

Where can I find travel information such as bus timetables and services?

The Cambridgeshire County Council website includes copies of all local bus timetables. You can also find links to the websites and timetables of local bus operators outside of Cambridgeshire. There are also links to travel line and Transport Direct websites which give information about bus services across England. The website address is:

http://www.cambridgeshire.gov.uk/transport/bus_timetables/

You can telephone Travel Line for timetable information on: 0871 200 22 33.

Fenland @ your service shops: Location & Opening Times

Chatteris, High Street -	Monday - Friday, 8.30am to 5.30pm (closed Wed until 1pm) Saturday, 9am - noon
March, Broad Street	Monday - Friday, 8.30am to 5.30pm Saturday, 9am - noon
Whittlesey, Causeway Centre	Monday - Friday, 8.30am to 5.30pm (closed Wed from 1pm) Saturday, 9am - noon
Wisbech, Bridge Street	Monday - Friday, 8.30am to 5.30pm Saturday, 9am - noon

You can also telephone our customer service team on 01354 654321.



Tel: 01354 654321 Email: xxxx@xxxxxxx.xxx.uk Web www.fenland.gov.uk

Documents prepared by Fenland District Council are available in community languages, large print, Moon, Braille, audio cassette and electronic format upon request.

Guidance on the National Concessionary Bus Travel Scheme



What is the National Concessionary Bus Travel Scheme?

From 1 April 2008, people with the new national bus pass will be able to travel free after 9.30am Monday to Friday, and all day at the weekends and on bank holidays across England on local bus services. Scotland and Wales have their own schemes so you will not be able to use your bus pass there.

Who can have a National Bus Pass?

You can apply for a new national bus pass if you are:

- aged 60 or over;
 - blind or partially sighted;
 - profoundly or severely deaf with an overall average hearing loss of 70db or more;
- or you:
- are without speech;
 - have a disability making walking difficult;
 - do not have arms or have long-term loss of the use of both arms; or
 - have a learning disability which includes significant impairment of intelligence and social functioning;
 - are prevented from obtaining a driving licence on medical grounds.

When should I apply for my new bus pass?

You should allow 28 days for us to process your bus pass application. This is because your new smart card bus pass is not made at the shop. If you are about to have your 60th birthday you can apply for a bus pass one month before the date of your birthday. You should cut up your old bus pass as soon as you receive your new one.

Where can I get an application form?

You can visit our Fenland @ your service shops (you can find details of your nearest shop and its opening times on the back page of this leaflet).

You can telephone our customer service team on 01354 654321 or write to us at Fenland Hall, County Road, March, PE15 8NQ.

You will also find the form on our website at: www.fenland.gov.uk/buspass.

How to complete your bus pass application form

- Read each section and tick the boxes that apply to you.
- Complete the application details section with your name, address, date of birth, telephone number and email address. If someone else is collecting your bus pass for you, for example a carer, please write their name and address on a separate sheet of paper, and attach it to the application form.
- Sign and date the form.
- You may need to ask your doctor or NHS Mental Health professional to complete the final section of the form.

What do I need to take with me to get or renew my bus pass?

- Your completed application form.
- A recent passport style photograph. Your photo should be:
 - taken against a light colored background, for example white, cream or grey so that your features are clearly seen against the background;
 - a close-up of your head and shoulders with you facing forwards, looking straight towards the camera.;
 - with your eyes open and clearly visible (with no sunglasses or heavily tinted glasses) and;
 - you should not wear any head covering, unless it is worn for religious beliefs or medical reasons.This photograph will be used on the front of your pass, please do not staple it to the application form otherwise we will not be able to accept the photo.
- Proof of address, for example a utility bill or an official letter in your own name. The Council can only issue bus passes to people living within Fenland.
- Proof that you are eligible for a bus pass; this will be different for everyone depending on your circumstances. The table below shows what evidence you need to provide:

Why you are applying for a bus pass	What you need to show us
I am aged 60 or over	<ul style="list-style-type: none">• Birth certificate, or;• driving licence showing your date of birth, or;• passport (We may accept other forms of identification if it shows your date of birth.)
If I applied for a driving licence the application would be refused because I: <ul style="list-style-type: none">• have epilepsy (I have had an attack whilst awake within the last 12 months or an attack whilst asleep within the last three years);• have a severe mental disorder;• cannot read a car number plate in good light from 20.5 metres (even if I am wearing lenses);• have another disability that is likely to make it dangerous for me to drive a car.	<ul style="list-style-type: none">• A letter from the Driving Vehicle Licensing Authority (DVLA) that shows why they have refused your driving licence application, or• ask your doctor or NHS mental health professional to fill in the relevant section of your application form
I have a learning disability that started before I was 18 and has a lasting effect on development. The Government says that a learning disability is: <ul style="list-style-type: none">• a state of arrested or incomplete development of mind, which includes significant impairment of intelligence and social functioning. <p><i>Please note that conditions such as dyslexia, dyspraxia and ADHD are not covered by this government definition.</i></p>	<p>If you are a School Pupil: A copy of your Statement of Special Educational Needs (SEN)</p> <p>If you are aged 16 or over:</p> <ul style="list-style-type: none">• a letter on headed paper saying you attend, or have an association with a local learning disability organisation, or;• ask your doctor to complete the relevant section of the application form.

I am blind or partially sighted.	Evidence of registration with an appropriate body (for example, social services) or a certificate of vision impairment (You will need to ask your doctor to refer you to an eye specialist).
I am severely or profoundly deaf with an overall average hearing loss of 70dB or more.	Evidence of registration with an appropriate body (for example, social services) or to register please contact your local sensory support unit.
I am without speech.	Ask your doctor to complete the relevant section of the application form.
I have a disability making walking difficult.	Evidence of higher rate mobility component of Disability Living Allowance or War Pensioner's mobility supplement.
I am without arms or have long-term loss of the use of both arms.	Evidence of higher rate mobility component of Disability Living Allowance or ask your doctor to complete the relevant section of the application form.

If the only reason you would like a bus pass is that you would be refused a driving licence because you have misused alcohol or drugs we won't be able to give you a bus pass.

Where do I take my completed application?

You can return your completed forms, proof of address, proof that you are entitled to a bus pass and your passport style photograph to any of our Fenland @ your service shops (you can find details of your nearest shop and its opening times on the back page of this leaflet).

Alternatively you can send your application by post to:

Fenland Hall, County Road, March, PE15 8NQ.

Do we offer any local services with the National Scheme?

Fenland District Council offer Dial-a-Ride customers travel throughout Fenland and to Peterborough. You can find out more about this in the leaflet: 'Dial-a-Ride Services for Concessionary Fare Users'

What happens if my bus pass is lost or stolen?

You must inform Fenland District Council if your pass is lost or stolen so that we cancel the card. If the card is lost there is a small charge of £5.00 to get a replacement card. If your card is stolen and a crime number is given by the police then we will issue a replacement card free of charge.

What should I do if there are changes in my circumstances?

You must inform the council if:

- Your personal details change, for example, your name or address;
- The pass is no longer needed, for example, because of bereavement;
- The owner of the pass is no longer entitled to it, for example, the owner can now obtain a driving licence.

Passes that are no longer needed must be returned to the council.