

P053 Concessionary Fares Frequently Asked Questions

1. What is the new legislation?

From 1st April 2006, the Government has stipulated that District Councils amend their concessionary fares scheme to allow, as a legal minimum, free travel for all over 60s (and qualifying disabled who are eligible under the scheme) from 9.30am for travel within their district boundary. District Councils are able to 'top up' their schemes, and offer alternatives (such as travel tokens) as they choose.

2. What is happening in Worcestershire?

Worcestershire County Council have offered top up grant funding to the six district councils in order to have one scheme across the county.

The new county-wide scheme will allow, over and above the statutory minimum, free travel for over 60s at any time and over district and county boundaries to neighbouring authority areas on any registered local bus service that starts or finishes within Worcestershire. This scheme is only available to residents of Worcestershire and does not include bus journeys that are not started or finished within the county.

3. Who is eligible?

You are entitled to a bus pass if you meet the following requirements:

- You are aged 60 or over.
- You are blind or partially sighted.
- You are profoundly or severely deaf.
- You are without speech.
- You have a disability or injury which seriously impairs your ability to walk.
- You do not have the use of both arms.
- You have a learning disability.
- You have had your driving licence refused or revoked on medical or physical grounds.
- You are a specified companion OR the individual passholder pass indicates that a companion can travel with them.

4. How do I prove that I am eligible?

In order to prove your eligibility you will need one or more of the following but please check with your district council (or read the application form) for further details:

- Proof of your age (ie driving licence, birth certificate, passport)
- Proof of your address (ie recent utility bill)
- Disability Living Allowance book or some other proof of disability
- Proof of registration with Adult & Community Services (previously Worcestershire County Council Social Services)
- Medical evidence

5. Where do I get my pass?

The Worcestershire Concessionary Travel Partnership is working to introduce a 'Smartcard' system. Each District is making arrangements to issue an interim pass or to ensure that your existing pass is valid under the new scheme

If you are not currently a pass holder you will be able to get a pass from your local Worcestershire Hub (Customer Contact Centre).

6. Do I have to pay for my pass?

No, you do not have to pay for your pass when you first apply for it. However, if you lose your pass there may be a replacement charge.

7. Do I need a photo for my pass?

During 2006/07 smartcards with photos will be issued to replace the current passes. Concessionary pass holders will be notified when this system comes into being.

8. What if I don't have a pass?

If you don't apply for a pass you will not be able to travel for free and you will be required to pay full fare.

9. What if I lose my pass?

If you lose your pass you should report this immediately to your District Council. They will be able to replace it for you but there may be a replacement charge. For further information please either call your District Council or go to www.worcestershire.gov.uk/concessionaryfares.

10. Where can I travel?

- You can travel **completely free** throughout Worcestershire on registered local bus services*;
- You can travel, **for free**, into neighbouring counties, Herefordshire, Warwickshire, Gloucestershire, West Midlands, Shropshire and Staffordshire, provided you are on a single bus journey that starts or finishes in Worcestershire.

* Registered local bus services are those buses which are open to the public, are registered with the traffic commissioner and therefore have a timetable. Buses registered as school services only and (most) National Express services are not registered local bus services. If you are unsure if a bus service in your area is a registered local bus service please contact Traveline on 0870 608 2608 or look it up on www.worcestershire.gov.uk/bustimetables.

11. If I take a bus out of the county, can I travel back for free?

Yes, provided that the bus you take back can take you in a single journey, without you having to change buses en route back. For example, you can get on the 144 in Birmingham and travel back to Worcestershire for free.

12. If I travel outside the county, can I take other buses for free?

No, once you are outside the county, you can only travel for free on a single journey that will take you back to Worcestershire. You will not be able to travel for free on other local bus services outside the county. For example, if you get on a local bus in Cheltenham going to Gloucester, you will have to pay for this journey.

What if the driver refuses my pass?

If a driver refuses your pass and you are certain it is on a journey that qualifies for free travel (as outlined above), you should take down all the relevant details (bus route number, time and date) and report this to Worcestershire County Council, who will take up the issue with the operator directly. The address to contact is:

Passenger Transport Group
Worcestershire County Council
PO Box 82
Persore Lane

Worcester WR4 0AA
Tel: 01905 768411

13. Can I use my pass on other forms of transport?

The concessionary fares pass can be used on some Community Transport schemes (Community Transport is transport provided through the voluntary sector – eligibility criteria apply – please see www.worcestershire.gov.uk/communitytransport for a summary of the schemes). However, please note that each district has different allowances for their concessionary fares schemes. A summary is provided below [correct at 22 February 2006]:

- Bromsgrove – no use of concessionary fares passes as grant is provided directly to operators
- Malvern Hills – half fare
- Redditch – 30p per journey
- Worcester – 40p per journey or half fare whichever is lesser amount
- Wychavon – free
- Wyre Forest – 50p on Wyre Forest Dial A Ride

The concessionary fares pass cannot be used on trains. Please visit your local train station or go to <http://www.railcard.co.uk/> and ask for information on the Senior Railcard or Disabled Railcard for rail concessions.

14. Can I use my pass on the Park & Ride (Worcester Express)?

If you are driving to the Worcester North Park & Ride you will need to pay £2 [correct at 22 February 2006] to cover the parking fee. Travel on the buses is free and if you have passengers who qualify for a bus pass travelling with you, they will travel free. You will need to show your pass in order to travel for free on the Park & Ride.

15. What other options do I have?

Some districts have alternative options that you can choose for concessionary travel. Please note however, that this will mean you give up your right to a bus pass. These options are available from your local District council and include schemes like Travel Tokens.

16. Where can I get further information?

For further information either go to:

www.worcestershire.gov.uk/concessionaryfares (which has links to all six District Council websites)

Or:

Contact the Worcestershire Hub on 01905 768192

Or

Contact your District Council

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| Bromsgrove District Council | 01527 881288 |
| Malvern Hills District Council | 01684 862151 |
| Redditch Borough Council | 01527 64252 |
| Worcester City Council | 01905 722233 |
| Wychavon District Council | 01386 565000 |
| Wyre Forest District Council | 01562 732126 |