



# English National Concessionary Bus Travel

Free off-peak travel for older people or those  
with certain disabilities

Information booklet and application form for Torbay residents



01803 207766

[www.torbay.gov.uk/concessionaryfares](http://www.torbay.gov.uk/concessionaryfares)



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### **The English National Concessionary Bus Pass Scheme**

Although this booklet is correct at the time of print, the scheme is under constant review and may be modified to meet changing circumstances or the introduction of new legislation. We will endeavour to give one month's notice of any changes before they come into effect.

Up to date information can be found on the website  
[at:www.torbay.gov.uk/concessionaryfares](http://www.torbay.gov.uk/concessionaryfares)

## Who is entitled to a Concessionary Bus Pass

Residents of England who have reached the age at which a woman qualifies for a state pension and those people who have certain types of disability.

If you are unsure about when you are eligible please contact us on **01803 207766** or visit [www.gov.uk/calculate-state-pension](http://www.gov.uk/calculate-state-pension)

### **Who can use this booklet to apply for a Concessionary Bus Pass?**

If your sole or principal residence is in the Torbay Council area you can apply for a National Bus Pass using this booklet.

Eligible residents of other areas should contact their local council for details of how to apply or visit [www.gov.uk/apply-for-elderly-person-bus-pass](http://www.gov.uk/apply-for-elderly-person-bus-pass)



## How to apply for a Concessionary Bus Pass

### 1. If you are applying for a Concessionary Bus Pass from Torbay Council you will need to provide:

- A completed application form (please see back page)
- Proof of sole or principal residence in Torbay
- Proof of identity and age or disability.
- A passport sized colour photograph, head and shoulders shot

### 2. Take these documents (in original form) to any of the following locations;

- Torquay Library, Lymington Road, Torquay, TQ1 3DT
- Paignton Library & Information Centre, Great Western Road, TQ4 5AG
- Brixham Library, Market Street, Brixham, TQ5 8EU
- Churston Library, Broadsands Road, Paignton, TQ4 6LL

### 3. What happens next?

- A computer record will be created and if your application is approved a Concessionary Bus Pass will be ordered.
- Your pass will be posted by the suppliers direct to your home address. Please allow approximately 10 working days to receive it.
- Most passes issued under the age category will be valid for approximately five years, but expiry dates on these cards are randomly generated by computer to reduce administrative peaks and troughs.
- Passes issued on grounds of disability will be valid for between one and five years depending on the nature of the disability and/or the type of proof provided.

## Renewing your Concessionary Bus Pass

Torbay Council no longer issues renewal reminders. If you wish to renew an expiring pass you should visit one of the issuing offices or contact us one month in advance of expiry.

If you hold a Disabled Person's pass, because some medical conditions can change over time, you will need to produce current evidence of your continuing eligibility. If you need advice please contact us on 01803 207766.

## What documents must be provided

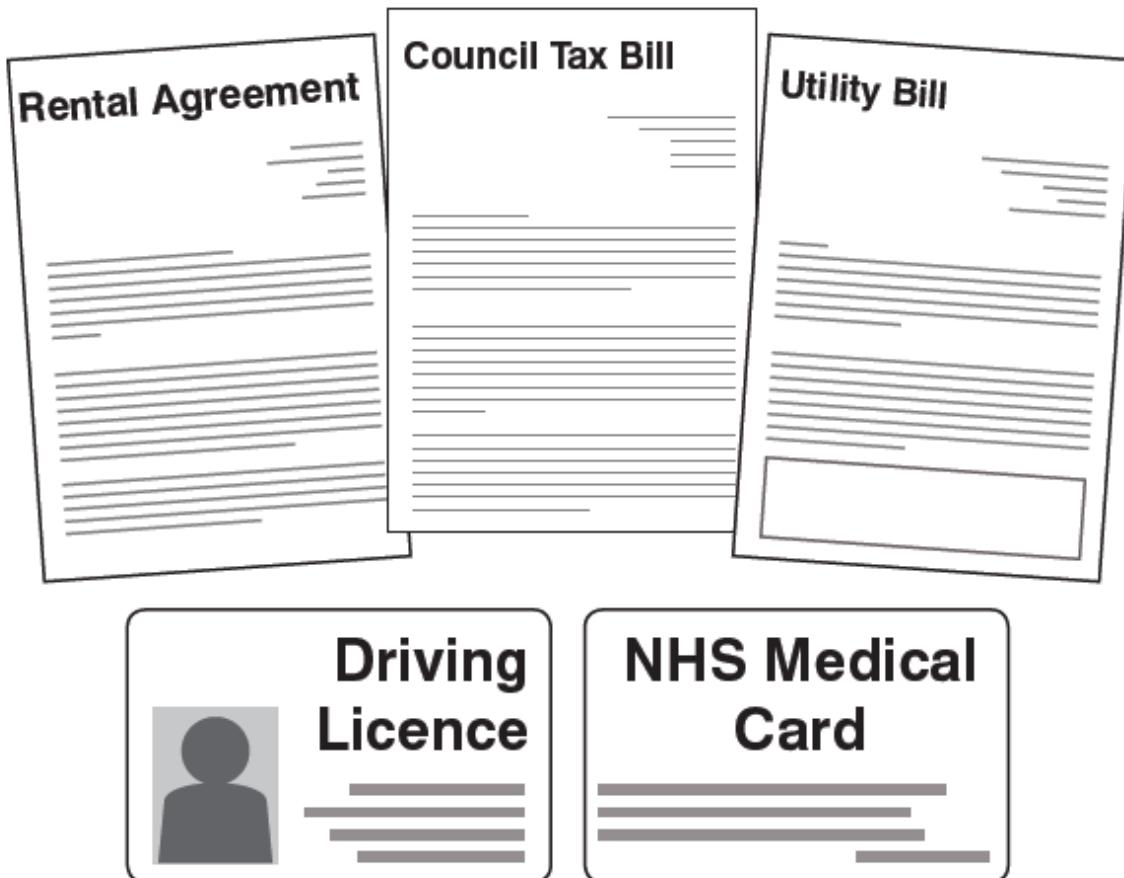
All applicants must provide:

- A. Proof of residence**
- B. Proof of eligibility**

If you wish to retain the original documents, please obtain copies prior to submission. Issuing offices are unable to make photocopies as part of the application process.

### Proof of residence

All applicants must provide one of the following items bearing the applicant's name and address:



## Holiday home parks, caravan park sites and second home owners

If you wish to apply for a concessionary bus pass and reside in a holiday home park, Caravan Park or second home please contact us to discuss eligibility.

## Disability information (for those who do not qualify by reason of age)

Disabled applicants must have reached the age of 5 years and have a relevant disability that is considered permanent, or which is likely to last at least 12 months. The disability should have a substantial effect on the person's ability to carry out normal day-to-day activities. Any proof used to support an application must be no older than twelve months.

War veterans in receipt of a War Pensioner's Mobility Supplement or compensation for an injury in tariffs 1-8 of the Armed Forces Compensation Scheme are likely to qualify for a Concessionary Bus Pass in one of the eligible categories for disability. Documents confirming this should be produced with your application.

## Use of general practitioners

The Department for Transport strongly advises against using a GP to verify that you meet the criteria for a Concessionary Bus Pass as this approach may compromise the doctor/patient relationship.

GPs are not obliged to provide letters of support to bus pass applicants as this is not an NHS service. You may be charged a fee.

## Companion passes for the severely disabled

The issuing of companion passes by local authorities is discretionary, Torbay Council does not issue companion passes or accept companion passes from other local authorities.

## Proof of eligibility

All applicants must provide a document detailing their eligibility for a pass. There are eight categories of eligibility, listed below which explain what each category covers and the documents needed to support eligibility.

## Category 1. Older person's Pass

### Acceptable proof of age:

- Passport
- Birth certificate
- Driving licence
- Department for Work and Pensions letter confirming state retirement pension
- Pension credit letter
- NHS medical card/ printed prescription bearing date of birth.

As detailed in each of the disability categories listed below. If your application is refused, you will be contacted in writing advising you of the reason.

## Category 2a Blind or partially sighted

You can be registered as partially sighted if you have a full field of vision but can only read the top letter of the eye test chart at a distance of six metres or less (with glasses if worn). However if you can read the next three lines down from the same distance but your field of vision is moderately or severely restricted you may still qualify for registration.

### Proof of eligibility

- Disabled Person's Registration card, or Letter from Children's Services, Torbay and Southern Devon Health and Care NHS Trust, or other local authority confirming registration as blind/ partially sighted.
- Certificate of Visual Impairment (CVI) signed by Consultant Ophthalmologist
- Current disabled person's Blue Badge.

## Category 2b Profoundly or severely deaf

Hearing Loss is measured in decibels across the normal hearing spectrum as dB HL (Hearing Level) People are generally regarded as having a severe hearing loss if it reaches 70-95 dB HL and

a profound loss if it reaches 95+ dB HL. (NB to qualify for the concession hearing loss must be bilateral)

### **Proof of eligibility**

- Disabled Person's Registration card, or letter from Children's Services, Torbay and Southern Devon Health and Care NHS Trust, or other local authority confirming registration as severely/profoundly deaf. (not hearing impaired)
- An audiological report, or a report from an aural specialist confirming that the applicant has a bilateral severe or profound hearing loss.

## **Category 2c Without speech**

Persons who are unable to communicate orally in any language.

NB. This does not include those whose speech is slow or difficult to understand (e.g. because of a severe stammer).

### **Proof of eligibility**

- Disabled Person's Registration card or letter from Children's Services, Torbay and Southern Devon Health and Care NHS Trust, or other local authority confirming registration as a person without speech.
- Proof of Personal Independence Payment with a score of eight points or more for the "Communicating verbally" activity.

## **Category 2d Those unable to walk**

To qualify under this category a person would have to have a long term and substantial disability or injury that means they cannot walk at all or which makes walking very difficult.

### **Proof of eligibility**

- Disability Living Allowance with Higher Rate Mobility Component
- Personal Independence Payment score of eight points or more for the "Moving around" activity
- Current Disabled Person's Blue Badge
- War Pension with mobility supplement

- Letter on headed paper from medical professional confirming that the applicant is unable to walk unaided for a distance of more than 50 metres.

Note: (Letters from medical professionals will only be acceptable as proof of eligibility for one year to enable applicants to apply for and be awarded Personal Independence Payment at the rates specified above).

## **Category 2e Does not have arms or has long-term loss of the use of both arms**

This category includes people with a limb reduction deficiency of both arms; bilateral upper limb amputation; muscular dystrophy; spinal cord injury; motor neurone disease; or a condition of comparable severity.

### **Proof of eligibility**

- Visible evidence that the applicant has no arms
- Disability Living Allowance with higher rate mobility component
- Current Disabled Person's Blue Badge
- Letter on headed paper from a medical professional confirming that the applicant has long-term loss of use of both arms.

## **Category 2f Has a learning disability**

A learning disability is a state or arrested or incomplete development of mind which includes a significant impairment of intelligence and social functioning. The disability must have started before adulthood and have a lasting effect upon development. The person should be able to qualify for specialist services. Note: Documents containing the term 'learning difficulty' will not be accepted.

### **Proof of eligibility**

- Disabled Person's Registration card or letter from Children' Services, Torbay and Southern Devon Health and Care NHS Trust, or other local authority confirming learning disability registration.

*(NB. A registration scheme is no longer maintained within Torbay but documents previously issued will be accepted in this disability category)*

- Letter on headed paper from a medical professional confirming a diagnosis of learning disability (not learning difficulty) before adulthood.

## Category 2g Medically unfit to drive or obtain a driving licence

Under Section 92 of the Road Traffic Act 1988 the Secretary of State may refuse to issue a driving licence on grounds of medical fitness. Those who are currently barred from holding a licence for medical reasons (other than the persistent misuse of drugs or alcohol) are people with:

- a) epilepsy (unless it is of a type which does not pose a danger\*)
- b) severe mental disorder
- c) liability to sudden attacks of giddiness or fainting
- d) inability to read a registration plate in good light at 20.5 metres (with lenses if worn)
- e) other disabilities which are likely to cause the driving of vehicles by them to be a source of danger to the public.

*\*For epilepsy the bar is not automatic and depends on the circumstances. (See Motor Vehicle (Driving Licences) (Amendment) Regulations 2013 (SI 2013/258)*

This legislation makes specific reference to people who persistently misuse drugs or alcohol. These people are not covered by the definition of 'disabled person' under the 2000 Transport Act and are not entitled to a concessionary bus pass.

### Proof of eligibility

- Recent letter from DVLA giving notice of refusal or withdrawal of licence on medical grounds (not misuse of drugs/alcohol)
- Letter on headed paper from a medical practitioner or mental health professional confirming that the applicant is suffering from a long term medical condition (excluding drug/alcohol misuse) which renders them unable to meet the minimum standards of medical fitness to drive or obtain a driving licence

## Where to use a Concessionary Bus Pass in England

The pass entitles the pass holder to free off-peak travel on registered local buses\* anywhere in England.

When using your Concessionary Bus pass outside Torbay please check for local variations. The statutory national concession is from 0930 to 2300 on weekdays and any time on weekends and Public Bank Holidays.

Some local authorities in England may be able to fund additional benefits to the scheme. In general their variations will only be available to local residents. Please contact the local council where you are travelling for further information.

*\*A registered local bus is a timetabled bus service which is open to the general public.*

### **What is not included with a Concessionary Bus Pass**

- Car parking charges at Park & Ride sites
- Long-distance coaches
- Coach excursions and holiday tours
- Rail-replacement buses
- Ring & Ride, taxis, private hire cars and Fare Cars
- Services operated as 'sight-seeing tours' offering only one type of premium fare with no separate fares between stages or boarding points.
- Services on which the majority of seats can be reserved in advance of travel.

Park & Ride services are also not part of the statutory minimum scheme and operators may not accept the Concessionary Bus Pass, if the local authority has decided to exclude these services from their scheme. Please contact the local council where you are travelling for further information.

## What to do if your circumstances change in the future

### **Address changes**

If you change your address please visit an issuing office with proof of your new address.

### **Eligibility**

If your circumstances change, such that you are no longer eligible, please return your pass.

### **Appearance**

If your appearance has changed significantly from the picture on your pass, attend one of the issuing offices so a replacement can be issued free of charge.

### **Change of name**

If you change your name a new pass can be issued in your correct name free of charge, if you provide appropriate official documentation with your existing pass.

### **Lost and damaged Passes**

If your Concessionary Bus Pass is lost, damaged or stolen, a replacement can be issued incurring a £10 administration charge.

## Senior Railcard Offer

If you are over 60, resident in Devon and would like to apply for a reduced-price Senior Rail Card, please contact Devon County Council.

### **Devon County Council:**

Telephone **01392 383688** or **01271 383688**

Email **nationalbuspass@devon.gov.uk**

For further information visit:

**[www.devon.gov.uk/seniorrailcards.htm](http://www.devon.gov.uk/seniorrailcards.htm)**

This offer is subject to review by the Association of Train Operating Companies and could be withdrawn or amended during the life of this booklet.

This booklet is available in large print, for the visually impaired. Please telephone the Concessionary Fares Desk on 01803 207766 for further information.



## Application for the English National Concessionary Bus Travel Pass

### Part 1 Personal details

Surname		Address		
First Name				
Title		Postcode		Tel No.
Date of Birth		E-mail		

### Part 2 Please tick relevant box for type of application.

First Application  Renewal  Replacement

Torbay Council reserves the right to charge a fee for the replacement of lost passes.

### Part 3 Status and eligibility (please tick one relevant category)- See over for evidence required

- |   |  |
|---|--|
| <input type="checkbox"/> 1 - Older Persons Pass           | <input type="checkbox"/> 2d - Unable to walk                   |
| <input type="checkbox"/> 2a - Blind or partially sighted  | <input type="checkbox"/> 2e - Without arms or use of both arms |
| <input type="checkbox"/> 2b - Profoundly or severely deaf | <input type="checkbox"/> 2f - Learning disability              |
| <input type="checkbox"/> 2c - Without speech              | <input type="checkbox"/> 2g - Medically unfit to drive         |

### Part 4 Declaration – all applicants

I wish to obtain a National Concessionary Travel Pass. I declare that I am eligible, and that the evidence provided is authentic and is not altered, borrowed, or otherwise misappropriated. I understand that I must report the loss of my pass to Torbay Council immediately and notify any change of address or eligibility status. I am aware that any false statement made in this application is a criminal offence that might render me liable to prosecution. I have read the Data Protection notice below.

Signature		Date	
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**Data Protection Act 1998** The information given in this application will be used to provide the English National Bus Concession to you. By signing this form you give consent to the disclosure of relevant information for the purpose of establishing your eligibility, to and by other departments within Torbay Council, Torbay and Southern Devon Health and Care NHS Trust, or other local authorities or healthcare professionals. Personal information will also be available to authorised persons within Stagecoach South West, and Applied Card Technology Ltd, our Card Management Bureau. Data may also be used for the purposes of the prevention and detection of crime/fraud. This will include disclosure to the Audit Commission for use in the National Fraud Initiative data matching exercise, and may include disclosures to the Police or other Government Departments. If you would like to access your personal information held by Torbay Council please e-mail Information Governance (dp@torbay.gov.uk) or telephone 01803 201201.

### Part 5 Office Use Only

Specify Type of Eligibility Shown  
(Please attach copy of eligibility evidence for disability applications).



Specify Evidence of Residency Shown

ACT Reference Number

Date Stamp

Operators Signature

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