

# Concessionary Bus Travel in Herefordshire and the rest of England

Free bus travel  
for older people  
and those with  
a disability

From  
28th March 2011

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 also travel on through bus services between Herefordshire and Wales (including service X4 to Cardiff), provided that each bus journey starts or finishes in Herefordshire, or is between Presteigne and Knighton in Powys.

## You can travel at the following times:

You can travel in Herefordshire, Gloucestershire, Shropshire and Worcestershire 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 on Mondays to Fridays 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 during the times shown above.

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 travel at the above times for journeys across the border with Wales and also the issue of Companion passes.

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 people is being gradually increased from 60 to 65 in line with changes to the state pension age for women. However, the change in the qualifying age for a bus pass applies to men **and** 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 after which you will qualify on 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
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
6 January 1951- 5 February 1951	6 November 2011
6 February 1951 – 5 March 1951	6 January 2012
6 March 1951 – 5 April 1951	6 March 2012
6 April 1951 – 5 May 1951	6 May 2012
6 June 1951 – 5 July 1951	6 September 2012
6 July 1951 – 5 August 1951	6 November 2012

\* If you were born before 6th September 1950 you are eligible for a pass now.



## 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)
- ◆ your inability to hold a driving licence is due to misuse of alcohol or drugs
- ◆ you are merely unable to pass the driving test

## 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 only be used for journeys that start or finish in Herefordshire. If your journey is entirely outside the county your companion will have to pay the normal fare, but you will still be entitled to free travel usually between **0930 to 2300** Mondays to Fridays and all day Saturdays, Sundays and Bank Holidays. Companion passes issued by other local authorities are also accepted in Herefordshire at these times.

## 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 Customer Service Centres listed below.

Address	Opening Hours Mondays to Fridays	Opening Hours Saturdays
Cruxwell Street, Bromyard	08.15 – 21.30 (Mon, Wed, Fri) 09.00 – 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
Ross Public Library, Cantilupe Road, Ross-on-Wye	08.45 – 17.15 (Mon – Thu) 08.45 – 16.45 (Fri)	09.00 – 13.00



## Applications on grounds of age

Applications on grounds of age must be made in person at one of the Council's Customer Service 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.

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 your birthday.

## 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.

(continued overleaf)



For more information on the concessionary travel scheme or the application process please call at any of the **Council's Customer Service 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 Customer Service Centres 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](mailto:info@herefordshire.gov.uk)

