

**THE SUFFOLK COUNTY CONCESSIONARY TRAVEL SCHEME**  
**SCHEME DEFINITION**  
**With effect from 1 April 2019**

**Definitions**

1. In this Scheme Definition and in the associated Arrangements for Reimbursement:
  - i) “1985 Act” means the Transport Act 1985;
  - ii) “2000 Act” means the Transport Act 2000;
  - iii) “2007 Act” means the Concessionary Bus Travel Act 2007;
  - iv) “Travel Concession Authority” means Suffolk County Council and is also the “Administering Authority” as defined in the 1985 Act in matters relating to the context of the 1985 Act;
  - v) “Eligible Person” means any person who has a statutory entitlement to concessionary travel in accordance with relevant legislation and any guidance issued by the Secretary of State for Transport;
  - vi) “Entitled Person” means any person who is not an Eligible Person for whom an Travel Concession Authority has discretionary powers under the 1985 Act or other relevant legislation to provide concessionary travel;
  - vii) “Participating Operator” shall be construed as a transport operator providing Included Services in accordance with the terms set out in this Scheme Description;
  - viii) “Arrangements for Reimbursement” means the most recently published Arrangements for Reimbursement associated with the scheme;
  - ix) “Passenger Journey” means the act of a person moving from one location to another;
  - x) “Principal Area” shall be construed in accordance with section 93 (2) of the 1985 Act as the area comprising the Administrative Area of the County of Suffolk;
  - xi) “Eligible Services” shall be construed in accordance with section 146 of the Transport Act 2000 as modified by the Travel Concessions (Eligible Services) Order 2002 (SI2002No 1016), the Travel Concessions (Eligible Services) (Amendment) Order 2009 and/or any replacement and/or additional order that is or becomes relevant;
  - xii) “Public Passenger Transport Service” shall be construed in accordance with section 63 (10)(a) of the 1985 Act;
  - xiii) “Included Services” means those Public Passenger Transport Services (or specified journeys on those services) that are not also Eligible Services on which concessionary travel can be undertaken under the terms of the Scheme;

- xiv) “Excluded Services” means those Public Passenger Transport Services and/or specified journeys on those services and/or at specified times on which concessionary travel cannot be undertaken under the terms of the Scheme;
- xv) “Regulations” means the Travel Concessions Schemes Regulations 1986, the Mandatory Travel Concession (England) Regulations 2011 and any subsequent modifications and/or additions thereto, together with any other relevant regulations;
- xvi) “Scheme” means the Suffolk Concessionary Travel Scheme as described herein and/or in the separate document entitled “Arrangements for Reimbursement”;
- xvii) “Concession Period” means the 12 calendar months starting on 1 April in any year;
- xviii) “Statutory Minimum Travel Concession” means the entitlement to travel without the payment of a fare for Passenger Journeys made by an Eligible Person on Eligible Services not starting before 0930 hours or after 2300 hours on normal weekdays and at any time on Saturdays, Sundays and/or Public Holidays;
- xix) “National Pass” means a pass conforming to the correct specification and which entitles its holder to the Statutory Minimum Travel Concession;
- xx) “Discretionary Entitlement” means any additional entitlement to travel without payment of a fare over and above the Statutory Minimum Travel Concession provided to a person to whom a National Pass is issued by one of the Travel Concession Authorities party to the Scheme to make Passenger Journeys before 0930 hours and/or after 2300 hours on normal weekdays and/or on Included Services. Such journeys at the discretion of the Travel Concession Authority concerned may be limited to those starting in the Travel Concession Authority’s area, the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority concerned;
- xxi) “Companion Entitlement” means the discretionary entitlement provided by a Travel Concession Authority party to the Scheme to the holder of a National Pass issued by the Travel Concession Authority to enable that person to be accompanied by a Companion who can also travel without payment of a fare when accompanying the holder of the National Pass in respect of journeys which at the discretion of the Travel Concession Authority concerned may be limited to those starting in the Travel Concession Authority’s area, the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority concerned;
- xxii) “Alternative Discretion” means any concession offered by the Travel Concession Authority to an entitled ENCTS pass holder who chooses to waive their rights to an ENCTS pass in exchange for an alternative concession such as tokens, vouchers, etc. The administration of such alternative concessions will not form part of these Arrangements for Reimbursement and are listed in accompanying schedules for information only.
- xxiii) “Issue Charge” means any payment required by a Travel Concession Authority from an Eligible Person or Entitled Person in return for providing a Discretionary Entitlement and/or a Companion Entitlement to that person excluding any charge to recover the

cost of providing a photograph and/or the cost of providing a replacement National Pass at a time other than the normal date of renewal.

### **Responsibilities of the Travel Concession Authority**

2. The Scheme is established and administered under the provisions laid down in the relevant parts of the 1985 Act. Notwithstanding this the Scheme shall also be administered to fulfil the requirements of and in accordance with the 2000 Act, the 2007 Act and EC Regulation 1370/2007.
3. The Travel Concession Authority shall manage and operate the Scheme in accordance with the requirements of the Acts and/or other relevant legislation.
4. The Travel Concession Authority will reimburse Participating Operators of Included Services for Passenger Journeys made as a result of the proper use of National Passes together with any Passenger Journeys made under any Discretionary and/or Companion Entitlement upon confirmation from those operators that the Passenger Journeys have been made and in accordance with the Arrangements for Reimbursement.

### **Issue of National Passes**

5. The Travel Concession Authority will issue National Passes to Eligible Persons whose sole or principal residence is within their area. At their entire discretion the Travel Concession Authority may choose to provide Discretionary and/or Companion Entitlement in addition to the Statutory Minimum Travel Concession provided by the National Pass to Eligible Persons whose sole or principal residence is within their area. This will normally take the form of an endorsement to the National Pass.
6. It is the responsibility of Eligible Persons and Entitled Persons to apply for their National Pass and applicants are responsible for any costs incurred in making their application including the cost of providing any photograph that may be required to be shown on the pass for security purposes and in obtaining and/or presenting the necessary proof of their eligibility and/or entitlement.
7. An Issue Charge for a National Pass that includes Discretionary and/or Companion Entitlement may be made by the Travel Concession Authority to an Eligible Person resident in its area if that Travel Concession Authority has offered the Eligible Person the option of a National Pass which entitles the Eligible Person to the Statutory Minimum Travel Concession and for which no Issue Charge is made.
8. A Travel Concession Authority may also offer the option of other types of concessions (e.g. Travel Tokens, vouchers, Railcards, etc) to an Eligible Person if that Travel Concession Authority has offered the Eligible Person the option of a National Pass which entitles the Eligible Person to the Statutory Minimum Travel Concession for which no Issue Charge is made and where the Eligible Person has declined that offer.
9. Arrangements in respect of other types of concession are administered separately by the Travel Concession Authority but are considered to be part of the County Concessionary Scheme.

10. With the exception of travel concessions made available directly by Participating Operators on a commercial basis no person in receipt of a National Pass shall be entitled to receive any other travel concession during any Concession Period otherwise than at the entire discretion of the Travel Concession Authority in whose area they reside.
11. In cases where a National Pass is stolen, lost, badly damaged or destroyed, the Travel Concession Authority may at its individual discretion provide a replacement National Pass during the currency of one that has already been issued but reserve the right to make a charge to cover the cost of so doing.

### **Scope of Concessionary Travel**

12. The Statutory Minimum Travel Concession is available to all holders of a National Pass in accordance with the provisions laid down in the 2007 Act which in summary enables Passenger Journeys to be made:
  - i) On Eligible Services;
  - ii) Between places in England;
  - iii) Between 0930 hours and 2300 hours on normal weekdays and at any time at weekends or on public holidays
13. The Scheme enables a Discretionary Entitlement to be provided in addition to the benefits of the Statutory Minimum Travel Concession for holders of National Passes issued by the Travel Concession Authority at the entire discretion of the Travel Concession Authority. Subject to the scope determined by the Travel Concession Authority, Discretionary Entitlement can enable Passenger Journeys to be made:
  - a) On Eligible Services before 0930 hours and after 2300 hours on normal weekdays subject to any time limitations outside of these hours determined by the Travel Concession Authority providing the Discretionary Entitlement and starting in the Principal Area of the Scheme or as otherwise determined by the Travel Concession Authority;
  - b) On Eligible services where there is no journey after 09.30 before 11.59, the Travel Concession Authority may at its entire discretion, require a participating operator to allow concessionary travel on the journey prior to 09.30.
  - c) On any other Public Passenger Transport Service or a journey(s) on a particular Public Passenger Transport Service for which arrangements regarding participation have been agreed between the Travel Concession Authority and the operator of that service;
14. Details of any Discretionary and/or Companion Entitlement and/or Alternative Discretion provided by the Travel Concession Authority are set out in the latest version of the accompanying Schedule of Discretionary Entitlements which may be amended from time to time without being deemed to be an alteration to the Scheme.
15. Notwithstanding 13 above and subject to prior consultation with the Participating Operator(s) providing services that may be affected, the Travel Concession Authority reserves the right to exclude specified services (and/or specified journeys on specified services) from the Scheme where they have good reason to believe that overloading may occur before 0930 hours and/or after 2300 hours on Normal Weekdays. Participating Operators may also request the Travel

Concession Authority to agree to exclusions on similar grounds, such agreement not unreasonably being withheld. Details of any and all exclusions and any changes thereto shall be published from time to time by the Travel Concession Authority.

16. Those eligible because of a disability that requires them to be accompanied by a dog (eg a guide dog or hearing dog) shall not be charged a fare in respect of that dog.


### **Miscellaneous**

17. The Statutory Minimum Travel Concession will only be permitted upon the production of a valid National Pass in the form and subject to the terms and conditions specified from time to time by the Government.
18. Discretionary and/or Companion Entitlement will only be permitted upon the production of a valid National Pass so endorsed and in the form and subject to the terms and conditions specified from time to time by the Travel Concession Authority.
19. The 1985 Act encourages voluntary participation, backed where necessary by a process of compulsion and the Scheme continues to be founded on this principle. However, Participating operators running Eligible Services must observe the requirements of the 2000 Act and the 2007 Act to enable all holders of valid National Passes to travel free on all Eligible Services within England and be aware of the penalties arising from the 2000 Act in respect of a failure so to do.
20. Operators participating in the Scheme shall be reimbursed on the basis specified in the separately published Arrangements for Reimbursement and shall recognise and accept valid National Passes in the form and subject to the terms and conditions specified by the Government and/or Travel Concession Authority and allow the rightful holders of such National Passes to travel free of charge only upon production of a valid National Pass when they commence their Passenger Journey.

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**SCHEDULE OF CONCESSIONARY ENTITLEMENTS**

**(a) Times of Travel**

<b>TIMES OF TRAVEL FOR JOURNEYS STARTING IN SUFFOLK</b>	
<b>PASSES BEARING THESE LOGOS</b>	
	<b>09.30 - 23.00</b> WEEKDAYS ALL DAY SAT/SUN/B.HOL
<b>ALL OTHER VISITORS' PASSES</b>	<b>09.30 - 23.00</b> WEEKDAYS ALL DAY SAT/SUN/B.HOL

**(b) Companion Concessions**

No companion passes will be issued, however the small number in circulation, issued by Mid Suffolk District Council, will be honoured to their expiry date for journeys starting in Suffolk.

**(c) Alternative Discretions**

The County offers a Travel Voucher Scheme the Terms and Conditions of which are attached.

### **Introduction**

- 1 This document sets out the terms and conditions of the Suffolk Travel Voucher Scheme (the Voucher Scheme). The scheme provides a “cash value” concession to certain groups of people as an alternative to the ENCTS bus pass.

### **The Aim of the Scheme**

- 2 The ENCTS bus pass can only be used on conventional public transport services and cannot be extended to cover, for example, taxi services. The aim of the Voucher Scheme is therefore to provide an alternative for people who cannot use conventional public transport services, because of the severity of their disability and/or because they live in a remote location where there are limited conventional bus services (see Appendix A).
- 3 The Voucher Scheme enables Suffolk County Council to ensure equality in the value of the concessionary travel benefits they provide.
- 4 Vouchers issued under the scheme may be used on participating Community Transport services and Taxi services throughout the County of Suffolk. These services are defined more fully in the section of this document headed “Participating Transport Operators” (paragraphs 21 to 25).
- 5 Vouchers issued under the scheme cannot be used on Community Bus services and other “unconventional” services that are available to the public at large, operating on a scheduled or semi-scheduled basis. This is because they already come within the scope of the English National Concessionary Travel bus pass scheme.

### **The Value of Vouchers to be offered**

- 6 The value of vouchers provided under the Voucher Scheme will be reviewed each year and adjusted accordingly.
- 7 Vouchers will normally be issued for a 12-month period from 1 April in one year to 31 March in the next year. This is called the Scheme Year. For applications made during the Scheme Year the amount of vouchers will be reduced on an approximate pro-rata basis on a monthly scale. The annual value of Vouchers provided will be published at least 28 days in advance of the commencement of each Scheme Year.
- 8 Replacement vouchers will not normally be issued but Suffolk County Council has the discretion to issue replacements in cases where the loss was beyond the holder’s control (e.g. theft, fire, flood damage, etc).

### **Constitution of the Voucher Scheme**

- 9 The Voucher Scheme is a discretionary scheme and is set up under the provisions of the Transport Act 1985, as modified by the Travel Concessions (eligibility) Act 2002. It is administered by Suffolk County Council
- 10 Suffolk County Council reserves the right to enter into a contract with third parties to fulfil its responsibilities as Travel Concession Authority.
- 11 In accordance with the legislation details of the scheme must be “published” and this document contains the necessary information.
- 12 There is no mechanism to compel operators to participate in a scheme of this nature. Participation is purely voluntary.

### **Applying for and Using Vouchers**

- 13 People who consider they might be eligible and entitled to receive vouchers as an alternative to an ENCTS bus pass should make application to the appointed agent of Suffolk County Council in accordance with published details.
- 14 The entitlement of any person to receive Vouchers is at the discretion of Suffolk County Council who will however have regard to the eligibility guidelines set out in Appendix A hereto in determining entitlement.
- 15 Applicants will be required to provide an appropriate photograph as well as suitable evidence of eligibility.
- 16 Photographic images and other relevant personal details necessary for the Council to administer the scheme will be held on an electronic database.
- 17 Individuals entitled to vouchers will be issued with a “cheque book” of vouchers, each voucher showing their photo as well as name and customer ID. Vouchers are not transferable and must only be used by the person to whom they are issued.
- 18 Each voucher will be worth £1 or £2. It may be used as payment towards the normal fare for the journey being undertaken. More than one voucher may be used up to a maximum of £20 for any one journey. Transport Operators are not obliged to give change if the value of vouchers exceeds the fare for the journey.
- 19 Vouchers can be used for journeys made on the services of any participating Transport Operator anywhere in the County of Suffolk and to or from places outside Suffolk as long as either the start or end of such journeys is within the County of Suffolk. It is the responsibility of the person intending to use their vouchers to be satisfied that the Transport Operator concerned will accept them for the journey in question.
- 20 Each voucher will bear an expiry date after which it ceases to be valid for use.



## **Participating Transport Operators**

- 21 It is not intended that Vouchers should be used on conventional public transport services (scheduled community buses, buses, trains, etc). The ENCTS bus pass can be used in most of these cases.
- 22 Vouchers are valid for use on all participating Community Transport Services (“Dial-a-ride” services, other community minibuses, community car services, etc) and on “approved” taxi services (Hackney Carriage or Private Hire). An approved taxi service is one licensed by a district/borough council within the County of Suffolk. Additionally, if not already approved, operators will need to join Suffolk County Council’s Dynamic Purchasing System in order to become an approved supplier. Further information can be found on Suffolk County Council’s website: <https://www.suffolkonboard.com/tendering-and-contracts/faqs-t-cs-and-guidance-on-working-with-us/>
- 23 Any operators providing a Community Transport Service within the County of Suffolk may be requested by the Travel Concession Authority to participate in the Voucher Scheme and equally any such operator may apply to the Travel Concession Authority to participate. Likewise in the case of operators of Approved Taxi Services.
- 24 A Participating Operator is one that has entered into an Agreement to Participate in the Voucher Scheme that binds the operator concerned to the terms and conditions of the Voucher Scheme as set out in this document. Subject to Paragraph 25 below an Agreement to Participate is normally deemed to run for a minimum of 12 months from the date of such agreement or to the termination of the Scheme, or the cessation of operation of the Participating Officer, whichever is the longer.
- 25 The Travel Concession Authority or a Participating Operator can give 3 months notice in writing to the other party to terminate the Agreement to Participate. In the event of giving notice to terminate the Agreement to Participate the Participating Operator must accept Vouchers until the date of termination and is entitled to redeem any such vouchers within 28 days of the date of termination.

## **Accepting and Redeeming Vouchers**

- 26 Operators must ensure that the vouchers are used by only the person to whom they are issued. They must therefore check the photo ID. Vouchers are not transferable. Suffolk County Council reserves the right to take legal action against any operator found to be accepting vouchers from a person other than the person to whom they were issued.
- 27 All vouchers will bear an expiry date of the end of the Scheme Year for which they are issued. They must not be accepted after this date.
- 28 Vouchers will be exchangeable for their face value towards the



normal fare that would be payable by the traveller for the journey in question. Holders of vouchers will be encouraged to use them only as part payment for a journey. The maximum value of vouchers that can be accepted for any one journey will be £20.

- 29 In view of the relatively small value of each voucher in relation to typical fares, there will be no obligation on the part of Participating Operators to give change if the cost of travel falls short of the value of Vouchers tendered. This should cause no problems in practice if voucher holders use them in part payment, as advised.
- 30 Operators must enter on the voucher the date of the trip for which the voucher is presented and cross through the photograph. Failure to do so may prejudice the redemption.
- 31 It is expected that Transport Operators will make monthly redemption claims or less frequently if they prefer. Vouchers will be redeemable at their face value but no handling or administration charges will be paid. As the payment is a subsidy to reduce the cost of a fare, no VAT is deemed to be payable. A Voucher will cease to be redeemable 28 days after the expiry date printed on it.
- 32 It is for the transport operators to be reasonably satisfied that the vouchers they accept are valid and being used legitimately. The scheme administrator will make various checks on the validity of redeemed vouchers in retrospect. Any queries will be followed up via Suffolk County Council or its appointed Issuing Agent.
- 33 Claims should be submitted by post to Suffolk County Council's appointed administrator using the Freepost labels supplied. Please refer to Appendix B for full details. Once the legitimacy of each claim has been established a payment will be made to the operator by Suffolk County Council. Payments will normally be by bank transfer only.
- 34 Suffolk County Council reserves the right not to redeem the value of vouchers used in fraudulent circumstances. Any such adjustments may be made in retrospect and the value deducted from subsequent redemption payments.

### **Responsibilities of the Travel Concession Authority**

- 35 Suffolk County Council is responsible for the following, either directly or through its appointed Agents:
  - (a) Determining their entitlement policy;
  - (b) Publicising the Voucher Scheme and making information about the Voucher Scheme available to their residents, including the terms and conditions set out in this document;
  - (c) Establishing the eligibility and entitlement of applicants in accordance with their policy;
  - (d) Determining the total annual value of vouchers to be provided;
  - (e) Making financial provision for the expected costs of the Voucher Scheme
  - (f) Issuing Vouchers and dealing with all post-issue matters;
  - (g) Recording the details of vouchers issued and the persons they are issued to and holding this information in an agreed electronic form;
  - (h) Secure the participation of the operators of Community Transport Services and Approved Taxi Services in the Voucher Scheme;
  - (i) Holding a list of Approved Taxi Operators licensed in their area;
  - (j) Operating a redemption service and making timely payments to Participating Operators;

- (k) Recording details of redemption transactions and redeemed vouchers and holding this information in an agreed electronic form;
  - (l) Following up instances of potential mis-use;
- 36 Voucher Stationery shall include appropriate security features commensurate with risks but with regard to cost implications.

### **Data Protection Policy**

- 37 Any personal data in respect of voucher holders and Taxi Operators is held by Suffolk County Council. Suffolk County Council's Privacy Policy can be viewed at <https://www.suffolk.gov.uk/about/privacy-and-data-protection/>

## **Appendix A** **Eligibility Guidelines**

### **Disability:**

The purpose of the Voucher Scheme is to assist people who cannot use conventional public transport. Hence the severity of the disability that renders them eligible to receive a travel concession in the first place must be such that it prevents them from being able to use conventional services. Vouchers can therefore be made available to anyone with one or more disabilities as long as the disability is of such severity that they are unable to use conventional public transport services at any time (whether or not such services are available).

Examples of such disabilities are listed below:

- a) Is blind or partially sighted.
- b) Is profoundly or severely deaf.
- c) Is without speech.
- d) Has a disability, or has suffered an injury, which has a substantial long term adverse effect on his ability to walk.
- e) Does not have arms or has long term loss of use of both arms.
- f) Has a learning disability, that is a state of arrested or incomplete development of mind and which includes significant impairment of intelligence and social functioning.
- g) Would if he applied for the grant of a licence to drive a motor vehicle under part 111 of the Road Traffic Act 1988, have his application refused pursuant to section 92 of that Act (physical fitness) otherwise on the ground of persistent misuse of drugs or alcohol.

In determining whether or not a person's disability makes them eligible, Suffolk County Council will require medical certification.

### **Remoteness:**

The majority of people will have been able to exercise some choice as to their residential location and will have taken into account accessibility factors in so doing. However, there will be some who have suffered the impact of cut-backs in rural transport services and who find themselves left without an adequate level of service. Hence the entitlement to receive Vouchers is dependent on three factors:

- 1 Of pensionable age and/or otherwise entitled to ENCTS bus pass
- 2 Permanent residence for at least 5 years at their current location as of the date of application;
- 3 No more than 3 return bus journeys per week to a town with shops and other services (health, banking, etc) from within the parish of residence in which the applicant lives.

**Appendix B**  
**Redemption**

To redeem the vouchers accepted for journeys. Operators should

1. Complete a redemption form with details of the number of vouchers being redeemed and their details (see instructions on the form)
2. Ensure all vouchers have a date of use on them and that the photo is crossed through.
3. Send the redemption form with the vouchers using the prepaid envelope labels supplied, checking that the weight of each package is no more than 1,000 grams.
4. Order any supplies of redemption forms or postal labels using the redemption form.

The frequency of claims will depend on the number of vouchers to be redeemed but should be no more frequent than monthly. Claims of less than £20 should be held to the year end at which time all claims will be paid irrespective of value.

Redemptions will be advised to Suffolk County Council for payment and payments will normally be made within 3 weeks of receipt by the Administrator by bank transfer.

Administrator:

MCL Transport Consultants  
Barclays Bank Chambers  
Broad Street  
Seaford  
East Sussex  
BN25 1NG

Tel: 01323 872900  
Fax: 01323 893723  
Email: [anne@martlet.uk.com](mailto:anne@martlet.uk.com)