

A Guide To Concessionary Travel

With effect from
1 April 2011



**NEW
HOURS**



www.hants.gov.uk



Hampshire
County Council

Introduction

Older residents, or those over five who have specific disabilities, can take advantage of free travel on local buses throughout Hampshire and the rest of England.

This leaflet sets out who qualifies for this concession, how you can apply and where it can take you.

This information is available, on request, in other formats, such as large print, audio, braille and other languages.

For more information or enquiries call 0845 045 8355* or 01962 832303*
Textphone 0845 603 5625 (8.30am – 5.00pm Monday to Thursday, 8.30am – 4.30pm Friday) or email concessionary.fares@hants.gov.uk.

Website: www.hants.gov.uk/concessionary-travel

For information about bus routes and times phone 0871 200 22 33 (calls cost 10p per minute from landlines. Network charges apply)

www.traveline.info



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*see page 6 for call charge details

Part one - Your bus pass

What can I use my bus pass for?

Older people

Free travel from 9.00am to 11.00pm Monday to Friday and all day weekends and public holidays on journeys which start in Hampshire (excludes Portsmouth and Southampton), regardless of where you are travelling to.

For journeys starting outside of Hampshire (including Portsmouth and Southampton), you can travel for free at 'off-peak' times (see below)

People with disabilities

Free all day travel on journeys which start in Hampshire (excludes Portsmouth and Southampton), regardless of where you are travelling to.

For journeys starting outside of Hampshire (including Portsmouth and Southampton), you can travel for free at 'off-peak' times (see below)

'Off-peak' times

'Off-peak' time is between 9.30am and 11.00pm Monday to Friday and all day at weekends and public holidays on local bus services throughout England.

Where else can I use my bus pass?



In addition to local bus services you can use your bus pass on any of the following Hampshire services:

- Cango
- Park and Ride services that are registered as local bus services (though you must still pay for the parking)

- County Council contracted taxishare and carshare schemes
- Call & Go (at half fare) – Including the Hart Shopper, Fleet Link and the Yateley Shopper as long as you meet the Call & Go scheme's eligibility rules
- Dial a Ride and Dial a Ride contract Shopping Trips (at half fare) (including Eastleigh Parish Links) as long as you meet the Dial a Ride scheme's eligibility rules.

What can't I use my bus pass for?



Bus passes are **not** valid on:

- services where most seats can be reserved in advance of travel such as coaches. However, you can still use your pass on the special locally booked services mentioned previously, like Dial a Ride and Call & Go
- temporary services running for less than six weeks (eg shuttle buses to special events)
- tourist services or services on vehicles of historical interest (eg New Forest Tour bus)
- rail replacement services
- services where 'extras' (eg refreshments or car parking) are included in the fare (but remember you can still use your pass for Park and Ride services registered as a local bus service)
- taxis (Hackney carriage or private hire)
- rail services
- ferries
- voluntary car schemes
- non-Hampshire County Council carshare schemes
- Hedge End Park Minibus Service
- Shopmobility.

Part two - Disabled Person plus Companion pass

Who can have a disabled person plus companion pass?

You may be entitled if:

- you have specific disabilities (see page 8) **and**
- your disability is so severe that you are unable to travel unaccompanied **and**
- you provide a letter from a healthcare professional e.g. physiotherapist, podiatrist, nurse etc. confirming that you are unable to travel alone for medical reasons.

How can I use my companion pass?

- valid all day, every day
- valid on any eligible service available to people with disabilities in Hampshire (excludes Southampton and Portsmouth)
- if you have a disabled person plus companion pass, you can travel with or without a companion under the terms of the disabled bus pass
- companions can only get free travel when they accompany you. They cannot travel for free on their own
- for children a disabled person plus companion pass will be issued on the basis of disability and not age.



Part three - Vouchers

Vouchers (formerly known as tokens) are an **alternative** to the bus pass. They are available to anyone who has specific disabilities (see page 8)

How much are vouchers worth?

You can have £32 of vouchers per year to use in part or full payment of your fare on:

- Dial a Ride
- Call & Go
- taxis (Hackney carriage and private hire)
- voluntary car schemes.



If applied for part way through a year, you will receive a prorated allocation of vouchers.

Not all taxis and voluntary car schemes may accept vouchers. Please check with the operator before travelling.

Journeys must start or finish in Hampshire.

You cannot use vouchers on:

- local bus services
- rail services or for buying railcards
- ferries
- Shopmobility.



*Calls to 0845 numbers are free on some BT call plans but will cost between 4p (local rate) and 6p (national rate) per minute for BT customers not on a plan. Calls made using other service providers or mobiles may cost more. Correct as of 1 March 2011. 01962 numbers are charged at standard or local call rates.

Part four - Rules on eligibility

You must be a permanent resident in Hampshire, and of:

- eligible age, **or**
- aged five or over, if you have specific disabilities (see page 8)

Older person's bus pass

What is the eligible age?

- If you were born before 6 April 1950, you are eligible on your 60th birthday
- If you were born after 5 April 1950 the eligible age for both women and men is the state pensionable age of a woman

To check your state pensionable age, see the calculator on

www.hants.gov.uk/concessionary-travel,

call 0845 045 8355* or 01962 832303*

Textphone 0845 603 5625 (Opening hours

8.30am – 5.00pm Monday to Thursday

8.30am – 4.30pm Friday) for guidance, or

email concessionary.fares@hants.gov.uk

What proof of eligibility do I need to provide?

When you apply for an older person's bus pass, we will need a completed application form plus a current passport sized **colour** photograph with your name and date of birth printed on the back and **copies** of:

- proof of current address - e.g. a recent utility bill, **and**
- a letter from the Pension Service confirming your eligibility for the State Pension, **or**

- your passport, **or**
- your driving licence, **or**
- your birth certificate

Disabled person's bus pass, disabled person plus companion pass or vouchers

Do I qualify as disabled?

You must be aged five or older, and be:

- blind or partially sighted, or
- profoundly or severely deaf, or
- without speech, or
- have a disability, or injury, which has a substantial and long-term effect on your ability to walk, or
- have no arms or have long-term loss of the use of both arms, or
- have a severe learning disability, including an arrested state of development from birth, or
- have been prevented from holding or would be refused a driving licence under Part III of the Road Traffic Act 1988, under section 92 of the Act (physical fitness) on grounds other than persistent misuse of drugs or alcohol, or
- a member or veteran of the Armed Services who has been seriously injured in service.

If a **temporary disability condition** is claimed, it must meet one of the categories above and the concession will only be issued for the duration of disability described. The application must be accompanied by a healthcare professional's report.

What proof of disability do I need to provide?

When you apply for a bus pass, disabled person plus companion pass or vouchers on the grounds of disability, we will need a completed application form plus a current passport sized **colour** photograph with your name and date of birth printed on the back and a **copy** of one of the following **and** proof of your address - e.g. a recent utility bill.

- Hampshire County Council Adult Services Yellow Disabilities Registration Card or number
- Hampshire County Council Children's Services Yellow Disabilities Registration Card or number
- Hampshire County Council Blue Badge or number
- award letter for any Attendance Allowance
- award letter for the Higher Rate Mobility Component of Disability Living Allowance
- award letter for a War Pensioner's Mobility Allowance
- award letter for guaranteed income payment for tariff levels 1 – 8 under the 2005 Armed Forces Compensation Scheme
- letter from the DVLA giving notice of long term refusal or withdrawal of driving licence on medical grounds (misuse of alcohol or drugs are not included under this scheme)
- a healthcare professional's report e.g. physiotherapist, podiatrist, nurse etc. containing their contact details.

For a disabled person plus companion bus pass:

- a healthcare professional's report e.g. physiotherapist, podiatrist, nurse etc. containing their contact details confirming your disabilities and inability to travel alone. (see page 5)

What type of photograph should I provide?

We require a recent, **colour**, passport sized photograph of yourself with your name and date of birth printed on the back. Your photograph, which must show your head and shoulders only, be without head gear (except on religious or medical grounds) and be front facing and alone, will be printed on the bus pass or vouchers so that you can be identified as the pass holder when travelling. We cannot accept photographs that are obscured or marked.

How do I use my bus pass?

- the pass must be shown to the bus driver on all journeys
- if the bus you are travelling on has a card reader, the bus driver may direct you to hold your pass against it
- tell the driver where you want to travel as a ticket may be issued for your journey to be recorded accurately (Some bus companies register your journey on the ticket machine or through the booking system instead)
- If you are issued a ticket please retain it during your journey for inspection.

How do I use my travel vouchers?

Simply use vouchers instead of cash.

Hand over to the driver the number of vouchers you wish to use in full or part payment for your fare. No change will be given.

Not all taxis and voluntary car schemes may accept vouchers. Please check with the operator before travelling.

Vouchers can only be used up to 31 March each year of allocation.

You are subject to the normal conditions of carriage and passenger regulations of the operators of services on which you travel.

Part five - Applying for your bus pass or vouchers

Application forms are available in Hampshire from most:

- libraries
- Adult and Children's Services offices
- bus stations
- District and Borough Council offices
- Hampshire County Council Information Centres, or

contact www.hants.gov.uk/concessionary-travel or phone us on 0845 045 8355* or 01962 832303*

Textphone 0845 603 5625

(Opening hours 8.30am – 5.00pm, Monday to Thursday 8.30am – 4.30pm Friday)

or email: concessionary.fares@hants.gov.uk

Fill in your application form and send it to us at:

Concessionary Travel Team
Passenger Transport Group
Hampshire County Council
Elizabeth II Court
The Castle
Winchester
Hampshire SO23 8UD

You can also apply **online**, by downloading and completing an application form and sending it to us by post or email, along with copies of your proof and a photograph.

Remember to enclose:

- a passport sized **colour** photograph with your name and date of birth printed on the back
- proof of age and address for the older person's bus pass (see page 7)

- proof of disability and address for the disabled person's bus pass, disabled person plus companion pass or vouchers. (see page 9)

Only copies of documents are required. They will not be returned to you. **Do not send originals.**

We will process your completed application and you will be sent your pass or vouchers in the post, or you will be contacted for further information.

How do I renew my pass or vouchers?

- we will renew your pass automatically for up to five years after checking eligible users for changes in their circumstances. This will include checks with registration services, and other databases including the National Fraud Initiative
- we will renew vouchers automatically on 1 April each year for up to five years, after which we will check if you still want them.

You must tell us as soon as possible if you no longer need your pass or vouchers or if your appearance, address or circumstances change.

If you lose or damage your pass, we can replace it at a cost of £10. We will not charge this fee if the pass has been stolen, provided you have told the police and have received an official crime number for the incident.

Lost vouchers will not be replaced.

Your pass or vouchers are rendered void if they are altered or defaced in any way.

All information is made available for general information only. Every effort has been made to ensure its accuracy at time of going to print (April 2011). Contents may be subject to change.