

Alternatives to Travel: a Call for Evidence

Questionnaire document

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1. Responding to this Questionnaire

This questionnaire relates to our Call for Evidence on alternatives to travel, which has been published in order to assist with the development of a longer term alternatives to travel strategy.

The main guidance document relating to the Call for Evidence is available at www.dft.gov.uk/consultations/open/2011-10/. This questionnaire should be used to submit your responses and evidence. You are strongly recommended to complete the questionnaire in conjunction with reading the guidance document, which explains in detail the information we are seeking.

There are two main ways to provide evidence to this Call for Evidence. The easiest is to complete this questionnaire either electronically (MS Word version) and return to us by email, or to print it (either PDF or MS Word version), hand-write your answers and return to the address at the end of this document. We unfortunately cannot accept faxed copies of the questionnaire.

As an alternative, you may wish to write your response yourself. In this case we ask that you refer to the question numbers in this questionnaire to help us in considering your response.

Using the Questionnaire

If you need help or advice in completing the questionnaire please refer to the contact information at the end of this document. You may also wish to contact us if your access needs mean a different method of response would be more appropriate.

2. Submitting the Questionnaire

Once you have completed the questionnaire please return it to the Department for Transport via one of the following methods. Please note that all responses must be received by **31st May 2011**.

Responding by email:

If you have completed this form electronically please first save the document, and then email it to alison.franks@dft.gsi.gov.uk. Please note that you will not receive confirmation of receipt.

Responding by post:

If you have completed this questionnaire by hand please post it to the following address:

Alison Franks
3/25, Great Minster House
76 Marsham Street,
London, SW1P 4DR

3. Call for Evidence - Questionnaire

Section A – About you and your organisation

A01	Your name
Comment	

A02	Your address
Comment	

A03	Your telephone number
Comment	

A04	Your email address
Comment	

A05	Type of response
Tick appropriate box:	Individual (move straight to question A15) <input type="checkbox"/>
	On behalf of an organisation <input type="checkbox"/>

A06	Organisation Name
Comment	

A07	How would you describe the formal status of this establishment (or the organisation of which it is a part)?																								
Tick appropriate box:	<table border="1"> <tr> <td>• Public limited company</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Private limited company</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Company limited by guarantee</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Partnership (inc. limited liability partnership) / self-proprietorship</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Trust / Charity</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Body Established by Royal Charter</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Co-operative / Mutual / Friendly society</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Government-owned limited company / Nationalised industry / Trading public corporation</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Public service agency</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Other non-trading public corporation</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Quasi Autonomous National Government Organisation</td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Local/Central Government</td> <td><input type="checkbox"/></td> </tr> </table>	• Public limited company	<input type="checkbox"/>	• Private limited company	<input type="checkbox"/>	• Company limited by guarantee	<input type="checkbox"/>	• Partnership (inc. limited liability partnership) / self-proprietorship	<input type="checkbox"/>	• Trust / Charity	<input type="checkbox"/>	• Body Established by Royal Charter	<input type="checkbox"/>	• Co-operative / Mutual / Friendly society	<input type="checkbox"/>	• Government-owned limited company / Nationalised industry / Trading public corporation	<input type="checkbox"/>	• Public service agency	<input type="checkbox"/>	• Other non-trading public corporation	<input type="checkbox"/>	• Quasi Autonomous National Government Organisation	<input type="checkbox"/>	• Local/Central Government	<input type="checkbox"/>
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• Local/Central Government	<input type="checkbox"/>																								

A08	Your position
Comment	

A09	How were opinions canvassed in your organisation?
Comment	

A10	Approximately how many staff are employed by your organisation?	
Tick appropriate box:	Less than 10 employees	<input type="checkbox"/>
	10-49 employees	<input type="checkbox"/>
	50-249 employees	<input type="checkbox"/>
	250+ employees	<input type="checkbox"/>

A11	In which sector does your organisation operate?	
Tick appropriate box:	• Agriculture, Forestry And Fishing	<input type="checkbox"/>
	• Mining And Quarrying	<input type="checkbox"/>
	• Manufacturing	<input type="checkbox"/>
	• Energy Supply	<input type="checkbox"/>
	• Water Supply; Sewerage, Waste Management	<input type="checkbox"/>
	• Construction	<input type="checkbox"/>
	• Wholesale And Retail Trade	<input type="checkbox"/>
	• Transportation And Storage	<input type="checkbox"/>
	• Accommodation And Food Service Activities	<input type="checkbox"/>
	• Information And Communication	<input type="checkbox"/>
	• Financial And Insurance Activities	<input type="checkbox"/>
	• Real Estate Activities	<input type="checkbox"/>
	• Professional, Scientific And Technical Activities	<input type="checkbox"/>
	• Administrative And Support Service Activities	<input type="checkbox"/>
	• Public Administration And Defence	<input type="checkbox"/>
	• Education	<input type="checkbox"/>
	• Human Health And Social Work Activities	<input type="checkbox"/>
	• Arts, Entertainment And Recreation	<input type="checkbox"/>
	• Other Service Activities	<input type="checkbox"/>
• Activities Of Extraterritorial Organisations And Bodies	<input type="checkbox"/>	
• Other, please specify:	<input type="text"/>	

A12	Brief description of your organisation's location and access to the transport network
Comment	
A13	Why was this location chosen?
Comment	

A14	What proportion of employees in your organisation work in the following occupations?				
Tick appropriate boxes:		0-25%	26-50%	51-75%	76-100%
	• Managers, directors and senior officials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• Professional occupations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• Associate professional and technical occupations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• Administrative and secretarial occupations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• Skilled trades occupations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• Caring, leisure and other service occupations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• Sales and customer service occupations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• Process, plant and machine operatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Elementary occupations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

A15	Do you wish your response to remain confidential?
Tick appropriate box:	Yes [<input type="checkbox"/>] No [<input type="checkbox"/>]

A16	If you wish your response to remain confidential please explain why in the box below
Comment	

Section B – Call for Evidence Questionnaire

In this section we will ask you for information and evidence on the use of alternatives to travel in your workplace. We welcome both qualitative information (eg copies of policies, feedback from staff) and quantitative information (eg data from staff surveys, data on sickness absences and leavers).

Home working and remote working
Q1a & 1b: Which measures have been implemented in your organisation to support home working and remote working? We would like to hear more about the measures which have been implemented in your workplace in order to support a) home working and b) remote working . These might include particular policies, which might have been introduced for all employees or just for particular teams or departments. Any information about the reasons for encouraging working from home/remotely would be welcome as would any data about the percentage of staff working from home or remotely. Please include as much detail as possible.
Q1a: Which measures have been implemented in your organisation to support home working?
Answer 1a)
Q1b: Which measures have been implemented in your organisation to support remote working?
Answer 1b)
Q2a & 2b: What have been the barriers to supporting a) home working and b) remote working? Or if a) home working and b) remote working have not been implemented in your organisation, what do you consider are the reasons for this? The barriers may be the same for home working and remote working (eg working from remote hubs, whilst travelling etc) or they may be different. It would be helpful if you can state this in your response.
Q2a: What have been the barriers to supporting home working? Or if it has not been implemented in your organisation, what do you consider are the reasons for this?
Answer 2a)
Q2b: What have been the barriers to supporting remote working? Or if it has not been implemented in your organisation, what do you consider are the reasons for this?
Answer 2b)

Flexible working and staggered hours
Q3a & 3b: Which measures have been implemented in your organisation to support a) flexible working or b) staff working staggered hours?
We would like to hear more about the measures which have been implemented in your workplace in order to support a) flexible working and b) staff working staggered hours . These might include particular policies, and might have been introduced for all employees or just for particular teams or departments. Any information about the reasons for encouraging flexible working or working staggered hours would be welcome as would any data about the percentage of staff working flexibly or using staggered hours. Please include as much detail as possible.
Q3a: Which measures have been implemented in your organisation to support flexible working?
Answer 3a)
Q3b: Which measures have been implemented in your organisation to support staff working staggered hours?
Answer 3b)
Q4a & 4b: What have been the barriers to supporting a) flexible working and b) staggered hours? Or if they have not been implemented in your organisation, what do you consider are the reasons for this?
Q4a: What have been the barriers to supporting flexible working? Or if it has not been implemented in your organisation, what do you consider are the reasons for this?
Answer 4a)
Q4b: What have been the barriers to supporting staggered hours? Or if this has not been implemented in your organisation, what do you consider are the reasons for this?
Answer 4b)

Teleconferencing, videoconferencing, web-conferencing
Q5a, b & c: Which measures have been implemented in your organisation to support a) teleconferencing, b) videoconferencing and/or c) web-conferencing?
We would like to hear more about the measures which have been implemented in your workplace in order to support a) teleconferencing, b) videoconferencing and/or c) web-conferencing . Any information about the reasons for encouraging the use of these technologies would be welcome as would any data about the number of tele-/video-/web-conferences held by staff and any training and guidance made available to staff. Please include as much detail as possible.
Q5a: Which measures have been implemented in your organisation to support teleconferencing?
Answer 5a)
Q5b: Which measures have been implemented in your organisation to support videoconferencing?
Answer 5b)
Q5c: Which measures have been implemented in your organisation to support web-conferencing?
Answer 5c)
Q6a, b & c: What have been the barriers to introducing a) teleconferencing, b) videoconferencing, c) web-conferencing? Or if they have not been introduced in your organisation, what do you consider are the reasons for this? You may wish to consider whether any barriers have been technical, financial or cultural, or perhaps a mixture of these and other barriers.
Q6a: What have been the barriers to introducing teleconferencing? Or if this has not been introduced in your organisation, what do you consider are the reasons for this?
Answer 6a)
Q6b: What have been the barriers to introducing videoconferencing? Or if they have not been introduced in your organisation, what do you consider are the reasons for this?
Answer 6b)
Q6c: What have been the barriers to introducing web-conferencing? Or if they have not been introduced in your organisation, what do you consider are the reasons for this?
Answer 6c)

Q7: What have been the impacts of introducing any or all of the following?

- **Home working**
- **Remote working**
- **Flexible working**
- **Staggered hours**
- **Teleconferencing**
- **Videoconferencing**
- **Web-conferencing**

We would like to hear more about the impacts of introducing these measures, have they been positive or negative or a mixture of both? You may find it useful to reference the introductory commentary provided in the guidance document which accompanies this questionnaire, which provides examples of the sorts of impacts that might be observed. As well as economic, environmental and HR impacts, these could also include changes to travel expenditure, requirements for office space and requirements for car parking spaces. You may wish to consider the impacts both for individuals, the organisation or even to wider society. Again, please include as much detail as possible.

Answer 7) (Feel free to give an overall response or to separate your response into sections, eg home and remote working / flexible working and staggered hours / tele-, video- and web-conferencing.)

Q8: In your opinion, what role or roles, if any, could Government play in encouraging a more widespread uptake of alternatives to travel?

It has been suggested that there are a number of issues which have prevented alternatives to travel from being more widely implemented. These include:

- Lack of information – whilst some organisations are using a range of alternatives to travel already, others may lack information about alternatives to travel and the associated benefits.
- Interoperability difficulties – some technologies which facilitate alternatives to travel may not be compatible with other technologies.
- Risk of obsolescence – technology is moving fast in this area, and the risk of equipment becoming obsolete relatively quickly may be a barrier to organisations wishing to invest in this technology.
- Difficulties in quantifying the wider benefits of investing in this area – at present whilst the cost of introducing alternatives to travel is largely borne by individual organisations, the benefits which result from this investment accrue to wider society as well as to the organisation and their employees.
- Lack of infrastructure – for example broadband provision, which can be a major barrier to organisations wishing to introduce alternatives to travel.

You may wish to consider whether you view the issues outlined above as relevant or not, and suggest where and how Government could intervene to tackle these, as well as considering where, in your view, Government intervention would not be appropriate. You may also wish to highlight any additional issues which are not mentioned above and how these could be addressed by Government.

Answer 8) (Feel free to give an overall response or to separate your response into sections, eg home and remote working / flexible working and staggered hours / tele-, video- and web-conferencing.)

Q9: Are there any other innovations relating to alternatives to travel that your organisation is using or introducing which you think should be considered as part of this Call for Evidence? One example of this could be the use of instant messaging to reduce the need for face-to-face meetings and provide a low-cost, or even free, method of communication for businesses and organisations. Please use this section to highlight any innovative practices relating to alternatives to travel and give details of the reasons for implementing these practices, their impacts and any barriers encountered.

Answer 9)

Q10: The Government has a legally binding target to reduce greenhouse gas emissions by 80% in 2050 from 1990 levels. In your view what role could alternatives to travel play in ensuring this budget is met? Here you may wish to discuss alternatives to travel technologies and/or working practices which you think will or should play a key role in your business in future, or you may even wish to discuss emerging technologies which your organisation is designing or testing, which may become more mainstream in future.

Answer 10)

Q11: Is there any potential for, or evidence that, the use of alternatives to travel measures could discriminate directly or indirectly on, or could affect equality of opportunity of the different equalities groups? (eg gender, age, disability, ethnicity and race, sexual orientation, religion or belief, transgender, pregnancy and maternity)

You may wish to consider whether different equalities groups have different needs. For example you may wish to consider the implications for visually impaired or hearing impaired people working from home, could the need for employers to make reasonable adjustments by providing specialist equipment act as a barrier to participation? Could flexible working/staggered hours be particularly beneficial to employees with mobility impairments if the opportunity to travel at less busy times makes their journeys easier? Please use this section to highlight any relevant issues which you consider may impact on one or more of the equalities groups outlined above.

Answer 11)

Q12: Are there any physical or social barriers to participation/access to alternatives to travel measures?

Answer 12)

4. How to Respond

Instructions

The simplest method of responding to this Call for Evidence is to complete this online questionnaire, which can then be returned to the Department for Transport by email or printed and returned by post. This can be found at www.dft.gov.uk/consultations/open/2011-10/.

Alternatively, you may write to the Department for Transport at the address at the end of this document, citing the question numbers listed below.

If you would like further copies of this consultation document it can be found at www.dft.gov.uk/consultations/open/2011-10/ or you can contact Alison Franks if you would like alternative formats (Braille, audio CD, etc).

Freedom of Information

Information provided in response to this Call for Evidence, including personal information, may be subject to publication or disclosure in accordance with the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004.

If you want information that you provide to be treated as confidential, please be aware that, under the FOIA, there is a statutory Code of Practice with which public authorities must comply and which deals, amongst other things, with obligations of confidence.

In view of this it would be helpful if you could explain to us why you regard the information you have provided as confidential. If we receive a request for disclosure of the information we will take full account of your explanation, but we cannot give an assurance that confidentiality can be maintained in all circumstances. An automatic confidentiality disclaimer generated by your IT system will not, of itself, be regarded as binding on the Department.

The Department will process your personal data in accordance with the Data Protection Act (DPA) and in the majority of circumstances this will mean that your personal data will not be disclosed to third parties

What Happens Next?

Following the end of the Call for Evidence on 31st May 2011, the Department for Transport will consider all of the questionnaires submitted and representations made during the period, before publishing its response. This

will take the form of a summary of responses accompanied by an explanation of the actions we intend to take next.

Contact Information

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