



The National Bus Pass

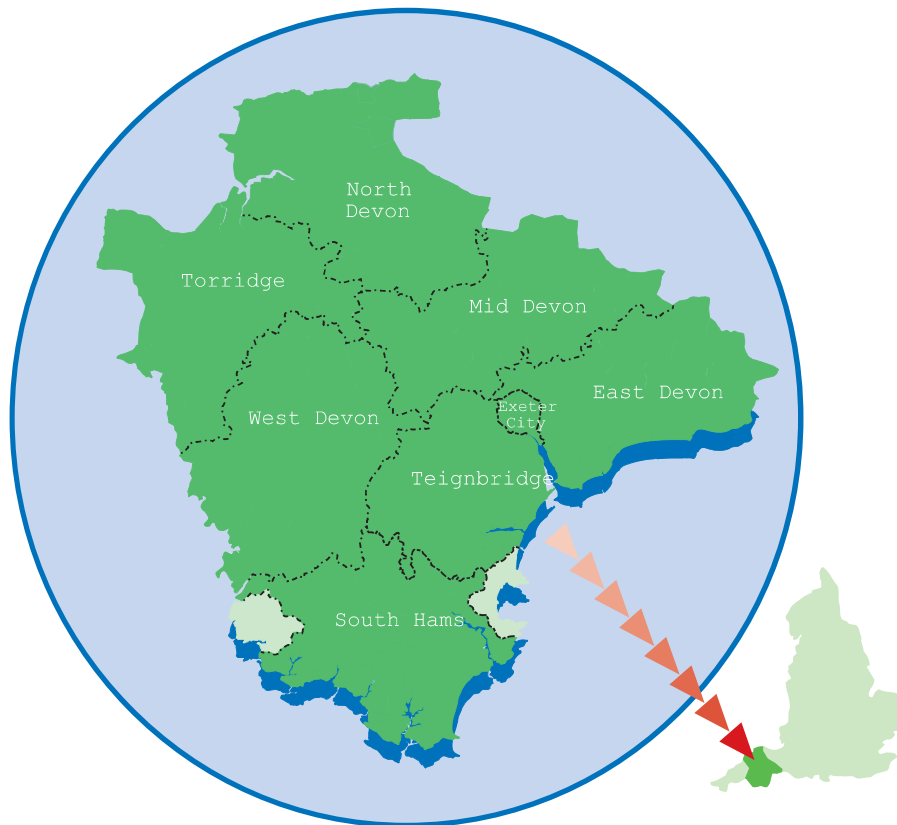


From 1st September 2021

For older people or those with certain disabilities

**Information booklet and
application form for Devon residents**

Also includes details of our **Senior Railcard** offer



Tel 01392 383688

www.devon.gov.uk/nationalbuspass





The National Bus Pass

The National Bus Pass entitles the pass holder to free off-peak travel on local buses anywhere in England.

This booklet is available in large print. Please telephone the enquiry line on 01392 383688 for further information.

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Although this booklet is correct at the time of print, the scheme is under constant review and may be modified to meet changing circumstances or the introduction of new legislation. Please check our website for updates to the scheme that may be introduced in the lifetime of this booklet. We will endeavour to give one month's notice of any changes before they come into effect. The National Bus Pass is issued subject to terms and conditions, a copy of these are available on request using the contact details at the back of this booklet.

Who is entitled to a National Bus Pass?

Older residents of England and those with certain types of disability are eligible for a National Bus Pass.



Who can use this booklet to apply for a National Bus Pass?

If your sole or principal residence is in the Devon County Council area you can apply for a National Bus Pass using this booklet.

Eligible residents of other council areas should contact their local council for details of how to apply for a National Bus Pass.





How to apply for a National Bus Pass

1. If you are applying for a National Bus Pass from Devon County Council you will need to provide:

- A completed application form (inside back cover)
- Proof of sole or principal residence in Devon (page 6).
- Proof of age or disability (pages 5 - 10)
- A passport-sized photograph (page 11)

2. Post all of these items to:

Concessionary Bus Travel, Room 120, County Hall, Topsham Road, Exeter, EX2 4QD

3. What happens next?

- If your application has been approved, a National Bus Pass will be ordered.
- Your new National Bus Pass will be posted direct to your home address.
- Please allow approximately 10 working days from the date we receive your application to receive your National Bus Pass.
- Passes issued under the age category will be issued for five years. At the end of this period, passes in use will be renewed automatically and you will receive your new pass 3-4 weeks prior to the expiry of your current pass. Please ensure your address details are up to date as failure to notify us of an address change will significantly delay your new pass. Passes issued under one of the disability categories will be issued for between one and five years, depending on the nature of the disability and/or type of proof provided.
- If your application is refused you will be contacted in writing with the reason why.





Age eligibility table

Please do not send in your application more than two weeks before the date you are eligible for a bus pass. Applications made before this will be refused and returned.

Date of Birth	Date Eligible
Before 5 October 1954	Now
6 October 1954 – 5 April 1960	66 th birthday
6 April 1960 – 5 May 1960	66 th birthday and 1 month
6 May 1960 – 5 June 1960	66 th birthday and 2 month
6 June 1960 – 5 July 1960	66 th birthday and 3 months
6 July 1960 – 5 August 1960	66 th birthday and 4 months
6 August 1960 – 5 September 1960	66 th birthday and 5 months
6 September 1960 – 5 October 1960	66 th birthday and 6 months
6 October 1960 – 5 November 1960	66 th birthday and 7 months
6 November 1960 – 5 December 1960	66 th birthday and 8 months
6 December 1960 – 5 January 1961	66 th birthday and 9 months
6 January 1961 – 5 February 1961	66 th birthday and 10 months
6 February 1961 – 5 March 1961	66 th birthday and 11 months
6 March 1961 – 5 April 1977	67 th birthday

Please contact us (see back page) for help if you are still unsure about when you will become eligible or visit:
www.gov.uk/calculate-state-pension

What proof of eligibility must be provided?

All applicants must provide one proof of residence and one proof of eligibility. Photocopies of original documents are mandatory except for medical letters. Devon County Council will not accept responsibility for original documents.





Proof of residence

Acceptable proof - a photocopy of one of the following items with the applicant's name and address:

- Council Tax bill
- Driving licence
- Prescription
- Medical appointment letter on headed paper
- Rental agreement
- NHS Medical card
- Polling Card
- Utility bill
- Bank Statement

If the applicant is a child or dependent disabled person and has no address proof in their own name due to their age, please contact us for further assistance.

Holiday Home Parks, Caravan Park Sites and Second Home Owners

Some holiday home and caravan park sites allow full time occupancy and in most cases residents will pay council tax to a Devon district council and so be able to prove that this is their sole or principal residence. In the absence of council tax, residents at holiday home or caravan park sites will have to prove through other documents that the home is their sole or principal residence and the site allows the premises to be used as a permanent place of residence. If information available from the respective parks' website or owners indicates that full time occupancy is not allowed and homes are classified solely as holiday homes, applications will be refused. Applications based on second home addresses will be refused.

Mailing Address / Forwarding / Post restante addresses

If you move from Devon to an address that is not covered by the English National Concessionary Travel Scheme, you cannot use a mailing address or forwarding address that is in Devon as "proof of residency". To be eligible you must live in Devon and have your sole or principal residence within the Devon administrative area.





Proof of eligibility

Disabilities which qualify someone for a pass are those which are considered permanent, which have lasted at least 12 months or which are likely to last at least 12 months. Such disabilities should have a substantial effect on a person's ability to carry out normal day-to-day activities. Any proof or information provided in support of an application may be checked with available Devon care systems, educational information and other public bodies to assist in the verification of eligibility. We will also check with other bodies responsible for auditing or administering public funds for the prevention and detection of fraud. The shortest duration for a National Bus Pass is 12 months. Any proof supplied, such as Personal Independence Payment, Disability Living Allowance or disabled person's Blue Badge must have at least 12 months of the award remaining.

War veterans in receipt of a War Pensioner's Mobility Supplement or compensation for an injury in tariffs 1-8 of the Armed Forces Compensation Scheme are likely to qualify for a National Bus Pass in one of the eligible categories for disability. Documents confirming this should be sent with your application.

The Department for Transport strongly advises against using your GP to verify you meet the criteria for a National Bus Pass as this approach may compromise the doctor/patient relationship. A neurologist or mental health practitioner is often best placed to assess eligibility in category 2.g.

Acceptable proof - in one of the eligible categories listed below:

- Category 1. Age**
- Birth Certificate
 - Passport
 - Driving licence
 - Department for Work and Pensions letter confirming state retirement pension
 - Pension credit letter

NB: we do not accept National Bus Passes issued by another authority as proof of age or entitlement.





Proof of eligibility *(continued)*

Category 2.a.

Blind or partially sighted

A person can be registered as sight impaired (partially sighted) if they have a full field of vision but can only read the top letters of the eye test chart at a distance of 6 less (with glasses if worn).

- a letter from Children’s or Adult and Community Services confirming registration as blind or partially sighted
- A Certificate of Vision Impairment (CVI), signed by a Consultant Ophthalmologist
- Current Devon-issued disabled metres or persons blue badge (please supply a photocopy of both sides)

Category 2.b.

Profoundly or severely deaf

- a letter from Children’s or Adult and Community Services confirming registration as profoundly or severely deaf
- An audiological report, or a report from an aural specialist confirming that the applicant is registrable as profoundly or severely deaf

Category 2.c.

Without speech

Unable to communicate orally in any language (does not include those whose speech is slow or difficult to understand because, for example, of a severe stammer).

- Personal Independence Payment with a score of eight points or more for the “Communicating verbally” activity





Proof of eligibility *(continued)*

**Category 2.d.
Has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on their ability to mobilise.**

Proof in this category will be checked periodically depending on the type of proof provided.

Any proof must have at least 12 months of the award remaining.

Devon County Council reserves the right to request any applicant in this category attend an independent medical assessment. The award of Personal Independence Payment or Disability Living Allowance no longer gives automatic entitlement to a pass. This is in accordance with revised guidance issued by the Department for Transport.

- Personal Independence Payment score of eight points or more in the “moving around” activity
- Personal Independence Payment score of ten or more points in the “following and planning” a journey activity.
- Disability Living Allowance with higher rate mobility component
- War Pension with mobility component or mobility supplement award letter
- Armed Forces Independence Payment (AFIP)
- Current Devon-issued disabled persons blue badge (please supply a photocopy of both sides).
- Independent medical assessment upon submission of medical evidence which indicates that the applicant is likely to be eligible due to their physical disability that has a substantial and long term adverse effect on their ability to walk.

**Category 2.e.
Does not have arms or has long-term loss of the use of both arms**

- Disability Living Allowance with higher rate mobility component
- Current disabled persons blue badge (please supply a photocopy of both sides)
- Letter on official paper from a medical professional confirming the applicant has long-term loss of the use of both arms





Proof of eligibility *(continued)*

Category 2.f.

Has a learning disability,

that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning.

The disability must have started before adulthood and have a lasting effect on development.

Note: letters which state **learning difficulty** cannot be accepted.

- (under 18 years old) a letter from Integrated Children's Services (ICS) confirming ICS learning indicator is severe or profound.
- (over 18 years old) a letter from Adult and Community Services confirming applicant is registered as an adult with an evidenced learning disability and is open to learning disability services from DCC - this does not include short-term enabling assistance.

Category 2.g.

Unfit to drive for medical reasons.

Would, if they applied for a licence to drive a motor vehicle under part III of the Road Traffic Act 1988, have their application refused pursuant to section 92 of that Act (physical fitness) otherwise than on the grounds of persistent misuse of drugs or alcohol.

Misuse of drugs or alcohol are NOT covered under this scheme.

Proof in this category will be checked periodically depending on the type of proof provided.

- Letter from DVLA giving notice of refusal or withdrawal of licence
- Current disabled persons blue badge (please supply a photocopy of both sides)
- Letter on official paper from a medical professional confirming a specified medical condition which renders the applicant ineligible for a licence (*see page 7*), such as:
 - Epilepsy (dependent on circumstances)
 - Restricted visual development (inability to read a registration plate in good light at 20.5 metres with lenses if worn)
 - Severe mental disorder
 - Another long term medical condition expected to last for at least 12 months that would cause a licence to be withdrawn or refused.

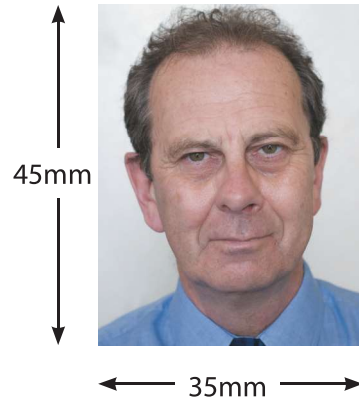




Acceptable Photographs

We require a recent (no older than 12 months) passport-sized colour, head and shoulders, front facing photograph taken against a clear, light background with your name printed on the back. Your photograph will be printed on the new National Bus Pass so that you can be identified as the pass holder when travelling.

Please note: we cannot accept photocopies of photographs or photos that are unclear.



The following are examples of good and bad photographs:



Good



Good



No headgear



Too close



Too far away



No group photos





Cancellation of National Bus Passes

Ticket machines on local bus services in Devon and the South West will now indicate if a National Bus Pass has been cancelled and is therefore no longer valid for travel.

A pass could be cancelled for one of three reasons:

- because the pass was reported as lost or stolen and was replaced. You can only have one valid pass. Do you have another pass at home, in another bag or wallet?
- because your local council wrote to you about your pass and the letter was returned by Royal Mail. Have you recently changed address?
- because your local council wrote to you asking for up to date proof of eligibility or asking for you to return your pass. Do you need to confirm your eligibility?

If you present a cancelled pass to the ticket machine, the bus driver will inform you that your pass is no longer valid and you will be asked to pay the necessary fare. The driver will collect the cancelled pass as instructed by your local council.

For further information, please contact Devon County Council on (01392) 383688.

When to use a National Bus Pass within Devon County Council's area

- From 0930 to the end of service on weekdays and all day at weekends and on Public Bank Holidays
- Passes can be used on certain week day services in deep rural areas that are before 0930, if there are no further services until after 1200. This additional concession is provided to rural communities that are usually served by one morning service that departs before the statutory concession begins at 0930. A current list of bus services where this applies is available from the Concessionary Bus Travel Office or www.devon.gov.uk/nationalbuspass





Where to use a National Bus Pass in England

The pass entitles the pass holder to free off-peak travel on registered local buses* anywhere in England.

When using your National Bus Pass outside Devon County Council's area please check for local variations with the local council where you are travelling. The statutory, national concession is from 0930 to 2300 on weekdays and at all times on weekends and Public Bank Holidays.

*A registered local bus is a timetabled bus service which is open to the general public.

What is not included with a National Bus Pass?

- Services operated as "sight-seeing tours" offering only one type of premium fare with no separate fares between stages or boarding points
- Services where the majority of seats can be reserved in advance of travel
- Services operated primarily for the purposes of tourism with boarding points within Devon County Council's area; currently services 54, 91, 100 and Salcombe Park & Ride
- Non-stop services or services available to a particular category of person; currently services 77, 78, C, PR3, SPR3 and Stagecoach Falcon
- Services operating for less than 6 weeks
- Ring & Ride, taxis, private hire and Fare Cars
- Long-distance coaches
- Coach excursions and holiday tours
- Rail-replacement buses
- Car parking charges at Park & Ride sites
- Dedicated school/college services



How to use a National Bus Pass

- The pass must be shown to the bus driver on all journeys for free travel to be provided
- If the bus you are travelling on has a card reader, the bus driver may direct you to hold your pass against the reader
- You must tell the driver where you want to travel as a ticket may be issued for your journey
- You must retain your ticket for inspection

What to do if your circumstances change in the future

- If you change your address please tell us and send in proof of your new address (see page 6 for a list of acceptable documents)
- If your circumstances change, meaning you are no longer eligible, please return your pass
- If your appearance has changed significantly from the picture on your pass, please submit your pass and a new picture so a replacement can be issued free of charge
- If you change your name, a new pass can be issued in your correct name free of charge if you provide appropriate official documentation with your existing pass
- If your National Bus Pass is lost, damaged or stolen, a replacement may be issued

Please note: Bus passes are issued free of charge to eligible residents who are first time applicants, but **an administration charge will be made for replacement passes.**

Companions or carers travelling with National Bus Pass holders

Devon County Council will provide upon application, a companion pass to applicants of secondary school age or above who have a severe disability which prevents them from travelling independently.





The companion pass can only be issued to a Devon resident National Bus Pass holder and will provide free travel for one person travelling with the disabled person when they are using their National Bus Pass in the Devon County Council area. The travel must originate from a bus stop within the Devon County Council area; return travel from bus stops outside of Devon such as Torbay or Plymouth will incur the appropriate fare.

Applications forms are available from the Concessionary Bus Travel Team. Contact details are on page 16.

Senior Railcard Offer

If you are over 60, resident in Devon and would like to receive a promotional code for a reduced-price Senior Rail Card, please contact us for details:

Telephone 01392 383688

Email nationalbuspass@devon.gov.uk

Or for further information:

Web www.traveldevon.info/train/railcards

Rural & Community Transport

Do you find it difficult to use public transport?

If so, contact the Community Transport Team at Devon County Council on 01392 383000 to find out about alternatives*: Ring & Ride, Shopmobility, Voluntary Car Services, and Fare Cars.

Alternatively for services in your area visit: www.traveldevon.info/accessibility/community-transport

***Please note the National Bus Pass is not valid for use on these services and there is a charge for use.**





Want to find out more?

For National Bus Pass enquiries

Contact us:

Post Concessionary Bus Travel,
Room 120, County Hall, Topsham
Road, Exeter EX2 4QD

Telephone 01392 383688



Email nationalbuspass@devon.gov.uk

Web www.devon.gov.uk/nationalbuspass

For all local and national public transport enquiries



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