



The National Bus Concession. Your questions answered.

If you're 60 or over, or an eligible disabled person and live in England, you are entitled to a bus pass which will allow you to enjoy free off-peak travel on local buses anywhere in England.

Over the next few pages you'll find more information about the National Bus Concession. If there's anything else you need to know, don't hesitate to contact your local authority (see back page for details) or visit www.direct.gov.uk/buspass

Q. What is the National Bus Concession?

A. The National Bus Concession will enable eligible users to travel free on off-peak local bus services **anywhere in England**.

However as an enhancement to the statutory concession scheme, holders of passes issued by Bromsgrove, Malvern Hills, Redditch and Wychavon District Councils are entitled to travel at any time on local bus journeys starting in these districts. For journeys **starting elsewhere** the national scheme entitles pass holders to travel free on off-peak journeys only.

Q. Am I eligible ?

A. Please see overleaf for details of the eligibility criteria for National Bus Concession. For more information about eligibility, visit **www.direct.gov.uk/buspass**

Q. When exactly is off-peak travel?

A. Off peak hours are 9.30am until 11pm Monday – Friday, and all day weekends and bank holidays.

Q. What if I sometimes require a companion when I travel. Can they travel for free throughout England too?

A. If you apply for a Worcestershire disabled bus pass, you may also be entitled to be accompanied by a companion free of charge on some local off peak bus services starting in Worcestershire. Free travel for you and your companion may not be available outside of Worcestershire.

Q. What is the definition of a 'local' bus?

A. Registered local bus services are those buses which are open to the public, are registered with the Traffic Commissioner and therefore have a timetable. Buses registered as school services only and (most) National Express services are not registered local bus services. If you are unsure, pass holders can check with the service operator or the Worcestershire Hub.

Q. Will I be able to enjoy free travel everywhere within the UK?

A. No, the concession will only apply within England.

Q. Is it only applicable to buses?

A. The concession applies just to bus travel but some authorities offer additional services. For Worcestershire residents this includes Community Transport schemes. The extent of Community Transport concessions varies between each authority, please check with your local authority for details. As a general rule, local authorities will only provide additional services for their own residents.

Q. I don't live in London, but I visit relatives there occasionally. Will I be able to enjoy the same benefits as a Freedom Pass holder if I travel there?

A. No. Because those benefits are paid for by the London authorities, only London Freedom Pass holders will be able to enjoy additional local travel on the tube, trains and trams. You will, however, be able to enjoy the statutory national concession of free off-peak bus travel when visiting the capital.

Q. Is Park & Ride included?

A. Park & Ride schemes vary across the country. You may still need to pay for your parking but your bus journey will be free.

Q. Is there a limit to the number of times that a pass can be used?

A. No, there is no limit.

Q. Will my pass be issued immediately?

A. No. Your bus pass will need to be processed and will be delivered to you by post normally within two weeks of application.

Q. Do I have to pay for my pass?

A. No. You do not have to pay for your pass when you first apply for it. However, if you lose your pass there may be a replacement charge.

Q. I have a companion pass, when is my companion entitled to travel with me for free?

A. Your companion may only travel free of charge between 9.30am and 11.00pm on weekdays and all day weekend and bank holidays but only on local bus journeys commencing in Worcestershire. If your pass was issued by Bromsgrove, Malvern Hills, Redditch and Wychavon District Councils you will be entitled to free companion travel before 9.30am and after 11.00pm weekdays for journeys commencing in these districts.

Q. What if I lose my pass?

A. If you lose your pass you should report this immediately to your District Council. There will be a replacement charge unless in exceptional circumstances.

Q. Can I apply for my pass before my 60th birthday?

A. Yes, however you will not receive your new bus pass until you become eligible.

Q. What other options do I have?

A. Some districts have alternative options that you can choose for concessionary travel. Please note however, that this will mean you give up your right to a bus pass. These options are available from your local District Council and may include schemes like Travel Tokens.

For additional information, including Terms and Conditions, please visit:

www.worcestershire.gov.uk/concessionarytravelpass

Worcestershire Travel Concessionary Authorities



Bromsgrove
District Council
www.bromsgrove.gov.uk



Wyre Forest District Council

Supported by



Eligibility

You are entitled to a bus pass if you meet the following requirements:

You are a resident in Worcestershire, plus one or more of the following apply:

- You are aged 60 or over
- You are blind or partially sighted
- You are profoundly or severely deaf
- You are without speech
- You have a disability or injury which seriously impairs your ability to walk
- You do not have the use of both arms
- You have a learning disability
- You have had your driving licence refused or revoked on medical or physical grounds
- You require a companion to travel with you

How do I prove that I am eligible?

In order to prove your eligibility you will need the following for:

Over 60s Eligibility

- Proof of residency (e.g. recent utility bill, driving licence)

and

Proof of your age (e.g. birth certificate, passport, statement of pension payments)

Disability Eligibility

- Proof of residency (e.g. recent utility bill, driving licence)

and

Proof of your disability (e.g. Higher rate DLA or AA, existing disabled parking badge, proof of registration with Adult & Community Services, in receipt of special education, medical evidence)

Companion Eligibility

- Proof of need and relation to pass holder



Wyre Forest District Council

How to apply in Wyre Forest District

The new national bus pass requires a photograph of the applicant. Wyre Forest District Council can take a photograph or applicants can provide their own passport sized photograph.

If you are a resident in the Wyre Forest District and would like to apply for a Concessionary Travel Bus Pass, please contact Wyre Forest District Council:

- by telephone on **01562 732928** to request information or an application form
- via the website at **www.wyreforestdc.gov.uk**
- in person at:
 - Wyre Forest Customer Service Centre, Kidderminster Town Hall, Vicar Street, Kidderminster
(08.30 - 17:00 Monday to Friday, 10.00 - 17.00 Wednesday)
 - Worcestershire Hub, Civic Centre, New Street, Stourport-on-Severn
(09.00 - 17.00 Monday to Friday)
 - Worcestershire Hub, Load Street, Bewdley
(09.00 - 13.00 Monday to Friday)

Further Information



☎ 01905 765 765

www.worcestershire.gov.uk/concessionarytravelpass

Every care has been taken to ensure that this information is correct at the time of going to print. March 2009