

North East Lincolnshire Council's

ENGLISH NATIONAL CONCESSIONARY BUS PASS 2019/20

Elderly & Disabled Persons Bus Pass



REMEMBER
When approaching your stop
please ring the bell and
stay seated until the
bus is stationary



Department
for Transport



April 2019

Are you eligible?

How to apply

How to use

NATIONAL BUS CONCESSION

Your questions answered

Who is eligible for a North East Lincolnshire Council English National Concessionary Bus Pass?

You are entitled to a bus pass if you are a permanent resident in North East Lincolnshire and are entitled by age or have an eligible disability.

Over the next few pages you will find out how to apply for an elderly persons bus pass, disabled persons bus pass or a companion persons bus pass.

If there is anything else you need to know, do not hesitate to contact North East Lincolnshire Council on (01472) 313131 or transport@nelincs.gov.uk.

How and where to apply for a bus pass based on age

Q. What form of identification will I need to bring to obtain a NEL English National Concessionary Bus Pass?

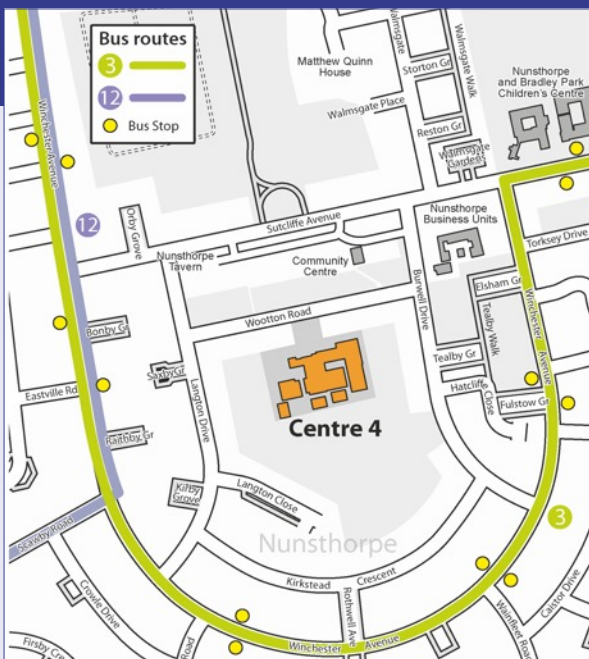
A. Firstly, applications and renewals need to be made in person. Anyone applying for a NEL English National Concessionary Bus Pass will need to provide proof of residency. Applicants must be able to prove they reside in North East Lincolnshire for at least six months in any twelve. The following forms of proof are acceptable:

- Rent book, Council Tax Demand, Utility bill, Driving Licence or Medical Card.

A. Residents of the Fitties, Thorpe Park, Beachcomber Holiday Camp or Carehomes must show they pay the ground rent (including a Council tax element) or the Council Tax direct - in the name of the applicant or their partner. This may be proven by a letter of confirmation from the camp's management. **Should a resident reside within a care home** in North East Lincolnshire, a letter (letter headed paper) from the care home stating the applicant resides there will be sufficient to provide proof of address.

A. Secondly, if applying for the pass on age grounds, acceptable proof will be as follows;

- Passport, Birth Certificate, Driving Licence, Medical Card, Pension Book or letter from the Department of Social Security confirming that the pension is paid directly into the applicant's bank account.

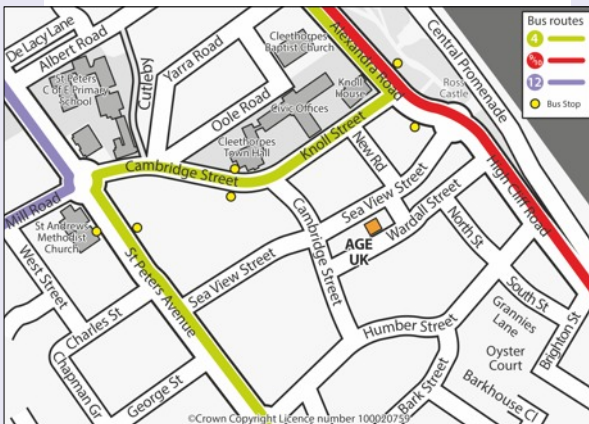


Q. Where can I apply for a NEL English National Concessionary Bus Pass

A. You can apply for your Bus Pass at any of the following:

- **Centre4** (See map)
Wootton Road, Grimsby DN33 1HE
Open 9am to 5pm Monday to Friday
- **Age UK** (See map)
20 Wardell Street, Cleethorpes DN35 8HA
Open 9am to 4pm Monday to Friday

*** Grimsby Central Library**
Town Hall Square, Grimsby, DN31 1HG.
Open Tuesday to Friday 9am to 5pm and
Saturday 9:30am to 12:30pm.



Photographs

You don't need to provide a photograph when applying for a bus pass. The Council takes the picture and there is no cost for taking a photograph as part of a new bus pass application or a renewal.

Requesting a copy of a bus pass photograph - There are circumstances, such as following the death of a relative, when the next of kin may wish or need to request a copy of the photograph. To help us find the photograph, and consider whether the photograph can be provided to you, we would ask that you please complete the "Bus Pass photograph request form." The form can be found at www.nelincs.gov.uk or by telephoning 01472 313131. All requests will be considered on their own merits and in confidence. A charge of £10 per photograph is made to cover administration costs.

Doctors Letters

In some cases an applicant will need a doctors letter in order to prove their eligibility for a disabled persons bus pass. Doctors often charge a fee in order to produce the letter and the Council does not reimburse applicants in relation to any costs associated with the production of the letter.

ADULT - DISABLED PERSONS BUS PASS APPLICATION

ADULT DISABILITY

The following information provides eligibility criteria for disabled adults (over 18 years old). The information describes the required proof and who to contact if you do not have the required proof of eligibility.

Applicants for adult disabled persons bus passes need to provide proof of eligibility and proof of address in line with the information below.

What form of address identification will I need to bring to obtain a NEL English National Concessionary Bus Pass?

Anyone applying for a disabled persons NEL English National Concessionary Bus Pass will need to provide proof of residency. Applicants must be able to prove they reside in North East Lincolnshire for at least six months in any twelve. The following forms of proof are acceptable:

Rent book, Council Tax Demand, Utility bill, Driving Licence or Medical Card.

Residents of the Fitties, Thorpe Park or the Beachcomber Holiday Camp must show they pay the ground rent (including a Council tax element) or the Council Tax direct - in the name of the applicant or their partner. This may be proven by a letter of confirmation from the camp's management.

Photographs

You don't need to provide a photograph when applying for a bus pass. The Council takes the picture and there is no cost for taking a photograph as part of a new bus pass application or a renewal.

Adult Disability category (over 18 years old)	Acceptable Proof	If not in receipt, where to contact
Applicants in receipt of Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA)	Award Letter from Department for Work and Pensions.	If you were born on or after 8 April 1948 Telephone: 0800 121 4600 Textphone: 0800 121 4523 Monday to Friday, 8am to 6pm Call charges apply If you were born before 8 April 1948 Telephone: 0800 731 0122 Textphone: 0800 731 0317 Monday to Friday, 8am to 6pm Call charges may apply

Adult Disability category (over 18 years old)	Acceptable Proof	If not in receipt, where to contact
Applicant is deaf, profoundly deaf, with or without speech	Registered with Focus Independent Adult Social Work as being profoundly or severely deaf. Acceptable proof is a registration card. If you are not registered, we will require medical evidence in the form of an audiological report, or a report from an aural specialist, that your hearing loss is 70 dBLH or greater. If without speech, and the applicant is in receipt of PIP and has at least 8 points for the "communicating verbally" activity, then the concession can be granted automatically. If PIP has not been applied for, or insufficient points have been awarded, medical evidence such as a doctors letter would be required.	Single Point of Access - Telephone: 01472 256256 Press Option 2 or email - focus@nhs.net
Applicant is blind or partially sighted	Registered with Focus Independent Adult Social Work as being blind or partially sighted. Acceptable proof is a registration card. If you are not registered, we will require medical evidence from an eye consultant.	Single Point of Access - Telephone: 01472 256256 Press Option 2 or email - focus@nhs.net
Applicant has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his/her ability to walk. Applicant does not have arms or has long-term loss of the use of both arms.	Evidence (based upon assessment criteria) must be from a medical professional (other than a GP) who has you under their care, for example physiotherapist or consultant. Any letter that is provided as evidence should describe your disability and relate to the assessment criteria. It should also state whether your disability is permanent or temporary and, if temporary, it should state the expected duration. For a copy of the assessment criteria, please telephone 01472 313131.	Applicants Physiotherapist or consultant but not GP.
Personal Independence Payment (PIP), where the applicant has been awarded at least eight points against either the PIP "Moving around" and/or "Communicating verbally" activities - People aged 16 to 64 years old.	An award notice letter from the Department for Work and Pensions (DWP)	Personal Independence Payment (PIP) Telephone: 0800 917 2222 Textphone: 0800 917 7777 Monday to Friday, 8am to 6pm Call charges may apply
Applicant has a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning.	Letter from GP confirming disability. Letter is required to be provided on letter headed paper.	Applicant's doctor

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Adult Disability category (over 18 years old)	Acceptable Proof	If not in receipt, where to contact
Applicant would, if he applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.	A letter, dated within the last 12 months, from the DVLA stating that your licence has been refused or revoked. A letter, dated within the last 12 months, from a consultant or other medical professional, for example, qualified mental health practitioner, which confirms that the applicant would be refused a driving licence on medical grounds (other than because of misuse of alcohol or drugs).	Applicants Doctor Drivers Customer Services (DCS) Correspondence Team DVLA Swansea SA6 7JL Tel: 0300 790 6806
Receiving "Community Based Mental Health services."	Letter from NAViGO the current provider of Mental Health Service in North East Lincolnshire. Signed by Community Mental Health Worker and states the applicant is in "receipt of Community Based Mental Health Services (people who have a mental health worker in addition to a psychiatrist)".	Community Mental Health Team Weelsby View Health Centre Ladysmith Road Grimsby DN32 9SW Telephone: (01472) 256256 option 3 for mental health Email: NAV.MHSinglePointofAccess@nhs.net
Proof as a War Pensioner Receiving Mobility supplement	State Pension award letter from Department for Work and Pensions.	War Pensions Agency, Norcross, Blackpool FY5 3WP Tel: 0800 169 2277

ADULT DISABILITY COMPANION

The following information provides eligibility criteria for adult disability companion bus passes (over 18 years old). The information describes the required proof and who to contact if you do not have the required proof of eligibility.

Applicants for adult disabled persons bus passes need to provide proof of eligibility and proof of address in line with the information below.

What form of address identification will I need to bring to obtain a NEL English National Concessionary Bus Pass?

Anyone applying for a disabled persons NEL English National Concessionary Bus Pass will need to provide proof of residency. Applicants must be able to prove they reside in North East Lincolnshire for at least six months in any twelve. The following forms of proof are acceptable:

Rent book, Council Tax Demand, Utility bill, Driving Licence or Medical Card.

Residents of the Fitties, Thorpe Park or the Beachcomber Holiday Camp must show they pay the ground rent (including a Council tax element) or the Council Tax direct - in the name of the applicant or their partner. This may be proven by a letter of confirmation from the camp's management.

Photographs

You don't need to provide a photograph when applying for a bus pass. The Council takes the picture and there is no cost for taking a photograph as part of a new bus pass application or a renewal.

Adult Disability (over 18 years old) Application for a Companion Pass	Acceptable Proof	If not in receipt, where to contact
Applicant in receipt of Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA)	Letter from doctor stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicant's doctor

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Adult Disability (over 18 years old) Application for a Companion Pass	Acceptable Proof	If not in receipt, where to contact
Applicant is profoundly or severely deaf With or without speech	Letter from doctor stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicant's doctor
Applicant is blind or partially sighted	Letter from doctor stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicant's doctor
Applicant has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his/her ability to walk. Applicant does not have arms or has long-term loss of the use of both arms.	Letter from doctor stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicant's doctor
Applicant has: <ul style="list-style-type: none"> ▪ A significantly reduced ability to understand new or complex information, to learn new skills with a reduced ability to cope independently which started before adulthood, with a lasting effect on development ▪ Moderate or severe learning disability 	Letter from doctor stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicant's doctor
Applicant would, if he applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.	Letter from doctor stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicant's doctor
Receiving "Community Based Mental Health services."	Letter from NAViGO the current provider of Mental Health Service in North East Lincolnshire stating the applicant can not travel on public transport without assistance.	Community Mental Health Team Weelsby View Health Centre Ladysmith Road Grimsby DN32 9SW Telephone: (01472) 256256 option 3 for mental health Email: NAV.MHSinglePointofAccess@nhs.net
Personal Independence Payment (PIP), where the applicant has been awarded at east eight points against either the PIP "Moving around" and/or "Communicating verbally" activities – People aged 16 to 64 years old.	Personal Independence Payment (PIP), where the applicant has been awarded at east eight points against either the PIP "Moving around" and/or "Communicating verbally" activities - People aged 16 to 64 years old.	Applicant's doctor

CHILD - DISABLED PERSONS BUS PASS APPLICATION

CHILD DISABILITY

The following information provides eligibility criteria for child bus passes (under 18 years old). The information describes the required proof and who to contact if you do not have the required proof of eligibility. Applicants for child bus passes need to provide proof of eligibility and proof of address in line with the information below.

What form of address identification will I need to bring to obtain a NEL English National Concessionary Bus Pass?

Anyone applying for a disabled persons NEL English National Concessionary Bus Pass will need to provide proof of residency. Applicants must be able to prove they reside in North East Lincolnshire for at least six months in any twelve. The following forms of proof are acceptable:

Rent book, Council Tax Demand, Utility bill, Driving Licence or Medical Card.

Residents of the Fitties, Thorpe Park or the Beachcomber Holiday Camp must show they pay the ground rent (including a Council tax element) or the Council Tax direct - in the name of the applicant or their partner. This may be proven by a letter of confirmation from the camp's management.

Photographs

You don't need to provide a photograph when applying for a bus pass. The Council takes the picture and there is no cost for taking a photograph as part of a new bus pass application or a renewal.

Child Disability (under 18 years old)	Acceptable Proof	If not in receipt, where to contact
Applicants in receipt of Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA) (5 years old and under 18 years)	Award Letter from Department for Work and Pensions.	<p>If you were born on or after 8 April 1948 Telephone: 0800 121 4600 Textphone: 0800 121 4523 Monday to Friday, 8am to 6pm Call charges apply</p> <p>If you were born before 8 April 1948 Telephone: 0800 731 0122 Textphone: 0800 731 0317 Monday to Friday, 8am to 6pm Call charges may apply</p>
The Child is assessed as: *Profoundly or Severely deaf *With or without speech	A letter (on official letter headed paper) from a GP or Paediatrician. The letter should be signed by the GP or Paediatrician and state "the child is in services or support" due to their illness or disability.	The Paediatrician or GP can be contacted at the child's registered doctors surgery.
The Child is assessed as: *Blind or Partially Sighted	A letter (on official letter headed paper) from a GP or Paediatrician. The letter should be signed by the GP or Paediatrician and state "the child is in services or support" due to their illness or disability.	The Paediatrician or GP can be contacted at the child's registered doctors surgery.

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Child Disability (under 18 years old)	Acceptable Proof	If not in receipt, where to contact
The Child is assessed as: *Loss of the use of both arms	A letter (on official letter headed paper) from a GP or Paediatrician. The letter should be signed by the GP or Paediatrician and state "the child is in services or support" due to their illness or disability.	The Paediatrician or GP can be contacted at the child's registered doctors surgery.
The Child is assessed as: The child having a physical or mental impairment which has a substantial and long term adverse effect on his ability to carry out normal day to day activities or a Moderate or severe learning disability.	A letter (on official letter headed paper) from a GP or Paediatrician. The letter should be signed by the GP or Paediatrician and state "the child is in services or support" due to their illness or disability.	The Paediatrician or GP can be contacted at the child's registered doctors surgery.

CHILD DISABILITY COMPANION

The following information provides eligibility criteria for child companion bus passes (under 18 years old). The information describes the required proof and who to contact if you do not have the required proof of eligibility. Applicants for child companion bus passes need to provide proof of eligibility and proof of address in line with the information below.

What form of address identification will I need to bring to obtain a NEL English National Concessionary Bus Pass?

Anyone applying for a disabled persons NEL English National Concessionary Bus Pass will need to provide proof of residency. Applicants must be able to prove they reside in North East Lincolnshire for at least six months in any twelve. The following forms of proof are acceptable:

Rent book, Council Tax Demand, Utility bill, Driving Licence or Medical Card.

Residents of the Fitties, Thorpe Park or the Beachcomber Holiday Camp must show they pay the ground rent (including a Council tax element) or the Council Tax direct - in the name of the applicant or their partner. This may be proven by a letter of confirmation from the camp's management.

Qualifying age in relation to Child Companion Bus Passes - The Council only issues companion bus passes to eligible children aged 11 or over.

Photographs

You don't need to provide a photograph when applying for a bus pass. The Council takes the picture and there is no cost for taking a photograph as part of a new bus pass application or a renewal.

Child Disability (from 11 to 18 years old - Application for a Companions Pass)	Acceptable Proof	If not in receipt, where to contact
Applicants in receipt of Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA) (11 years old and under 18 years)	A letter (on official letter headed paper) from a GP or Paediatrician. The letter should be signed by the GP or Paediatrician and state the child is in support and the applicant cannot travel on public transport without assistance.	If you were born on or after 8 April 1948 Telephone: 0800 121 4600 Textphone: 0800 121 4523 Monday to Friday, 8am to 6pm Call charges apply If you were born before 8 April 1948 Telephone: 0800 731 0122 Textphone: 0800 731 0317 Monday to Friday, 8am to 6pm Call charges may apply

Child Disability (from 11 to 18 years old - Application for a Companions Pass)	Acceptable Proof	If not in receipt, where to contact
<p>The Child is assessed as:</p> <p>*Profoundly or Severely deaf</p> <p>*With or without speech</p>	<p>A letter (on official letter headed paper) from a GP or Paediatrician.</p> <p>The letter should be signed by the GP or Paediatrician and state the child is in support and the applicant can not travel on public transport without assistance.</p>	<p>The Paediatrician or GP can be contacted at the child's registered doctors surgery.</p>
<p>The Child is assessed as:</p> <p>*Blind or Partially Sighted</p>	<p>A letter (on official letter headed paper) from a GP or Paediatrician.</p> <p>The letter should be signed by the GP or Paediatrician and state the child is in support and the applicant can not travel on public transport without assistance.</p>	<p>The Paediatrician or GP can be contacted at the child's registered doctors surgery.</p>
<p>The Child is assessed as:</p> <p>*Loss of the use of both arms</p>	<p>A letter (on official letter headed paper) from a GP or Paediatrician.</p> <p>The letter should be signed by the GP or Paediatrician and state the child is in support and the applicant can not travel on public transport without assistance.</p>	<p>The Paediatrician or GP can be contacted at the child's registered doctors surgery.</p>
<p>The Child is assessed as:</p> <p>The child having a physical or mental impairment which has a substantial and long term adverse effect on his ability to carry out normal day to day activities or a Moderate or severe learning disability.</p>	<p>A letter (on official letter headed paper) from a GP or Paediatrician.</p> <p>The letter should be signed by the GP or Paediatrician and state the child is in support and the applicant can not travel on public transport without assistance.</p>	<p>The Paediatrician or GP can be contacted at the child's registered doctors surgery.</p>

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How you can use your NEL English National Concessionary Bus Pass within North East Lincolnshire and the rest of England.

Type of English National Concessionary Bus Pass.	When can I use a Locally Registered Bus Service within North East Lincolnshire?	When can I obtain discounted Rail travel within North East Lincolnshire?	I have a North East Lincolnshire Council English National Concessionary Bus Pass, When can I use the pass outside of North East Lincolnshire?
A person in possession of a NEL English National Concessionary Bus Pass.	<p>* Elderly and disabled persons trips before 9.30am will be charged at the full adult fare.</p> <p>* Free local bus travel anytime after 9.30am and up until 11pm, Mondays to Fridays.</p> <p>* Free local bus travel is provided all day on weekends and bank holidays without time restrictions for NELC pass holders.</p>	9.30am -11pm Monday to Friday, all day weekends and bank holidays.	As a general rule we advise that you can use your pass on locally registered bus services within another local authority area from 9.30am - 11pm Monday - Friday, free all day weekends and bank holidays. Some local authorities, however, may provide additional benefits. Please check with the relevant local authority before travelling.
A person in possession of an English National Concessionary Fares Bus Pass that originates from another local authority area i.e. a visitor to North East Lincolnshire.	9.30am -11pm Monday to Friday, free all day weekends and bank holidays.	Visitors to North East Lincolnshire with another local authorities English National Concessionary Bus Pass can not obtain discounted rail travel for rail journeys within North East Lincolnshire.	

Q. Will I be able to enjoy free bus travel everywhere within the UK?

A. No, the concession will only apply to England.

Q. If I visit an area that offers additional bus services, will I be entitled to them?

A. Probably not. As a general rule, local authorities will only provide additional services for their own residents. Some authorities, however, may provide them - check with the relevant authority in the area to which you intend to travel.

Q. What is the North East Lincolnshire English National Concessionary Bus Pass?

- A.** North East Lincolnshire Council's (NELC) English National Concessionary Bus Pass allows free travel from 9.30am to 11pm Monday to Friday, free Travel all day weekends and bank holidays for NELC English National Concessionary Bus Pass holders. **Visitors to North East Lincolnshire that hold another local authority's English National Concessionary Bus Pass are eligible to use their pass from 9.30am - 11pm Monday to Friday, free all day weekends and bank holidays on local registered bus services in North East Lincolnshire.**

Q. What is the definition of a 'local' bus?

- A.** The definition of a 'local' bus will be self-evident in most cases, but in a few instances could include some longer distance buses and coach services where part of their route is registered as a local bus service. If in doubt, you can check with the service operator or the relevant local authority.
For example, you can use your NEL English National Concessionary Bus Passes on the following bus services;
- Stagecoach simplibus routes 1 - 10, and many more local bus services.
 - Also, NEL English National Concessionary Bus Passes can be used on the Humber Flyer to Hull, 53 service to Lincoln and 51 service to Louth.

Q. Can I use my NEL English National Concessionary Bus Pass on local train services?

- A.** The NEL English National Concessionary Bus Pass allows local residents to use their bus pass on local train services. The NEL English National Concessionary Bus Pass allows discounted rail travel between any two stations in North East Lincolnshire (Cleethorpes to Habrough) from 9.30am to 11pm Monday to Friday, all day weekends and bank holidays.
- A) 50% concession on Anytime Day and Off Peak Day tickets.
B) 34% concession on Anytime Day Single, Anytime, Off Peak and Super Off Peak tickets.

Q. Where can I use a Disabled Persons NEL English National Concessionary Bus Pass with the Companion element?

- A.** NEL English National Concessionary Bus Passes with a Companion element can be used to travel anywhere within North East Lincolnshire on a locally registered bus service. The pass can also be used to travel to North Lincolnshire on a locally registered bus service i.e. Humber Flyer to Barton Upon Humber but no further. The pass can not be used to travel on the Interconnect 53 (Lincoln) or 51 (Louth). If you hold a pass with the companion element, it is up to the named person on the bus pass whether they travel with or without a companion. The named pass holder is best placed to make the decision as to whether they want to travel with or without a companion.

MAINTAINING YOUR BUS PASS

Q. What happens if I lose my NEL English National Concessionary Bus Pass?

A. Please keep your pass in a safe place. Lost, damaged or stolen passes will be subject to a £10 replacement charge without any exceptions. If you do lose your pass please bring some form of identification to one of the bus pass issuing locations (bus pass issuing locations and opening times on page 4) i.e. driving licence or passport.

Q. Renewing a NEL over 60's persons Bus Pass

A. When renewing an over 60's persons bus pass please provide proof of address. We need to know you are still residing in North East Lincolnshire. All applications and renewals need to be made in person (no exceptions).

A. As part of any bus pass renewal (elderly or disabled persons bus pass) you will be required to exchange your old bus pass for your new bus pass (once your eligibility has been accepted). Failure to present a bus pass that is about to expire or has expired will require you to pay the £10 lost bus pass charge.

Q. Renewing a NEL Disabled Persons Bus Pass

A. People that hold a NEL English National Concessionary Bus Pass under the disability classifications are required to provide proof they are still eligible when the Bus Pass is due for renewal. Also, proof of address is required to renew a disabled persons bus pass. All applications and renewals need to be made in person (no exceptions).

A. As part of any bus pass renewal (elderly or disabled persons bus pass) you will be required to exchange your old bus pass for your new bus pass (once your eligibility has been accepted). Failure to present a bus pass that is about to expire or has expired will require you to pay the £10 lost bus pass charge.

Q. How early can I re-new my bus pass?

A. A bus pass can be renewed about a week before the pass is going to expire. But if there are exceptional circumstances such as going away on holiday the bus pass can be renewed earlier. All renewals must be made in person by the pass holder with no exceptions.

Q. In the following circumstances we need you to up date your records with us

- If you have moved address
- Change of disability classification
- Deceased Person

A. If the classification of your disability has changed you need to update your records held on our database and check whether you are still entitled to a bus pass.

Protecting your bus pass from damage

1. Take care not to bend or scratch your pass or write anything on it.
2. Keep your pass away from your mobile phone/pager or anything electronic.
3. Be careful to keep your pass away from coins, studs and zippers as they will scratch it.
4. Don't keep your card in your back pocket as it will get damaged if you sit on it.
5. Do not insert your card into the ticket slot on National Rail Stations.

Lending your card to someone else

Please do not lend your pass to friends or relatives. The NELC English National Concessionary Bus Pass is only to be used by the authorised holder. Should you allow somebody else to use your bus pass, it may be withdrawn by the bus driver and returned to NELC.

General Data Protection Regulation (GDPR)

As part of your bus pass application, the Council will collect personal information (such as your name and address) in order to process your bus pass application. Your personal information will be held on our secure Concessionary bus pass database. The personal information that you provide will only ever be used to contact you in relation to your free bus pass. For example, we may need to contact you to return a lost bus pass.

The only exception is the information you have provided as part of your application for a free bus pass maybe used for the prevention and detection of fraud. The Council may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

The Council will hold your personal data in the bus pass database until we are notified that a bus pass is no longer required. If a concessionary bus pass holder has passed away the Council can be notified either by the next of Kin, by a family solicitor or through Tell Us Once. Once we are aware the pass is no longer required, the relevant database record will be marked as inactive and on an annual basis the Council will make provision to delete (this includes deleting photographs and personal records) all inactive bus pass records.

The public transport alternative for residents of North East Lincolnshire who for whatever reason do not have access to the conventional public transport routes.

The service operates by passengers ringing to book their journey, all they have to do is tell us where they want to go and at what time. Unlike Traditional bus services, there is no fixed route or timetable, this flexibility allows us to meet your unique transport needs.

Bookings can be made by telephoning
(01472) 324440

(Mon-Fri 8am to 5.30pm).

Phone 'n' Ride operates between
8am and 5.30pm

Monday to Saturday
(excluding Bank Holidays).

Phone n Ride is free for
concessionary bus pass holders.



North East Lincolnshire Council is under a duty to protect the public funds it administers (including the issuing of Concessionary


Bus Passes), and to this end may use the information you have provided as part of your application for a Concessionary Bus Pass for the prevention and detection of fraud (including your application information held on the North East Lincolnshire Council Concessionary Travel database).

It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

For further information, please visit;
www.nelincs.gov.uk/privacy
or telephone **01472 323903**.



Concessionary bus passes from outside London

If you're from outside London and have a bus pass issued by another English council, you can use it, at any time, to travel free on buses displaying the red roundel. 

You should show your pass to the driver. If the bus you're on doesn't display the red roundel, check with the driver if you can use it; most will let you travel free between 09:30 and 23:00 on weekdays, and at any time on weekends and public holidays.

English National Concessionary Passes issued by English councils outside London can't be used on Tube, tram, DLR, London Overground, TfL Rail or National Rail services.

Terms and conditions

Your Bus Pass is issued subject to North East Lincolnshire Council's conditions:

- North East Lincolnshire Bus Passes are only available to people who usually reside within the North East Lincolnshire boundary.
- The Bus Pass is not transferable.
- The Bus Pass may be used only by the person to whom it was issued too.
- Possession of a Bus Pass does not grant you the right to a place or seat on any particular bus or train.
- Bus Pass holders must abide by the conditions of the bus or rail operators. You may be required to show your pass at any time on your journey.
- The Council accepts no liability for any loss, injury or inconvenience incurred as a result of using a Bus Pass.
- The Council reserves the right to amend the terms of Concessionary Travel Scheme and to withdraw, amend or replace any pass.
- The Bus Pass should not be altered in any way.
- If you travel without your pass or outside the times when the concession does not apply you will be asked to pay the full fare.



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