



Cabinet Member for Public Health and Sport

Time and Date

2.00 pm on Monday, 5th December, 2016

Place

New Committee Room 1 - Council House

1. **Apologies**

2. **Declarations of Interest**

3. **Minutes** (Pages 3 - 8)

To note the minutes of the last meeting of the former Cabinet Member for Health and Adult Services held on 14th December 2015.

4. **Passport to Leisure and Learning - Re-launch and New Online Application Process** (Pages 9 - 166)

Report of the Executive Director of People

5. **Any other items of public business which the Chair decides to take as a matter of urgency because of the special circumstances involved.**

6. **Private Business**

Nil

Chris West, Executive Director, Resources, Council House Coventry

Friday, 25 November 2016

Note: The person to contact about the agenda and documents for this meeting is Lara Knight Tel: 024 7683 3237 Email: lara.knight@coventry.gov.uk

Membership: Councillors R Ali (Deputy Cabinet Member) and K Caan (Cabinet Member)

By invitation Councillors K Taylor (Shadow Cabinet Member)

Please note: a hearing loop is available in the committee rooms

If you require a British Sign Language interpreter for this meeting
OR if you would like this information in another format or
language please contact us.

Lara Knight

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Public Document Pack Agenda Item 3

Coventry City Council

Minutes of the Meeting of Cabinet Member for Health and Adult Services held at 1.00 pm on Monday, 14 December 2015

Present:

Members: Councillor K Caan (Cabinet Member)
Councillor J Clifford (Deputy Cabinet Member)
Councillor K Taylor (Shadow Cabinet Member)

Employees:

People J Forde, M Greer, J Lynch, J Reading

Resources L Knight

Public Business

11. Declarations of Interest

There were no disclosable pecuniary interests.

12. Minutes of the Previous Meeting

The minutes of the meeting held on 12th October were agreed and signed as a true record.

There were no matters arising.

13. Recommendations relating to the Serious Case Review for Mrs E

The Cabinet Member for Health and Adult Services considered a report of the Executive Director for People, which presented the action plan in relation to a Serious Case Review (SCR) carried out on behalf of the Coventry Safeguarding Adults Board following the death of Mrs E.

A SCR was undertaken by the Coventry Safeguarding Adult Board following the death of Mrs E, who was 66 years old when she died. Mrs E had lived in housing with care and was the main carer for her husband, who was dependent on her support. Mrs E required hospitalisation following a fall where she sustained a fracture to her spine. Following a short period in hospital, she was discharged home, where her health deteriorated over a short time and her GP recommended that residential rehabilitation may improve her recovery.

After the commencement of the residential rehabilitation, Mrs E deteriorated further and was transferred to hospital as an emergency, where she failed to respond to therapeutic treatment and unfortunately died 5 days later.

The SCR was undertaken and made recommendations to improve practice and these recommendations were incorporated into the multi-agency action plan, attached as Appendix 2 to the report submitted. The organisations involved in the SCR were committed to ensuring that the issues identified were addressed. The

Coventry Safeguarding Adults Board would monitor the implementation of improvements within the individual services.

The Cabinet Member noted that, at their meeting on 18th November 2015, the Health and Social Care Scrutiny Board (5) gave detailed consideration to the Executive Summary Report and the associated action plans. The Board questioned at length representatives from a number of partner agencies involved in Mrs E's care in the weeks leading up to her death.

RESOLVED that the Cabinet Member for Health and Adult Services:

- 1. Reiterates to the Coventry Safeguarding Adults Board, the importance of ensuring that all the health organisations take account of the views of family, friends, neighbours and carers relation to an individual's care and that all the concerns raised about communications in this case are also addressed by those agencies involved.**
- 2. Endorses the action plan detailed at Appendix 2 of the report submitted.**

14. Recommendations relating to the System Wide Review for Mrs F

The Cabinet Member for Health and Adult Services considered a report of the Executive Director of People, which presented the action plan relation to a System Wide Review (SWR) carried out on behalf of the Coventry Safeguarding Adults Board following the death of Mrs F.

An SWR was undertaken following the death of Mrs F, who was 80 years old when she died. Although Mrs F lived alone in a variety of housing settings prior to her death, her granddaughter remained a major part of her family support network. Mrs F had chronic vascular disease which she was aware would be life limiting if she declined surgical intervention. Following discussions with health professionals and her granddaughter, Mrs F made the decision not to proceed with surgery.

It was acknowledged that Mrs F would require significant support from health care professionals upon discharge from hospital and therefore when it was agreed by her clinicians that she was medically fit for discharge from hospital, Mrs F was transferred to a care home where she could receive the required level of support. While in the care home, Mrs F developed tissue damage which became infected and, as a result, was re-admitted to hospital where she died 5 days later as a consequence of the infection.

The organisations involved in the SWR were committed to ensuring that the issues identified were addressed. The recommendations within the SWR report formed the basis of a Coventry Safeguarding Board action plan, attached as Appendix 2 to the report submitted, with the Board monitoring the implementation of improvements within individual organisations.

The Cabinet Member noted that, at their meeting on 18th November 2015, the Health and Social Care Scrutiny Board (5) gave detailed consideration to the Executive Summary Report and the associated action plans. The Board

questioned at length representatives from a number of partner agencies involved in Mrs F's care in the weeks leading up to her death.

RESOLVED that the Cabinet Member for Health and Adult Services endorses the action plan detailed at Appendix 2 of the report.

15. Transfer of 0-5 Public Health Commissioning Responsibility to Local Authorities

The Cabinet Member for Health and Adult Services considered a joint report of the Executive Director of People and the Director of Public Health, which outlined the current position and the work that had been undertaken to ensure the safe transfer of commissioning arrangements for the commissioning of 0-5 public health services from 1st October 2015.

As part of the Health and Social Care Act 2012, it was agreed that the commissioning responsibility for 0-5 public health would transfer to the NHS National Commissioning Board until April 2015, which was then extended to October 2015. This responsibility in the main covered the Health Visiting and Family Nurse Practitioner Services (FNP). Services were currently commissioned from Coventry and Warwickshire Partnership NHS Trust (CWPT) and cost in the region of £5.35m per annum.

Guidance was published by the Department of Health to support the transfer of the contracts for the service from the NHS to Local Authorities and financial allocations for Local Authorities from October 2015 were subject to consultation and finally published in March 2015.

Since the start of 2015, work had been undertaken to finalise the financial arrangements for the transfer with NHS England to ensure a smooth transition took place. In August a novation agreement was signed by all parties to support the transfer of contracts. In addition, national templates had been developed for a handover pack of information from NHS England to local authorities. Although there had been some delay nationally regarding the handover pack, due to information governance concerns, it was hoped that these concerns would be resolved shortly to enable the handover to be fully completed.

It was currently planned to re-commission the 0-5 public health services from 1st April 2017, alongside other associated public health services, to form integrated children's public health services in the future. A consultation exercise to inform the new service model would commence in the Autumn of 2015.

In considering the report and the matters raised at the meeting, the Cabinet Member expressed concern regarding the delay in receiving an Implementation Plan from the Coventry and Warwickshire Partnership Trust in relation to providing services from 8am to 8pm. It was reported that a further meeting with officers from the Trust and from the Council was due to take place later in the week and the Cabinet Member requested to be advised of the outcome and, if this was not as expected, a meeting be arranged for himself, the Deputy Cabinet Member and Shadow Cabinet Member with the Chief Executive of the Partnership Trust to discuss the matter further.

RESOLVED that the Cabinet Member for Health and Adult Services:-

- 1. Notes that responsibility for 0-5 public health commissioning transferred to the Council on 1st October 2015; that a re-commissioning exercise will be undertaken during 2015/16 and 2016/17 relating to 0-19 public health services and that a report would be submitted to Cabinet in the future to seek approval to take this work forward.**
- 2. Requests that the Cabinet Member, Deputy Cabinet Member and Shadow Cabinet Member be advised of the outcome of the officer meeting with the Coventry and Warwickshire Partnership Trust regarding their Implementation Plan.**
- 3. Requests that, if the outcome of the meeting detailed in 2 above is not as expected, a meeting be arranged for the Cabinet Member, Deputy Cabinet Member and Shadow Cabinet Member with the Chief Executive of the Coventry and Warwickshire Partnership Trust to discuss this matter further.**

16. Ensuring the Quality of Care and Support in Adult Services.

The Cabinet Member for Health and Adult Services considered a report of the Executive Director of People, which set out proposals to ensure the quality of care and support in adult services.

In Coventry the quality assurance of organisations that provide social care funded by the City Council was led by the Council's Adult Strategic Commissioning Team but involved a significant amount of work within Coventry and Rugby Clinical Commissioning Group (CRCCG) and the Care Quality Commission (CQC). This work was co-ordinated through the Provider Escalation Panel, which was led by the City Council and provided a forum for intelligence to be shared and co-ordinated between organisations so that appropriate and proportionate action was taken.

The level of input dedicated to managing quality for a specific provider was subject to an assessment of risk which helped to ensure that resources were focussed on areas where they were most needed as opposed to a standard approach to all providers.

Where issues had risen, the Council was committed to taking an approach that resulted in an improvement in standards and, to deliver this, worked in close partnership with health colleagues. A small team of nurses employed by the CRCCG were incorporated within the Council's adults commissioning function to further support co-ordination of improvement activity.

It was noted that, positively, a recent CRCCG internal audit in relation to the joint quality assurance system for care homes concluded that "significant assurance can be given on the design and operation of the system's internal controls to prevent risks from impacting on achievement of the system's objectives".

A key requirement of the Care Act 2014 was that local authorities must develop their local knowledge in respect of potential provider failure and focus, where

appropriate, on supporting providers at risk of failure. Local authorities were also required to have plans in place to manage exits from the market to ensure continuity of care. The CQC had parallel duties in relation to larger providers where provision spanned several authority areas and there was a requirement for co-operation between CQC and local authorities.

The City Council had been actively operating a Quality Assurance Framework since 2010 across adult social care. Quality standards were defined throughout the commissioning process and set out within contracts. A key role for the Strategic Commissioning Team was to monitor contracts against these standards, including supporting providers to develop and implement action plans where improvements were required. All contracted provision within the City had a minimum of one planned quality assurance review per year. In addition, there were a number of mechanisms that enable stakeholders to alert the Strategic Commissioning Team to issues outside of the formal meetings and these were always thoroughly investigated.

The approach to planning for market failure had been taken with the Coventry and Rugby Clinical Commissioning Group, who were a key partner in supporting this process and a commissioner of community health services as well as having its local NHS duties. A market failure plan had been developed and was attached as an Appendix to the report submitted. The Council acted proactively to support providers wherever practicable and worked jointly to manage situations effectively.

RESOLVED that the Cabinet Member for Health and Adult Services approves:

- 1. The approaches taken in Adult Social Care to manage market risk through quality assurance processes.**
 - 2. The contingency plan to be used in cases of market failure.**
17. **Any other items of public business which the Cabinet Member decides to take as matters of urgency because of the special circumstances involved**

There were no other items of public business.

(Meeting closed at 1.55 pm)

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Public report Cabinet Member Report

Cabinet Member for Public Health and Sport

05 December 2016

Name of Cabinet Member:

Cabinet Member for Public Health and Sport – Councillor K Caan

Director Approving Submission of the report:

Executive Director Place

Ward(s) affected:

All

Title:

Passport to Leisure and Learning – Re-launch and new online application process

Is this a key decision?

No - Although the matter within the report can affect all wards in the City, it is not anticipated that the impact will be significant and it is therefore not deemed to be a key decision.

Executive Summary:

The Passport to Leisure and Learning (PTLL) scheme is a concession scheme primarily for Coventry residents who are eligible for a means tested benefit. The aim of the scheme is to increase accessibility and encourage participation in learning and leisure opportunities across Coventry.

The current take up of the PTLL scheme is extremely low, with only 1,548 cards in circulation and valid. Consultation on the PTLL scheme, which took place in 2013 indicated that the current application and renewal system is expensive, outdated and bureaucratic. The process involves completing a lengthy manual application/renewal form and providing suitable identification alongside eligibility/benefit verification.

The Council cannot currently accurately quantify how many residents in the city would be eligible for the PTLL scheme, due to Data protection rules within the Department of Works and Pensions (DWP).

There are 34,607 homes in the city that are in receipt of either a Housing Benefit or Council Tax Support payment via the Council's internal Benefits and Revenues team. Housing Tax benefit and Council Tax Support that meet the eligibility criteria for PTLL scheme. The Council are recommending targeting these 34,607 homes as part of a re-launch of the scheme.

Coventry residents on other qualifying benefits which are registered with the DWP will be able to apply for the PTLL card through an online application process.

Recommendations:

Cabinet Member for Public Health and Sport is recommended to approve:

- (1) That the council distributes PTLL cards to the 34,607 households in Coventry that currently receive Housing Benefit and Council Tax Support.
- (2) The PTLL scheme will be free of charge, verification of proof of benefits will not be required and all cards issued will be valid until a unified card is implemented.
- (3) All other residents who are eligible for PTLL scheme through alternative qualifying benefits will have the opportunity apply for a card through an online application process.
- (4) The PTLL card will be issued to all foster carers looked after children and any children that are deemed to be at risk in Coventry.
- (5) A project team is established to include all key stakeholders, which will examine the feasibility of a unified concession card for all Coventry residents.

List of Appendices included:

Appendix A – results of the consultation exercise regarding PTLL
Appendix B – the proposed online application form
Appendix C – equalities impact assessment

Other useful background papers:

None

Has it been or will it be considered by Scrutiny?

No

Has it been or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title: Passport to Leisure and Learning – Re-launch and new online application process

1. Context (or background)

1.1 The Passport to Leisure and Learning (PTLL) scheme is a concession scheme primarily for Coventry residents who are eligible for one of the means tested benefit's listed below.

- Jobseekers allowance
- Pension Credit
- Income Support
- Attendance allowance
- Employment & Support Allowance / Incapacity Benefit
- Personal Independence Payment / Disability Living Allowance
- Working Tax Credit (Child Tax Credit alone does not apply)
- Universal Credit
- Industrial Injury Disablement Benefit
- Severe Disablement Allowance
- Carers Allowance
- Widows Benefit
- Industrial Death Benefit
- Bereavement Benefit

1.2 Current uptake of the PTLL card is very low, with 1548 cards currently in use, the total eligible population in Coventry is estimated at around 70,000 residents, and current take up is 0.45%.

1.3 Use of the PTLL card has declined by 50% between March 2014 until the present day.

1.4 Housing Benefit or Council Tax Support data provided by the Council's internal Benefits and Revenues team has identified 34,607 homes that would meet the qualifying criteria for the PTLL scheme. All of the remaining qualifying benefits are managed by the Department for Work and Pensions (DWP), due to data protection the Council cannot access information on which residents are claiming means tested benefits managed by the DWP.

1.5 The current application process for eligible residents requires the completion of a printed application form, proof of eligibility, a photographic identification document and a passport style photo that is included on the PTLL card for identification purposes.

1.6 The current charge for a PTLL card is £5.20 for an adult and £2.60 for a child. Non-residents can apply for a card the same eligibility criteria applies but charges increase to £16.30 for an adult and £8.15 for a child.

1.7 In March 2016 the contract with the Post Office for issuing the PTLL card was terminated by mutual consent, the PTLL card is now only issued at the venues listed below.

- Coventry Sports and Leisure Centre
- Alan Higgs Centre Allard Way
- Moat House Leisure and Neighbourhood Centre
- Xcel Leisure Centre
- Centre AT7
- Central Library
- Carers Trust

1.8 The current PTLL card is renewable on an annual basis; the existing renewal process for the PTLL card follows the same process as a first time application.

- 1.9 Looked after children and foster carers currently have to follow the same application process to access the PTLL scheme as a resident on a means tested benefit. There are currently 585 Looked after Children in the city who would be eligible for a card, and 515 Children at Risk (children subject to a protection plan).
- 1.9 A number of local providers offer variable levels of discount to cultural, leisure and learning opportunities including:
- Adult Education Service
 - Coventry Sports Foundation
 - Coventry Sports Trust
 - Parks
 - Allotments
 - Atrium Health
 - Belgrade Theatre
 - Coventry Cathedral
 - Henley Active
 - Coventry Heritage and Arts Trust
 - Library and Information Services
 - Midland Air Museum
 - Skydome Planet Ice
 - Tourist Information Centre
 - Warwick Arts Centre
- 1.8 826 residents responded to a Passport to Leisure and Learning scheme consultation held between January and March 2013. The main findings from the consultation were in relation to the cost of the card, the difficult and bureaucratic application process, issuing venues and the need to renew the PTLL card annually.

2 Options considered and recommended proposal

2.1 (Option A) - All Coventry residents on a qualifying means tested benefit will receive / can apply for PTLL card with no charge (Recommended option)

2.2 Coventry City Council's internal Benefits and Revenues team can identify 34,607 homes in the city that are in receipt of either a Housing Benefit or Council Tax Support payment – all of these households are eligible for a membership card. The Council are proposing to send:

- one PTLL card to all single parent households and further cards to cover all children living in that household, and;
- two PTLL cards where two parents are recorded, again including further cards to cover all children living there.

2.3 The 1500 residents that are already members of the PTLL scheme will be sent a new card.

2.4 An online application system will be launched in December 2016 allowing residents that qualify for the PTLL scheme through a means tested benefit that is managed through the DWP to apply for a free PTLL card. A targeted communications and marketing strategy will be developed to increase awareness of the PTLL scheme and the online application process.

2.5 No photo or benefit verification will be required by applicants at the point of application, as access to scanners/smart phones and uploading information may be a barrier preventing

eligible residents to apply for the PTLL card. Once the PTLL card has been issued, providers may implement local identification & eligibility verification checks.

- 2.6 The PTLL card will not include a photo for identification purposes, providers are implementing local management arrangements.
- 2.7 The PTLL will not be renewable on an annual basis and will be valid until the launch of a unified Coventry concession card in late 2018. If a current member's benefit allocation alters they will be able to continue to use the card as if they were still in receipt of benefits.
- 2.8 The PTLL card will become part of the offer to potential foster carers. All existing foster carers, looked after children and children at risk will be supplied with a PTLL card through representatives from the People Directorate.
- 2.9 (Option B) - Continue with the existing PTLL scheme (not recommended)**
- 2.10 The Council continue to offer the current PTLL scheme, which has a limited take up of 0.45% of the eligible population.
- 2.11 The existing manual application system would remain, including the need for a passport photo and limited issuing venues across the city which is a major barrier to potential applicants for the scheme.
- 2.12 The Council would need to continue to apply a charge to access the PTLL scheme to cover general administration costs required to issue the card.
- 2.13 Take up of the PTLL card will continue the trend of decline, resulting in the most disadvantaged residents not accessing Leisure and Learning opportunities at concessionary prices.

3. Results of consultation undertaken

- 3.1 In terms of the specific discounts that respondents said encouraged them to get a Passport to Leisure and Learning Card, the Sports and Parks discounts received the highest response – it is also the most used discount, followed by Adult Education Service related discounts. Culture discounts proved to be the least encouraging and are also the least used; however, they are still used by over 1 in 4 respondents.
- 3.2 Almost a third of respondents said they use their card once or twice a week to claim a discount and a quarter said they use it this amount per month. A very low number said they never use it (1.7%).
- 3.3 There was a very clear message that the PTLL scheme is not well advertised and a number of advertising/promotional methods were suggested including; posters, leaflets, newspaper adverts and email alerts.
- 3.4 There was particular reference to the signing up and renewal processes in that they are too long, complicated and bureaucratic. It was also mentioned that too much paper work is required as suitable identification. Respondents also expressed their dissatisfaction with the fact that the PTLL only lasts a year and that it is too expensive to keep renewing it and the costs to update the required photographs. Respondents suggested a reminder system so that members are alerted to the fact that their card is due to expire. This was a contributing factor to the high level of respondents that said they didn't have a card (59.0%).

- 3.5 It was also suggested that the eligibility criteria for the scheme is extended so that not just people on benefits are entitled to it. A number of respondents suggested that over 60s should be included in the eligibility criteria.
- 3.6 Almost two fifths of respondents said that they hadn't renewed or had never had a Passport to Leisure and Learning Card because they were not eligible and a quarter said that they were not aware of it. When asked what their 'Other' reasons were, respondents reinforced that it was due to these reasons and that the card is too expensive to renew and the activities are too expensive.

4. Timetable for implementing this decision

- 4.1 All residents eligible for a PTLL card through Housing Benefit and Council Tax Support will be sent a PTLL card in December 2016. The online application process and new PTLL website will go live for all other residents who would be eligible for the PTLL scheme in December 2016.
- 4.2 People Directorate will be issued with a supply of PTLL cards to send out to existing foster carers and their families in January 2017. They will be given a further supply in order to issue to new foster carer families. All children at risk will be addressed via this mail out.
- 4.3 A project group to include all key stake holders will be established in January 2017 to examine the feasibility of a unified concession card. It is intended if feasible the unified concession card would be launched late in 2018.

5. Comments from the Executive Director Resources

5.1 Financial implications

The cost of issuing the required number of Passport to Leisure and Learning cards will create a small - one off pressure on the existing budget of around £30k (worst case scenario), this is expected to affect the 2016/17 budget when the cards are issued.

A loss of future annual income (£10k) is offset by savings on annual production costs as it is not intended to issue any further cards after this issue.

5.2 Legal implications

The issuing of the PTLL card meets the following legislation:

Section 2B of the National Health Service Act 2006 as amended by s.12 of the Health and Social Care Act 2012 which states

“(1) “Each local authority must take such steps as it considers appropriate for improving the health of the people in its area” and “(3) The steps that may be taken under subsection (1) include:

- (a) providing information and advice;
- (b) providing services or facilities designed to promote healthy living (whether by helping individuals to address behaviour that is detrimental to health or in any other way);
- (c) providing services or facilities for the prevention, diagnosis or treatment of illness;
- (d) providing financial incentives to encourage individuals to adopt healthier lifestyles;
- (e) providing assistance (including financial assistance) to help individuals to minimise any risks to health arising from their accommodation or environment;

- (f) providing or participating in the provision of training for persons working or seeking to work in the field of health improvement;
- (g) making available the services of any person or any facilities and:

S.22 of the Children Act 1989 which places a general duty on the local authority in relation to children looked after by them and (3) it shall be the duty of a local authority looking after any child:

- (a) to safeguard and promote his welfare; and
- (b) to make such use of services available for children cared for by their own parents as appears to the authority reasonable in his case. This particular legislation is used to reflect that the PTLT cards will be issued to all foster carers, looked after children and any children that are deemed to be at risk in Coventry.

6. Other implications

6.1 How will this contribute to achievement of the Council's Plan?

The provision of reduced cost sports, learning, leisure, arts and cultural activities through Passport to Leisure will support local people living longer and healthier lives as the uptake of physical activities is increased. The young people eligible for the card will have safe places to get active, learn and enjoy cultural activities at sports centres, education venues and museums and galleries, helping them to make a positive contribution to the city.

The card will enable many local facilities to be more accessible for almost a third of the city's population and will encourage a creative, active and vibrant city. It will help narrow the gap between the economically well off and the less well-off and will see different communities coming together to play sports, learn and visit cultural venues.

6.2 How is risk being managed?

The PTLT card will no longer feature photographic identification and the application process will not include the verification of a valid means tested benefit. The scheme is potentially open to abuse and as such providers will implement local proof of identification procedures.

The level of uptake of the card with providers is a risk, with the potential for increased usage of all venues at peak times. Providers are implementing local procedures for the management of PTLT usage and 6 monthly meetings with providers will be facilitated to monitor usage.

6.3 What is the impact on the organisation?

There will be some one-off financial implications that need to be considered as part of the re-launch. Loss of income related to the scheme, however limited administration costs will remain as membership cards will need to be circulated to those eligible members who are not captured during the circulation to Housing Benefit/Council Tax Support during December.

6.4 Equalities / EIA

An Equalities and Consultation Analysis has been undertaken and is appendix 3 attached. This assessment showed that there is likely to be a positive impact on protected characteristic groups and no adverse effects.

Consultation told us that by reducing the paperwork and bureaucracy previously associated with the card, those on the lowest incomes in the city will be more likely to engage in sport, education and cultural activities. There will also be a positive impact on the children of those on the lowest incomes as they too, will be eligible for a card. Those on disability benefits will also be eligible.

It is known that engaging in sports and physical activity could increase length of life, improve lifestyle and improve mental health. By re-launching the card and sending it directly to those eligible – a large majority of who live in disadvantage neighbourhoods – there is a much higher likelihood that it will be used and positively impact those who receive one.

Looked after children, children at risk, young people aged between 16 – 19 and asylum seekers are all eligible for a card.

6.5 Implications for (or impact on) the environment

No impact.

6.6 Implications for partner organisations?

There would be no requirement for partners to manually issue the PTLL card to residents; there will be a small financial implication in relation to the commission charges to process applications – this will be lost to current administrators.

Encouraging participation in learning and leisure opportunities will have an impact on all of the providers; more of Coventry’s most disadvantaged residents should take part in more activities and the participating avenues.

Report author(s):

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Directorate: Place

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Enquiries should be directed to the above person.

Contributor/approver name	Title	Directorate or organisation	Date doc sent out	Date response received or approved
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David Nuttall	Head of Service - Sports, Culture, Destination & Business Relationships	Place	11/11/16	

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Names of approvers for submission: (officers and members)				
Finance: Phil Helm	Finance Manager - Place	Finance & legal	16/11/16	17/11/16
Legal: Karen Nicholls	Corporate Governance Lawyer	Finance & legal	11/11/16	15/11/16
Director: Martin Yardley	Executive Director - Place	Place	17/11/16	21/11/16
Members: Councillor Caan	Cabinet Member – Public Health & Sport		21/11/16	22/11/16

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Corporate Research

Passport to Leisure and Learning Report

Findings from the Passport to Leisure and Learning Survey 2013 with comparisons to the Passport to Leisure and Learning Database

Katie Copson

March 2013

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1. Executive Summary

Awareness and communication

Encouragingly 88.9% of respondents said that they were aware of the Passport to Leisure and Learning Scheme, however the most common way of hearing about the scheme was through word of mouth communication (35.5%) as opposed to more formal communication methods.

Passport to Leisure and Learning Card types

Two fifths (39.4%) of respondents said they currently had a Passport to Leisure and Learning Card. In terms of the types of card held by respondents that did have a card, the majority of respondents said they have an adult card (85.4%).

Discounts

In terms of the specific discounts that respondents said encouraged them to get a Passport to Leisure and Learning Card, the Sports and Parks discounts received the highest response – it is also the most used discount, followed by Adult Education related discounts. Culture discounts proved to be the least encouraging and are also the least used, however, they are still used by over 1 in 4 respondents.

Almost a third of respondents said they use their card once or twice a week to claim a discount and a quarter said they use it this amount per month. A very low number said they never use it (1.7%)

Qualification for the card

In terms of those who have a Passport to Leisure and Learning Card, over half of these qualified as they were in receipt of either a means tested or Disability benefit (57.5%), however a fifth of respondents said that they qualified due to 'Other' reasons, these were largely due to;

- Being a carer
- In receipt of Working Tax Credits (Means Tested)
- Claiming Job Seekers Allowance (Means Tested)

Signing up for the card

Half of respondents said that they had signed up at their local Post Office and a fifth had signed up at one of the City's Sports Centres.

Another popular place where respondents said they had signed up was at the Coventry Carers Centre.

Satisfaction with the Card

Respondents were largely satisfied with the scheme across a number of different aspects – in particular relating to the cost of the card (82.4%), the range of discounts (80.7%) and information about discounts (80.2%)

Suggestions on how to improve the scheme

There was a very clear message that the Passport to Leisure and Learning scheme is not well advertised and a number of advertising/ promotional methods were suggested including; posters, leaflets, newspaper adverts and email alerts.

There was also consensus that the card should be able to be used in more places and should not be restricted to just within Coventry. When directly asked about this, 76.8% of respondents said that discounts at facilities outside of Coventry would encourage them to consider getting a card.

There was particular reference to the signing up and renewal processes in that they are too long, complicated and bureaucratic. It was also mentioned that too much paperwork is required as suitable identification. Respondents also expressed their dissatisfaction with the fact that the Passport to Leisure and Learning card only lasts a year and that it is too expensive to keep renewing and update the required photographs. Respondents suggested a reminder system so that members are alerted to the fact that their card is due to expire. Renewing the card was a contributing factor to the high level of respondents that said they didn't have a card (59.0%).

A number of respondents suggested that the eligibility criteria for the scheme is extended so that not just people on benefits are entitled to it.

Suggestions on where there should be other discounts

Discounts for the cinema and theatre were the most suggested, followed by discounts at restaurants, food and drink outlets and supermarkets. Another common suggestion was discounts on public transport as it would make accessing places that do offer discounts easier and cheaper.

When directly asked about discounts at restaurants, shops and events 81.9% of respondents said that it would encourage them to consider getting a card.

Reasons for not renewing/ never having a Passport to Leisure and Learning card

Almost two fifths of respondents said that they hadn't renewed or had never had a Passport to Leisure and Learning Card because they were not eligible and a quarter said that they were not aware of it. When asked what their 'Other' reasons were, respondents reinforced that it was due to these reasons and that the card is too expensive to renew and the activities are too expensive.

2. Introduction and purpose

This report analyses the results of the Passport to Leisure and Learning Survey 2013. The purpose of the survey was designed to understand what local people think of the Passport to Leisure and Learning scheme and what they think would encourage more people to take up the scheme. The survey also sought to understand what local people think would improve the scheme so that more people can benefit from it.

3. Background and context

The Passport to Leisure and Learning scheme gives discounts on many leisure and learning activities across Coventry for adults and children. Adult residents and non-residents of the city qualify for a Passport to Leisure and Learning if they are:

- over 16
- claiming a qualifying benefit
- aged 16-19 years and still in full time education (with a parent still receiving child benefit for them, or on a work based Governmental Training)

Children are entitled to a Passport to Leisure and Learning if they are under the age of 16 and if one of their parents/carers qualify for one.

The Passport to Leisure and Learning offers reduced prices for a variety of activities at many venues across the city which includes:

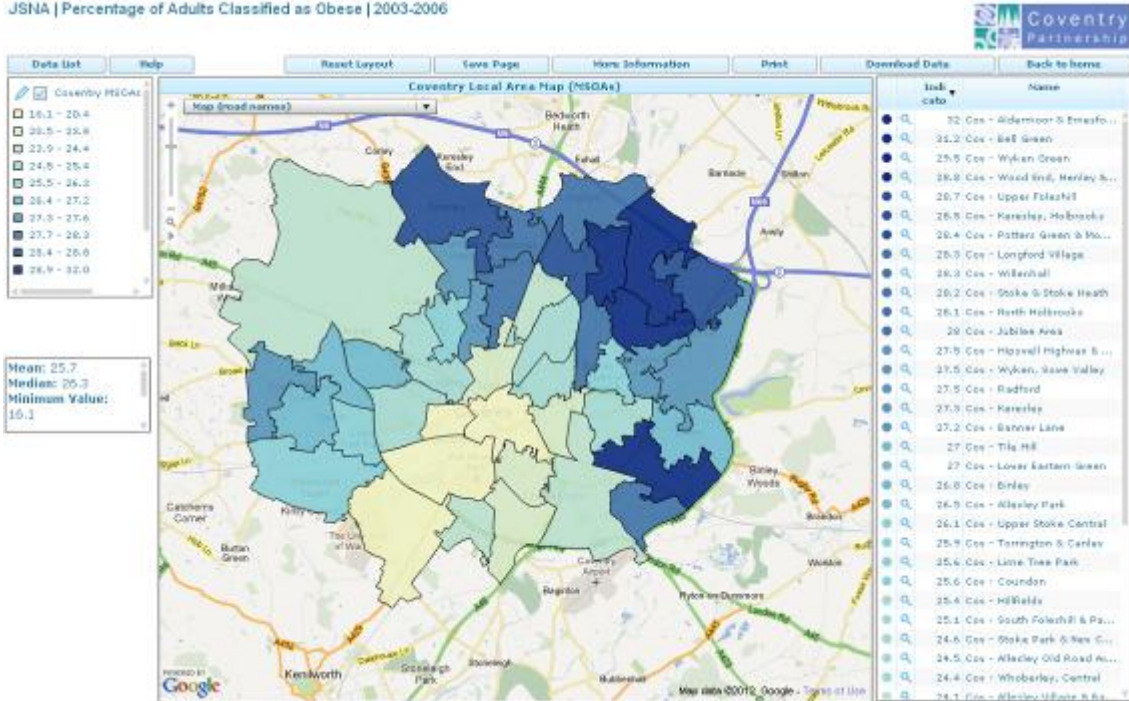
- Adult Education Classes
- Alan Higgs Centre
- Allesley Park (Pitch and Putt)
- Allotments
- Belgrade Theatre
- Brandon Wood Golf Course
- Buggy workout
- Centre AT7
- Coombe Country Park
- Coventry Cathedral
- Coventry Sports and Leisure Centre
- Electric Railway Museum
- Foleshill Leisure Centre
- Henleyactive (previously called SportFIT), Henley College
- Herbert Art Gallery and Museum shop
- Herbert Media
- Library and Information Services
- Lunt Roman Fort
- Midland Air Museum
- Moat House Leisure and Neighbourhood Centre
- Park Ranger Service
- Priory Visitor Centre Shop
- SkyDome Planet Ice
- Spencer Park (Bowls)
- Tenpin
- Tourist Information Centre
- Xcel Leisure Centre
- War Memorial Park
- Warwick Arts Centre

4. Setting the scene

Obesity

The National Obesity Observatory estimates that 26% of Coventry adults are obese, compared to 24% for England. Childhood obesity is also slightly higher in the city with one in five children obese (20%), compared to 19% nationally.

JSNA | Percentage of Adults Classified as Obese | 2003-2006



Levels of adult obesity in the North, North East and East areas of Coventry are high, especially in Aldermoor & Ernesford Grange (32%), Bell Green (31.2%) and Wyken Green (29.5%) areas of the city.

Health Referrals

	Total Referrals Active For Health (2010)		All GP Referrals (Be Active, Be Healthy, 2010)	
Coventry North East	271	47%	351	48%
Coventry North West	157	27%	201	27%
Coventry South	145	25%	186	25%
Coventry Total	573	100%	738	100%

Residents in the North East of the city are also more likely to be referred to health programmes, again highlighting higher incidence of health issues. 47% of all Active for Health referrals and 48% of all GP referrals are for North East city residents.

Deprivation

The map below shows the distribution of deprivation across the city.

Deprivation in the city is largely in the north east with some pockets in the south east and south west.



Physical Activity Participation

Names	Household Survey - % of respondents who take part in any physical activity at least 3 times a week
Binley and Willenhall Ward	40
Henley Ward	45
Westwood Ward	51
Wyken Ward	53
Earlsdon Ward	60
Whoberley Ward	60
Wainbody Ward	63
Longford Ward	65
Sherbourne Ward	67
Woodlands Ward	69
Foleshill Ward	71
Holbrook Ward	72
St. Michael's Ward	72
Upper Stoke Ward	72
Bablake Ward	74
Cheylesmore Ward	74
Radford Ward	74
Lower Stoke Ward	79

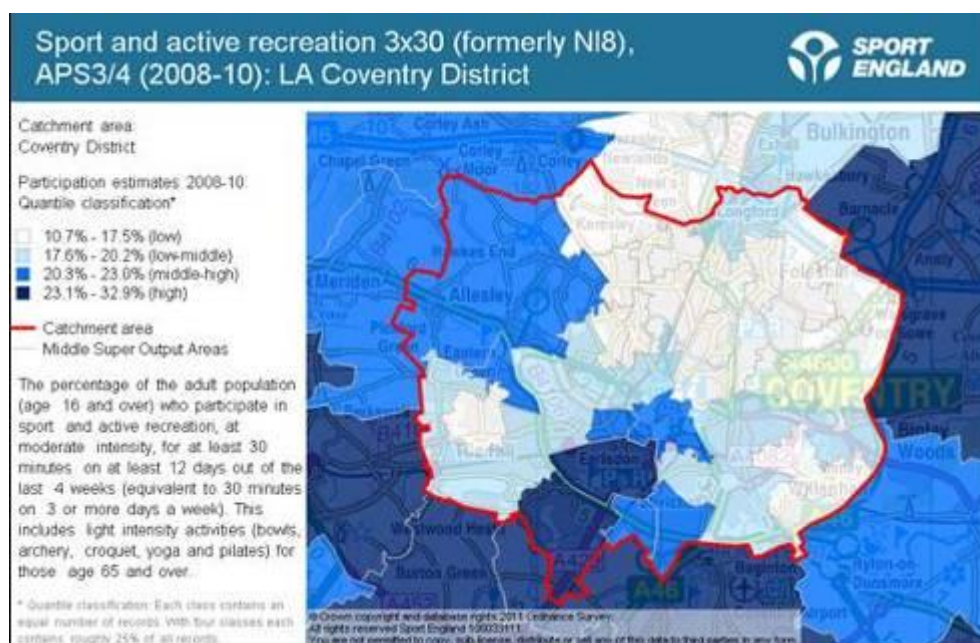
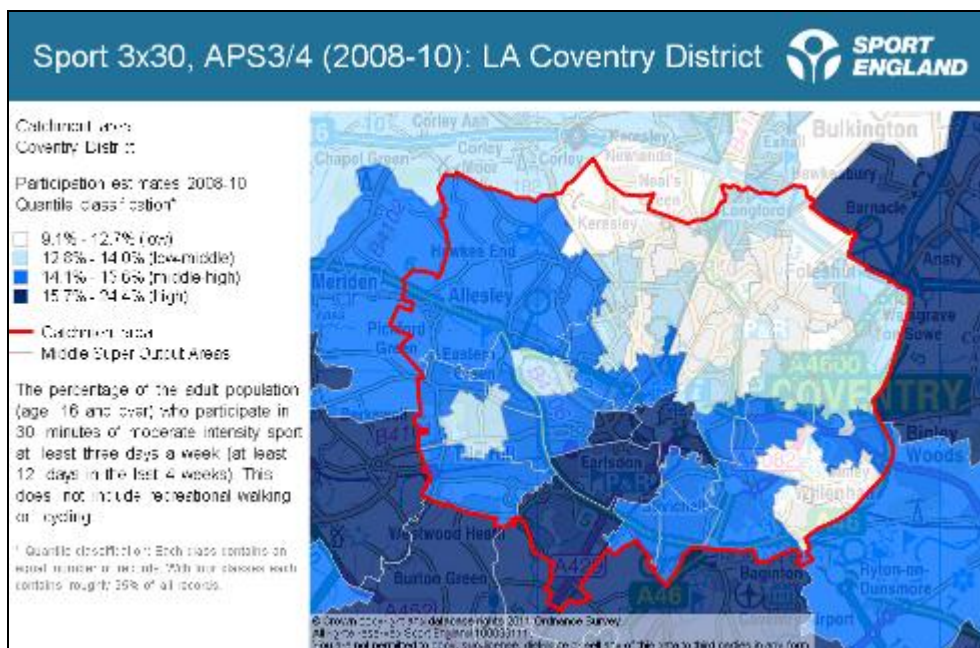
Binley and Willenhall, Henley and Wyken wards are areas of the city where residents are less likely to take part in regular physical activity, with 40%, 45% and 53% of respondents from the Household Survey stating they took part in any physical activity at least 3 times a week.

Active People Survey – Sports Strategy Key Findings

- 53.2% of the adult population do not do take part in any sport or physical activity lasting for 30 minutes or longer; this is above the national and regional equivalents and female inactivity (61.3%) is significantly higher than the equivalent male rate (45.0%).
- Age clearly plays a role and inactivity rates are highest amongst those aged 55+ (67.9%) and lowest for young adults aged 16-25 (43.3%).
- Regular female activity (15.2%) is less than half the corresponding male rate (31.3%) which is itself much higher than the national (25.2%) and regional (23.8%) equivalents.
- The impact of age is most significant for regular participation, with rates amongst 16-25 year olds (32.2%) being noticeably higher (35-54 years 23.5%, 55+ years 14.7%).
- 6.3% of the city's adults are sports volunteers for at least one hour a week; 23.6% are members of a sports club; 15.5% receive sports tuition or coaching and 13.8% take part in organised sports competition(s).
- The top five sports are gym and keep fit, football, swimming, athletics and cycling.
- Further examination of the main sports, as might be anticipated, shows football to be a predominantly male activity with more than 9 in 10 participants being men. Conversely, just under 9 in 10 of those taking part in keep fit exercises and 6 in 10 swimmers are women, while 6 in 10 of those taking part in athletics and two thirds of cyclists are men.
- Similarly, three quarters of footballers are under the age of 35, relatively few 16-24 year olds do aerobics or keep fit and cycling, swimming and athletics are characterised by an even spread throughout the cohorts up to 64 years.
- Cycling and athletics can also be seen as 'doorstep' sports (start/finish at home); swimming and athletics can also be relatively inexpensive start-up sports.
- Swimming is the top participation sport, but does not fall in the top ten for TV or spectator sports. Conversely, motor racing is the second most popular TV sport (18.7%) but does not come into the top ten for participation
- Although the worst of the recession is thought to have passed, consumers remain cautious and continue to favour cheaper venues for, and means of, sport participation.
- More than half of adult participants spend less than £5 a week on playing, even at these prices, young people often struggle to afford to play as youth unemployment remains high and students and young earners are often under financial pressure.
- Although women make up just over half the UK population, they remain very much in the minority among the country's sports participants.
- Only one in eight women (2.76 million) play sport regularly, compared to one in five men (4.18 million) and the ratio drops to one in ten within disadvantaged communities.

- Ageing of the UK's population combined with an improved ability for older people to stay active is creating a new market for which time barriers and money are less of an issue.
- Sport England's small area participation estimates are modelled rather than directly measured proportions and combine a series of data sources, additional to Active People; these include health indicators and socio-economic status. The areas that they relate to have a minimum population of 5,000 and are most often around 7,200.

The pattern of participation shown in the two maps (see below) mirrors city's deprivation patterns with lower participation rates to be found in the north and east of the city and higher participation rates to the west and parts of the south.



5. Methodology

From 14 January to 17 March 2013 a survey was available online via the Council's website. A link to the survey was sent to members of a PTLL database and to the database of local people that have expressed an interest in taking part in consultations/surveys (potentially 647 email recipients). The survey was also shared on the Consultation pages of the Council's website, the Passport to Leisure and Learning webpage and on the Council's and Coventry Sports Foundation website. Paper copies of the survey were available to complete by hand which were then data inputted and added to the online responses. Paper surveys were available to complete at:

- All Adult Education buildings
- The Belgrade
- Warwick Arts Centre
- The six main sport and leisure centres in the city
- All city libraries

In addition to the above, an event was held in the city centre, with support from Sky Blues in the Community to encourage more people to complete the surveys

In total, there were 826 respondents to the Passport to Leisure and Learning Survey;

- 254 were completed paper copies
- 79 responses were from the Councils Corporate Contact Database
- 493 responses were from the Passport to Leisure email database and through the consultation tracker and or/ the Coventry Facebook page.

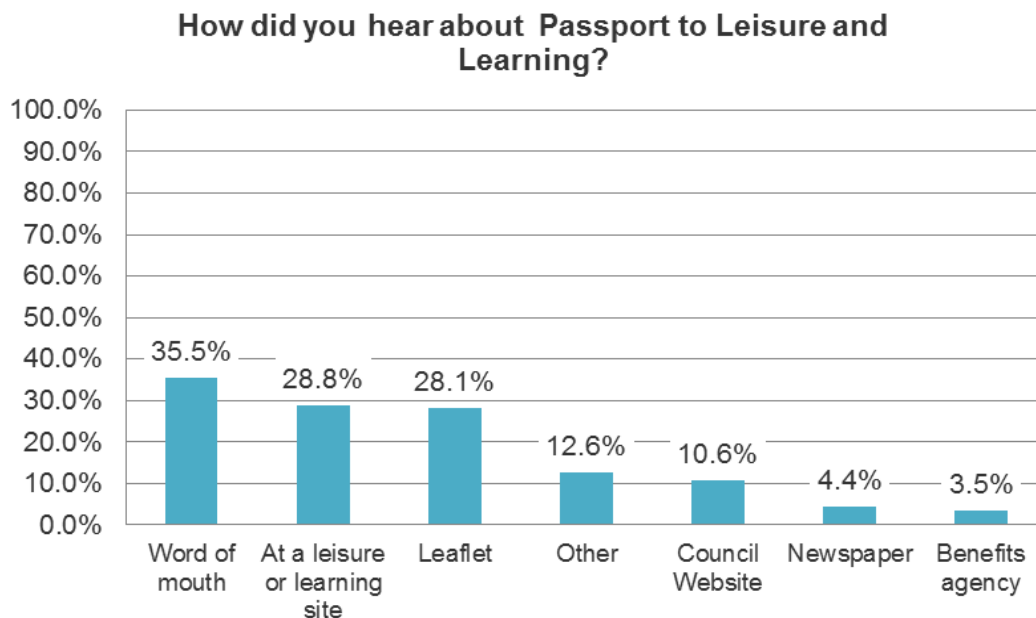
6. Main findings

6.1 Awareness and membership of the Passport to Leisure and Learning Card

Question 1 asked survey respondents if they were aware of Passport to Leisure and Learning scheme - 88.9% of respondents stated they were and 11.1% stated they were not.

N.B. Respondents who stated that they **were not** aware of Passport to Leisure and Learning by-passed questions 2 – 11 of the survey (90). Those that stated they were aware continued to question 2 (723 respondents).

Question 2 asked respondents to select how they had heard about the Passport to Leisure and Learning scheme. Respondents were able to select as many options as were relevant.

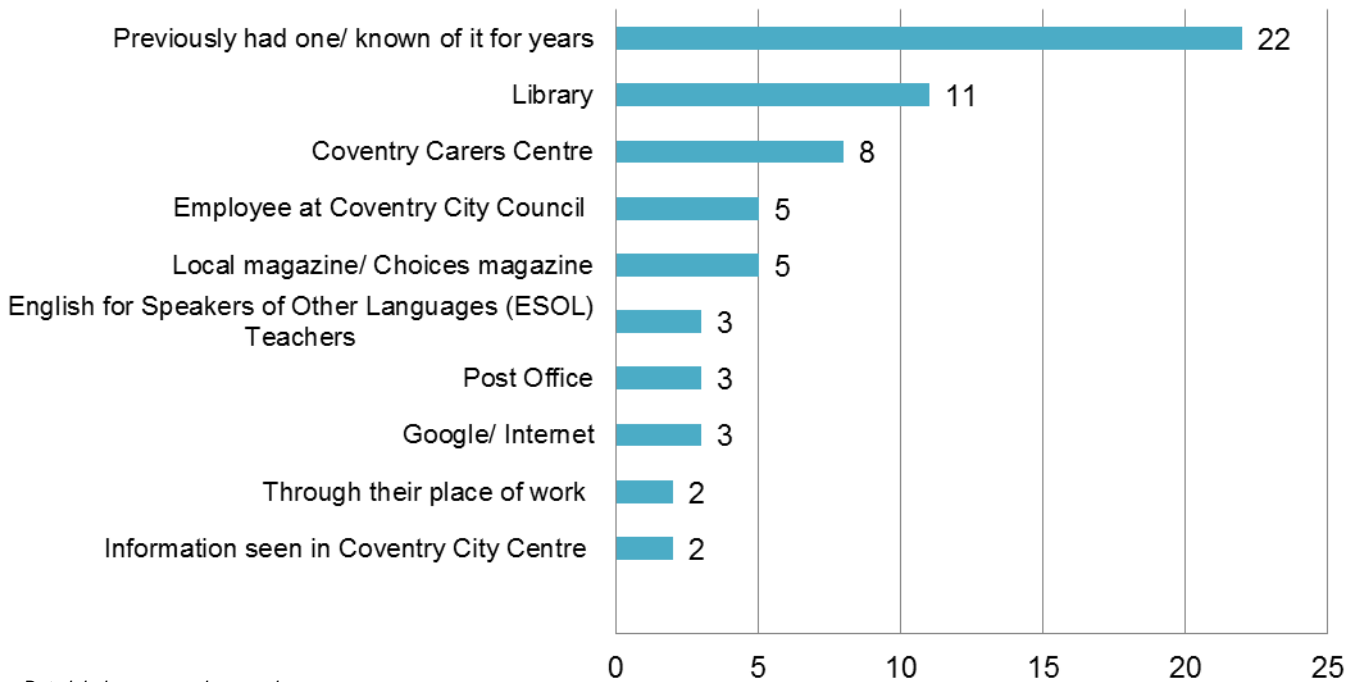


Percentages do not add up to 100% as respondents were allowed to tick more than one option

The most common ways of hearing about Passport to Leisure and Learning was through 'Word of Mouth' which accounted for just over a third of respondents (35.5%) and 28.8% of respondents who said they had heard about it 'at a leisure or learning site'.

Respondents who said that they had heard about it through an 'Other' method were asked to provide details, common answers included:

Where respondents said they had heard about Passport to Leisure and Learning



Data labels expressed as numbers

The most common ‘Other’ response was that respondents had previously had a Passport to Leisure and Learning or had known about it for many years (22 respondents), followed by the library and Coventry Carers Centre (11 and 8 respectively). There were 9 individual other sources mentioned by respondents, these included:

- Step Out/Choice
- The Jobcentre
- The Alzheimer’s Society
- At a course where people had one
- Many years ago advertising
- Child carers
- Adequate publicity
- Ward Forum
- Trade Union back in the 1980s

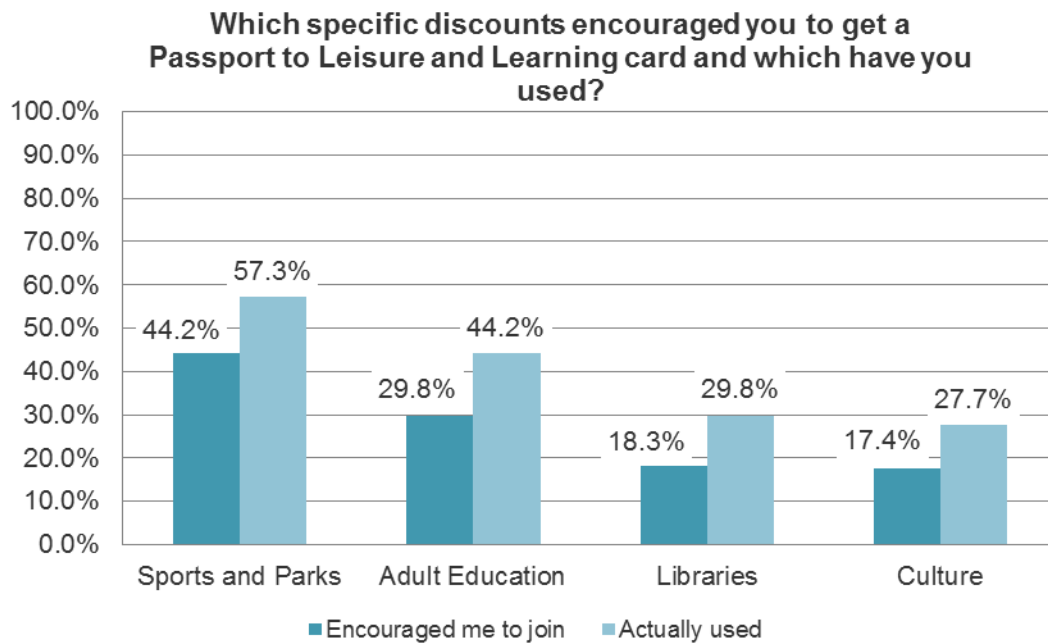
To see all 89 responses, please see Appendix 2.

6.2 Respondents who hold Passport to Leisure and Learning Cards

Question 3 sought to understand if survey respondents currently, previously or have never had a Passport to Leisure or Learning Card - only 39.4% said that they currently have one, 29.8% said they had one previously and 29.2% said they had never had one.

N.B. Respondents who selected ‘**No never**’ or ‘**Not sure**’ (217) bypassed questions 4 – 11 of the survey. Those that stated ‘**Yes currently**’ or ‘**Yes previously**’ (488) continued to question 4.

6.3 Discounts that encouraged getting a Passport to Leisure and Learning Card

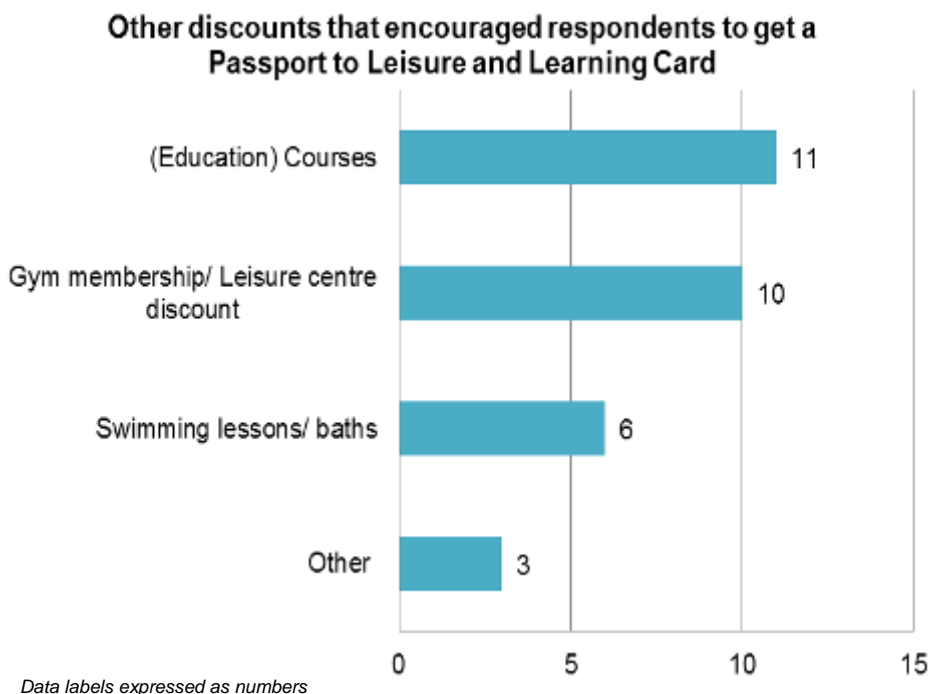


Percentages do not add up to 100% as respondents were allowed to tick more than one option

Of the 459 of the 488 respondents that were able to respond to this question, the ‘*Sports and Parks*’ discount accounted for the highest number of respondents who said that that specific discount had encouraged them to get a Passport to Leisure and Learning Card (44.2%). The ‘*Sports and Parks*’ discount is not surprisingly then, the most used discount too (57.3%).

The ‘*Culture*’ discount accounted for the lowest number of respondents who said that that specific discount had encouraged them to get a Passport to Leisure and Learning Card (17.4%) and also accounted for the lowest number of respondents who actually use the ‘*Culture*’ discount (27.7%) – however, this is a still more than a quarter of respondents.

Respondents were also asked to state what other specific discounts had encouraged them to get a Passport to Leisure and Learning Card, commonly named discounts included:



Eleven respondents said that Educational courses were a particular discount that encouraged them to get a Passport to Leisure and Learning Card. A similar number of respondents said that cheaper gym membership or discounts at leisure centres also encouraged them to get a card (10 respondents).

In terms of specific discounts that were mentioned once by respondents, Guitar lessons, help towards car parking costs, and Carer Support were also noted as discounts that encouraged them to get the card.

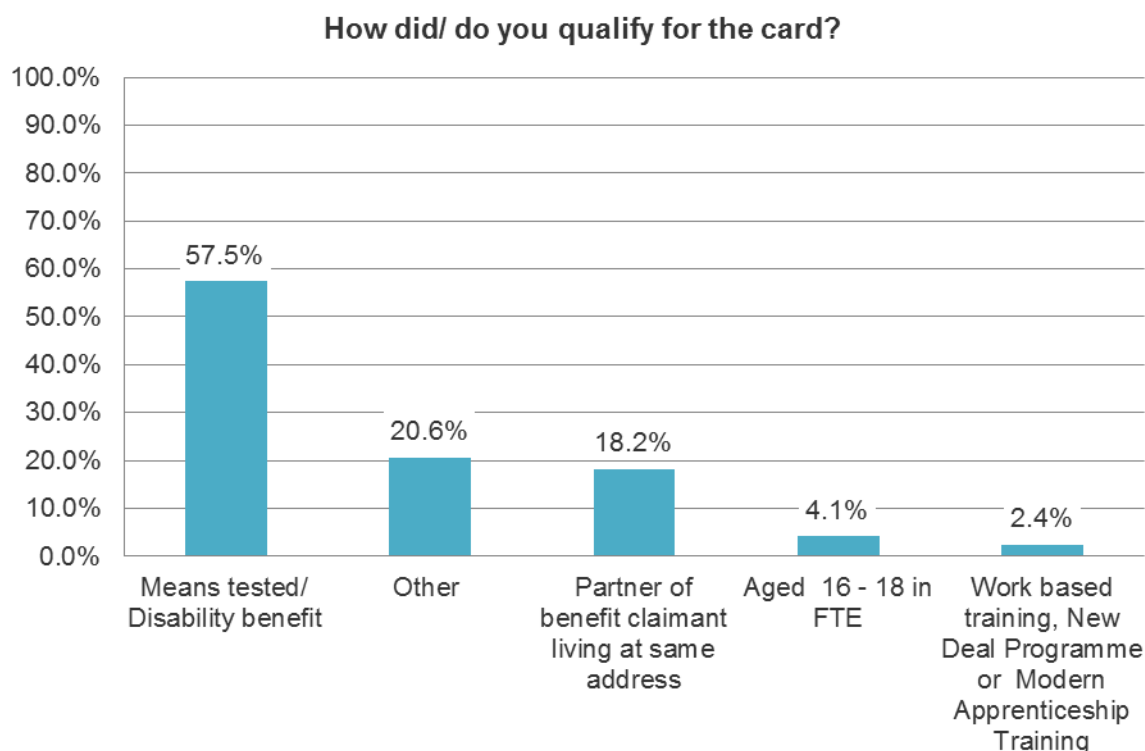
To see all 38 responses, please see Appendix 3.

6.4 Types of Passport to Leisure and Learning Cards held

Question 5 asked respondents to state what type of Passport to Leisure and Learning card they held. Out of the 474 respondents that answered this question, 85.4% stated that they have/ had an adult card, 4.2% have/ had a junior card and 10.3% have/ had both cards.

6.5 Qualification for the Passport to Leisure and Learning Card

Question 6 asked how respondents had qualified for the card and were able to select as many options that were applicable to them.

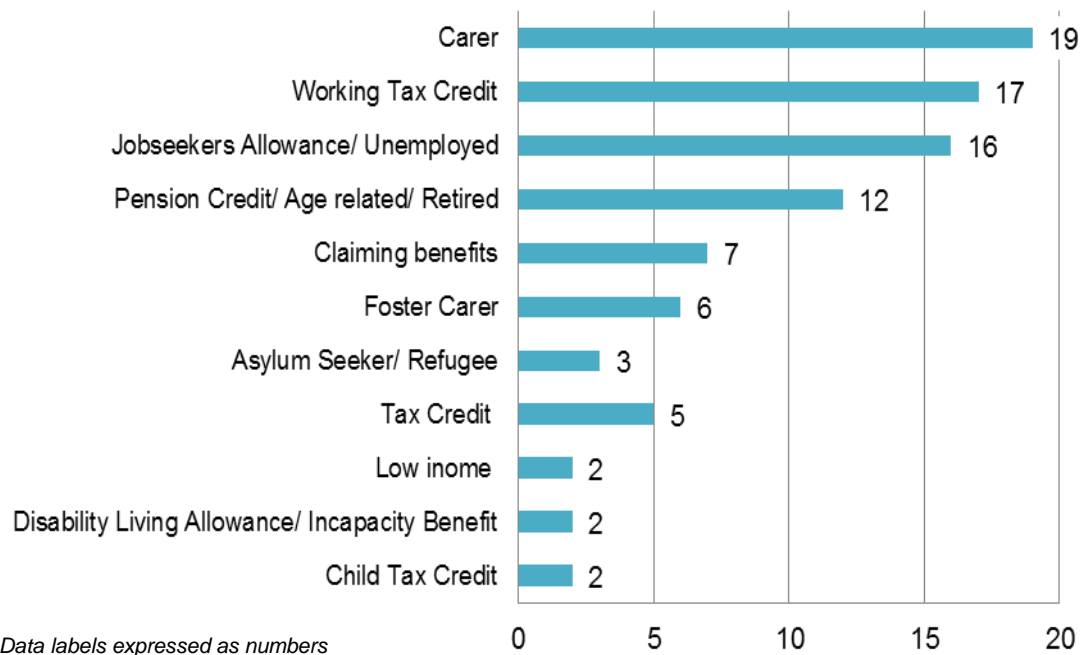


Percentages do not add up to 100% as respondents were able to tick more than one option

The most common response (57.5%) was that respondents were *'In receipt of either a means tested or Disability benefit'*. A fifth (20.6%) said that they qualified for *'Other'* reasons.

There was a wide range of *'Other'* responses provided and are summarised in the chart on the next page.

Other reasons allowing respondents to qualify for the card



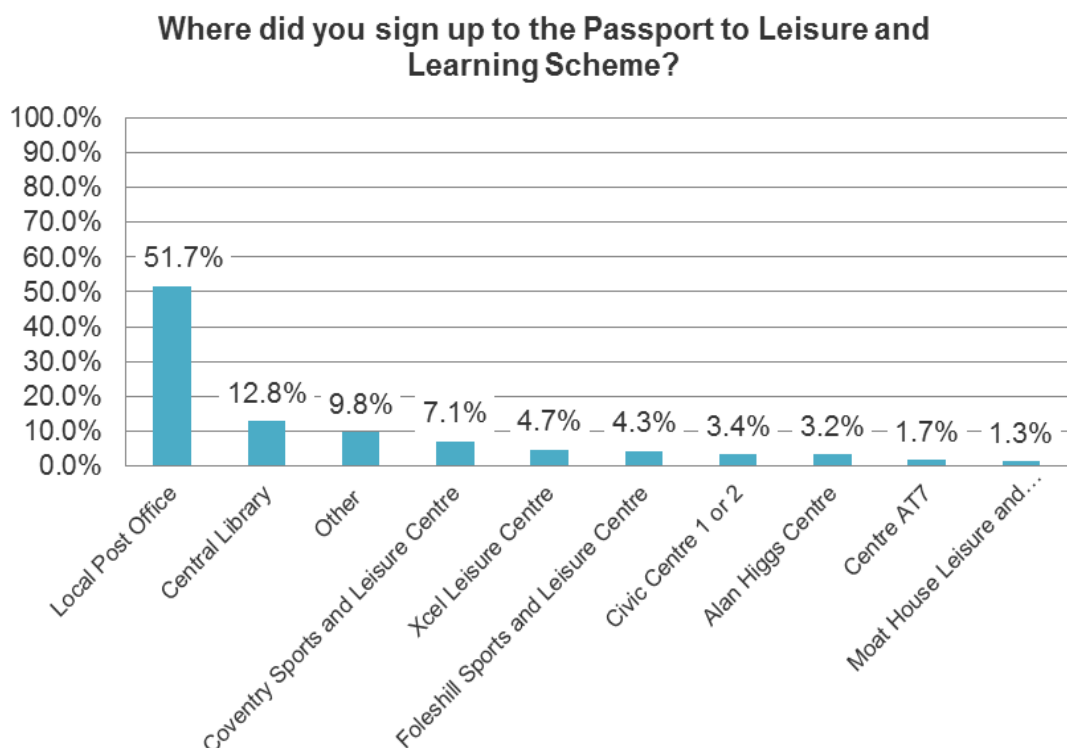
The most common ‘Other’ response for qualifying for the Passport to Leisure and Learning Card was due to being a ‘Carer’ (19 respondents), followed by respondents who said that they were claimants of ‘Working Tax Credit’ (17) and ‘Jobseekers Allowance/ unemployed’ (16). There were seven specific comments from individual respondents which included:

1. To take family swimming
2. Assistance allowance
3. Member of a local gym
4. Under 16
5. Working under 16 hours and had 2 young children
6. Many years ago - job training
7. Purchased one

To see all 96 responses, please see Appendix 4.

6.6 Signing up to Passport to Leisure and Learning

Question 7 asked respondents to state where they had signed up for the Passport to Leisure and Learning Scheme.



Over half of respondents said that they signed up for the scheme at their 'Local Post Office'. This is followed by just over a fifth of respondents (22.3%) who said that they had signed up at one of the City's Sports Centres. Civic Centre 1 or 2 received 3.4% of sign ups.

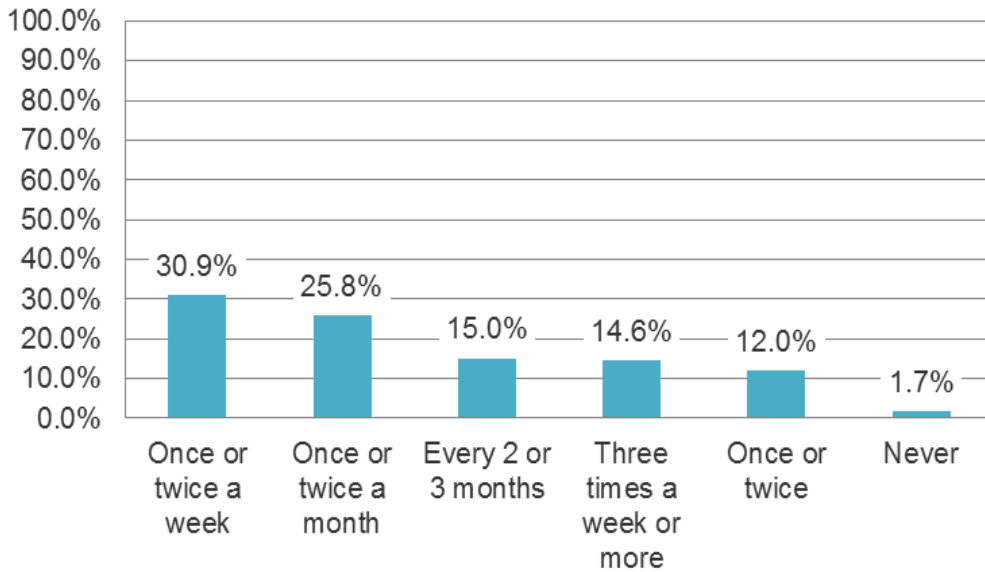
Of the 45 'Other' responses, 24 of these were from Coventry Carers Centre. There were seven specific comments from individual respondents:

1. Stoke Aldermoor Community Centre
2. Age concern
3. West Orchard House
4. Nuneaton Pingles
5. Refugee Council
6. Adult education
7. Stoke Park School

6.7 Frequency of using the Passport to Leisure and Learning Scheme to get a discount

Question 8 sought to understand how frequently respondents used the scheme to get a discounts – the chart on the next page provides details.

How often did/do you use the Passport to Leisure and Learning scheme to get a discount?

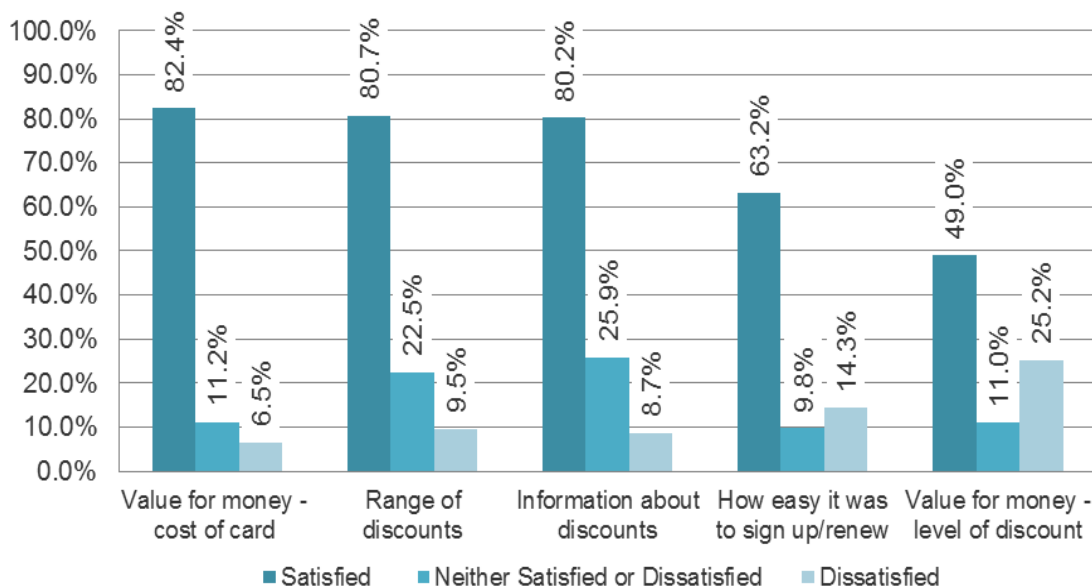


Just under a third of respondents said that they use/used the Passport to Leisure and Learning Scheme once or twice a week to get a discount (30.9%), followed by a quarter who said that they use/ used it once or twice a month. 1.7% of respondents said that they never use it.

6.8 Satisfaction rates of aspects of the Passport to Leisure and Learning Scheme

A breakdown of the responses to question 9 regarding how satisfied respondents were with different aspects of the Passport to Leisure and Learning Scheme is detailed below:

How would you rate the following aspects of the Passport to Leisure and Learning Scheme?

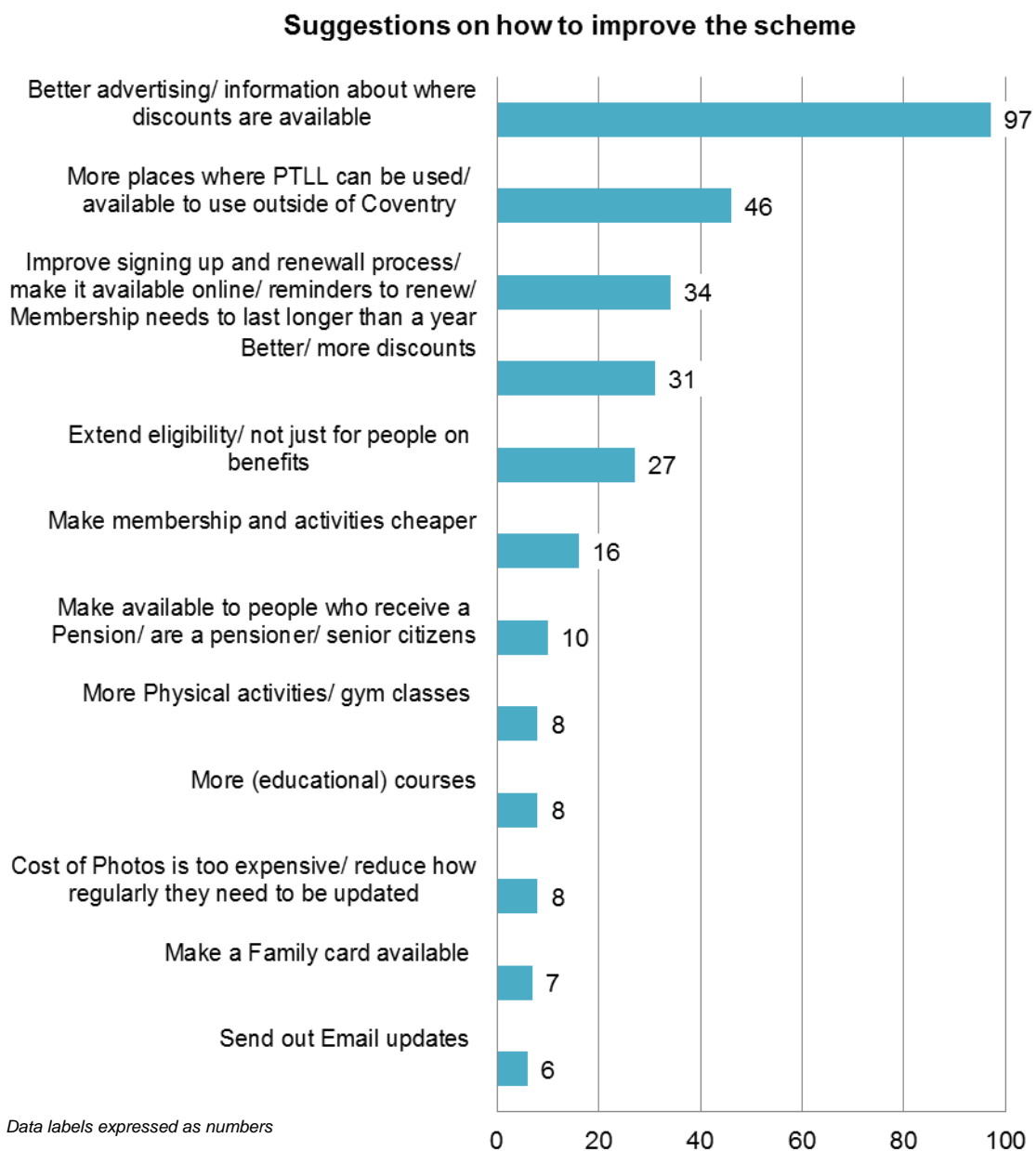


Across all aspects of the Passport to Leisure and Learning Scheme, respondents were more likely to be satisfied than dissatisfied, especially concerning 'Value for money' (in terms of the cost of the card (82.4%), 'Range of discounts' (80.7%) and 'Information about discounts' (80.2%). 'Value for money - level of discount' received the highest level of dissatisfaction and the lowest level of satisfaction.

To see a full breakdown detailing the specific levels of satisfaction, please see appendix 5.

6.9 Suggestions for improving the scheme

Question 10 of the survey asked for respondents to provide suggestions on how the scheme can be improved. There were a total of 299 responses. Common suggestions included:



There was a strong feeling amongst respondents that there is not enough advertising/ promotion of the scheme or where discounts are available. Therefore, almost a third of

all suggestions related to better and improved advertising. Respondents also suggested that discounts should be offered at more places/ venues in and outside of the city.

Another key suggestion was to improve the renewal and signing up processes. A number of respondents said that these processes are very long, complicated and are bureaucratic. In addition a number of comments were made in relation to the perceived excessive amount of ID that is required for the registration process. Respondents also said that they would appreciate a reminder alert to inform them that their membership is due to expire and that the membership should last longer than a year. It would also be helpful if the registration process could be completed online.

Inevitably, a number of suggestions related to more and better discount (34 respondents) and that the eligibility criteria for the scheme should be expanded – especially to people that do not claim benefits (27 respondents).

Some respondents did not feel that they could offer any suggestions on how to improve the scheme (17 respondents), however some of their comments included:

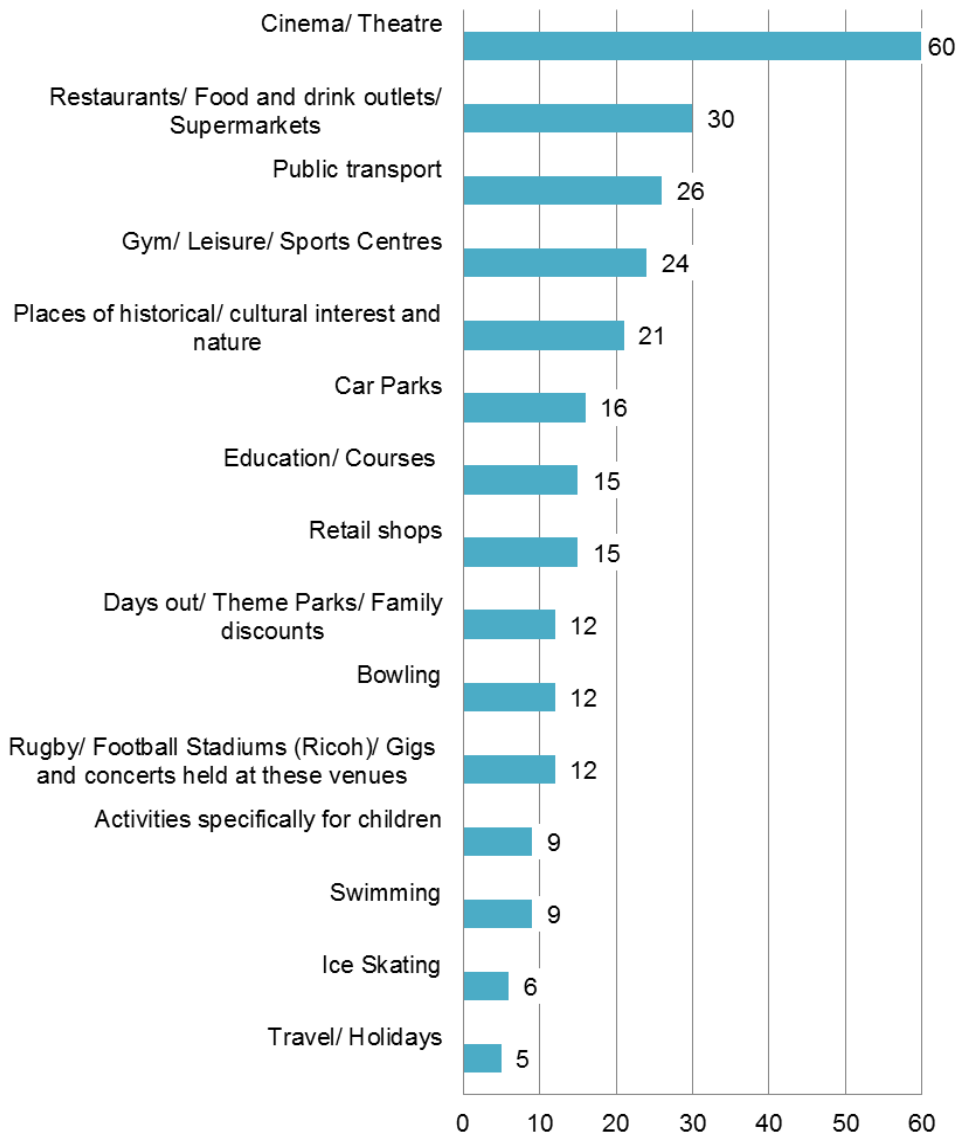
- *“I think its a fantastic scheme”*
- *“I think the scheme is great and I really appreciate being able to access an Adult Education course free because of it. To me it makes, taking part in these things viable. I think it covers a broad range of activities and services, and I have been very impressed with what is available. “*
- *“very good no need to improve i am happy with it now.”*

To see all 299 comments, please see Appendix 6.

6.10 Other discounts that respondents would like to see as part of the scheme

Question 11 asked survey respondents to provide suggestions on any organisations that they would like to see offering discounts. The chart on the next page details their responses.

Other organisations respondents would like to see discounts



Data labels expressed as numbers

Discounts for the cinema and theatre were the most commonly mentioned places that respondents felt discounts should be offered. This was followed by restaurants/ food and drink outlets and supermarkets. Discounts on public transport were also mentioned by numerous respondents and discounts at gyms and other leisure/sports facilities.

There were 25 specific suggestions mentioned by respondents that were wide ranging. An example of the wide range of specific suggestions includes discounts at:

- *“Dentists.”*
- *“Broadband”*
- *“Gas and Elec bills”*
- *“Online-film-rentals, such as Netflix, LoveFilm “*
- *“an accredited taxi firm”*

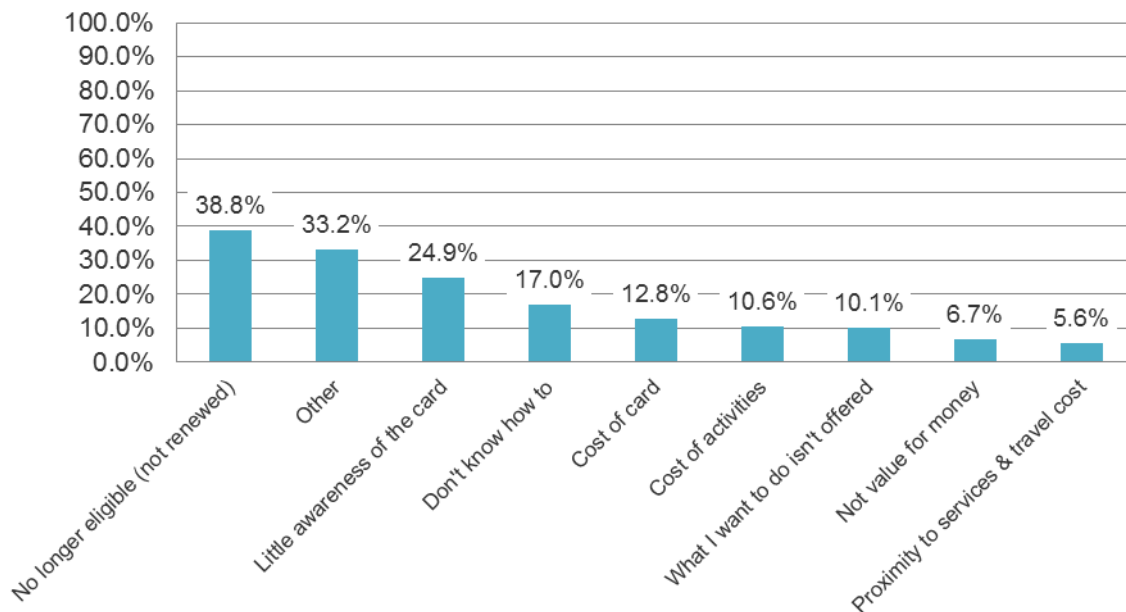
To see all suggestions, please see appendix 7.

6.11 Reasons for never having/ not renewing their Passport to Leisure and Learning card

N.B. Question 12 – 16 required responses from non-users of the Passport to Leisured Learning card only (427 respondents)

However, a total of 279 survey respondents actually provided a response to this question which sought to understand the reasons why respondents who previously had a Passport to Leisure and Learning card had not renewed it and why some respondents had never had one at all. A list of reasons was provided to select from and respondents were able to select as many that applied.

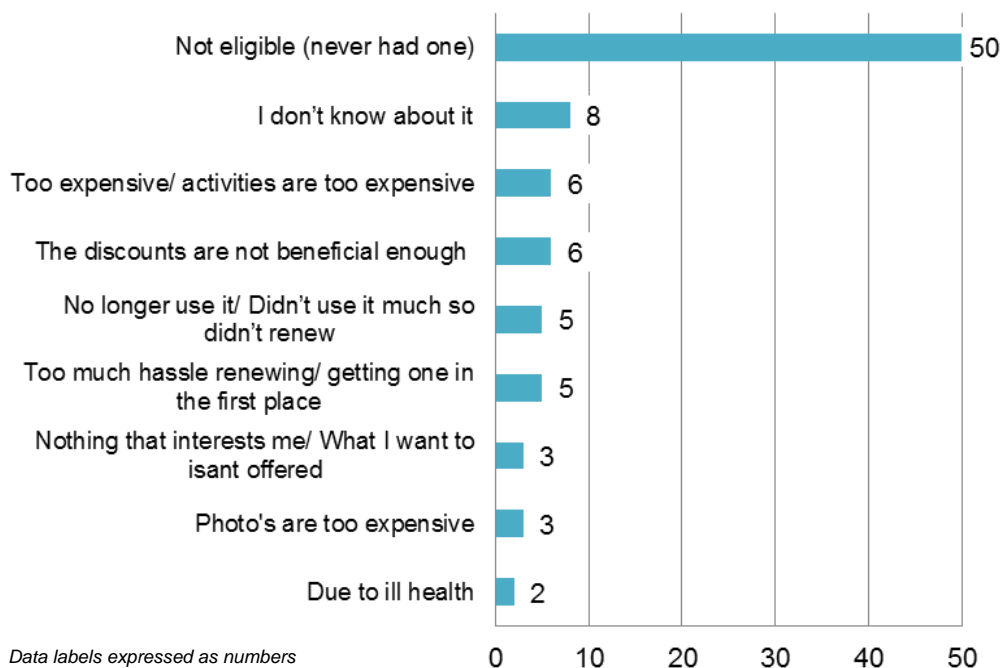
If you have never had a Passport to Leisure and Learning or have previously had one and didn't renew it please explain



Percentages do not add up to 100% as respondents were allowed to tick more than one option

Of the 279 respondents that provided an answer to question 12, almost two fifths stated that it was because they were *'No longer eligible'*. A third said that it was due to *'Other'* reasons. Encouragingly, only 6.7% and 5.6% said that it was due to *'Not Value for money'* or due to the *'Proximity to services and travel costs'* respectively. Common *'Other'* reasons are detailed on the next page.

Reasons why respondents had not renewed or had never had one



The majority of respondents said that they were not eligible for the Passport to Leisure and Learning Card therefore they had never applied for one or renewed it.

To see all responses, please see Appendix 8.

6.12 Respondents eligible for the Passport to Leisure and Learning Scheme

Question 13 concluded that 58.9% of respondents are aware if they are currently eligible for the Passport to Leisure and Learning Scheme and 41.1% did not know if they are currently eligible.

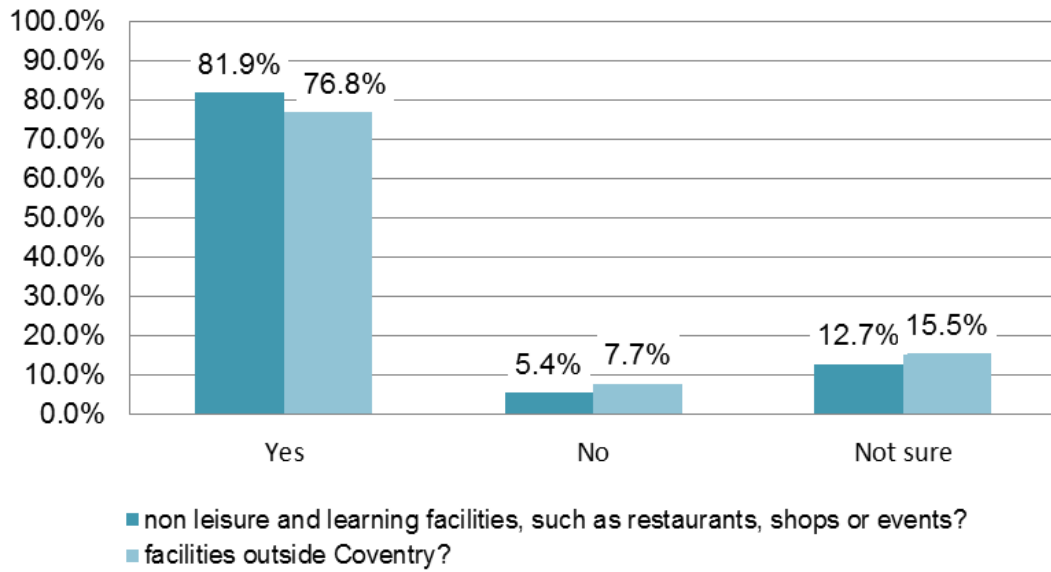
6.13 considerations for getting a Passport to Leisure Card

Question 14 and 15 asked respondents if the below discounts would encourage them to consider getting a Passport to Leisure and Learning Card:

- *Non leisure and learning facilities, such as restaurants, shops or events*
- *Facilities outside Coventry*

The chart on the next page details their responses.

Would you consider getting a Passport to Learning and Leisure card if it enabled you to access discounts at...

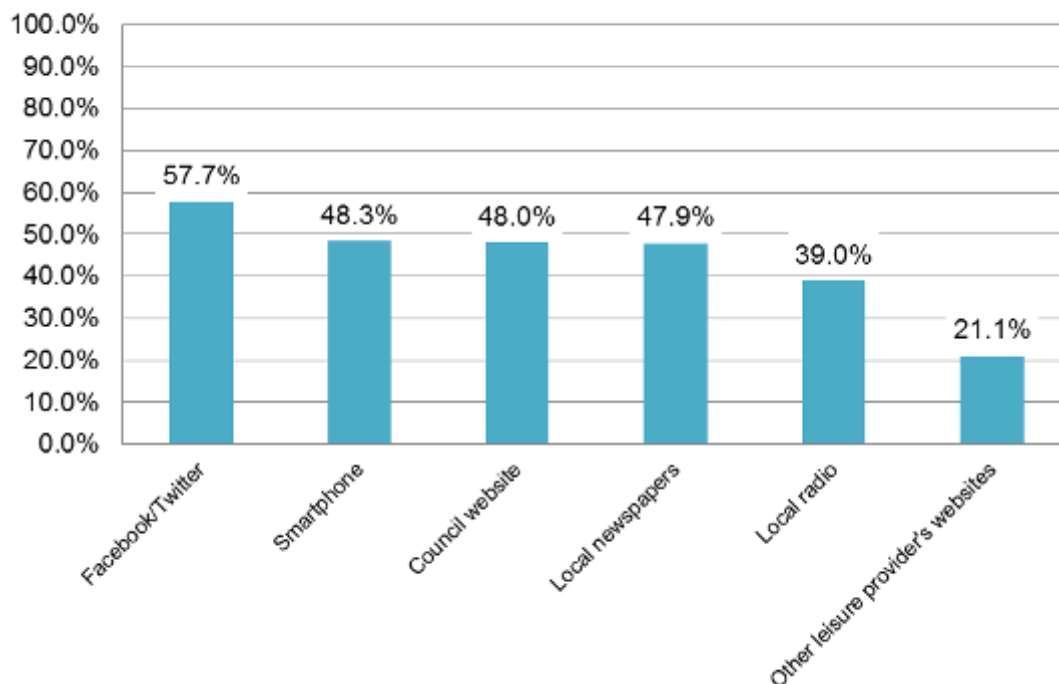


Encouragingly more than three quarters of respondents said that the offer of both discounts would make them consider getting a Passport to Leisure and Learning Card. Between 12.7% and 15.5% of respondents said that they were not sure. Fewer than 7.7% of respondents said that neither discount offers would encourage them to get a card.

6.14 Communication methods

All 826 respondents were able to answer **question 16** which asked respondents what devices/ websites/ other communication methods they used.

Which of the following do you use?

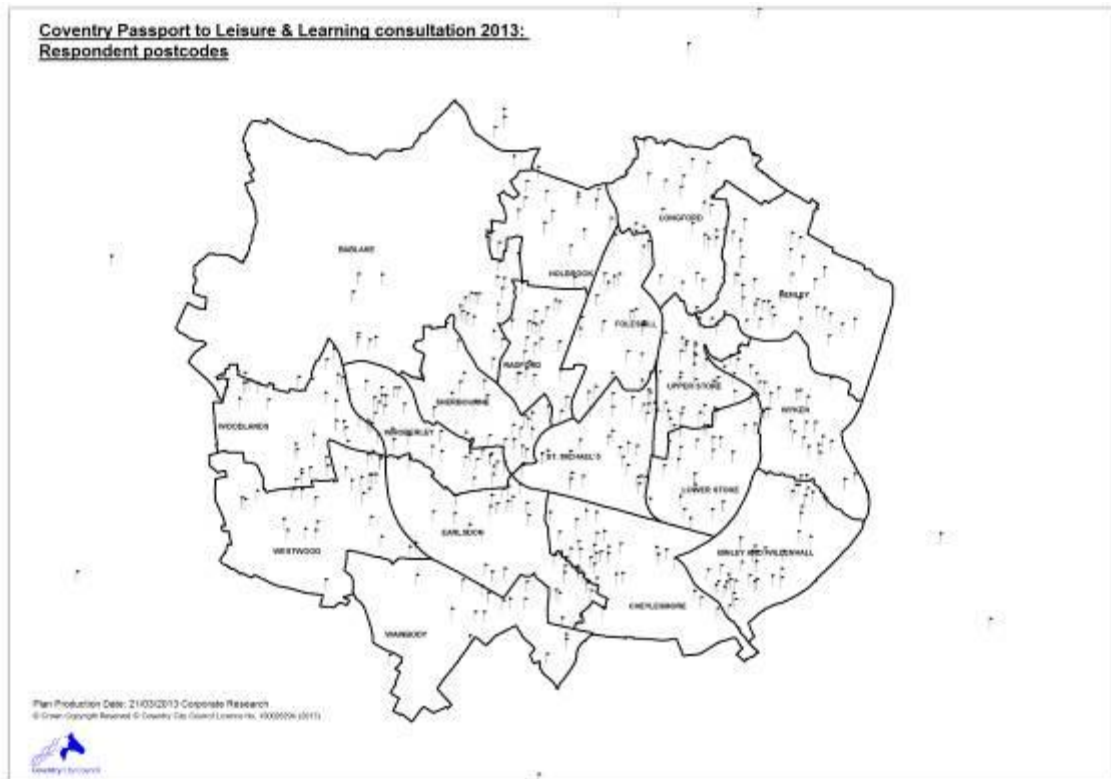


Percentages do not add up to 100% as respondents were allowed to tick more than one option

Respondents use a wide range of social media to get informaton. The most popular method was *'Facebook/ Twitter'* (57.7%) closely followed by *'Smartphone'* devices (48.%) and the *'Council website'* (48.0%). The least used device/ website/ other communication method was *'Other leisure provider's websites'*

7. Profile of respondents

The map below shows where in the City survey respondents come from.



The percentages given below are expressed as a proportion of the number of respondents who answered the question and not as a proportion of the total number of respondents (823).

Age	
Under 16	2.3%
16 - 24	7.9%
25 - 34	16.5%
35 - 44	21.2%
45 - 54	20.5%
55 - 64	16.3%
65 - 74	11.3%
75 - 84	4.1%
85+	0.0%

Gender	
Male	33.5%
Female	66.5%

Ethnicity	
White English / Welsh / Scottish / Northern Irish / British	81.1%
White Irish	2.3%
White Gypsy or Irish Traveller	0.1%
Any other White background	3.0%
Mixed White and Black Caribbean	0.4%
Mixed White and Black African	0.1%
Mixed White and Asian	0.1%
Any other Mixed/ multiple ethnic background	0.0%
Asian Indian	4.0%
Asian Pakistani	1.9%
Asian Bangladeshi	0.3%
Chinese	0.1%
Any other Asian background	1.9%
Black African	1.7%
Black Caribbean	1.3%
Any other Black/ African/ Caribbean/ background	0.3%
Arab	0.1%
Any other ethnic group	1.0%

Disability	
Yes	35.0%
No	65.0%

8. Conclusions

The next phase of work should include:

- Implementation of a new database and administration process (including application and renewal process)
- Consideration of eligibility of the scheme – with particular reference to over 60s concession, families and new benefit changes
- Pricing strategy for PTLT card scheme to be reviewed, for renewals and first time applications to make the scheme more accessible.
- Issuing venues to be rationalised, and in-house Council issuing service to be investigated
- Development of a marketing and rebranding strategy (to include targeted marketing to areas of the city with highest deprivation, obesity & residents on means tested benefits)
- Consideration of other discount/concessionary schemes and any options for integrating with PTLT
- PTLT being expanded to attractions outside the city
- Access to concessionary public transport for PTLT card holders to be investigated with providers
- New concession providers (including city centre offer, restaurants, cinemas etc)

9. Recommendations

- A range of communication and advertising/ promotional methods are required in order to raise awareness of the scheme. These need to be of a traditional nature such as; posters, leaflets and newspaper adverts and of a modern nature such as; social media, apps for Smartphones, the internet and via emails
- Discounts that form part of the scheme needs to be extended to outside of the city and more organisations should be on board the scheme that can offer discounts. Better/ cheaper discounts are also required
- The scheme should be made available to people who receive a pension and or are pensioners/ senior citizens
- In terms of eligibility for the scheme, the criteria needs to be expanded so that it is not restricted only to people on benefits.
- The introduction of a family card – this would dramatically reduce the expenses incurred for all family members to have a card
- The membership should be longer than one year. It is too expensive to keep renewing memberships and having to have new photographs printed
- The application and renewal process should be made easier, require less identification and should be able to register online

- A reminder system needs to be put in place so that members are aware of when their cards expire

10. Appendices

Appendix 1 – Passport to Leisure and Learning Survey

Passport to Leisure and Learning Survey 2013

Introduction and background

The Passport to Leisure and Learning (PTLL) scheme gives discounts on many leisure and learning activities across Coventry for people claiming a qualifying benefit, whatever their age.

A PTLL offers reduced prices for a variety of activities at many venues across the city. Residents and non-residents of the city who qualify for a PTLL can benefit financially as well as improve their health and fitness, by joining the scheme.

We want to find out what you think about PTLL and what would encourage more people to take part in the scheme. We will use your response to review PTLL and improve the scheme so that more people can benefit from it.

Please complete this survey by **17th March 2013**

Should you wish to talk to anyone about this survey, please contact Jonathan Hunt.
Email: jonathan.hunt@coventry.gov.uk
Telephone: 024 7683 2637

Thank you in advance for completing this survey

This survey is being carried out by Coventry City Council. In line with the Data Protection Act 1998, the data controller is Coventry City Council. The information collected in this survey will be used by the sports and Arts teams. Information may be shared with partners in order to improve our services. All information provided will be anonymised. Information will be stored on servers in the United States, of America and consequently given an undertaking never to disclose the survey questions or your response to others without permission.

Passport to Leisure and Learning Survey 2013

1. Are you aware of Passport to Leisure and Learning?

Yes

No

Passport to Leisure and Learning Survey 2013

2. How did you hear about Passport to Leisure and Learning? (Please tick all that apply)

Leaflet Word of mouth

Council Website Newspaper

At a leisure or learning site Benefits agency

Other (please specify) _____

3. Do you currently have or have you previously had a Passport to Leisure and Learning card?

Yes, currently

Yes, previously

No, never

Not sure

Passport to Leisure and Learning Survey 2013

4. Which specific discounts encouraged you to get a Passport to Leisure and Learning card and which have you used? (Please tick all that apply)

	Encouraged me to join	Actually used
Adult Education	<input type="checkbox"/>	<input type="checkbox"/>
Culture - for example Belgrade Theatre, Warwick Arts Centre, Herbert Art Gallery and Museum	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>
Sports and Parks - for example Sports Centres, Sport in Parks, Coombe Country Park	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) _____		

5. Which Passport to Leisure and Learning card did you have?

Adult

Junior

Both

6. How did you qualify for the card? (Please tick all that apply)

In receipt of either a means tested or Disability benefit

Aged between 16 and 18 and in full time education

On work based training, New Deal Programme or undertaking Modern Apprenticeship Training

Partner of somebody claiming a benefit and living at the same address

Other (please specify) _____

Passport to Leisure and Learning Survey 2013

7. Where did you sign up to the Passport to Leisure and Learning Scheme?

Your local Post Office
 Coventry Sports and Leisure Centre
 Alton Higgs Centre
 Foleshill Sports and Leisure Centre
 Xcel Leisure Centre
 Centre AT7
 Central Library
 Most House Leisure and Neighbourhood Centre
 Civic Centre 1 or 2
 Other (please specify)

8. How often did you use the Passport to Leisure and Learning scheme to get a discount?

Very often - three times a week or more
 Frequently - once or twice a week
 Occasionally - around once or twice a month
 Infrequently - every 2 or 3 months
 Rarely - once or twice
 Never

9. How would you rate the following aspects of the Passport to Leisure and Learning Scheme?

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very dissatisfied
Value for money - cost of card (currently £5.20 per year for an adult, £2.50 per year for a junior)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money - level of discount	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Range of discounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information about discounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How easy it was to sign up/renew	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Passport to Leisure and Learning Survey 2013

10. How could we improve the scheme? (Please explain)

Passport to Leisure and Learning Survey 2013

11. Are there any other organisations you would like to see offer discounts as part of the scheme? (Please list)

Passport to Leisure and Learning Survey 2013

If you currently have a Passport to Leisure and Learning card, please skip these questions and click next

12. If you have never had a Passport to Leisure and Learning or have previously had one and didn't renew it, please explain why (Please tick all that apply)

Cost of activities
 Cost of card
 Don't know how to
 Lack of awareness about the card
 No longer eligible
 Not value for money
 Proximity to services and travel cost
 What I want to do isn't offered

Other (please explain)

13. Do you know if you are currently eligible for the Passport to Leisure and Learning Scheme?

Yes
 No

Passport to Leisure and Learning Survey 2013

About you

16. Which of the following do you use? (Please tick all that apply)

- Smartphone
- Facebook/Twitter
- Council website
- Other leisure provider's websites
- Local newspapers
- Local radio

Equal Opportunities - It would assist us in planning our services if you could complete the details below. All data will be held securely. You are under no obligation to complete this section of the survey if you do not wish to.

17. What is your postcode?

Please note that this is for analysis only and will not be used to contact or identify you.

18. What age are you?

- Under 16
- 16 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 - 74
- 75 - 84
- 85+

19. What is your gender?

- Male
- Female

Passport to Leisure and Learning Survey 2013

20. What is your ethnic background?

- White English / Welsh / Scottish / Northern Irish / British
- White Irish
- White Gypsy or Irish Traveller
- Any other White background
- Mixed White and Black Caribbean
- Mixed White and Black African
- Mixed White and Asian
- Any other Mixed/ multiple ethnic background
- Asian Pakistani
- Asian Bangladeshi
- Chinese
- Any other Asian background
- Black African
- Black Caribbean
- Any other Black/ African/ Caribbean/ background
- Arab
- Any other ethnic group

If you selected other for any of the above ethnic groups, please provide details below.

21. Do you consider yourself to have any disabilities or long standing health issues?

- Yes
- No

Passport to Leisure and Learning Survey 2013

If you currently have a Passport to Leisure and Learning card, please skip these questions and click next

14. Would you consider getting a Passport to Leisure and Learning card if it also enabled you to access discounts at non leisure and learning facilities, such as restaurants, shops or events?

- Yes
- No
- Not sure

15. Would you consider getting a Passport to Learning and Leisure card if it enabled you to access discounts at facilities outside Coventry?

- Yes
- No
- Not sure

Passport to Leisure and Learning Survey 2013

Thank you

Thank you for taking the time to complete this survey.

Appendix 2 – Other places respondents had said they heard about Passport to Learning and Leisure

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	Library	Local magazine/ Choices magazine	CCC employee	Google/ Internet	Coventry Carers Centre	ESOL Teachers	Previously had one/ known of it for years	Post office	Information seen in Coventry City Centre	Through their place of work	Other
Xcel Leisure Centre											
Used to have one							X				
Coventry Carers Centre					X						
Had one for many years							X				
Choices mag		X									
Esol tutor						X					
Esol Tutor						X					
ESOL Teacher						X					
Step Out/Choice											X
Library	X										
Previously qualified to have one							X				
Coventry Carers Centre					X						
local library	X										
General											
Library	X										
From friends											
Carers Centre					X						
From Mr xxxxxx at wall											
Really can't remember, have used PTLL for years.							X				
Price list at swimming baths											
google search				X							
Carers Shop Coventry					X						

	Library	Local magazine/ Choices magazine	CCC employee	Google/ Internet	Coventry Carers Centre	ESOL Teachers	Previously had one/ known of it for years	Post office	Information seen in Coventry City Centre	Through their place of work	Other
Library	X										
through work										X	X
Don't remember - had one in the past - Q3 needs to be multi-answer							X				
post office/library	X							X			
Job Centre											X
Carers society					X						
Looking at an activity price list - whats this discounted one then!											
Have used it for several years							X				
i can't remember how i first heard											
former council employee			X								
Internet											
Known of it for years							X				
choice magazine adult learning		X									
ALREADY HAVE A PTLT							X				
Alzheimers Society											X
Choice magazine		X									
Local public library	X										
foster carer											
library leaflet	X										
Carers support office, arcade,coventry					X						
Central Library	X										
family											
Carers					X						
internet				X							
choice magazine adult education		X									

	Library	Local magazine/ Choices magazine	CCC employee	Google/ Internet	Coventry Carers Centre	ESOL Teachers	Previously had one/ known of it for years	Post office	Information seen in Coventry City Centre	Through their place of work	Other
Previously had one							X				
FRIENDS AND FAMILY/SCHOOL PUPILS											
Have a passport to leisure card.							X				
Saw it											
At work for once ccc dept.			X								
I used to have one							X				
Can't remember											
Carers centre					X						
Previous user							X				
Once had one							X				
Library	X										
Post Office								X			
Google search				X							
Kiosk in town									X		
Where I work we inform people of the scheme.										X	X
Martin											
Around town									X		
Bought a PTLL in the 90's when I was 16.							X				
Known about PTLL since it first started years ago.							X				
Aware from when first started							X				
At a course where people had one											X
used it in past							X				
always been aware via job and people who have one.											
Many years ago advertising											X
library	X										

	Library	Local magazine/ Choices magazine	CCC employee	Google/ Internet	Coventry Carers Centre	ESOL Teachers	Previously had one/ known of it for years	Post office	Information seen in Coventry City Centre	Through their place of work	Other
post office								X			
refugee council worker			X								
I have known about it so long I forget how I found out											
child carars											X
Choice magazine		X									
used to have one							X				
It's been around for years							X				
Local Library	X										
adequate publicity											X
Previous user							X				
Have qualified in the past.							X				
ward forum											X
General knowledge											
Trade Union back in the 1980s											X
previously a holder of PTLL							X				
I used to work in the Admin office			X								
former employee			X								

Appendix 3 – Other discounts that respondents said had encouraged them to get a Passport to Leisure and Learning

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	(Education) Courses	Gym/ Leisure centre discount	Swimming lessons/ baths	Other
They allowed me to take classes for things of interest, learning or just enjoyment and having something I'm interested in just to myself. As a full time carer this time for yourself is impossible to have under normal living conditions.				
Further Education courses	X			
Apollo gym discount		X		
Nothing				
Excel leisure centre		X		
Guitar lessons				X
college courses have been a lifeline for me with passport to leisure, have kept my mind and skills active and made me more confident ready for work.	X			
Sport Centres		X		
friends				
Adult education.	X			
I wanted to do 3 adult ed. courses. Courses had only 12 places each for whole of Coventry - managed to get on my 3rd choice. Not impressed by the advertising of PTL suggesting there is great availability! Many good courses are day-time as are many activities. For partners this dramatically limits usability	X			
swimming lessons for children only			X	
i have not used the card for culture yet, i hope to renew soon and i hope be able to use it both ways				
Evening lessons adult learning course	X			
to help pay for car parking costs				X
AT7 Centre and Livingstone Rd swimming baths.		X	X	
used for cardiac rehab classes originally held at sports centre		X		
Classes at local schools i.e painting, singing etc	X			

	(Education) Courses	Gym/ Leisure centre discount	Swimming lessons/ baths	Other
I used to shoot for coventry archery club and the county and would like to get back into archery but the cost is prohibitive				
I need photo id to get access to Warwick University Library.				
BEGINNERS SALSA		X		
Though I haven't used them educational classes appeal a lot. Unfortunately I haven't been settled or healthy enough to take best advantage but fully intend to in the future.	X			
ART	X			
Courses at a local school	X			
Swimming			X	
learn computing	X			
Coventry baths, brondon, golf		X	X	
Ashtanga Yoga at sports ctr.		X		
Used but not often enough as transport was always a problem.				
Can't remember - possibly swimming + library			X	
educational courses e.g. computer skills	X			
Used it as part of my cardiac rehabilitation sessions at the sports centre		X		
Carer Support at the time - many years ago				X
I used to use it for swimming			X	
Brandon wood				
I get a reduced rate at the gym rather than paying a contract to join		X		
Gave it up after Council cut backs in Adult Education Classes				
Not interested in offered subjects.				

Appendix 4 – Other reasons that had qualified respondents for Passport to Leisure and Learning

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	Jobseekers Allowance/ Unemployed	Carer	Working Tax Credit	Pension Credit/ Age related/ Retired	Child Tax Credit	Foster Carer	Asylum Seeker/ Refugee	Disability Living Allowance/ Incapacity Benefit	Tax Credit	Claiming benefits	Low income	Other
Carer		X										
working tax credits			X									
Jobseekers Allowance	X											
As a full time carer to my 90 year old Mother-in-law with advanced Alzheimers.		X										
Pension credit Etc				X								
Working tax credit			X									
Receiving jobseekers allowance	X											
Carer		X										
N/a												
Working tax credits			X									
Carer		X										
pension credit .				X								
carer		X										
JSA	X											
Through Coventy Carers Centre.												
Am also partner of somebody claiming a benefit at same address.		X										
We are in receipt of Working Tax Credit.			X									
Pensioner, on benefit				X								
Claiming child tax credit					X							
Fostering						X						

	Jobseekers Allowance/ Unemployed	Carer	Working Tax Credit	Pension Credit/ Age related/ Retired	Child Tax Credit	Foster Carer	Asylum Seeker/ Refugee	Disability Living Allowance/ Incapacity Benefit	Tax Credit	Claiming benefits	Low income	Other
JSA	X											
Tax credits, low income and to take family swimming									X		X	X
Fostering pensioner				X		X						
In receipt of working tax credit.			X									
child tax credit					X							
Foster carer						X						
Fathers carer as a carer		X										
Me claiming job seekers allowance	X											
asylum seeker							X					
Assistance allowance												X
I am unemployed	X											
Carer for my disable daughter		X										
Over 65years.				X								
tax credits									X			
member of a local gym												X
Working tax credit			X									
Carer		X										
Claiming working tax credits			X									
Working tax credit			X									
Working Tax Credit			X									
Claiming working tax credit			X									
Jobseeker's allowance	X											

	Jobseekers Allowance/ Unemployed	Carer	Working Tax Credit	Pension Credit/ Age related/ Retired	Child Tax Credit	Foster Carer	Asylum Seeker/ Refugee	Disability Living Allowance/ Incapacity Benefit	Tax Credit	Claiming benefits	Low income	Other
I do not get any benefit at all. I do get disability living allowance, as I am genuinely ill with Arthritis and Parkinsons, and I am over 70 years of age.				X				X				
incapacity benefit								X				
foster carer for coventry city council						X						
Working tax credit			X									
foster carer						X						
working tax credits			X									
Being a carer		X										
Housing benefit and working tax credit			X							X		
Being a carer		X										
Can't recall												
benefit, school										X		
In receipt of jobseekers allowance	X											
Because. I am a carer		X										
Working tax credit		X										
claiming jobseekers allowance	X											
i getting benefits										X		
Foster Carer						X						
carer for my disabled son		X										
Working tax credit			X									
Under 16												X
Used to be on working tax credit			X									
Pension Credit				X								
Income support/housing benefit										X		

	Jobseekers Allowance/ Unemployed	Carer	Working Tax Credit	Pension Credit/ Age related/ Retired	Child Tax Credit	Foster Carer	Asylum Seeker/ Refugee	Disability Living Allowance/ Incapacity Benefit	Tax Credit	Claiming benefits	Low income	Other
Registered as a carer with coventry carers		X										
JSA	X											
JSA	X											
Benefits										X		
Child da												
Working Tax credits			X									
Asylum Seeker							X					
Tax credit.									X			
over60 on pension credit				X								
retired				X								
pension credit				X								
I'm having benefit.										X		
JSA	X											
carer		X										
Tax credits			X						X			
carer		X										
low pay											X	
Pension credit				X								
claiming income support										X		
refugee							X					
claiming jobseekers	X											
Working under 16 hours and had 2 young children												X
Jobseekers allowance	X											
Tax credits									X			

	Jobseekers Allowance/ Unemployed	Carer	Working Tax Credit	Pension Credit/ Age related/ Retired	Child Tax Credit	Foster Carer	Asylum Seeker/ Refugee	Disability Living Allowance/ Incapacity Benefit	Tax Credit	Claiming benefits	Low income	Other
I am a pensioner, 73 actually, and the art course I attended, allowed pensioners to join free as long as they had papers// documents to prove my age..				X								
Many years ago - job training.												X
JSA contribution based purchased	X											X
i qualified through receiving job seekers	X											
I Am the Mother of a disabled child so we both qualify for PTLL		X										

Appendix 5 – Breakdown of satisfaction levels amongst respondents regarding different aspects of Passport to Leisure and Learning

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very dissatisfied	TOTAL
Value for money - cost of card	48.8%	33.5%	11.2%	3.7%	2.8%	100.0%
Value for money - level of discount	40.2%	40.0%	11.0%	5.5%	3.2%	100.0%
Range of discounts	27.2%	36.1%	22.5%	10.5%	3.7%	100.0%
Information about discounts	17.2%	31.7%	25.9%	20.3%	4.9%	100.0%
How easy it was to sign up/renew	42.7%	38.0%	9.8%	6.6%	3.0%	100.0%

Appendix 6 - Locations of where respondents signed up to Passport to Leisure Scheme

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
By making Passport to Leisure available to people in receipt of state pension				X										
More info/venues														
More discount for swimming					X									
Reduce cost of card						X								
Extend it to people on retiremet pension who do not also have emplkoyment or any kind of benefit. It is very unfair that because some get housing benefit etc they apply for PTLL yet those on a fixed income have to pay full price for sports activities or leisure courses. A s a Coventry ratepayer for over 50 years it is extremely unfair that newcomers and those not paying council tax benefit from the PTLL service.				X										
Occasions occur when the card cannot be used - eg Xcel activities. Discounts on merchandise form PTTL locations	X													
Perhaps extend to more uses..eg coffee shops or other facilities	X													

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
By giving people over 60 that are not on benefits a chance - like some of my course people that are just over benefit have to pay and when some do two or more classes it can be over £100. Not to keep changing venues as some people have to stop coming because of change of venue.							X							
Give out more information					X									
Perhaps free or greater discount for leisure facilities								X						
More range of places, events etc to use the card.	X													
Having given discounts on long time card holders when renewing.														
Include proper courses - for work		X												
By posting a letter about the discounts					X									
Keep the Foleshill Lesiure Centre open and invest in new equipment.														
I'd only use it at Livingstone Baths														
Reduce the price an increase the level of availability	X					X								
Please provide more details of where we can make use of the card					X									
its good but where the cards could be used should be more easily available	X													
wide range of discount	X													
perhaps more publicity in local paper					X									

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
try and expand it to as many facilities as possible with as much discount as possible aswell.	X							X						
More discounts for theatre and child related venues.	X													
The scheme is fantastic and I really appreciate its use.														
allow other people to access the scheme, and they will be encouraged to make use of leisure centre activities. The fact that I made a huge saving for my three children and made me continue their swimming lessons, and now they are at level 5. also, i do adult education courses, which helps me get out and about, especially since i have been very ill and depressed. the courses were free for me because of the passport to leisure card. if i did not have it, it would have meant that i caouldn't afford for my childrens swimming lessons, especially for my special needs son, and i wouldn't have stepped out of my illness and depression. also, i get to meet a variety of people, which has helped me make friends, as i have no family in the city.							X		X					
just to be able to get discouts at more places	X							X						

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
I think by making people who are on benefits due to ill health more aware of passport to leisure and how it can be used within the adult education departments, i believe the people struggling with health issues can benefit greatly from using the card to gain access to classes available.					X									
by giving out more info					X									
it would be good to be able to use it in more places. maybe updates via e mail.	X				X					X				
You could make it more available to more people.							X							
Not sure that this could be improved as all the information is available to everyone. Only thing I think may make more people join the PTLL scheme is, possibly that they do not know that they are entitled to join, so if some form of posters up or some way of bringing peoples attention to it may make a difference. I have found this scheme invaluable and am very grateful I have been able to take advantage of some of the courses available.					X				X					

	More places where PTLT can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
It's not always clear if you can get a discount. Also for example the Belgrade, not all shows are entitled to a discount.					X									
Maybe introduce a family PPTL ... it is going to be a real pain carrying around a card for each individual in the family!!! Would be good to pay for a card that includes ALL of us, either together or individually (eg... can be presented when we all go swimming together or if I just want to go out somewhere on my own without the need of everyone else on the card needing to be present)										X				
I think its a fantastic scheme but do need more info on where it canbe used.					X			X						
By advertising... making people more aware of opportunites for local discounts. Further Education does make it very clear that you can enrol for free courses with PLL.					X									
The Belgrade site is difficult to obtain the discount on and PTLT is not valid on amateur productions which is not explained anywhere on the site. Email updates on the scheme so I am aware of the current facilities available.					X						X			

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
This £5.20pa now too expensive (at £200 pa was ok). Doubled above inflation. If other baths have no PTTL and cheaper then the CCC or CST should follow suit.														
Cheaper prices for childrens sports activities being able to use it at other places e.g Bedworth/Nuneanton etc.	X													
Always have up to date and detailed locations for use on the website. Update website - I have gone to use services advertised there and they are no longer in use.					X									
Get rid of renewal fee. I've lost my PTTL & can't afford the cost of new photos + new card. I hardly ever used it anyway as a carer I don't go to the Belgrade or sports because I haven't got the time or the energy. I signed up for a couple of yoga classes but didn't find time to go.													X	X
Posters?					X									
Expand for use at the Ricoh Arena stadium.														X
Keep it going so many people benefit from this.														
not sure sorry														

	More places where PTLI can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
<p>The renewal for a child on an adult pass can only be renewed at civic centre which is not convenient as hours are limited to office hours only which makes it impossible to renew if adult is working.</p> <p>Advertising the scheme more widely and allowing other criteria for accessing the scheme not just certain benefits as those who fall outside the benefit system by only a few pounds have to pay full price which means they miss out because theatre, sports etc are too expensive.</p> <p>Send renewal reminders by email (my ptll has lapsed because I didnt realise it was due) and allow renewals to be done online.</p>					X							X		
<p>Make sure there is a plentiful supply of forms available to renew as it took me 3 months to renew as every post office i went to had no forms, and even the local library (stoke) were awaiting more!!!</p> <p>There isnt a great deal of advertising regarding the card which is a shame.</p>					X							X		
Better discounts								X						
It would be nice to have full information on everywhere that the card can be used. I was given a leaflet but it did not seem to have many places on it.					X									

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
If finance permits get greater discounts								X						
It is quite expensive if u only use it a few times.														
I would like to see more information on savings, courses and benefits when having a PTLL.					X									
Widen the catchment to Warwickshire & discounts on other attractions							X							
Make junior PTLL more worthwhile.														
Make sports centre discounts better.	X							X						
I didn't know some of what I could have been saving using the card until doing this survey! I've probably paid full price while it was sitting in my pocket!														
Should auto issue/renew based on information already held by the council in various databases.														
Why do I have to pay to get free adult education. I have had to not undertake a course because I could not afford the PLL!					X							X		

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<p>I think the scheme is great and I really appreciate being able to access an Adult Education course free because of it. To me it makes, taking part in these things viable. I think it covers a broad range of activities and services, and I have been very impressed with what is available.</p> <p>If you're trying to encourage more people to apply for PTLL then I would recommend info in the 'Choices' magazine (which I think there is already actually).</p> <p>Many thanks for the great service. :-)</p>									X					
<p>It would be good to have more information on the discounts that you can receive.</p>					X									
<p>Free fitness programmes including swimming would benefit someone like myself with mobility and weight problems.</p> <p>choice of distance learning programmes would enable more people to educate themselves at times and pace to suit themselves.</p> <p>all the above would help some gain confidence and qualifications to help gain employment.</p>		X	X											
<p>list on the leaflet where the discounts are available.</p>					X									

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Let us know more about discounts availale, I think mine has expired, but did not realise, more info about savings and encouragement/offers with info on places it can be used.					X							X		
Make the benefits more obvious and easier to use.					X									
By giving them free to pensioners as it would make them more active in body and mind. Most of us cannot afford these things on their pensions.														
Its a good scheme. Perhaps more publicty					X									
I have used the scheme for many years and without it I would not have been able to do adult education, I have gained my maths english bsl and nvq s 2 and 3 in child care and learning development qualifercations I also would not have been able to go to salsa dancing or zumba classes, when my children were younger we swam regularly and went to coomb abbey both using the pass port to go . Its a brilliant scheme and have helped me and my family live a normal life dispite my dissability, and social status.									X					
Don't think it could change, happy with it as it is									X					
making more uses from passport to leisure/ more places to use it	X													

Page 72	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
Much more publication in free papers etc about the scheme. Did not realise until lately about entitlement of partners or family members of a ptll holder. Not well explained in leaflet.					X									
Put an article/ad in the local paper on a regular basis outlining the benefits available					X									
<p>1) Compare and contrast Coventry scheme with others like Nuneaton and Bedworth - I dont know all the details - they do get FREE swimming!</p> <p>2) Make a list of every place that allows use of the PTLL - show ACTUAL charge - show PTLL charge; allow the user of the list to sort the list by venue / activity / time of day use / PTLL charges</p> <p>3) Have a PTLL web page that shows latest offers by type of activity OR a weekly email of PTLL offers.</p> <p>4) Enable online booking of tickets for PTLL activities and include an option for adding "discounted public transport to the venue cost" for PTLL</p> <p>5) Avoid fraud - Make the PTLL a smarter card - Link electronic copy of photos to pay-points so that the PTLL owner swipes the card photos are matched and the cash attendant can monitor for similarities</p>					X							X		X

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Maybe more publicity and the benefits. I know of oap who are not aware of the benefits of the scheme					X									
Make it easier to apply make the discounts more widespread ie, at the cinema as well as the sports centre														
If you could put more rewards for people who use the cards it would be a Benifit								X						
no real problems .found the system works quite well									X					
Improve advertising of the scheme														
Have a wider range of benefits														
Have an even better discount on the activities offered	X				X			X						
Maybe get certain venues to advertise that they accept the ptll more so you know it can be used there.					X									
Post Office Counter Mistress tried to cheat me of the correct change when paying for PtLL - not my usual local P.O., though.														
Bad experience, kind of put me off.														

	More places where PTL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
I need to exercise regularly but it now costs me more on a pension than when I was working as my husband lost his disability benefit when he became a pensioner.														
Now we have less income and greater need but no access to the P to ~L														
by offering discounts on days out with children and at cinemas and restarants,	X													
Often not sure on where or where not PTL is accepted.					X									
offering more services and lowering prices	X							X						
I think it would be a good idea to let the benefit dwp enclose a form when you first make a Cliam so you are aware of the passport to leisure.				X										
At reception at schools and colleges and be able to have the photo done at the same time, so it is all complete														
It has been annoying in the past and has put me off when you fill out the form then need to go off and get photo then return to complete it!													X	X

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It would be nice if you could get cheaper local travel fares with it and bigger discounts for the theatre and discounts at retail outlets. It would be good if you could use the council run sports centres for free with it because it is difficult to afford to pay for any leisure activities on so little benefits to manage on each week.								X						
Have a leaflet of where you can use the card and what level of discounts you will receive for each of them.					X									
I have a PPL +1														
There is little information about this (including in this survey!!), and the process to receive one is not as easy as it could be (sign up for PPL then sign up for PPL+1)					X									
maybe coupons or money off schemes for food outlets in the council														
and about 4.00 a year														X
maybe offer different/more discounts for people like myself (50yr old female caring for my father)								X						
more advertisement														
more centers that they accept this passport	X													

	More places where PTL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
Personally I am satisfied with passport to leisure.									X					
You could improve the scheme by giving it everyone in coventry not just the people who qualify. This will encourage people to use all the facilities more, e.g. gym, theatre ect bringing money back into coventry like Nuneaton do.							X							
Widen the criteria to give PTL to single parents on low incomes.							X							
By offering discounts on other services in the city	X													
by listing all venues partaking in the scheme by name and location possibly available in leaflet form as well as on the internet . Another suggestion would be to include the information in Choises.					X									
We be better if you could use it in more places and to be updated as to where you can use it. My daughter is a young adult and finds there is not much she can use it for shame it can't be used at the pictures.	X				X									
i am very satisfied with the scheme as it is and i dont think it need changing unless more companies offer discounts (eg shops)	X								X					
Woild it not be possible to encourage the local schools to let us have a cheaper rate or free for those on PLL. More days available on the computer courses and more times .														

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as my heath has not let me use the card before very much before it expired i fell unable to make any comments														
Lower the cost of Passport of Leisure, it goes up each year. Also more learning e.g. IT courses all seem to be over the opposite side of the town to us, we are Tile Hill Village and the majority of courses seem to be on the opposite side of town, needing 2 buses to get there, very time consuming. It is though our side of the town is ignored. also Allesley Park pitch and putt is no cheaper on Passport to Leisure as it is for O.A.P. rate would be beneficial if it was reduced further.		X				X		X						
Use the same passport photo as it is expensive to keep getting a new photo and card each year													X	
Signing up should be easier. My understanding was that it could be done at any PO but this was not the case at Jubilee Crescent PO. It would be helpful if you checked this out and also made signing up available at branch libraries.												X		
Perhaps more publicity in places giving discount.					X									
Advertise and inform local people of eligibility. Didn't know my husband and daughter could have one. Didn't understand all places where it could be used					X									

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Found the service excellent and very beneficial for learning new skills. slight problem was when i lost it i found it was hard to get a replacement at the time									X				X	
I would say if you improve the scheme by connect to collages or universities to give some discount to the subjects.Because some people really need to study in upper education to get a better job that helps them a lot.														
Give discount on more sport like yoga and gym and leisure time .	X		X											
Advertise more in different places and ways.					X									
give it for free bring back the discount at local swimming baths.makes keeping fit affordable								X						
The discounts you now get are more or less taken up by the cost of the card. Unless you use nearly every discount you can get it is no longer worth the cost or effort.								X						

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I did not bother to renew when expired because I was informed I needed to produce new photos and go through the routine all over again. Although the photos were only 2 years old. I am in my eighties and cannot see me changing appearance in that time. A straight renewal fee and new card like the bus passes do(thought they are free) would be more pensioner friendly. Adding the cost of passoprt photos plus fee did not seem viable for my limited usage.												X	X	
Encourage more businesses to take part. I have used the card for 3 evening courses maybe promote the card at course enrolment evenings to learning centres	X													
email people who have joined to remind them where the scheme is applicable with examples of how people use this scheme. I used mine for art classes which was very important when I stopped working and missed company and focus. Recently I have had surgery and have been recovering so will renew when feel better.					X						X			

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If they attend further education they are more likely to join because there is a good saving but many leisure services are still outside of their pockets. Maybe there should be free or low cost swimming or sports sessions as it is still expensive even with PTL or maybe occasional low cost theatre tickets. Maybe this could be for a short period a month or so to encourage people to participate in sport and arts.								X						X
It makes people able to participate in classes, courses and leisure activities who wouldn't be able to otherwise. I think the scheme works perfectly and is my lifeline to my community. I am a wheelchair user and the passport to leisure allows me to join in activities that I can do and it helps me feel part of society...if I didn't have my passport to leisure I would literally be stuck at home all the time.									X					
If I knew that I would be doing your job,get on with it.														
A lot more advertising would help. I only knew of it when an assistant at AT7 Centre asked me why I did not have one.					X									

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Offer more money off rather than just few pence or odd pound as it shud help those that cant afford to access things usually the opportunity to eg giving equal access to services like theatre for children etc to experience or sports centre to exercise instead u save a few pence so not worth it etc								X						
Making it cheaper or one price covers a whole family.						X				X				
Advertise the scheme more to unemployed people					X									
Better promotion advertise at the Belgrade. sports venues (Ice Dome CCFC CRFC) It is very good for libraries. Would be good on bus tickets.					X									
happy as it is but possibly extend range of facilities.	X													
Publicise discounts better. There may already be a leaflet with them all on?					X									
MORE COURSES TO GAIN QUALIFICATIONS WOOD HELP MORE DISADVATAGE PEOPLE		X												

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<p>It is not widely known, many people I've spoken didn't know it existed- Better advertising.</p> <p>Need a family price to make it more affordable for large family's.</p> <p>Some form of communicate should be sent out fairly regularly (post, email etc) showing where you can use the passport to leisure, as I only known those places I've stumbled upon myself, I would like to have a wider knowledge of this.</p> <p>Need to be able to apply for it online (or at least renew it), as a lot of people would find it easier to do this. Myself included.</p>					X				X	X	X			

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It is very limited in it's use and doesn't cover a wide range of activities. The scheme has been running for many years and has had no new companies join up to it. It is rather boring and I do not feel it inspires anyone to actually take up sport/join an activity or any kind of further education class	X													
I didn't know you could use ppl for courses at local school, I came across this accidently while on the net, s poke to an advisor who was very helpfull					X									
Keep it going!								X						
Renew every couple of years rather then every year											X			
Library was undergoing refurb, it wasn't made clear where else I could sign up. Had to trek across town to find out for myself					X							X		
As i am now a pensioner I find the discount with a ptll is no different from the senior price, except for adult education.								X						
Have one for everyone and anyone, but make then pay much more and then give the money offer more things														
make it free!!						X								

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Before I was employed full time I could use the card frequently every week, now that I am working full time 9 to 5, there doesn't seem to be much that I can attend too. Maybe increasing the number of Choices during the weekend, that way people in employment could enjoy it more.. Many thanks for the scheme.	X													
As mentioned previously I would like to get back into archery (ex county) but am unaware if any such course or option is available also although I know that swimming baths are available I do not know which ones qualify for PTLL and whether any schools are in the scheme.														
Is there a booklet or information sheet that lists all options for use other than Choice?			X		X									

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I think you could offer a greater range of discounts for activity based leisure in order to encourage the community to exercise more in line with Government Policy encouraging us to. I also think that parking at Coombe should be free to PTLL holders or a free park and ride should be offered so it doesn't preclude people on benefits to go there. I really believe that the people of Coventry miss out on certain things even with a PTLL as the cost is still too high.	X													X
for myself not having to queue to enrol in September. I have a bad back and other problems that make it difficult to stand around for the time it takes to enrol. Also having to get to the venue so early so I can get into the classes I want.												X		
make renewing easier												X		
Get more things included on it ie. kids activities and holiday clubs at the Xcel. Make people more aware of what the benefits are - maybe send monthly emails? I don't know why anyone would buy a junior one? I only have a junior membership at gym and reduced car park annual pass for Coombe Abbey.	X										X			

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Be able to renew on line and advertise where you can use a ppl												X		
My personal experience when enrolling for classes often left me feeling embarrassed and uncomfortable. I have a Passport to Leisure plus one and I found that staff were unaware of how this scheme worked. I was left having to explain why I needed a carer/support worker with me, which only served to highlight my difficulties. It would help considerably if staff were kept up to date in the various schemes available to people who hold a Passport to Leisure.														X
I have no suggestions.														

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<p>I joined the scheme three years ago. Without my knowledge or any notification from yourselves, I have just checked and it has run out. I was not aware that it only lasted for one year, no one told me.</p> <p>I suppose that if I had been on benefits, and/or an immigrant, I would not have had to pay, and also had help to purchase the scheme card. Also probably notified that mine had run out.</p> <p>Sorry if I sound a bit miffed, but its true. We people of Coventry who have worked all our lives and paid our way(including rates), are the forgotten people.</p> <p>Many Thanks.</p> <p>Barry Jaques</p>												X		
<p>am not sure how to improve ,most people don't understand it best I think when someone go for swim and sale staff see her or him have benefit by ask them about discount show the leaflet, let them have the form to take home also tell them the difference in cost show them normal price and discount with card to make them aware see the difference in the price</p>														X
<p>ADVERTISE the advantages</p>					X									

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I do not have a card any longer as my husband has died and he was the one that was ill,. I did use it quite alot when he was alive as it is important to have ME time for a carer and this made sure they could afford to do things														
Could it be used at a few more places?	X													
Bring back free swimming for over 60														X
Make the card valid for a longer period (maybe 2 or 3 years). Allow renewals to be made at all libraries. Liaise with shopping outlets to offer discounts on purchases to card holders.					X							X		
Encourage more venues to accept it, maybe have a passport extra at an additional charge, which would allow use outside of coventry, im thinking of areas such as stratford,kenilworth and birmingham	X													X
Extend offer to all pensioners, now we both receive a pension we are not entitled to pension credit but still on a low income. The card helped us go to things we will not now be able to afford when the present one expires.														X
I would like access to an online version, where I could apply to the service, and see offers, discounts etc.												X		

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
discounts to cinemas would be good. discount to theatre is little more than discount for senior citizens of who am one! Perhaps if possible discount to Bedworth Civic Hall and Leamington Spa Centre														X
Better information on discounts (places that offer them). Use on travel, part of using these facilities is getting there & back								X						
available to anyone who lives in coventry							X							
More discount at the leisure centres for swimming would be a great encouragement for more activity - even with the card it still costs £9 for me, my wife and baby by the time we have paid for parking at the main leisure centre also.								X						
More adverts to know where you can get a discount					X									
More information about discounts and where the card can be used. I didn't know it could be used at the Herbert or the Belgrade, for example.					X									

	More places where PTL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
It should have more of a variety of discounts, looking at various parks, children's and adults entertainment to enable single parents like myself to do more with their children. I mainly use it for Coombe abbey and my sons swimming lessons, this is a big help to me	X													
I have a nervous disorder which makes it difficult for me to fill in forms. On-line registration and renewal please. Coventry leisure is either free or expensive. I think all independent leisure businesses should be encouraged to participate in the scheme and should be rewarded with a retrospective annual discount from their council tax based on annual usage. This would encourage local leisure businesses to promote and advertise PTL at their own cost.	X											X		

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The scheme is limited in its scope and doesnt go far enough in terms of discount applied!														
The cards are hard to renew and I am lead to believe I would have to obtain a new passport photo each time which would become annoying, the information is already kept on computer database could the cards be made so that they could be swiped?														
The scheme needs to be promoted more than it is currently.	X				X							X	X	
More place I can use.	X													
By having a family pass with childrens names upto age of 11										X				
Would find it hard to say without serious thought - which I will give it and submit later if I may.					X									
Encorage more people to use it for Adult Education, Library etc. Have you got leaflets displayed in Job Clubs ?														
dont know														
None.														

	More places where PTLT can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
<p>Maybe more information about discounts.</p> <p>Is it possible to use in other arears, e.g. Birmingham?</p> <p>Other than that, I think it is excellent and it has made a huge difference to myself being able to do the various classes I attend. Also use it extensively for the Belgrade Theatre.</p>	X				X				X					
<p>I would like to be informed where it can be used and any new places or classes that have been added as i dont think i personallybget to use it to better myself with adult education or personal fitness</p>					X									
<p>I heard about PTLT by a family member, maybe a national advertisement compaign would reach wider audience</p>					X									

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
<p>Persuade the participating service providers to be less bureaucratic with their enrollment processes and to be more sympathetic to the needs of those who wish to take part in the courses.</p> <p>Enrollment days are a nightmare for many - long queues in the rain forming hours before the allotted time - a missed bus can lose one a chance of a place - even a missed mid-term enrollment day, for whatever the reason(illness, hospital appointment or holiday) means no chance of a place for the next term.</p> <p>The courses should be seen as being run for the benefit of the community and those who are willing to make use of the facilities and live fuller lives, rather than opportunities for administrators demonstrate their immovable authority.</p>														
<p>Have better discounts</p> <p>more better courses should be made widely available at many centres available</p> <p>especially like dancing yoga computers for fbegginers</p>		X	X					X				X		X

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Well I'm a university student I'm 20 years of age in full time education and I do not qualify for one anymore , it would be very beneficial if I had one .														
By giving it to more pensioners who are not on any benefits.				X										

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<p>Mainly by giving more detailed information on the type of discounts available - unless I am mistaken the only thing available was a list of venues/organisations offering discounts. I would have liked to see (either in print or online) what discounts these institutions offered. I seem to remember the University of Warwick being listed as an institution where you can use your card, but I've never been able to find out what for.</p> <p>The other obvious point, which is probably more difficult to achieve - and dependent on goodwill from others, is to increase the number of discounts offered. While I appreciated the opportunity to use my card to follow an adult education French course at City College for free, it would have been great had it also been possible to use it to obtain a discount for more advanced courses at the universities of Coventry or Warwick.</p> <p>A final idea which comes to mind: a PTLL covering a wider area, for example the West Midlands, as a collaborative project between different councils would have obvious advantages for the user as well.</p>					X		X	X					X	
Applying for a new card may be after two years instead of yearly											X			
extend it for folk on jobseekers allowance														X
Probably advertise more					X									

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I would improve the discounts available for health, leisure and educational programs.								X						
Just a little more details about where you can use it and to make it clear that children need their own!					X									
more information on leaflets about what discounts you get rather than all about the service.														
wider range of discounts etc...														
longer between renewals	X				X						X			
nothing														
By trying to get more business on side, to offer discounts to the holders of Passport to Leisure and make the information easier to obtain so that the holders know where the discounts are available.	X				X									
By promoting the scheme more and making people Aware of it so they know what they can use it on.					X									
Happy with it														
I think if it was open to more people then they would use it and possibly get more people being active. Also more advertising about the benefits of it.					X		X							
There needs to be more publicity about this as there isn't much on show.					X									

	More places where PTL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
Should be allowed to the general public who are on low earnings, not just people on benefits. People who work part time no more than 16 hours a week.														X
More information should be provided about PTL Carers application not advertised Requested form but never received application form					X									
More discounts Extend eligabilty							X	X						
I don't really know much about it, I only use for the gym but would like to know more info about it.					X									
Nothing														
It would be of benefit if the Passport to Leisure card was able to be used in a wider choice . It is a very limited choice at the moment and unfortunately not applicable to use at peak times in the theatre etc. Bigger discount would encourage more use of this service.	X							X						
more information on discounts					X									
Put more offers on								X						
Keep it the same														
Publicise more					X									
Get more subscribers companys	X													

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more leisure activities for older people.			X											
With means-tested benefits now being limited below inflation-rate & the "Spare-room-tax" commencing 01 April '13; spending any money on non-essential things is becoming an impossibility. Consequently; PTLL costs for e.g. going swimming in the sports-centre would need to be reduced to 50p for any PTLL-activity. Otherwise PTLL will become obsolete, in my opinion, as people of afore mentioned group will not be able to afford any PTLL-activities, despite discount.														X
Make it more cheaper.						X								
TAKEIN PRICE DOWN						X								
Let people know more about it.					X									
May let more off the public, known more about it, more information would be great.					X									
Open scheme for low wage earners not on benefits.														X
more advertising.					X									
Lower the cost of card.						X								
Please allow children between ages 5 and 10 to get one far cheaper sports/swimming.							X							
Its great as it is.														

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Happy all round.														
Better advertisement touchscreen					X									
No idea														
Available to people who are working.							X							
Have a wider range of places where you can use them and more on how it works at these places.	X				X									
N/a														
There should be more access to important activities like school/education and sport.		X	X											
I like to do more taminy.														
City Centre shops														
I know cost of yoga class at sports ctr is reduced, but don't really know about other stuff it can be used for.					X									
Need to offer it to everyone not just people on benefits as it allows people to access services especially health at a more affordable cost.							X							
Cheaper.						X								
more discount!								X						
Give to people who aren't on benefits for a fee; can no longer get one myself.							X							

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Flexibility - able to hold (suspend pass)														
Ability to connect pass website to give you more structure and aims to compete and aspire to olympic level. At the moment there is no info which can easily convey what the pass gives you. For instance! if you use the pass more than 12 times you save £xxx.					X									
Extend to other low income people and over 60's to encourage healthy fitness. (Those who don't qualify for benefits.)							X							
Allow Pensioners to qualify for a passport to learning and leisure. I was unemployed and qualified and when I became a pensioner I no-longer qualified for a card. And I really need it.				X										
more information about each discount eg: swimming or theatre.					X									
no idea.														
I personally don't have any suggestions														
More varied computer classes at different levels, times and venues in central coventry area. Also new classes such as cooking and arts and crafts, ie embroidery and similar subject areas could be introduced.														X
BETTER INFORMATION EITHER DISPLAYED OR PRINTED REGARDING ALL THE POSSIBLE DISCOUNTED OPPURTUNITIES					X									

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reduce cost particularly to city residents and pensioners						X								
Think there could be a family card option. Instead of Adult and children 1 card for all. IE family name on card and how many children there is										X				
<p>The consevative goverment has taken away my earnings related alowance (you are now only able to claim it for a year) if your partner is earning (which in my case is not a vast amount)</p> <p>I cannot work, as I get angina very easily after heart stents were fitted in hospital</p> <p>I am not classed as disabled but cannot get a job due to the heart problem so cannot claim unemployment benefit as you have to be fit for work to claim</p> <p>So now I cannot get a passport to leisure as I am not on benefits but I am actualy poorer as I am not getting any state help</p> <p>Would it be possible to alter the rules so people like me can still get a passport to liesure ?</p>														X

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You could offer the scheme or a similar scheme to people that work or are on low income to encourage them to use the facilities, especially the gyms ect with obese being so high in coventry. Nuneaton offers a similar card for everyone that lives in nuneaton, this would encourage everyone to get out more and be more pro active. Once your benefits stop you are not allowed a card now adays people need encouragement to work not to not work.			X											
Once somebody qualifies or is entitled to apply for PTLL they should be automatically informed rather than finding out by work of mouth. More advertising in public areas i.e. on busses, in free newspapers. I have never seen an advert for PTLL					X							X		
very good no need to improve i am happy with it now.									X					
Cheaper activities								X						
Make people more aware that junior and student cards are available					X									

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More information sent out to card holders as I'm not sure of all the benefit/discounts I can get. I use it mainly for education classes (3 per week) which are free to me & which I normally couldn't afford. Could it not be made available to all pensioners as many who are not on benefits (or don't claim) can't afford these classes. It would also - pehaps help those classes that are undersubscribed?				X	X									
Make it open to all Coventry residents, regardless of whether they qualify through benefits.							X							
Better advertising - surgeries etc. - Advertising is very poor. Free Newspaper weekly advertising More entertainment subsidies					X									
when enrolling and dates of enrolment have changed, sometimes unable to renew the date to bring forward and they will only renew it until it expires, so it makes enrolment difficult when it is so close to that date.												X		
It should be easy to get the PTLL. To show bank statement should be acceptable. It was very inconvenient to go home and find a letter to prove my benefits.												X		
I'm happy in the way it is thankyou									X					

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n/a														
Leisure Plus+2 XPand Leisure Plus +2 add Additional Facilities to Leisure Plus +2 Seek Sponsorship From Disability Community Organisations Signed SAIJAK1155/CORRIYGAN														
It's better to used														
don't know														
Ensure that in busy times there are enough staff to renew Give information to schools so that more children can join														
Have more sites for renewal					X							X		
When u work out charge of photos and then money u pay to get ptll and like me not always able to get out due to illness its a lot of money						X							X	

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I think when using passport to leisure for adult education courses which are purely for enjoyment (a hobby and not learning of key skills) there should be a minimal charge instead of it being free. This is because it seems that the people who get it free have less of an ousness to turn up each week and that space could have been given to someone else, especially as certain courses are oversubscribed. I minimal fee of £5-£10 for the whole course would make sure that these spaces are regularly attended.														X
I suppose it would be great just to know where I can use it. Perhaps those who have PTLL could get a leaflet by post or e-mail informing them of where they could use it. I will be getting the PTLL fot my kids for swimming lessons and it is worth it. I also save on parking at Coombe.					X						X			
I found it difficult to renew as staff were either not trained or forms were unavailable. So better staff knowledge.												X		
If i could renew on line it would be a lot more convenient.												X		

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It would be nice if there were more discounts on services offered with a passport to leisure, like travel discounts on local buses and railway journeys. Discounts on utility bills too, and more courses available at a discount at venues in the city centre.	X													
Cover more activities and give greater discounts when you don't have a lot of spare cash even with the current discounts it can be difficult to afford activities especially if you have children	X													
Open to everyone as it is in Nuneaton							X							
To be quite honest I think its unnecessary scheme as the amount of ID or proof you have to say you are on low income or have young children or unemployed and checking that can be done via computers I do not think we need this scheme and its just another charge that people have to fork out on a very tight budget, there is no need to print new forms to fill in and print pass ID cards there is plenty of ID you can show if on Benefits, you can encourage people to use sports, parks etc just as easy without creating or keeping a service that those people should be entitled by their circumstances alone.												X		
give them to a variety of people not the ones just on benefits.							X							
More widely known					X									

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certain places Don't accept my passport for leisure for my children but require them to have their own even when we're all together and paying as a family. A family card would be good, or up the age that a child needs their own to secondary age.										X				
Having recently become requalified for the card, it had totally slipped my mind that it was in existance. It needs to be publicised more and away from council offices, maybe at post offices. My local one has no information on display despite answers in the questionnaire suggesting you can get one there.					X									
Need more organisations to offer discounts, perhaps in return for the promotion and the extra customers that they will get. But these need to be venues that are already good/reasonable value. For example the Over 60's Leisure club at the Coventry Sports and Leisure centre, and restaurants such as Crown Carveries, Cosmo, Wing Wah, Taybarns, etc	X													X
Make it available to more people as per Bedworth/Nuneaton council							X							
Nothing I could think of														

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When I last used this I was very unhappy as to get a discount to use the crèche facility available my baby would have had to have his own card, being a baby he would not have used the card so it would not have been worth it.												X		
<p>The cost of activities with the ppl were still too expensive to enable my family to be able to access sports/educational activities. The discount needs to be greater for me to consider the expense of renewing (I haven't for twelve months as I found its use in the past limited). I certainly would access more if it were cheaper.</p> <p>When the govt introduced free swimming for under 16 the pool was packed. So packed that the pool had to have a one hour limit imposed on customers. The free swim is long gone but the hour slots remain. I have found this has meant more planning and less swimming for the same money. When I am considering what to spend a limited family budget on swimming has become too expensive for what it can offer for us.</p> <p>There are not a sufficient range of activities that are cheap enough that make it worth the cost of the ppl or the humiliation of using it too.</p>						X		X						
promote it more					X									

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I dont think there are any improvements required														
i think the adult education leaflet that comes through the door is very helpful and says about the adult education courses, maybe a bit more about how to get passport to leisure and where you can use it could be put into this leaflet because everyone receives that through their door.														
i am paralysed from the chest down and very happy with the passport to leisure and leisure plus one scheme and it has given me a life and education with a carer to help me get out to the classes, theatre, and gallery. without this i would be stuck at home. from having passport to leisure i have been able to attend classes and have a life and it has given me confidence to do some voluntary work.					X				X					
I feel that more could be done to promote the scheme throughout the Coventry area and specifically targeting the 16-18 age group. This then may lead them to have a more active lifestyle.					X									
You could perhaps advertise more as I cannot recall seeing any information on the passport to leisure or anything showing where you can use it.					X									

<p>Page 110</p>	<p>More places where PTLL can be used and outside of Coventry</p>	<p>More (educational) courses</p>	<p>More Physical activities/ gym classes</p>	<p>Make available to people who receive a Pension/ are a pensioner/ senior citizens</p>	<p>Better advertising/ information about where discounts are available</p>	<p>Make the card cheaper/ free</p>	<p>Better access to it for more people/ extend eligibility/ not just for people on benefits</p>	<p>Better/ more discounts</p>	<p>Positive comments</p>	<p>Family card</p>	<p>Email updates</p>	<p>Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic</p>	<p>Cost of Photos is too expensive/ reduce how regularly they need to be updated</p>	<p>Other/ individual comments</p>
<p>A sign on the outside of venues that accept PTLL to show that they do so would be helpful</p> <p>Posters at counters, etc to draw attention to the scheme when people are paying - eg ARE YOU ON BENEFITS - ASK ABOUT PASSPORT TO LEISURE AND LEARNING</p>					X									
<p>It would be helpful if more adult education courses were given consideration to the people holding PTLL . Intake of adult education on PTLL would increase if numbers of intake within certain courses are increased and the courses or activities are given the credentials.</p> <p>This could make a huge benefit in terms of giving a chance for PTLL holders to achieve something that would promote their well being.</p>		X												
<p>In the current climate, just keeping the scheme open, is in itself, a major undertaking. What with various inept governments making a hash of running the country. I think if there were more long term venues that would be a help.However the class that I joined closed and the alternative venues were not easy for me to get to as I am reliant on public transport. I also know this was the case for several others in the same class.</p>														X

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
<p>May be have more venues were it could be used.</p> <p>discounts at local superstores and book shops would be handy.</p> <p>Would like to be able to use it at Cinemas as they are very expansive.</p> <p>More special events and discounts for people who have the passport of leisure especially such events which promote health and well being.</p>	X													
<p>extend it - make it available to all - or at least develop a scheme where you can buy a card that gives you discounts to access leisure venues</p>							X							
<p>If you have regular PTLL users who have age, disabilities or other criteria it would be easier to make the application on line, you could cross reference the application with the local housing and council tax benefits, as a means of checking the data provided. I have to drive/use park and ride to access the post offices.</p>											X			
<p>Advertise scheme better and perhaps get more offers at different range of places most popular with families..</p>	X				X									

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
<p>You could consider modifying the entry criteria. For example I'm currently not working as I'm supporting my wife through her cancer treatment. However I'm not eligible/claiming any benefit as I'm currently not in a position to seek employment. We would be encouraged to use the facilities covered by the scheme more if we could access at the PTLL rates.</p>							X							

	More places where PTL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
<p>Open the criteria for entitlement, to more people. The criteria is far to restricted, low income house holds include families who receive working tax credit aswell as child tax credits and households with full time mature students too. As a full time mature student with 2 dependents i would benefit from the small benefits of the PPLL card, however the post office refused to allow me one when i applied because i couldn't prove housing benefit entitlement or in receipt of child tax credits. i wanted to enrol on some extra adult Ed in the evenings to top up my learning and also gain the culture benefits and take my two children to the theatre and too use facilities at the sports centres. However i havent been able to do either as my finances will not stretch to accomodate these activities I have previously benefited from PPLL and found it a wonderful scheme, my children and i all had a card and we used the sports facilities and belgrade theatre, and also CD DVD rental services at the local libraries because PPLL made it an value for money facility. i also used the Adult Ed services and joined fitness classes and 740 training However we only use the libraries for borrowing books and do not use any sports facilities or the theatre today because of the limited flexibility with making my student finance go futher for the family. Thankyou for the opportunity to consult.</p>														
							X					X		

	More places where PTL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
As I am currently on JSA money is tight.I would like to do more exercise but the costs are still too high even with a passport to leisure.														
For me, I am not sure that you could improve the scheme									X					
A list of where it can be used i would find helpfull as i may use it more if i knew where i could use it as apart from adult education and coombe abbey i am not aware where else					X									
For many low income families the cost of a photo every year and the card cost can be a bit prohibitive although its good value for money.A campaign to make people more aware of who can be entitled to this as many think its only for those who are unemployed,and consideration of the card maybe being valid for a little longer. Maybe a wider range of discounted activities might encourage more people to purchase a card.					X			X					X	
Offer more sports for disabled eg. boccia.			X											
Get the Council to restore all the Educational Classes. I used to go to two classes a week, now I have had to join Clubs for my classes which cost me £12 a week. As a disabled pensioner I sometimes have to miss classes as I can't afford them		X				X								

	More places where PTLT can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
Make it available to those who have now retired and are pensioners but still physically active.				X										
Encourage everyone eligible to consider it by providing information at initial point of eligibility.							X							
It could be advertised more in other areas around the city, possibly doctors and dentists, hospitals. People are usually here for a long time so reading up on the benefits may encourage more use of the card, a list of participating units accepting the card in a leaflet could be introduced (of course this depends on cost)					X									
We have used fewer facilities now that we are OAP's and have to pay full price. Many of our former preferences are now out of our price range as we do not qualify for pension Credit. Very disappointed as a wife of a Freeman of the City. Surely this alone is enough for the PPTL scheme as the number of qualifiers in this category is not high.				X										X
Make it more widely available eg people over 60				X										
Only reason i do not have one is i am no longer eligible as i work full time							X							

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
<p>It would always be nice if there were more discounts, but it's fantastic that you can get courses and library fees reduced.</p> <p>I got my card as a carer and was told about the scheme being available to carers through word of mouth I had previously had a card and really missed it. I was so pleased to qualify again. Please don't take the scheme away it is a great benefit to me.</p>								X						
make available to senior citizens free of charge				X										
No information on renewing - do you fill in a new form or just take existing card and recent benefit letter?											X			
<p>Offer this discount not only to people who are on benefits, education it feels like the Tax Payers do not receive any rewards for paying into the system, I understand and agree we need to motivate the unemployed but we also have a responsibility for the well being of all residents</p> <p>offer fair and realistic offers/discounts available for all promotion through the media, local papers again I strongly feel that PTLL should be for all</p>					X		X	X						

	More places where PTLL can be used and outside of Coventry	More (educational) courses	More Physical activities/ gym classes	Make available to people who receive a Pension/ are a pensioner/ senior citizens	Better advertising/ information about where discounts are available	Make the card cheaper/ free	Better access to it for more people/ extend eligibility/ not just for people on benefits	Better/ more discounts	Positive comments	Family card	Email updates	Improve signing up and renewal process/ make it available online/ reminders to renew/ make it last longer than a year/ less bureaucratic	Cost of Photos is too expensive/ reduce how regularly they need to be updated	Other/ individual comments
I'm not sure that I am 100% aware of what discounts the scheme provides so maybe better marketing?														
Also, it is easy to renew my adult PTLL it's always quite a challenge to find somewhere that does children's PTLL						X						X		
it would be better if it was cheaper as people on low incomes need every penny. It would also be a good idea to have a joint family card. As a single parent I would need to buy 3 cards for myself and my 2 children. 1 cheaper card would be a preference.						X				X				
More places to use it and my daughter who is at university should be eligible	X						X							
More information leaflets and most of staff reception are unaware too. Need more friendly communication with PTLL issues.					X									
Reduce the cost of a passport to leisure						X								
Online applications, renewals. increase the availability to other users. increase the amount of places the discount can be accessed in.														
	X						X					X		

Appendix 7 – Other organisations respondents would to see offer discounts as part of Passport to Leisure and Learning

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
All city car parks									X										
Restaurants, shops, events			X							X									
Train fares to surrounding areas							X												
Theatres and picture houses	X																		
Public transport, C56Sports , clothes , days out , Childrens entertainment, Broadband , Holidays , Gas and Elec bills , School equipment/uniform,			X				X				X	X	X			X	X	X	
Restaurants, shops etc			X							X									
I think if there were more organisation with the PTLT it would be good like food outlets, fast food, takeaways.										X									
Colleges, travel, holiday.															X		X		
Gym											X								
No																			
None																			
School uniform shops																X			
gym zoos											X								

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
odeon bowling for younger people				X															
cinemas, theme parks	X												X						
Not that I can think of.																			
gymnastics sessions at the city centre leisure centre, as my son needs it for his special needs, and it is expensive.											X								
cinema DIY shops	X		X																
I would like to see more leisure organisations offer dicounts, more gyms, cinemas or even food outlets, from personal experience from working to being on benefits due to illness it has a great impact on your life not only dealing with a condition that has an effect on your whole life on a daily basis but on any social activities i use to do, and cost does play a part so any discount could help more people to try and keep a level of social activity which in turn does have an effect on health and well being, making this more readily available for people who struggle with little funds i think is important, to prevent people from feeling so isolated.	X									X	X								

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature	
no																				
more choice of gyms, cinema, days out, historical places to visit	X										X		X							X
BUSES, TRAINS																				
O							X													
On a personal note I cannot think of any others.																				
Probably but can't think of anything off the top of my head. Discounts EVERYWHERE please!!! :D																				
I am not familiar with a lot of the organisations that are in the scheme, but the more choice that is offered the better.																				
Yes as over 60s is free swimming why can't the CSI follow suit and comply. Kenilworth baths cheaper and far superior.																				
Café?										X										
Sports activities/swimming cheaper prices to encourage families to get fit and healthy.											X									
Shops, supermarkets, pubs, restaurants & cinemas. Travel also perhaps.	X		X				X			X	X									
n/a																				
Cinema, gardens	X																			

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Discounts on match day tickets at CCFC.						X													
The cinema - Odeon or showcase. Town car parks.	X								X										
Dentists.																		X	
eating out										X									
Cinemas, 10 pin bowling,, private sports centres and leisure clubs. Gigs and shows held at ricoh or other venues. Car parking fees. No charge to visit coventry cathedral.	X			X		X			X		X								X
The more the better basically, as that would entice more people to use it. I am happy with the card and the service it provides for me.																			
Colleges																	X		
As I do not know the full range of places I am able to use the card in I am unable to say																			
Sports grounds											X								
Cinema and bowling	X			X															
Public Transport							X												
Centro area bus tickets to enable attending PTLT venues and also assist in getting to job interviews							X												

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
English heritage																			
National trust																			
Cinemas	X																		X
Mother & toddler groups at participating sports centres																		X	
As many as are willing. Many organisations offer discounts to students with NUS cards, would be nice to see NUS or PLL offers. (I don't have an NUS card!)																			
I'm not sure I am aware of all the organisations who do offer discounts, but maybe some kind of partnership with the Wildlife Trust or local nature reserves could encourage more people to access these kind of facilities with their children and get out of the city centre?																			X
Cinemas																			
Restaurants	X									X									
Lots, cinema, family days out, theme parks etc.	X												X						
?																			
don't know																			

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Belgrade Theatre	X																		
further education above nvq 3 s with burseries to better my chances of work disregarding my social status. Following redundancies and dissabilities to myself and my family																	X		
Fitness or gyms.											X								
Cinemas	X																		
most things would be good																			
Earnsford Grange swimming and none Ad, Ed. activities.											X						X		
not aware of any																			
Not that i can think of .The leisure centre and Belgrade theatre are my main interests.I also visit the museums on a frequent basis, but they are free.																			
More theatres offering discounts, out of the Coventry area, but in Warwickshire, say the Loft Theatre and the Spa centre at Leamington, and the theatres in Kenilworth. Coffee shops/cafes/restaurants offering discounts, or anywhere that people meet to chat and share experiences.										X									
Not that I can think of.																			

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoch)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Swimming Baths?					X														
Ernsford Grange School pool					X														
showcase, macdonalds, nandos,	X									X									
harry shaw, food outlets, shops			X							X					X				
Discounts on travel cards for public transport. Larger discounts at sports centres and discounts at clothing stores and food stores. Free entry to council walks and healthy activities. More free courses for people with a passport to leisure at city centre venues.				X			X			X	X						X	X	
Anything family orientated that is currently not in the scheme. e.g. cinema, bowling, castles etc. These places currently cost in excess of £50 for a family of 4, so the PTLI discount would be helpful.	X			X															
cinema Holidays car insurance	X														X			X	
nope																			
Coventry bowling club(swimming baths)				X	X														
see previous answer																			

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Would be useful to be aware where it can be used when my daughter is at college & if she goes to uni whether she would get any discount on books etc.																			
resturants would be a good idea for discounts										X									
Senior schools for swimming and sports					X						X								
Cannot think of any more.																			
Transport																			
Cinema	X						X												
None come mind																			
City collage and Coventry university. cinema	X																X		
Not sure.																			
public parks public baths											X								X
Cinema's,	X																		
Maybe discounts in restaurants or on transport. It is often too expensive to get to the Leisure services offered.							X			X									
Sports, activities, wellbeing for people with disabilities.											X								
Private swimming centres e.g. Hotels.																		X	

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Places that would allow families on low incomes to access with a good discount as every half term off with 3 kids wot can we do on benefits low income and kids life experiences lowered etc													X						
Public Transport																			
Coventry Rugby Club, Coventry City FC, Criterion						X													
horticulture & cinema	X																		X
Not sure what is on it apart fom sport centres?																			
I'm unsure exactly which organisations are involved. However I would like to see more organisations with activity's & events involving children. Car parking reduced for car parks surrounding parks, swimming baths, sports and play facilities. Maybe hospitals?					X				X		X	X							
DON,T KNOW									X										

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
If Coventry council could work in conjunction with other local councils I.E. Nuneaton and bedowrth/warwickshire etc., or even be as bold to try and get the scheme to be recongnised countrywide it would be of great benefit especially when on Holiday in the U.K. so the card could be used in any area. It could then be used for numersous venues such as Museums/galleries/sea life centres/statley homes or even in conjunction with the National trust and English Heritage who have dozens of places that individuals aswell as familes could visit.															X				X
Travel (bus/train)							X												
DIY stores			X																
Ryton pools country park																			
Jam jam boomerangs																			X
Travel, coach trips, Rail, Bus																			
Discounts, at stores, like Garden centres, sports shops, food shops, etc																			
Council parking fees in the city.			X				X		X	X									
cinemas Canoe cruise Any local tours	X																	X	X

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Again - Archery																		X	
Cinemas Bowling alleys Ice Skating Coombe Abbey	X			X										X					X
it would be nice to be able to use the passport to leisure at other local places eg, Bedworth and Nuneaton																			
cinema golf clubs restaurants	X									X									X
Cinema, Jaguar Club Browns Lane - swimming, bowling?	X			X	X													X	
local cinema	X																		
No.																			
Coventry cathedral																			X
CINEMA	X																		

None																			
perhaps some of the cafe`s, resturants and park cafe`s , as we spend a lot of time in the memorial										X									

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Other Arts organisations including those outside Coventry (eg RSC and Birmingham Rep.) Cinemas Restaurants and cafes.	X									X									X
cinemas food hall such the one in west orchards	X									X									
Apple, as I use their products daily to access the web, and research disability-related things.																		X	
Local bus companies already listed see previous page							X												
council car parks Parking									X										
Cinema Car parking in city centre	X								X										
Need more inofrmation about the discounts already available									X										

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Days outs Children's play areas/soft plays Eating out or cinemas Ice skating Bowling Car parks Mainly children and family days out or activities as it gets harder and harder financially to do things with children which does not stimulate or entertain them	X			X					X	X		X	X	X					
I would target ALL businesses which promote leisure which could include car hire, coach travel, rail travel, hotel accommodation, gyms and sports clubs.							X				X							X	
Showcase Cinema's perhaps off peak times a discount could be applied?	X																		
Cinema	X																		
restaurants										X									
I can't think of anything else as it already covers areas/events mostly.																			
Can't think of any.																			
sky dome for ice skating on wheelchairs etc Odeon or showcase cinema	X										X			X					

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
gyms or health and fitness																			
Line dance classes other than council run.																		X	
University of Warwick																			
Coventry University																	X		
Cinemas	X																		
not off hand.																			
Cinema	X																		
Maybe some special needs organisation days out?																		X	
Pas run music lessons or membership of music groups		X																	
Cinemas	X																		
Cultural venues																			X
Any private companies, cinemas and restaurants even a 10% saving would encourage me to take my family of 5 there. Anywhere that people go for leisure.	X									X									

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
It would be great if you could arrange discounts on theme parks such as Alton towers, Drayton manor ect in other to prevent children missing out who's parents can't afford the astronomical prices.													X						
Gymnastics groups.												X							
Showcase, Odeon and maybe some Restaurants.	X									X									
More educational courses																			
Assistance with driving lessons practical and theory.																			
Assisted travel and he with bus passes etc							X	X									X		
Non CSF/CST sports sites																			
Costa										X									
Maybe days out with places for the kids, my son is disabled would be great to have cheaper days out.													X						
Other supporting venues ie cricket ground																			

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Theme parks Cinema Bowling Day trips - seaside - coach trips Sealife centre Public Transport This card could encourage more families to get out and about not just about exercise and learning.	X			X			X						X						
poor bigger companies for kids activities												X							
maybe cinema discount	X																		
all the time																			
Cinemas, bowling hall, ice skating, rocket centre	X			X										X				X	
Cinemas? Online-film-rentals, such as Netflix, LoveFilm, etc.? Amazon-book-purchases? One could name plenty more.	X																	X	
Ricoh arena. Belgrade theatre. cinemas	X				X	X													
I am retired on a small pension and would like to take a course.																	X		
Cov city fc and cinemas odeon/showcase	X					X													
Football stadiums.						X													
Not really.																			
Schools/colleges Cinemas	X																X		

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Pubs																			
Cinemas	X									X									
coventry city r																			
Not really																			
Places you can take ur children at weekend + during holidays.												X							
n/a																			
Spot senter.											X								
city centre shops.			X																
Prescription costs.																		X	
City centre car parks																			
show case cinemas (Pass once or twice a week)									X										
Nus.																			
Theme parks Festivals. Clothes Shops.			X										X					X	
Virgin racquette club.																		X	
Not sure of all venues/organisations involved.																			
Pensioners need to be encouraged to participate in activities that would be good for them.																			

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
trips out and about													X						
I do not know.																			
not that i can think of																			
colleges and other education facilities and any where, there is a need for this service such as low income families so they can benefit from the discounts available.																	X		
CINEMAS, STADIA AROUND THE COUNTY	X																		
buses																			
an accredited taxi firm							X											X	
More child friendly things for little ones IE soft play areas												X							
You offer a very good range of organisations on the scheme.																			
I dont know who does at present - but feel all community centres should offer discount. Resturants/pub/cafe's especially in City centre to encourage more to come into the City centre.										X								X	
Virgin media																		X	
Not really sure who is already on there																			
Cinema,	X								X										

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
General Carparking.																			
on buses maybe certain shops could offer discounts for stationery i.e. smiths, hobbycraft range staples,arts& crafts storesetc. for equipment when needed for courses since it is the adult education courses that are feeding and keeping some of these stores going.			X				X									X			
Cinemas, bowling alleys	X			X															
Heart of England Co-operative Indoor Market (Crafty Culture & Shared Earth Sherbourne Arcade)Support FairTraid Organisations 75																		X	
Offer dicount at cinema Driving Lessons Bus fares	X						X	X											
no																			
No I didn't see																			
bus companies							X												
Caludon Castle swimming lessons.					X														

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
College Courses. University courses. Public transport. Grow your own vegetables scheme with discounts on seeds and compost and manure, plus free compost bins and compost activator. Discounts on ice skating and National Express journeys. Discounts on food - eg a % reduction on shopping.							X			X				X			X		X
All sports and cultural activities in coventry											X								X
Any organisation providing education as in improving by going to adult/further training or sports should be available without having to have a scheme to run a scheme, if you are a parent/guardian of young children you will have proof of this, if you are unemployed on family credit or disability you will have proof of this why do you need to pay for another scheme to use facilities that you should or are already entitled too ?																	X		
no																			
Bus fares																			
Cathedral							X												X

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
cinema? music lessons via schools? pals group membership	X	X																X	
Warwickshire Wildlife trust																			
Museums in and around coventry																			X
rugby?																			
football?						X													
Odeon Cinema Showcase Cinema	X																		
local bus companies							X												
Restaurants: Crown Carveries, Cosmo, Wing Wah, Taybarns, Harvester,																			
Coventry Sports and Leisure Centre - Over 60's Leisure Club										X	X								
city car parks									X										
Cinema, theatre, leisure including food, parking!!!! I had forgotten how that impacts on my ppl use - another reason why I no longer use a ppl. Any children's activities. Use in neighbouring swimming pools. Use at private gyms.	X				X				X	X	X	X							

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
Would be nice if you could speak to the Coventry City football club and maybe the Coventry rugby club and see if they are willing to offer discounts for card holders.						X													
its not directly passport to leisure, but think i would like to see more disability sports in coventry and to be able to use passport to leisure to access these. hereward college has facilities to do boccia, and lots of accessible sports, i would love to be able to do more accessible sports...a wheelchair exercise class or some sports											X								
It would be great if you could offer a similar scheme to the government arts initiative in that a set amount of tickets are set aside for under 26s at theatres and galleries and maybe look to get some of the sports teams in Coventry to sign up - CCFC, Coventry Rugby, Coventry Blaze.						X												X	
I do not know where you can use it as it stands so cannot comment.																			
Coventry City Football Club						X													

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature
yes Cinemas book shops Art galleries on merchandise Beauty salons & Hair dressers, Adventure parks , zoo. and travel agents travel costs	X		X				X						X		X				X
no																			
Travel,Shopping			X				X												
I would like to see local childrens attractions included on the scheme, herbert arts, transport museum gift shop, coventry train station, coventry travel west mids public transport etc							X					X							X
Not sure.																			
Cinemas	X																		
Cinemas	X																		
Cathedral Concerts,																			X
Research and Education courses for pensioners who have reired but do voluntary work or are unpaid careers.																	X		
None I can think of																			
Cannot think at the moment.																			
Skating rink									X					X					

	Cinema/ Theatre	Music lessons/ groups	Retail shops	Bowling	Swimming	Rugby/ Football Stadiums (Ricoh)/ Gigs and concerts held at these venues	Transport	Driving lessons	Car Parks	Restaurants/ Food and drink outlets/ Supermarkets	Gym/ Leisure/ Sports Centres	activities for children	Days out/ Family discounts	Ice Skating	Travel/ Holidays	School uniforms/ equipment for school and courses	Education/ Courses	Other activities	Places of historical/ cultural interest and nature	
Council car parks																				
Hospital parking									X											
Cinema Odeon / show case Coventry City Football Club sports stores (help to buy equipment etc..)	X		X			X														
Xcel only discount some of their sessions for example the childrens holiday camps are not included which is a shame.																				
Cafe's, restaurants.....										X										
All around in Coventry please. with all prices under PTL																				
Public transport							X													
Ricoh Coventry City FC Odeon Skydome Showcase Laserquest Bowling	X			X		X													X	

Appendix 8 – Reasons why respondents had not renewed or ever had a Passport to Leisure and Learning

	Not eligible (never had one)	Too expensive/ activities are too expensive	I don't know about it	Photos are too expensive	Too much hassle renewing/ getting one in the first place	Other reasons	Nothing that interests me/ What I want to isn't offered	Due to ill health	The discounts are not beneficial enough	No longer use it/ Didn't use it much so didn't renew
Not clear about criteria										
It is in my box and I do not use it because I do not know what it is for.			X							
a										
Swimming to dear rised above inflation.		X								
Cost & expense of photos for PTLL - renewal cost of PTLL card - it goes up every year.				X						
n/a										
Don't think i've ever been eligible	X									
My card lapsed in Feb and is too much hassle to renew for the number of times it has been used due to activities being too expensive		X			X					
Not eligible as not on benefits	X									
I had one when I was taking my children to free swimming so I could afford to go. When free swiming for the children stopped we could no longer afford to go swimming so I didn't renew.										
Got a new card last year to allow me to do an adult education course. Since thats finished, no point in paying to renew something I'm not currently getting any benefit from.									X	
I joined the foleshill leisure centre the previous year and the fee of £X3.80 was expensive as i needed to swim after knee replacements, my monthly fee continued after my card expired, I tried to complain but felt no-one would take accountability or make a decision to refund 6months subscription. I was lead to beleive it was a X2 month membership when I signed up.										
not sure if present card is still valid or not										

	Not eligible (never had one)	Too expensive/ activities are too expensive	I don't know about it	Photos are too expensive	Too much hassle renewing/ getting one in the first place	Other reasons	Nothing that interests me/ What I want to isn't offered	Due to ill health	The discounts are not beneficial enough	No longer use it/ Didn't use it much so didn't renew
Well I took my 3 daughters swimming and I'm only allowed to bring one no good for a single parent.						X				
Couldn't afford the photographs and cost of card.		X		X						
Not many learning courses offered on this side of town										
Please see previous comment.										
Not likely to use it much and not sure if i am entitled to replace it since my husband has passed away.										
ill health								X		
longer do rehab classes at sports centre							X			
Haven't found the time to get to the center to renew, being a non-driver with a family.										
About to renew										
As i am now a pensioner I find the discount with a ptll is usually no different from the senior price, except for adult education.									X	
At the moment ts due to shortage of money...but once I have the money and I n afford the facilities I will get another one		X								
Was not told how long it lasted, thought it was for life, especially when we are OAP,s										
As I never used the card - owing to the Foleshill Leisure Centre being closed - I nev er felt I got value for money.									X	
I am not sure if some deaf people are aware of this because of language barrier - generally, deaf people can't read information/leaflet. Filmed clips in British Sign Language would be helpful - see www.deafeducate.co.uk as an example.										
At the moment,I dont need one							X			
The difficulties in renewing					X					

	Not eligible (never had one)	Too expensive/ activities are too expensive	I don't know about it	Photos are too expensive	Too much hassle renewing/ getting one in the first place	Other reasons	Nothing that interests me/ What I want to isn't offered	Due to ill health	The discounts are not beneficial enough	No longer use it/ Didn't use it much so didn't renew
do not know			X							
Don't use library so frequently now and just forgot										X
Never been eligible it should be for all Coventry citizens	X									
Have heard about it and would love to do more exercise, but it is too expensive		X								
not eligible - work earn money!	X									
Discounts for poarty bookings ie new conference centre at Memorial Park. Make people aged over 60 eligable										
OAP discount										
Should offer OAP discount										
Tried to get one at XCel leisure Centre they said they didn't use them. Should also be able to use them at soft play areas										
OFFER TO OAPS										
By offering to state pension holders										
Should be offered to state pension recipients (not benefit related)										
Don't need one										
Went back to part time work										
Not a benefit									X	
Never had one										
Not eligible, I don't think.	X									
Don't know what it is.			X							
Never heard of it.			X							
I dont know what that is.			X							
Never heard of it.			X							
Stop using it										

	Not eligible (never had one)	Too expensive/ activities are too expensive	I don't know about it	Photos are too expensive	Too much hassle renewing/ getting one in the first place	Other reasons	Nothing that interests me/ What I want to isn't offered	Due to ill health	The discounts are not beneficial enough	No longer use it/ Didn't use it much so didn't renew
Didn't know about it.			X							
Aint had time										
Clothing, After shaves.										
Never advertised at university.			X							
Never was eligible	X									
Never Eligible	X									
No longer qualify.	X									
Not eligible	X									
Not on benefit so never eligible	X									
I have been to AT7 centre and was told to go to my local post office as it would be a lot cheaper. My local post office couldn't help as they have had no training in how to process my application. I am a non resident and use public transport, it's proving quite difficult to apply for the card so maybe more places i.e libraries could process them.					X					
we both got a job and was told we didn't benefit for one now even though we are on low wage.	X									
do not qualify although I have worked all my life and have been made redundant.	X									
never been eligible	X									
As a full time worker and not in receipt of any benefits I don't qualify, despite being a city resident all my life.	X									
Not eligible	X									
Being made redundant at 55 and taking a pension means that I am not eliable for PPL. Even though I suspect my income is less than some of the people who do qualify for PPL	X									
didn't think to renew										

	Not eligible (never had one)	Too expensive/ activities are too expensive	I don't know about it	Photos are too expensive	Too much hassle renewing/ getting one in the first place	Other reasons	Nothing that interests me/ What I want to isn't offered	Due to ill health	The discounts are not beneficial enough	No longer use it/ Didn't use it much so didn't renew
NO Support from Housing Care and Support Agency OPEN DOORS at 27 Stoney Road CVX 2NP										
working at that time										
Not enough places where I can renew					X					
Never thought I was ever eligible for it until now. I have MS and I am now disabled and get DLA. I just haven't got out to apply for it yet. Would be easier if I could do it on line.	X				X					
Never have been eligible. Shouldn't this be an option?	X									
Not eligible and never have been	X									
Not worth joining in the end and then my circumstances changed										X
never been eligible	X									
Due to working full time, I am not entitled to a PLL	X									
Is only eligible to people on benefits	X									
It's (or was) only available to people on benefits										
Was never entitled to before	X									
Adult education classes for ballroom dancing are fully booked. Need wider range of discounts: restaurants/pub chains and more leisure activities such as Over 60's Club at Cov sports & Leisure Centre									X	
Il am not eligible as I am not on benefits	X									
Never eligible	X									
Never been eligible which I think is unfair	X									
no longer use discount										X
i have been using a pptl for quite a few years										
Probably did not use it enough.										X
Stop going to the sport centre and stopped playing golf.										X

	Not eligible (never had one)	Too expensive/ activities are too expensive	I don't know about it	Photos are too expensive	Too much hassle renewing/ getting one in the first place	Other reasons	Nothing that interests me/ What I want to isn't offered	Due to ill health	The discounts are not beneficial enough	No longer use it/ Didn't use it much so didn't renew
i am not eligible	X									
too busy but it is on my to do list										
I am not eligible for the activities foc as although I am a pensioner I do not get pension credit or any other benefit - i have a small private pension which prevents this!	X									
In bedworth all residents are entitled to a card if they have their name on the council tax invoice, all residents who can prove they are CV residents should be entitled to join the scheme, this would be a much more valued scheme and those that need the benefits would be more likly to join										
never been in receipt of benefits	X									
My card was to use in nuneaton when i had it they said it was for life, now there are saying only people on benefits can use them and i have been told my card is no longer useabler. so i have cut it up	X									
due to disability I can't always benefit from using the card								X		
Not eligible,and there are no facilities in our area as you have closed or are closing anything down that is remotely to do with leisure or anything pleasant to do.	X						X			
PTLL is raw means testing of course and a deterrent to some people on principle !. It should be free to 75+ !										
U[on reching pensioable age Job training ceasd also subject becne none aplicable.	X									
not eligible	X									
As a pensioner I seem to receive the same benefits anyway now.									X	

	Not eligible (never had one)	Too expensive/ activities are too expensive	I don't know about it	Photos are too expensive	Too much hassle renewing/ getting one in the first place	Other reasons	Nothing that interests me/ What I want to isn't offered	Due to ill health	The discounts are not beneficial enough	No longer use it/ Didn't use it much so didn't renew
You have to pay for the card AND the cost of a passport photo which costs £5. It kind of misses the point of it being for people on benefits. They can't afford to get the card in the first place!		X		X						
I made the mistake of going to work all my life and paying taxes therefore I don't get benefits. So I just pay for everyone else including people who don't live in Coventry to have one.	X									
Not entitled	X									
I was not sure if I was entitled to one and could not find any to tell me.	X									
Never been eligible and always wondered why PTII is not available to every resident in the City?	X									
I have never been eligible.	X									
Never been eligible	X									
Do not appear to qualify.	X									
Although a pensioner I work to get extra money and I think this excludes me from PTLL	X									
At the time I lived in Ansty and so wasn't eligible (despite our nearest library and sports centre being on Coventry and my being unemployed)	X									
Dont believe full-time employees can have one.	X									
i have a job which means i dont get reduced stuff that people without jobs are offered	X									
Have never been eligible	X									
mm										
Not been for a while.										
Not eligible for one, but still have an interest in the scheme and how and why it works.	X									

	Not eligible (never had one)	Too expensive/ activities are too expensive	I don't know about it	Photos are too expensive	Too much hassle renewing/ getting one in the first place	Other reasons	Nothing that interests me/ What I want to isn't offered	Due to ill health	The discounts are not beneficial enough	No longer use it/ Didn't use it much so didn't renew
Was not eligible - now retired on fixed income - pensioners should be able to have a Passport	X									
Was not eligible	X									
Not eligible	X									
never been eligible	X									

If you need this information in another format or language please contact us:

Telephone: (024) 7683 4371

Email: corporateresearch@coventry.gov.uk

Coventry City Council

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Passport to Leisure & Learning (PTLL) application

What is this card? *

- A renewal?
- A new card?
- A request for additional family/carer cards following mail out?
- A card for a foster carer and looked after child(ren)?

Personal Information

First name *

Surname *

Current address *



Postcode *

Have you been at this address for over 12 months? *

Please Select ... ▼

Contact telephone number *

Email address *

Confirm email address *

Date of birth *

DD ▼ MM ▼ YYYY

Gender *

Please Select ... ▼

Do you require a card for a child (16 years and under) or a +one for a carer? *

- Child
- +One for carer
- Neither

Please tick if you receive any of the following benefits *

- Jobseekers allowance
- Pension Credit
- Income Support
- Attendance allowance
- Employment & Support Allowance / Incapacity Benefit
- Personal Independence Payment / Disability Living Allowance
- Working Tax Credit (Child Tax Credit alone does not apply)

- Universal Credit
- Industrial Injury Disablement Benefit
- Severe Disablement Allowance
- Carers Allowance
- Widows Benefit
- Industrial Death Benefit
- Bereavement Benefit
- Council Tax support (the 25% single occupancy discount does not apply on its own)
- Housing Benefit

Are you an asylum seeker? *

- Yes
- No

Are you are aged between 16 – 19 and in further education with child benefit still being received for you? *

- Yes
- No

Please identify your ethnicity *

Declaration

I declare that the information contained in this application form is accurate. *

- I accept

Terms and conditions

Your PTL is the property of Coventry City Council. We, or participating organisations, reserve the right to confiscate or withdraw the card without prior notice, if it is considered to have been misused or misrepresented. You should

also be prepared to show further proof of identity if requested.

The data controller is Coventry City Council. We are required to inform you that your application information is retained electronically and may be used to contact you regarding your PTLT card or other communication from Coventry City Council and partner organisations.

There may be limited PTLT places at certain centres and with certain providers, therefore some activities may not be available at PTLT prices.

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Equality and Consultation Analysis Template (ECA) – Appendix C

Guidance for completion

- Equality analysis is a way of considering the effect on different groups protected from discrimination by the Equality Act 2010, during the Council's decision making processes. These processes are:
 - Cabinet/Cabinet Member reports
 - Fundamental Service Reviews
 - Policy and Strategy Development
 - Human Resource Policies
 - Commissioning & Procurement
 - Other Service Reviews/Restructures
- These 'protected groups' are those defined by race, age, gender, disability, sexual orientation, gender reassignment, religion or belief, pregnancy, maternity or breastfeeding and vulnerable communities for example Looked After Children, Homeless etc
- Remember to think about children and young people as a specific group that you may need to consider the impact on and engage with during this analysis.
- Equality analysis will help you to consider whether the decision you want to take:
 - Will have unintended consequences for some groups
 - If the service or policy will be fully effective for all target groups
- The Council also has a statutory duty to consult
- This ECA template will enable the Council to demonstrate how equality information and the findings from consultation with protected groups and others, have been used to understand the actual or potential effect of your service or policy on the protected groups and to inform decisions taken. Hence, it is an evidence trail to show how the Council has met statutory equality and consultation duties
- The template should summarise key issues arising from information that has been collected, analysed and included in other key documents eg. Needs Analysis, Baseline Reports etc
- This form should be completed on an on-going basis at each stage of any formal decision making process. Failure to comply with this will put the Council (and specifically the elected member or officer making the decision) at risk of judicial review.
- The Council also has a statutory duty to consider social value (Social, Economic and Environmental) when commissioning and procuring services
- A simple guide to statutory consultation and equality duties sets out what the Council needs to do to comply with the **equality and consultation duties** and will help to deliver the best possible outcome for the City Council and its stakeholders. This can be found on http://beacon.coventry.gov.uk/downloads/download/507/simple_guide_to_statutory_consultation_and_equality_duties

For further help and support please contact Helen Shankster on 7683 4371 (Consultation Advice), Sheila Bates on 7683 1432 (CLYP Consultation Advice), Jaspal Mann 7683 3112 (Equalities Advice) Mick Burn 0247683 3757 (Social Value Advice).

Equality and Consultation Analysis

Context

Name of Review	Passport to Leisure and Learning
Service Manager	David Nuttall
Officer completing analysis	Faye Cockayne
Date	September 2016

Scoping area of work

1. Briefly describe the area of work this analysis relates to:

The Passport to Leisure and Learning (PTLL) scheme is a concession scheme primarily for Coventry residents who are eligible for a means tested benefit. The aim of the scheme is to increase accessibility and encourage participation in learning and leisure opportunities across the Coventry.

The current take up of the PTLL scheme is extremely low, with only 1,548 cards in circulation and valid. Consultation on the PTLL scheme, which took place in 2013 indicated that the current application and renewal system is expensive, outdated and bureaucratic. The process involves completing a lengthy manual application/renewal form and providing suitable identification alongside eligibility/benefit verification.

The Council cannot currently quantify how many residents in the city would be eligible for the PTLL scheme, due to Data protection rules within the Department of Works and Pensions (DWP).

There are 34,607 homes in the city that are in receipt of either a Housing Benefit or Council Tax Support payment via the Council's internal Benefits and Revenues team. Housing Tax benefit and Council Tax Support that meet the eligibility criteria for PTLL scheme. The Council are recommending targeting these 34,607 homes as part of a re-launch of the scheme.

Coventry residents on other qualifying benefits which are registered with the DWP will be able to apply for the PTLL card through an online application process.

Public Sector Equality Duty

2. Which, if any, parts of the general equality duty is the service relevant to?
Please mark with an 'X'

	Eliminate discrimination, harassment and victimisation
X	Advance equality of opportunity between people who share relevant protected characteristics and those who do not
	Foster good relations between people who share relevant protected characteristics and those who do not

Gathering Information and Data

3. Who are the key groups that could be impacted by this work/service, including service users both existing and potential and stakeholders?
- Those in receipt of benefits
 - The children of those in receipt of benefits
 - Looked after Children
- 4.
5. From the list above, which of these constitute protected groups or vulnerable communities (e.g. those experiencing deprivation)?

All those listed above, including those who access disability benefit.

6. Which of the key protected groups and stakeholders representatives will need to be kept informed, consulted or actively involved in this area of work?

Key Stakeholder	*Type of Involvement	Method(s) used
Participating sports centres	Consult/involve	One to one discussions using results of the consultation
Adult Education	Consult/involve	One to one discussions using results of the consultation
Participating cultural venues	Consult/involve	One to one discussions using results of the consultation
Those in receipt of benefits	Inform	Initially through consultation and then via methods included in comms plan
The children of those in receipt of benefits	Inform	Initially through consultation and then via methods included in

		comms plan
Looked after children	Inform	Initially through consultation and then via methods included in comms plan
Asylum seekers	Inform	Initially through consultation and then via methods included in comms plan
Young people aged 16-19 in full time education	Inform	Initially through consultation and then via methods included in comms plan

* *Information, Consultation or Involvement*

Analysis

7. What information is currently available to be used as part of this analysis including data on current and potential service user, workforce etc?

- Housing benefit and council tax support data
- Other benefit recipients via DWP
- Number of looked after children
- Number of asylum seekers
- Number of young people aged 16-19 in full time education
- Results of consultation

8. What are the information gaps?

Due to data protection issues we are unable to directly access benefit recipient's information

9. How are you going to address the gaps?

Giving information to the DWP to share
Use social media/e-comms
Promotional launch period

Summary of Data

10. Please provide a summary of what the data is telling you and what key issues the data is telling you.

Current uptake of the PTTL card is very low, with 1500 cards currently in use, the total eligible population in Coventry is estimated at around 70,000 residents.

Housing Benefit or Council Tax Support data provided by the Council's internal Benefits and Revenues team has identified 36,000 homes that would meet the qualifying criteria for the PTLL scheme. All of the remaining qualifying benefits are

managed by the Department for Work and Pensions (DWP), due to data protection the Council cannot access information on which residents are claiming any means tested benefit managed by DWP.

The current application process for eligible residents requires the completion of a printed application form, proof of eligibility, photographic identification document and a passport style photo that is included on the PTL card for identification purposes.

The current charge for a PTL card is £5.20 for an adult and £2.60 for a child. Non-residents can apply for a card the same eligibility criteria apply but charges increase to £16.30 for an adult and £8.15 for a child.

Generating and evaluating options

11. What are the different options being proposed to stakeholders?

- Do nothing
- On- line Application process
- Recommended Proposal – directly sending cards to those eligible where possible with related focused promotion

12. How will the options impact protected groups or vulnerable groups e.g. those experiencing deprivation?

- Option one – do nothing

Increased take up is unlikely to happen, nothing changes for protected or vulnerable groups, and the status quo is maintained.

- Option two – on-line application process

There is likely to be some increased take up of the scheme by protected and vulnerable groups.

- Option three – directly sending cards to those eligible where possible with related focussed promotion

It is expected that this will see the highest increase in take up of the scheme. Results of the consultation suggested that eligible people are put off by the application process, initial cost and yearly renewal. By sending the card free of charge to those eligible these barriers are greatly reduced.

13. Please detail how you could mitigate any negative impacts

There are no perceived negative impacts through the proposed option (option three).

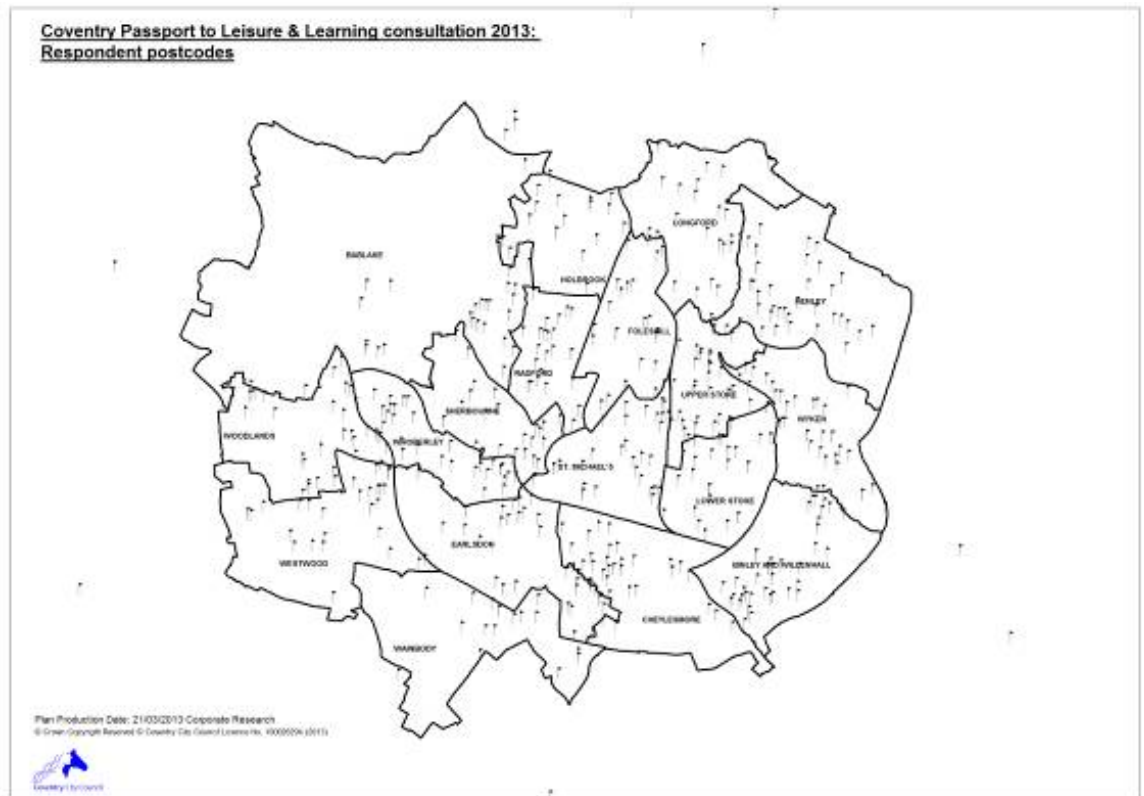
14. Identify which stakeholders would be positively/negatively affected by the options (consider contractors/service users/employees).

All stakeholders would be positively impacted by the preferred options. The venues through increased use and a more diverse client base, and those in receipt of benefits, their children and looked after children through better access to sport, learning and cultural activities.

Formal Consultation

15. Who took part in the consultation? Please also specify representatives of any protected groups for example service users, employees, partners etc.

826 people responded to the consultation which took place in 2013. The map below shows where respondents live.



The percentages given below are expressed as a proportion of the number of respondents who answered the question and not as a proportion of the total number of respondents (823).

Age	
Under 16	2.3%
16 - 24	7.9%
25 - 34	16.5%

35 - 44	21.2%
45 - 54	20.5%
55 - 64	16.3%
65 - 74	11.3%
75 - 84	4.1%
85+	0.0%

Gender	
Male	33.5%
Female	66.5%

Ethnicity	
White English / Welsh / Scottish / Northern Irish / British	81.1%
White Irish	2.3%
White Gypsy or Irish Traveller	0.1%
Any other White background	3.0%
Mixed White and Black Caribbean	0.4%
Mixed White and Black African	0.1%
Mixed White and Asian	0.1%
Any other Mixed/ multiple ethnic background	0.0%
Asian Indian	4.0%
Asian Pakistani	1.9%
Asian Bangladeshi	0.3%
Chinese	0.1%
Any other Asian background	1.9%
Black African	1.7%
Black Caribbean	1.3%
Any other Black/ African/ Caribbean/ background	0.3%
Arab	0.1%
Any other ethnic group	1.0%

Disability	
Yes	35.0%
No	65.0%

16. Are there any protected groups that you have not consulted with? If so, why not?(Some groups might not be relevant)

Sexual orientation, gender reassignment, pregnancy, maternity or breastfeeding where not relevant. Looked after children were not specifically targeted in the consultation, but discussions with relevant officers has taken place since then.

17. What are the key findings of the consultation?

- In terms of the specific discounts that respondents said encouraged them to get a Passport to Leisure and Learning Card, the Sports and Parks discounts received the highest response – it is also the most used discount, followed by Adult Education related discounts. Culture discounts proved to be the least encouraging and are also the least used; however, they are still used by over 1 in 4 respondents.
- Almost a third of respondents said they use their card once or twice a week to claim a discount and a quarter said they use it this amount per month. A very low number said they never use it (1.7%).
- There was a very clear message that the PTLL scheme is not well advertised and a number of advertising/ promotional methods were suggested including; posters, leaflets, newspaper adverts and email alerts.
- There was particular reference to the signing up and renewal processes in that they are too long, complicated and bureaucratic. It was also mentioned that too much paper work is required as suitable identification. Respondents also expressed their dissatisfaction with the fact that the PTLL only lasts a year and that it is too expensive to keep renewing it and the costs to update the required photographs. Respondents suggested a reminder system so that members are alerted to the fact that their card is due to expire. This was a contributing factor to the high level of respondents that said they didn't have a card (59.0%).
- It was also suggested that the eligibility criteria for the scheme is extended so that not just people on benefits are entitled to it. A number of respondents suggested that over 60s should be included in the eligibility criteria.
- Almost two fifths of respondents said that they hadn't renewed or had never had a Passport to Leisure and Learning Card because they were not eligible and a quarter said that they were not aware of it. When asked what their 'Other' reasons were, respondents reinforced that it was due to these reasons and that the card is too expensive to renew and the activities are too expensive.

(Click and type here)

18. Following the consultation, what additional equality issues have emerged (if any)?

None

19. Have any of the options, service models etc changed following consultation? If so, please provide details of the changes made:

- The card is no longer issued at the Post Office and is now issued at a number of venues across the city

Equality Impact of Final Option

20. Please confirm below which option has been chosen for implementation.

Option three will be recommended to Members for their final decision.

21. Following consultation, please indicate which of the following best describes the equality impact of this analysis.

There will be no equality impact if the proposed option is implemented.

There will be positive equality impact if the proposed option is implemented.

There will be negative equality impact if the preferred option is implemented, but this can be objectively justified. Please state clearly what this justification is and what steps will be taken to ameliorate the negative impact.

22. How will the changes be monitored for equalities over the next 6 – 12 months?

- Number of new cards sent out
- Number of new cards used
- Number of repeat visits on individual cards
- Number of new cards applied for online

23. What is any will be the impact on the workforce following implementation of the final option? Please make reference to the relevant equality groups (as protected under the Equality Act).

None

Social Value

24. Please state how the social value outcomes have been considered in making this decision.

- Card issuing managed by key stakeholders rather than private company
- Local people have better access to many services
- Local people are able to improve their health and well being
- Promotion of social integration

Formal decision-making process

Please detail below the committees, boards or panels that have considered this analysis.

Name	Date	Chair	Decision taken

Approval

Approval required from Director and Cabinet Member

Director Name	Signature	Date
David Cockroft		

Cabinet Member Name	Portfolio	Approval Date
Cllr Caan		

**Note: Failure to comply with duties on equalities and consultation will put the Council (and specifically the elected member or officer making the decision) at risk of judicial review.*

Monitoring and Review

This section should be completed 6-12 months after implementation

- a) Please summarise below the most up to date monitoring information for the newly implemented service, by reference to relevant protected groups.

(Click and type here)

- b) What has been the actual equality impact on service users following implementation?

Analyse current data relating to the service and think about the impact on key protected groups: race, sex, disability, age, sexual orientation, religion or belief, pregnancy or maternity, gender reassignment.

It may help to answer the following questions: Since implementation

- Have there been any areas of low or high take-up by different groups of people?
- Has the newly implemented service affect different groups disproportionately?
- Is the new service disadvantaging people from a particular group?

- Is any part of the new service discriminating unlawfully?
- c) What have been the actual equality impacts on the workforce since implementation?

(Click and type here)

Please send a copy of the completed form to your Directorate Corporate Equality Officer and a copy to the Corporate Equalities Team, Room 66, Council House, Earl Street, Coventry CV1 5RR.

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