



PADS

PARTNERSHIP FOR ACTION
ON DRUGS IN SCOTLAND

Drawing on our
collective strengths

The role of Concessionary Travel in Addictions Recovery

1 Executive Summary

- 1.1 Access to affordable transport is fundamental to most people's recovery¹ and is an important part of ensuring health and social care services work efficiently². The Partnership for Action on Drugs (PADS) Communities group wanted to understand the current views of community members and professionals across Scotland about the actual and potential role concessionary travel offers to those seeking recovery.
- 1.2 A survey of professionals and community members yielded almost 800 responses from across Scotland.
- 1.3 Both community members and professionals overwhelmingly confirmed that transport difficulties are a real barrier to recovery and that provision of a concessionary travel bus pass was very important for recovery, especially to enable access to alcohol/ drug treatment and other appointments.
- *"If not for my bus pass, my recovery would not be possible"*
 - *"Concessionary travel needs to be regarded as an essential service in service users recovery"*
- 1.4 Only 25% of community member respondents said they had a concessionary travel bus pass. There was a substantial variation in

¹ Whole Person Recovery, Royal Society for the Arts, 2010:

<https://www.thersa.org/globalassets/pdfs/reports/rsa-whole-person-recovery-report.pdf>

² Transport for Health and Social Care, Audit Scotland, 2011: [http://www.audit-](http://www.audit-scotland.gov.uk/docs/health/2011/nr_110804_transport_health.pdf)

[scotland.gov.uk/docs/health/2011/nr_110804_transport_health.pdf](http://www.audit-scotland.gov.uk/docs/health/2011/nr_110804_transport_health.pdf)

the application of current concessionary travel rules across Scotland, especially around who signs off an NCT002 (an official form allowing certain professionals to say a client is eligible for concessionary travel on certain health grounds), who gets a pass and what constitutes an eligible mental health or addiction consideration. 60% of service provider respondents said they did not sign off NCT002's. Of these, 73% said they wanted the ability to do so, even though some were already authorised.

- 1.5 The findings of this study suggest it is no longer justifiable to accept the argument that concessionary travel is important for mental health recovery but not for alcohol or drug recovery. Such a distinction seems at best capricious and at worst prejudicial and stigmatising. This distinction falls foul of the Health and Social Care Standards and addiction service Quality Standards. Extending eligibility of concessionary travel to those engaged with statutory and third sector addiction services should be adopted as a contingency management policy encouraging recovery engagement and reducing premature service disengagement.

Recommendations

- 1.6 At their meeting of 31 May 2018, the PADS Community Group agreed to make the following recommendations to the Minister:
- 1.7 To ask Transport Scotland (TS) incorporate the following into their ongoing review of eligibility for concessionary travel³.
 1. Eligibility for concessionary travel should be extended to include individuals engaging in one or more substance use service submitting data to the national Drug and Alcohol Information

³ Consultation on Free Bus Travel, Transport Scotland:
<https://www.transport.gov.scot/consultation/consultation-on-free-bus-travel-for-older-and-disabled-people-and-modern-apprentices/>

System⁴ (DAISy) on terms no less favourable than those available to people with mental health difficulties. Services should have the ability to temporarily suspend or permanently deactivate a bus pass where it appears there has been an unplanned disengagement.

2. Authority to sign off eligibility certificates such as NCT002 should be extended to professional staff in all substance use services submitting data to DAISy, whether or not they are in the statutory or third sector.
3. A spend to save analysis should be conducted into the financial implications of such policy changes.

1.8 To ask the Scottish Government:

1. To explicitly refer to the importance of services assessing the needs of clients for concessionary travel support and proactively signing off NCT002 forms, where appropriate, as an integral component of a recovery oriented system of care within the revised alcohol and drug treatment policy⁵.
2. That the pervasive hazard to addiction recovery of loneliness and social isolation be reflected in the forthcoming national loneliness and social isolation strategy⁶.

1.9 To ask Local Alcohol and Drug Partnerships:

1. To ensure that their local services assess client transport needs and utilise the full provision of current NCT002 rules to maximise the provision of bus passes to those in need.

⁴ DAISy Drug and Alcohol Information System, Information Statistics Division:

<http://www.isdscotland.org/Health-Topics/Drugs-and-Alcohol-Misuse/Drug-Alcohol-Information-System/>

⁵ <https://beta.gov.scot/publications/alcohol-drug-treatment-strategy-ministers-statement/>

⁶ Draft Strategy for Reducing loneliness and isolation: <https://beta.gov.scot/news/reducing-loneliness-and-isolation>

25 May 2018

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2 Background

- 2.1 For many years, ADP Lead Officers have noticed that when communities were asked, “*what are the key things that get in the way of recovery*”, the common response was often “*transport*”.
- 2.2 Affordable and accessible transport is fundamental to recovery⁷ for many people to enable them to connect with the wider world beyond their locality because their home locality may be stigmatising and incapable of providing the community support necessary for their recovery or worse still, an environment that provides reason for problematic alcohol or other drug use.
- 2.3 The opposite of addiction isn’t abstinence, it is human connection. Enabling people to physically connect with others in recovery is a key component of recovery. Connections enable people to flourish and grow in the face of difficult and often turbulent personal circumstances and is one of the reasons peer recovery groups are so important. A review of the most up-to-date evidence suggests that connecting with the people around you, with family, friends, colleagues and neighbours is one of the five key ways to wellbeing⁸. Indeed, being stigmatised, marginalised and not connected constitutes a major risk factor for health⁹ rivalling the effects of other well established health risk factors such as smoking.
- 2.4 The ability to travel unlocks the door to new people, experiences, connections and a life of citizenship free from stigma and it facilitates access to a range of practical supports such as treatment

⁷ Essential Care: a report on the approach required to maximise opportunity for recovery from problem substance use in Scotland, Scottish Advisory Committee on Drug Misuse, 2008:
<http://scottishrecoveryconsortium.org/assets/files/Essential-Care.pdf>

⁸ Five Ways to Wellbeing, The New Economics Foundation Centre for Wellbeing, 2008:
http://scottishrecoveryconsortium.org/assets/files/Five_Ways_to_Well-being_Evidence.pdf

⁹ House JS, Landis KR, Umberson D (1988) Social relationships and health. *Science* 241: 540–545:
<http://science.sciencemag.org/content/241/4865/540>

services and other agencies not necessarily located within accessible walking distance.

- 2.5 The importance of travel for recovery has been recognised at a national level for many years within the mental health domain. People believed to be suffering a mental health condition who have had an NCT002 form signed off by a relevant professional are eligible for a free bus pass through the national concessionary travel scheme. Sadly, however, such provision is not officially available for people seeking recovery from addiction unless they also have a mental health co-morbidity.
- 2.6 The PADS Community Group recently published 'Recovering Connections: Changing Stigma to Respect'¹⁰. This showed that being treated differently because of your alcohol or drug issues was an example of stigma. The inequity in eligibility for concessionary travel between different care groups as a matter of official policy is an example of institutional or structural stigma prejudicial to people in recovery from alcohol or drugs.
- 2.7 There have been several projects conducted by ADPs across Scotland (Aberdeenshire¹¹, Forth Valley, East Ayrshire, etc.) over the past few years that have demonstrated the value of a bus pass to people in recovery from alcohol or drugs. These projects have shown improved recovery rates, better engagement with a variety of services and much lower DNA rates for addiction services.
- 2.8 The PADS Communities group was formed to find ways to promote community recovery across Scotland and tackle barriers to recovery such as stigma. The group was keen to build on the local ADP studies and assess the current situation about concessionary travel

¹⁰ Recovering Connections: Changing Stigma to Respect, PADS Community Group, May 2018: <http://www.scottishrecoveryconsortium.org/assets/files/PADS-S2R-final.pdf>

¹¹ Bus Pass Study, Aberdeenshire ADP, July 2015: <http://aberdeenshireadp.org.uk/wp-content/uploads/2015/08/Committee%2028715/6f%20Transport.pdf>

across Scotland as a whole. Two of the group, Wayne Gault of Aberdeenshire ADP and Anne-Marie Quigg of the Scottish Recovery Consortium, were tasked to investigate further. They set about designing and implementing this study.

3 Aim

- 3.1 The purpose of the study was to find out the views and experience of community members with a lived experience and professionals working in substance treatment & support services about the actual and potential role concessionary travel offers to those seeking recovery.

4 Method

- 4.1 Two short surveys were developed, one targeted at community members and one at addiction service providers. The surveys were created using SurveyMonkey and promoted through social media and ADP Lead Officers. Copies of the surveys can be found in Appendix A.
- 4.2 The surveys were open from 12 March to 20 May 2018. Printed survey forms were not made nationally available due to resource constraints and participants were asked to complete the survey electronically. No restriction was made on the number of responses that could be made from one IP address to enable local services to collect responses on paper and feed them into SurveyMonkey on mass if they so wished.
- 4.3 Data was downloaded from SurveyMonkey and processed using Excel by NHS Grampian Health Intelligence Analyst, Rebecca Scott.

5 Results

5.1 794 returns were obtained, made up of 337 community and 457 service provider responses.

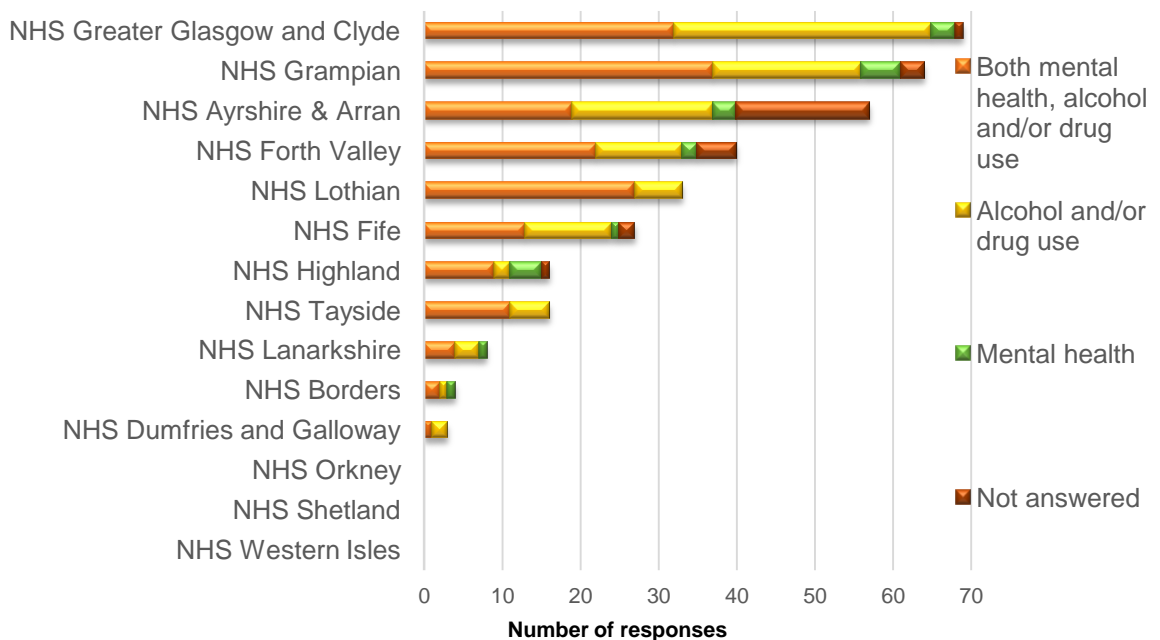
5.2 A copy of all of the data obtained and the analysis conducted is attached here to enable interested readers to delve deeper into the data or look at responses from each ADP area.



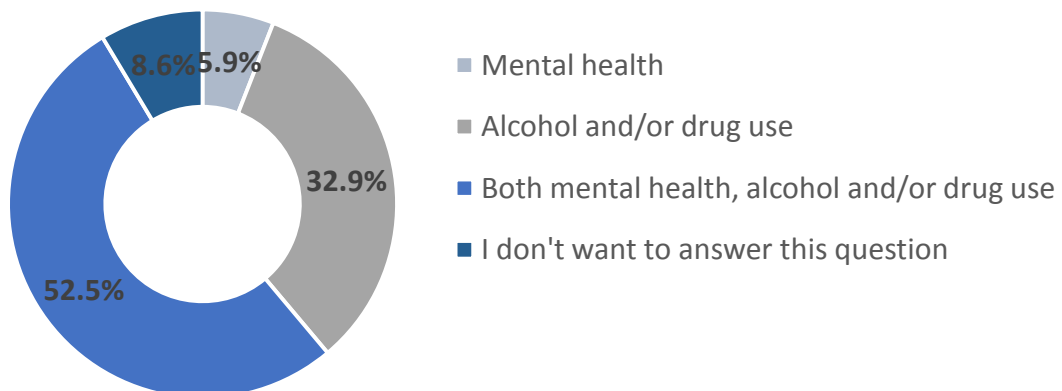
Transport Survey
Data.xlsx

Community Member Responses

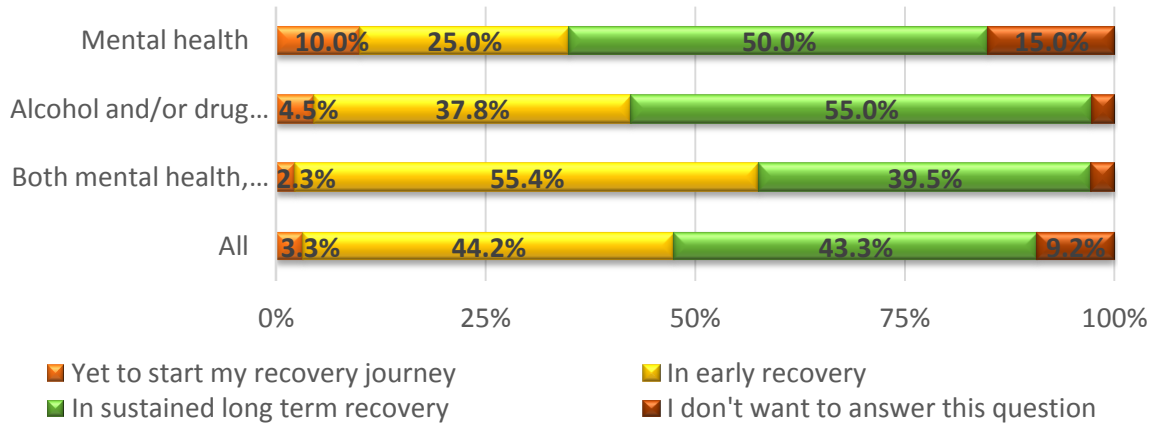
5.3 What Area in Scotland are you from?



5.4 What's the nature of your Recovery Journey?

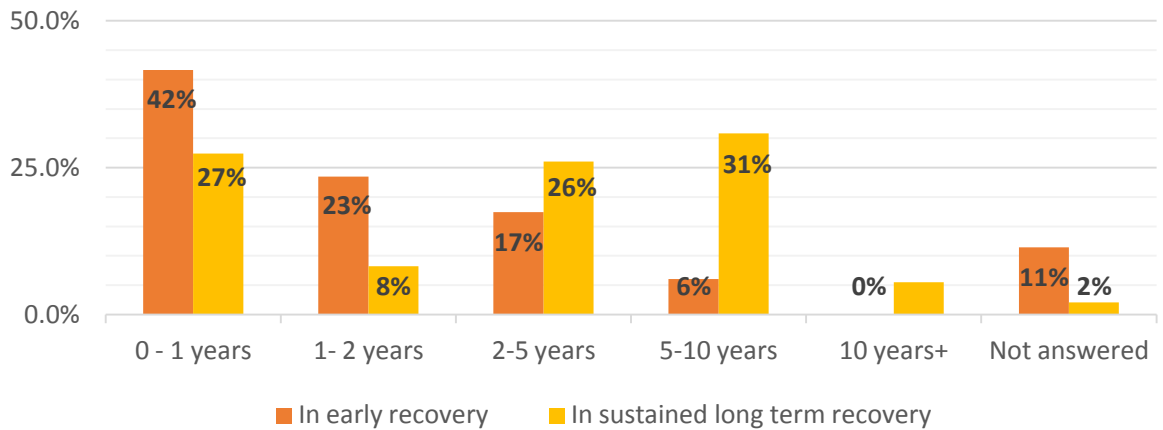


5.5 How would you describe where you are on your Recovery Journey?

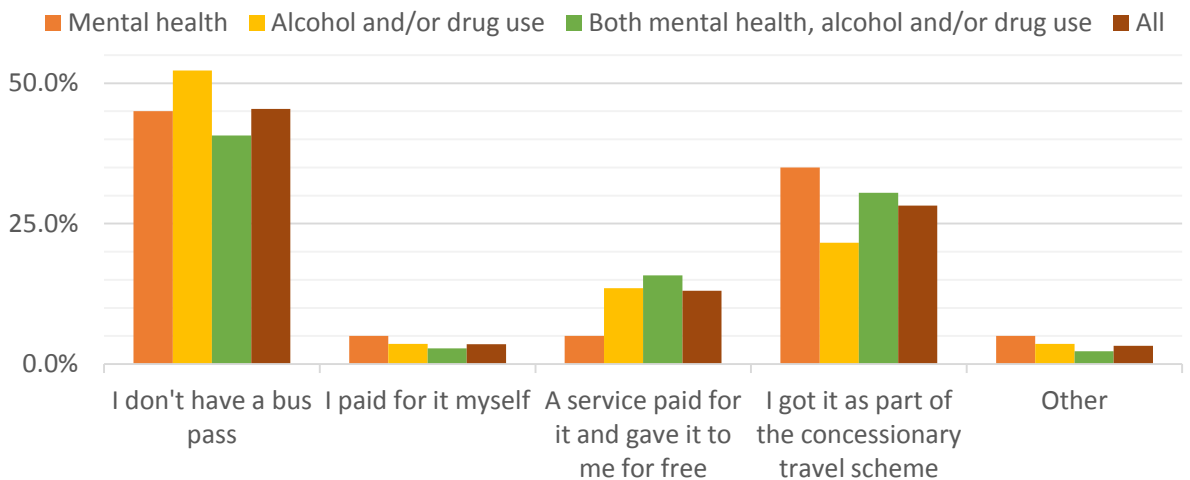


5.6 If you have started your journey, how long have you been in Recovery?

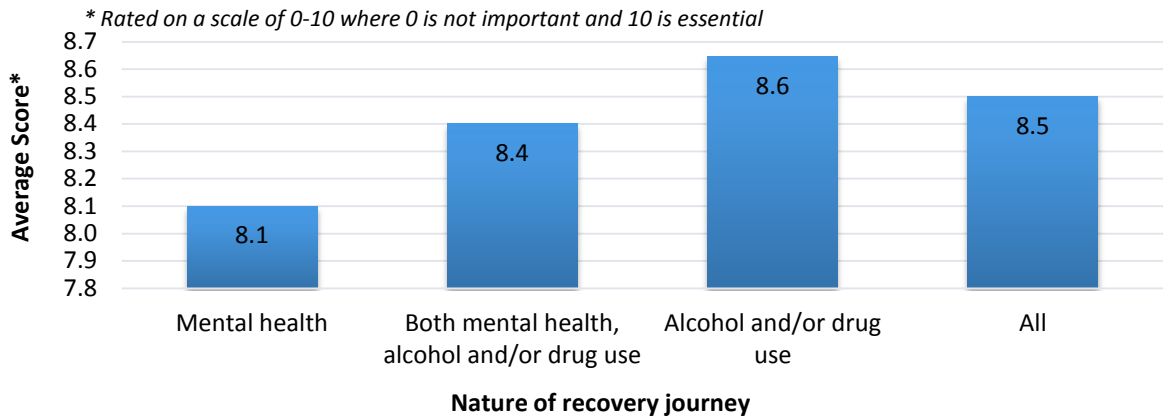
These figures should be interpreted with caution as it appears that some responses may have been incorrectly entered in years using the numerical input box and not according to the sliding scale range.



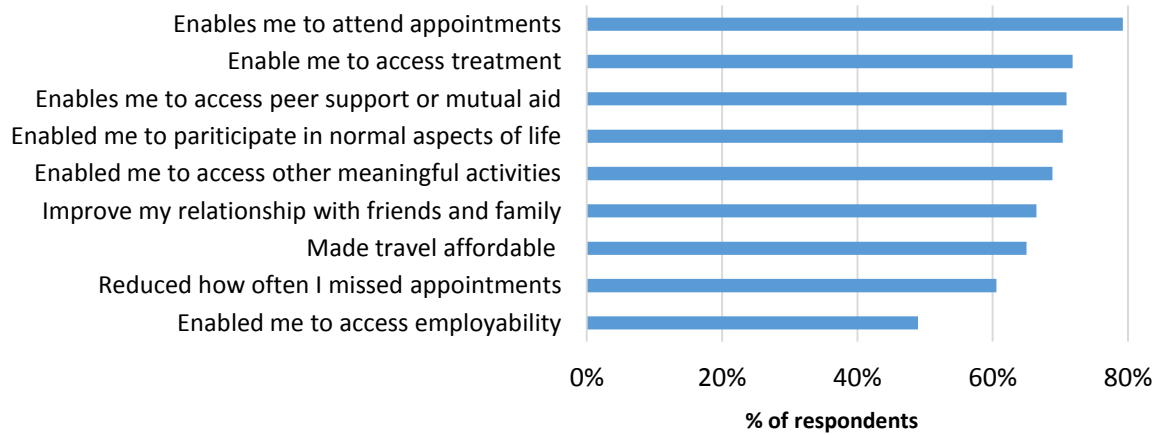
5.7 If you currently have a bus pass, how did you obtain it?



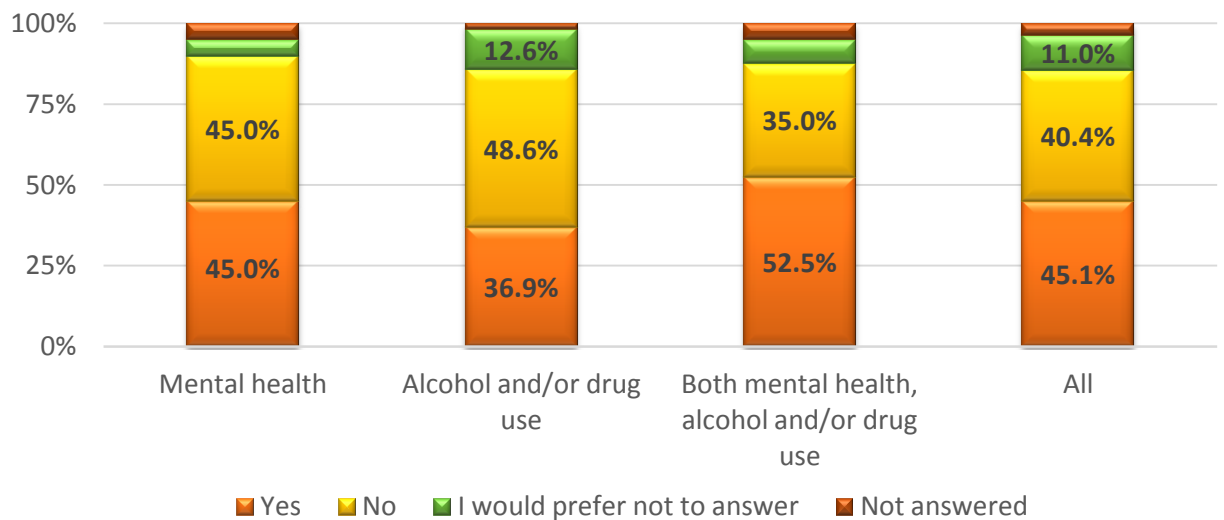
5.8 If you have a bus pass how important has it been to your recovery journey?



5.9 In your experience how do bus passes contribute to Recovery?



5.10 Have you ever felt you HAD to say you had a mental health issue to obtain a concessionary travel bus pass?

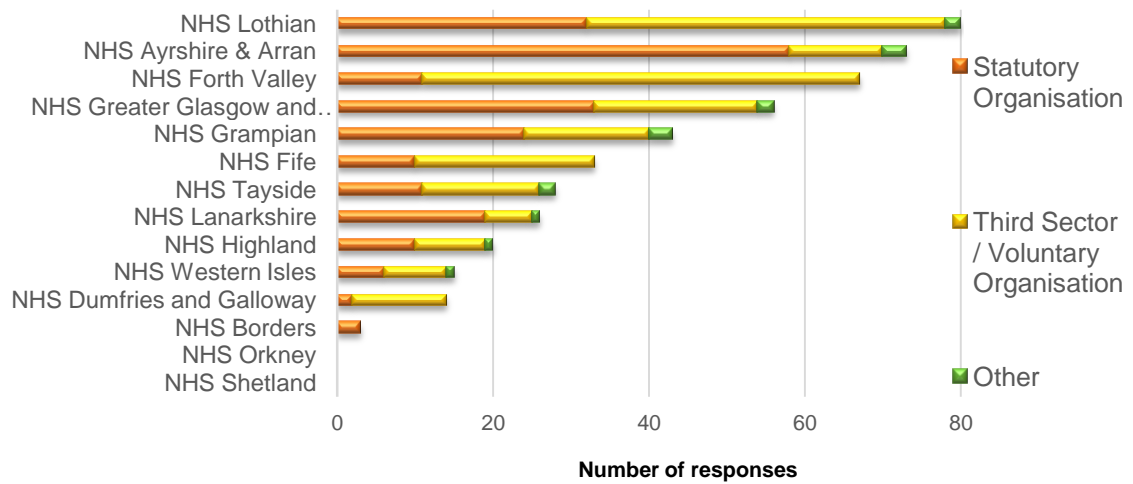


5.11 The comments, thoughts or suggestions provided by community members are included in Appendix B, grouped by recovery journey type and urban/ rural classification. Common responses included:

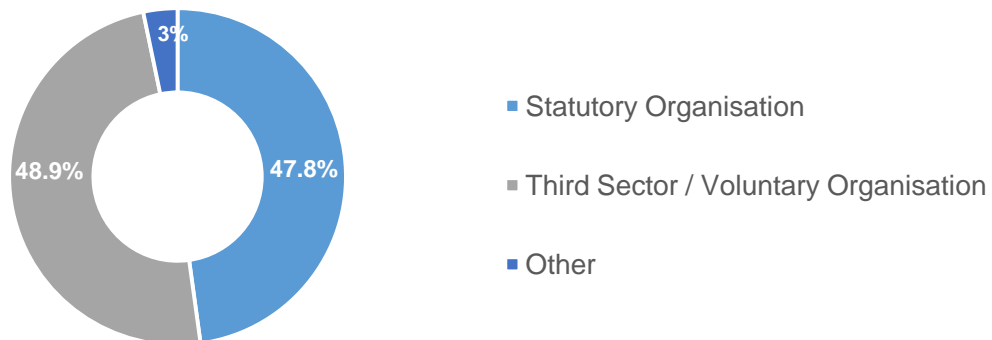
- *"It has been invaluable to help me integrate in society and build new relationships"*
- *"I would not have been able to maintain my recovery without access to the services my bus pass has enabled me to reach"*
- *"If I didn't have my bus pass I would inevitably lapse and possibly relapse as I wouldn't be involved in half the things I do"*
- *"I feel for myself this is possibly the most important thing in my recovery as without it I wouldn't get out and about because the distances of all the meetings and the likes is far too far to walk"*
- *"If not for my bus pass my recovery would not be possible"*

Service Provider Responses

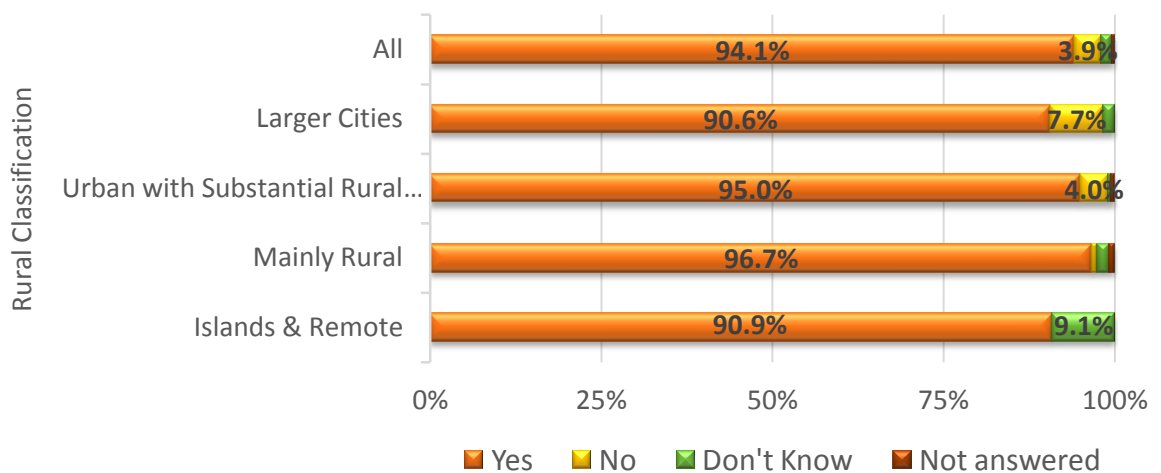
5.12 What Area in Scotland are you from?



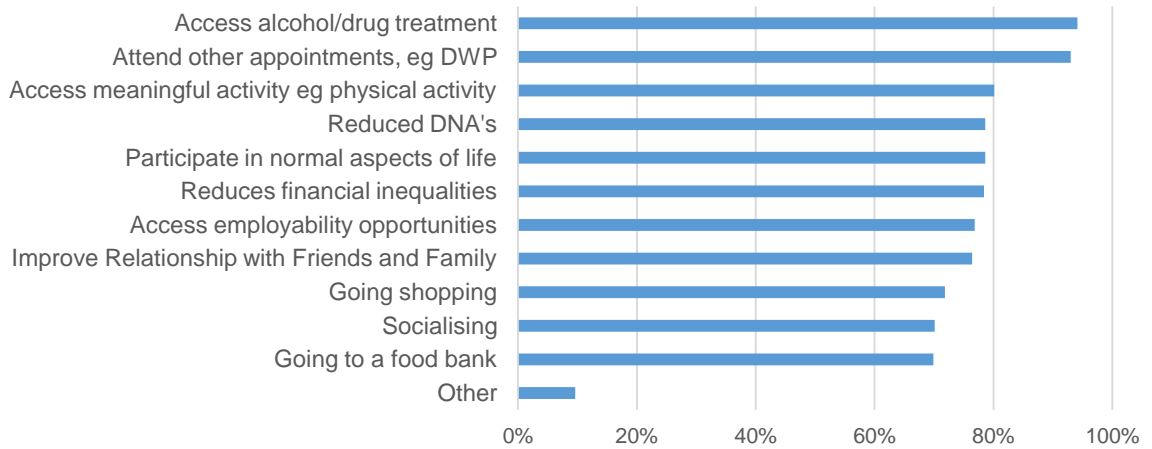
5.13 How would you describe your organisation?



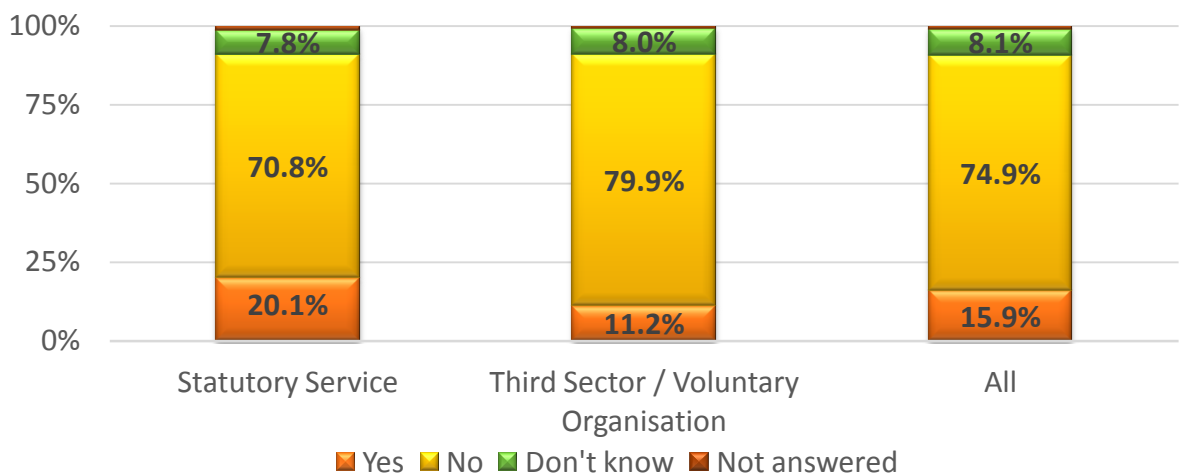
5.14 In your professional experience, do you think that a bus pass is important to support your clients' recovery journey?



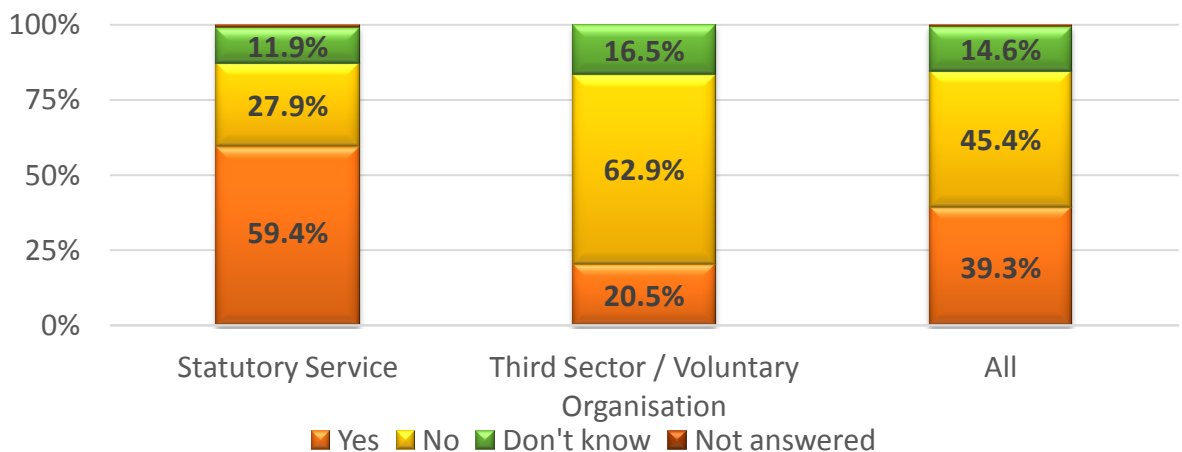
5.15 Please choose all the benefits you believe your clients have gained by having a bus pass.



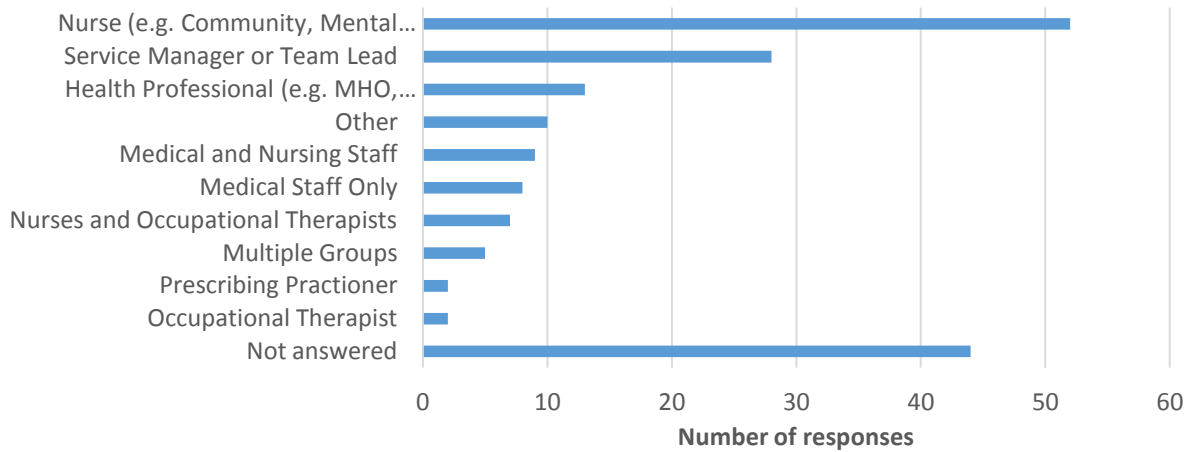
5.16 Does your agency or organisation pay for bus passes for your clients?



5.17 Does your organisation or agency sign-off concessionary travel applications (form NCT002)?

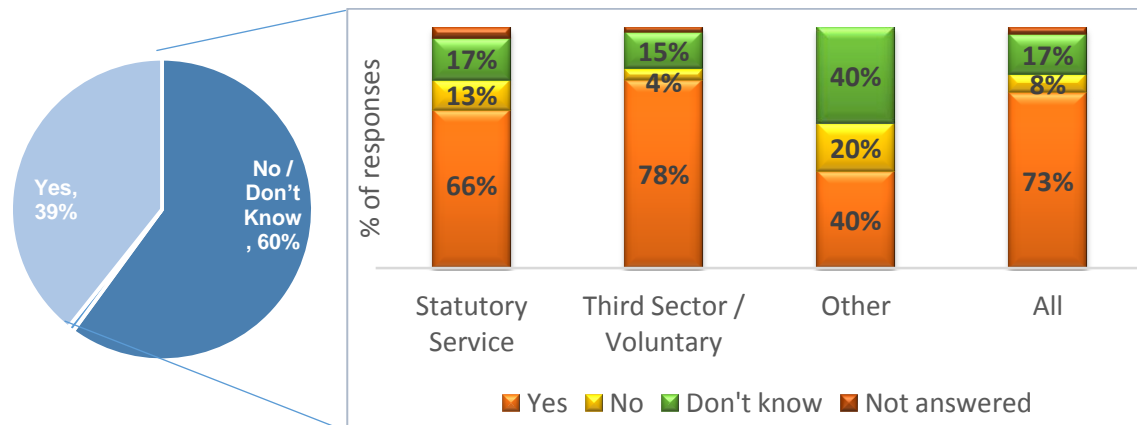


5.18 If yes, who signs the NCT002 off?

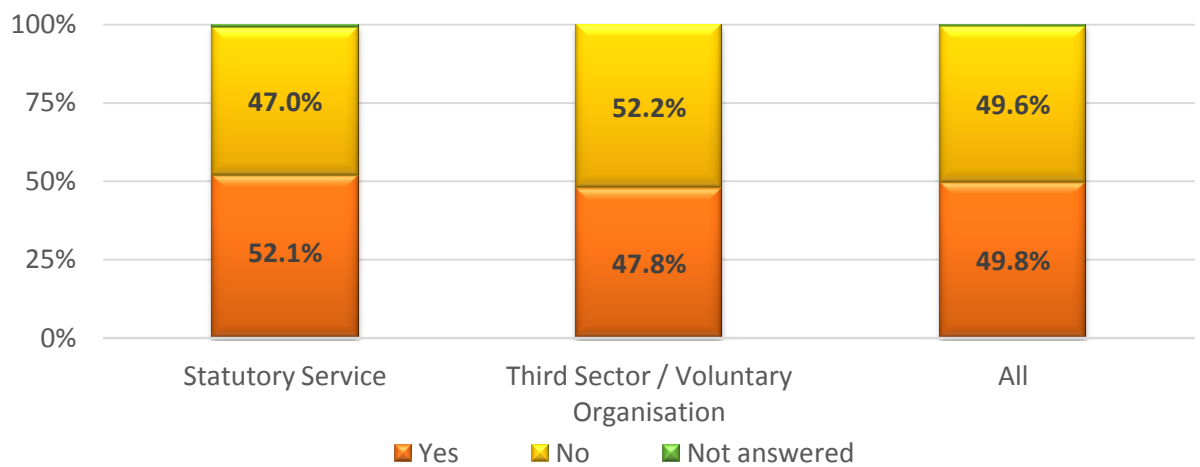


5.19 If you do NOT currently endorse concessionary travel applications, would you want your organisation to be able to do so?

Out of 458 responses, 275 (60%) did not know or did not currently endorse NCT002 forms. Of these, 87 were statutory organisations, 178 third sector/voluntary organisations and 10 were 'other'.



5.20 Are you aware that concessionary travel bus passes are funded by central government and not through your Local Authority or NHS Board budget?

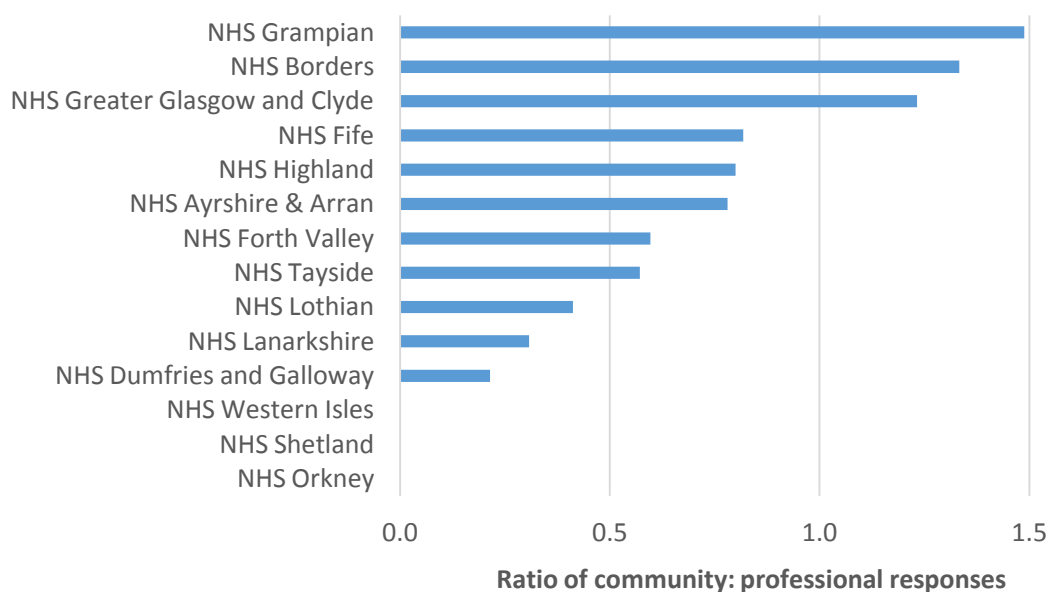


5.21 The comments, thoughts or suggestions provided by professionals are included in Appendix C, grouped by organisational type and urban/ rural classification. Common responses included:

- *"These passes have been essential for many patient's recovery journeys. There are very limited mutual aid groups locally so being able to travel is essential"*
- *"Concessionary travel bus passes are invaluable to people in recovery"*
- *"This service is crucial in assisting our clients in their recovery journey"*
- *"I think the travel passes are a massive part of our service users staying in touch with services"*
- *"Concessionary travel needs to be regarded as an essential service in service users recovery"*
- *"Had it not been for a bus pass they wouldn't have been able to get to where they are today"*

6 Discussion

- 6.1 Given the relatively short period the surveys were open, the informal method used to promote the survey and the difficulty many people in recovery experience being able to complete an electronic survey, the nearly 800 responses gained was far higher than expected. The large response clearly reflected the importance of the topic in the minds of community members and professionals and reconfirms the importance of the topic raised at various community listening events over the years.
- 6.2 Responses were obtained from community members in every mainland health board area and professional responses from all areas of Scotland other than Dunbartonshire East, Moray, Orkney and Shetland. About one third of the community responses were from people on an alcohol/drug recovery journey and half on an alcohol/drug/mental health journey. About half of community members were in early and half in sustained recovery. The mix of statutory: third sector responses was approximately half and half.
- 6.3 The ratio of community member to professional responses was as follows for each health board:

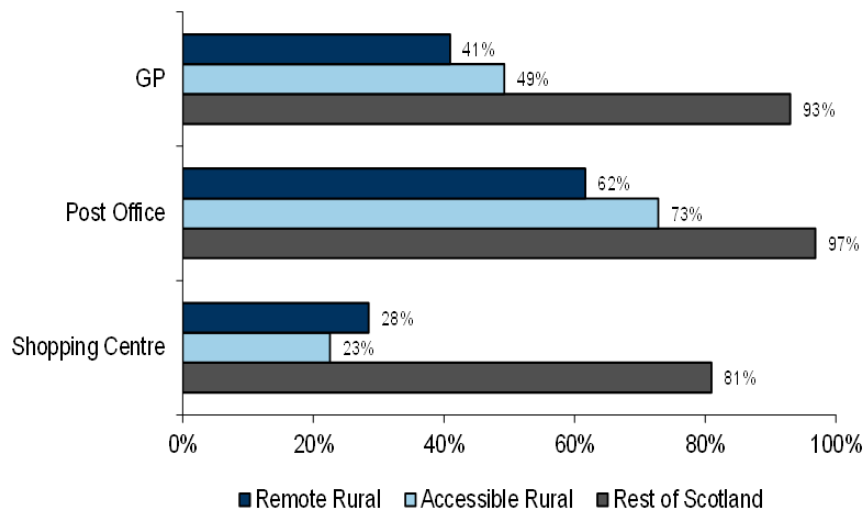


- 6.4 About 45% of community respondents didn't currently have a bus pass whereas 25% had obtained one through the concessionary travel scheme and about 15% had a bus pass paid for by a service. Only 20% of statutory and 11% of third sector respondents said their organisations paid for bus passes for their clients, whereas 60% of statutory and 20% of third sector organisations signed-off NCT002 applications. Interestingly, 45% of people with a mental health condition did not have a bus pass and about 20% of people with alcohol/drug issues and no mental health component had received a concessionary travel pass. This convincingly illustrates the substantial variations in the application of current concessionary travel rules across Scotland.
- 6.5 Both community members and professionals overwhelmingly said that provision of a bus pass was very important for recovery. This is in keeping with the 2011 Audit Scotland Report² that said transport was an important part of ensuring health and social care services work efficiently. It also reflected the advice in the new Orange Guidelines¹² that the best treatment services address problems of geographic accessibility of appointments, especially in rural areas. According to the Royal Society for the Arts¹, the ability to travel is a core component of 'recovery capital' necessary to support recovery from addiction.
- 6.6 Those community members with alcohol/drug issues rated a bus pass 6% more important than those with mental health issues only. 90% of professionals rated a bus pass as important to support recovery in urban and island areas and this increased to 97% for respondents from rural areas. This difference is perhaps unsurprising given the findings from 'Understanding the Scottish

¹² UK guidelines on clinical management of Drug misuse and dependence, 2017:
http://scottishrecoveryconsortium.org/assets/files/Publications/clinical_guidelines_2017.pdf

Rural Economy'¹³ showing significant differences in accessibility to services across rural and urban Scotland.

Access to Services within 15 min by public transport service



- 6.7 Community respondents considered bus passes important for recovery for a variety of reasons, with enabling people to attend appointments the most frequently cited, at 80% of respondents. Professional respondents also cited a range of reasons why bus passes were important for recovery, with the most frequent benefit cited by over 90% of professionals being improved access to alcohol/ drug treatment and other appointments.
- 6.8 Of the 25% of community respondents who said they currently had a concessionary travel pass, 45% felt they had to say that they had a mental health issue in order to obtain it. Curiously, 48% of people with alcohol/ drug issues said they did not feel they had to say they had a mental health issue to obtain a pass. Again, this further demonstrates the significant variability in the implementation of the current concessionary travel rules despite co-morbidity of mental

¹³ Eva Kleinert, Graeme Beale, Neil Henderson, Neil Davidson, Feb 2018, Understanding the Rural Economy, RESAS (Rural & Environment Science & Analytical Services): <http://www.gov.scot/Publications/2018/02/3310/0>

health with addiction being so common. In some areas, people struggle to get access to mental health services to obtain a diagnosis until they have managed to get their substance use under control. This type of selection may deny currently eligible people the opportunity to access a bus pass.

- 6.9 There appears to be a significant proportion of staff authorised to sign off NCT002 applications who do not do so. In a time of constrained service budgets, this may be due to a mistaken belief that the resultant expense comes from their service. Only half of statutory and half of third sector respondents knew that concessionary travel costs were covered by central government rather than out of local council or health budgets.
- 6.10 Of the 60% of professional respondents saying their organisation did not sign off NCT002 applications, 66% of statutory service respondents and 78% of third sector respondents said they wanted the ability to do so. Since the concessionary travel scheme was introduced, the substance use treatment system has evolved and matured with a much greater role being undertaken by professional third sector organisations. These results demonstrate an aspiration that authorisation of NCT002's be expanded to the third sector.
- 6.11 Many people suffering addiction are socially marginalised and experience multiple disadvantage that could be alleviated to a degree through access to a bus pass. The risk of social isolation was a recurrent theme revealed in the free text responses of both community members and professionals. This was unsurprising as social engagement is probably the most important contributor to recovery from addiction or mental health problems. In a rural environment, embarrassment and stigma can inhibit people seeking help locally. Instead, they would prefer to travel to somewhere away from their home to seek help and social engagement. This is consistent with the findings of Health Scotland's recent drug-related

deaths rapid evidence review: keeping people safe¹⁴ that concluded, 'complex psychological and social barriers must be addressed to support individuals to access services'. This built on Atkinson's literature review findings¹⁵ that, 'barriers to seeking support and accessing services were highlighted in relation to stigma, loneliness and isolation among older people with drug problems, preventing individuals from addressing the harms they experience'.

6.12 It is no longer justifiable to accept the argument that concessionary travel is important for mental health recovery, for many of the reasons mentioned above, but not for alcohol or drug recovery. Such a distinction seems at best capricious and at worst prejudicial and stigmatising. This study helps add weight to the argument that we are failing in our duty to eliminate discrimination and advance equality of opportunity. It certainly highlights a short fall in performance against some of the statutory Health and Social Care Standards¹⁶ such as "*I am treated fairly and do not experience discrimination*" or "*I am supported to participate fully and actively in my community*".

6.13 Scotland has one of the worst rates of alcohol and drug related deaths in Europe. Whilst waiting times for substance use services have reduced and standards of quality have increased (being more supportive, evidence based, empathetic, trauma informed and family inclusive), the average rate of engagement with these services continues to be low and the death rate continue to rise. It is estimated that nationally, only 43% of problematic drug users and only 15-20% of dependent drinkers engage with specialist services. This study reveals a consensus view of community

¹⁴ Drug-related deaths rapid evidence review: keeping people safe, Health Scotland, 2017

¹⁵ Atkinson, C. (2016) Service responses for older high-risk drug users: a literature review. University of Glasgow: Scottish Centre for Crime and Justice Research

¹⁶ Health and Social Care Standards: http://www.newcarestandards.scot/?page_id=15

members and professionals that we could expect overall service engagement rates to improve if all service users experienced the same opportunities to access concessionary travel. Likewise, DNA rates of about 60% are not uncommon for initial appointments in addiction services. The Aberdeenshire ADP bus pass pilot project¹¹ was able to demonstrate a three-fold reduction in DNA rates for people given a bus pass. A relatively modest investment in transport provision for this client group could reasonably be expected to leverage the ongoing significant investment in addiction services and help contribute towards improved outcomes.

6.14 The national drug strategy Road to Recovery¹⁷ and associated Quality Principles¹⁸ set the expectation of a service approach based on recovery. This study clearly demonstrates that until the current eligibility policy for concessionary travel is revised and its implementation made less capricious, our Recovery Oriented Systems of Care will be incomplete, recovery philosophy principle 8¹⁹ will continue to be breached and the aspirations of Road to Recovery will not be fully realised. The Scottish Government are revising the national policy for drugs and alcohol treatment⁵. It is essential that any new alcohol and drug policy and the concessionary travel policy join up coherently. Likewise, a new national strategy on tackling loneliness and social isolation is in preparation⁶, and this should take cognisance of the results of this study.

6.15 A policy of making engagement with a formal tier 3 addiction service a legitimate eligibility criterion for concessionary travel

¹⁷ The Road to Recovery: A new approach to tackling Scotland's drug problem, Scottish Government, 2008: <http://www.gov.scot/Resource/Doc/224480/0060586.pdf>

¹⁸ The Quality Principles, Scottish Government, 2014: <http://www.gov.scot/Resource/0045/00458241.pdf>

¹⁹ "You should be able to access respectful, non-discriminatory care from all service providers and to receive services on the same basis as anyone else who uses health and social care and third sector services."

would be consistent with the contingency management evidence base²⁰. Contingency management is the application of positive and negative incentives linked to improvements in substance use and/or engagement in therapeutic activities. There are few examples of contingency management in operation in Scotland. This study indicates that the availability of a bus pass could incentivise service engagement and its possible loss disincentivise premature service disengagement.

6.16 Clearly, concessionary travel is not free. It is hoped that this study will inspire Transport Scotland to investigate the costs and benefits associated with any proposed policy change. It is entirely possible, this could be a classical invest to save scheme.

7 Recommendations

7.1 To ask Transport Scotland (TS) incorporate the following into their ongoing review of eligibility for concessionary travel³:

1. Eligibility for concessionary travel should be extended to include individuals engaging in one or more substance use service submitting data to the national Drug and Alcohol Information System⁴ (DAISy) on terms no less favourable than those available to people with mental health difficulties. Services should have the ability to temporarily suspend or permanently deactivate a bus pass where it appears there has been an unplanned disengagement.
2. Authority to sign off eligibility certificates such as NCT002 should be extended to professional staff in all substance use services

²⁰ How Can Contingency Management Support Treatment for Substance Use Disorders? A Systematic Review, European Monitoring Centre for Drugs and Drug Addiction, October 2016:
<http://www.emcdda.europa.eu/system/files/publications/3162/TDAU13001ENN.pdf>

submitting data to DAISy, whether or not they are in the statutory or third sector.

3. A spend to save analysis should be conducted into the financial implications of such policy changes.

7.2 To ask the Scottish Government:

1. To explicitly refer to the importance of services assessing the needs of clients for concessionary travel support and proactively signing off NCT002 forms, where appropriate, as an integral component of a recovery oriented system of care within the revised alcohol and drug treatment policy⁵.
2. That the pervasive hazard to addiction recovery of loneliness and social isolation be reflected in the forthcoming national loneliness and social isolation strategy⁶.

7.3 To ask Local Alcohol and Drug Partnerships:

1. To ensure that local ADP services assess client transport needs and utilise the full provision of current NCT002 rules to maximise the provision of bus passes to those in need.

8 Appendix A: Survey Instruments

Community Survey: Impact of Bus Passes on your Recovery

1. *What Area in Scotland are you from?*

2. *What's the nature of your Recovery Journey?*

- Mental health*
- Alcohol and/or drug use*
- Both mental health, alcohol and/or drug use*
- I don't want to answer this question*

3. *How would you describe where you are on your Recovery Journey?*

- Yet to start my recovery journey*
- In early recovery*
- In sustained long-term recovery*
- I don't want to answer this question*

4. *If you have started your journey, how long have you been in Recovery?*

0- 10+ years

5. *If you currently have a bus pass, how did you obtain it?*

- I don't have a bus pass*
- I paid for it myself*

- A service paid for it and gave it to me for free
- I got it as part of the concessionary travel scheme
- Other (please specify)

6. *If you have a bus pass how important has it been to your recovery journey?*

0 - not important

10 – essential

7. *In your experience how do bus passes contribute to Recovery?*

- Enables me to access treatment
- Enables me to access peer support or mutual aid
- Enables me to attend appointments
- Reduced how often I missed appointments
- Improve my relationship with friends and family
- Enabled me to access employability
- Enabled me to access other meaningful activities
- Enabled me to participate in normal aspects of life
- Made travel affordable

Other (please specify)

8. *Have you ever felt you HAD to say you had a mental health issue to obtain a concessionary travel bus pass?*

- Yes
- No
- I would prefer not to answer

9. Any other comments, thoughts or suggestions?



Alcohol and Drug Service Views on the Value of Concessionary Travel for Clients

1. What Area in Scotland are you from?

2. How would you describe your organisation?
 - Statutory service
 - Third Sector/ Voluntary Organisation
 - Other

3. In your professional experience, do you think that a bus pass is important to support your clients' recovery journey?
 - Yes
 - No
 - Don't know

4. Please choose all the benefits you believe your clients have gained by having a bus pass.

- Access alcohol/drug treatment
- Attend other appointments, e.g. DWP
- Access peer support, mutual aid or recovery communities
- Reduced DNA's
- Improve Relationship with Friends and Family
- Access employability opportunities
- Access meaningful activity e.g. physical activity
- Participate in normal aspects of life
- Reduces financial inequalities
- Going shopping
- Going to a food bank
- Socialising

Other (please specify)

5. Does your agency or organisation pay for bus passes for your clients?

- Yes
- No
- Don't know

6. Does your organisation or agency sign-off concessionary travel applications (form NCT002)?

- Yes

- No
- Don't know

If yes, who signs the NCT002 off?

7. If you do NOT currently endorse concessionary travel applications, would you want your organisation to be able to do so?

- Yes
- No
- Don't know

8. Are you aware that concessionary travel bus passes are funded by central government and not through your Local Authority or NHS Board budget?

- Yes
- No

9. Do you have any additional comments, thoughts or suggestions?

9 Appendix B: Community Views

105 community members offered a comment. Of those, 103 were supportive of the role bus passes have on recovery and two talked about the importance of being able to pay your own way.

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
Islands & Remote			This would make a difference to my recovery and mental health as I can't afford the bus fare on Islay. (NHS Highland)	
			I don't have one. I get ESA & higher PIP. I don't know how to get one. My addiction nurse said there's no money for one. She didn't offer to help me. I can't be bothered now. No one cares. (NHS Highland)	
Larger Cities	Turning Point Scotland helped me greatly once out of hospital and the bus pass meant I couldn't keep having it as an excuse. I am sometimes late. (Aberdeen City)	I am trying to get my bus pass back due to my health bad depression and anxiety and paranoia I've got (Glasgow - South)	Having a pass enables and empowers me to continue with my recovery. Without it I would have struggled financially to attend recovery activities. It has been invaluable to help me integrate in society and build new relationships. It has been invaluable in preventing me becoming socially isolated. I hope this info helpful. (Glasgow - North West)	if folk live near they should just walk and they pay loads on drugs so make a choice about what they spend money on that is why I walk (Aberdeen City)
		I'm just worried about my future recovery now without this bus pass (Glasgow - South)	I never had a bus pass as I began my recovery journey in another country but if I done so in Edinburgh it would have been a great asset (Edinburgh North East)	Very Useful
		Bus pass is essential to get to meetings and I volunteer at drugs n alcohol cafe it also gets me to doctors and other places to keep busy and meet other people (Glasgow - North East)	I would not have been able to maintain my recovery without access to the services my bus pass has enabled me to reach. In short, I would have relapsed and probably died. (Edinburgh City)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
		It essential when you are on low income (Aberdeen City)	The bus pass has and continues to be a life saver for me. It enables me to get out of my home and be around other people in recovery and to volunteer and socialise and to be a functioning member of society (Edinburgh North East)	
		if I didn't have my bus pass I would inevitably lapse and possibly relapse as I wouldn't be involved in half the things I do (Aberdeen City)	The bus pass was a huge help after attending treatment, to support my access to local recovery community mutual aid and other community recovery activities.... helped me access job interviews.... would have struggled financially in early recovery now at 9 years in recovery I wish that everybody entering recovery have the same opportunity (Edinburgh South East)	
		A bus pass helps to access meetings and other peer support groups. It also helps people to access recovery events. The cost of travel from £73.00 benefits can often be expensive and therefore a hurdle to accessing recovery events. (Glasgow - North East)	Having a free bus pass has not only improved my life it has helped save it. Without this I fear I would not have been able to afford travel to my various mutual aid and mental health care appointments. To say that this bus pass has helped save my life is a fact and anybody that can benefit like I have need this extra help. I feel human connection and networking are essential tools to save people with mental health and addiction problems, this bus pass has allowed me to do that. Thank you so much. (Edinburgh North East)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
		My GP was very proactive and sympathetic - he was the one who said "do you want a bus pass?" and then just told me to sign the form and filled it in for me! Absolute god-send. (Glasgow - South)	I feel that my bus pass has afforded me an aspect to my life, like being able to make meetings and appointment that are essential to my recovery which I wouldn't have been able to do otherwise. Essentially my bus pass is absolutely essential to my recovery and therefore life. I can't underplay how essential it is for me to be able to get to meetings and appointments or visit loved ones where's without it I would not be able to do any of those things and certainly couldn't afford to continue to do what is required, i.e. meetings and healthcare appointments. I feel for myself this is possibly the most important thing in my recovery as without it I wouldn't get out and about because the distances of all the meetings and the likes is far too far to walk. I'd like to thank the council for their help in trying to get people to a brighter healthier future. As I've said I cannot stress how important it is and how grateful I am for it. (Edinburgh South West)	
		I Don't have a bus pass and I don't get to all my appointments etc. unless I have money or it's walking distance would love the opportunity to have one would make a big difference (Aberdeen City)	Free bus travel is essential to recover and connecting with peers and living a "normal" life more people should benefit and be made aware of this essential service which is a much-needed lifeline. (Edinburgh City)	
		Bus pass has helped me do things I couldn't have done before and has helped me stop drinking. (Glasgow - North East)	I have a concern that my bus pass may be revoked as the service that provides it has quite strict criteria for renewal. (Aberdeen City)	
		Stop treating people in recovery as if they do not have a brain. The only thing they cannot do is use drugs or drink successfully (Glasgow - North West)	Recently was turned down for another bus pass by the service that I attend and advised to apply for PIP. (Aberdeen City)	
			Buss pass has been a live saver (Edinburgh City)	
			Extend the concessions to employment and support allowance. (Glasgow - North West)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
			having a bus pass has helped me access services that were too far and too costly to get to otherwise (Dundee City)	
			It was very helpful in early recovery to get to meetings as a female I felt safer when I went to late evening meetings, I was able to be part of life, I didn't have much money so couldn't afford the bus. (Edinburgh City)	
			I obtained my bus pass with the help of my doctor and the C.P.N. that I was in contact with before I came into recovery. It was given on the strength of my mental health issues and my alcoholism. I would struggle to be part of the recovery community without having a bus pass. It would mean having to prioritise my participation in various areas of recovery. Eventually those who govern will realise that peer support is the key to recovery. I met with someone looking for help today and if I had no bus pass when I got the call, then it may well have been too late. I would also suggest that having the companion addition on any volunteers' passes would be of benefit as helping others reach services or mutual aid is essential. Many people in recovery would happily walk over an extended bed of nails barefooted to help someone who was facing the same difficulties that others helped them overcome. Be much easier getting on the bus! (Aberdeen City)	
			In early recovery many other people I knew had bus passes as they had been through a treatment centre. I didn't get one! (Edinburgh City)	
			My bus pass is vital to my recovery without it I would not be able to get to my appointment as I cannot afford travel (Edinburgh City)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
			Being given a bus pass enables me to live a happier and fulfilling life, helping me to go shopping for food etc. It also helps me to avoid areas or people who would otherwise hinder my recovery. (Aberdeen City)	
			The cost of travelling on a bus in Aberdeen is really expensive. When surviving on Job Seekers benefits it is a cost I can't afford. I do try and walk as much as possible but during winter months this hard. I also have health issues which effect my ability to walk long distances (Aberdeen City)	
			Concessionary travel has enabled me in my recovery. Without it financially I would struggle on my budget. Without it I can say my Recovery would have been difficult and I could have become more isolated and unable to attend resources that are now aiding me in my recovery. (Glasgow - North West)	
			I started my recovery journey and was still in employment and there was a real stigma attached to having these bus passes. When I had to give up work due to my mental health deteriorating the concession pass saved my life. It got me out the house when I didn't have a lot of money and got me to mutual aid meetings, recovery support groups and volunteering posts. (Edinburgh South West)	
			I am currently working for a BBV Charity and have witnessed the positives of Individuals who have been lucky enough to have been given a bus pass. As we know Recovery is not just solitary to accessing treatment/accessing recovery networks. It also allows people to get to much needed appointments which include accessing Lifesaving medication. (Glasgow - North West)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
			If you are on benefits there is no account given for travel if you are not entitled to a concession pass and for many people this contributes to isolation and leads to people feeling lonely and alone. (Glasgow - North East)	
			I think that being able to have my pass has enabled my Recovery immensely. I have a physical disability and know if I did not have my pass, I would not be so far into my recovery. Being able to feel like a member of the community, connecting with others and being able to see family, have all be made possible because of my pass. Unfortunately, if I was not physically disabled I would not have one. (Dundee City)	
			No (Glasgow - North East)	
			It is a life link for me at this early stage of my recovery, it has enabled me. (Glasgow - North West)	
			It helps me so much in my recovery journey, thank you so much for the support. (Glasgow - North West)	
			AS part of our network we ensure that volunteers on personal recovery pathways have access to bus passes this is done in partnership with the south Alcohol and Drug recovery service and has proved beneficial to individuals sustaining recovery. (Glasgow - South)	
Rural	Be good to have more buses in this rural area. It is an essential to recovery and to keep in touch with people and groups (Borders)	My opinion is that people simply do not have the money to travel for example mutual aid meetings as there are not many in Ayrshire as a whole other as AA. They are being asked to choose between eating that day or going to somewhere there is a chance you might stay clean or get clean (Ayrshire East)	if not for my bus pass my recovery would not be possible (Forth Valley - Clackmannanshire)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
	I would have not been able to begin my journey to recovery, helps others on their recovery as well as employment possibilities without a bus pass due to a chronic mental health/physical health condition. (Moray)	People in recovery really need this help for all above to sustain recovery as they have no support once they are in recovery especially in east Ayrshire (Ayrshire East)	Yes, I think that it would help those who are ready for recovery to attend appointments, also support groups and keep contact with family and also even access to seeing their children (Dumfries and Galloway)	
	Bus pass is great, reduction in services is counterproductive and I can no longer access things locally. I also have to rely on someone else to give me a lift to my nearest bus stop (8 miles away) since all bus services where I live have been removed. (Aberdeenshire)	Travel to services and appointment should be met although this should be monitored for abuse (Ayrshire East)	I don't think spending funds on bus passes is a good use of funds. (Ayrshire South)	
	It is Essential for folk in recovery and on low income (Ayrshire East)	I lost my driving licence due to my progression of alcoholism and obtaining a bus pass in early recovery was crucial for me to connect with support and help me maintain my sobriety. It also allowed me to travel and return to college. (Aberdeenshire)	I am currently volunteering as a per worker and affording transport has been a continual restriction for many that I support. In my experience consistent and continual support is extremely important to someone's recovery and often one of the reasons that some are unable to maintain stable recovery is lack of support. (Ayrshire South)	
	In the past I was unable to travel on public transport because of my mental health illness and the cost involved. With support from mental health agencies who helped me obtain a bus pass I am now able to use public transport on my own. (Highland)	Getting that bus pass was a lifesaver, it's one of a few main reasons I believe I've stayed in recovery. (Aberdeenshire)	I think having a bus pass has made a major contribution to my current ability to remain clean and sober. Travel to meetings in Ayrshire and the Glasgow area would have been almost impossible to pay for. I think a pass, for a time, is important. A person in recovery who is regularly attending services and committed to getting better should be offered one for a time to establish good routines. You feel like a scrounger already and asking for a bus pass just compounds this. (Ayrshire South)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
		I obtained a bus pass as part of a trial when I was in early recovery, I found this crucial due to losing my driving licence. I would not have been able to connect with people and support networks had I not had a bus pass. (Aberdeenshire)	I live in a rural area I travel 10 miles a day for my recovery I had a pass to start with but not now and I struggle to travel for my recovery (Ayrshire South)	
		Should be available to everyone. (Aberdeenshire)	Without transport I would not be able to engage in any services or activities and health appointments. I live in a really rural area having to walk a few miles to main road to catch public transport. (Aberdeenshire)	
			Living in rural areas it can be very expensive to travel by bus and often have to go via other towns before getting to where you need to be. (Aberdeenshire)	
			The most important aspects of my recovery at the beginning (i.e., attending daily 12 step meetings, meeting up with others in recovery and building those routines and relationships, and learning to live without drugs and recover from the consequences of years living this way and gradually reintegrating back into society and my community) were what enabled me to go on to have the solid foundation with which I could achieve the other things (building resilience, self-esteem, self-awareness, rebuilding broken relationships, gaining education, employment, facing debts, etc.) that have been part of the journey. Without a bus pass to allow easy access throughout Aberdeenshire, and to Aberdeen City, to these meetings and my recovery network it would've been much harder to build that foundation and remain on the recovery path. I've been in recovery for almost 12 years and no longer need a bus pass but having one in the initial couple of years was a godsend. (Aberdeenshire)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
			No ne ATM (Aberdeenshire)	
			Bus pass has been and continues to be instrumental in my recovery journey and would have been very restricted without it. Would have really struggled to get a pass if I didn't have a mental health diagnosis. (Aberdeenshire)	
			I keep self-referring myself to "Arrows" Quarries in Elgin but have to pay for bus fares which is hard on money as I'm on ESA and every second week I'm stuck in my house with no funds for a bus fare to go to group's or just get out as I suffer from depression too. I wish I had a bus pass to help me out... (Moray)	
Urban with Substantial Rural Areas	This allows me to make important choices that I'm in control of and if I didn't have the pass I wouldn't be getting out at all, when isolation creeps in it makes you imprisoned, totally going against feeling a little free and normal (Renfrewshire)	Since I've stopped taking drugs and drink I have been able to pay my own way in society. (Inverclyde)	I am in recovery and trying to pay back to the Addictions Community. Volunteering and attending meetings is so expensive and this seriously hinders progress - it is an extra worry to have to think about bus fares on a budget - The bus pass is a godsend to some people in any part of their recovery and would enable more people to volunteer and attend meetings - vital. (Lothian - West)	
		It would help reduce stress as I can't afford to get to my appointments and meeting. (Fife)	Why is this an issue...is there a threat to withhold bus passes from people who have mental health/addictions issues?? (Ayrshire North)	It would help reduce stress as I can't afford to get to my appointments and meeting.
		I have had almost nine years of consecutive and complete abstinence from all drugs and alcohol. My life has been completely transformed and I'm now a parent and I work. I cannot drive and I need to access self-help groups and services. A bus pass has allowed me to forge my way to a 'normal' life. I cannot put into words how graceful I am for this - it has literally changed my life and gave me a quality of life I could never have	I didn't think I would get a bus pass for mental health so have never applied (Dunbartonshire West)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
		imagined. (Lothian - West)		
		A bus pass while I was in recovery would have been a godsend as I was also on jobseekers and the cost of fares was very restricting as it took a lump off benefit money (Lothian - West)	I would love to be able to access a travel card/bus pass. I have not worked in over 10 years & been on ESA for many years. This would be a real gift for me and ease loneliness that I feel & develop healthy friendships. (Dunbartonshire East)	
		A bus pass has been invaluable in my recovery. Without I wouldn't have a relationship with my son and family. It has also been a great tool in overcoming my mental health. My anxiety is now nearly non-existent due to being able to get out of my home and socializing with other people and also being able to access courses which is helping me to move forward with my life. I would never have been able to do this if I never had a bus pass. (Fife)	I came off my methadone after being on it for 20 years so my CPN stopped me using the service as I was doing great then wouldn't renew my bus pass because I didn't work with the service even know I was going to meeting etc. Due to this I isolated and relapses so bk on my script and still no bus pass... (Lothian - West)	
		My drug use had a big impact on my health both physical and mental. I had little money and lived life hour to hour at one point. Missing appointments for help due to spending my money fighting off my addiction. A bus pass would have helped me access the support as I stay in north east fife and to even get to Cupar, St Anderws or Leven costs a lot. so a bus pass would have helped at the start of my journey (Fife)	I feel it's an essential part of my daily life and would be in a lot more pain without it. (Fife)	
		It's difficult to admit about mental health due to stigma. (Fife)	People with no mental health but on recovery I feel should be entitles to pass (Fife)	
		Able to visit friends and family (Renfrewshire)	If wasn't for my bus pass I wouldn't be able to get to appointment with WLDAS and my groups (Lothian - West)	
		It has helped me greatly with my recovery as I could not afford public transport (Lanarkshire North)	Being on ESA only there is a lot of times where I have not been able to get to meeting, cost of £4.50-day ticket is a lot	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
			out of my budget. Even vouchers for a token amount would be helpful. (Lothian - West)	
			This had helped my recovery more than I thought it would. So grateful. (Lanarkshire South)	
			A big contribute to maintain and succeed in my recovery (Lanarkshire North)	
			The appointments with addiction services are impossible to attend when you have no access to travel as Fife is such a large rural area which makes it harder. (Fife)	
			Hope this stops the stigma of addiction and mental health problems (Ayrshire North)	
			The most important thing for my recovery is to make connections with human beings if I don't get out and about I put my recovery at risk (Ayrshire North)	
			I got my pass when I received PIP, however I often feel self-conscious when presenting the pass to drivers as they often check the validity of the pass etc. (Fife)	
			I would have dropped out of recovery without my bus pass as it was essential in getting around to every appointment & meeting. There was less stress in trying to find money for buses taxis or asking friends or family to take me. Also, the fact you could travel freely gave you piece of mind which allowed me to concentrate on my recovery & not on the pressures of finding money for fares (Renfrewshire)	
		Being without a bus pass would severely impact on my recovery and would lead to isolation, which may result in a relapse. (Forth Valley - Stirling)	if you are making effort to recover not for those that have no desire to change their lives (Forth Valley - Falkirk)	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
		<p>I have worked in the addiction field for over 10 years now and I have found that the service users I work with greatly appreciate getting a bus pass and improves so many different areas of their life and recovery journey, I feel it would be great if all substance users could access a bus pass as it can really help to build recovery in so many ways. when someone is on benefits and can hardly afford to feed themselves or afford Electricity and Gas a bus journey to access treatment appointments can run between £5 or £10 so it limits engagement in treatment and engagement in recovery events as just Living will always be first priority despite wishes to engage more or to build more recovery capital (Forth Valley - Stirling)</p>	<p>It's ideal for appointments - it helped me when I lost my job and still helps me to stay involved in recovery community (Forth Valley - Falkirk)</p>	
		<p>Local substance misuse services having the authority to sign bus passes would enable many more people to access 1-1 appointments, group work, recovery cafes, mutual aid, as well own shopping and leisure activities. Without a bus pass only a small portion of this is possible due to lack of money. A bus pass could come with restrictions if people don't attend it could be cancelled by the service there than automatically getting one and then never attending again. (Forth Valley - Falkirk)</p>	<p>the bus pass helped me obtain the help I needed but I believe I should have had access to the pass at least 18 months before I did, in my position now as a recovery volunteer and a peer support worker it dismays me how many people in early recovery do not have access to this, or even worse do not even know about it (Forth Valley - Falkirk)</p>	
		<p>Without a bus pass I would be isolated and at risk of relapse. With a bus it allows me to get out and about and this an essential part of my recovery. (Forth Valley - Stirling)</p>	<p>All through my addiction and recovery I have managed to remain in low paid, part-time employment, paying my way through life rather than claiming benefits something I am very proud of, but even although my disposable income is far less than many of the other people I know in recovery, I am not entitled to free or even reduced travel. This has</p>	

	Mental health	Alcohol and/or drug use	Both mental health, alcohol and/or drug use	I don't want to answer this question
			seriously impacted on my ability to attend mutual aid and recovery community events. There seems to be an expectation that if you work then cash and travel isn't an issue, it is. (Forth Valley - Falkirk)	
			Think it's poor that Falkirk Council won't give out bus passes to people with alcohol addictions to enable them to attend appointments and mutual aid / support groups. I would be able to attend more meetings if I had a bus pass (Forth Valley - Falkirk)	
			Having a bus pass has enabled me to visit family a lot more often than I could have if I was required to pay for travel. I wouldn't be able to attend mutual aid meetings without it either. (Forth Valley - Falkirk)	
			It's a strange paradox. I was denied a bus pass for many years as I was told I didn't have any mental health issues. This prevented me getting recovery before 'recovery' was an aspect of government policy. I didn't have the means to travel the country for meetings so my progression was limited. I was in treatment at a service for comorbid addiction and mental health, yet my worker deemed I didn't have mental health issues. She disagreed with psychiatrist, thus no bus pass for me. Then, due to a change in treatment medication, I took psychosis and was sectioned by the same service. Yet, still they said I wasn't eligible for a bus pass. As a side note: anyone on standard rate PIP can get bus pass. Alas, I got recovery and out of treatment without a free bus pass. (Forth Valley - Falkirk)	

10 Appendix C: Service Views

154 comments were made by professionals. Of these, 142 were supportive of the role of bus passes in recovery. 12 expressed some degree of scepticism, including *'just because someone makes poor lifestyle choices doesn't mean that the public purse should pay for them'* and *'money saved from not consuming substances can be used to fund travel'*.

	Statutory service	Third Sector/ Voluntary Organisation	Other
& Remote	Has been really helpful for clients to attend and engage (Western Isles)	Addaction would be very interested in this and were unaware of 8. This is not the impression that statutory partners give out. (Argyll & Bute)	
	These passes have been essential for many patient's recovery journeys. There are very limited mutual aid groups locally so being able to travel is essential. Also, patients have to travel to hospital off the island for treatments such as hep C treatment which would be financially impossible for them without this help. (Argyll & Bute)	We at The Shed Project do not pay for bus passes but do pay bus fare when our clients come to our service (Western Isles)	
	Clients out with town would struggle financially to access the supports needed to promote effective recovery without the means of a bus pass. Currently clients who have dual diagnosis are able to access bus pass, however others who are not open to Psychiatry services but access substance misuse treatment are not eligible. I am aware Grampian SMS were able to access free 12 month Bus passes for clients who were engaging in treatment and required additional help to access support services out with walking distance from their homes. This would be beneficial for many of my clients from the Western Isles. (Western Isles)	Bus passes are key for people to engage with support services within the islands. Losing them could have a massive impact on people's recovery with regard to mental health issues and addictions. If this is a cost cutting exercise it will cost more in the long run. Less people able to access employment, volunteering, support networks. Increased numbers becoming socially isolated. (Western Isles)	

	Statutory service	Third Sector/ Voluntary Organisation	Other
ites	<p>I don't think everyone should get a bus pass only people who have a mental or physical health problem or perhaps those with sole care of small pre-school children. Maybe people who live a long way from services could be considered but many addicts cross the city to score drugs no problem at all. Just because someone makes poor lifestyle choices doesn't mean that the Public Purse should be used to basically support their poor lifestyle. Giving addicts bus passes food, fuel as well as treatment and support allows them to carry on spending all their Benefits on Drugs and alcohol, we end up colluding with their lifestyle choice. I don't see why addicts should get a bus pass and people with other serious health conditions do not. Perhaps if a limited time one off month bus pass to get someone in the door and get them on to ORT, then they can cut their spending on drugs and afford to purchase bus fares themselves. Some of them have cars anyways and if clinics are close to where someone lives why would they need a pass. Too much nanny stat' and giving people things just makes them more dependant, less independent and less likely to try to control their addiction and get into recovery. At the moment some of them are so well off with Benefits, free food from foodbanks, help with fuel, clothes, furniture from Scottish Welfare fund and social work that to even consider trying to get off drugs/Benefits seems pointless. Some are making £400 a day begging some are making a lot more than that by distributing and dealing drugs, why should the public pay for them to get bus passes. If someone really wants treatment and help they will come in and get it. (Aberdeen City)</p>	<p>Concessionary travel bus passes are invaluable to people in recovery. (Edinburgh City)</p>	<p>Very vulnerable people are being penalised and disadvantaged by not having a bus pass, to engage in normal day to day life to promote and sustain recovery. (Aberdeen City)</p>
	<p>I feel there should perhaps be more consistency when discussing the suitability of clients for a bus pass. I feel that sometimes professionals can be caught up in the discussion</p>	<p>These passes are imperative to our client group. Due to passes our clients can now attend groups and meetings on daily basis. This has a positive impact on their recovery! (Edinburgh North East)</p>	<p>In Rural Aberdeenshire where transport is in itself an issue removing a further barrier by providing passes</p>

	Statutory service	Third Sector/ Voluntary Organisation	Other
	rather than what might be best for the person and how this may impact on the person's recovery. (Aberdeen City)		can only be a positive. (Aberdeenshire)
	Bus passes are available if someone meets both criteria. They must have a mental health issue AND be attending somewhere for rehabilitation of their addiction. This does not include attending a cat team once a fortnight to pick up a script! In an ideal world they would be available to everyone but at the moment they are not. If someone is in recovery but has no mental health issue diagnosed I would not ask a nurse to sign off as it could put them in difficulty for lying. If both criteria are met there is no problem (Glasgow - South)	I am unsure of best way to use Bus Passes? Should everyone be given one no matter what? Should they be used in a reward (contingency management) way? Or to encourage people to use services? I generally use bus passes flexibly in a reward system depending on people's needs and abilities. I believe Serenity Cafe were the first Third Sector agency to provide bus passes through NCT002 forms. We encouraged other Third Sector agencies to do this (around 2013/14?) as we became swamped with individuals looking for bus passes. Many of the individuals were not ready to integrate into a recovery community/project. (Edinburgh City)	Substance misuse is a mental health problem, I do understand why it's not currently included in the bus pass scheme when there is a national cry about the increase in drug related deaths. (Edinburgh City)
	I think GP's should also be able to endorse travel applications - they work with many of the most complex and vulnerable patients (Edinburgh City)	Should be given to clients particularly in their recovery it is essential for their movement between appointments and promotes their independence it is an essential (Edinburgh South East)	
	Feedback from substance misuse patients, they feel librarians are not very welcoming when they see the drug treatment box ticked (Edinburgh City)	Bus passes are essential for my clients and our work with people facing severe and multiple disadvantages and one of the first resources we try to access to help them. (Edinburgh City)	
	This service is crucial in assisting our clients in their recovery journey. It can be regarded as a contingency management strategy, an evidence-based practice and access to the pass can be withdrawn if clients drop out of recovery focussed interventions. (Edinburgh City)	Great help allowing clients to re connect to community support (Glasgow - North West)	
	It will also reduce stress relating to income and access to services (Dundee City)	I cannot stress the importance of this facility enough. Without access to the bus pass, many of the people who access our service would be unable to access support and resources in their community-both of which are a vital part of their recovery journey. As a mental health organisation, a large part of the work we carry out on a day to day basis is supporting individuals to reduce anxieties on buses so lack of access to concessionary travel would also impact on our service. (Dundee City)	

	Statutory service	Third Sector/ Voluntary Organisation	Other
	It's a real investment - the value of the pass saves a multiple of its price in appointments attended, treatments delivered and health improved. (Edinburgh City Lothian- Mid)	I think the travel passes are a massive part of our service users staying in touch with services. This helps them attend appointments it helps them attend recovery meetings fellowships and other places to help them with their daily struggle with the illness of addiction. (Glasgow - North West)	
	Bus passes can be a life for people, given then the ability to travel, not looking for expenses bus fares. Make a real difference to their quality of life. (Edinburgh North East)	As a third sector organisation we have been advised that people using our service can only access concessionary travel if working with statutory Alcohol Drug Services. It seems that without a pass it limits potential for change, disempowers people and ultimately reduces their recovery capital. Not all people will use statutory services, and there are many barriers in accessing them to begin with, including transport. Almost every person's recovery would benefit from support with their travel. (Glasgow - South)	
	We currently will provide concessionary travel for patients who are engaging in recovery work or for medical reasons but no for merely attending their routine appointment at the Hub for O.R.T. This is entirely appropriate. (Edinburgh North West)	I think as with anything it is good for people who are genuine. I think it is great that people can use it have more independence and to live a life in recovery sometimes people attend groups and then get the bus pass and don't come back so I think more stringent checks are to be done it's a privilege that is given if people are genuine about being in recovery not as a right and enabling them to buy more drugs and alcohol with the extra money (Edinburgh North East)	
	If people are stable on medication and low benefit I approve, if using finances to buy substances I do not approve. (Glasgow - North West)	Concessionary travel needs to be regarded as an essential service in service users recovery (Edinburgh City)	
	The difficulty in accessing information and forms at the very least needs to be sorted. Thanks (Edinburgh City Edinburgh North East Edinburgh North West)	The People I have spoken to who were able to move forward in their recovery journey and engage with services, mutual aid meetings, recovery cafés and events have informed myself that had it not been for a bus pass they wouldn't have been able to get to where they are today and would still be isolated in the environment they did most of their drinking and using in. The bus pass allowed them to go to safe places and meet new people which not only helped their recovery but also helped them build themselves and their relationships with others. (Edinburgh City Lothian - West)	
	We need to encourage individuals to take responsibility for their own lives. (Glasgow - North West)	I feel bus passes would be a major benefit to service users that use any service. (Glasgow - South)	

	Statutory service	Third Sector/ Voluntary Organisation	Other
	My clients would benefit enormously with a bus pass and would aid their recovery within the community. (Glasgow - South)	We work with people living with hepatitis C and HIV, and a bus pass is invaluable for enabling people to attend hospital appointments and other appointments related to their treatment/care. Although hospitals can provide travel expenses the procedure for claiming these expenses often puts people off, or they bring the wrong paperwork and are denied a refund. Also, the ability to travel freely greatly reduces social isolation, which in part helps greatly with recovery. (Glasgow - South Glasgow - North West Glasgow - North East Inverclyde Renfrewshire)	
	It would benefit our clients greatly and ease worries, pressure and clients not attending important appointments. (Glasgow - North West)	I would like to know if staff with addiction issues are entitled to bus passes. (Glasgow - North West)	
	This can be a real-life line to people when used in the right way. (Glasgow - North West)	The availability of this card can be really important to support their recovery. (Glasgow - North East)	
	People who have severe and enduring mental health diagnosis are eligible for bus pass. If bus pass was given to everyone with drug and alcohol problem then this service would also have to be offered to all patients who attend any hospital clinic or GP appointment for any reason or this would be a source of health inequality. (Glasgow - North West)	THIS IS SUCH A VALUABLE SERVICE TO BE ABLE TO OFFER OUR CLIENTS A FREE BUS PASS TO INCREASE ACCESS TO SERVICES TO SUPPORT THEM IN THEIR RECOVERY AND REDUCE DNA'S AND FOR THEM TO FEEL VALUED. THANK YOU (Edinburgh City)	
	Giving these concessions to people who are in the mind set of getting around and being involved in their own recovery journey proves very beneficial (Glasgow - North West)	Being able to access travel pass is for the greater good and can only enhance an individual's recovery (Glasgow - North East)	
	I think it would be very beneficial for the clients I work with to have a bus pass's. All the service users I work with struggle financially and it would be great if they could have a pass to access services especially to link in with mutual aid groups. We can usually assist with bus pass for a few weeks however, not long term. A lot of service users also miss appointments due to not having bus fares. (Glasgow - North West)		

	Statutory service	Third Sector/ Voluntary Organisation	Other
	Some clients already access the concessionary travel card for mental health reasons and I have seen first-hand the benefits this affords people who are already disadvantaged for various reasons and I would welcome if this scheme could be extended to all service users. (Glasgow - North West)		
	Passes are also invaluable for women experiencing violence and abuse, as often have no funds and can be used as ID if they suddenly are able to leave a violent situation without belongings. (Glasgow - North West)		
	Would be good to give them out for someone who would benefit their recovery from addiction and not just mental health (Glasgow - North East)		
	Bus passes need to be time fixed. E.g. perhaps initially 3-6 months / review. Further authorised every 6-12 months dependent upon health / social condition and circumstances. Should be reviewed / issued dependent upon engagement within recovery services. i.e. - if DNA rates are high should be reviewed. (Angus Dundee City)		
Rural	This is an essential aspect of participation in services that promote recovery. We cannot expect our clients (who are already marginalised) to be able to fund this of their own accord, especially as we operate in a semi-rural area with often lengthy and expensive bus journeys to get to appointment clinics (Ayrshire East)	I feel that the bus passes are very good support for people who are starting their recovery or stabilising and moving on with the career aspirations. Especially if people are living in rural areas or in big centres it is expensive to use public transport and the benefits of the pass, is people can access volunteering, college and do activities with their children. (Ayrshire East)	Bus passes used to be processed by a third sector partner however the mechanism did not work well and engagement for some people dropped when the passes were received. It is essential that appropriate mechanisms are in place. (Ayrshire South)
	I feel it would help people within our service engage more and enable them to get to appointments. Bus services in some parts of Aberdeenshire are not very regular (Aberdeenshire)	I work in a third sector agency and work closely with local CPN's who sign bus pass forms off for our joint clients, this is often a joint decision and is not taken lightly so feel that this could be widened to others who do not need to engage with a CPN for equal opportunities in this regard (Aberdeenshire)	As a woman in recovery, it is vital for me to attend AA meetings. Without the bus pass I could not afford to leave the house! More involved in community and less isolated! (Highland)

	Statutory service	Third Sector/ Voluntary Organisation	Other
	Although we do pay out the odd journey, it would be good if we were able to give out concessionary bus pass as we work in isolated areas, service users have limited resources (Benefits) (Aberdeenshire)	If they have a mental health condition/disability that prevents them walking or if they live out of the town. For other people who live within the town I think they should walk. Physical exercise is good for mental and physical health (Aberdeenshire)	
	I think that not all service users require a bus pass but for those that do we are fortunate that we can fund. However, this is usually for a time limited period and I think that the length of time a service user has a pass for needs to be monitored. Not just a given that they get a pass. Transport in rural Aberdeenshire can be very poor in some areas so a bus pass may not be well utilised if someone lives in a remote area. Also cost of transport can be expensive. (Aberdeenshire)	if client suffer from mental health or disability they should have a bus pass, don't agree with drug user having a bus pass especial if they live local within walking distance (Aberdeenshire)	
	Having access to travel is one of the biggest issues our clients have and hinders recovery. (Aberdeenshire)	I Believe that easy access to travel passes help with recovery from mental health and substance misuse as it helps with getting to appointments and prevents isolation within their own rural community. (Aberdeenshire)	
	Making bus passes available would reduce social inequalities and promote independence for people in recovery. (Aberdeenshire)	I believe access to transport is a vital component to a person's recovery as it allows people to access support, socialise within their local communities and improves mental wellbeing for people in recovery from substance misuse/mental health (Aberdeenshire)	
	Bus passes for people in recovery with both alcohol and drug addictions is very beneficial, especially in this North East Corner as we have many rural towns with limited peer support services on a regular basis such as AA/NA. It costs over £12 a return journey to get to Aberdeen where there are meetings on a regular basis. Having a bus pass for those in recovery and actively engaging with support services will improve an individual's recovery. (Aberdeenshire)	some substances misusers abuse this concession so not all should be issued one (Aberdeenshire)	
	Making bus passes available would reduce social inequalities and promote independence for people in recovery. (Aberdeenshire)	If substance misuse recovery is the long-term plan then yes, a bus pass is essential. As long as the use of the bus pass is properly monitored and not open to misuse. Then I see this as a good idea. (Aberdeenshire)	

	Statutory service	Third Sector/ Voluntary Organisation	Other
	Working in the homeless section, we issue bus passes to clients if they are attending any appointments relating to Housing only. Many appointments at the Hospital or GP are missed due to clients being unable to afford to travel to these appointments. (Ayrshire East)	We are a grassroots recovery group with over 40 volunteers, the majority of which are in recovery. Some volunteers struggle to engage in activities to support their own/ their family's recovery due to the cost of buses. We are a rural area and this is a significant barrier to recovery / whole family recovery. (Ayrshire South)	
	Concessionary travel has greatly encouraged my patients to engage in new activities in the community which has in turn helped their recovery. (Ayrshire East Ayrshire South Ayrshire North)	Bus Passes can prove to be a lifeline to people in sustaining their recovery. (Highland)	
	The concessionary bus passes are an essential aspect of the recovery journey for many of our clients. (Lothian - East)	The bus passes are only useful if we have a decent bus service! Which we don't, there are some areas of Dumfries and Galloway very poorly serviced. (Dumfries and Galloway)	
	This is a particular struggle for us as OTs as that initial step of engagement would certainly be made easier if people had concessionary travel. (Ayrshire South)	A better bus service would help, the cost can be a lot if you don't have much. (Dumfries and Galloway)	
	I feel bus passes should only be given to people whose mental health affects their ability to travel and not for substance use alone. (Highland)	This is a regular request from clients (Dumfries and Galloway)	
	Not suitable for the police in their roles. However, it may be suitable for one off expenses for court attendance from the COPFS. (Angus)	Bus passes were available for a few months several years ago for alcohol and drug service users. This made a very positive impact on their lives. It enabled them to attend appointments and to be part of group work without spending what little money they had on bus fare. (Dumfries and Galloway)	
		Dumfries and Galloway is a rural area and it is not unusual for people to travel 10 - 15 miles for an appointment. This has a huge financial implication with people having to choose between appointments and bills. (Dumfries and Galloway)	
	I appreciate that people in recovery may benefit from a bus pass however other people struggling to get by on benefits do not get this opportunity and would also love to gain a free bus pass. (Highland)	A lot of my service users already have a bus pass for mental health issues. Perhaps the less street aware and those in an isolated area are losing out on a bus pass as they are not claiming PIP, this could be rectified by a policy change you are describing (Dumfries and Galloway)	

	Statutory service	Third Sector/ Voluntary Organisation	Other
	<p>We have a concessionary bus pass protocol and will sign an NCT002 if clients are accessing recovery opportunities at least 3 times per week. Clients are told that if this does not continue bus staff will contact council travel department and cancel the pass. In this way it can be used as a method of "contingency management". Personally, I feel that the issue of the bus passes is incredibly important in reducing barriers to recovery. (Lothian-Mid)</p>	<p>A pilot scheme held a while ago, showed an improvement with attendance rates, with service users it made a difference to the one receiving the bus pass. (Dumfries and Galloway)</p>	
	<p>Over and above the financial implications of a person having accrued debt while using substances and struggling to balance paying off this with spending on new, recovery related bus journeys, I often find that people feel very anxious early in recovery and having the bus pass gives them a feeling of security that they will manage to get to recovery focussed activities. (Lothian - East)</p>		
	<p>In a rural area such as Dumfries and Galloway a bus pass would greatly assist many service users to access more support without financial burden. (Dumfries and Galloway)</p>		
	<p>My service is for under 18s - whilst there could be benefits for free bus travel I am undecided about the benefits of this service other than enabling clients to access services required to support them through recovery etc. (Highland)</p>		
	<p>Possibly review continued eligibility on a regular basis depending on engagement with services and recovery supports within the community. (Ayrshire South)</p>		
	<p>We were contacted by another service to say that bus passes are now only 6 months at a time because the government had said that this is the time for people to be in recovery. We get the nurse to renew every 6 months for as long as the person needs. (Borders)</p>		

	Statutory service	Third Sector/ Voluntary Organisation	Other
	The process of bus pass applications could be made easier for service users, i.e. it can be lengthy process to get form from library, fill in, get signed, take back to submit. (Lothian-Midlothian - East)		
With Substantial Rural Areas	Travel expenses to and from appointments where funded in the past when addiction services were in hospital grounds. Expenses were then stopped abruptly when the service was moved to a community setting, despite service users receiving the same treatment. (Inverclyde)	Bus Passes are critical to enable our clients to fully engage in services that will help them move on in their recovery. In addition, with budgets being cut to drug and alcohol services it is of great help if the client can get to us therefore minimising staff travel and the costs that incurs. (Fife)	
	Although my organisation does not sign off concessionary travel application we are able to refer to other organisations who do. (Inverclyde)	Great to give our clients the same benefits individuals with visible disabilities receive, as addiction is a debilitating disease. (Fife)	
	This would be a valuable asset to clients accessing services and making positive changes to their lives (Renfrewshire East)	As cost of public transport often prohibitive would enable rural clients to access all of the above. (Fife)	
	Our clients would greatly benefit from having access to concessionary travel and would assist them in moving forward hugely on their recovery journey's. (Dunbartonshire West)	Our service has been advocating for concessionary bus passes for the most disadvantaged in our client group for some time and see real benefits in allocation based on assessed need. (Fife)	
	Eligibility is unclear. (Renfrewshire East)	I have a few clients who appreciate a bus pass helping get back to work (Lanarkshire North)	
	Currently we work on a 3-mile minimum each way to qualify for a bus pass. Our service users can access a local authority bus pass IF they can get a psychologist / mental health professional to sign it. Our service users rarely get access to a psychologist / mental health professional until they reduce their substance use. Unrealistic and unfair (in my opinion). (Fife)	We fully support this endeavour for anyone seeking or maintaining recovery. (Inverclyde)	
	Passes should be available for the duration of engagement with services, not for 6 months. (Lanarkshire North)	We consider the bus pass essential to delivery of our community rehab programmes and life past support timetables. We have limited funds to offer those in most need - we presently hold a small pot of funding for bus tokens however this is only used for crisis situations - for those who hold a pass the feedback has been that without this then community integration is stifled.	

	Statutory service	Third Sector/ Voluntary Organisation	Other
		(Dunbartonshire West)	
	I think everyone in receipt of benefits should have access to a bus pass (Lanarkshire North)	The ability to travel would reduce the isolation and situational poverty of clients that live in rural communities of Fife. (Fife)	
	This would be most advantageous to the clients I work with (Lanarkshire North)	Think that being able to offer our clients concessionary travel bus passes would have a positive impact for clients (Fife)	
	My (social services) organisation used to but since integration - essentially an NHS takeover - this has been curbed. Prior to that, you carefully sought out the nurses which would sign the form (even if criteria were clearly met) or provided a bus pass from SW. The importance of access to public transport to initiate and sustain recovery cannot be over emphasised. (Ayrshire North)	This has been an essential part of the service to enable people to move on in their recovery journey to longer term meaningful activity out with 'recovery only' based services. (Inverclyde)	
	This service is only able to access bus passes from a partner agency by providing evidence that the client has a formal mental health diagnosis (Lothian - West)	This would promote inclusion & remove barriers (Fife)	
	SU living on basis benefits cannot afford bus travel, therefore are being penalised from moving into recovery or accessing addiction services or support. The cost of travel in west Lothian is very high compared to travel in Edinburgh. All my SU struggle with bus fare, sometimes it travels or food, which in 2018 is shocking!!!! (Lothian - West)	I cover the rural area of Forth Valley and have found the cost of travel a barrier to recovery. One in particular received £70 per week benefits and the cost of the bus fare into Stirling cost £10 per day. Having a bus pass would be beneficial to those, especially in the rural areas. (Forth Valley - Stirling)	what would be in place if bus passes were removed (Ayrshire North)
	It is evidence of motivation to change if people prioritise recovery appointments others on low income do not receive free travel and have to build it into their budgeting therefore this client group have to learn to budget as part of recovery. As we are an agency which provides substitute prescribing and alcohol detoxes then money saved from not consuming substances can be used to fund travel. (Lothian- Mid)	Travel is frequently a major barrier to not only people accessing our service, but all possible support available to them. A reliance on public transport, and meeting the associated costs, is in effect a "support access tax" on individuals frequently struggling to get the vital help they need. In terms of measured return on investment, if only in terms of increasing the efficacy of existing support services and minimizing wasted productivity, I struggle to think of anything more valuable than concessionary travel. (Forth Valley - Stirling Forth Valley - Clackmannanshire Forth Valley - Falkirk)	

	Statutory service	Third Sector/ Voluntary Organisation	Other
	Provision of bus passes to addiction clients who are engaged with treatment is an essential part of promoting recovery. (Ayrshire North)	This client group struggle with stigma and struggle to move on in Recovery due to this and financial constraints. This can often lead to isolation which can lead to mental health problems being exacerbated. Forth Valley cover a large rural area and funding travel costs for these clients can be extremely costly and become a barrier to treatment and recovery support. (Forth Valley - Stirling Forth Valley - Clackmannanshire Forth Valley - Falkirk)	
	LA agencies vary re providing travel assistance. We often are approached to support travel when service users have short-notice housing moves and struggle to access methadone from pharmacists due to the house moves. Such support is not routinely given from stat addiction services. (Ayrshire North)	NO (Forth Valley - Stirling Forth Valley - Clackmannanshire)	
	Bus passes should only be available for patients with a physical or mental health diagnosis. (Ayrshire North)	We fund part of travel costs on production of a receipt for some of our services but not all. It would be beneficial if we supported all travel costs for service users where bus passes are not provided. (Forth Valley - Falkirk)	
	Bus passes should be an integral part of treatment and all clients eligible for the NCT002 should be provided with them (Ayrshire North)	This is a much-needed support to assist service users in their treatment and recovery journey (Forth Valley - Stirling Forth Valley - Clackmannanshire Forth Valley - Falkirk)	
	I am a 3sector employee paid by ADP and I am hampered in my ability to provide sufficient support to vulnerable people who need recovery activities as they can't get to them. Statutory services are not supplying travel pass to clients to attend important appointments. (Ayrshire North)	passes would need to be means tested (Forth Valley - Falkirk)	
	there is a National Entitlement Card - this has a vast range of criteria - clients should be supported to access this (Ayrshire North)	From speaking to a number of service users, they feel they would be enabled to engage in services and recovery activities if they were issued bus passes, especially as many are expected to travel to other towns to access services. (Forth Valley - Stirling)	
	Financial constraints have led to service users not being issues bus passes as there is currently no budget to allow this (Ayrshire North)	The money spent on bus travel will be returned tenfold, as it enables addiction clients to move away from the lifestyles associated with addiction. (Forth Valley - Falkirk)	

	Statutory service	Third Sector/ Voluntary Organisation	Other
	Our local authority previously gave out travel warrants however this has stopped recently due to financial restraints. This has made a negative impact on the life of our clients, who have suffered by being unable to attend groups, peer support, volunteering opportunities etc. (Ayrshire North)	It continues to be a barrier as to why individuals do not travel out with their local area to access services thus impacting on service delivery and importantly the individual's personal capital and link to the community (Forth Valley - Falkirk)	
	Bus passes are an extremely important part of our clients' recovery care and management - improving access to & engagement with treatment / social services and enabling rehabilitation to meaningful life activities once more. (Forth Valley - Stirling Forth Valley - Clackmannanshire)	I think that if the concern is only engaging in services to get a bus pass, it can be a stipulation that if you do not engage or attend services then the bus pass can be made void. If that is feasible /possible on computer systems. (Forth Valley - Falkirk)	
	Concessionary travel makes a positive contribution to recovery from dependence on alcohol and drugs (Forth Valley - Stirling Forth Valley - Clackmannanshire Forth Valley - Falkirk)	Currently very difficult for client to obtain a travel pass for mental health issues. Whole system needs reviewed (Lothian - West)	
	I work in a health board where many of our patients live rurally and have no access to a car and are unable to afford a bus fare. For many of these patients, their bus pass is a life line and without it they would be extremely limited in their ability to attend appointments and take advantage of local recovery opportunities. (Forth Valley - Stirling Forth Valley - Falkirk)	As I work with young people, many are not in NHS based treatment provision and currently we collect and then drop off young people for appointments and are not funded to reimburse bus fares so lack the ability to promote independence or fund access to alternative activities which promote a healthier, safer lifestyle. (Forth Valley - Falkirk)	
	Some clients, particularly in more rural, and further afield locations, can spend up to £8 per round journey to attend CJS appointments. This amounts to £32 per month if contact is weekly. This is a rather large amount when someone is on benefits, particularly if they have dependants. (Ayrshire North)	Going down the route for those with drug issues to have bus passes will produce discrimination to any other person who would like or need a bus pass. I.e. Alcohol dependants, those on low incomes or unemployed. (Lothian - West)	
	I would support the idea of Travel warrants as this fits in with my line of work recovery from addiction. (Ayrshire North)	At present we have been informed there must be a psychiatric illness/condition as well as a substance issue, and that only a Qualified Psychiatric Nurse or Psychologist can assess and sign off a form. (Lothian - West)	

	Statutory service	Third Sector/ Voluntary Organisation	Other
	Bus passes provide so much more opportunities for people. The removal of this could have a detrimental effect for many people. A lot of people depend on them to escape difficulties of daily life and access good support. it could be a barrier for people wanting to access recovery-oriented groups/meetings/appts (Lothian - West)	clients being able to be more mobile is a real benefit to overall recovery, particularly in our semi-rural community (Lothian - West)	
	free travel should be given to all those not in employment (Ayrshire North)	If a system was put in place to ensure clients used the bus pass to attend appointments and continue on a journey of recovery the benefits would far outweigh the negatives. Including costs. (Lothian - West)	
		This should be given to people as there are enough barriers for people without having another one. For people living chaotic lives, at their lowest ebb to be asked to manage to keep bus fares when they cannot afford to eat is ridiculous. Some areas the cost of bus fares are £7.50 and people need to do that 2 or 3 times a week. Give people bus passes for a year when wanting to engage in services. (Lothian- Mid)	
		I believe this could make a positive difference to people in recovery. (Lothian-Midlothian - East)	
		The provision of free travel can help reduce emotional difficulties like anxiety which can impact engagement (Lothian- Mid)	
		Unfortunately, there appear to be many who only engage with services on a superficial level for the sole purpose of receiving a bus pass. (Lothian- Mid)	
		Bus passes make a significant difference to the progress of our patient's recovery journey. (Forth Valley - Stirling Forth Valley - Clackmannanshire)	