

# Concessionary Travel Method Statement Change of name



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.

This document outlines how Warwickshire County Council will deal with a passholder or applicant who has changed their name.

## Change of name

There is no specific government guidance on how to show you have changed your name. However, the government does explain the deed poll process at <https://www.gov.uk/change-name-deed-poll>

### Name change - Issuing a pass

A pass will be issued in the name which is used on the evidence provided to show their age, address and, if applicable, disability. The name must match on all three documents.

Passes will not be issued in an abbreviated or nickname unless this is the name which is on the evidence used to obtain the bus pass.

For multiple changes of name, evidence must be provided for each occasion. E.g. To issue a pass so someone who has changed their name through marriage twice, a birth certificate must be accompanied by evidence of both name changes

### Change of name - Evidence which can be used

Evidence	Notes re eligibility
Marriage/Civil Partnership Certificate	New name and old name must both be shown
Deed poll certificate	New name and old name must both be shown. An un-enrolled deed poll will be accepted provided it has been signed by two independent witnesses. An independent witness is one who is not a close relative and/or who does not live at the same address.
Adoption order	Can be used where a young person already has a bus pass prior to adoption. If an application is made after adoption, then the adoption certificate should be used as DoB evidence instead & name change is not needed.
Decree absolute + birth certificate+ marriage certificate + signed statement that you are reverting to your maiden name.	Reverting to a previous name is not automatic following a divorce. If you have changed your name multiple times you will need to provide a deed poll instead.

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## Change of name - Evidence which is not acceptable

<b>Evidence</b>	<b>Reason for rejection</b>
Any document which does not show both old and new name	We cannot be sure this belongs to the same person

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