

Cumbria County Council is responsible for administering the English National Concessionary Travel Scheme (ENCTS). The scheme provides free off-peak travel on scheduled bus services for older people and people with disabilities.

Cumbrian residents who have a NoWcard are entitled to free off-peak bus travel between 9.30am and 11.00pm, Monday to Friday and all day Saturday, Sunday and Bank Holidays throughout England on local bus services.

#### How do I know if I am eligible?

Older people and anyone with a disability can apply for a pass. The age at which older people can apply is the same age at which women become eligible for a state pension. To check if you are eligible for a bus pass please visit [cumbria.gov.uk/transport](http://cumbria.gov.uk/transport) then follow the links to Concessionary Travel or contact the NoWcard helpline on **0300 123 6737**.

#### How do I apply for a pass?

Visit the library in Barrow, Carlisle, Kendal, Penrith, Whitehaven, Workington or the Local Links in Alston, Kirkby Stephen or Ulverston Coronation Hall. You won't need to fill in a lengthy application form or take in a passport photo, as the library staff will do this for you. For details of library opening times visit [cumbria.gov.uk/libraries](http://cumbria.gov.uk/libraries) or telephone **030 3333 1234** and select Option 1. Please note you should arrive 30 minutes before the closing time to ensure your application can be completed. Your pass will be posted to you.

#### What do I need to bring with me?

If you're of state pensionable age and applying for a bus pass for the first time, then you'll need to bring with you a copy of one item in list A and one item in list B from the table below:

A - Proof of age	B - Proof of address
Birth certificate	Current council tax bill
Proof of state pension	Utility bill dated within the last 3 months
Passport	Current rent book / statement
Driving licence	Bank statement dated within the last 3 months

People with disabilities need to show a copy of one item in list A and one item in list B

A - Proof of disabilities	B - Proof of address
DLA Mobility Component at the higher rate	Current council tax bill
PIP Mobility Component 8 points or more for 'Moving Around'	Utility bill dated within the last 3 months
War pension mobility supplement	Current rent book / statement
Letter/certificate from Medical Specialist/Hospital	Bank statement dated within the last 3 months
Letter from Social Services (learning disability)	
Letter from DVLA	
Blue Badge	

#### What happens if my card is lost, stolen or damaged?

You will be charged £10 to replace your card unless you have a police crime number or there is no visible damage - in these cases there will be no charge. To order a replacement bus pass visit one of the main libraries/Local Links listed, or pay over the telephone by credit/debit card by calling **01228 226720**, or do it online at [cumbria.gov.uk/transport](http://cumbria.gov.uk/transport) and follow the links to Concessionary Travel.

#### My NoWcard is about to expire, how do I get a new one?

NoWcard will send you a renewal letter and form 3 months before your NoWcard expires which tells you how to renew your card.

#### My NoWcard has already expired, how do I get a new one?

If you have not received a renewal letter call NoWcard on **0300 123 6737**. If you have moved address you will need to provide proof of your new address.



## I am disabled - can someone travel with me?

If you cannot travel without help then your carer will be able to travel with you free of charge when you have a Disabled 'Plus' NoWcard. Your companion is only able to travel at the same time as you within the county's boundary. If you require this concession you will need to complete a Companion Form and have it verified by a medical specialist. A companion form can be requested when you apply or by calling **01228 226720**.

## 24/7 Disability NoWcard

This County Council scheme allows those with a disability who are in work, training or attend day-care services to travel free all day, everyday within Cumbria. This is a local scheme which the County Council provides in order to help those who would find themselves in financial hardship by paying for travel to the above facilities. If you require this concession you will need to complete a short form providing evidence that you meet the criteria. Please note this concession is reviewed annually.



## What if my address changes?

Please visit one of the main libraries/Local Links listed overleaf with proof of your new address, or contact the NoWcard helpline on **0300 123 6737**.

## Want more information?

If you need more information on concessionary travel visit [cumbria.gov.uk/transport](http://cumbria.gov.uk/transport) You can also visit [nowcard.org](http://nowcard.org) and look up the Frequently Asked Questions pages or call **0300 123 6737**.

For more information on bus travel in Cumbria visit [cumbria.gov.uk/passengertransport](http://cumbria.gov.uk/passengertransport) or phone Traveline on **0871 200 22 33**.

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone **01228 226704**.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 226704 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，请致电 01228 226704

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 226704

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 226704

Se quiser aceder a esta informação na sua língua, telefone para o 01228 226704

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 226704 numaralı telefonu arayınız

## English National concessionary travel scheme



- For people of state pensionable age
- For people with disabilities
- Information on applying for your free bus pass