



Concessionary Travel Application Form

Age



How to apply

If you decide to apply for an English National Concessionary Travel Scheme (ENCTS) bus pass, you will need to provide:

- A completed application form
- Proof of residence (page 4) (a)
- Proof of identity (page 4) (b)

You can either:

- Take the items above to the Customer Service Centre at the Town Hall, and have your photograph taken, or;
- Post your application form and **copies** of your proof of residence and identity to the address below. You will be contacted to attend the Town Hall for your photograph to be taken should your application be successful.



Concessionary Travel Team, Darlington Borough Council,
Feethams, Darlington, DL1 5QT

What does my bus pass entitle me to?

Eligible people, who live within Darlington are entitled to an ENCTS bus pass that enables them to travel for free on local bus services anywhere in England from 09:30am to 11:00pm, Monday to Friday, and all day at weekends and bank holidays. Pass holders can also travel anywhere in the borough and the wider Tees Valley for 30p before 09.30am.



What is my qualifying age?

You qualify for an ENCTS bus pass when you reach the pensionable age applicable to a woman, irrespective of whether you are male or female. You may apply up to 14 days before you become entitled to use your pass. To calculate your State Pension age, please visit www.gov.uk/calculate-state-pension or call **0800 731 7898**.

Your details

Title Mr Mrs Miss Ms Other

Surname

Forename

Telephone

Mobile

Email

Gender Male Female

Date of Birth / /
D D M M Y Y Y Y

Address

Postcode

NI Number

Is this your permanent address?

Do you live at this address for more than 6 months of the year?

Yes No

How would you like to be contacted?

Telephone Large text Braille

Letter

Email



Proof of eligibility

a) Proof of residence

Please provide a copy of **ONE** of the following as proof that you live in Darlington dated within the last 6 months (do not send originals as we will not return them).

- Current domestic Council Tax bill
- Current TV licence
- Recent utility bill
(eg gas, electricity, water rates)

and

b) Proof of identity

Please provide a copy of **ONE** of these documents to confirm your identity (do not send originals as we will not return them).

- Valid driving licence
- Birth or adoption certificate
- Valid passport or European Union identity card
(mandatory for Non-British nationals)



Signed declaration

Declaration (to be completed by all applicants)

I declare, to the best of my knowledge that all the information I have provided is correct. I understand that:

- a) I must promptly inform Darlington Borough Council of any changes that may affect my entitlement to an ENCTS bus pass.
- b) I am responsible for any costs incurred in posting this application.

Please be aware that journeys using your ENCTS bus pass are recorded for monitoring purposes.

We (the Council) have a statutory duty to protect the public funds that we administer. In order to do this, we may need to use the information that you provide to assist in the prevention and detection of fraud and we may also need to share the information with other organisations that handle public funds. Our data protection notification lists the people or organisations with whom your information may be shared. In any event, your information will only be handled in accordance with the principles of the Data Protection Act 1998.

For further information, please contact the **Complaints and Information Governance Team** or Audit Services section on **01325 406777** or **dataprotection@darlington.gov.uk** or refer to the data protection page of our website at **www.darlington.gov.uk/dataprotection**

Signature of Applicant

Date

<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	/	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
D	D		M	M		Y	Y	Y	Y

Printed name



What happens next?

1. Once your application has been approved, if you have applied by post you will be asked to attend the Customer Service Centre at the Town Hall to have your photograph taken
2. Your ENCTS bus pass will be ordered from a centrally approved bureau
3. Your new ENCTS bus pass will be posted direct to your home address as provided on your application form
4. Please allow approximately 10 working days to receive your ENCTS bus pass
5. If your application is unsuccessful you will be contacted by your preferred method

Lost or stolen passes

If you think you have lost your pass whilst using public transport, please contact the appropriate operator. Call **Traveline on 0871 200 22 33** if you are unsure which operator's service you were on.

If the operator has not found your pass, you will need to contact our **Customer Service Centre on 01325 405222** and request that a replacement pass is sent out to you. Please note there is an administrative charge of £10 for the replacement pass unless you can provide us with a police crime reference number.

Keep us informed

Please let us know if any of your details change, including a change of postal address, a change to your name, or any of your other contact details. This will help to ensure that you receive your new bus pass when your current pass expires.





