Disabled persons application for a Concessionary Travel Pass

You can apply for a concessionary travel pass if you are a permanent resident of Norfolk and have a disability that is considered long term (in excess of 12 months)

Part A

Your details

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<th>Title (Mr, Mrs, Miss, Ms Other)</th>
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<table>
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<tr>
<th>Forename(s) (in full)</th>
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<table>
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<tr>
<th>Surname:</th>
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<table>
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<tr>
<th>Gender: Male</th>
<th>Female</th>
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<table>
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<tr>
<th>Date of Birth (DD/MM/YYYY)</th>
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Current address and contact details:

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<tr>
<th>Post code:</th>
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<table>
<thead>
<tr>
<th>Home Tel:</th>
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<th>Mobile Tel:</th>
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<th>Email:</th>
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Part B  Automatic criteria

Please tick the following boxes that apply to the applicant

1. I am registered blind/partially sighted

   If you are blind/partially sighted and NOT registered with Social Services you will need to provide a Certificate of Vision Impairment (CVI) or a BD8 form signed by a Consultant Ophthalmologist.

2. I have an existing Blue Badge

   Badge number:
   Issued by:

3. I receive the higher rate mobility component of the Disability Living Allowance.

   • Proof: copy of your letter of entitlement dated within the last 12 months showing your full name and current address as well as the start and end date of your benefit. If you do not have this letter, please call the DWP on 0800 121 4600 to request your 384 entitlement letter.

4. I receive the 40% War Pensioners mobility Supplement

   This is paid in with your War Pensioners pension and you will have an award letter from the Service personnel and Veterans Agency (Free phone enquiry number: 0800 169 22 77) If you have ticked this box, please send in a copy of a letter from the veterans agency.

5. I am in receipt of personal Independence payment (PIP), where the applicant has been awarded at least eight points against the PIP “Moving around” or “Communicating” activities.

   • Proof: A full copy of your letter of entitlement dated within the last 12 months showing your full name and current address as well as the start and end date of your benefit and entitlement. If you do not have this letter, please call the DWP on 0800 121 4433
Part C  Discretionary criteria

Only fill in this part if you have not ticked any of the boxes in Part B.

1. Have you a disability or injury which has a substantial and long term effect on your ability to walk?
   Yes ☐ No ☐

You will need to provide medical evidence to verify your disability.

2. I have a substantial learning disability
   Yes ☐ No ☐

If you have a substantial learning disability and are not registered with Social Services, you will need to provide medical evidence, any recent reports or letters you have received from your Consultant, specialist, nurse or other medical professional to verify this. These disabilities must have started before adulthood and have a lasting effect on development. Please note that conditions such as dyslexia, dyspraxia and ADHD are not covered by this definition.

3. I am without speech
   Yes ☐ No ☐

If you are without speech you will need to provide medical evidence to verify this.

4. I do not have arms or cannot use my arms.
   Yes ☐ No ☐

You will need to provide medical evidence of your disability.

5. I am profoundly or severely deaf in both ears.
   Yes ☐ No ☐

If you are profoundly or severely deaf and are not registered with the local authority you will need to provide medical evidence to verify this.

6. I have been, or would be refused a driving licence on medical grounds.
   Yes ☐ No ☐

Under part III of the Road traffic Act 1988 have had your application refused under section 92 of the Act (physical fitness) i.e epilepsy (unless it is a type which does not pose a danger, severe mental health (but excludes drugs and alcohol abuse)

You will need to provide evidence from the DVLA or medical evidence to verify this (this must be dated within the last 12 months) you will not qualify if your condition is related to persistent misuse of drugs or alcohol.

*** If you do not have any suitable evidence already then you will need to ask someone that is suitably qualified and knows about your condition, to provide written evidence in support of your application.

You should be aware that some medical professionals may charge a fee to provide you with a letter.
Doctor’s confirmation this must be completed if you have not provided any supporting evidence

Please can your doctor or medical specialist complete this section detailing why they feel you should be awarded a concessionary bus pass based on the criteria outlined in section C

Please note: failure to give a detailed reason will result in your application not being processed.

For the doctor or medical specialist to sign:

I confirm that the condition I have detailed above is either:

- Long term and substantial
- Or
- Will last for 12 months

Please tick

Signature:

Date:

To validate this confirmation we require an official stamp from your doctor/medical specialist surgery in the box below:
Companion Bus Pass

Part D

If you need assistance to travel on a bus, you may be eligible to have a companion to travel for free with you.

To be eligible:

- You must be unable to walk to a bus stop, get on or off a bus without assistance.

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

- I receive both the higher rate mobility component and the higher rate care component of Disability Living Allowance.

If you have ticked the box, please send in your most recent letter from the Department of Work and Pensions which:

- Shows that you are receiving the HIGHER RATE MOBILITY and CARE component
- Shows the dates you have been awarded it for.
- Shows your full name and current address

If you do not have the letter, please obtain one from the Department of Work and Pensions, their contact number is 03457 123456 and request a 384 entitlement letter.

If you cannot provide the above evidence, you will require your doctor's confirmation or supporting evidence from your Consultant, specialist, nurse or other medical professional.

Please can your doctor, medical specialist or health professional complete this section detailing why they feel you require a bus pass with a companion to travel with you.

This needs to be based on the criteria outlined in part B, please note failure to do this will result in a bus pass for your companion to travel with you not being processed For your doctor or medical specialist to sign.

Signature (Of medical professional):

Date:
To validate this confirmation we require an official stamp from your doctor/medical specialist surgery in the box below:

5. Declaration by applicant
I declare that the information supplied is correct. I understand that if I deliberately give false information I may be prosecuted.

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<th>Signature:</th>
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Checklist of documents you need to include:

**Proof of address:**
- **Proof of your address, dated within the last 12 months:**
  We need to check that you are a resident in this local authority area before we can process your application. Please select one of the following options and enclose a copy of the document:
  - [ ] Council tax bill
  - [ ] Confirmation letter from school
  - [ ] Benefit award letter from DWP
  - [ ] Pensions Letter from the Pensions Service
  - [ ] Valid Driving licence
  - [ ] Award letter from SPVA
  - [ ] Housing Benefit Award Letter
  - [ ] Confirmation letter from Social Services

**Proof of identity**
- **Proof of your identity: (Please do not send original documents)**
  You must enclose a copy of one of the following as proof of your identity:
  - [ ] Birth certificate / adoption certificate
  - [ ] Certificate of British nationality
  - [ ] Marriage / Divorce certificate
  - [ ] Identity card for foreign nationals
  - [ ] Passport
  - [ ] HM Forces ID Card
  - [ ] Civil Partnership / Dissolution certificate
  - [ ] Valid driving licence

**Proof of disability:**
- Registration with Social Services as being blind/partially sighted,
- severely/profoundly deaf, or having a learning disability
- Blue Badge
- High rate Mobility Component DLA
- War Pensioners Mobility
- Supplement/Armed Forces Compensation Scheme or my medical professional has signed section 3 of this form
- Personal Independence Payment (at least 8 points PIP “Moving around”)
- Other medical evidence signed by a medical professional
6. IMPORTANT: For those receiving assistance with their Concessionary Travel application. (If this does not apply to you, please go to the next page)

If anyone is helping you with your application (such as a family member) and you are happy for us to talk to them should they need to contact us, please provide their details below.

If you do name anyone below this authorises us to discuss all aspects of your application, which could include your medical information. If you do not want any information disclosed to an individual then please do not nominate them.

If anyone contacts us to talk about your application, we will not disclose any details unless they are named below.

Under Data Protection regulations we will not discuss your application or share your details with anyone else (apart from those specified in the declaration that are needed to process your application).

We will not contact medical professionals such as your GP on your behalf.

To find out how we use your data please visit www.norfolk.gov.uk/privacy

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<tr>
<th>Name</th>
<th>Relationship</th>
<th>Contact Details (Telephone / Email)</th>
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Your (Applicant’s) Name: ____________________________

Your (Applicant’s) Date of Birth: ____________________

Signed (Applicant): ____________________________

Date: ____________________________


7. Next steps
Please email your application and supporting evidence to concessionarytravel@norfolk.gov.uk or send to Concessionary Travel, Customer Services, Norfolk County Council, County Hall, Norwich, NR1 2DH.
www.norfolk.gov.uk

Use the checklist below to make sure you have completed the application correctly

Enclosed proofs

Enclosed one photograph with your name clearly printed on the back. (This photo needs to have been taken in the last 6 months).

The form is signed and completed.

If your application is successful then we will send out a letter with your concessionary travel pass attached. The pass will be issued directly to you and will take up to 2 weeks from receipt of your completed application form. If we need any further information or have any questions then we will contact you.

If your card has been issued for four years, when your current card is due to expire we will automatically send you a new card. Further details will be available on the letter you will receive with your pass or on our website - www.norfolk.gov.uk/concessionarytravel. If your pass is lost, damaged or stolen in between this time then please contact our Customer Service Centre on 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 notice can be found at www.norfolk.gov.uk/gdpr

When can I use my concessionary travel pass?
Free travel is available on local bus services throughout England from 0930 to 2300 Monday to Friday, and all day on weekends and bank holidays. From 1 April 2012 blind and partially sighted people will be able to travel any time of the day in Norfolk.
Free travel is also available before 0930 on some rural services in Norfolk, for example where a journey before 0930 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

www.norfolk.gov.uk/concessionarytravel
concessionarytravel@norfolk.gov.uk
0344 800 8020