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 includes all passes issued in England but travel is not provided where passes were issued in Northern Ireland, Wales, Scotland or the Channel Islands.

Member-approved Policy (Cabinet 9 Nov 2017)

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

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

The enhancement will apply equally for Older Person’s Pass and Disabled Person’s Pass holders.

There is no provision for a ‘companion pass’ (also known as ‘carers pass’ or ‘+1 pass’), nor is there any provision for rail travel.

Operational decisions and business rules – last updated 10 June 2020

All passes

- Evidence of date of birth and of residency will be inspected at the time of application and details recorded but will not necessarily be retained.
- 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 3 months for all other evidence
  
  We 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 that name change 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 renewed from one month before they expire and for up to one year afterwards.
- If a pass expired more than 12 months ago then it is deemed to have lapsed and a new application will be necessary.
- 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
- 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 reminder 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.
- 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)
  - Once they have provided this information then they may order a new pass at a charge of £10 (for a lost pass)
- Where we discover someone below the eligible age has been issued with an Older Person’s Pass (this is a problem inherited from the District/Borough Councils in 2011 where the date of birth was not recorded) we will
  - ask for evidence of a qualifying disability, then
  - send a reminder letter if they have not responded, then
  - withdraw the pass if they have not replied to the reminder letter

Older Person’s Passes

- Will be issued once someone reaches the qualifying age
- Will be issued for a maximum of five years
- Expiry date will be set to five years from the date of issue
- 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

- Evidence of disability 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
- When a passholder who is under 18 renews their pass then a new photograph will be required.
- Expiry date will run in line with the evidence provided where that evidence has an expiry date.
- Expiry dates will otherwise normally be set according to the table on page 3.

COVID-19 (Coronavirus) – Temporary changes with effect from 10 June 2020

- Holders of Disabled Person’s Passes whose passes expired after 16 March may have their passes extended for a 12 month period without new evidence, subject to a conversation with the CT Team about their eligibility. The reason for this is that we want to avoid unnecessary pressure being put on medical or care services which might be asked to provide evidence.
- Telephone contact hours are reduced to 8.30-4.30 on weekdays to ensure that there is sufficient staff cover.
- Face to face service is not available. This also means that passes cannot be collected from libraries.
- This policy will be regularly reviewed and will be amended to reflect the current COVID-19 situation.
### DPP Expiry Dates

<table>
<thead>
<tr>
<th></th>
<th>Evidence Description</th>
<th>Expiry Time</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>a</td>
<td>all approved evidence</td>
<td>5 years from date pass is approved</td>
<td>Long Term</td>
</tr>
<tr>
<td>b</td>
<td>all approved evidence</td>
<td>5 years from date pass is approved</td>
<td>Long Term</td>
</tr>
<tr>
<td>c</td>
<td>PIP with expiry date</td>
<td>PIP end date + 2 months</td>
<td>Long Term</td>
</tr>
<tr>
<td></td>
<td>all other evidence</td>
<td>5 years from date pass is approved</td>
<td>Long Term</td>
</tr>
<tr>
<td></td>
<td>PIP with an expiry date</td>
<td>PIP end date + 2 months</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td>PIP with ongoing award</td>
<td>5 years from date pass is approved</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td>DLA award letter less than 12 months old (N.B. being replaced by PIP)</td>
<td>14 months from date pass is issued</td>
<td>Short Term</td>
</tr>
<tr>
<td>d</td>
<td><strong>CT-D1</strong> - part 4 initialled as 'Less than 12 months'</td>
<td><strong>No pass will be issued as it's a short term disability</strong></td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td><strong>CT-D1</strong> - part 4 initialled as 'Between 12 months and three years'</td>
<td>14 months from date of evidence</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td><strong>CT-D1</strong> - part 4 initialled as 'Three years or longer'</td>
<td>3 years from date CT-D1 was signed</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td><strong>CT-D1</strong> - part 4 initialled as 'The applicant's condition is permanent'</td>
<td>5 years from date pass is approved</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td>War Pensioners Mobility Supplement</td>
<td>5 years from date pass is approved</td>
<td>Long Term</td>
</tr>
<tr>
<td></td>
<td>AFCS decision letter</td>
<td>5 years from date pass is approved</td>
<td>Long Term</td>
</tr>
<tr>
<td></td>
<td>Anything else</td>
<td>14 months unless the evidence explicitly states a timescale</td>
<td>Short Term</td>
</tr>
<tr>
<td>e</td>
<td>all approved evidence</td>
<td>5 years from date pass is approved</td>
<td>Long Term</td>
</tr>
<tr>
<td>f</td>
<td>all approved evidence</td>
<td>5 years from date pass is approved</td>
<td>Long Term</td>
</tr>
<tr>
<td>g</td>
<td><strong>CT-G1</strong> - part 4 initialled as 'Less than 12 months'</td>
<td><strong>No pass will be issued as it's a short term disability</strong></td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td><strong>CT-G1</strong> - part 4 initialled as '12 months to two years'</td>
<td>14 months from date of evidence</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td><strong>CT-G1</strong> - part 4 initialled as 'More than two years'</td>
<td>2 years from date CT-D1 was signed</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td><strong>CT-G1</strong> - part 4 initialled as 'The applicant is unlikely to ever be eligible to hold a driving licence on medical grounds'</td>
<td>5 years from date pass is approved</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td>DVLA letter refusing or revoking a driving licence</td>
<td>14 months from date of letter.</td>
<td>Short Term</td>
</tr>
<tr>
<td></td>
<td>Anything else</td>
<td>14 months unless the evidence explicitly states a timescale</td>
<td>Short Term</td>
</tr>
<tr>
<td>w</td>
<td>The expiry date will be blue badge expiry date + 2 months (up to a)</td>
<td>Blue badge expiry + 2 months</td>
<td>Short Term</td>
</tr>
<tr>
<td>all</td>
<td>DPP renewals affected by COVID-19 situation (subject to a conversation about whether a qualifying disability still exists)</td>
<td>12 months from date of conversation</td>
<td>Short Term</td>
</tr>
</tbody>
</table>

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.