



'X'-card

Survey Report

July 2015

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Introduction

In 2014 the Disability Action Alliance (DAA) began a project that looked at the possibility of developing a card that could support disabled people to live more independent lives. It was envisioned to do so by providing identification of disability, (according to the definition in the Equality Act 2010), and information related to any assistance the cardholder might require. The project was called the 'X'-card project.

The project group identified the need to build an evidence base to help it assess the DAA's ability to take forward such a project. As a result the 'X'-card survey was launched; from January to March 2015 DAA members and others were invited to complete the survey. The survey aimed to establish:

- demand for this sort of card,
- the requirements the card would be expected to meet, and
- the structures that could be used to deliver the card.

This report provides the collated results of the survey to allow members of the DAA to use and benefit from the information. Little analysis of the raw data has been added as members may wish to use the information in a variety of ways, though an executive summary highlighting key findings has been included.

The answers to questions 2, 3 and 5 are not included as they relate to personal information. Otherwise the questions and their answers have been left in the order that they were asked and are grouped as they were in the online survey.

Many questions offered the opportunity for people to leave comments. Some comments have been slightly edited to remove any expletives and to ensure that they are clear and fairly concise. However the general approach has been to present comments in as raw form as possible.

We hope you find this report interesting and useful.

The DAA would like to thank the chair and members of the 'X'-Card Project Group, listed below, for their work in this area:

Andy Rickell	ADWUK (Chair)
Naomi Marek	Sky Badger
Chris Smith	DGA
John Coxon	ODI

X-Card Project Group
Disability Action Alliance

Executive Summary

The 'X'-card survey took place during January to March 2015. Its aim was to gather information about how a card providing identification of disability, (and any subsequent requirements or assistance needed), might be developed and delivered on a national level.

Using the DAA network, it aimed to reach a range of people and organisations. A total of 116 responses were received from people/organisations. Whilst this is a relatively small survey sample, the report still provides helpful indicative information in relation to card schemes of this sort. With nearly 60% of respondents identified themselves as a disabled person, there is a strong sense of what disabled people themselves would like from such a card. Additionally, responses from organisations supplied a good spread of representatives from across different interested sectors.

Interestingly, just over half of respondents did not believe there would be problems creating such a card. Further findings are summarised below in a format that broadly follows the survey itself.

Reasons given for having an 'X'-card

This section explored the demand and reasons why such a card might be brought in. The top four reasons, (most common reason provided at the top), identified were:

1. Proof of entitlement to concessions or discounts for disabled people.
2. Faster identification of needs.
3. Emergency medical problem information.
4. Proof of rights under the Equality Act to reasonable adjustments.

Respondents were asked for information about the potential perceived problems in delivering such a card question 8. This generated the largest response to any survey comments section, with 46 replies, many of which listed multiple points. These have been summarised into three main areas on pages 11-13: organisational concerns, security concerns and personal/attitudinal concerns.

Where would the card be used and what information it might contain

There were a number of services/facilities in which 75% or more respondents felt that the 'X'-Card would be very useful. These were:

- Buses
- Trains
- Leisure/sports centres
- Music events/venues
- Ambulance services
- Local Authority services
- NHS services
- Police

Several questions asked about the type of information that should or could be available on an 'X' Card. The most common responses were:

- Name
- Emergency contact number
- Medical assistance needed in emergencies
- Being identified as disabled under the Equality Act (Proof of disability)
- Doctor's name and address and medication (if the information is encrypted)

When asked if there should be a section for free text, 70.5% of respondents answered that yes there should be.

Delivering the card

When asked about how long the card should be valid for, 58% of respondents thought cardholders should be asked to re-apply every 3 years. 31% suggested the card should be valid for 10 years or longer depending on the card holders' impairment/disability. 74% of respondents thought that, regardless of age, the validity period of the card should be based on whether or not the impairment and/or disability is permanent, temporary or fluctuating. Many respondents suggested that the card should be for life for people with long term or permanent disabilities.

With regards to children, the majority felt children should re-apply after 1 year. Others felt this should be flexible, e.g. when a child's needs, medication or treatment changes.

When asked who could administer the 'X'-Card, the highest proportion of responses suggested:

- Local Authorities
- Government Agencies/Departments
- Disabled Peoples User Led Organisations and
- Organisations working in partnerships

When asked who they would trust to vouch for the accuracy of the information in the 'X'-Card application forms, respondents most trusted:

- Doctors (the cardholder's) - 85% of respondents citing them,
- Medical professionals from a range of backgrounds – with 78%.

Respondents were asked for their thoughts about asking a second party to corroborate information in question 19. This resulted in a large number of comments, detailed on pages 28-29. In summary:

- Over a third of people felt this was a good thing, and many suggested this was ok as long as corroborating partners are medically/appropriately trained.
- Respondents not in support of this were concerned about creating more paperwork, loss of independence and higher risks of error, confidentiality of information.

Meeting the cost of the card

Delivering such a card would inevitably incur costs. When asked about how these might be met, the top two suggestions were corporate sponsorship and/or a one-off fee on application. With regards to the fee, if payable by the person requesting the card:

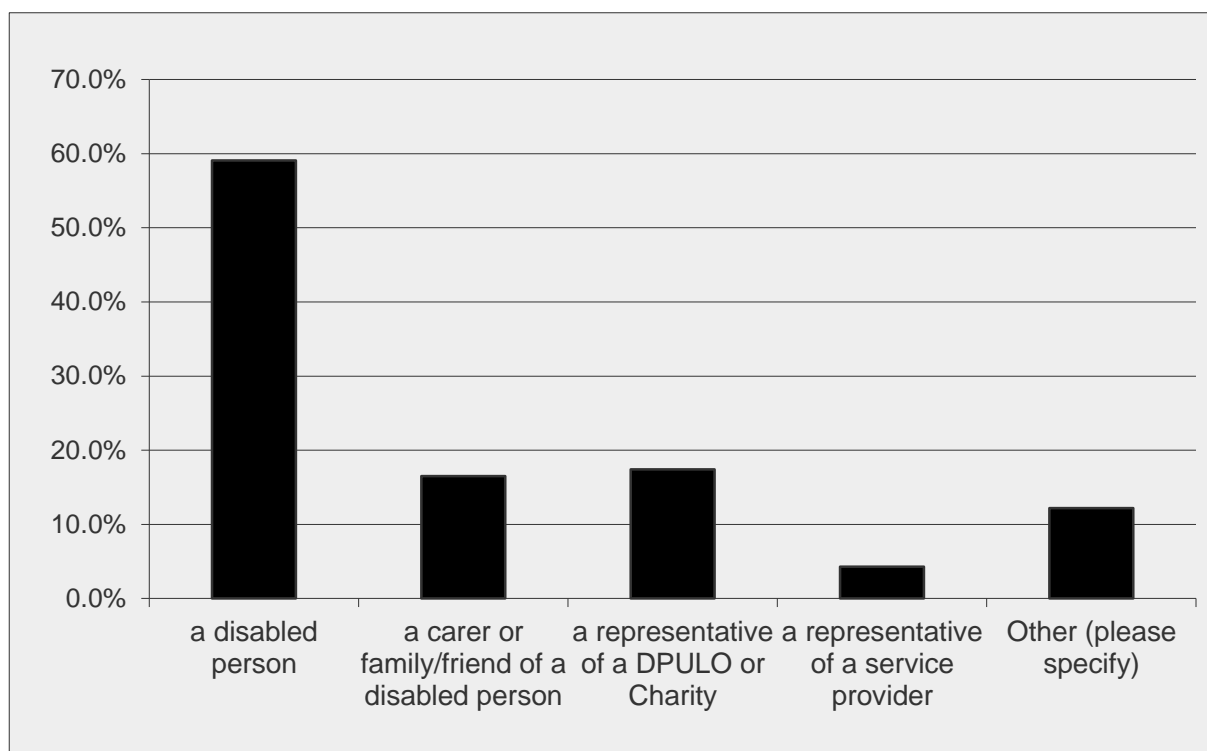
- 80% of respondents thought any annual fees should be less than £10, and
- 62% of respondents thought any one off fee should be less than £10.

When asked which organisations should pay if an annual fee were charged to organisations, the two most common responses were Local Authorities and Government.

For further details on the data, please see the ensuing report. A conclusion with next steps can be found on page 43.

Section A: Respondent information

Question 1: Are you responding to this survey as:

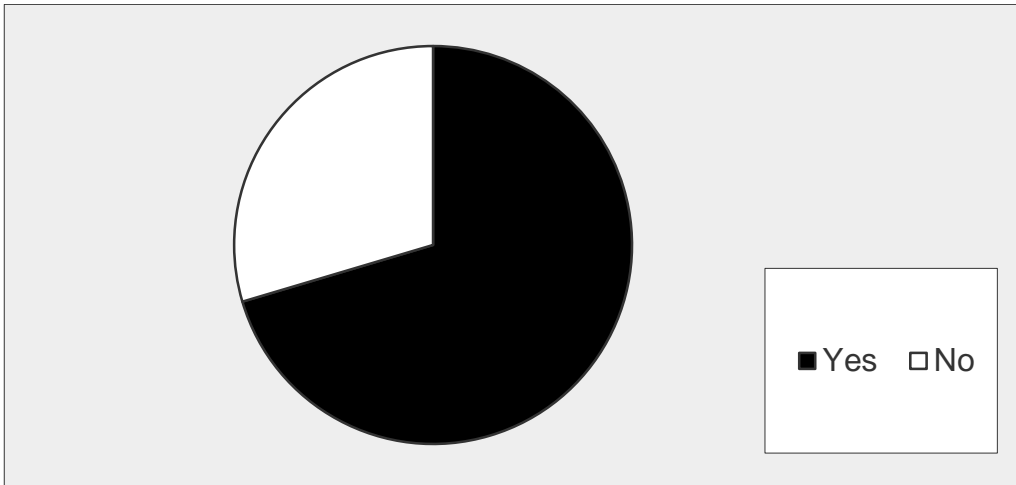


Answer Options	Response Percentage	Response Count
A disabled person	59.1%	68
A carer or family/friend of a disabled person	16.5%	19
A representative of a DPULO or Charity	17.4%	20
A representative of a service provider	4.3%	5
Other	12.2%	14

Comments in 'other':

- Liaison Nurse
- Consultant Psychiatrist who works with disabled people
- Trustee of a self-advocacy organisation
- Police Diversity Officer
- Local Authority
- Sport Development Officer
- National Governing Body – Two representatives
- Member of Disability Action Alliance (and DfT's DPTAC)
- Hard of hearing
- County Sport Partnership
- Different Strokes Milton Keynes Group

Question 4: Would you like to remain involved in this project in the future if opportunities arise?

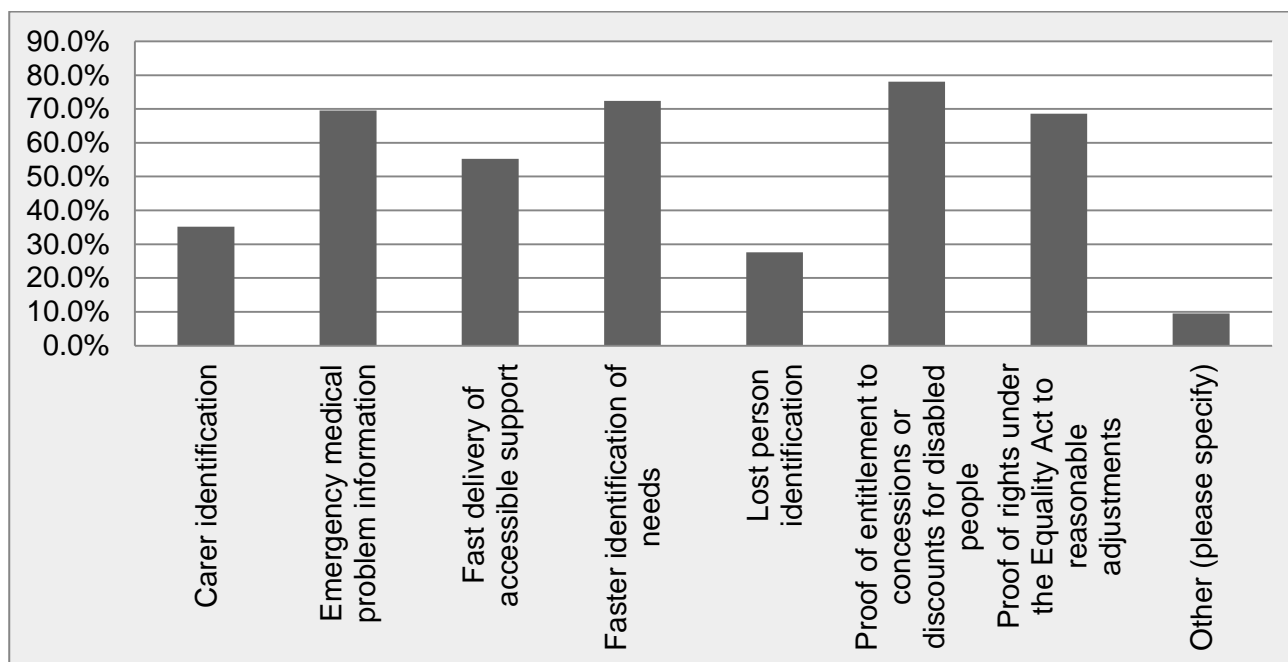


Answer Options	Response Percentage
Yes	70.4%
No	29.6%

SECTION B: Why have an 'X'-card?

This section stated 'The card could be used if families with a disabled family member or disabled people want to use it. It will not be compulsory to use in any circumstance. We intend this card to remove barriers, increase independence and improve confidence.'

Question 6: Why would you want a card like this - what would be the greatest advantages to you?



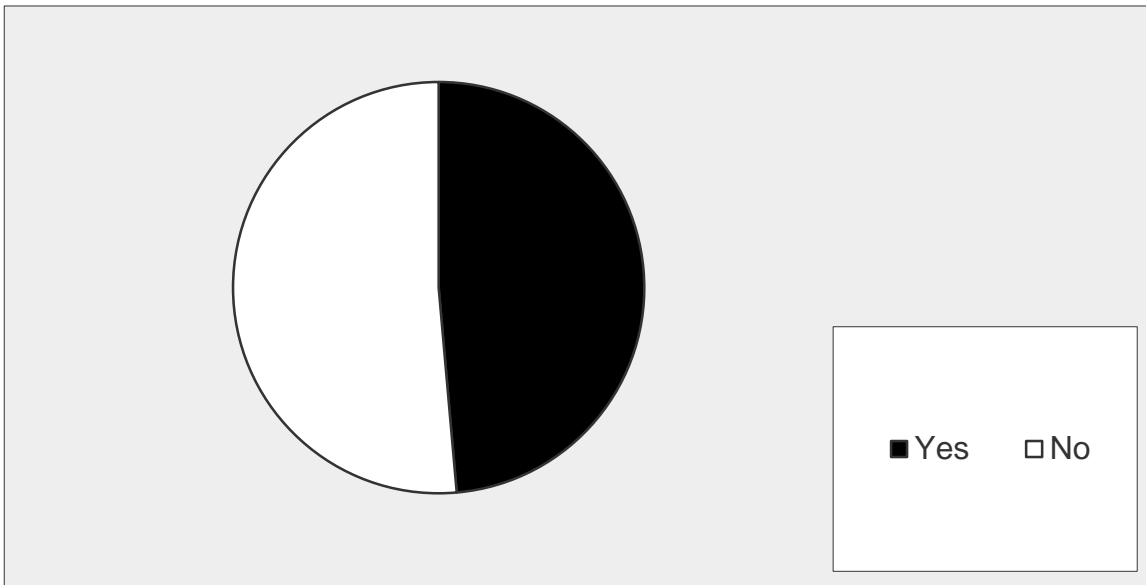
Answer Options	Response Percentage	Response Count
Carer identification	35.2%	37
Emergency medical problem information	69.5%	73
Fast delivery of accessible support	55.2%	58
Faster identification of needs	72.4%	76
Lost person identification	27.6%	29
Proof of entitlement to concessions or discounts for disabled people	78.1%	82
Proof of rights under the Equality Act to reasonable adjustments	68.6%	72
Other	9.5%	10

Comments in 'other':

- Evidence of diagnosis/disability
- ID card, as I don't have a passport
- Identifying that for medical reasons someone needs to jump a queue
- Make my life more simple when accessing services/applying for other discounts

- Person/organisation to contact in case of emergency. My view would be that the card was split into two sections, one with emergency information and the second with the equality and concessions
- Promote or increase the independence of disabled people
- Safe Places Scheme
- To highlight the need for correspondence to be accessible
- To highlight the need for support in getting around local amenities, including shops, restaurants/pubs/cafes, leisure centres, cinema/theatre & doctors surgeries
- Universal way of making sure my needs as a visually impaired person are met, which isn't the case at present

Question 7: Can you see any problems with creating such a card?



Answer Options	Response Percentage	Response Count
Yes	48.6%	51
No	51.4%	54

Question 8: Please provide more information about the potential problems you perceive for this project. (Please see detail below)

Organisational concerns:

- There are already a number of similar cards which have been developed by local and national organisations – which could confuse the market and customers. I would much rather see collaboration rather than duplication where best practice is shared and enhances one offer that is accessible
- The card would have to be adopted and understood by those you were asking for understanding from - there are so many schemes organisations everyone would need to understand how this one stood out
- In principle, it is a good idea to move to a single card but it would need critical mass from other sectors not already using a similar card to justify migrating from more local schemes to a national pan-sector scheme; the emigration process itself would need to be carefully designed and phased so as to reduce confusion amongst the user communities about which card they should have. This is without taking into account significant structural issues like scheme funding etc.
- Getting everyone to recognise the card and accept it as a valid identification
- Ensure card has correct information
- Organisations would have to communicate with each other, which does not often work well. (Though the card itself is a great idea)
- Need to be very clear about eligibility for the card and that it didn't just go to people who were FACS eligible
- Consider how easily someone could get a replacement card
- Cannot be complicated, must be easy to use and administer
- Information provided by families and non-professionals needs to be verified for accuracy
- Need to have the card in easy read format
- Information on card must be current. If it was wrong, or not up-to-date it could render it useless. Or it could have a profound effect on the individual's potential wellbeing – e.g. The card displays wrong emergency information, which results in the individual not getting the necessary care they require
- It could be a very slow process to actually set up the scheme
- How do you define disabilities and entitlement? (Who governs their use, withdrawal or creation?)
- What criteria will be used to qualify you getting this card? Different disabilities may conflict with each other
- Seed funding / start-up costs / cost
- Buy-in and awareness from all stakeholders, if this is achieved then the card should work well
- Complexity of implementation
- Useless unless recognised and accepted by organisations, service providers and retail outlets becomes just another piece of plastic to carry around

- Buy in from retailers. Awareness - so that disabled users are aware the scheme exists and the benefits available
- Getting nationwide knowledge and acceptance
- People with mobility difficulties (e.g. some elderly people) who are not regarded as 'disabled' and did not have a card may not receive appropriate assistance
- The card needs a ID Disability Registration Number
- We are part of the EU so need to look at how this type of card works in other countries, such as Norway, Sweden, Germany, Switzerland.
- This Disability Card needs to have power or it's worth nothing
- There should be three disability cards in different colours:
 - One for elderly people (aged over 65) who are not registered as disabled, and have no proof of their disability
 - A Red card which shows a high level of disability and that the person needs more respect and help
 - A Blue card which shows a lesser level of disability, which is verified by GP, but still requires the person to be treated with respect and given help

Security concerns:

- Consider what information it contained, as could be used for identity theft
- Potential for fraud / theft
- Risks to confidentiality / data protection
- Could be abused and/or misused (Including loss or onward selling of cards)
- Ethical issues about how much data should be provided, e.g. DOB, NI number etc.
- Medical information being seen by people that don't need to see it
- Personal details such as age or date of birth being visible
- Companies may start to ask for this as proof over other means of verification
- The need for confidentiality is so important and I am concerned that the card and holding centre of the information could breach this if not organised correctly
- Card shouldn't indicate vulnerability to people who would abuse this

Personal/attitudinal concerns:

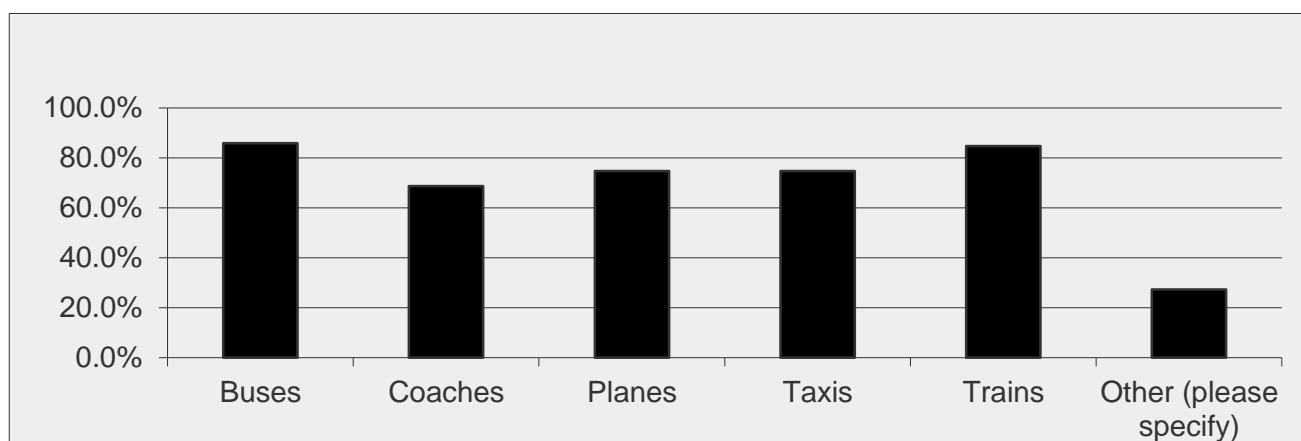
- Might seem like labelling people and services may then expect people to have a card and disbelieve them if they don't
- Some disabled people may not choose to identify themselves in this way. Useful for those who opt in but would be concerned at any compulsory system
- It could cause disabled people to stick out like a sore thumb, or highlight the person as disabled
- Increase stigma for people who have invisible disabilities, having to "prove" they are disabled
- The use of one card, could lead us in to an ID card for all, which may not suit everyone
- I am against a national ID card, so this should only be on a voluntary basis, as individual choice, should always be recognised

- It could potentially be a great idea, though may unfortunately result in more prejudiced or discriminatory behaviour from some members of the public, as some people already label disabled people as difficult or stupid
- Very difficult to get something that covers invisible illnesses, such as the many neurological ones. We get picked on for 'looking normal' and then accused of being frauds
- People could be discriminated against, rather than being offered more support
- People should be able to decide when they use the card
- From a civil rights point of view I would say this is another way of snooping
- It could be stolen and used by someone else unless photographic
- Important to respect disabled people - we have Human Rights
- Card should ensure Hospital reception staff are more friendly, and offer the person the appropriate support

Section C: Where would the 'X'-card be used?

This section stated 'The purpose of the 'X'-Card is to simplify proof of disability or being the carer of a disabled person, and gaining disability concessions, accessibility information and support where appropriate. This is with the aim of helping disabled people to fulfil their potential and live independent lives.'

Question 9 - Travel - Where do you think the 'X'-Card might be useful?



Answer Options	Response Percentage	Response Count
Buses	85.9%	85
Coaches	68.7%	68
Planes	74.7%	74
Taxis	74.7%	74
Trains	84.8%	84
Other	27.3%	27

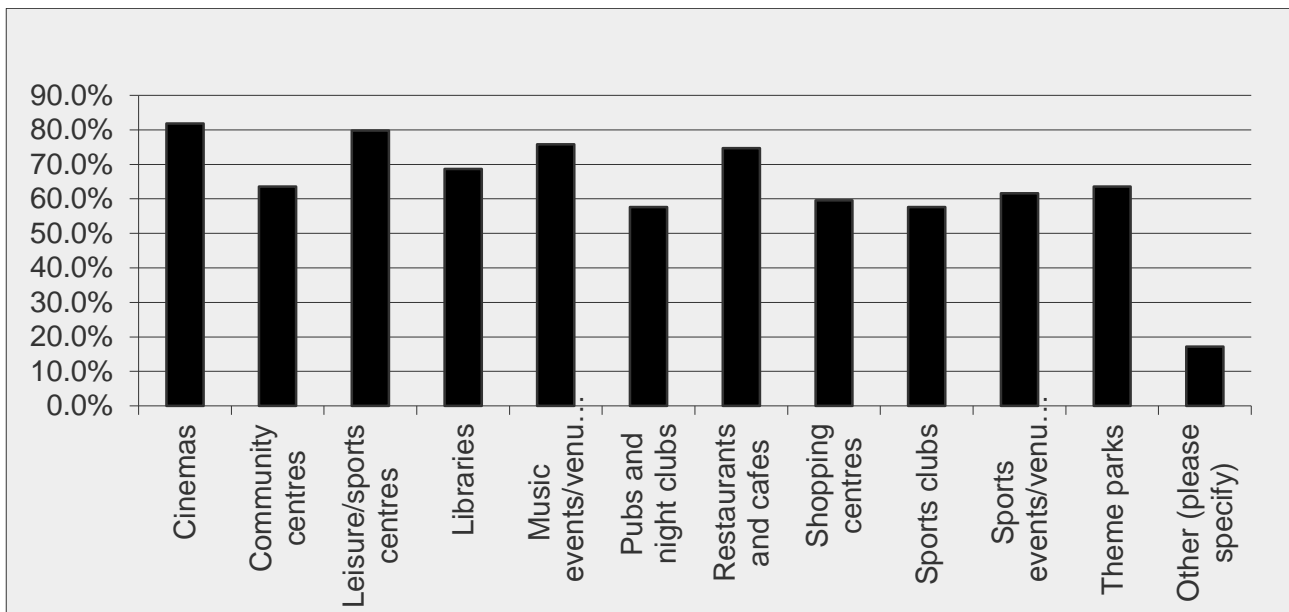
Comments in 'other':

- All forms of transport (however there is a disabled people's railcard already)
- Cars (For example if all the disabled car parking spaces are full up, or could act as an alternative to a Blue Badge when using one's own car, or that of a friend, or family member)
- Euro Star
- Metro Trains
- Ferries / Boats / Ships / Liners
- Private hire vehicles
- Trams
- Tubes / Underground

Note - although the question was on travel, the following other answers were given:

- Attending activities
- Allocation of disabled seating areas in cinemas, theatres etc.
- All organisations
- Getting access to buildings where there is no disabled access
- Government organisations
- GP surgeries
- Hospitals
- Hotels etc.
- Job priority
- Private Organisations
- Safe Places (See Cornwall People First Website)
- Shopping Centres and shops
- Toilets
- Work Place

Question 10 - Entertainment - Where do you think the 'X'-Card might be useful?

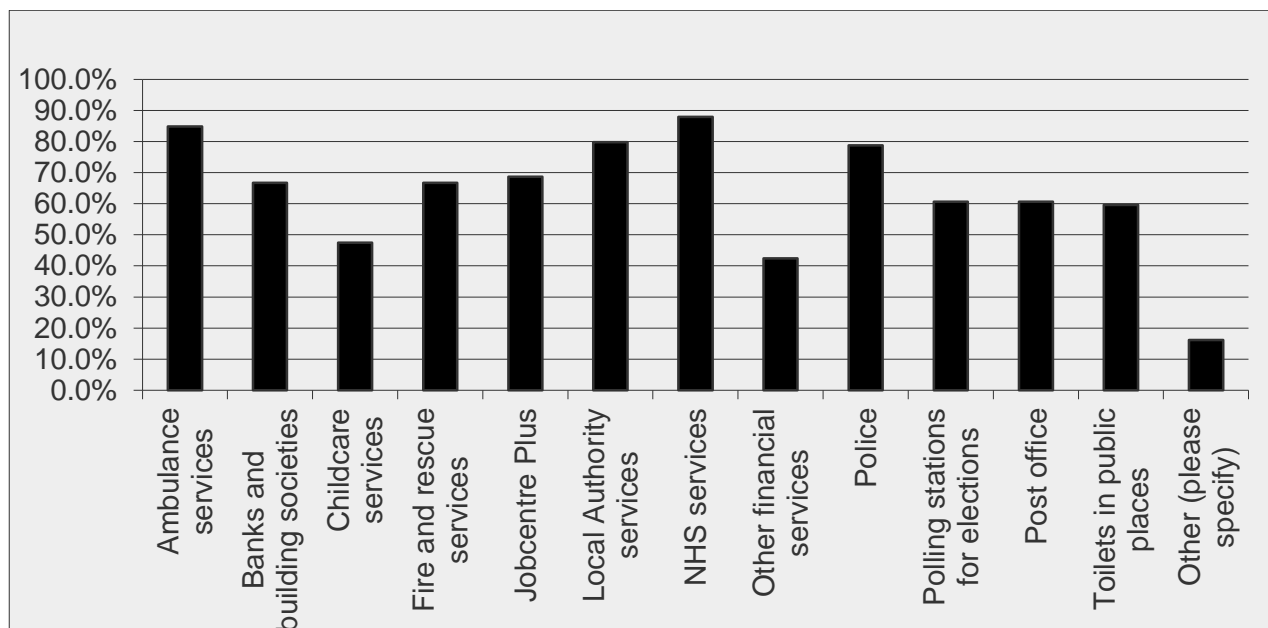


Answer Options	Response Percentage	Response Count
Cinemas	81.8%	81
Community centres	63.6%	63
Leisure/sports centres	79.8%	79
Libraries	68.7%	68
Music events/venues	75.8%	75
Pubs and night clubs	57.6%	57
Restaurants and cafes	74.7%	74
Shopping centres	59.6%	59
Sports clubs	57.6%	57
Sports events/venues	61.6%	61
Theme parks	63.6%	63
Other	17.2%	17

Comments in 'other':

- All
- Banks
- Bus Travel, Train Travel, and Air Travel
- Civil service & Local Authority offices e.g. job centre/public services
- Clubs that specify in a certain activity (e.g. rambling, hiking, cycling, etc)
- Galleries, Museums & Theatres
- Hotels
- Local and national groups that run social activities and events
- Safe Places
- Social Clubs

Question 11 - Where else do you think the 'X'-Card might be useful?



Answer Options	Response Percentage	Response Count
Ambulance services	84.8%	84
Banks and building societies	66.7%	66
Childcare services	47.5%	47
Fire and rescue services	66.7%	66
Jobcentre Plus	68.7%	68
Local Authority services	79.8%	79
NHS services	87.9%	87
Other financial services	42.4%	42
Police	78.8%	78
Polling stations for elections	60.6%	60
Post office	60.6%	60
Toilets in public places	59.6%	59
Other	16.2%	16

Comments in 'other':

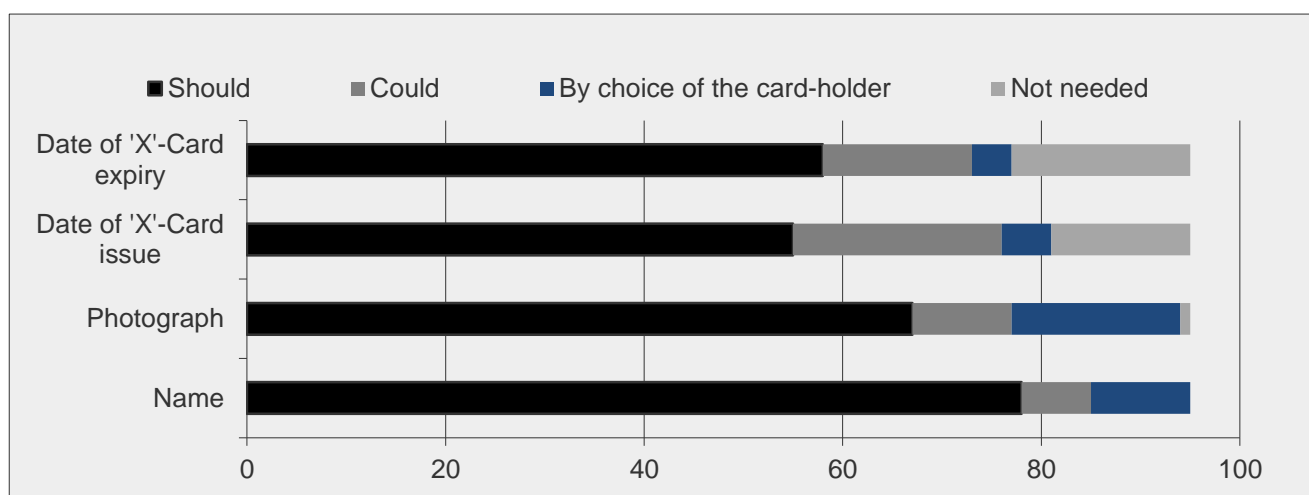
- All of the above, not sure about toilets, but there could be a need
- Attractions such as Museums, Zoos & places like the London Eye
- Any place that anyone would like to visit or be involved with
- Chemists
- Government and Local council offices/services
- Hotels, Bed and Breakfast Accommodation (any places of residence, either temporary or permanent)
- Parks and other open spaces (all places, both indoors and outdoors, where public services, activities, events are held, etc.)
- Police station (to back up "I need to take my medication" or to separate genuine issues and problems)
- Restaurants

- Safe Places
- Schools/colleges/universities (Education establishments)
- Sports and physical activities (e.g. gyms, places where people go to keep fit)
- Work place

SECTION D: What information should be on the 'X'-Card?

This section stated 'It is vital for the card to be rigorous enough to be accepted by a wide range of service providers. We would value your feedback to ensure that the card is as universal as possible by identifying the most important information that needs to be shared. We would love to know what information you would find useful to have on the card.'

Question 12 - What identification information should be on the 'X'-Card?

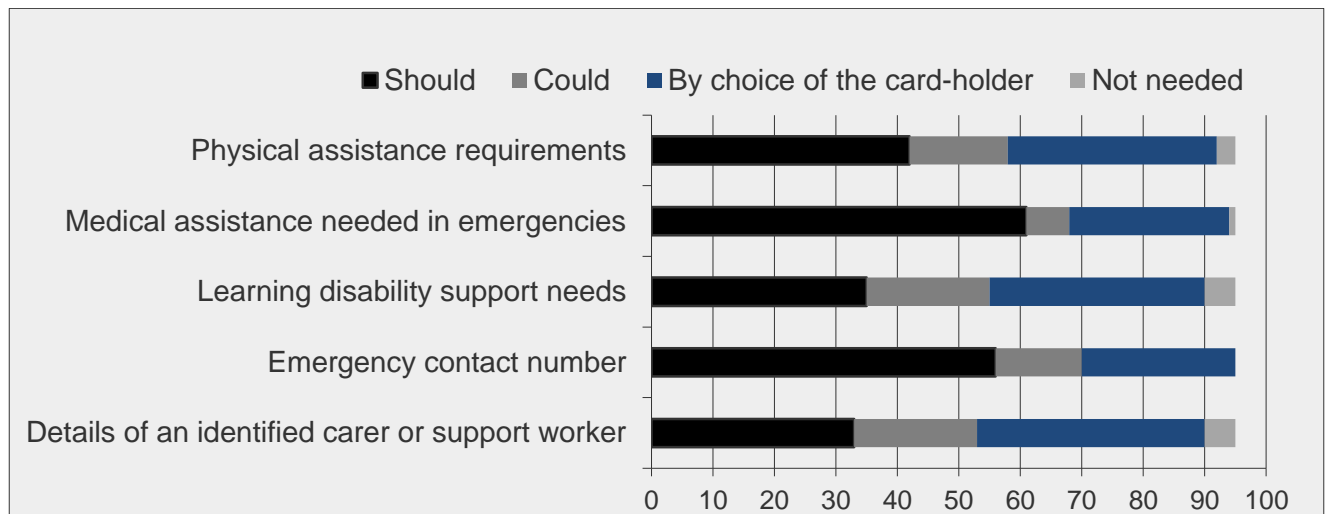


Answer Options	Should	Could	By choice of the card-holder	Not needed	Rating Average	Response Count
Name	78	7	10	0	1.28	95
Photograph	67	10	17	1	1.49	95
Date of 'X'-Card issue	55	21	5	14	1.77	95
Date of 'X'-Card expiry	58	15	4	18	1.81	95

Other:

- Address
- All information is encrypted/encoded
- Colour Card to show disability (high or low access requirements)
- Critical health conditions / Type of Impairment and/or medical condition
- Date of birth
- Hologram or similar to help reduce fraud
- Issuing authority
- National Insurance number
- Reference/Registration number
- With lifelong disabilities, would the card have an expiry date, i.e. would it have to be renewed?

Question 13 - What information about support/assistance needs should be on the 'X'-Card?



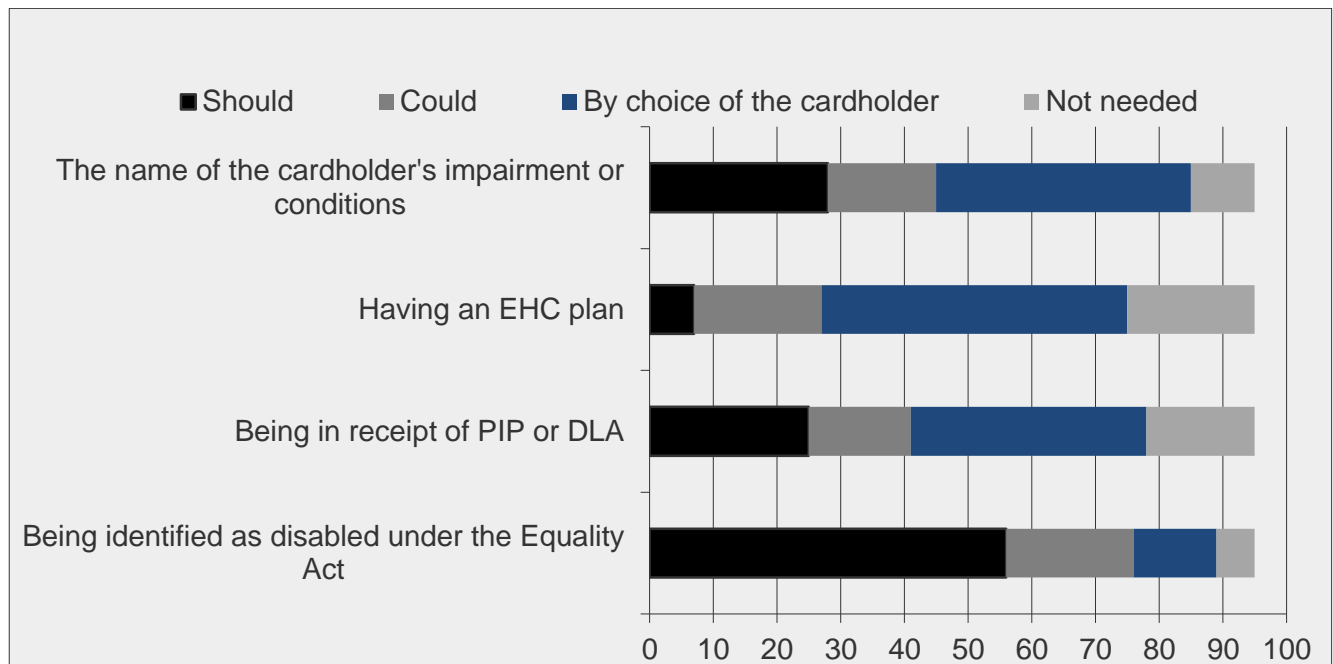
Answer Options	Should	Could	By choice of the card-holder	Not needed	Rating Average	Response Count
Details of an identified carer or support worker	33	20	37	5	2.15	95
Emergency contact number	56	14	25	0	1.67	95
Learning disability support needs	35	20	35	5	2.11	95
Medical assistance needed in emergencies	61	7	26	1	1.65	95
Physical assistance requirements	42	16	34	3	1.98	95

Comments in 'other':

- Allergies
- Cardholder has a guide dog
- Communication support needs (including alternative formats, note taker/speech to text reporter, electronic format or in a larger print font size)
- Disability / impairment / condition (particularly diabetes, or epilepsy)
- Emergency assistance contact
- It should be clear that support needs are if the person asks for them and not obligatory as in some situations a person might not want or need support
- Medication / Encoded information about medication and GP
- Other Assistance Requirements, such as needing to be escorted around unfamiliar places, both indoors and outdoors if visiting somewhere new
- See British Standard BS 8603:2013

- Sensory support needs (deaf or blind is not physical but still a disability and often invisible)
- Variable Conditions
- What to do in a crisis

Question 14 - What information should the 'X'-Card provide as proof of disability?

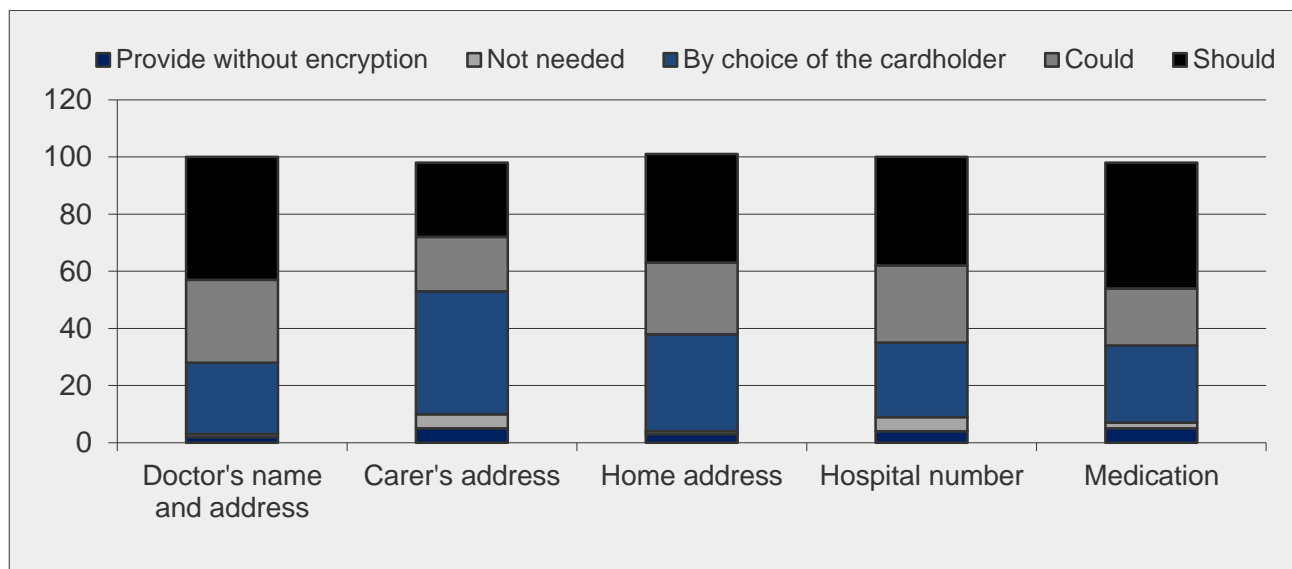


Answer Options	Should	Could	By choice of the cardholder	Not needed	Rating Average	Response Count
Being identified as disabled under the Equality Act	56	20	13	6	1.67	95
Being in receipt of PIP or DLA	25	16	37	17	2.48	95
Having an EHC plan	7	20	48	20	2.85	95
The name of the cardholder's impairment or conditions	28	17	40	10	2.34	95

Other:

- Health condition/disability
- Details of State Benefits that would enable the Cardholder to receive any concessions and other assistance as a disabled person and/or carer
- Issuing authority/body
- Name of the condition isn't always necessary
- Support needs more important than the 'label' (i.e. name of disability)
- Visual ability, blind or partially sighted

Question 15 - What information would it be useful for the 'X'-Card hold if encrypted (to protect personal data)?

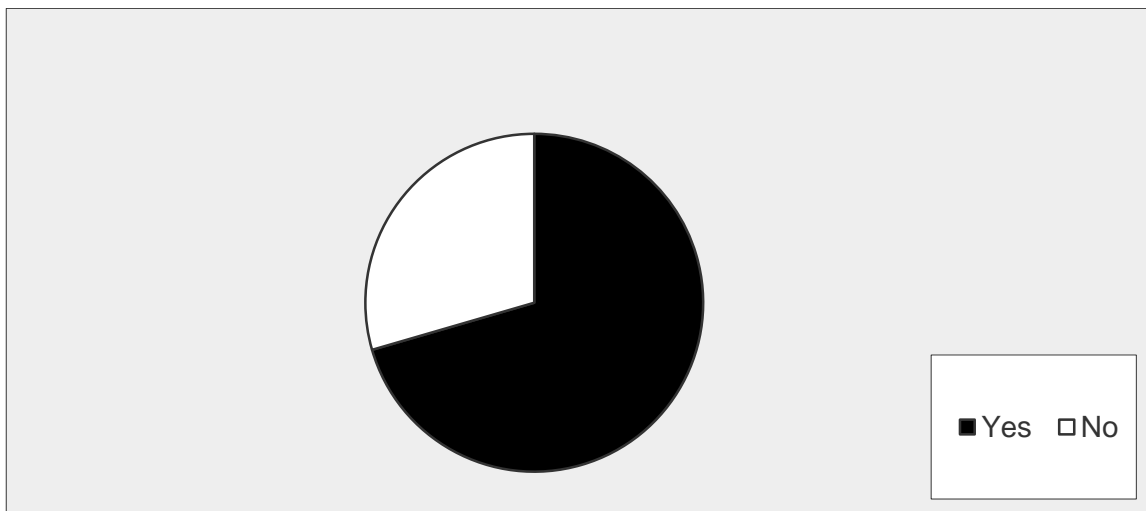


Answer Options	Should	Could	By choice of the cardholder	Not needed	Provide without encryption	Response Count
Doctor's name and address	43	29	25	1	2	95
Carer's address	26	19	43	5	5	95
Home address	38	25	34	1	3	95
Hospital number	38	27	26	5	4	95
Medication	44	20	27	2	5	95

Comments in 'other':

- Allergies
- Care Assistants
- Details of Specialist Consultant
- Hospital numbers

Question 16 - Would you like to see a space available for people to add their own free text that is relevant to the purpose of the 'X'-Card?



Answer Options	Response Percentage	Response Count
Yes	70.5%	67
No	29.5%	28

Question 17 - Is there any other information that would be useful for the 'X'-Card to contain? (Please see detail below.)

- A Simple Nationally (or Internationally) agreed logo/symbol
- Age
- Any conditions that the service user feels like stating
- Ask GP/Hospital/User
- Chip for Personal Disability Data (e.g. GP Name, Medication used, personal health info, which can only be checked by Ambulance, Emergency Department, GP Surgery and Hospital)
- Communication needs and how someone communicates. (Including how someone might react under stress, so that this is not mistaken for being rude, or suspicious behaviour)
- Emergency contacts
- Emergency drugs and care plan with ambulance service
- Equipment someone carries for their disability
- Legal duty to make Reasonable Adjustments
- Home and mobile telephone numbers of the Cardholder
- Organ donor
- Medical device implanted (e.g. device doesn't allow MRI's etc., just in case card holder cannot state this)
- Medical history (optional)
- Next of kin
- Space for major disability to be written in large text (e.g. BLIND DEAF)
- Text or email contact (not all of us can use a phone)

Other answers included:

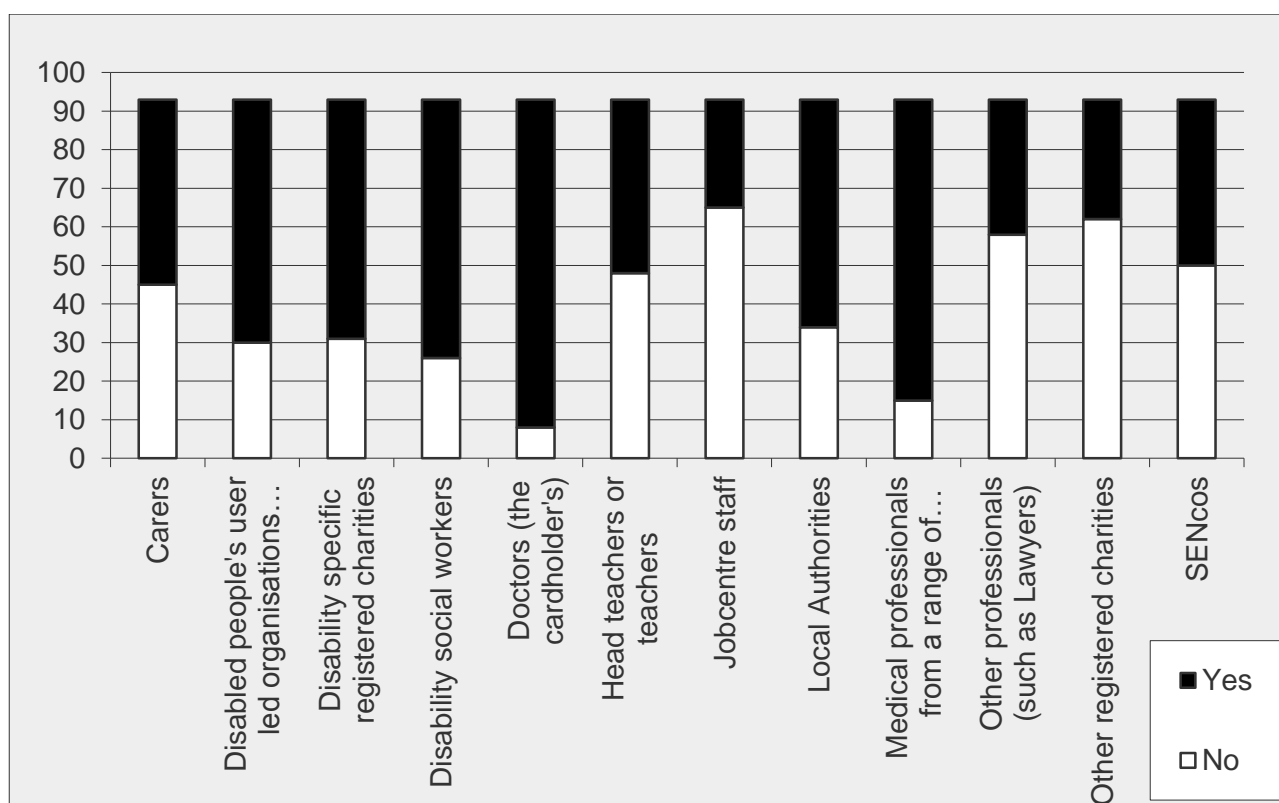
- I think it's important to identify exactly what the card is for and focuses on. There could be a lot of data held on the card that if stolen could be used for criminal activity. I also think that it could be viewed as an 'ID' card, something that the general population have rejected. If it was something accepted by people then you could also include their NI and passport numbers
- Making it clear that if it is used by someone with a so-called 'hidden' disability, the support needs are still there. (This may not be necessary if the card is widely used, but if not would help avoid misunderstandings/ignorance by members of the public who may not believe that the person has a disability (I am thinking of high functioning autism for instance)
- Same as British Standard BS 8603:2013
- To respect the named person on the card

SECTION E: Who should be involved in validating the 'X'-Card?

This section stated 'We would like the 'X'-Card to be available for people who are able to prove they are disabled, (as defined by the Equality Act). This means that a 'verification' process is needed when applying for the card. To confirm cardholder's needs, disability and benefit entitlement, a trusted third party could co-sign and/or verify applications.

We would like views on who you would be comfortable trusting to provide this? (If responding as a service provider, please consider who you would trust to vouch for the accuracy of the information held on the card?)'

Question 18 - Who would you trust to vouch for the accuracy of the information in the 'X'-Card application forms?



Answer Options	Yes	No
Carers	48	45
Disabled people's user led organisations (DPULO)	63	30
Disability specific registered charities	62	31
Disability social workers	67	26
Doctors (the cardholder's)	85	8
Head teachers or teachers	45	48
Jobcentre staff	28	65
Local Authorities	59	34
Medical professionals from a range of backgrounds	78	15
Other professionals (such as Lawyers)	35	58

Other registered charities	31	62
SENcos	43	50

Comments in 'other':

- Appointed assessors / Specialist acting for the Cardholder (e.g. Ophthalmologist or Occupational Therapist)
- DWP PIP should passport
- Identified organisations / people who can be held to account through either professional practice, or statutory regulated services
- Person themselves (Patient)
- Shared Lives South West (a care and support charity)

Question 19 - Do you have any thoughts about asking a second party to corroborate information? (Please see detail below.)

Comments broadly **supporting** using a second party to corroborate information:

- Agree / Agree (but right to choose who)
- All that matters is that, that person is trustworthy.
- As long as they are medically/appropriately trained
- Essential to give the card validity and to eliminate deception
- It's necessary
- I agree – good idea to reduce misuse
- It could be good but may be time consuming
- Local Authority in conjunction with Blue badge issuer
- Must be independent (not related)
- Not sure about this but I can understand it may be useful
- Should be required
- Should be a doctor, or social worker, or DPULO
- The more people who validate the information, the more useful the card will be
- This feels a wise idea
- Time consuming but possibly essential depending on data involved

Comments that **did not** support using a second party to corroborate information:

- Can lead to error and misuse
- Issue of confidentiality and loss of independence. I am an independent person who is more than capable of dealing with my own affairs so would feel irritated by using a third party
- It is sometimes hard to find someone. Or as a carer you get fed up with asking people to verify your child is disabled - I often give up an application at this point as I hate asking others
- More paperwork
- Not necessary
- Relevant consent needs to be obtained from card holder. Information provided by second parties can be misleading or inaccurate
- Some disabled people may only have doctor or social worker to ask
- Some people with disabilities do not have regular support in the community from health/social care reps - how would they be able to access the scheme without this official verification?
- This should not be necessary, except for situations where the Cardholder is not able to speak for themselves

Other answers included:

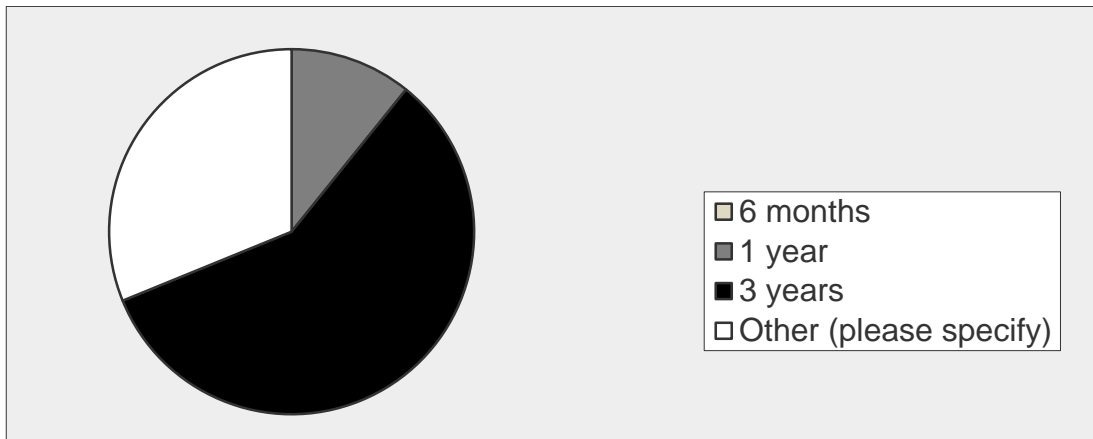
- All have to crb /dbs checked
- Also consider people who do not qualify for benefits of social care, but who are disabled. As well as those who self-define as disabled.
- As long as they don't charge people
- Close family members
- Disabled person should be given the choice of who will corroborate the information as some disabled people feel that medical or other professionals do not understand their needs
- Is a third party needed if medical proof is available?

- It should always be done with the consent of the adult person applying. Children's needs depend on the age of the child.
- It should be signed by two of the above
- Mother of the child.
- Needs to be a robust system unlikely the blue badges which get abused
- PIP/DLA should passport
- Reason why I said no to carer's is they might be dishonest to the person registering and also open to fraud

SECTION F: When should the 'X'-Card be valid?

This section stated 'We think that the 'X'-Card should be valid for a specific time period, and that the cardholder should re-apply every so often. This is to ensure that the card continues to be appropriately held and contains current information.'

Question 20 - When do you think that cardholders should be asked to re-apply for the 'X'-Card?

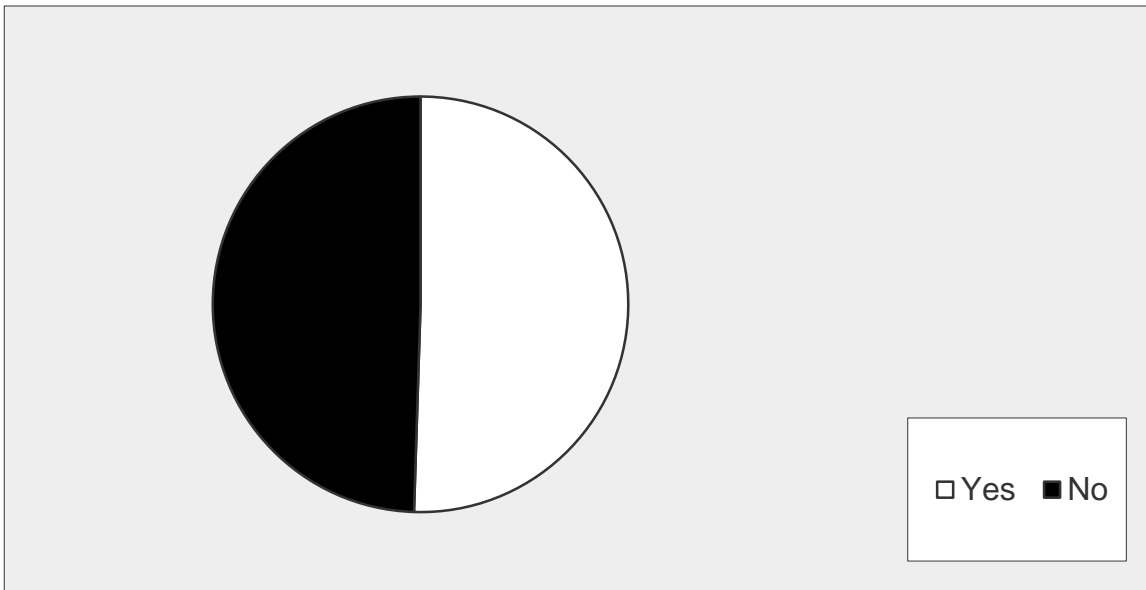


Answer Options	Response Percentage	Response Count
6 months	0.0%	0
1 year	10.8%	10
3 years	58.1%	54
Other	31.2%	29

Comments in 'other':

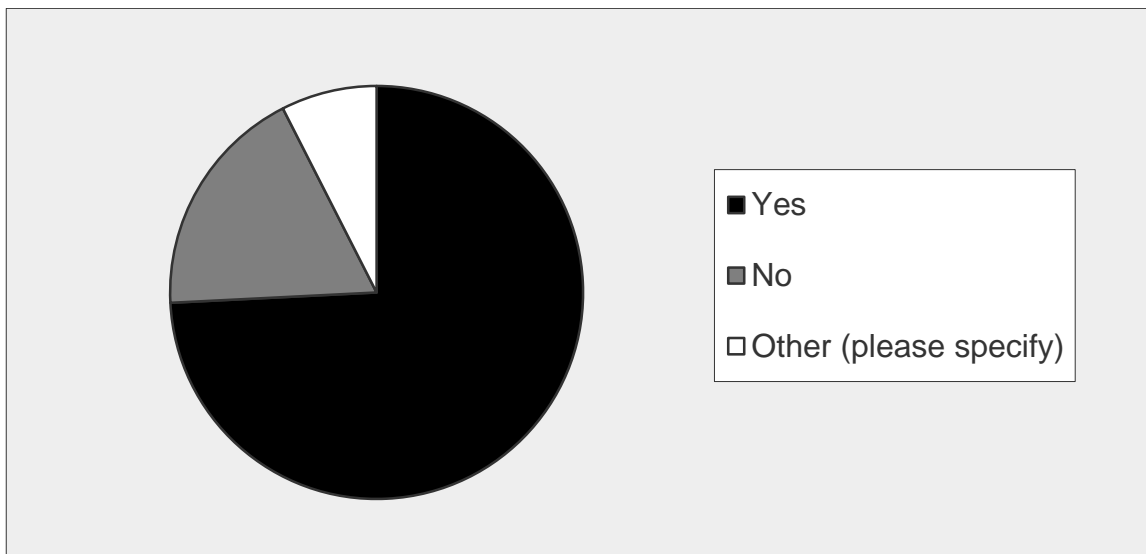
- 3 years / 5 years
- 10 years as many impairments do not change (it's the users responsibility to notify any changes)
- 10 years for really well known applicants for new ones 3 years
- At time of significant change to condition / impairment, or about information about person (e.g. Medication)
- Decide based on nature of disability and medical estimation of its duration, if for life then could be 5 yearly
- Depends on condition, or nature of disability, or how the person see's their disability
- If condition is permanent it should be 10 yearly - too much paperwork as is
- Never - issue it for life/the longer the better - for people with lifelong health conditions and disabilities (A person should be able to request a new card if they feel that their support needs change)
- Varying time scales depending on the nature of the reason for the card - for example a person with an unchanging physical condition would not require to update as often as someone with a degenerative/developmental condition

Question 21 - Should the length of time differ for children?



Answer Options	Response Percentage	Response Count
Yes	50.5%	47
No	49.5%	46

Question 22 - Regardless of age, should there be a different length of time if the impairment and/or condition is permanent, temporary or fluctuating?

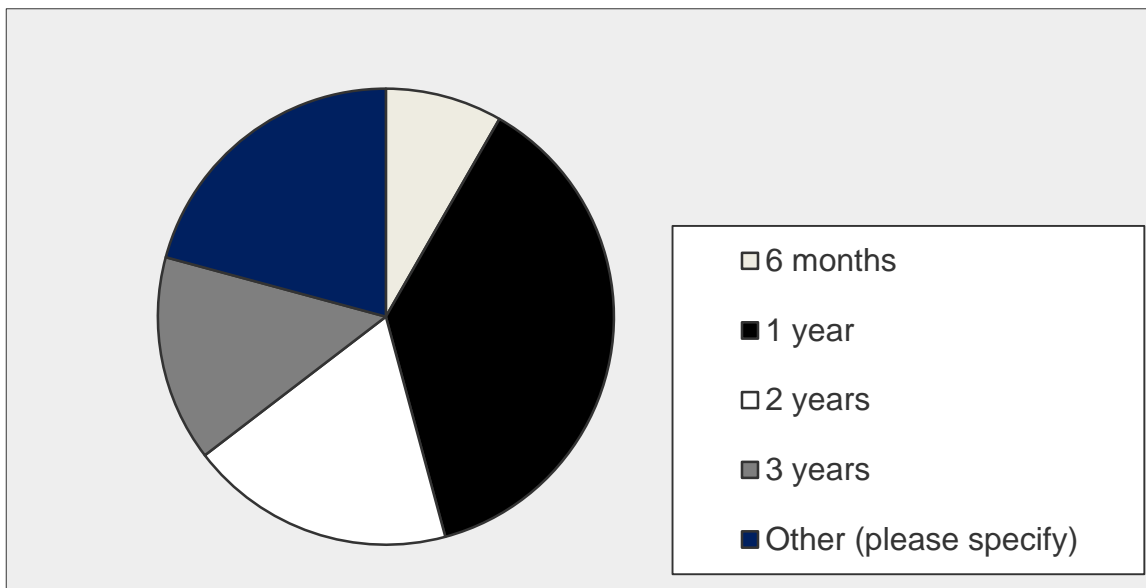


Answer Options	Response Percentage	Response Count
Yes	74.2%	69
No	18.3%	17
Other	7.5%	7

Comments in 'other':

- I suggest that it be obtained through 'Access' when on a permanent basis, else according to the temporary period
- If permanent
- Minimum of 2 years
- Only if it is confirmed by a professional who has treated the card holder
- People with a long term disability should be given a card that is unlimited

Question 23 - You answered YES to question 19, (should the length of time before re-application differ for children). When do you feel that the family should be asked to re-apply?



Answer Options	Response Percentage	Response Count
6 months	8.3%	4
1 year	37.5%	18
2 years	18.8%	9
3 years	14.6%	7
Other	20.8%	10

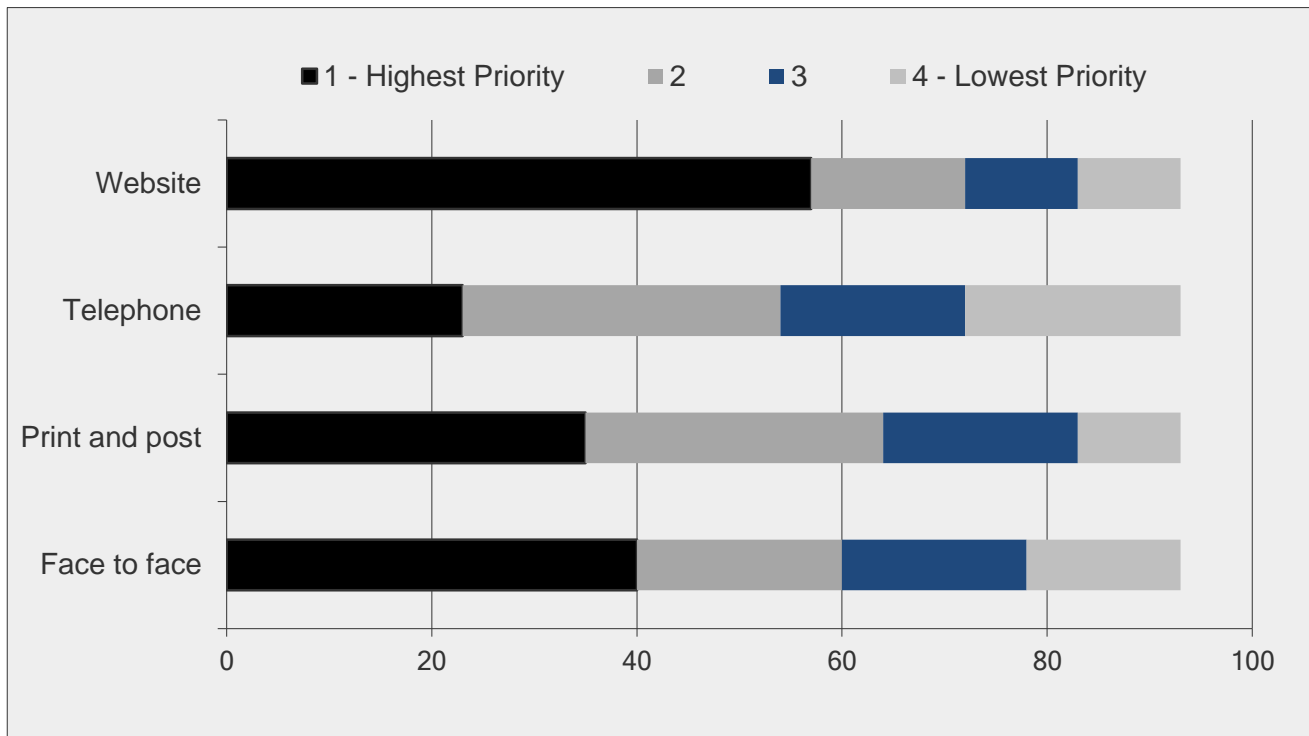
Comments in 'other':

- 3 years but when child reaching adult age, only eligible until that date
- 4 years as the needs of the child could change significantly as they age
- Depends on the condition (lifelong, or temporary)
- If medication/treatment changes
- When they start each stage of schooling, and at 18 if a photograph is included on the card. (How does the passport office deal with this issue?)
- When a child or their carer feels that their needs have changed
- When a temporary situation is expected to change, if less than 3 years

SECTION G: How should applications be made?

This section stated 'We think that applications should be made via forms that are fully accessible, in a variety of formats and media channels, but would welcome your views.'

Question 24 - How do you think the application process should be made available to allow for maximum accessibility, and what channels would you prioritise?



Answer Options	1 - Highest priority	2	3	4 - Lowest priority	Rating Average	Response Count
Face to face	40	20	18	15	2.09	93
Print and post	35	29	19	10	2.04	93
Telephone	23	31	18	21	2.40	93
Website	57	15	11	10	1.72	93

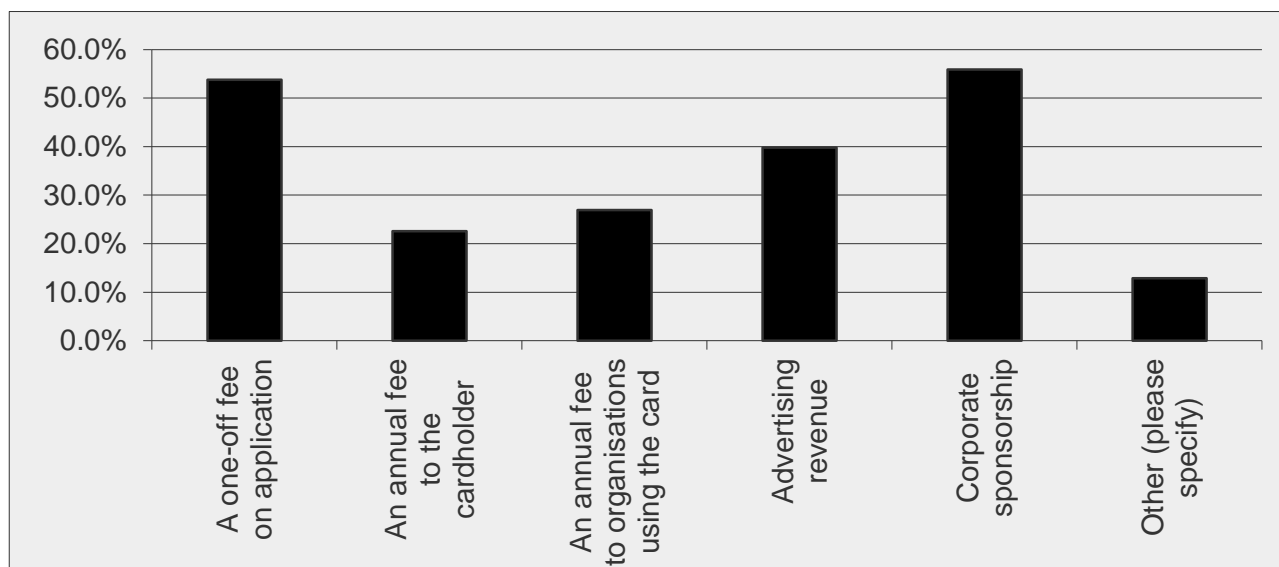
Comments in 'other':

- All (to meet individuals differing needs and preferences)
- Email
- Online form
- Send an Application Form as an attachment to an email, and have the attachment sent in a format that the potential Cardholder can access
- Social workers and GP's could help to fill them out therefore making it full proof
- Some people with learning disabilities cannot access online services, so print and post (easy read) needs to be part of the application process

SECTION H: Costs

This section stated 'We need to work out the best way to pay for the 'X'-Card, making sure that it is sustainable in the long-term. We are looking for a way to cover these costs that is felt to be fair.'

Question 25 - How do you think the costs of running the scheme could be paid for?



Answer Options	Response Percentage	Response Count
A one-off fee on application	53.8%	50
An annual fee to the cardholder	22.6%	21
An annual fee to organisations using the card	26.9%	25
Advertising revenue	39.8%	37
Corporate sponsorship	55.9%	52
Other	12.9%	12

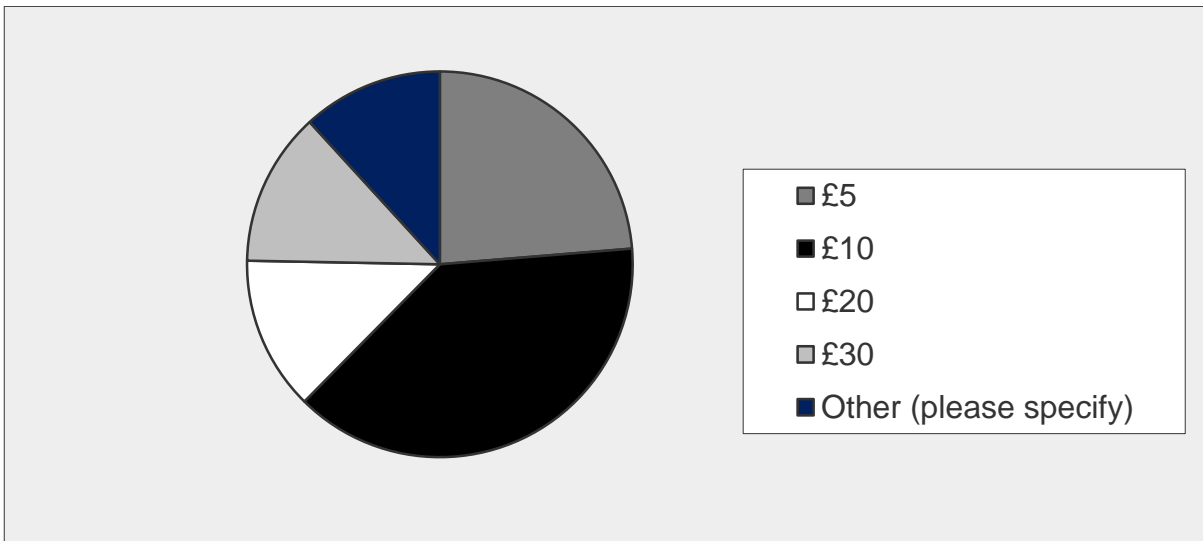
Comments in 'other':

- All depends on the time, we all have to set administration costs
- An Application Fee for the "X Card" could be taken from PIP, DLA or any other State Benefits that are being received by the Cardholder. There could also be a special tax introduced that those who don't support the needs of disabled people could be forced to pay to make them accommodate the needs of disabled people
- Fee when card is issued and partial fee on subsequent renewals
- Free at the point of use financed from general taxation
- Funded by council tax / Local authority funded
- Organisations who currently use their own system would save a lot of money and effort if this was universally used, therefore they may be able to free funds to support the scheme
- Some of the funding should really come from DWP, NHS and local councils borough or county

Other answers included:

- This should be a free service for disabled people as they are the poorest people in society
- I strongly believe disabled people should not pay to identify themselves

Question 26 - If charging a one-off fee, how much do you think would be fair?



Answer Options	Response Percentage	Response Count
£5	23.7%	22
£10	38.7%	36
£20	12.9%	12
£30	12.9%	12
Other	11.8%	11

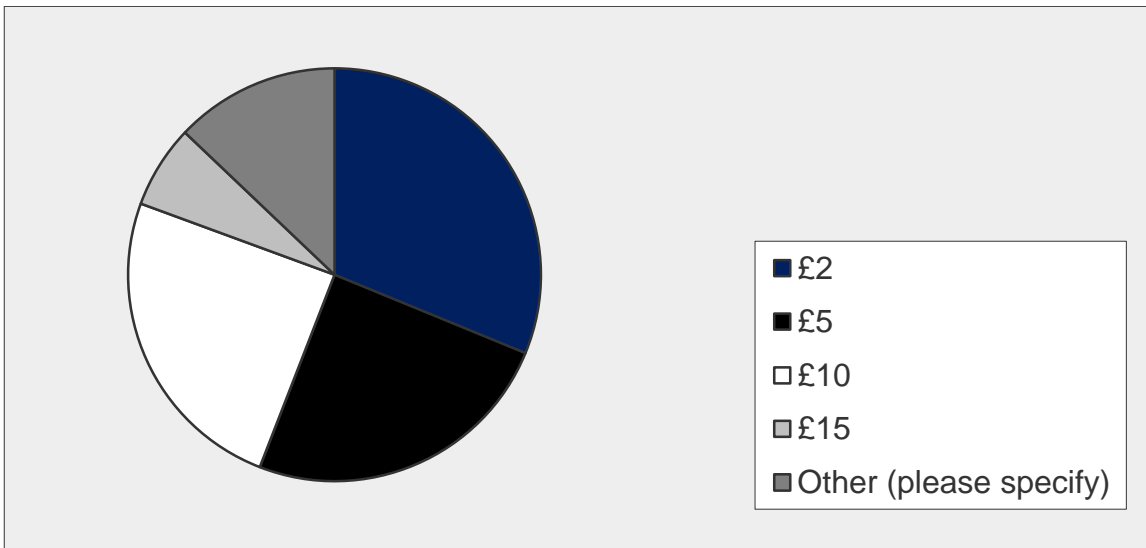
Comments in 'other':

- £100.00
- As little as possible
- Depends on the benefits that are available
- DLA - should be part of process
- Free (otherwise people will not bother to obtain one)
- If the aim is to ensure that medical information is properly communicated this is a form of patient held medical record. I would expect it to form part of a person's NHS entitlement
- Purely the basic admin cost of preparing the card, max £10

Other answers included:

- I would not pay for this service as I have not been anywhere to-date that my disability has been questioned

Question 27 - If charging an annual fee, how much do you think would be fair?

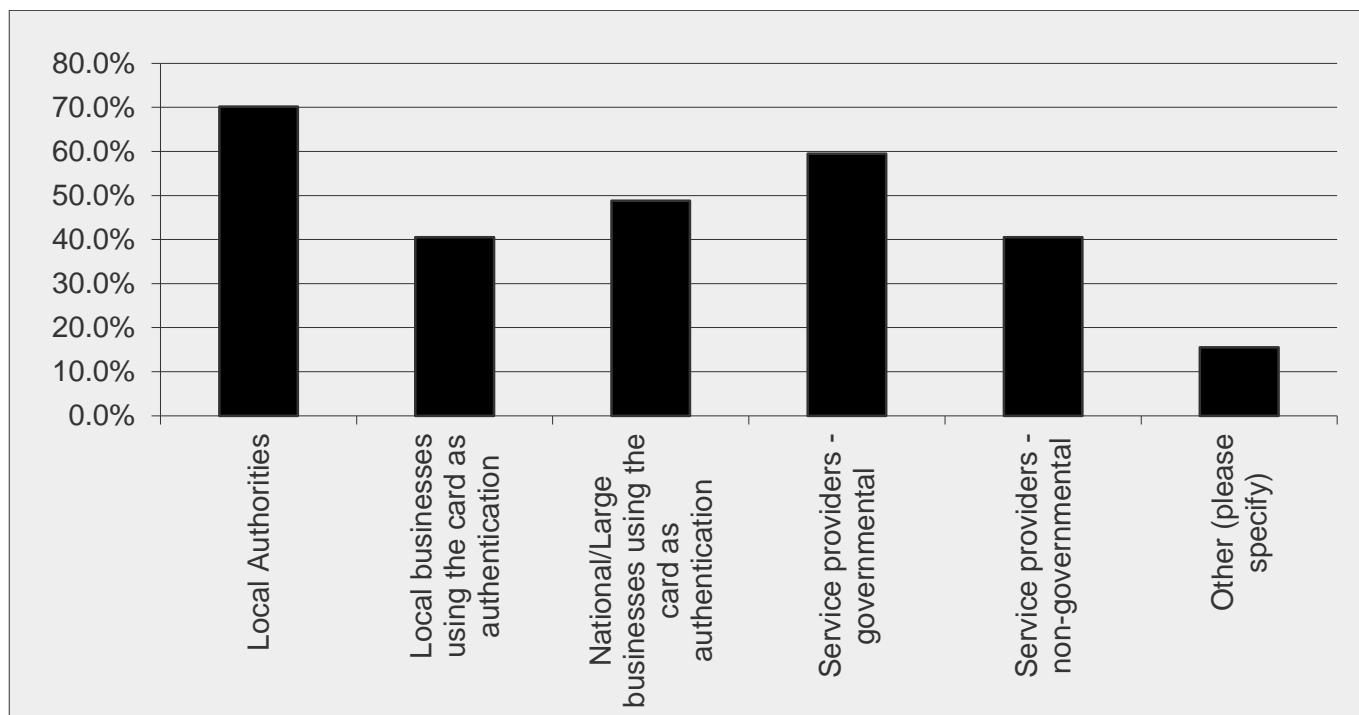


Answer Options	Response Percentage	Response Count
£2	31.2%	29
£5	24.7%	23
£10	24.7%	23
£15	6.5%	6
Other	12.9%	12

Comments in 'other':

- £50.00
- As little as possible
- Dependent on value of services
- Free (otherwise it is penalising)

Question 28 - If charging an annual fee to organisations, which organisations might be asked to pay?



Answer Options	Response Percentage	Response Count
Local Authorities	70.2%	59
Local businesses using the card as authentication	40.5%	34
National/Large businesses using the card as authentication	48.8%	41
Service providers - governmental	59.5%	50
Service providers - non-governmental	40.5%	34
Other	15.5%	13

Comments in 'other':

- All should cover the cost of the scheme
- Central government
- Depends who supports them
- Health Service
- Organisations who are not normally known to be good at supporting the needs of disabled people
- NHS England / Public Health England
- Set up as charity

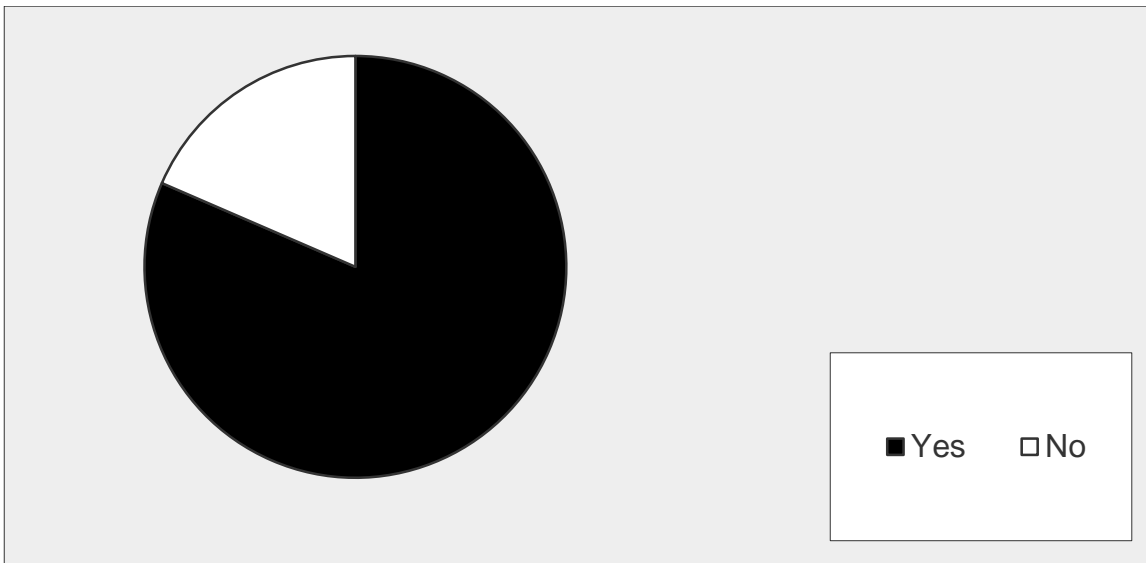
Other answers included:

- Should not be a paid for service - asking for funding in this way would limit universal take up of the concept
- Since it is for the disabled person's benefit why would anybody above be prepared to pay for it, would have to be shown to be beneficial to them before this type of approach can be considered

SECTION I: Administering the 'X'-Card

This section stated 'We would like the 'X'-Card to be produced and administered by a disabled people's user led organisation (DPULO) social enterprise, based on a specification that has been developed and agreed by the Disability Action Alliance Steering Group. A tender process would be undertaken to search for, identify and select such a social enterprise to perform this function.'

Question 29 - Do you like the idea of the 'X'-Card being administered by a DPULO social enterprise?



Answer Options	Response Percentage	Response Count
Yes	81.5%	75
No	18.5%	17

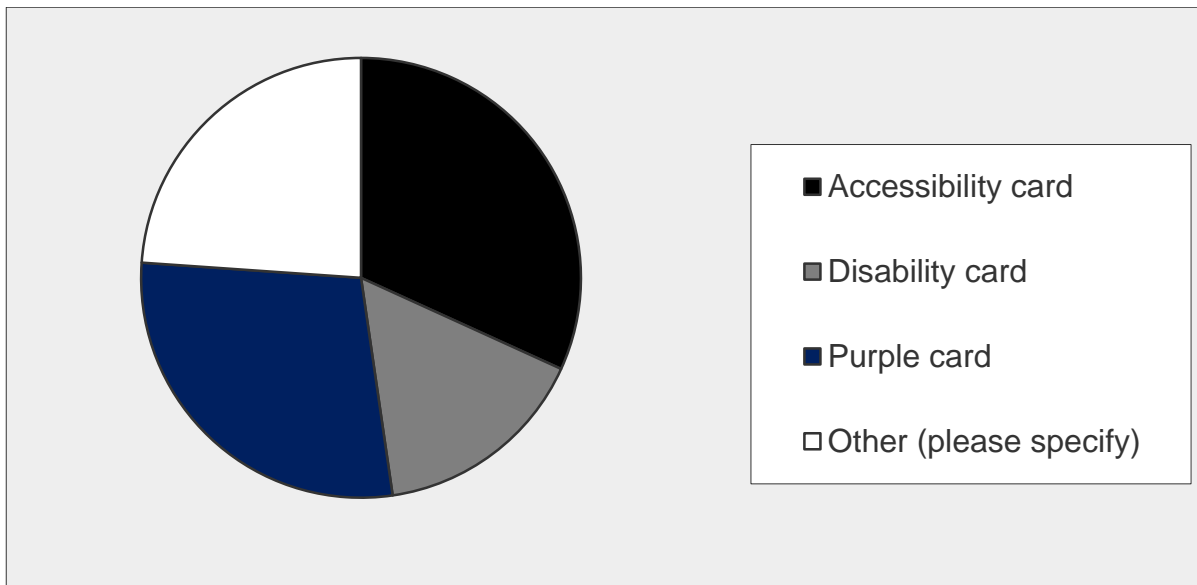
Question 30 - Do you have any other suggestions about who could administer the 'X'-Card? (Please see detail below.)

- A large nationwide organisation that has been set up to support the needs of disabled people
- An existing major card supplier
- Blue badge department
- By somebody who is considered as knowledgeable enough and non-corruptible
- Carer organisations
- CredAbility have already developed a card like this
- Disability Cornwall
- DLA
- DRUK have more than 100 DPULO member orgs so I'm sure a few would be interested and able
- Government should really administer, but some local charities should also be involved, and national ones like SCOPE
- GP surgeries
- ILC's; Coalitions of Disabled People; Access Groups; CABs for people with disabilities
- Local Authority/Government/Councils
- Local authorities, in partnership with other agencies, automatically to service users and those having been assessed and by application to those people who are not known to services. This would give a clear picture of the numbers of people needing support, whether as service users or in general
- Nimbus
- Reclaiming Our Futures Alliance
- Social Workers

Other answers included:

- Don't make it too complicated; focus on what is needed by people with a disability. The card is for them so ensure their views are the primary driver.
- Link to an established

Question 31 - The 'X'-Card is a provisional name. What do you think the name of the card should be?



Answer Options	Response Percentage	Response Count
Accessibility card	31.8%	28
Disability card	15.9%	14
Purple card	28.4%	25
Other	23.9%	21

Comments in 'other':

- Access card
- Accessibility ID card - AID Card
- All Access
- Care Card
- Communication card also like accessibility card
- Disability connect card
- Disability card with sticking through the Dis of disability
- Freedom Card/Pass
- I'm In!
- M-Power card
- MyKernow card
- "Opening Doors to Opportunities" Card
- Personal support card
- SESAME Card (as it opens doors)
- Something that doesn't have the word disabled in it

Other answers included:

- Colour coded cards are simple for children and adults
- CredAbility have developed the Access Card

Conclusion and Next Steps

Many respondents to the survey shared the view that this type of card would be very useful and could be of benefit to disabled people. However a large number of people also suggested there are already a wide range of local and national schemes which are similar in nature to the 'X' Card concept.

Having considered the evidence provided during the survey, and using the project group's experience and knowledge, we have determined that the 'X'-card project has changed in nature.

We suggest taking forward this work by sharing the results as widely as possible and creating a network of people working in or impacted by cards of this nature. In this way the results will be used to further build on existing work/services and increase partnership working where possible.

Our recommendations are:

1. This report is published on the DAA Website as a resource to share learning.
2. An event will be held in the summer 2015 to share the learning from this report and enable DAA members to meet and build partnerships.
3. Develop a network via the DAA website to bring together providers and service users of accessibility-related cards, to build mutually beneficial partnerships.

If you have any comments on this report, would like to join the new 'X'-Card network or join the [Disability Action Alliance](#) please email the DAA secretariat at: FULFILLING.POTENTIAL@DWP.GSI.GOV.UK

'X'-Card Project Group
Disability Action Alliance
(July 2015)