

## Application Form - Disabled Person's Bus Pass

If you are unable to read this application, we can supply it in a different format or alternatively please contact us for assistance (details at end of form).

### Part 1 : Applicant's Details (All questions **must** be completed in full, using BLACK INK)

Title : Mr/Ms/Mrs/Miss/Mx/Other _____	Address :
First Name :	
Surname :	
Date of Birth :	
Telephone Number::	Post code
Email:	

Gender:       Male       Female       Non Binary       Prefer not to say

### Part 2 : Providing proof of your residency

You must provide one item as proof that your main or principal home is in Gloucestershire.  
 If your Gloucestershire home is your second home, then you will not qualify.

↓ Please indicate which type of evidence you are supplying

Bank Statement
NHS medical card
Benefit letter
Council tax bill
Driving licence
Optical/medical prescription counterfoil
Utility bill
I do not have the evidence listed above. I am supplying additional evidence of my address.

Please briefly describe the evidence you are enclosing

### Part 3 : Evidence of your date of birth

↓ Please indicate which type of evidence you are supplying

Driving licence
Passport
Birth certificate in current name
Birth certificate, with evidence of name change
NHS medical card
I do not have the evidence listed above. I am supplying additional evidence of my date of birth.

Please briefly describe the evidence you are enclosing

continued next page →

**Part 4 : Qualifying disability**

↓ Please indicate your qualifying disability below

	D1	Have a disability, or suffered an injury, which has a substantial and long-term adverse effect on ability to walk
	D2	Profoundly or severely deaf
	D3/D4	Blind or partially sighted
	D5	Learning disability: significant impairment of intelligence and social functioning
	D6	Would be refused a driving licence, other than through the misuse of alcohol or drugs
	D7	Do not have arms, or has the long-term loss of use of both arms
	D8	Without speech

**Part 5 : Evidence relating to your disability**

↓ Please indicate which type of evidence you are supplying

	Armed Forces Compensation Scheme letter or Veteran War Pension Mobility Supplement
	Blue Badge number (please write the number here) <span style="border: 1px solid black; display: inline-block; width: 150px; height: 1.2em; vertical-align: middle;"></span>
	<b>If your Blue Badge is based on your PIP award, you also will need to provide your full PIP award letter with score sheet showing 8 or more points for 'communicating' or 'moving around'</b>
	Certificate of Visual Impairment
	Blind or partially sighted - proof of registration
	DVLA letter revoking or refusing driving licence, accompanied by evidence of the relevant medical condition
	Higher Rate Mobility Component of DLA
	PIP full letter with score sheet with 8 or more points for 'Communicating' or 'Moving Around' (dated in the last year)
	D1 evidence form signed by doctor or consultant - form available from Gloucestershire Council
	D2 evidence form signed by doctor or consultant - form available from Gloucestershire Council
	D3 / D4 evidence form signed by doctor or consultant - form available from Gloucestershire Council
	D5 evidence form signed by doctor or consultant - form available from Gloucestershire Council
	D6 evidence form signed by doctor, epilepsy nurse or consultant - form available from Gloucestershire Council
	D7 evidence form signed by doctor or consultant - form available from Gloucestershire Council
	D8 evidence form signed by doctor or consultant - form available from Gloucestershire Council
	I do not have any of the evidence listed above. I am supplying additional evidence of my disability <b>(as described in the relevant Information Sheet for the category)</b> .

Please briefly describe the evidence you are enclosing

continued next page →

<b>Part 6 : Photograph</b> <i>An unsuitable photograph may result in a delay to your application.</i>	<b>Attach photo here</b>
<p><i>The photograph should be like a passport photo using the following guidelines:</i></p> <ul style="list-style-type: none"> <li>• Your photo should be in colour</li> <li>• Ideally taken against a light background</li> <li>• Show a close-up of your full head and shoulders.           <ul style="list-style-type: none"> <li>• It must be only of you with no other objects or people.</li> <li>• You should not be wearing a hat or sunglasses or tinted glasses.</li> <li>• Make sure your hair is not covering your eyes.</li> </ul> </li> </ul> <p>↓ <i>Please tick to confirm that you have enclosed a suitable photograph as described above</i></p>	
<input type="checkbox"/> I have enclosed a suitable photograph with my application.	

<b>Part 7 : Checklist - have you...?</b>	
	Included a photocopy of evidence showing your address (see Part 2)?
	Included a photocopy of evidence showing your date of birth (see Part 3)?
	Included a photocopy of evidence relating to your disability (see Part 5) ?
	Included a suitable photograph (see Part 6)?
	Signed the application form (see Part 8)?

<b>Part 8: Declaration – Please read carefully before signing the form – ALL APPLICATIONS</b>	
<p>I wish to apply for a Gloucestershire Concessionary Travel Pass, and I declare that the information provided in this form is true and accurate. In addition, I also understand that :</p> <ul style="list-style-type: none"> <li>• I will abide by the terms and conditions of the scheme (copy available on request).</li> <li>• The Council may check the information against other sources to verify the application.</li> <li>• The pass is solely for my use. Misuse may result in prosecution and the pass will be withdrawn.</li> </ul>	
Signature of applicant	Date
Signed on behalf of applicant (if unable to complete the form independently)	Relationship to applicant

***Please do not send originals of your evidence as we cannot accept responsibility for the safe return of any documents that are sent to us.***

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## Part 9 : Companion bus pass ?

If you are unable to travel alone due to your disability you may be eligible for a companion bus pass. This will allow you to be accompanied by any person over the age of 16 years of age, free of charge, within Gloucestershire. Whilst you are entitled to free travel anywhere in England within permitted off-peak times, your companion will only be entitled to free travel in Gloucestershire. If you travel outside of the Gloucestershire County border, your companion may have to pay for their own travel. To qualify for this, the applicant must fill in the Gloucestershire County Council C1 companion form and then it needs to be signed by your doctor.

Please note that you are only entitled to one companion when travelling, any further companions will have to pay a fare to travel with you.

Application for a concessionary companion bus is considered in terms of the severity of disability and not the applicant's age. To order a companion form, use one of the forms of contact below.

	Signed companion form
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**Please send the forms to us at:**

Concessionary Bus Pass Team  
Integrated Transport Team  
Gloucestershire County Council  
Shire Hall  
Westgate Street  
Gloucester  
GL1 2TH

**Telephone enquiries: (01452) 426265**  
Monday to Friday 9am – 4.30pm

**Email enquiries**  
[conbuspasses@gloucestershire.gov.uk](mailto:conbuspasses@gloucestershire.gov.uk)

<p>This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For our privacy notice see <a href="http://www.goucestershire.gov.uk/privacynotices">www.goucestershire.gov.uk/privacynotices</a></p>
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# Guidance Notes for Disability-Related Bus Pass Applicants

## Bus Pass Conditions

A disability-related concessionary bus pass is available to residents:

- whose sole or principal residence is in Gloucestershire,
- who are over the age of 5 and
- who qualify for the scheme as set out below.

This bus pass allows you free bus travel on Mondays to Fridays between 9.30am and 11pm and at any at weekends and on Bank Holidays. Early travel before 9.30am is also available on some infrequent routes. Further details are available:

- Online [www.goucestershire.gov.uk/buspasses](http://www.goucestershire.gov.uk/buspasses)
- By calling 01452 426265
- By writing to the Concessionary Bus Pass Team at:  
Gloucestershire County Council, Integrated Transport Unit, Shire Hall, Gloucester, GL1 2TH.

The pass will entitle you to free off-peak travel anywhere in England; however, you will need to check with the relevant local authority for their conditions of travel as these will differ. The bus pass is not valid for journeys wholly within Wales, Scotland or Northern Ireland but it is valid on direct buses between Gloucestershire and Chepstow or Monmouth.

Most bus passes will be issued for the duration of your disability, subject to a minimum period of one year. Where evidence of a permanent disability is provided the pass will be issued for up to five years, or the expiry date of your automatic eligibility proof as described below. Unless stated otherwise, evidence should be no more than one year old.

## Eligibility

### Automatic proof of disability

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To be eligible for a disability related bus pass one of the following proofs must be provided:

- A valid Blue Badge. You will need to provide your registration number so that we can check this with our records. **- If your Blue Badge is based on your PIP award, you also will need to provide your full PIP award letter with score sheet showing 8 or more points for 'communicating' or 'moving around'**
- In receipt of Higher Rate Mobility Component of Disability Living Allowance or in receipt of Personal Independence Payment (PIP), with a score of at least eight points on account of inability to walk, or to communicate orally without support.
- In receipt of War Pensioner's Mobility Supplement
- A letter from the Department of Transport stating that under Part III of the Road Traffic Act 1988, you have been refused or had your licence withdrawn on medical grounds pursuant to section 92 of that Act. Or a letter from a medical specialist stating that an application for a driving licence would be refused on these grounds. This does not apply if your licence was withdrawn or refused due to the persistent misuse of drink or drugs.
- Certificate of Vision Impairment signed by a Consultant Ophthalmologist



## D1-D8 Forms for medical assessment of your disability

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- If you **cannot** provide one of the Automatic Acceptance Proofs listed above a medical assessment must be provided instead. A medical assessment should be carried out by your specialist using one of the Gloucestershire County Council's **forms D1 to D8**. We will not accept an assessment from your GP. Please see the *Application Form* for more details.
- Ask your consultant or health care specialist to complete and sign the relevant form and then return it to you. The relevant evidence **forms D1 to D8** will be included within *Your Free Bus Travel Pack*. If you require a different evidence form, then phone 01452 426265

## Proof of address

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To be eligible for a disability-related bus pass you must provide **one** of the proofs listed in the *Application Form*. The address provided must be your sole or principal residence and be in the county of Gloucestershire.

## Temporary Residence

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A concessionary bus pass may be issued for a period of one year with no automatic renewal if you can demonstrate your primary residence is within Gloucestershire, for example attending a specialist school or resident at a care home. After one year you can renew your pass subject to satisfying all other criteria. However, if you move away from Gloucestershire, you must return your concessionary bus pass to the Concessionary Bus Pass team. You can apply for a new pass from the local authority in which you take up residence.

## Companion pass

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If you are unable to travel alone due to your disability you may be eligible for a companion bus pass. This will allow you to be accompanied by any person over 16 years of age, free of charge, within Gloucestershire. Whilst you are entitled to free travel anywhere in England within permitted off-peak times, your companion will only be entitled to free travel on journeys that start in Gloucestershire. If you travel outside of the Gloucestershire County border your companion may have to pay for their own travel. To qualify for this, you need to ask your doctor to complete the **C1 form** - Application for Concessionary Companion Pass. Eligibility is considered in terms of the severity of disability and not the applicant's age.

## How to apply

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To apply for a disability-related bus pass you must provide the following documents:

1. **Application Form** for a Disability-Related Concessionary Bus Pass
2. **A proof of address**. Please see the list in your Application Form
3. Either an automatic **proof of disability** or a **D1-D8** medical assessment form.
4. **A photo**. You will need to provide a recent, colour, passport-sized photograph.

If you are applying for a Companion Pass, you will also need to provide a **Companion Bus Pass Application form**. This will need to be filled in the applicant's name and signed by your doctor or Consultant.



## How to submit the form

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You can submit your application by post to: -

Concessionary Bus Pass Team,  
Integrated Transport Unit  
Gloucestershire County Council,  
Shire Hall,  
Gloucester  
GL1 2TH

We recommend you send your application and supporting evidence by recorded delivery post if they are either valuable or difficult to replace. Any documents you provide will be posted back to you as soon as your application has been processed.

## Disability acceptance criteria

### Blind or partially sighted

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In general terms a person can be registered as severely sight impaired (blind) if they cannot see (with glasses, if worn) the top letter of the eye test chart (used by doctors and opticians) at a distance of 3 metres or less. Some people who can read the top letter of an eye test chart at 3 metres, but not at 6 metres, may still be eligible for registration as blind if their field of vision is also severely restricted. Only being able to read the top letter at 3 metres is sometimes referred to as 3/60 vision: the person can see at 3 metres what a person with normal vision can see at 60 metres.

A person can be registered as sight impaired (partially sighted) if they have a full field of vision but can only read the top letter of the eye test chart at a distance of 6 metres or less (with glasses, if worn). However, if they can read the next three lines down at the same distance, but the field of vision is either moderately or severely restricted, they may still qualify for registration.

Evidence:

- A fully completed Gloucestershire County Council Form D3 or D4 must be completed and submitted in all cases UNLESS you have a Certificate of Vision Impairment signed by a Consultant Ophthalmologist stating that the applicant meets the criteria of Form D3 or D4.

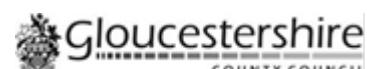
### Profoundly or Severely Deaf

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Hearing loss is measured in decibels across the normal hearing spectrum, as dBHL (Hearing Level). People are generally regarded as having a severe hearing loss if it reaches 70–95 dBHL and a profound loss if it reaches 95+ dBHL. A person with loss of 70 dBHL or worse in their “best” ear would be considered eligible for a concessionary bus pass.

Evidence:

A fully completed Gloucestershire County Council Form D2 must be completed and submitted in all cases



## Without Speech

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Included within this category are people who are unable to communicate orally in any language. Those people will be:

- Unable to make clear basic oral requests, for example, to ask for a particular destination or fare
- Unable to ask specific questions to clarify instructions, for example, "Does this bus go to the High Street?"

This category does not cover people who are able to communicate orally but whose speech may be slow or difficult to understand, for example because of a severe stammer or because English is not their first language.

Evidence:

- A fully completed Gloucestershire County Council Form D8 must be completed and submitted in all cases

## **Have a disability, or has suffered an injury which has a substantial and long-term adverse effect on their ability to walk**

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To qualify under this category, a person must have a long term and substantial disability that prevents them from walking or makes walking very difficult. Considerations, such as difficulty in carrying parcels, are not considered. People who are considered unable to walk will be:

- Unable to take a single step.
- Reliant on swinging through crutches as the only way of getting about.
- Virtually unable to walk or, as a result of a physical disability, are unable to walk very far without experiencing severe discomfort. Discomfort can mean either pain or breathlessness. Extreme fatigue and stress may also be considered.

A person is considered „virtually unable to walk“ if they:

- Can only walk up to 64 metres without severe discomfort. It does not matter whether the severe discomfort occurs at the time of their walk or later.
- Can walk more than 64 metres without severe discomfort but at a very slow pace or in an excessively laboured manner. For example, if they can show that it takes them five minutes to walk 100 metres.

A person will also qualify under this category if the exertion required to walk would "constitute a danger to their life or would be likely to lead to a serious deterioration in their health". For example, people with serious chest, lung or heart conditions and some people with haemophilia. People with epilepsy may qualify if it is shown that fits are brought about by the effort required to walk.

Use of a walking aid does not automatically determine that a person qualifies. For example, if a person can walk relatively normally with the use of an artificial leg without suffering sores or other discomforts from the prosthesis, then they should not be considered eligible. Alternatively, a person who can only swing through on crutches could be considered eligible, as they would be seen as having considerable difficulty walking (provided it is due to a long-term disability and not due to legs being in plaster).

Evidence

- A fully completed Gloucestershire County Council Form D1 must be completed and submitted in all cases. Receipt of Higher Rate Mobility Component of Disability Living Allowance



## **Does not have arms or has severe disability in both arms**

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This category includes people with a limb reduction deficiency of both arms, bilateral upper limb amputation, muscular dystrophy, spinal cord injury, motor neurone disease, or a condition of comparable severity.

It also covers people with deformity of both arms, and people who have both arms; if in either case they are unable to use them to carry out day-to-day tasks, for example, paying coins into a fare machine.

Evidence:

- A Gloucestershire County Council Form D7 must be completed and submitted in all cases.

## **Has a learning disability**

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

A person with a learning disability has a reduced ability to understand new or complex information, a difficulty in learning new skills, and may be unable to cope independently. These disabilities must have started before adulthood and have a lasting effect on development. The person should be able to qualify for specialist services and he or she may have had special educational provision.

Evidence:

- A fully completed Gloucestershire County Council Form D5 must be completed and submitted in all cases
- Evidence of residency in a care home or attendance at a specialist school.

## **War veterans**

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Anyone receiving payments under the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation Scheme will be entitled to concessionary bus pass. Proof to be supplied.

## **Temporary impairment**

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A concessionary bus pass may be issued for a period of one year with no automatic renewal if a medical specialist is unable to confirm long term disability but is able to confirm that the condition is most likely to last for more than one year.

These Guidance Notes are part of **Your Free Bus Travel Pack** and includes an Application Form and the '*proof of disability*' (D1-D8) and '*companion*' (C1) forms. If you need a copy of this pack or you require this document in an alternative format, or language, please contact us:

Visit [www.gloucestershire.gov.uk/buspass](http://www.gloucestershire.gov.uk/buspass) - for a printable version.  
Email [concessionarybuspasses@gloucestershire.gov.uk](mailto:concessionarybuspasses@gloucestershire.gov.uk)  
Call the concessionary bus pass helpline on 01452 426265





## Concessionary Bus Pass Privacy Notice

### ***Why we collect information about you:***

Gloucestershire County Council is the data controller for the personal information we collect from you. The Council will collect and use your personal information to process requests and arrange printing/dispatch of authorised bus passes. As part of the application process, the customer agrees to the terms and conditions. Without this personal information, a bus pass cannot be issued. The Concessionary Bus Travel Act 2007 requires this authority to keep updated records for all Gloucestershire residents, who through an application process, have been found to be eligible for a Concessionary Bus Pass.

### ***The Information we collect about you:***

Gloucestershire County Council will collect only the personal information we need to perform our functions. The information we collect about you includes Name, Address, Date of Birth and Gender. Telephone and e-mail details are optional. A recent photograph will also be required. For a disability bus pass application, personal information relating to the customer's disability will also be required.

### ***What we will use the information for:***

Gloucestershire County Council will use the information about you to verify eligibility, arrange renewals, replace lost or stolen cards and contact you where necessary, if we need to about this.

### ***How long we keep your information for:***

Gloucestershire County Council will keep your personal data until we are advised that no further bus passes are required, i.e. customer has moved out of Gloucestershire or customer no longer requires a bus pass. The record will then be closed. We are required to keep this information as per the Gloucestershire County Council (GCC) Retention Schedule which can be found at [www.goucestershire.gov.uk/retention](http://www.goucestershire.gov.uk/retention)

### ***Who we share your information with:***

Gloucestershire County Council will share your information with our Customer Management System Supplier and our Card Manufacturer. This information may also be shared with other organisations, including the National Fraud Initiative, that audit or administer public funds to eliminate fraud.

### ***Your rights:***

#### **Access to your information:**

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please visit our website using the link below:

<https://www.goucestershire.gov.uk/council-and-democracy/access-to-information/access-my-personal-information/how-to-submit-a-request/>

#### **Correction of inaccurate information:**

You have the right to request that the council correct information that you believe is inaccurate or incomplete. You may not always be able to change the information. However, we will correct factual inaccuracies and may include your comments in the records.

### **The right to be forgotten (erasure):**

You have the right to request that the council delete your information when there is no compelling reason for us to continue using it. Please be aware that in certain situations we are still required to keep and use your information, even when you request it to be erased.

### **The right to object:**

You have the right to object to us using your information if you feel we have used it outside the remit of our public tasks or when you have received marketing from us. Please be aware that in certain situations we are required to retain your information if there are compelling legitimate reasons to do so.

### **Using your rights:**

If you wish to use any of these rights, please contact us using one of the methods below:



#### **Online:**

<https://www.goucestershire.gov.uk/council-and-democracy/access-to-information/access-my-personal-information/>



#### **In Writing:**

Information Management Service  
Gloucestershire County Council  
First Floor, Block 4(a)  
Shire Hall, Westgate Street  
Gloucester  
GL1 2TG



#### **Email:**

[Managemyrequests@goucestershire.gov.uk](mailto:Managemyrequests@goucestershire.gov.uk)

### **How to contact us:**

Please contact us if you have any questions about this privacy notice:



#### **Email:**

[conbuspasses@goucestershire.gov.uk](mailto:conbuspasses@goucestershire.gov.uk)



#### **In Writing:**

The Concessionary Bus Pass Team  
Integrated Transport Unit  
Gloucestershire County Council  
Shire Hall  
Gloucester  
GL1 2TH



#### **By Telephone**

01452 426265

### **Making a complaint to the Information Commissioner**

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.

For other Privacy Notices, please visit: [www.goucestershire.gov.uk/privacynotices](http://www.goucestershire.gov.uk/privacynotices).