes.

Ukrainian refugees used the travel vouchers to access their one-off Biometric appointment in Edinburgh.

Case Studies (3)

A young mum diagnosed with breast cancer used the voucher to attend a scan in hospital.

A couple who do not look after their disabled child would have been unable to visit him at the grandparents in Kirkcaldy without accessing these vouchers.

The practice in Newburgh said that they were at capacity so she could not get registered. I gave the bus ticket so she could travel to Auchtermuchty Medical Practice to register there.

A Ukrainian refugee managed to get on an English Course at the Adam Smith in Kirkcaldy and used the vouchers for the first few weeks until regular travel arrangements were sorted.

Case Studies (4)

The second gentleman has difficulty walking, he also is on benefits but so far does not have a bus pass. He mainly used his voucher to go locally for health care. Due to him accessing these voucher passes and having conversations with him, we spoke to him regarding what could be available to him and are about to assist him with bus pass, house swap and mobility car if he qualifies.

In closing not only did the Concessionary Voucher assist these gentlemen with travel it allowed the service to interact give them access to other support that they might not have been aware of.

The first gentleman is a young lad on benefits who struggles with mental health and other issues. He tries to keep his health appointments, job seekers appointments and visits to local foodbanks. He lost his bus pass and was not always able to attend therefore missing appointments. He came into the service for a cuppa and a chat during which he mentioned his dilemma.

I explained that we could help him facilitate his appointments by giving him travel assistance until he received his bus pass. This was very beneficial to him and once he had his bus pass no longer required the concessionary travel voucher.

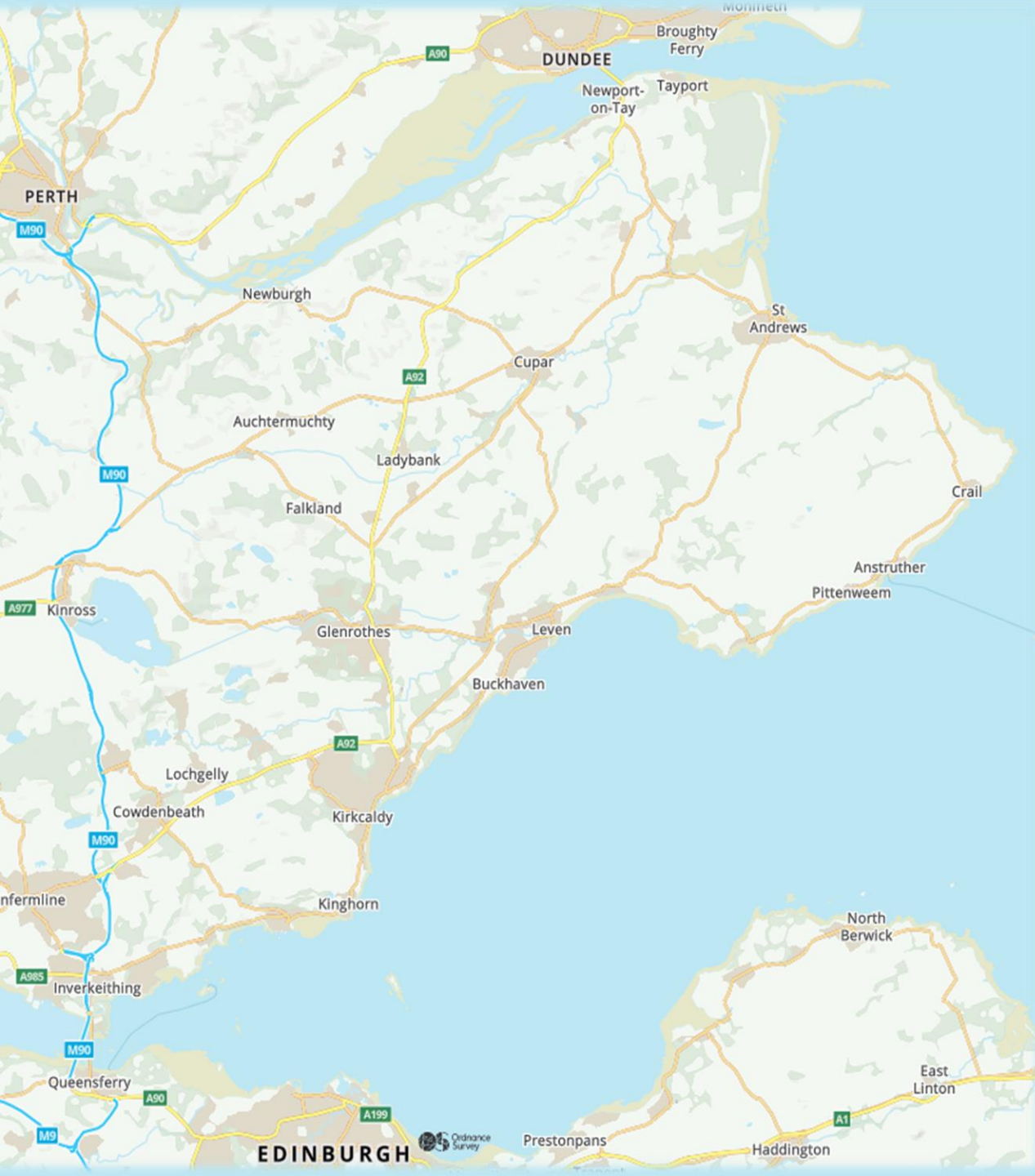
Evaluation of the Concessionary Travel Voucher Project (22-23)

Positive Outcomes for Recipients



Limitations of the Project

Limitations	Solutions
In 22-23 there were no travel voucher books situated in the Taybridgehead Ward. In 21-22, Stagecoach voucher books were offered, but none of the books were utilised.	This year we have acquired Moffat and Williamson travel vouchers, this will enable recipients to use the 69, 77 and 92 Services. Additionally, they will be able to use Flexi-Bus in the least accessible areas of Taybridgehead.
There were unused travel vouchers. A couple of the community groups did not use the voucher books at all.	Increase the frequency of check-ins to ensure that the vouchers are getting used properly. If deemed necessary, books will be redistributed to other community groups to ensure that the need in the ward is getting met.
The <i>Journey Purpose</i> categories were not always representative of the services that recipients were attending. For example, the category: Accessing Support Services often included Health related services.	The information booklet will be updated, in order to give specific examples for each <i>Journey Purpose</i> category. A new category will be created to help differentiate between primary NHS and secondary health services.



2023-2024

The Concessionary Travel Voucher Project will continue to alleviate travel barriers faced by the most vulnerable in society, by working in partnership with the people who support them.

This year the project has been allocated £7000 worth of travel voucher books, to increase the reach of the project across North-East Fife.