

Disabled Person's Application for a Concessionary Bus Pass

You can apply for a disabled concessionary bus pass if you are a permanent resident of Norfolk and qualify under the eligibility criteria as set nationally by the Department for Transport. The eligibility criteria are listed in section D of this form. Please note, it is quicker and easier to apply online at www.norfolk.gov.uk.

Section A – Applicant's Details (Please complete in BLOCK CAPITALS)

Title:
Forename(s) (in full):
Surname:
Date of birth (DD/MM/YYYY):
Address:
Post code:
Home telephone:
Mobile:
Email:

Section B – Identity and Address Evidence

If you are posting documents, **please send copies. DO NOT SEND ORIGINAL DOCUMENTS.** Supporting documents that we receive are scanned and then securely destroyed after use.

Please submit **one** document from **each** list below:

Proof of Identity

- Birth Certificate
- Driving licence
- Passport

Proof of Address (Dated Within 6 Months)

- Bank Statement
- Benefit award letter from the DWP
- Council Tax bill
- Medical letter
- Utility bill

Section C – Photograph

Please submit a colour passport style photograph taken within the last 12 months. Your name must be clearly written on the reverse of the photograph in ballpoint pen.

Section D – Disability Evidence

Please indicate under which **category or categories** you are making your application. You must submit copies of the requested proof of eligibility as detailed within that category. If the criteria below do not apply to you or you are unable to supply supporting evidence, we will not be able to process your application.

I am in receipt of the Higher Rate Mobility Component of Disability Living Allowance - A copy of your award letter dated within 12 months which confirms the rate of mobility component and the end date of your award.	<input type="checkbox"/>
I am in receipt of Personal Independence Payment (PIP) and have been awarded at least 8 points against either the “Moving around” or “Communicating” activities - A copy of your full award letter which confirms the end date of your award and the breakdown of the activity scores.	<input type="checkbox"/>
I am in receipt of War Pensioner’s Mobility Supplement - A copy of your award letter from the Service Personnel & Veterans Agency.	<input type="checkbox"/>
I am in receipt of a Blue Badge - My Blue Badge number is: _____	<input type="checkbox"/>

**** If you have selected one or more of the four categories above, please go straight to Section E ****

I am blind or partially sighted - If you are registered with our Sensory Support service, you do not need to send any disability evidence. If not registered, you will need to supply a copy of your Certificate of Visual Impairment or relevant evidence from an Optometrist confirming your sight impairment.	<input type="checkbox"/>
I am profoundly or severely deaf in both ears - If you are registered with our Sensory Support service, you do not need to send any disability evidence. If not registered, you will need to supply an Audiological report or a report from an aural specialist indicating your level of hearing loss.	<input type="checkbox"/>
I am without speech - Evidence from a medical professional confirming you are unable to communicate orally.	<input type="checkbox"/>
I have a disability, or have suffered an injury, which has a substantial and long-term adverse effect on my ability to walk - Medical evidence which confirms your condition(s) and details the difficulties you experience when walking. The evidence must be from medical professionals such as a Specialist, Occupational Therapist or Physiotherapist. - Please note, if we are not able to make an eligibility decision on the evidence provided, we may require you to complete an additional walking assessment form.	<input type="checkbox"/>
I do not have arms, or I have long-term loss of the use of both arms - Letter from a medical professional confirming your condition.	<input type="checkbox"/>
I have a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning - Evidence which confirms you have a significant learning disability that started before adulthood. The evidence must confirm that you have a reduced ability to understand new or complex information, a difficulty in learning new skills and be unable to cope independently. - Evidence should come from a professional such as a Specialist, SEND worker or Social Worker. We will also check our Social Services records for any relevant information. - Please note, conditions such as dyslexia, dyspraxia and ADHD do not fall within this definition.	<input type="checkbox"/>
I have been or would be refused a driving licence on medical grounds for a reason other than on the grounds of persistent misuse of drugs or alcohol - DVLA letter dated within 6 months confirming the refusal/withdrawal of your driving licence. - Or, evidence dated within 6 months from a medical professional confirming you would be refused a driving licence if applied for.	<input type="checkbox"/>

Section E – Companion Enhancement

If you are eligible for a disabled person’s bus pass and are unable to walk to a bus stop or get on or off a bus without companion assistance, you may be eligible for the companion enhancement.

The companion enhancement entitles the disabled pass holder to have one companion with them who can travel for free. A companion can be anyone (a carer, friend, relative etc.) of bus fare paying age, who can assist a disabled pass holder when using public transport. It doesn't have to be the same person for each journey, but a companion must be present on all journeys if the enhancement is included on the bus pass.

Although a bus pass allows free travel throughout England, the companion enhancement is only available when you start your journey in Norfolk. The companion will need to pay for their travel on any journeys outside of Norfolk.

Please note, the companion enhancement is only available to bus pass holders aged 12 years and over. The enhancement is not available to children under 12 as it is expected that a child of this age would be accompanied by an adult whether disabled or not. Therefore, the companion should not get free travel to undertake their normal duty as a parent.

To determine eligibility for the enhancement we will use the supporting evidence provided from Section D and information from records we hold. If a decision cannot be made from that evidence, we will get in touch for further information.

If you wish to request a pass with a companion element, please tick here

Section F – Declaration by Applicant

- I confirm that the above information is correct, I am a permanent resident within the County of Norfolk and that I have supplied the requested documentation from **Sections B, C and D**.
- I accept that the details I have given will be retained on a secure database for the purpose of administering the bus pass.
- I confirm that I will inform NCC’s Concessionary Travel team of any changes in personal details or address.

Signed:

Date:

Section G – Next Steps

If not applying online, please email your completed application and supporting evidence to **concessionarytravel@norfolk.gov.uk** or send in the post to **Concessionary Travel, Customer Service Centre, Norfolk County Council, Martineau Lane, Norwich, NR1 2DH**

IF YOU ARE POSTING DOCUMENTS PLEASE SEND COPIES. DO NOT SEND ORIGINAL DOCUMENTS. SUPPORTING DOCUMENTS THAT WE RECEIVE ARE SCANNED AND THEN SECURELY DESTROYED AFTER USE.

Your completed application will be processed within 2 weeks from receipt. If your application is successful you will receive a letter in the post with your new pass attached.

Section H – Other Information

If you are issued a bus pass that is valid for four years, then generally you should automatically receive a new bus pass before your current pass expires. If you are issued a bus pass valid for less than four years you will need to submit a new application to renew your pass.

IMPORTANT – Please keep the Concessionary Travel team up to date with any changes to your personal details or address. You will be liable to pay a replacement fee if your pass automatically renews and is sent to an old address.

Your pass is your responsibility. If you lose your bus pass or it is damaged, you will be required to pay a replacement fee.

When can I use my concessionary travel pass?

Free travel is available on local bus services throughout England from 09:30 to 23:00 Monday to Friday, and all day on weekends and bank holidays.

Free travel is also available before 09:30 on some rural services in Norfolk, for example where a journey before 09:30 offers the only service of the day. You can get a full list of these services from our website or by phoning 0344 800 8020.

Data protection statement

Under the General Data Protection Regulation (GDPR), we have a legal duty to protect any information we collect about you. Our website contains the Norfolk County Council's general privacy notice and specific privacy notice for concessionary travel applications. The general privacy notice sets out amongst other things, who we are, how long we use your information for, and your rights under the GDPR. The specific privacy notice sets out, amongst other things, how and why we use your personal information. Both privacy notices can be found at www.norfolk.gov.uk/gdpr

Contact Us

Email – concessionarytravel@norfolk.gov.uk

Phone – 0344 800 8020

Address – Concessionary Travel, Customer Service Centre, Norfolk County Council, Martineau Lane, Norwich, NR1 2DH