

# North East Lincolnshire Council **Concessionary Bus Pass Scheme** **2025/2026**



All you need to know about  
applying for free bus travel  
throughout England.



## What is the English national concessionary bus pass scheme?

A National Concessionary Bus Pass entitles the pass holder to free off-peak travel on local buses anywhere in England. 'Off-peak' is between 9.30am and 11pm Monday to Friday and all day at weekends and on public holidays.

North East Lincolnshire pass holders have the extra added benefit of being able to use their passes pre 9:30am when catching a bus anywhere in North East Lincolnshire. This benefit is only for NEL bus pass holders.

Bus pass holders in North East Lincolnshire (NEL) also have the added benefit of discounted rail travel between any two train stations in NEL using their bus pass between 9.30am and 11pm, Monday to Friday and all day at weekends and on public holidays. This benefit is available only for NEL bus pass holders.

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## Finding the information you need:

- Pg 3 How do I know if I am eligible?
- Pg 3 How to apply
- Pg 4 Applying for a bus pass online
- Pg 5 Eligibility – residency – required for all age and disability bus pass applications
- Pg 6 Eligibility – age passes
- Pg 6 Eligibility – adult disability passes
- Pg 12 Eligibility – child disability passes
- Pg 18 Online Bus Pass applications - Frequently asked questions
- Pg 20 Where and how can I use my bus pass?
- Pg 23 What to do if my bus pass is lost or stolen?
- Pg 23 Protecting your bus pass from damage
- Pg 24 How to renew my bus pass
- Pg 25 What changes do you need to notify us about?
- Pg 25 Concessionary bus passes from outside London
- Pg 26 General terms and conditions of bus pass usage
- Pg 27 Website Terms & Conditions

## How do I know if I am eligible?

If you are a resident in North East Lincolnshire and are of pensionable age or are disabled, please read the information in this leaflet for details on the full criteria to determine if you are eligible for a pass and how you may benefit from the national concessionary travel scheme.

## How to apply

You can either apply in person for a bus pass at AGE UK Cleethorpes, AGE UK Grimsby, Immingham Civic Centre Community Hub or via the Council's website.

### Applying for a bus pass in person

The Council and its partners may need to implement measures to protect staff from COVID-19 at short notice (such as an appointment system) therefore it is recommended applicants telephone the site where you intend to apply for a bus pass in advance.

You can apply for a bus pass at any of the following issuing sites:

AGE UK Cleethorpes,  
20 Wardall Street,  
Cleethorpes, DN35 8HA.

Opening hours:  
9am-3pm, Monday to Thursday

Telephone: 01472 344976  
option 2 for Cleethorpes

email - [admin@ageuknelincs.org.uk](mailto:admin@ageuknelincs.org.uk)



AGE UK Grimsby  
27 Osborne Street  
Grimsby  
DN31 1EY

opening times are:  
10am-3pm, Monday to Friday

Telephone: 01472 344976  
option 1 for Grimsby

email - [admin@ageuknelincs.org.uk](mailto:admin@ageuknelincs.org.uk)



Immingham Civic Centre Community Hub  
Pelham Road  
Immingham  
NE Lincs  
DN40 1QF

Telephone: 01469 727272

E-mail: [enquiries@immingham-tc.gov.uk](mailto:enquiries@immingham-tc.gov.uk)

When applying at the Immingham Civic Centre Community Hub, passes will be posted out to applicants once processed.

### Bus Pass Photographs - when applying in person

You don't need to provide a photograph when applying (or as part of a renewal) for a bus pass. Your photo will be taken at the time of the application and there is no charge for this.

Requesting a copy of a bus pass photograph - There are circumstances, for example 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 to 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](http://www.nelincs.gov.uk) or by telephoning 01472 313131. All requests will be considered on their own merits and in confidence. A charge of £11 per photograph is made to cover administration costs.



## Applying for a bus pass online

You can apply for a bus pass online by visiting:

- <https://www.nelincs.gov.uk/bus-pass>

Please see the website frequently asked questions section on page 18 for further information.

## Eligibility – residency – required for all age and disability bus pass applications

All applicants who believe they are eligible for a concessionary bus pass because they are either of pensionable age\* or are disabled, must be able to also prove they reside in North East Lincolnshire for at least six months in the last twelve.

The following forms of proof of residency are acceptable:

- Rent book/agreement
- Council tax bill
- Utility bill
- Driving licence

Residents of care homes will need to provide evidence on letter-headed paper from the care home stating the applicant resides with them. This will be sufficient to provide a proof of address.

Residents of the Fitties, Thorpe Park and Beachcomber Holiday Park will need to provide evidence that they pay the ground rent (including a council tax element) or the council tax direct which must be in the name of the applicant or their partner. This may be proven by a letter of confirmation on letter-headed paper from the park site management.

Please see page 6 if you are applying for an age pass or if you are applying for a disabled persons pass.



## Applying for a bus pass based upon your age

You can apply for a bus pass when you reach state pension age. To check when you qualify for a state pension and the age you qualify for a bus pass, please visit: [www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age)

**Please note:** if applying for a bus pass in person you cannot apply before you reach pension age. If you apply online you can apply for your bus pass online 28 days in advance of your eligibility date.

All applicants must provide proof of their age in the form of one of the following original documents:

- Birth certificate
- Passport
- Driving licence
- Letter from the Department for Work and Pensions confirming state retirement pension and that it is paid directly into the applicants bank account

### Eligibility for disabled persons passes

- All applicants eligible for a disabled persons pass or a disability companion pass must provide one item of acceptable proof from the tables on pages 7 to 18. Only original documents will be accepted and letters used to support an application must be no older than 12 months.
- In some cases an applicant will need a doctor's 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.

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

All applications for NEL disabled persons 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 the last twelve. The following forms of proof are acceptable: Rent book, Council tax demand, utility bill or bank statement etc (issued within the last 12 months).

### Adult - disabled persons bus pass (over 18 years old)

The following information provides eligibility criteria for adult disabled persons 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 address (see page 5) and one of the following forms of proof of eligibility:

Adult disability (over 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant is in receipt of Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA)	Award letter from Department for Work and Pensions.	Telephone: 0800 121 4433 Textphone: 0800 121 4493  NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 121 4433 Monday to Friday, 8am to 6pm.	Every year
Applicant is profoundly or severely deaf.	Registered with Focus Independent Adult Social Work as being deaf, profoundly deaf or severely deaf. Acceptable proof is a registration card.  A letter (on official letter headed paper) from Audiology Department at Diana Princess of Wales Hospital stating the applicant has a severe hearing loss of 70-95 dB HL (average) and a profound loss if it reaches 95+ dB HL (average).	Focus Independent Adult Social Work - Single Point of Access Telephone: 01472 256256 Press Option 2 email - focus@nhs.net or Audiology Department Diana Princess of Wales Hospital Scarcho Road Grimsby North East Lincolnshire DN33 2BA Telephone: 03033 306649 Email: nlq-tr.audiology@nhs.net	Every 5 years
Applicant is without speech.	Registered with Focus Independent Adult Social Work as being without speech. Acceptable proof is a registration card.	Focus Independent Adult Social Work - Single Point of Access Telephone: 01472 256256 Press Option 2 email - focus@nhs.net	Every 5 years
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.	Focus Independent Adult Social Work - Single Point of Access Telephone: 01472 256256 Press Option 2 email - focus@nhs.net	Every 5 years



Adult disability (over 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his/her ability to walk.	<p>Evidence (based upon Department for Transport (DfT) assessment criteria from NELC) must be from a medical professional who has you under their care, for example physiotherapist or consultant.</p> <p>Any letter that is provided as evidence should describe your disability and relate to the DfT 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.</p>	Applicants Physiotherapist or consultant.	Every year
Applicant does not have arms or has long-term loss of the use of both arms (limbless).	Documents which demonstrate that you have lost the use of your arms over the long term (12 months or more). This can include letters from your medical professional, specialist or consultant or from the Artificial Limb Unit in Hull.	<p>Artificial Limb Unit Tel. 01482 315662 Artificial Limb Unit Sykes Street Hull HU2 8BB or Applicants medical professional, specialist or consultant.</p>	Every 5 years.
Applicant is in receipt of Personal Independence Payment (PIP) and has been awarded at least eight points against either the PIP "Moving around" and/or "Communicating verbally" activities.	PIP letter showing at least eight points against either the 'Moving Around' and or 'Communicating Verbally' activities. The whole of the letter must be brought as proof in order that these can be seen.	<p>Telephone: 0800 121 4433 Textphone: 0800 121 4493 NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 121 4433 Monday to Friday, 8am to 6pm</p>	Every year



Adult disability (over 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant has a learning disability. This can be defined as "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."	A letter from a medical professional or specialist confirming your learning disability meets the criteria.	Applicants medical professional, specialist or consultant.	Every 5 years
Applicant would, if he or she 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 from the DVLA stating that your licence applicant has been refused or revoked.  A letter from a consultant or other medical professional, for example, Medical professional, specialist or consultant, which confirms that the applicant would be refused a driving licence on medical grounds (other than because of misuse of alcohol or drugs).	DVLA drivers' medical enquiries Telephone: 0300 790 6806 Monday to Friday, 8am to 5:30pm Saturday, 8am to 1pm or Applicants medical professional, specialist or consultant.	Bus pass issued in line with expiry date of award letter. If award letter does not state an expiry date, the bus pass will be issued for a one year period.
Applicant is receiving "Community Based Mental Health services."	Letter from NAViGO (signed by Community Mental Health Worker) stating 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) 806800 Email: navigo. communityreception@nhs.net	Bus pass issued in line with expiry date of award letter. If award letter does not state an expiry date, the bus pass will be issued for a one year period.
Applicant is receiving War Pensioner's Mobility Supplement (WPMS).	Award letter from Department for Work and Pensions	Veterans UK helpline - 0808 191 4 218	Bus pass issued in line with expiry date of award letter. If award letter does not state an expiry date, the bus pass will be issued for a one year period.

\*All proof of eligibility letters or evidence should have been issued within the last 12 months.

## Adult - disabled persons companion bus pass (over 18 years old)

The following information provides eligibility criteria for adult disabled persons 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 companion bus passes need to provide proof of address (see page 5) and one of the following forms of proof of eligibility:

Adult disability (over 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicants in receipt of Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA)	Letter from applicants medical professional, specialist, or consultant stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicants medical professional, specialist, or consultant.	Every year
Applicant is profoundly or severely deaf	Letter from Focus Independent Adult Social Work stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Focus Independent Adult Social Work - Single Point of Access Telephone: 01472 256256 Press Option 2 email - focus@nhs.net	Every 5 years
Applicant is without speech	Letter from Focus Independent Adult Social Work stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Focus Independent Adult Social Work - Single Point of Access Telephone: 01472 256256 Press Option 2 email - focus@nhs.net	Every 5 years
Applicant is blind or partially sighted	Letter from Focus Independent Adult Social Work stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Focus Independent Adult Social Work - Single Point of Access Telephone: 01472 256256 Press Option 2 email - focus@nhs.net	Every 5 years
Applicant has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his/her ability to walk.	Letter from applicants medical professional, specialist or consultant stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicants medical professional, specialist, or consultant.	Bus pass issued in line with expiry date of award letter. If award letter does not state an expiry date, the bus pass will be issued for a one year period.

Adult disability (over 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant does not have arms or has long-term loss of the use of both arms (limbless).	Letter from Artificial Limb Unit, applicants medical professional, specialist or consultant stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.  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.	Artificial Limb Unit Tel. 01482 315662 Artificial Limb Unit Sykes Street Hull HU2 8BB or Applicants medical professional, specialist, or consultant.	Every 5 years
Applicant has a learning disability. This can be defined as "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."	A letter from applicants medical professional, specialist, or consultant stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicants medical professional, specialist, or consultant.	Every 5 years
Applicant would, if he or she 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 applicants medical professional, specialist or consultant stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper.	Applicants medical professional, specialist, or consultant.	Bus pass issued in line with expiry date of award letter. If award letter does not state an expiry date, the bus pass will be issued for a one year period.
Applicant is receiving "Community Based Mental Health services."	Letter from NAViGO (signed by Community Mental Health Worker) 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) 806800 Email: navigo communityreception@nhs.net	Bus pass issued in line with expiry date of award letter. If award letter does not state an expiry date, the bus pass will be issued for a one year period.

Adult disability (over 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant is receiving Personal Independence Payment (PIP) and has been awarded at least eight points against either the PIP "Moving around" and/or "Communicating verbally" activities.	For Companions passes with a Personal Independence Payment (PIP) A letter showing they have at least eight points against the 'moving around' section the PIP letter will also need to state "and enhanced daily living or enhanced daily living only". - or a Letter from applicants medical professional, specialist or consultant stating the applicant can not travel on public transport without assistance. The letter is required to be provided on official letter headed paper	Telephone: 0800 121 4433 Textphone: 0800 121 4493 NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 121 4433 Monday to Friday, 8am to 6pm	Every year



### Child Disability Bus Pass (5 years old to 18 years old)

The following information provides eligibility criteria for child disability 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 disability persons bus passes need to provide proof of address (see above) and one of the following forms of proof of eligibility:

Child Disability (5 to 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicants in receipt of Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA)	Award Letter (issued within the last 12 months) from Department for Work and Pensions.	Telephone: 0800 121 4433 Textphone: 0800 121 4493 NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 121 4433 Monday to Friday, 8am to 6pm	Every Year

Child Disability (5 to 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant is Profoundly or Severely deaf	<p>A letter (on official letter headed paper) from Audiology Department at Diana Princess of Wales Hospital stating the applicant has a severe hearing loss of 70-95 dB HL (average) and a profound loss if it reaches 95+ dB HL (average).</p> <p>Educational Health Care Plan stating the applicant is Profoundly or Severely Deaf.</p>	<p>Audiology Department Diana Princess of Wales Hospital Scartho Road Grimsby North East Lincolnshire DN33 2BA Telephone: 03033 306649 Email: nlg-tr.audiology@nhs.net or Applicants medical professional, specialist, or consultant. or Special Educational Needs Assessment and Review Team (SENART), Civic Offices, Knoll Street, Cleethorpes, DN35 8L, Email: sen@nelincs.gov.uk Telephone: 01472 323166.</p>	Every 5 years
Applicant is without speech	<p>A letter (on official letter headed paper) from Children's Therapy Team a medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist or consultant and state "applicant is without speech".</p> <p>Educational Health Care Plan stating the applicant is without speech.</p>	<p>Children's Therapy Team Diana, Princess of Wales Hospital Scartho Road Grimsby DN33 2BA Telephone: 03033 303758 Email:nlg-tr. GYchildrenstherapyteam@nhs.net or Special Educational Needs Assessment and Review Team (SENART), Civic Offices, Knoll Street, Cleethorpes, DN35 8L, Email: sen@nelincs.gov.uk Telephone: 01472 323166.</p>	Every 5 years

Child Disability (5 to 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant is blind or partially sighted	<p>A letter (on official letter headed paper) from a medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist or consultant and state "the applicant is blind or partially sighted"</p> <p>Certificate of Vision Impairment (CVI), signed by a Consultant Ophthalmologist (eye specialist).</p> <p>Educational Health Care Plan stating the applicant is blind or partially sighted.</p>	<p>Applicants medical professional, specialist, or consultant.</p> <p>or</p> <p>Applicants consultant Ophthalmologist (eye specialist) Diana, Princess of Wales Hospital Scartho Road Grimsby North East Lincolnshire DN33 2BA Telephone: 03033 306530 select opt 1</p> <p>or</p> <p>Special Educational Needs Assessment and Review Team (SENART), Civic Offices, Knoll Street, Cleethorpes, DN35 8L, Email: <a href="mailto:sen@nelincs.gov.uk">sen@nelincs.gov.uk</a> Telephone: 01472 323166.</p>	Every 5 years
Applicant does not have arms or has long-term loss of the use of both arms (limbless).	<p>A letter (on official letter headed paper) from Artificial Limb Unit (Hull), medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist or consultant and state "the applicant does not have arms or has long-term loss of the use of both arms (limbless)".</p>	<p>Artificial Limb Unit Tel. 01482 318662 Artificial Limb Unit Sykes Street Hull HU2 8BB</p> <p>or</p> <p>Applicants medical professional, specialist, or consultant.</p>	Every 5 years

Child Disability (5 to 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant has a learning disability. This can be defined as “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.”	<p>A letter (on official letter headed paper) from a medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist or consultant and state “the child is in services or support and has a learning disability.”</p> <p>Educational Health Care Plan stating the applicant has a severe a severe learning disability.</p>	<p>Applicants medical professional, specialist, or consultant.</p> <p>or</p> <p>Special Educational Needs Assessment and Review Team (SENART), Civic Offices, Knoll Street, Cleethorpes, DN35 8L, Email: sen@nelincs.gov.uk Telephone: 01472 323166.</p>	Every year

\*All proof of eligibility letters or evidence should have been issued within the last 12 months.

### Child companion bus pass (11 years old to 18 years old)

The following information provides eligibility criteria for child companion persons bus passes (11 to 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 address (see page 5) and one of the following forms of proof of eligibility:

Child Disability (5 to 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant is in receipt of Higher Rate Mobility Component of the Disability Living Allowance (HRMCDLA).	<p>A letter (on official letter headed paper) from a medical professional, specialist, or consultant.</p> <p>The letter should be signed by the medical professional, specialist, or consultant and state the child is in support and the applicant cannot travel on public transport without assistance.</p>	Applicants medical professional, specialist, or consultant.	Every year



Child Disability (5 to 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant is profoundly or severely deaf.	<p>A letter (on official letter headed paper) from a medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist, or consultant and state the child is in support and the applicant can not travel on public transport without assistance.</p> <p>A letter (on official letter headed paper) from Special Educational Need Assessment and Review Team (SENART). The letter should state the child is in support and the applicant can not travel on public transport without assistance.</p>	<p>Applicants medical professional, specialist, or consultant.</p> <p>or</p> <p>Special Educational Needs Assessment and Review Team (SENART), Civic Offices, Knoll Street, Cleethorpes, DN35 8L, Email: sen@nelincs.gov.uk Telephone: 01472 323166.</p>	Every 5 years
Applicant is without speech.	<p>A letter (on official letter headed paper) from a medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist or consultant and state the child is in support and the applicant can not travel on public transport without assistance.</p> <p>A letter (on official letter headed paper) from Special Educational Need Assessment and Review Team (SENART). The letter should state the child is in support and the applicant can not travel on public transport without assistance.</p>	<p>Applicants medical professional, specialist, or consultant.</p> <p>or</p> <p>Special Educational Needs Assessment and Review Team (SENART), Civic Offices, Knoll Street, Cleethorpes, DN35 8L, Email: sen@nelincs.gov.uk Telephone: 01472 323166.</p>	Every 5 years

Child Disability (5 to 18 years old)	Acceptable Proof	If not in receipt, where to contact	Frequency of bus pass renewal
Applicant is blind or partially sighted.	<p>A letter (on official letter headed paper) from a medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist or consultant and state the child is in support and the applicant can not travel on public transport without assistance.</p> <p>A letter (on official letter headed paper) from Education Team for hearing and vision. The letter should state the child is in support and the applicant can not travel on public transport without assistance.</p>	<p>Applicants medical professional, specialist, or consultant.</p> <p>or</p> <p>Special Educational Needs Assessment and Review Team (SENART), Civic Offices, Knoll Street, Cleethorpes, DN35 8L, Email: sen@nelincs.gov.uk Telephone: 01472 323166.</p>	Every 5 years
Applicant does not have arms or has long-term loss of the use of both arms (limbless).	A letter (on official letter headed paper) from Artificial Limb Unit (Hull), medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist or consultant and state the child is in support and the applicant can not travel on public transport without assistance.	<p>Artificial Limb Unit Tel. 01482 315662 Artificial Limb Unit Sykes Street Hull HU2 8BB or Applicants medical professional, specialist, or consultant.</p>	Every 5 years

Applicant has a learning disability. This can be defined as "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."	<p>A letter (on official letter headed paper) from a medical professional, specialist, or consultant. The letter should be signed by the medical professional, specialist or consultant, and state the child is in support and the applicant can not travel on public transport without assistance.</p> <p>A letter (on official letter headed paper) from Education psychologist. The letter should state the child is in support and the applicant can not travel on public transport without assistance.</p>	Applicants medical professional, specialist, or consultant. or Special Educational Needs Assessment and Review Team (SENART), Civic Offices, Knoll Street, Cleethorpes, DN35 8L, Email: sen@nelincs.gov.uk Telephone: 01472 323166.	Every 5 years
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\*All proof of eligibility letters or evidence should have been issued within the last 12 months.

## Online Bus Pass applications - Frequently asked questions

### When can I apply for a senior bus pass online?

The age eligibility is the same as a woman's pensionable age for both men and women. You can check your age eligibility by using the State Pension Calculator by visiting: [www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age).

You can apply for your bus pass online 28 days in advance of your eligibility date.

### How do I apply for a bus pass online?

When using the website to apply for a bus pass, you will need to provide the relevant proof of eligibility by uploading the information to the website. For example, when applying for a bus pass based upon age you will need to provide proof of age, proof of address and a photograph.

When applying for a disabled persons bus pass you will need to provide proof of address, the relevant proof of eligibility and a photograph.

If you are unsure how to provide this information, please email; [admin@ageuknelincs.org.uk](mailto:admin@ageuknelincs.org.uk)

### **How long will it take to get my bus pass when I apply online?**

The pass will be posted to you. If your application is successful, then new cards should be received within 14 working days. If you applied in the 28 days before you are eligible it may take longer but we will aim for your pass to be with you for once you become eligible. If there is a problem with your application we will send you an email to the address registered to your account.

### **I am moving house do I need to change my bus pass?**

If you have moved out of North East Lincolnshire, you must tell us. Your North East Lincolnshire bus pass will be deactivated, and will no longer be valid for use 14 days after deactivation. Please contact your new travel concession authority to apply for a new pass. If you don't know who this is, please see [www.gov.uk/apply-for-elderly-person-bus-pass](http://www.gov.uk/apply-for-elderly-person-bus-pass) or [www.gov.uk/apply-for-disabled-bus-pass](http://www.gov.uk/apply-for-disabled-bus-pass)

If you have moved to a new address in North East Lincolnshire, all you need to do is update us with your new address, your pass will still be valid until it expires.

If you move to North East Lincolnshire from another authority, you must tell that authority that you have moved. They will cancel your existing travel pass, and you must apply to us for a new travel pass.

### **My Post code is not accepted by the online concessionary pass system?**

Due to the way new post codes are added to our database, please contact the concessionary fares team if you are unable to register your address on the bus pass system. We will then arrange for your post code to be added and will inform you when you are able to complete your online application. This applies to new build properties.

### **I am having problems logging in, what account should I use?**

The concessionary pass system is a separate online system from other North East Lincolnshire Council systems (e.g. My Account, Council Tax, Green Waste etc.). If you have never had a bus pass before, you will need to register for an online account and apply for one.

If you have never had a log in to this system you will need to register as a new user either by applying for a pass if you have never had a pass before or by requesting a renewal.

### **What if I share an email address with another pass holder such as my husband/wife/partner?**

For data security reasons and to reduce the risk of fraud, it is not possible to create more than one bus pass account with the same email address. If you share an email address with someone who has already created an account it is recommended you use a different email address to set up an account.

### **How long does my password have to be when applying for a bus pass online?**

Your password should contain at least 8 characters and combine uppercase and lowercase letters, numbers and symbols.

### **How do I renew a pass that has expired or is due to expire in the next 28 days using the Council's website?**

If you have a pass that has already expired, or is due to expire in the next 28 days, you will need to set up an account using a renewal code. You can look up your renewal code using the lookup on the 'Login Or Register' page.

### **Replacing a bus pass online**

If you applied in person for your bus pass at one of the bus pass issuing sites (e.g. AGE UK Grimsby or AGE UK Cleethorpes) and you have lost your bus pass, **it is not** currently possible to replace your bus pass via the Council's website. In this instance, you will need to visit one of the Council's bus pass issuing sites to replace your lost bus pass. The Council is aware of this issue and is working with its partner to ensure all replacement bus passes can be made via the website.

If you applied for your bus pass via the website after 18 June 2021 and you have lost your bus pass, it is possible to replace your bus pass via the Council's Website.

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## **Where and how can I use my bus pass?**

### **Local Bus services**

Once you have received your bus pass you can travel for free, anywhere in England not just in North East Lincolnshire, on local bus services any time after 9.30am and up until 11pm, Monday to Friday and all day at weekends and bank holidays.

In North East Lincolnshire, you have the added benefit of being able use your bus pass on any locally registered bus service such as Stagecoach Simplibus routes 1 - 10, the 250 to Hull, the 53 service to Lincoln and the 51 service to Louth pre 9:30 Monday to Friday and all day at weekends and bank holidays. If you are traveling outside North East Lincolnshire and are planning on catching another bus pre 9:30 please check with

the local provider to see if they offer free pre 9:30 service. If they do not and you still wish to travel for free, then you will have to wait until 9:30 to catch the next service.

When travelling on public transport outside of North East Lincolnshire with your bus pass, as a rule we advise that you can use your bus pass on locally registered bus services 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.

## **Community transport**

### **Dial-a-Ride**

Dial-a-ride is a community-run bus service which provides accessible transport for people who find it difficult to use public transport due to illness or disability.

To use Dial-a-Ride, passengers need to be eligible for a national concessionary fare pass (bus pass) or have a physical or mental disability (including those with chronic illnesses, e.g. heart, pulmonary) who have difficulty accessing public transport.

Dial-a-Ride charges all passengers a registration fee (Dial-a-Ride will be able to confirm the fee). New passengers can register over the telephone or at the office.

Passengers can book a number of journeys for themselves and on behalf of friends and relatives making the same journey. Nursing Homes, group dwellings etc can book an entire bus or buses for lunches or outings (when available).

Passengers are advised to book journeys three to four days before they want to travel. The booking clerk will work out the route to be as efficient as possible, collecting people in the same area with similar travel requests. The service is door-to-door for the passengers and a companion.

Dial-a-Ride can be used for any number of different journeys so passengers can visit friends and relatives, travel to an appointment at the doctors or hospital or to go out to work or on a shopping trip.

Contact details for Dial-a-Ride are:

Address: Dial-a-Ride, The Ice House, Victor Street, Grimsby, DN32 7QN

Email: [grimsbydialaride@yahoo.co.uk](mailto:grimsbydialaride@yahoo.co.uk)

Telephone: 01472 269199

Opening hours: Monday to Friday 9am to 3pm, except bank holidays.

### **Phone 'n' Ride**

Phone 'n' Ride is an on demand bus service with no fixed route or timetable. You make the bookings and tell us where you want to go. There are three buses in both the rural and urban areas of North East Lincolnshire. All of our vehicles are low floor suitable for wheelchair access, but are not suitable for large powered scooters. The service runs from Monday to Saturday between 6:30am and 6:30pm (excluding bank holidays).

## **Register or book a journey**

You can register and book a journey using our website, visit [www.phonenride.com](http://www.phonenride.com)

You can also register and book a journey by telephone on 01472 324440 from Monday to Friday, 8:30am to 5pm (except bank holidays).

## **Rail travel**

Bus pass holders in North East Lincolnshire also have the added benefit of discounted rail travel between any two stations in the area using their bus pass between 9.30am and 11pm, Monday to Friday and all day at weekends and on public holidays. The saving depends on the ticket you purchase:

- There is a 50% concession on anytime day and off peak day tickets
- There is a 34% concession on anytime day single, anytime off peak and super off peak tickets.

Visitors to the area using another local authority's concessionary bus pass scheme cannot obtain discounted rail journeys but may have other additional benefits associated with their bus pass. Please check with the relevant local authority before making any journey plans.

## **What is the definition of a “local” bus service?**

In North East Lincolnshire you can use your bus pass on the Stagecoach Simplibus routes 1 - 10, the 250 to Hull, the 53 service to Lincoln and the 51 service to Louth.

As services change more routes may become available. If in doubt, check with the service operator.

In other areas in England the definition of a ‘local’ bus should be obvious 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 unsure, you can check with the service operator or the relevant local authority.

## **When can I use the disabled persons’ bus pass with the companion element?**

The disabled persons’ bus pass 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. 250 to Barton Upon Humber but no further. The pass cannot 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.



## What should I do if I my bus pass is lost or stolen?

If you lose or damage your bus pass, or if it is stolen, you will be charged a £11 replacement charge without any exceptions. If you do lose your pass please bring one of the named forms of identification to one of the bus pass issuing locations (See page 3 for these details).

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## Protecting your bus pass from damage

If your bus pass is damaged you may have to be issued with a new pass. This will cost £11 to replace so it is important to look after your bus pass.

Here are a few tips to protect your pass from damage:

1. Take care not to bend or scratch your pass and don't 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, zippers or anything sharp as this may scratch it.
4. Don't keep your card in your back pocket as it may 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 NEL 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.

## How long is my bus pass valid for (applies to bus passes applied for in person or online)?

If you receive a disabled persons (including companions) bus pass this will last 5 years from the date of issue or the bus pass issued in line with expiry date of award letter. If the award letter does not state an expiry date, the bus pass will be issued for a one year period.

## How to renew my bus pass

Renewals need to be made in person at one of the three locations listed on page 3. You can also renew your bus pass online by visiting [www.nelincs.gov.uk/bus-pass](http://www.nelincs.gov.uk/bus-pass)

In exceptional circumstances a bus pass can be renewed on behalf of an existing bus pass holder (if using AGE UK Grimsby or Cleethorpes or Immingham Civic Centre). To renew a bus pass on behalf of an existing pass holder the renewal will need to be agreed in advance with the Council's Customer Service Management Team. The Customer Service Management Team can be contacted on: 01472 313131 or visit [www.nelincs.gov.uk](http://www.nelincs.gov.uk). The existing NEL bus pass holder will need to provide a letter of authority. The letter of authority should include the name, address, telephone number of the bus pass applicant and the name, address and telephone number of the nominated friend or family member who will come into the office to renew the bus pass. The letter of authority should state that they give permission for the nominated person to renew the bus pass on their behalf. The nominated person will be required to bring identification (such as driving licence or passport) and the applicant's expired bus pass. When renewing any bus pass you will be required to exchange your old bus pass for your new one (once your eligibility has been accepted). Failure to present a bus pass that is about to expire or has expired will mean you have to pay the £11 lost bus pass charge.

### Renewal - Age passes

When renewing your bus pass please provide proof of your address as we will need to know that you still live in North East Lincolnshire.

### Renewal - Disabled passes

When renewing your bus pass please provide proof of your address as we will need to know that you still live in North East Lincolnshire. We also require proof that you are still eligible for a disabled bus pass, listed on page 6.

### How early can I renew my bus pass in person?

Your bus pass can be renewed a week before the pass is going to expire. If there are exceptional circumstances, such as going away on holiday, your bus pass can be renewed earlier.

### **How early can I renew a bus pass online?**

If you have a pass that has already expired, or is due to expire in the next 28 days, you will need to set up an account using a renewal code. You can look up your renewal code using the lookup on the 'Login or Register' page

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## **What changes do you need to notify us about?**

In the following circumstances we need you to update your records with us:

- If you have moved address
- If a pass holder has passed away.
- If a change in your circumstances means that you are no longer eligible - please return your pass to the issuer with a brief note explaining the reasons. This includes changes to your disability classification.

## **Concessionary bus passes from outside London**

If you're from outside of 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 for free between 9:30am and 11pm on weekdays, and at any time on weekends and public holidays.

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

## General terms and conditions of bus pass usage

Your bus pass is issued subject to North East Lincolnshire Council's conditions:

- North East Lincolnshire concessionary 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 and cannot be used by anyone else. Should you allow somebody else to use your bus pass, it may be withdrawn by the bus driver and returned to NELC.
- 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.

## Website Terms & Conditions

The purpose of the online service is for the application for new, replacement and renewal of North East Lincolnshire bus passes.

The age eligibility for a Senior persons bus pass is the same as a woman's pensionable age for both men and women. Visit the Gov.uk website to find out when you will be eligible.

If you are applying for a Disabled persons bus pass you must upload and submit recent valid proof of your disability when prompted in the online service.

Only the proofs listed within the online service are considered as acceptable proof. Please contact [admin@ageuknelincs.org.uk](mailto:admin@ageuknelincs.org.uk) if you require any assistance with the submission of acceptable proofs.

### **Conditions of use of the pass can be found on the following page:**

<https://www.nelincs.gov.uk/streets-travel-and-parking/travel-and-public-transport/bus-pass-concessionary-travel-scheme/> See PDF downloadable leaflet.

North East Lincolnshire Council is responsible for the administration of this national travel scheme within North East Lincolnshire. Your personal data will be used for management of your account and the Council's management of the national travel scheme.

Please note that the North East Lincolnshire Council participates in a number of data matching exercises both nationally and locally. The data you have provided may be disclosed for the purposes of preventing and detecting fraudulent activity. You can find out more information about the processing in question by clicking on this link [www.gov.uk/government/collections/national-fraud-initiative](http://www.gov.uk/government/collections/national-fraud-initiative).

While every effort is made to ensure that all the information on this site is accurate and up to date, we ask that you note that this information is subject to change at short notice.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

Every effort is made to keep the website up and running smoothly. However, North East Lincolnshire Council takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

To process your bus pass application, the Council or its processors will collect and use your personal data, such as your name and address. We will always use your personal data in accordance with data protection legislation, and will not use it for any other purpose than the administration of your bus pass without your consent, except where required or allowed by law, for example for the prevention and detection of crime.

Your personal data will be held on our secure concessionary bus pass database. If we become aware that a bus pass is no longer required or it is not renewed, the bus pass will be marked as inactive, and deleted from our database after 1 year.

Full details of the Council's processing of your personal data including your rights in relation to your personal data (right of access, rectification etc..) can be found on our website: <https://www.nelincs.gov.uk/your-council/information-governance/>

If you have any queries in the first instance please contact:

**AGE UK Grimsby & Cleethorpes**

**Telephone: 01472 344976**

**email - [admin@ageuknelincs.org.uk](mailto:admin@ageuknelincs.org.uk)**

If AGE UK are unable to resolve your query please contact:

**[www.nelincs.gov.uk](http://www.nelincs.gov.uk)**

**Or contact us on:**

**(01472) 313131**

**[transport@nelincs.gov.uk](mailto:transport@nelincs.gov.uk)**