

Warwickshire County Council

England National Concessionary Travel Scheme (ENCTS)

The England National Concessionary Travel Scheme (ENCTS) provides free bus travel for passholders across England from 9.30am – 11pm on weekdays and all day at weekends and on bank holidays. This does not include passes issued in Northern Ireland, Wales, Scotland or the Channel Islands.

Member-approved Policy (Cabinet 18 April 2023)

Non-Warwickshire ENCTS pass holders will be restricted to statutory times of 9.30am – 11pm.

From 1 April 2023 – 31 July 2023

ENCTS will operate in Warwickshire with the following enhancements for all Warwickshire passholders;

- Additional half hour of travel time from 9am – 9.30am on weekdays
- Additional hour of travel time from 11pm – midnight on weekdays

From 1 August 2023 – 31 July 2024 (one year trial period)

Warwickshire Disabled Person's Pass holders will be able to travel free of charge at any time.

Warwickshire Older Person's Pass holders will be able to travel from 9am – midnight on weekdays and all day at weekends and bank holidays

There is no provision for a 'companion pass' (also known as 'carers pass' or '+1 pass').

There is no provision for rail travel.

Operational decisions and business rules

Older Person's Passes

- Can only be issued once someone reaches the qualifying age (currently state retirement age)
- Can legally be issued for a maximum of five years.
- Expiry date will be set to five years from the date of issue, unless evidence shows they are only in Warwickshire on a short term basis.
- Whenever a pass is renewed or replaced the expiry date will be re-set as above.
- Applications are accepted from two weeks before someone reaches the qualifying age.

Disabled Person's Passes

- Can only be issued to people who have a qualifying disability as set out in the legislation and associated guidance.
- Will only be issued to people below the qualifying age. Once someone has reached state retirement age then they will be entitled to an Older Person's Pass.
- Evidence of disability under category d or category g must be dated within the last year.
- Copies of disability evidence will be retained for as long as the person holds a valid bus pass and for up to five years afterwards.
- Will be issued if they have a qualifying disability until someone reaches the qualifying age at which point their next pass will be issued as an Older Person's Pass.
- Will be issued for a maximum of five years – see table of expiry dates below.
- When a passholder who is under 18 renews their pass then a new photograph will be required.
- Expiry dates will be set according to the table on page 3.
- Short term passes will require evidence of a qualifying disability before they can be renewed.
- Long term passes may be renewed without asking for evidence every time they are renewed, but we may ask for evidence again some time in future.

All passes

- Evidence of date of birth and of residency will be inspected at the time of application and details recorded for as long as the person holds a valid bus pass and for up to five years afterwards.
- Evidence of residency (other than a driving licence or NHS medical card) must be recent e.g.
 - Current tax year for Council Tax or Water rates
 - Within the last 12 months for all other evidenceWe do not accept bank statements or driving licence as proof of address
- We will not issue a pass to a postal-only or business address. If someone has no fixed address then we will need evidence they reside in Warwickshire and the pass must be collected from a Warwickshire County Council library.
- When someone changes name or address it will be necessary for them to provide evidence of the name change (showing both old and new name) or evidence of the new address.
- Passes will only be posted to the registered residential Warwickshire address (or to a selected library for collection by the passholder) and will not be delivered to family, friends or out of county addresses. Exceptions may only be made where a third party has a power of attorney.
- Passes can be renewed from one month before they expire.
- If a pass expired more than 12 months ago then it is deemed to have lapsed and new evidence will be required.
- There will be a £10 charge for
 - replacing a lost or damaged pass, or
 - replacing a pass where someone has changed name and wishes to have a new pass in that name at any time other than renewal, or
 - replacing a pass where someone wants a new photo but their appearance has not substantially changed
- We will issue a maximum of three normal replacement passes in one year. Further replacements will be issued at the discretion of the Concessionary Travel Manager depending on individual circumstances.
- Once a pass has been cancelled because, for example, it has been lost, stolen or damaged, it is not possible to 'un-cancel' it and so the replacement charge is non-refundable, even if the passholder later finds their lost pass.
- When someone's pass is due to expire it will be their responsibility to renew it, although we may choose to send out reminders.
- Five years is the longest we can legally issue a pass

Preventing fraudulent use

- All passes reported lost, stolen, damaged, not received or not swiping will be hotlisted. This means they will be blocked on the electronic ticket machines and cannot be used.
- A pass which has been confiscated by a bus driver or inspector will be withdrawn until such time as the Concessionary Travel Manager authorises a new pass to be issued.
- Where a pass is found to be used by someone other than the passholder and has not been reported lost or stolen then;
 - The pass will be withdrawn and hotlisted
 - We will write to the passholder to ask them why, and to ask them to confirm that they will not allow anyone else to use their pass
 - We may also for up to date evidence of a qualifying disability (if applicable) and/or current address.
 - Once they have provided this information then they may order a new pass at a charge of £10 (treated as a lost pass)

Expiry Dates

WCC Concessionary Travel - OPP pass expiry dates

Passes will be issued for five years from the date of application, unless evidence indicates that the applicant's stay in Warwickshire is short term.

WCC Concessionary Travel - DPP pass expiry dates

All categories: If the person qualifies for OPP before the expiry of their DPP evidence then the pass expiry date will be one month after they become eligible i.e. one month after their 66th birthday

| Category | Evidence | Evidence Expiry Date | Pass Expiry date | Pass type |
|------------------------------|--|---|--|--|
| a | all approved evidence | leave blank | 5 years from date pass is approved | Long Term |
| b | all approved evidence | leave blank | 5 years from date pass is approved | Long Term |
| c | PIP dated within last 12 months, with end date | PIP end date | PIP end date + 2 months (unless end date >5 yrs *) | Short Term |
| | PIP dated within last 12 months, with ongoing award | leave blank | 5 years from date pass is approved | Short Term |
| | all other evidence | leave blank | 5 years from date pass is approved | Long Term |
| d | PIP dated within last 12 months, with an end date | PIP end date | PIP end date + 2 months (unless end date >5 yrs *) | Short Term |
| | PIP dated within last 12 months, with ongoing award | leave blank | 5 years from date pass is approved | Short Term |
| | DLA award letter dated within the last 12 months (N.B. being replaced by PIP hence not accepting for more than 12 months) | 12 months from date on letter | 14 months from date of evidence | Short Term |
| | CT-D1 - part 4 signed against 'Less than 12 months' | <i>n/a</i> | <i>No pass will be issued as it's a very short term disability</i> | |
| | CT-D1 - part 4 signed against 'Longer than one year' | 12 months from signature date | 14 months from date of signature in Part 5 | Short Term |
| | CT-D1 - part 4 signed against 'Longer than three years' | 3 years from signature date | 3 years from date of signature in Part 5 | Short Term |
| | CT-D1 - part 4 signed against 'Longer than five years' | 5 years from signature date | 5 years from date of signature in Part 5 | Short Term |
| | CT-D1 - part 4 signed against 'The applicant's condition is permanent' | <i>[leave blank]</i> | 5 years from date of signature in Part 5 | Long Term |
| | War Pensioners Mobility Supplement | <i>[leave blank]</i> | 5 years from date pass is approved | Long Term |
| AFCS decision letter | <i>[leave blank]</i> | 5 years from date pass is approved | Long Term | |
| | Anything else (including CT-D1 part 4 ticked) | 12 months from date on evidence | 14 months unless evidence explicitly states timescale | Short Term |
| e | all approved evidence | leave blank | 5 years from date pass is approved | Long Term |
| f | all approved evidence | leave blank | 5 years from date pass is approved | Long Term |
| g | CT-G1 - part 4 signed against 'Less than 12 months' | <i>n/a</i> | <i>No pass will be issued as it's a very short term disability</i> | |
| | CT-G1 - part 4 signed against '12 months to two years' | 12 months from signature date | 14 months from date of evidence | Short Term |
| | CT-G1 - part 4 signed against 'More than two years' | 2 years from signature date | 2 years from date of signature in Part 5 | Short Term |
| | CT-G1 - part 4 signed against 'More than five years' | 5 years from signature date | 5 years from date of signature in Part 5 | Short Term |
| | CT-G1 - part 4 signed against 'The applicant is unlikely to ever be eligible to hold a driving licence on medical grounds' | <i>[leave blank]</i> | 5 years from date of signature in Part 5 | Short term / Long Term depending on evidence |
| | DVLA letter refusing or revoking a driving licence | 12 months from date of letter | 14 months from date of letter. | Short Term |
| | Anything else (including CT-G1 part 4 ticked) | 12 months from date on evidence unless the evidence explicitly states a timescale | 14 months unless the evidence explicitly states a timescale | Short Term |
| Insufficient evidence | | same as date on evidence | <i>n/a - no pass issued</i> | <i>n/a - no pass issued</i> |

* Where the PIP expiry date is longer than five years in the future, issue the pass for a period which allows a further renewal for at least a year to allow for a further renewal before the PIP expires

Five years is legally the longest we can issue a card for.

Last updated: 25 April 2023

N.B. If SmartConnect insists on an expiry date for evidence, and you want to leave it blank, use 01/01/2099 instead