Concessionary Travel Scheme for Hull

Issue 1 – 1st December 2025

Scheme Commencing 1st April 2026

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1. Legislative background

- The Hull City Council Concessionary Travel Scheme (hereinafter called “the Scheme”) is published under the power given to the City Council by:
- Section 93 of the Transport Act 1985 (hereinafter called “the 1985 Act”).
- The Transport Act 2000 (hereinafter called “the 2000 Act”).
- The Travel Concession Scheme Regulation 1986 (hereinafter called “the Regulations”).
- The Travel Concessions (Eligibility) Act 2002 (hereinafter called “the Eligibility Act 2002”) and the Travel Concessions (Extensions of Entitlement) (England) Order 2005 (the 2005 Order), and.
- The Concessionary Bus Travel Act 2007.
- All operators have a right of admission to the Scheme (Section 96), and the City Council has powers to oblige operators to enter the Scheme (Section 97).
- The reimbursement of bus operators by TCAs for carrying concessionary passengers is governed by the UK Public Service Obligations in Transport Regulations 2023.
- A list of concessionary travel legislation including associated Statutory Instruments is provided in Schedule 1 of this document.

2. Concessionary Scheme in Hull

From 1st April 2026 the Hull and East Yorkshire Combined Authority (HEYCA) becomes the Travel Concession Authority, including the administrative area covering the Hull City Council. HEYCA proposes to delegate authority for the provision of concessionary travel for Hull residents to Hull City Council for the 2026-27 financial year. References in this document to the Council therefore refer to the Hull City Council acting on behalf of HEYCA.

Journeys commencing outside of the Kingston Upon Hull City boundary shall be governed by the boarding authorities’ applicable scheme details, Accordingly, travel may only be permitted in accordance with the minimum statutory provisions of the English National Concessionary Travel Scheme, i.e. journeys between 09:30 hours and 23:00 hours on normal weekdays and at any time at weekends and public holidays

2.1. Statutory Concessionary Scheme

The English National Concessionary Travel Scheme (ENCTS) is a national scheme that provides free bus travel for eligible older people and disabled people in England:

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

2.2 Discretionary Scheme

2.2.1 Hours of Travel:

This scheme allows Hull bus passholders free travel starting within the Hull City Council’s administrative boundary. Passes are valid only on regular bus services and not excursions.

Hull residents can use their passes for journeys starting within the Hull City Council Boundary at any time. Journeys starting outside the Hull City Council's administrative boundary are defined by the scheme regulations set by other neighbouring councils.

2.2.2 Companions

Discretionary Companion passes issued by Hull City Council permit a designated companion to accompany a disabled person who requires assistance to travel. The companion, acting as a non-paid carer, is always entitled to free travel within the Hull City Council's administrative boundary. When the pass is used outside the hull city council's administrative boundary, travel is subject to the regulations of the relevant local authority which typically restricts travel to statutory hours of travel of 09:30 hrs to 23:00 hrs. A companion pass is issued only if the disabled person would not otherwise be unable to travel independently.

3. Validity of the Scheme

Concession fares shall apply only to all registered local bus services (as defined by the 1985 Act and 2000 Act) provided by an operator admitted to the Scheme or another English Concessionary Travel Authorities Scheme (except if specifically excluded within the area and times set out below) and any Hull City Council discretionary extensions.

3.1 Valid Geographic Area of the scheme

The free travel concession will be available on all eligible local bus services as defined by the Travel Concessions (Eligible Services) Order 2002 as amended by the Travel Concessions (Eligible Services) (Amendment) Order 2009 operating within the Scheme area. All registered local bus services will be deemed to be eligible services except for those operated primarily for the purposes of tourism or as set out in Schedule 2.

3.2 Valid times

The Hull residents can use their concessionary passes for a free bus travel starting in the Hull City boundaries at any time of the day, with no time restrictions.

4. Terms and Conditions for Concessionary passholders

All travel passes have the following conditions of use-

- Concessionary travel passes are only available to people who have their only or main residence in Hull.
- The travel pass is non transferrable and may only be used by the person it is issued to.
- Possession of a travel pass does not guarantee any person the right to a place or seat on any passenger service vehicle.
- All passengers travelling at concessionary fares are subject to the conditions of the operators. They may be asked to show proof of eligibility at any time on a journey.
- We accept no liability for any loss, injury or inconvenience incurred because of using a travel pass.
- Travel passes are not valid on services on which most seats can be reserved of travel (i.e. National Express)
- That do not run for a period of at least 6 consecutive weeks.

- That are operated primarily for their historical interest or for tourism.
- Rail replacement services
- Services where the fare charged by the operator has a special amenity element.

4.1 Other conditions

- Participating operators will accept and record any valid ENCTS concessionary pass(es) as agreed by Hull City Council.
- Valid passes will be designed in accordance with national concessionary scheme requirements.
- Travel enhancements, beyond the statutory minimum, will apply when the journey is being undertaken or commences from Hull City Council's administrative boundary.
- If a concessionary pass is not shown or is not valid, full fare may be charged by the driver, and such fares shall not be refunded to the passenger.
- Where a pass has been hot-listed and subsequently electronically cancelled because it has been lost, stolen or the person it was issued to is no longer a valid passholder and will not be accepted for free travel.

5. Eligibility

In accordance with the legislation set out in Section 1 above, Hull City Council has included the following persons in the Scheme, as a person is eligible to travel free of charge. It will also provide valid statutory travel permits to eligible residents of the City Council's area to allow them to have free travel throughout England during the statutory times.

5.1 Senior Bus Pass:

If you live in England and are of pensionable age, you are entitled to a bus pass giving free travel on local buses anywhere in England.

The age you become eligible is tied to changes in the state pension age. This affects both men and women.

5.2 Disability Passholders

If you are an adult or child aged 5 or over and live in Hull, you can apply if you are:

in receipt of Personal Independence Payment (PIP) and awarded 8 or more points in either of the following sections -

- Section 7 - communication verbally
- Section 12 - moving around.
- In receipt of the higher rate mobility component of Disability Living Allowance (DLA)
- A current letter from your medical practitioner stating clearly and unambiguously that your entitlement to drive has been withdrawn, refused for medical reasons, or an application for a driving licence would be refused if one was applied for. The letter should also state if the condition is permanent or temporary and, if temporary, the expected duration
- This category does NOT include those who are excluded from holding a licence due to persistent misuse of drugs and/or alcohol.
- A Blue Badge holder
- In receipt of war pensioner's mobility supplement

- Registered with our social services and you have one of the following cards -
- Sight impaired or severely sight impaired. This was previously known as partially sighted and blind. Orange is for partially sighted and yellow card for blind.
- Profoundly or severely deaf - white card. Hard of Hearing (HH) individuals are not eligible.
- Limbless or long-term loss of use of both arms - blue card or letter from NHS limbless unit
- Without speech - grey card
- Learning disability - pink card

If you have a green, purple, or any other coloured social services card, you are not entitled to a disability bus pass.

5.3 Disability Companion Passes:

A disability +C bus pass is intended for use by anyone who cannot use public transport alone. This pass will allow the holder to travel with a companion free of charge. The companion must **not** be accompanying the person as a part of their paid employment.

- The passholder must be a permanent resident of Hull.
- have a medical professional print and complete a Disability Travel Request + C clearly stating that, in their opinion, the claimant is, at all times, unable to travel alone.
- Applications that do not meet this minimum threshold are to be rejected. The claimant may be charged for this service by their doctor.
- This pass is not available for children aged under 11 as children under this age will normally be accompanied by an adult.

The pass will be valid in Hull at any time. It can also be used in the following local authority areas after 9.30am on weekdays:

- East Riding of Yorkshire Council
- West Yorkshire Combined Authority
- South Yorkshire Mayoral Combined Authority
- North Lincolnshire Council
- North Yorkshire County Council
- North East Lincolnshire Council
- City of York Council

6. Issue of Passes

- All eligible persons as defined in Section 5 above will be required to obtain a relevant concessionary travel pass from their Local Authority showing their entitlement to free travel. The application forms can be downloaded from the website and take an appointment or drop in any of the council libraries to submit the supporting documents.
- This will be verified by the concerned team and approved. Upon approval the cards will be issued to the applicant’s address.
- Operators will issue a concessionary fare only on production of such a valid Pass.

- The passes issued are valid for a period of 5 years for Hull Bus Passes and becomes invalid if the passholder is deceased.
- For temporary disability, the pass is issued with a validity period for which the disability persists, as certified by the medical practitioner.
- Passes are only available to resident of Hull. If the holder moves outside of the city boundary, the pass must be returned to Hull City Council.
- Where a concessionary pass has been used fraudulently or lost and unclaimed then Hull City Council will activate the pass.

7. Renewal and replacement of passes

- All the passes except temporary disability pass will be issued for a period of 5 years.
- The passholders must apply for pass renewal at least 1 month before the date of expiry of the pass.
- Concessionary and Disability passes can be renewed either on My Bus Pass Portal or at any participating libraries.
- If the pass holder requires a new replacement bus pass, the lost pass will be cancelled, and replacement pass be issued with a penalty of £7.

8. Reimbursement Method to the Bus Operators

- The Hull City Council Scheme will comply with the Travel Concessions Scheme Regulations 1986, with the principle adopted that operators should be no better and no worse off by carrying concessions passengers. The Scheme is also consistent with the Department for Transport guidance document 'Concessionary travel for older and disabled people; guidance on reimbursing bus operators (England).'
- Reimbursement will apply to concessionary journeys, undertaken with a valid English National Concessionary Travel Pass, starting within the city boundary.
- This involves a need to compensate for revenue foregone considering any generated trips and to provide sufficient capacity such that all those wishing to travel (both concessionary and non-concessionary passengers) may do so.
- The actual number of journeys made by ENCTS pass holder under a free travel Scheme will be monitored so the amount of reimbursement paid to operators under the Scheme can be reviewed on an annual basis to ensure that payments reflect the objective that operators should be no better or worse off because of the Scheme. Hull City Council commits itself, in co-operation with participating operators, to review the Scheme on an annual basis. Such a review will have to anticipate statutory notification / publication timescales.
- Operators will be reimbursed applying the Department for Transport (DfT) Reimbursement Calculator and its associated guidance and methodologies as the basis for estimating the reimbursement for the 2026-27 Scheme year. Copies of the DfT's guidance and the calculator that will be used can be found on the GOV.UK: Concessionary bus travel reimbursement calculator Guidance on reimbursing bus operators for concessionary travel.

  www.gov.uk/government/publications/guidance-on-reimbursing-bus-operators-for-concessionary-travel

  www.gov.uk/government/publications/concessionary-bus-travel-reimbursement-calculator

- The reimbursement method will be confirmed to each operator prior to publication of the final scheme, following provision of local data, negotiations, and agreement with operators.
- The reimbursement will apply for the full financial year, from 1 April 2026 to 31 March 2027. The payment level will not vary in response to any changes in commercial fare levels.
- In the case of new operators joining the concessionary scheme, the City Council will determine the appropriate payment per trip in line with the no-better-no-worse objective. This will involve an estimate of the reimbursement using the DfT calculator, guidance and preferred methodologies contained within.

9. Sales Returns

- Operators must provide monthly returns of all values of concessionary transactions by service to the City Council, within 14 days of the end of the preceding month in line with the schedule produced and distributed by the City Council prior to the start of the Scheme.

10. Method of payment

- Based on transaction data submitted for the preceding month.
- Operators can negotiate a revised process of payment to that detailed in section 8, following agreement with Hull City Council.

11. Survey and Information from Operators

- Operator sales returns as detailed in section 9 should be submitted electronically on a minimum of a monthly basis.
- The Hull City Council may require access (free of fare) to the operators' vehicles to survey all journeys or sections of journeys, which are included in the Scheme.
- The Hull City Council may gather any information required from concessions passengers but shall restrict information gathered from non-concessions passengers to the number of passengers, their journeys and fares paid.
- The Hull City Council may require data on overall dare revenue and patronage on journeys within the Scheme and reserves the right to commission independent checks as to the accuracy of any data supplied. Such data will be treated in confidence.
- The Hull City Council will continue to work with Operators who are utilising smart ticketing and ITSO functionality to process concessionary bus pass transactions during 2026-27 and beyond to agree specific details on the required process and format for the transfer of data.

12. Exception of Reimbursement Methods

- Any operator has a right to be reimbursed as in section 8 above, but the City Council will reserve the right to negotiate ad hoc compensation in the following two cases:
- Any operator whose vehicle normally used to provide the service as 8 or less seats available for fare paying passengers.

- Any operator whose eligible total mileage within the Scheme does not exceed 150,000 miles per year.

13. Reimbursement Procedures

- Any operator unhappy with the reimbursement arrangements determined by the City Council should apply to the Secretary of State for a modification of the arrangements or any proposed variations in line with section 150(2) of the 2000 Act.

14. Variations to the Scheme by the Council

- The Hull City Council reserves the right to make any variations to the Scheme provided that such variations will be published at least 4 calendar months before implementation, as required by the Eligibility Act 2002.
- Enhancements to the Scheme can be made using powers of the Transport Act 1985. In such cases the Council will give an operator to whom any such period of notice applies at least 28 days warning.
- Free travel without time restrictions is offered by Hull City Council as a discretionary extension beyond the required statutory minimum.
- Hull City Council reserves the right to withdraw any discretion extensions with appropriate notification.
- Please note the Council reserves the right to amend the scheme in line with any Concessionary Travel Recovery Strategy, or any other guidance released by the DfT after December 2026.

15. Variations by Operators

- If an operator varies routes or timings, it must inform the City Council in writing at least 70 days prior to making the change.

16. Commencement Date

- The Scheme commenced on 1st April 2008 and is proposed to be modified on the 1st of April 2026.

Schedule 1 Concessionary Bus Travel Legislation

- Transport Act 1985
- Transport Act 2000
- Travel Concessions (Eligibility) Act 2002
- Concessionary Bus Travel Act 2007
- SI 1986/77- Travel Concessions Scheme Regulations 1986
- SI 1996/2711 – The Travel Concessions Schemes (Amendment) Regulations 1996
- SI 2002/1016 – Travel Concessions (Extension of Entitlement) (England) Order 2005
- SI 2008/417 Concessionary Bus Travel (Permits) (England) Regulations 2008
- SI 2008/2091 – The concessionary Bus Travel (Permits) (England) (Amendment) Regulations 2008
- SI 2009/575 – The Travel Concessions (Eligible Services) (Amendment) Order 2009
- SI 2010/459 – The Travel Concessions (Eligibility) (England) Order 2010
- SI 2010/1179 – The Concessionary Bus Travel Act 2007 (Variation of Reimbursement and other Administrative Arrangements) Order 2010
- SI 2011/1121 – Mandatory Travel Concession (England) Regulations 2011
- The UK Public Service Obligations in Transport Regulations 2023 (This Regulation sets out the overarching rules for the reimbursement of public service obligations. Concessionary travel schemes are public service obligations).

Schedule 2 Eligibility of Local Bus Services

Registered local bus services shall be deemed eligible for concessionary reimbursement subject to the provisions of the legislation as set out in Schedule 2.

This Schedule identifies services that are or have been operating in the Scheme area, but which are deemed ineligible by the Council under the legislation. Where a new service is intended to be registered operators are advised to contact the Council for a determination of whether the prospective service would be deemed as an eligible service under the Scheme.

Service lists current or expected to operate during the period of the Scheme and correct at the time of publication,1st December 2025, subject to change with service registration changes.

Currently the bus pass holders are not entitled for using it in Community Transport, Demand responsive transport from bus pass usage.