

Companion Entitlement

You will automatically be entitled to have the companion entitlement added to your pass if you receive Disability Living Allowance with **both** the “**mobility**” (help with getting around”) and “**care**” components paid at the **higher rate**.

For all other applications we shall have to approach your doctor to confirm that you are unable to travel by bus without assistance from another person. You can add companion entitlement to an existing pass by providing a letter from your doctor confirming that you are unable to travel by bus without assistance from another person.

For more information on the concessionary travel scheme or the application process please call at any of the **Council’s Information Centres** or telephone **01432 260500**.

Travelling by Train

The concessionary bus pass does not allow travel by train. If you are aged 60 or over you can buy a Senior Railcard which gives a one-third discount off most tickets at any staffed station. Railcards are also available to residents of Herefordshire from Herefordshire Council’s information centres listed in this leaflet at a discounted price.

There is also a Disabled Person’s Railcard that offers a similar discount and allows the holder to take a companion at the discounted fare. These can only be obtained by post. Details are available from staffed stations or by telephoning:

- ◆ National Rail Enquiries on **08457 48 49 50** or
- ◆ Journey Care Line on **0845 300 3005**
(These are local rate calls)



If you need help to understand this document, or would like it in another format or language, please call **01432 260500** or email:

info@herefordshire.gov.uk

Concessionary Bus Travel in Herefordshire and the rest of England

Free bus travel
for older people
and those with
a disability

From
1st April 2010

Find out more
inside





The English National Concessionary Fares Scheme entitles most senior citizens and qualifying disabled people to free off-peak local bus travel throughout England. In addition, Herefordshire pass holders can

travel at any time on bus services that start or finish in the county. Herefordshire pass holders can also travel on through bus services between Herefordshire and Wales, provided that one end of their journey is in Herefordshire.

You can travel at the following times:

If you board the bus **in Herefordshire** you can start your journey **at any time**.

If you board a bus outside Herefordshire and will be getting off the bus inside Herefordshire you can travel **at any time**.

If your journey is **completely outside** Herefordshire you can only travel during the time bands of **09.30 to 23.00** on Mondays to Fridays or **at any time** on Saturdays, Sundays and Public Holidays. Of course, if the bus you wish to travel on departs just **before 09.30** you will be able to pay the full fare to the point where the bus will be at 09.30 and use your pass from there to your destination.

Some areas of the country may allow travel before 09.30 or after 23.00. Please check with the local council or bus company before you travel. Holders of passes issued by other local authorities can only be used in Herefordshire after 09.30 on Mondays to Fridays (at any time at weekends and holidays). They can be used for travel after 23.00hrs every day.

These time differences occur because the National Scheme is designed by the Government, which has set out a minimum time period to exclude the morning peak travel period. Herefordshire Council has used its discretion to fund a better scheme for its residents that allows them free local travel at all times and journeys across the border with Wales.

You can use your pass on all local bus services in England, including London.

“Local bus services” are those where passengers pay the driver as they board and where it is **not** possible to book seats in advance. They will use all bus stops along the line of route and passengers can make journeys between any of the stopping places. There is no limit to the distance that such local bus services can travel but to qualify for the scheme passengers must be able to make short-distance journeys and must not be able to book in advance.

To use the pass you should just show it to the driver as you board the bus. You may be asked to state your destination and you may or may not be offered a ticket depending on the policy of the bus company concerned. If you are given a ticket please keep it safe until you leave the bus as you may be asked to show it to an inspector or council official.

In some areas outside Herefordshire smartcard readers are being installed on buses and you may be asked to touch the pass against the reader. The bus driver will tell you if you need to do this.

Please note that you **cannot** use your pass on

- ◆ National Express - where a separate discount scheme operates
- ◆ Other long-distance coach services
- ◆ Excursions, tours and some special services for tourists
- ◆ Trains, trams, ferries or the London Underground
- ◆ Dial-a-Ride and Community Transport Schemes
- ◆ Bus services in Scotland; Northern Ireland; Wales (except cross-boundary journeys to and from Herefordshire or between Presteigne and Knighton in Powys); the Channel Islands or the Isle of Man.

Remember that it is the **type of service** that determines whether you can use your pass, not whether the vehicle is a bus or a coach.



Qualifying for a bus pass

You may qualify for a concessionary bus pass on grounds of age or disability.

Age

The qualifying age for older men **and** women is gradually being increased from 60 to 65 in line with changes to the state pension age for women. The following table shows when you will qualify according to your date of birth.

The qualifying age will continue to rise by two months each month until 6th April 2020 when it will be your 65th birthday. It will then continue to increase in line with future changes to the eligibility date for the state pension.

Date you were born	Date you will be eligible for a bus pass
Before 6 April 1950	Your 60th Birthday
6 April - 5 May 1950	6 May 2010
6 May - 5 June 1950	6 July 2010
6 June - 5 July 1950	6 September 2010
6 July - 5 August 1950	6 November 2010
6 August - 5 September 1950	6 January 2011
6 September - 5 October 1950	6 March 2011
6 October - 5 November 1950	6 May 2011
6 November - 5 December 1950	6 July 2011
6 December 1950 - 5 January 1951	6 September 2011



Disability

Eligibility for a bus pass on grounds of disability has been set out by the government as part of the scheme. You are eligible if you:

- ◆ are blind or partially-sighted
- ◆ are profoundly or severely deaf
- ◆ are without speech
- ◆ have a disability, or have suffered an injury, which has a substantial and long-term adverse effect on your ability to walk
- ◆ do not have arms or have long-term loss of use of both arms
- ◆ have a learning disability - a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning, or
- ◆ would have an application to drive a motor vehicle refused due to your disability.

There is no lower age limit on passes for disabled people but children under 5 are not normally required to pay bus fares anyway. You will **not** qualify for a pass if:

- ◆ your disability or illness is not permanent or long-term
- ◆ you have dyslexia, dyspraxia or attention deficit hyperactive disorder (ADHD) but no other qualifying disability
- ◆ your inability to hold a driving licence is due to misuse of alcohol or drugs
- ◆ you are merely unable to pass the driving test due to lack of ability

Companion Passes

If you qualify for a bus pass but are unable to travel independently for reasons of frailty or disability your bus pass can be endorsed to allow you to travel with a companion who also travels free of charge. Only one pass is issued and you do not have to travel with the same person on all your journeys.

Companion passes are not normally issued to children under the age of 8 years as children of this age would not usually travel alone.

The companion pass is not part of the national minimum scheme and so can normally only be used for journeys that start or finish in Herefordshire. If your journey is entirely outside the county your companion may have to pay the normal fare, but you will still be entitled to free travel. Companion passes issued by other local authorities are accepted for travel in Herefordshire after 09.30 on Mondays to Fridays and at any time at weekends and public holidays.

How to apply for a pass

You can apply for your pass up to one month before you become eligible on grounds of age or at any time on disability grounds.

Application forms are available at any of the centres listed below:

Address	Opening Hours Mondays to Fridays	Opening Hours Saturdays
Cruxwell Street, Bromyard	09.00 - 21.30 (Mon, Wed, Fri) 08.15 - 21.30 (Tue, Thu)	09.00 - 16.00 (also Sundays)
Garrick House, Widemarsh Street, Hereford	08.45 - 17.15 (Mon - Thu) 08.45 - 16.45 (Fri)	09.00 - 13.00
64, Bridge Street, Kington	09.00 - 13.00 (Mon, Wed, Fri) 09.00 - 18.00 (Tue Thu)	09.00 - 13.00
St. Katherine's, Ledbury	08.45 - 17.15 (Mon - Thu) 08.45 - 16.45 (Fri)	Closed
Corn Square, Leominster	08.45 - 17.15 (Mon - Thu) 08.45 - 16.45 (Fri)	Closed
Swan House, Edde Cross Street, Ross-on-Wye	08.45 - 17.15 (Mon - Thu) 08.45 - 16.45 (Fri)	Closed



Applications on grounds of age

Applications on grounds of age must be made in person at one of the Council's Info Centres listed on the opposite page.

You should take with you proof of your date of birth and your address and a passport-size colour photograph.

Applications on grounds of disability

Application forms are available at any of the centres listed opposite or from:

**The Public Transport Manager
Herefordshire Council
Planning & Transportation
PO Box 236
HEREFORD
HR4 0WZ
Email: public.transport@herefordshire.gov.uk**

If you have documentary evidence of your disability, such as a Certificate of Visual Impairment or a letter from the DWP confirming that you receive Disability Living Allowance with help in getting around (mobility) paid at the **higher-rate** you should take this to one of the centres opposite with a passport-size colour photograph.

If you do not have documentary evidence you should make sure that you have included your doctor's name and address on the reverse of the application form and then send it, with a passport-size colour photograph, **to the address on the form**. We will approach your doctor about your application before issuing a pass.

In all cases your bus pass will be sent to you through the post as soon as possible. To allow time for this process, you may apply up to a month before the date you become eligible.

(continued overleaf)