

What is the Free Local Bus Travel Scheme?

The All Wales Concessionary Fare Scheme, funded by the Welsh Government and Local Authorities, entitles people over 60 and people with certain disabilities who are resident in Wales to travel free on local bus services throughout Wales. This leaflet explains how to use your new pass, along with other useful information.

If you have any enquiries or require an application form, please contact:

Passenger Transport
Transport and Infrastructure Department
Denbighshire County Council
Caledfryn, Smithfield Road
Denbigh
Denbighshire LL16 3RJ

Telephone Customer Services: 01824 706000 (general enquiries)

If you have any queries regarding an existing application or a disabled pass, please contact Passenger Transport on 01824 706886

Am I entitled to a Free Concessionary Travel Pass?

You are entitled to a free concessionary travel pass if you are a permanent Denbighshire resident AND if you are:

- Aged 60 or over
- Registered blind or partially sighted
- Registered profoundly or severely deaf
- Without speech
- Without arms or have long term loss of the use of both arms
- Disabled or have suffered an injury, which has a substantial and long term adverse impact on your ability to walk
- In receipt of Disability Living Allowance (with HIGHER rate mobility content)
- In receipt of a war pensioner's mobility supplement
- Learning disabled, that is, with a state of arrested or incomplete development of mind that includes significant impairment of intelligence and social functioning
- Unable to be granted, if an application was made, a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, pursuant to section 92 of the Act, (physical fitness) otherwise than on the ground of persist misuse of drugs or alcohol i.e. had a driving licence refused on medical grounds.

The above list is not exhaustive. Applications will be considered from persons not included in the above list, subject to medical advice or independent medical evidence being provided or sought as appropriate. There may be a charge for this service which will be payable by the applicant.

For further information please refer to pages 10-14

How do I obtain a free bus pass?

To apply for your free bus pass please complete the application form in full at the back of this booklet and return it in one of the following ways: -

- By post
- To your nearest Council Offices (listed at the end of this booklet)
- To your nearest One Stop Shop or Library (listed at the end of this booklet)

You will need to supply the following documentation with your application: -

- A completed application form.
- A recent full face colour passport size photograph with your name PRINTED on the back
- Proof of permanent residence in Denbighshire such as an electric, gas or ideally your council tax bill or other official document showing your name and address
- Proof of entitlement such as your birth certificate, passport or driving licence to show your age or letter of benefit, or other official papers holding your date of birth

Photocopies are acceptable.

If you are disabled you will need to supply evidence of your disability. Please see pages 10-14 for further details.

How much does a pass cost?

Your first bus pass is free of charge.

If a replacement is required due to loss, theft or damage, please contact us as soon as possible on the number or address below and we can send you a replacement pass form. A cost of £5.00* will be charged for a replacement. If your pass is damaged, it may not be accepted on the bus.

The Council will not be liable for any expenses incurred by the applicant in obtaining and submitting documentation, including photographic and/or medical evidence if necessary, for the purpose of applying for a pass.

Who issues the pass?

The pass is issued by Denbighshire County Council upon completion of the appropriate application procedure and can be used for as long as the pass holder meets the eligibility criteria.

The Council may also seek advice from other agents to provide assistance in your application.

** Charge correct at time of print*

How long will it take to process my application?

We aim to process passes as quickly as possible and, if all the evidence supplied is satisfactory (i.e. the correct form of proof, an appropriate photograph etc.), you should receive your pass within 10 working days.

If there are any problems with your application, you will be contacted either by telephone or in writing within 10 working days.

All passes are sent directly to the address provided on the application form by second class post, so please allow extra time for postage.

Please note that owing to the high volume of applications we receive, there may be circumstances beyond our control when delivery times may vary from these standards.

How do I use my pass?

Your pass will have your photograph on it and must only be used by you.

You will need to show your pass to the driver when you board the bus in order to receive free travel. Your pass must also be shown to an inspector or Council official if requested. Failure to show your pass will result in free travel being refused and the fare for the journey being charged.

When using your pass, all travel is subject to the rules and regulations of the bus company providing the service.

The pass does not give you any rights other than those enjoyed by any fare-paying passenger.

Your pass remains the property of Denbighshire County Council and may be withdrawn by the Council or the bus company if it is misused.

Where and when can I use my pass?

Your pass will be valid all day, every day, and will give you unlimited free local bus travel throughout Wales on valid services.

You may also use your pass for free travel on cross border journeys that go into England, provided that your journey is unbroken and starts or finishes in Wales.

For example:

- If you were travelling from Rhyl to Chester direct, without changing buses, you would be able to travel for free for the whole return journey, provided that you boarded the bus in the Denbighshire area.

Similarly, if you were travelling back to Rhyl from Chester, you would be able to travel for free, provided that you got off the bus within Wales.

- If you were travelling from Rhyl to Ellesmere Port and had to change buses at Chester, you would be able to travel for free between Rhyl and Chester, but you would have to pay the full fare between Chester and Ellesmere Port.

Similarly, if you were travelling back to Rhyl from Ellesmere Port and had to change buses in Chester, you would have to pay the full fare between Ellesmere Port and Chester, but you would be able to travel for free from Chester to Rhyl.

Similar cross border arrangements will exist throughout Welsh border Counties, but it would be advisable to check before you travel.

Details of local bus services in Denbighshire are available from the Denbighshire County Council Passenger Transport Group (Tel: 01824 706968), all Council Offices, Tourist Information Centres and Libraries throughout the County.

For impartial timetable and journey planning information about all public transport services – buses and trains in Wales, including National Rail and coach timetables – contact Traveline Cymru: (Tel. 0871 200 22 33 – National call rate charges apply. Lines are open between 7am and 10pm every day, except 25th and 26th December and 1st January). Website: www.traveline-cymru.org.uk

Your Denbighshire free bus pass is not valid on express bus services, tours, excursions or for any rail travel in Denbighshire.

How long will my pass last?

There is normally no expiry date on the travel pass. However, some passes are issued to expire at a date to be determined by the Council or, if no expiry date is stated when the pass is issued, until such time as the Council determines that passes shall be renewed. It is therefore important that you inform the Council of any change in address or circumstances.

What if I no longer need my bus pass?

Passes must be returned to us for cancellation: -

- If you no longer want to take advantage of the scheme or are moving out of Denbighshire.
- If you are unable to take part in the scheme because of long term illness or disability.
- If your situation changes in terms of the benefits you claim e.g. if those benefits no longer meet the qualifying criteria.
- On the death of the pass holder, the pass should be returned by a near surviving relative or responsible person

I am disabled. Can a companion travel for free?

If you qualify for a bus pass, but your disability means that you cannot travel by bus without needing someone else's help, you may be entitled to receive a companion pass.

A companion pass will entitle you to free unlimited local bus travel with a companion throughout Wales on valid services. Your pass will be marked to show that you can travel with a companion, whose purpose is to assist you. When using a companion pass, your companion will get the same benefits as you and can travel for free within the operating constraints of the scheme. The pass will not name the companion, so you do not need to be accompanied by the same person every time you travel by bus. Only one companion can travel with you free of charge at any one time and the effect of the disability need not be sufficient for you to require the help of a companion on every journey.

To receive a pass for use with a companion you will need to provide documentary evidence that it would be impossible for you to use public transport without assistance of a companion. Please see page 13 for further details.

What if I live on a caravan park?

You are still eligible for a bus pass if you are substantially resident in a caravan park and can supply us with documentary evidence to support this. In order to qualify, we require TWO of the following documents that show responsibility for local expenditure or proof of residency within Denbighshire.

- Council Tax bill
- Utility Bills - Electricity, Gas, Water rates
- Documentary evidence that you are registered on the Denbighshire electoral roll.
- Driving Licence
- Bank Statement

OR

- One piece of evidence from above PLUS a typed, signed and dated letter on headed paper from the owner or manager of the caravan park, which states that you reside at the park for at least nine and a half months of the year. The letter must clearly indicate that your ground rent/site fees include the prescribed local council tax element and quote your local Denbighshire address.

Please note that this does not preclude you from leaving the caravan park for short periods of time e.g. holidays. You will also need to satisfy the criteria for the type of pass you require i.e. disabled / over 60. We can only post approved bus passes to local Denbighshire addresses.

Who assesses eligibility?

Denbighshire County Council is responsible for assessing your eligibility against the categories listed in the Transport Act 2000. Further guidance is also sought from the following legislation, including associated regulations and guidance:

- The Transport Act 1985
- The Transport Act 2000
- The Travel Concessions (Extension of Entitlement) (Wales) Order 2001
- The Mandatory Travel Concessions (Reimbursement Arrangements - Wales) Regulations 2001

In determining whether an applicant is entitled to a concessionary pass, the Council will also refer to any guidance issued by the Welsh Government or any other relevant organisation, such as the Disabled Persons Transport Advisory Committee or the Welsh Local Government Association.

What happens if we decline your application?

We may decline your application if, on the evidence you provide, we feel you do not meet the required criteria regarding age, disability or residence.

We will indicate in writing why we have taken our decision and what further evidence we may need in order for you to qualify.

You may also contact the Welfare Rights Helpline on 0800 169 6625.

What are the conditions of use?

Concessionary Travel Passes are strictly NOT TRANSFERABLE and are issued to allow free travel only by the pass holder. Where a Companion pass has been issued, the Companion will only be permitted to travel at the same time and on the same journey as the pass holder.

Your pass remains the property of Denbighshire County Council. Misuse of the pass or concessionary fare scheme may result in cancellation of the pass or refusal to renew it in the future and/or possible legal action against the pass holder. If you lose your pass you may be charged for a replacement.

The pass must be shown each time you get on the bus and on request to any authorised officer of the Bus Company or Denbighshire County Council. Your pass does not give you any rights other than those enjoyed by any fare paying passenger, nor does it entitle you to be carried in preference to any other passengers

Travel using your pass is subject to the rules and regulations of the operators providing the service. Denbighshire County Council can accept no liability for the failure of any bus service to operate and the Council cannot accept liability if a bus operator refuses to accept the pass. This is unlikely to happen, but if it does please contact us stating the service and time. The use of passes issued under the Scheme will be subject to the following additional conditions: -

- i) If a pass is lost or stolen, the fact must be reported to the Council which may (or may not) issue a replacement pass for which a charge may (or may not) be made.
- ii) If a pass becomes defaced or damaged, such as to render it illegible, it must be returned to the Council, who may (or may not) issue a replacement for which a charge may (or may not) be made.
- iii) A pass holder must show his/her pass whenever a concessionary rate journey is requested and retain any ticket issued for that journey for inspection if and when requested. Defaced, damaged or otherwise illegible passes may not be accepted and may be withdrawn.
- iv) The Council can accept no liability for any failure of bus services to operate or of operators to accept a pass.

Smart cards

Passes issued by Denbighshire County Council will carry the Smart card logo and may be used on valid local bus services throughout Wales. This is what your Denbighshire County Council bus pass will look like:



Your new Concessionary Travel Pass is a Smartcard. It contains a small electronic chip which will be used to check your concessionary entitlement. It also helps to ensure that the bus operator is paid for your travel. You should keep your pass in a safe place where it cannot be bent, twisted, or damaged. In the event that your pass does not work, please contact your issuing Local Authority for assistance. Dependant on the circumstances, you may be required to pay the full fare for your journey, which will not be refunded.

When travelling on a bus there are four easy steps to help the driver:

1. Board the bus.
2. Hold your concessionary pass in close proximity to the ticket machine with the photograph face up. This will electronically register the pass and confirm it is valid.
3. The ticket machine will acknowledge that the pass has been read and will respond with a bleep, a green light and may issue a ticket.
4. Take your seat.

**What if I live in an area with limited public transport?
What if I can't use public transport?**

South Denbighshire

Denbighshire County Council provides Rural Car Schemes for people with disabilities and/or mobility impairments in areas where there is limited public transport.

The schemes are managed by Passenger Transport, with volunteer drivers using their own vehicles and giving their time free of charge. The service operates in the Corwen, Clawddnewydd, Denbigh, Llandegla, Llangollen and Ruthin (including Llanferres and Llanarmon-yn-Ial) areas.

This door-to-door transport service is available for essential journeys to those with no access to a car and / or who are unable to use public transport. Other members of the public may use the service where alternative provision is infrequent, not available or unsuitable. Unaccompanied children (under 18) cannot be transported.

Typical essential journeys can be local shopping trips, visits to the local doctors, dentist or opticians, collection of pensions or other benefits, visits to day centres or clubs, visits to relatives or friends in hospital and journeys to connect to bus services. The scheme is not a substitute for taxis or public transport and does not cater for transport to and from medical, clinical, surgical appointments or admissions.

Please call 01824 706858 during office hours for more details on times, places and charges for this scheme. Passengers are advised to check before travelling that the vehicles provided are suitable for their use.

An additional service has been introduced in the Corwen area where, as well as the volunteer drivers' cars, the County Council has contributed towards the provision of a specially designed wheelchair accessible 6-seater vehicle. Passengers wishing to access the scheme may book the special accessible car for other purposes including social trips.

We would also welcome calls from volunteers with a few hours to spare who may wish to help with driving duties. For more information about the schemes or becoming a volunteer, please contact:

Passenger Transport
Denbighshire County Council
Caledfryn, Smithfield Road
DENBIGH
Denbighshire LL16 3RJ

Tel. 01824 706858

North Denbighshire

The Council contributes towards the cost of providing a Dial-a-Ride service in North Denbighshire for people with disabilities and/or mobility impairments who have difficulty using public transport. The service operates with three fully accessible vehicles and covers the whole of North Denbighshire from Rhyl and Prestatyn on the coast to Denbigh and Ruthin in the Vale of Clwyd.

The Dial-a-Ride scheme is a member led group and it costs £5.00 for life membership. The scheme has no age barriers and carers are welcome. Travel throughout North Denbighshire is free on production of a valid Denbighshire County Council Bus Pass, but there will be a charge to anyone wishing to go outside this area. Carers will be required to pay £2.00 per return trip. New members will need to register with this service before making a booking, and any bookings must be made in advance of the requested day of travel. To be eligible for Dial-a-Ride membership, applicants will need to show their Denbighshire County Council Bus Pass and / or Blue Badge.

Please call 01745 344222 during office hours for more details on times, places and charges for this scheme.

What is Shopmobility?

Rhyl Shopmobility is similar to schemes in operation in more than fifty other towns and cities in the country. It provides battery-powered scooters and wheelchairs to help people who have limited mobility (through permanent or temporary disablement, illness, accident or age) to use all the facilities in the town centre. A small charge will be made.

For more information please contact:

Shopmobility
Morfa Hall
Church Street
Rhyl
Denbighshire LL18 3AA
Tel: 01745 350665

Lost or Stolen bus passes

You can request a replacement bus pass if your current bus pass has been lost or stolen. To obtain a replacement bus pass, you will need to complete an application form, which is available from your nearest Council Office, nearest One Stop Shop, Library or Passenger Transport (listed at the end of this booklet). There is a charge of £5.00 for a replacement bus pass.

During busy periods it can take up to 10 days for a replacement pass to be issued and sent to you.

If your pass is returned to the Council, we will try to contact you to make arrangements to return it.

Change of Details

Please notify us of any changes to your contact or personal details.

If you are moving away from Denbighshire, you should surrender your pass and notify the Council. We would also be grateful to next of kin returning any passes from those that pass away. We can then update our records to prevent unnecessary further contact.

Concessionary Travel on Local Buses in Wales Categories of Disabled People

All applicants must provide proof of eligibility and proof of permanent residence.

Blind or Partially Sighted

Blind – means having a high degree of vision loss (i.e. seeing much less than is normal or perhaps nothing at all).

Partial sight – is a less severe loss of vision. Partially sighted people can see more than someone who is blind, but less than a fully sighted person.

A person can be registered as blind or partially sighted with their local Council. For this to happen, a consultant ophthalmologist (eye specialist) must have completed a form and submitted it to the blind or partially sighted person's local Social Services Department. Registration is voluntary.

In order to qualify for a free bus pass, applicants must supply documentary evidence that they are registered blind or partially sighted with their local Social Services Department or that they are eligible to be registered (but have declined to do so).

Evidence required:

ONE of the following:

- Certificate of registration (registered blind or partially sighted)
- Letter from a GP, Specialist Social Worker, Rehabilitation Officer, Consultant Ophthalmologist or other eye specialist e.g. optometrist

Profoundly or Severely Deaf

There is a registration system for deaf people within the Denbighshire Social Services Department, but it is not compulsory to register.

Applicants must supply documentary evidence that they are registered as profoundly or severely deaf with their local Social Services Department or that they are eligible to be registered (but have declined to do so).

Evidence required:

- Letter from a GP, Specialist Social Worker or Aural Specialist

Without Speech

Applicants must supply documentary evidence that they are unable to communicate orally in any language or that they are unable to make basic requests and ask specific questions.

Evidence required:

- Letter from a GP, Social Worker, Speech Therapist or other medical specialist e.g. ear, nose and throat.
-

Disability or Injury

Applicants must supply documentary evidence that they have a disability or have suffered an injury, which has a substantial and long-term adverse effect on their ability to walk.

Evidence required:

ONE of the following:

- Documentary evidence confirming that the applicant is in receipt of the Higher Rate Mobility Component of the Disability Living Allowance (DLA);
 - Documentary evidence that the applicant receives War Pensioners Mobility supplement;
 - Letter from a GP, Occupational Therapist or an Independent Medical Adviser confirming that the applicant has a degree of disability equivalent to that required to qualify for Higher Rate Mobility Component of DLA.
-

No arms or long-term loss of use of both arms

Applicants must supply documentary evidence that they are unable to use their arms to carry out day to day tasks.

Evidence required:

ONE of the following:

- Disability may be self evident
- Letter from a GP, Occupational Therapist, Disability Assistant, Social Worker or other medical specialist

Learning Disability

Applicants must supply documentary evidence that they have a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning.

Evidence required:

ONE of the following:

- Documentary evidence that the applicant is a resident within a residential home registered for people with a learning disability (placement arranged by Denbighshire Social Services)
- Documentary evidence that the applicant is living in a Community Living project with support arranged by Denbighshire Social Services;
- Documentary evidence that the applicant is in receipt of an Independent Living Fund (ILF) Award;
- Documentary evidence that the applicant is registered with the Social Services Department as learning disabled or eligible to be registered as learning disabled if such a register does not exist e.g. letter from a Social Worker, Specialist Community Nurse or independent Medical Consultant.

Unable to drive owing to medical reasons

Applicants must supply documentary evidence that they would, if they applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have the application refused pursuant to section 92 of the Act (physical fitness), otherwise than on the grounds of persistent misuse of alcohol or drugs.

Under Section 92 of the Road Traffic Act 1988, the issue of a driving licence may be refused on the grounds of the applicant's medical fitness. Those who are currently barred from holding a licence are people with:

- Epilepsy (unless it is of a type which does not pose a danger - see below).
- Severe mental disorder.
- Liability to sudden attacks of giddiness or fainting (whether as a result of cardiac disorder or otherwise).
- Inability to read a registration plate in good light at 20.5 metres (with lenses if worn).
- Other disabilities which are likely to cause the driving of vehicles by them to be a source of danger to the public.

It is not a condition of entitlement under this category that the applicant should actually apply for and be refused a driving licence (which would be unduly burdensome for everyone involved). For people with any of the disabilities listed above, the Council must be confident that a licence would be refused and should therefore be able to issue the travel pass automatically.

Evidence required:

ONE of the following:

- Documentary evidence confirming that the applicant is in receipt of the Higher Rate Mobility Component of the Disability Living Allowance (DLA)
- Documentary evidence that the applicant has had his/her driving licence refused or revoked on the grounds of the applicant's medical fitness.
- Letter from a GP or other medical specialist confirming that the applicant would, if he/she applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have the application refused pursuant to section 92 of the Act (physical fitness), otherwise than on the grounds of persistent misuse of alcohol or drugs.

Companions of disabled people

The Regulations have extended entitlement to free concessionary travel on local buses to people who, by the nature of their disability, find it impossible to travel on public passenger transport services without the assistance of a companion. In these cases, a companion pass can be issued, subject to medical evidence of the disability, which allows the pass-holder to travel with a companion free of charge. Please note that the effect of the disability need not be sufficient for the pass holder to require the help of a companion on every journey.

This means that the Council will issue two types of free bus pass. The first will be to disabled people who meet the general criteria (above) and to persons aged 60 or more years.

The second will be to disabled people who meet the general criteria and who are so severely disabled that it would be impossible for them reasonably to use public transport without the assistance of a companion (the effect of the disability need not be sufficient for the pass holder to require the help of a companion on every journey).

This second type of bus pass will extend the free travel concession to one person accompanying an eligible disabled person on any journey. Such passes are not issued to people over the age of 60 except where they are eligible by virtue of disability.

Evidence required:

- Documentary evidence confirming that the applicant is in receipt of the Higher Rate Mobility Component of the Disability Living Allowance (DLA) e.g. Letter from the Department for Work and Pensions

If you are not in receipt of the Higher Rate Mobility Component of the Disability Living Allowance, you may still qualify for a companion pass.

In order to qualify, we require documentary evidence confirming that the applicant already meets the general criteria for a standard disabled bus pass and ONE of the following additional pieces of information:

- Documentary evidence confirming that the applicant is in receipt of the Lower Rate Mobility Component of the Disability Living Allowance (DLA) or higher
- Documentary evidence confirming that the applicant is in receipt of the Middle or Higher Rate Care Component of the Disability Living Allowance (DLA)
- Documentary evidence confirming that the applicant is in receipt of Attendance Allowance
- Letter from a GP, Social Worker, Occupational Therapist, local Welfare Rights Officer or other medical specialist confirming that the applicant would, by nature of his/her disability, find it impossible to travel on public passenger transport services without the assistance of a companion

All documentary evidence and letters must be written on headed paper from the relevant organisation and signed and dated by the professional indicated.

The Council will not be liable for any expenses incurred by the applicant in obtaining and submitting documentation, including photographic and/or medical evidence if necessary, for the purpose of applying for a pass.

Denbighshire County Council is under a duty to protect the public funds it administers. The Council may share information provided to it, with other bodies responsible for auditing or administering public funds in order to prevent and detect fraud.

Notes

In all cases, the disabled person must meet the overall definition of disability in the Disability Discrimination Act 1995, i.e. the disability is permanent or has lasted or is likely to last at least 12 months and has a substantial adverse effect on the person's ability to carry out normal day to day activities.

WELFARE RIGHTS HELPLINE: 0800 169 6625

Enquiries: -

Denbighshire County Council
 Passenger Transport
 Transport & Infrastructure Department
 Caledfryn, Smithfield Road
 Denbigh LL16 3RJ

Telephone Customer Services:

01824 706100 (Welsh line) / 01824 706101 (English line)

Website: www.denbighshire.gov.uk

One Stop Shops / Council Offices: -

Corwen	Neuadd Edeyrnion, London Road, Corwen LL21 0DR (01490 412378)
Denbigh	Hall Square, Denbigh LL16 3NU (01745 816313)
Llangollen	The Chapel, 19-21 Castle Street, Llangollen LL20 8NY (01978 869606)
Prestatyn	Ty Nant, Nant Hall Road, Prestatyn LL19 9LG (01824 706600)
Rhuddlan	Vicarage Lane, Rhuddlan, Rhyl LL18 2UE (01745 590719)
Rhyl	Town Hall, Wellinton Road, Rhyl LL18 1AB (01824 706304)
Ruthin	County Hall, Wynnstay Road, Ruthin LL15 1YN (01824 706024)
St Asaph	The Roe, St Asaph LL17 0LU (01745 582253)

Frequently Asked Questions

Will I be eligible if I am retired and under 60?

The entitlement for a bus pass is based on age and not retirement. You can apply for your pass if you are aged 60 and over, but you will not be issued with your bus pass until you reach your 60th birthday.

Where can I get bus timetables from?

Bus timetables for Denbighshire are available from all Council Offices, One Stop Shops, Libraries, Cash Offices or the Passenger Transport Department.

Visit the Denbighshire website: <http://www.denbighshire.gov.uk/en-gb/DNAP-7RUDGD>

Telephone Customer Services: 01824 706100 (Welsh line); 01824 706101 (English line).

For impartial timetable and journey planning information about all public transport services e.g. buses and trains in Wales, including National Rail and coach timetables contact:

Traveline Cymru: Tel. 0871 200 22 33 (National call rate charges apply. Lines are open between 7am and 10pm every day, except 25th and 26th December and 1st January).

Website: www.traveline-cymru.org.uk

How do I submit my application?

Once completed, you can either send your application form to us by post at the address listed at the back of the booklet or you can take your application to the nearest Council Offices, One Stop Shop, Cash Office, Library. Your application will then be photocopied and forwarded to Passenger Transport (based in Denbigh) for approval.

If sending information by post, applicants are advised not to send originals. Photocopies are acceptable. You may also apply in person at the Denbigh Council Offices, but we regret that we are unable to issue a bus pass on the spot.

What happens if I forget my bus pass when I make a journey?

If you forget your bus pass when you make a journey, you will need to pay the appropriate single or return fare, or buy a day ticket.

Application for a Free Bus Pass



Mr/Mrs/Ms/Miss/Other:.....
 Surname:.....
 Forename(s):.....
 Address:.....

 Post Code:.....
 Telephone:..... Date of Birth:.....

I am applying for a concessionary bus pass because: (Please tick ✓ appropriate boxes)

I am aged 60 or over
 I am disabled
 I require a companion for assistance

Proof of eligibility:

Aged 60 or over

Birth Certificate
 Passport
 Full Driving Licence

Disabled

DLA Mobility Component (Higher Rate)
 War Pensioners Mobility Supplement
 Certificate of registration
 Letter from DVLA
 Letter from professional specified
 e.g. Consultant, GP, Social Worker

All applicants must provide proof of residence within Denbighshire

Proof of residence:

Council Tax Bill Driving licence
 Utility Bill e.g. electric, gas, water Other official documents
 Bank Statement

PRINT FULL NAME HERE

I confirm that the information provided is correct. I certify that I am a permanent resident of Denbighshire and that I am entitled to receive a bus pass. I understand and accept the conditions that apply to the issue of the pass, and that, if any details are found to be false, my pass will be cancelled and I may have to pay any costs arising from the issue or use of the pass.

I enclose a recent colour passport type photograph of myself with my name on the rear.

Signed:..... Date:.....

Data Protection Act 1998 - Fair Processing Notice

This notice tells you about how your personal information is used and made available to the Welsh Government, Regional Transport Consortia, Local Authorities, and bus operators, for the purposes of administering and participating in the all Wales concessionary fare scheme.

The collection of personal information - Information about you will be obtained in two ways. Initially, when you apply for a concessionary travel pass the Local Authority will process your application and hold your information in a database. This will be added to by the Local Authority when it receives information about you from the bus operator who will record details of your bus journeys.

Personal information held - The sort of personal information held includes: personal details such as name, address, date of birth, and nature of disability (if applicable) photograph of the pass holder journey details reasons for a pass being declined (if applicable).

The use made of this personal information - Information is used by the Welsh Government to reimburse bus operators for the numbers of concessionary journeys made by pass holders. The Welsh Government also uses information for research purposes, such as the numbers of journeys made over a daily, weekly and monthly basis, the most popular and least popular times, and geographic area for journeys etc. This information will inform transport policy changes and funding in the future. However, the information processed for research purposes is done in a way that ensures individual pass holders cannot be identified. The Regional Transport Consortia also use the personal information collected to do similar research to that undertaken by the Welsh Government and to calculate the amount to be paid to bus operators within its own region. However, the information it has access to and makes use of is limited to the pass holders who live and who travel on the local transport within its own region. This research is also done in a way that ensures individual pass holders cannot be identified. The Local Authority uses the information it collects to administer local transport that it supports within its own area. For example: for planning, and development of transport policy the provision and management of the transport services to local communities monitoring and reporting on transport services the giving of support and guidance to local communities and transport operators the organisation of transport events Information is also used by Local Authorities to reimburse bus operators for concessionary journeys made by pass holders.

Administration and payment calculations are done in a way that ensures individual pass holders cannot be identified. The bus operator will provide journey details to the Welsh Government, Regional Transport Consortia and Local Authorities to enable their payment to be calculated. They will not have access to the personal information of pass holders. Although the journey details they record will include a unique pass holder number, the bus operators will not be able to use this information to identify individual pass holders.

Organisations who may share personal information - Information held by the bus operators, Local Authorities, Regional Transport Consortia and the Welsh Government on pass holders may be shared with other organisations when the law allows, for example with: central and local government for the development of transport policy and planning and provision of transport services social services and other health and welfare organisations where there is a need to share information to protect pass holders and, where appropriate, to the police, e.g. in circumstances where someone is making a fraudulent application or use of a concessionary travel pass.

Other information - Welsh Government, Regional Transport Consortia, Local Authorities and bus operators will treat the details that you provide in line with the Data Protection Act 1998.

Your rights under the Data Protection Act 1998 - The Data Protection Act 1998 gives individuals certain rights in respect of personal information held on them by any organisation. These rights include: the right to ask for and receive copies of the personal information held on you, although some information can sometimes be legitimately withheld the right, in some circumstances, to prevent the processing of personal information if doing so will cause damage or distress the right to ask for wrong information to be put right. You also have the right to ask the Information Commissioner, who enforces and oversees the Data Protection Act 1998, to assess whether or not the processing of personal information is likely to comply with the provisions of the Act.

Seeking further information - For further information about the personal information collected and its use, if you have concerns about the accuracy of personal information or wish to exercise your rights under the Data Protection Act 1998, you should contact: the bus operator with whom you may have travelled; your Local Authority or Welsh Government's Data Protection Officer at Welsh Government, Cathays Park, Cardiff, CF10 3NQ. Telephone 02920 826883; the Information Commissioner's Office helpline can be contacted on 01625 545 745.

Information is also available from www.informationcommissioner.gov.uk