

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: FOI-17-1162 - National Entitlement Card
Date: 25 August 2017 13:15:45
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED],

Thank you for your information request of 9 August 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

I am seeking to learn more about the National Entitlement Card and how it is operated across the country. I am particularly interested in how each local authority utilises the card in its Young Scot form.

From the research I have carried out it is clear that a great deal of food work is carried out by local authorities and that without them the National Entitlement Card would not operate as effectively as it does currently. With that in mind I would appreciate if you were able to provide information on:

a. What services do you provide on the National Entitlement Card?

We provide the following services via the National Entitlement Card:

- Access to Leisure
- Scotland-wide free bus travel
- Library Membership
- Sport Aberdeen Membership
- Residents Discount Scheme
- Aberdeen Car Club: 'Pay As You Go Driving' Membership
- Secondary Schools Cashless Catering
- Primary Schools Cashless Catering
- Young Scot Entitlement
- PASS Hologram
- Young Persons Travel Concessions
- Very Sheltered Housing Meals Ordering and Payment System

b. At what stage do you distribute the card to young people?

This happens at two key 'bulk' stages and on an ad-hoc basis.

The first 'bulk' re-issue occurs when pupils make the transition from Primary to Secondary school. Leading up to this transition point we write to all parents/ carers of pupils at this stage advising them of the benefits of having a card and how the cashless catering system works in secondary schools. The letter provides details on how to apply for a Young Scot National Entitlement Card and once an application is made a card is produced and sent to their secondary school for distribution to the pupils.

The second 'bulk' stage is when a primary school makes the transition from a cash/ paper ticket based meal system to an electronic cashless catering pre-order system. We are half-way through a roll-out of cashless catering to primary schools which enables the pupils to pre-order their lunch in the classroom using the Kidz Card version of the National Entitlement Card and

then confirm their order in the kitchen at lunchtime. The Kidz Card number is then used by parents/ carers to make payment for meals on-line.

In addition to these two 'bulk' issues of cards we will issue National Entitlement Cards to young people as they become entitled to any of the services which are carried on or enabled by the National Entitlement Card, e.g. Scotland-wide free bus travel.

c. What percentage of parents return the National Entitlement Card forms?

For the transition from primary schools to secondary schools, the following percentages show the return rate for applications for a Young Scot National Entitlement Card.

| | |
|------|--------|
| 2016 | 85.67% |
| 2017 | 83.25% |

d. Do you update the National Entitlement Card form for concessionary travel at the age of 16?

There is no requirement for an update as such as the Young Scot National Entitlement Card is pre-loaded with the Young Persons Concessionary Travel Scheme smart-ticket at the point it is originally produced. We would only update/ replace the Young Scot National Entitlement Card on request from the card holder, which is usually to update their photograph.

I would welcome any other information or comments you consider worth sharing about the National Entitlement Card and your use of it.

All the uses of the card are detailed on our website: www.accordaberdeen.co.uk.

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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