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# Travel Concession Scheme for Elderly and Disabled People 2024/25

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**Lesley Potts**  
Director Communities

Church Square House,  
30-40 High Street,  
Scunthorpe, DN15 6NL

**North  
Lincolnshire  
Council**

[www.northlincs.gov.uk](http://www.northlincs.gov.uk)

# North Lincolnshire Council Travel Concession Scheme

## Scheme Statement 2024/25

### 1. Introduction and Amendments

- 1.1 This document sets out the details of North Lincolnshire Council's Travel Concession Scheme as required by the Transport Act 1985, Section 149 of the Transport Act 2000 and the Concessionary Bus Travel Act 2007.
- 1.2 It replaces the scheme statement which came into operation on 1 April 2023.
- 1.3 This scheme is intended to cover the financial year 2024/25.

### 2. Travel Concessions for Elderly and Disabled People

#### Where and When the Scheme Applies

- 2.1 The scheme covers the whole of the Unitary Authority of North Lincolnshire.
- 2.2 For holders of English National Concessionary Travel Scheme (ENCTS) passes issued by other authorities who may board buses in North Lincolnshire, the scheme applies between 9.30am and 11.00pm Monday to Friday and all day on Saturdays, Sundays and bank holidays.
- 2.3 For holders of passes issued by North Lincolnshire Council, the scheme provides free travel as above, but may offer additional discretionary entitlement journeys beginning within the boundary of North Lincolnshire.

#### Statutory Minimum Requirement and Discretionary Enhancements

- 2.4 The Council provides the statutory minimum requirement to provide free travel on any local bus services between 9.30am and 11.00pm Monday to Friday and at all times on Saturdays, Sundays and bank holidays.
- 2.5 In addition to the statutory scheme, the Council provides the following discretionary enhancements for those with North Lincolnshire issued passes:
  - Free travel on local bus services before 9.30am and after 11.00pm Monday to Fridays;
  - Free or discounted local train travel; and
  - Free bus travel or discounted local rail travel for companions of disabled people who cannot use buses or trains on their own.

#### Bus Services on which the Scheme Applies

- 2.6 The concession provides free travel for passholders on all local bus services running wholly or partly within North Lincolnshire.
- 2.7 "Local Bus Service" has the meaning defined by Section 2 of the Transport Act 1985.

- 2.8 DRT services: The concession is available on the DRT services running wholly or partly within North Lincolnshire to meet the needs of the pass holders.. The operator of the DRT service buses will not be reimbursed.
- 2.9 Dial a Ride Services: The concession is available on dial a ride and other services provided under Section 22 of the Transport Act 1985 running wholly or partly within North Lincolnshire to meet the needs of members of the public who are elderly or have disabilities.
- 2.10 The concession is not available on long distance coach or bus routes which are not registered as local services or on excursions, tours, private hire vehicles, special services and any others which are not open to the general public.
- 2.11 Bus operators will be allowed to join the scheme or add services to the scheme at any time. Failure to provide adequate advance notice of this to the Council may result in delayed reimbursement payments.

### **Rail Services on which the Scheme Applies**

- 2.12 A holder of a valid North Lincolnshire pass (see paragraph 2.23) and companions of people with disabilities may be allowed a reduction of:
- 50% of the cost of a standard class return rail ticket: and
  - 34% of the cost of a standard class single ticket.

on local rail journeys within the area defined in paragraphs 2.14 and 2.15.

- 2.13 A holder of a valid North Lincolnshire pass with a two trains symbol may be allowed to travel free in standard class accommodation on local rail services within the area defined below. Passes for elderly people and some of the seven categories of disability may receive a pass with one train. The eligibility for one train and two trains is set out in paragraph 2.23.
- 2.14 The concession may be available for any passenger journey made between any two stations in North Lincolnshire and between any North Lincolnshire station and: Habrough, Healing, Stallingborough, Great Coates, Grimsby Town, Grimsby Docks, New Clee and Cleethorpes.
- 2.15 Any rail concession will only be available via Barnetby for any passenger journey made between North Lincolnshire stations and Gainsborough Central, Lincoln, and Market Rasen.
- 2.16 The concession is not valid on excursion or special rail services and any others which are not open to the general public.

### **General Requirements**

- 2.17 The pass is not transferable and may only be used by the person to whom it was issued.
- 2.18 The concession is only available to people who normally live within North Lincolnshire. They will be:
- eligible for inclusion on the North Lincolnshire electoral roll; or

- in the case of a disabled person aged under 18, have parents eligible for inclusion on the North Lincolnshire electoral roll; or
  - be known to the Council's Adults and Community Well-being or Children and Community Resilience Directorates as resident within North Lincolnshire.
- 2.19 Possession of a travel concession pass does not guarantee any person the right to a place on any particular train or passenger service vehicle, or the right to a seat on such a vehicle.
- 2.20 All people travelling using a concessionary pass are subject to the conditions of carriage of the public transport operators. They will be asked to show proof of eligibility on boarding any bus and may also be asked to show proof of eligibility at any time on any journey. Where a bus is fitted with electronic pass recognition equipment, the passholder must ensure that the electronic transaction is completed. The Council accepts no liability for any loss, injury or inconvenience incurred as a result of using a concessionary pass.
- 2.21 Passes are typically valid for up to five years. The validity of some passes issued on the grounds of disability may vary due to the category of disability. There will be a charge of £10 for replacement passes unless the pass has been stolen and a crime number is provided. This includes a change of name or a new photograph during the tenure of the card. We will provide one replacement during the tenure of the card if it is faulty and is presented for inspection and is in good condition. Card renewals will be replaced free of charge.
- 2.22 The Council reserves the right to withdraw, amend or replace any pass.
- 2.23 The categories of people eligible to receive a pass are:
- Older people, defined as: in the case of a woman, from her pensionable age: in the case of a man, from the pensionable age of a woman born on the same day.
  - People who receive one of the following automatically qualify for a disability pass:
    - Higher rate mobility component of disability living allowance\*; or
    - Personal Independence Payment where the applicant has been awarded at least 8 points against either the "moving around" and/or "communicating verbally" activities. Please note that 8 points provides a one train pass and 12 points or more provides a two train pass \*; or
    - War pensioner's mobility supplement\*, or
    - A Blue Badge.
  - People who are profoundly or severely deaf.
  - People without speech.
  - People who are blind or partially sighted.\*
  - People who are limbless.
  - People who have a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning.\*
  - People who have a disability, or have suffered an injury, which has a substantial and long-term adverse effect on their ability to walk.\*

- People if applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have their application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the grounds of persistent misuse of drugs or alcohol.

\*indicates that the category would be entitled to two trains to allow free local rail travel.

- 2.24 Applicants with disabilities must have an impairment which is permanent or likely to last at least 12 months.
- 2.25 The Council will also provide concessionary travel for companions of people who are unable to travel on public transport by themselves. This will be indicated by a “+C” symbol on the disabled person’s pass, not by the issue of a separate pass to the companion. Separate guidance is issued on eligibility for companion passes. Companion passes will not be given to children until they reach secondary school.

### **Pass Issue**

- 2.26 Applicants will be asked for proof that they are eligible, as specified by the Council. The Council or its contractor will take a photograph and issue the pass. It will be sent to the applicant by post.
- 2.27 Applicants who require a companion to accompany them must provide written confirmation as specified by the Council that he or she can only travel on public transport with a companion.

## **3 Participation of Public Transport Operators in the Scheme and Reimbursement of Revenue Forgone**

### **General Conditions**

- 3.1 Section 145 (1) of the Transport Act 2000 and Section 1 of the Concessionary Bus Travel Act 2007 require operators to provide free concessionary travel on local bus services for people in possession of an ENCTS pass.
- 3.2 All operators participating in the scheme shall recognise and accept a valid ENCTS pass as reasonable proof of the holder's entitlement to concessionary travel within the defined boundaries of the scheme.
- 3.3 Where a bus or vehicle is fitted with electronic pass recognition equipment, the operator should ensure that the electronic transaction is completed.
- 3.4 Before allowing travel at concessionary rates, the driver, conductor, inspector or ticket office clerk shall exercise reasonable care that the pass shown is being used by the person whose photograph it bears and the pass is not beyond its expiry date. We will hotlist on a regular basis all expired and invalid passes.
- 3.5 Operators are required to provide accurate and timely records of the number of passholders boarding their services in North Lincolnshire.

- 3.6 All operators will inform the Council of any changes in services or fares on any services on which concessions are available. This information shall be given not later than seven days before any change is made.
- 3.7 Normal reimbursement arrangements may be amended by specific terms or requirements set out in local bus service contracts issued by the Council.

### Principles

- 3.8 The Council will reimburse local bus operators for:
- journeys made by holders of ENCTS passes issued in other areas starting within North Lincolnshire after 9.30am, Monday to Friday and all day on Saturday, Sunday and bank holidays; and
  - discretionary journeys made in accordance with the scheme by North Lincolnshire passholders starting within North Lincolnshire at any time on any day.
- 3.9 The Council will also reimburse operators of local bus services for free travel by companions of disabled people who hold ENCTS travel passes issued by:
- Hull City Council,
  - The East Riding of Yorkshire Council,
  - South Yorkshire Passenger Transport Executive, and
  - North East Lincolnshire Council
- for journeys returning from North Lincolnshire to their home authority area after 9.30am, Mondays to Fridays and without time limit on Saturdays, Sundays and bank holidays.
- These passholders will have a pass bearing the same "+C" symbol which is used by North Lincolnshire Council.
- 3.10 The Council is required by law to reimburse bus operators for carrying concessionary passengers, on the principle that the operators are "no better off and no worse off" by taking part in a concessionary travel scheme.

### Reimbursement Methodology

- 3.11 During 2023-24, the Council reimbursed local bus operators in accordance with DfT guidance, i.e. at pre-COVID levels of reimbursement. The Statutory Instrument that permitted this approach ceases in March 2024, thus the Council must implement reimbursement arrangements that meet the no better and no worse off position for the 2024-25 scheme.
- 3.12 In recent months, the Department for Transport has published updated reimbursement guidance and reimbursement calculator to provide a mechanism for determining the no better no worse off position using the best available evidence. The reimbursement calculator is intended to be populated with local values for each local bus operator, and the Council has worked with each operator to obtain these.
- 3.13 North Lincolnshire Council will use the latest version of the DfT reimbursement calculator for reimbursing bus operators during the 2024-25 North Lincolnshire scheme. For each operator, the calculator shall be completed using all local values where possible. This is the Standard Method of Reimbursement. Through discussions between all local bus operators and the Council, an alternative Voluntary

Method of Reimbursement will be considered where a fixed level of reimbursement is offered for the 2024-25 scheme year. This alternative Voluntary Method will be considered where the no better no worse off principle is met and operators agree to the reimbursement arrangements, and this will be documented between the Council and each operator that agrees to the Voluntary Method. If no Voluntary Method is agreed, the Standard Method shall be used.

### **Payments**

- 3.14 The Council recognises the importance of prompt concessionary fare payments in maintaining operators' cash flow.
- 3.15 Where the estimated total sum due to the operator during the period of the scheme exceeds £10,000, the Council will make payments in the middle of each four-week period throughout the year.
- 3.16 For existing operators, these payments will be approximately one thirteenth of the total sum payable.
- 3.17 For existing operators whose reimbursement claims are under £10,000, payments will be made quarterly. These payments will be approximately one quarter of the total sum payable.
- 3.18 For new operators, each payment will comprise:
- An on-account payment of 85% of the estimated total for the period
  - A balancing payment which will be calculated by using this methodology.
- 3.19 The Council may withhold up to 15% of the monthly payment if any operator fails to provide within four weeks of the previous month end accurate records of the number of passholders boarding their services at stops within North Lincolnshire.

### **Confidentiality**

- 3.20 The Council will treat any information provided by any operator in the utmost confidence and this information shall be used for the purposes of administering the North Lincolnshire concessionary travel scheme only.

### **Access for Survey**

- 3.21 All operators will be required to allow the Council's officers to have access, free of charge, with reasonable frequency to their vehicles on which concessions are available to:
- survey, count or estimate the number of passholders carried and the fares paid; and
  - obtain any other information which the Council considers necessary to enable it to calculate or verify payments due under the concessionary fare scheme.

### **Access for Audit**

- 3.22 In order that the Council may verify claims for reimbursement, operators may be required to make available to officers of the Council books, vouchers, records (including computer records) and documents relating to their claims.
- 3.23 Operators may also be required to provide such further information and explanations relating to the above books, vouchers, records and documents as the Council thinks necessary.

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