

Concessionary Travel Method Statement Eligibility: Resident in Warwickshire



Eligibility criteria

The England National Concessionary Travel Scheme (ENCTS) is a national scheme which is administered in Warwickshire by the WCC. The eligibility criteria have remained unchanged since at least 2011 when WCC took over the scheme from the District and Borough Councils.

As the eligibility criteria are set down in legislation, WCC has no power to alter them, and is unable to issue ENCTS passes to anyone who does not meet the criteria. This document outlines how eligibility criteria will be applied in Warwickshire.

An applicant for a pass must live in Warwickshire – this means their sole or principal residence must be within the county.

Resident in Warwickshire

Section 145a of the Transport Act 2000 (as amended) states that

“(4) A travel concession authority in England other than a London authority must, on an application made to it by any person who appears to the authority to be an elderly or disabled person whose sole or principal residence is in the authority’s area, issue to the person free of charge a permit indicating that he is entitled to the concession...”
and

“(8) The Secretary of State may issue guidance to travel concession authorities in England to which they must have regard in determining for the purposes of subsection (4) whether a person has his sole or principal residence in an authority’s area.

The 2010 Department for Transport Guidance on administering the concessionary travel scheme (which has not been superseded) contains the following;

Residency

- 1.18 The ‘Concessionary bus travel act 2007’ specifies that TCAs must issue a travel concession permit to an eligible person whose sole or principal residence is in the authority’s area.
- 1.19 Concessionary travel legislation makes no reference to nationality but to “residents”. Foreign nationals living in England who have met the residency requirements of the ‘Concessionary bus travel act 2007’ would be eligible. A foreign national visitor on a short stay visa or visiting England for business or holiday is not a resident.
- 1.20 The concession in England is not available to those whose principal residence is overseas (or in Wales, Scotland, Ireland or Northern Ireland), whether or not the person holds a British passport.
- 1.21 Eligible persons who reside in more than one residence in England, Wales, Scotland or Northern Ireland should apply for a travel concession permit only with the TCA that they reside in most of the time.
- 1.22 Good practice would indicate that a signed declaration from an applicant is one way to assist fair application of the ‘sole or principle residence criteria’. If you are a TCA that does not currently collect such a declaration, you may wish to consider including it in future application forms.

Resident in Warwickshire - Issuing a pass

WCC will therefore issue passes to individuals who can demonstrate that ;

- their Warwickshire address is their only residence, or
- their Warwickshire address is their main residence, or
- they are of no fixed address but can show that they are resident within Warwickshire

Nationality is not linked to eligibility and so

- British nationals who live outside England will NOT be eligible, and.
- nationals of other countries who live in Warwickshire will be eligible if they have a qualifying disability or have reached the qualifying age. This can include refugees.

Evidence is sought which will demonstrate a residential address. This evidence must be provided by a reputable third party and be connected to the address where you currently live.

We therefore ask for recent evidence of your address. This must be dated within the last twelve months, with the exception of Council Tax, which must be for the current tax year.

Evidence must be in the applicant's name and not in the name of a spouse, a relative or care organisation.

A business address*, a mail forwarding or mail collection address (such as a PO Box), or a care-of address is not acceptable as this does not show that you live in Warwickshire (*A business address is acceptable if you can show that you live on the premises).

If you need to withhold your address for reasons of personal safety, then please get in touch so we can discuss how you might be able to show that you live in Warwickshire.

If you have used documents from an organisation (e.g. NHS) to prove your date of birth you cannot also use it to prove your address. We will need to see evidence from a different organisation.

✓ Resident in Warwickshire - Evidence which can be used

Evidence	Notes re eligibility
Council Tax Demand (bill) from one of the following councils; <ul style="list-style-type: none">▪ North Warwickshire BC▪ Nuneaton and Bedworth BC▪ Rugby BC▪ Stratford on Avon DC▪ Warwick DC	The postal address on the bill and the property address must both be visible and must match. The bill must be for the current tax year. Applicant/passholder must be named on the bill.
Utility bill – gas, electricity or water	Where the service address is given, this must match the postal address. The bill must be dated within the last twelve months. Applicant/passholder must be named on the bill.
Personal landline telephone bill	Where the service address is given, this must match the postal address. The bill must be dated within the last twelve months. Applicant/passholder must be named on the bill.

Evidence	Notes re eligibility
Rent receipt/tenancy agreement - from Council, Housing association or Letting Agency	Applicant/passholder must be named as a tenant. A letting agency must be registered with a professional body e.g. Association of Residential Letting Agents, Safeagent (Previously The National Approved Letting Scheme), National Association of Estate Agents. Paperwork must be dated within the last 12 months.
NHS paperwork (including letters and prescriptions) – provided NHS paperwork is not being used as evidence of date of birth	Which lists the NHS number as well as the address. The letter must be dated within the last twelve months. Applicant/passholder must be named on the letter.
Letter from the Department for Work and Pensions (DWP)	National Insurance number must be quoted. The letter must be dated within the last twelve months. Applicant/passholder must be named on the letter.
Housing benefit/council tax benefit letter from one of the following; <ul style="list-style-type: none"> ▪ North Warwickshire BC ▪ Nuneaton and Bedworth BC ▪ Rugby BC ▪ Stratford on Avon DC ▪ Warwick DC 	Postal address and property address must match. The letter must be dated within the last twelve months. Applicant/passholder must be named on the letter.
Personal tax letter from HMRC	National Insurance number must be quoted. The letter must be dated within the last twelve months. Applicant/passholder must be named on the letter.
Letter from The Pension Service at DWP	National Insurance number must be quoted. The letter must be dated within the last twelve months. Applicant/passholder must be named on the letter.
Letter from The Probation Service	The letter must be dated within the last twelve months. Applicant/passholder must be named on the letter.
Letter from JobcentrePlus	National Insurance number must be quoted. The letter must be dated within the last twelve months. Applicant/passholder must be named on the letter.
Current mooring licence	Licence must be dated within the last twelve months. Applicant/passholder must be named on the document. Mooring must be within Warwickshire.

If the applicant/passholder is of no fixed address then we can consider any of the following

- Paperwork from the housing team at one of the five Warwickshire district/borough Councils.
- Evidence the applicant/passholder is registered with a local GP surgery.
- Confirmation provided by a homeless charity, or similar support organisation, within Warwickshire confirming the applicant/passholder is receiving services from them and known to be local.

✗ Resident in Warwickshire - Evidence which is not acceptable

Document	Reason for rejection
✗ Driving licence, or anything from DVLA or DVSA	This can be registered at a business address, or anywhere else you choose.
✗ Poll card, or electoral roll	It is possible to register to vote at more than one address

Document	Reason for rejection
✗ CT Evidence form (for a disabled passholder or applicant)	Part 1 is often completed by the applicant or passholder, and not by a third party.
✗ Evidence in someone else's name	Where official paperwork is addressed to a different person, this does not show the residential address of the applicant/ passholder.
✗ Evidence more than 12 months old	We need your current address details.
✗ Evidence which does not contain all the required information	e.g. an incomplete page missing a date, or Ctax bill which does not show the property address as well as the postal address.
✗ Something which has already been used to prove date of birth	We need two separate pieces of evidence - one for your residential address and one for date of birth.
✗ Bank or building society statement	This does not necessarily use a residential address. It is often possible to change your address online without any evidence of your new address
✗ Evidence which has already been used to prove date of birth.	We need to see more than one piece of evidence to prove your identity.
✗ A letter we (WCC) wrote to you.	The address we have on file may not be your current residential address.
✗ PO Box numbers or virtual offices. Mailbox services, or mail forwarding services	None of these are a residential address
✗ A business address	If you live at a business address e.g. as a caretaker, then we may need additional evidence to demonstrate this
✗ c/o addresses	These are not residential
✗ Conveyancing paperwork	The house being bought may not be your main or sole residence.
✗ Paperwork (e.g. benefit letters or utility bills) addressed to someone acting on your behalf	This is their address, and you do not necessarily live there.
✗ TV Licence	These can be in the name of a landlord, or belong to a business address.
✗ Council Tax bill where the postal address and the address of the property do not match	If the addresses do not match we cannot be sure it is your residential address.
✗ Paperwork from a private pension provider	These do not have to use a residential address.
✗ Paperwork from an employer e.g. P60 or payslip	These do not have to use a residential address.
✗ Invoice or receipt for heating oil or LPG (gas)	These are not always to a residential address.
✗ Central heating or household appliance service agreements	These are not always paid by the person living at the property.