

English National Concessionary Travel Scheme

Applying for a disabled persons bus pass

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Introduction

This information is for residents of East Sussex who wish to apply for an English National Concessionary Travel Scheme bus pass.

1.1 What is a concessionary bus pass?

A concessionary bus pass is issued as part of the English National Concessionary Travel Scheme and it allows eligible older people or those that are registered disabled to benefit from free off-peak travel on local buses anywhere in England.

1.2 How do I apply for a disabled persons bus pass?

Your sole or principal residence must be in the County of East Sussex (not including Brighton and Hove) and you will need to provide evidence that you suffer from one of the disabilities defined later in this information document.

Bus passes are produced by an external supplier so please allow at least 10 working days from date of eligibility. Please let us know if you have not received your pass by this time.

1.3 Where and when can I use the bus pass?

You can use the bus pass on local bus services anywhere in England.

For journeys that start in East Sussex, you can use the bus pass:

- 9am to 11pm, weekdays
- all day at weekends or bank holidays.

Outside of East Sussex, you may not be able to use the pass until 9.30am.

This includes Brighton & Hove, West Sussex, Kent, and Surrey. You could, however, board a bus in East Sussex at 9am and travel for free into Brighton or Tunbridge Wells, for example.

If you are using the bus pass outside of East Sussex, it's a good idea to check with the bus company you will be travelling with, to check local restrictions.

2 Applying for a disabled person's bus pass

2.1 Who is eligible for a disabled person's bus pass?

You're eligible for a disabled person's pass if you live in England and are 'eligible disabled'. This means you:

- A. are blind or partially sighted
- B. are profoundly or severely deaf
- C. are without speech
- D. have a disability, or have suffered an injury, which has a substantial and long-term effect on your ability to walk
- E. don't have arms or have long-term loss of the use of both arms
- F. have a learning disability
- G. You're also eligible disabled if your application for a driving licence would be refused under section 92 of the Road Traffic Act 1988 (physical fitness). However, you won't be eligible if you were refused because of persistent misuse of drugs or alcohol.

2.2 How do I apply?

All passes must be applied for **in person** either at a local East Sussex Library or at participating local council offices. See section 3 for a list of these.

There is no need to make an appointment and your pass will be sent to you within 10 working days.

2.3 What do I need to bring?

When you come to the library or council office, you will need to bring:

- proof of your disability
- proof of your address
- letter from your GP (if applying for a companion pass)
- a photograph of you (this can be taken for you, see below)
- your National Insurance number.

Please provide original documents. We do not keep these, but may take copies for our records. See below for a full list of acceptable documents.

2.3.1 Proof of your disability

All New applicants must provide the necessary proof as specified for their particular disability. Your application may be refused unless the exact specified proof is presented, so please read carefully.

| Eligibility Category | | Required Proof |
|----------------------|------------------------------|---|
| A | Blind or Partially Sighted. | <ul style="list-style-type: none">▪ Proof of registration with Social Services▪ A letter from an eye specialist, for example an optometrist, that you would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted). |
| B | Profoundly or Severely Deaf. | <ul style="list-style-type: none">▪ Proof or registration on a voluntary basis with Social Services▪ Audiological report or a report from an aural specialist indicating that hearing loss has reached 70 – 95 dBH |

| | | |
|----------|---|---|
| C | Without Speech. | <ul style="list-style-type: none"> ▪ Letter from your G.P., Consultant, or Senior Practice Nurse confirming that you are Without Speech. |
| D | Disability which has a substantial long term adverse effect on your ability to walk. | <ul style="list-style-type: none"> ▪ In receipt of the Higher Rate Mobility Component of Disability Living Allowance for a minimum of 12 months ▪ Medical evidence that your walking ability is long term and substantially impaired ▪ SPVA Notice of Walking Disability ▪ In receipt of War Pensioners Mobility Supplement for a minimum of 12 months |
| E | Long term loss of use of both arms or the loss of both arms. | <ul style="list-style-type: none"> ▪ Letter from your G.P., Consultant, a Senior Practice Nurse or occupational therapist confirming your condition. |
| F | Learning Disability | <ul style="list-style-type: none"> ▪ Letter from your G.P., Consultant, or Senior Practice Nurse confirming that your learning disability meets the eligibility criteria. ▪ Proof of registration with Social Services ▪ For children – a letter from the head teacher at a special school confirming eligibility as defined. |
| G | Refusal of Driving Licence/Unable to Drive due to medical reasons. The pass must be returned if the restriction is lifted. | <ul style="list-style-type: none"> ▪ Letter from D.V.L.A. confirming the refusal/revocation of a driving licence for a minimum period of 12 months. This does not include those excluded from holding a licence due to the persistent misuse of drugs and/or alcohol. ▪ A letter from your G.P. or another suitable medical professional confirming that you are most likely to be refused a driving licence due to your medical condition. |

2.3.2 Proof of your address in East Sussex (bring one of the following)

- a letter from Department of Work and Pensions
- a recent bank or credit card statement
- your current council tax bill
- a recent utility bill.

If your main home is not in East Sussex, you should apply for a bus pass to the local authority where you usually live.

Any proof of address must be no more than three months old. The date must be printed and not handwritten.

2.3.3 Photograph

Libraries

If you apply at a library, staff will take your photo for you, free of charge.

Council offices

If you apply at a council office, you will need to bring a photograph of yourself. This must:

- be a recent, colour, passport-style photo
- show your head, shoulders and full face
- be taken without any headcovering or tinted glasses. Ordinary glasses are fine.

2.3.4 Companion pass requirement

If you are disabled and need help to travel, you can apply for a companion pass which allows someone to travel with you free of charge. You do not have to always travel with a companion. Companions may be charged for travel outside of the East Sussex area.

As well as proof of your disability, you will need a letter/form from your doctor or consultant stating that you need help to use public transport.

Please tick the “plus companion” box on the application form if you are applying for a companion pass

3 Where do I apply

East Sussex Libraries (Disabled access is readily available at all these sites except for Pevensey Bay which has stairs leading down to the library)

Below is a list of all libraries which are able to process application forms issuing passes. All libraries are able to take photos when you present the application form so you will not need to provide a passport photo.

| Library | Address | Telephone | Email |
|---------------------|---|------------------|---------------------------------------|
| Battle | 7 Market Square,Battle, TN33 0XB | 0345 60 80 196 | library.battle@eastsussex.gov.uk |
| Bexhill | Western Road,Bexhill on Sea, TN40 1DY | 0345 60 80 196 | library.bexhill@eastsussex.gov.uk |
| Crowborough | Pine Grove,Crowborough, TN6 1DH | 0345 60 80 196 | library.crowborough@eastsussex.gov.uk |
| Eastbourne | Grove Road,Eastbourne, BN21 4TL | 0345 60 80 196 | library.eastbourne@eastsussex.gov.uk |
| Forest Row | The Community Centre, Hartfield Road,Forest Row, RH18 5DZ | 0345 60 80 196 | library.forestrow@eastsussex.gov.uk |
| Hailsham | Western Road ,Hailsham, BN27 3DN | 0345 60 80 196 | library.hailsham@eastsussex.gov.uk |
| Hampden Park | Brodrick Close, Hampden Park,Eastbourne, BN22 9NQ | 0345 60 80 196 | library.hampdenpark@eastsussex.gov.uk |
| Hastings | Brassey Institute, 13 Claremont,Hastings, TN34 1HE | 0345 60 80 196 | library.hastings@eastsussex.gov.uk |
| Heathfield | 21 High Street,Heathfield, TN21 8LU | 0345 60 80 196 | library.heathfield@eastsussex.gov.uk |
| Hollington | 96 Battle Road,St Leonards on Sea, TN37 7AG | 0345 60 80 196 | library.hollington@eastsussex.gov.uk |
| Langney | Unit 3 The Shopping Centre, 110 Kingfisher Drive, Langney, Eastbourne, BN23 7RT | 0345 60 80 196 | library.langney@eastsussex.gov.uk |
| Lewes | Styles Field, Friars Walk, Lewes, BN7 2LZ | 0345 60 80 196 | library.lewes@eastsussex.gov.uk |
| Mayfield | Mayfield CE School, Fletching Street,Mayfield, TN20 6TA | 0345 60 80 196 | library.mayfield@eastsussex.gov.uk |
| Newhaven | 16 High Street ,Newhaven, BN9 9PD | 0345 60 80 196 | library.newhaven@eastsussex.gov.uk |
| Ore | Old London Road, Ore,Hastings, TN35 5BP | 0345 60 80 196 | library.ore@eastsussex.gov.uk |
| Peacehaven | Meridian Centre,Peacehaven, BN10 8BB | 0345 60 80 196 | library.peacehaven@eastsussex.gov.uk |
| Pevensey Bay | Wallsend House,Richmond Road, Pevensey Bay, BN24 6AU | 0345 60 80 196 | library.pevensey@eastsussex.gov.uk |
| Polegate | Windsor Way,Polegate, BN26 6QF | 0345 60 80 196 | library.polegate@eastsussex.gov.uk |
| Ringmer | Cecil Gates Room,The Village Hall, Lewes Road, Ringmer, Lewes, BN8 5QH | 0345 60 80 196 | library.ringmer@eastsussex.gov.uk |

| Library | Address | Telephone | Email |
|------------|---|----------------|--------------------------------------|
| Rye | 30 High Street, Rye, TN31 7JF | 0345 60 80 196 | library.rye@eastsussex.gov.uk |
| Seaford | Temporary address (from 20/02/12): Elm Court, Blatchington Road, Seaford, BN25 2AD | 0345 60 80 196 | library.seaford@eastsussex.gov.uk |
| Uckfield | Library Way, High Street, Uckfield, TN22 1AR | 0345 60 80 196 | library.uckfield@eastsussex.gov.uk |
| Wadhurst | The Institute, High Street, Wadhurst, TN5 6AP | 0345 60 80 196 | library.wadhurst@eastsussex.gov.uk |
| Willingdon | Coppice Avenue, Lower Willingdon, Eastbourne, BN20 9PN | 0345 60 80 196 | library.willingdon@eastsussex.gov.uk |

District and Borough Council Offices (Disabled access is readily available at all these sites)

Below is a list of local council offices who will be able to process your application for you. Please note that most council offices cannot take photographs so you will need to provide a suitable passport sized photograph when applying.

| Local Council | Address | Telephone | Email |
|----------------------------|--|--------------|--------------------------------|
| Wealden District Council | Hailsham Customer Help Point, Prospects House, 7-9 George Street, Hailsham, BN27 1AD <i>Note: This office address may be subject to change, please telephone the office before visiting</i> | 01323 443557 | info@wealden.gov.uk |
| | Council Offices, Pine Grove, Crowborough, East Sussex, TN6 1DH <i>Note: This office address may be subject to change, please telephone the office before visiting</i> | 01323 443557 | info@wealden.gov.uk |
| Rother District Council | Community Help Point, 6 Market Square, Battle, TN33 0XB | 01424 787000 | customerservices@rother.gov.uk |
| | Community Help Point, Town Hall, Bexhill-on-Sea, TN39 3JX | 01424 787000 | customerservices@rother.gov.uk |
| | Community Help Point, 30a High Street, Rye, TN31 7JG | 01424 787000 | customerservices@rother.gov.uk |
| Eastbourne Borough Council | Customer Contact Centre, 1 Grove Road, Eastbourne, BN21 4TW | 01323 410000 | enquiries@eastbourne.gov.uk |
| Hastings Borough Council | Hastings Information Centre, Queens Square, Hastings, East Sussex, TN34 1TL | 01424 451111 | hic@hastings.gov.uk |

4 Fair Processing Notice – National Fraud Initiative

East Sussex County Council is required by law to protect the public funds it administers. The Council shares information provided to it with other bodies responsible for auditing or administering public funds. In order to assist with the prevention and detection of fraud.

The Audit Commission appoints the External Auditor to audit the accounts of this authority, and they are also responsible for carrying out data matching exercises.

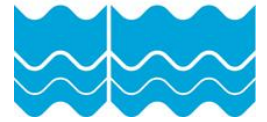
Data matching involves comparing computer records held by one body against other computer records held by the same or another body. This is usually personal information. Computerised data matching allows potentially fraudulent claims and payments to be identified. Where a match is found it indicates that there is an inconsistency, which requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until further detailed investigation is carried out.

The Audit Commission currently requires the Council to participate in a data matching exercise to assist in the prevention and detection of fraud. We are required to provide specific sets of data to the Audit Commission for matching, and details of these are set out in the Audit Commission's handbooks, which can be found at www.audit-commission.gov.uk/nfi

The use of data by the Audit Commission in a data matching exercise is carried out with statutory authority under its powers in Part 2A of the Audit Commission Act 1998. It does not require the consent of the individuals concerned under the Data Protection Act 1998 to undertake the exercise

Data matching by the Audit Commission is subject to a Code of Practice. This may be found at www.audit-commission.gov.uk/nfi/codeofdmp

For further information on the Audit Commission's legal powers and the reasons why it matches particular information, see the Level 3 Notice on the Audit Commission website <http://audit-commission.stage.ac/nfi/ptext.asp> or contact the Head of NFI on 0844 798 2222 or email nfiqueries@audit-commission.gov.uk


English National Concessionary Travel Scheme


Application for a disabled persons bus pass

This document is also available in large print, Braille, tape/CD or another language. Please contact us on 0345 60 80 194 or publictransport.pts@eastsussex.gov.uk.

| Section 1 – Applicant’s details | | | |
|--|--------------------------|----------------|--|
| Title: | | Date of birth: | |
| First name: | | Last name: | |
| Address: | | | |
| Postcode: | | Telephone: | |
| National insurance number: | | | |
| Email address: | | | |
| Have you held a bus pass before? | Yes | No | |
| If yes please confirm which county it was issued in: | | | |
| Section 2 – Your disability | | | |
| I am applying on the grounds of an eligible disability and have entered a cross in the appropriate box below. I have provided the required proof of disability as described in the ‘Applying for a bus pass’ information pack. | | | |
| Type of disability | Please tick | | |
| Blind or partially sighted | <input type="checkbox"/> | | |
| Profoundly or severely deaf | <input type="checkbox"/> | | |
| Without speech | <input type="checkbox"/> | | |
| Having a disability, or having suffered an injury, which has a substantial long term adverse effect on your ability to walk | <input type="checkbox"/> | | |
| Do not have arms or have long term loss of the use of both your arms | <input type="checkbox"/> | | |
| Having a learning disability, that is a state of arrested or incomplete development of mind and which includes significant impairment of intelligence and social functioning | <input type="checkbox"/> | | |
| Having been refused a licence to drive a motor vehicle under Part III section 92 of the Road Traffic Act (physical fitness) other than on the grounds of persistent misuse of drugs or alcohol. | <input type="checkbox"/> | | |
| Section 3 – Companion pass | | | |
| If you have a doctor’s letter or form stating that you are unable to travel alone please tick here to apply for a companion pass | <input type="checkbox"/> | | |
| Section 4 – Declaration | | | |
| I declare that I am eligible for a bus pass on the grounds of disability and will abide by the conditions of use which I understand may be revised at any time. Applicants under the age of 16 will need a parent/guardian to sign the form. | | | |
| Signature: | | Date: | |

Please read before applying

What do I do when I have completed the form?

Completed forms and supporting documents (see below) must be taken **in person** to a local East Sussex County Council library or your local district or borough council (except Lewes District Council).

- Proof of disability – As listed for the category of disability you are applying for. Those applying for a companion pass should also include a letter/form from a doctor or consultant stating that you need a companion to use public transport.
- Proof of address - letter from Department of Work and Pensions, recent utility bill, recent bank or credit card statement, recent council tax bill.
- If applying at a local council office you will also need a passport sized photo this must be a recent, colour, passport-style photo; show your head, shoulders and full face and be taken without any headcovering or tinted glasses. Ordinary glasses are fine.

You should provide original documents and we may make copies of these. Letters obtained from GPs and/or specialists specifically for the purpose of obtaining a pass will be kept by us.

How long will it take to get my bus pass?

Bus passes are produced by an external supplier so please allow at least 10 working days from date of application. Let us know if you have not received your pass by this time. We are unable to accept responsibility for any items lost in the post.

Fair processing notice

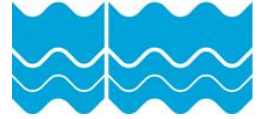
This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

For further information please write to the Freedom of Information Officer, County Hall, St Anne's Crescent, Lewes, BN7 1UE

Office use only

| | |
|--|---|
| Evidence of Residence Seen As Below <input type="checkbox"/> Letter from Department of Work and Pensions <input type="checkbox"/> Recent utility bill <input type="checkbox"/> Recent bank or credit card statement <input type="checkbox"/> Recent Council tax bill <input type="checkbox"/> Other (please specify below): _____ | Evidence of Disability Seen (list) _____ _____ If authorising a Companion Pass <input type="checkbox"/> Doctor's letter/form seen and retained |
|--|---|

| | | | |
|---|--|--------------|--|
| Processing Officer (Print Name): | | Date: | |
|---|--|--------------|--|


English National Concessionary Travel Scheme

Statement in support of an application for a companion bus pass

The National Companion concessionary bus pass is intended for people who have applied for their concessionary bus pass on the grounds that they have a disability and their disability is such that they need to have a companion to travel with them some or all of the time. This type of bus pass allows the holder plus one companion to travel on buses within England free of charge, subject to certain conditions.

IMPORTANT: This form can only be used if the practice has a stamp to authenticate it otherwise a letter from the GP should be requested.

Instruction to the applicant:

Please complete Section 1, below, and ask your GP to complete Section 2. Once the form is completed, you should take it, along with your other application documents, to any library or District/Borough Council office in East Sussex (details are given with the information that accompanies the main application form).

Your GP's practice may charge a fee, with which East Sussex County Council is unable to assist; however, you may ask your GP if they would consider waiving the fee, at their discretion.

Instruction to the GP:

Thank you for your assistance. Please complete Section 2, below and return this form to the applicant.

Section 1 – Applicant Details

| | | | |
|-------------|--|---------------|--|
| Surname | | Date of birth | |
| Forename(s) | | | |
| Address | | | |
| | | | |
| | | | |
| | | Postcode | |

Section 2 – GP's statement

Please explain why the nature of the applicant's disability is such that they need to have a companion travelling with them some or all of the time. You do not need to provide evidence of the applicant's disability, unless specifically requested by them, because they will normally have provided such evidence by another means. Continue on the back of this form if necessary.

| | |
|------------|-----------------|
| | |
| Signed | Practice stamp: |
| Print Name | |
| Date | |