



How to apply for your disabled person's bus pass

www.surreycc.gov.uk



SURREY
COUNTY COUNCIL

Making Surrey a better place

If you are eligible for a Surrey disabled person's bus pass you can travel anywhere in Surrey, at any time, for free.

Other counties may not offer this service, so if you travel outside Surrey before 9.30am or after 11.00pm, you may be asked to pay.

How do you apply for a disabled persons bus pass?

From 1 April 2011 you will need to apply for your bus pass from Surrey County Council and not your district or borough council.

If you have already been issued a bus pass it is still valid until it is due to expire.

When your bus pass is due for renewal we will write to you explaining how to renew it.

First time applicants

If you are applying for the first time you should apply at any of the libraries listed below:

Addlestone

Banstead

Camberley

Caterham Hill

Caterham Valley

Cranleigh

Dorking

Egham

Epsom

Esher

Ewell (Bourne Hall)

Farnham

Godalming

Guildford

Haslemere

Horley

Leatherhead

Oxted

Redhill

Staines

Sunbury

Walton

Woking

You do not need to make an appointment.

What you need to take to the library

- one form of proof of identity and age such as:
 - your passport
 - driving licence
 - birth certificate
- one form of proof of your Surrey address such as:
 - your Council Tax statement or bill
 - a recent utility bill
- your National Insurance number
- proof of your impairment or disability.

Later in this leaflet there is a list of the documents that you can take to prove your impairment or disability (see page 8).

Companion Permits

If you have difficulty travelling you could be entitled to travel with a companion. To get a Companion Permit (identified by a C+ on your own pass) you will need to provide a letter from Social Services stating that you require assistance in order to travel.

This pass entitles you and your companion to free travel within Surrey. If you travel outside Surrey your companion may be asked to pay.

Having a companion pass does not mean that you must travel with a companion at all times. You can still travel on your own if you are able to.

At the library

Trained library staff will fill in the application for you. They will also take a photograph of you when you go to apply.

They will fill in your application on a computer – there are no paper forms – and confirm your identity using the documents you take with you.

At no point in the process will you be asked any details about your impairment or disability other than to provide your eligibility documents.

The application will be sent to the Concessionary Fares Officer, along with proof of your impairment or disability. All documents will be returned to you. If you do not want to send original documents you can take photocopies with you or get them at the library.

Once your application has been processed, you should receive your bus pass and any of your original documents within 5-10 working days.

Lost or stolen bus passes

If you lose your bus pass or it is stolen you need to report it at one of the 23 selected libraries or contact Surrey County Council using the numbers on page 10.

The council will arrange for a new bus pass to be sent to you but there will be a charge of £5. Issuing a replacement bus pass takes about 5-10 working days.

Qualification for a disabled person's bus pass

To qualify for a disabled person's bus pass you must:

- be five years of age or older
- live in the county of Surrey
- be registered disabled, which means either:
 - being sight impaired
 - being profoundly or severely deaf
 - being without speech
 - having a permanent disability or injury which adversely effects your ability to walk
 - being without the use of both arms
 - having a learning disability as defined in the Transport Act 2000
 - having been refused or likely to be refused a driving licence on medical grounds (being refused on the grounds of drug or alcohol misuse does not qualify as entitlement for a bus pass).

Your bus pass is not valid on the following:

- long distance express or limited stop buses, such as National Express
- trains or trams
- London Underground trains
- buses to special events
- buses in Northern Ireland, Scotland or Wales.

Documents that can prove you are disabled

You only need to take one of these documents to the library to prove your impairment or disability:

- receipt of Attendance Allowance
- receipt of Disability Living Allowance:
 - adults - middle or higher rate care component or higher rate mobility component
 - children under 16 - mobility or care component at any rate
- exemption from road tax
- participation in the motability scheme
- receipt of War Pensioner's Mobility Supplement

- registration card/letter from SAVI (Surrey Association for Visual Impairment) showing that you are registered 'severely sight impaired/blind' or 'sight impaired/partially sighted'
- registration card from SALDR (the Surrey Adult Linked Disability Register)
- disabled persons parking permit (Blue Badge)
- Certificate of Vision Impairment (CVI) signed by a consultant ophthalmologist
- audiologist's written report or a letter from your hospital consultant or specialist
- evidence in writing from a physiotherapist
- evidence in writing from a prosthetics clinic
- evidence in writing from a rehabilitation centre
- refusal of driving licence - DVLA refusal letter D206, D235, D220, NS57

- a Surrey County Council Certificate of Eligibility. This should be used if you do not have any of the other forms of proof listed above. It will need to be completed, stamped and signed by a health professional.

Contact us

If you need a Certificate of Eligibility or feel that you are unable to go to a library to apply please:

- visit **www.surreycc.gov.uk/freebuspass**
- call 03456 009 009
- use the SMS Text Service on 07527 182861
- use the Minicom service on 020 8541 9698

If you would like this information in large print, Braille, on tape or in another language please contact us on:

Tel: 03456 009 009

Minicom: 020 8541 9698

Fax: 020 8541 9575

Email: contact.centre@surreycc.gov.uk

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبّرة، أو على شريط مسجّل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如您索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一個電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو برائے مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔