

# Platinum and Concessionary Diamond Travelcard Application Form

Please complete all the relevant sections of the application form and supply the appropriate documents to confirm your identity and evidence of eligibility. When completing this form please refer to the guidance notes at the back of this form. South Gloucestershire Council may refuse to issue you with a Concessionary Diamond Travelcard if you do not provide adequate evidence that you meet the eligibility criteria.

## Is the application eligible due to:

Pensionable age\*      Sight impairment (Platinum)\*      Other qualifying reason

\*Shorter application available at southglos.gov.uk

If you are completing this form on behalf of an applicant who is under 16 or unable to complete the form themselves, please provide their details in the appropriate sections, complete your details in section 5 and sign section 6 of the form on their behalf.

Please start at section 1 and complete all relevant sections for your eligibility criteria.

## Section 1 - Information about the applicant

Title:                                      Mr      Mrs      Miss      Ms      other:

First names (in full, no initials):

Surname:

National Insurance number:

Date of birth (DD/MM/YYYY):

Current address:

Postcode:

Previous address if different since your last travelcard (if applicable):

Postcode:

Home tel:

Mobile tel:

Email:

### Are you applying for:

- a new Concessionary Diamond Travelcard?
- a renewal of a current or recently expired Concessionary Diamond Travelcard?

### If you are applying for a renewal:

- please confirm the expiry of your current travelcard (DD/MM/YYYY):
- please confirm your South Gloucestershire Council Concessionary Diamond Travelcard reference (if known):  
CDT

# Documents required to prove identity

**Do not send original documents with your application, as these will not be returned.**

**We may check any documentation with the appropriate governing body to verify the information.**

We will accept photocopies of documentation - apart from photographs.

## Photographs

Please enclose one recent passport-style photograph of yourself, taken in a self-service booth or any suitable photograph cut down to the appropriate size (45mm x 35mm wide).

## Proof of your address

We need to check that you are a permanent South Gloucestershire resident before we can issue a Concessionary Diamond Travelcard. Where we are able to, South Gloucestershire Council will carry out a residency check however if your residency cannot be verified you may be asked to provide supporting evidence.

**If you are applying on behalf of an applicant who does not pay Council Tax and is under the age of 16 please enclose one of the following which must be no more than 12 months old:**

NHS Medical letter / card

Childs bank or building society statement

DWP or HMRC detailing the child's name and showing their address.

Other official documentation detailing child's name and address may be considered.

## Proof of your identity

We need to check your identity to reduce the potential for fraudulent applications.

**You must attach a copy of one of the following as proof of your identity.**

birth certificate / adoption certificate

marriage / divorce certificate

passport

civil partnership / dissolution certificate

valid driving licence

## Eligibility due to pensionable age

**Do you qualify because you have reached pensionable age?**

If you are unsure please check the guidance notes at the end of this form.

Yes      No

If you are eligible for a Concessionary Diamond Travelcard as you have reached pensionable age, **please continue to section 4.**

If you are applying for any other reason, **please continue to section 2.**

## Section 2 - Eligibility under automatic qualifying benefit

If you are in receipt of one of the following qualifying benefits please provide details. Please note some applicants may be in receipt of more than one of these benefits.

### 2a. Higher Rate Mobility Component of Disability Living Allowance

Do you receive the Higher Rate Mobility Component of Disability Living Allowance?

Yes      No (continue to 2b)

If yes, please provide a copy of:

Letter of entitlement to this benefit if issued within the last 12 months or

Annual uprating letter if your award letter is more than 12 months old

If you have lost your award letter or your uprating letter, then please contact the Disability Service Centre, see page 8 for contact details.

### 2b. Personal Independence Payment (PIP)

Have you been awarded eight or more points against the 'Moving around' activity of PIP?

Yes      No

Moving around activity, please tick the description that applies to you:

"I've decided you can stand and then move unaided more than 20 metres but no more than 50 metres." (8 points)

"I've decided you can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres." (10 points)

"I've decided you can stand and then move more than 1 metre but no more than 20 metres." (12 points)

"I've decided you cannot stand or move more than 1 metre." (12 points)

Please provide a copy of your full award letter confirming your entitlement to PIP and the descriptors you are eligible under. The award letter must be dated within the last 12 months. If you have lost your letter, please contact the Disability Service Centre see page 8 for contact details.

Have you been awarded eight or more points against the 'communicating verbally' activity of PIP?

Yes      No (continue to 2c)

Communicating verbally activity, please tick the description that applies to you:

"I've decided you can express and understand basic verbal information with help from someone who is trained or experienced in helping people to communicate." (8 points)

"I've decided you cannot express or understand verbal information at all, even with help from someone who is trained or experienced in helping people to communicate." (12 points)

Please provide a copy of your full award letter confirming your entitlement to PIP and the descriptors you are eligible under. The award letter must be dated within the last 12 months.

### 2c. War Pensioner's Mobility Supplement

Do you receive the War Pensioner's Mobility Supplement?

Yes      No (continue to 2d)

If yes, please provide a copy of your award letter. If you have lost this letter, please contact Veterans UK via the freephone enquiry number: 0808 191 4218

### 2d. Existing Blue Badge holder

Do you hold a valid Blue Badge?

Yes      No (continue to Section 3)

If yes, please supply the following:

Blue Badge number:

Blue Badge expiry date:

Issuing local authority:

If you have answered no to all of the above questions, please continue to section 3.

If you have answered yes to any of these questions, please continue to section 4.

## Section 3 - Eligibility under qualifying disabilities

These questions are intended for people who have a disability which is permanent and has lasted at least 12 months, or is likely to last at least 12 months, or is likely to reoccur. The disability must have a substantial effect on your ability to carry out normal day-to-day activities.

**Please note you may need to provide supporting medical evidence.** South Gloucestershire Council will not contact medical specialists on your behalf. Please note that South Gloucestershire Council cannot reimburse any fee you are charged in the course of obtaining medical evidence. If there is any further information that is relevant to your application, please enclose a covering letter.

### 3a. Blind or partially sighted

Are you registered blind or partially sighted?

Yes      No (continue to 3b)

If you are registered blind (severely sight impaired) or partially sighted (sight impaired) with South Gloucestershire Council please provide your registration number here:

If you are not registered with South Gloucestershire Council, please enclose a copy of a Certificate of Vision Impairment (CVI) or a BD8 form, signed by a Consultant Ophthalmologist that states that you are blind or partially sighted.

### 3b. Profoundly or severely deaf

Are you profoundly or severely deaf?

Yes      No (continue to 3c)

Please enclose your audiological report, or a report from an aural specialist.

**Please note:** hearing loss is measured in decibels, dBHL (hearing level). People are generally regarded as having a severe hearing loss if it reaches 70-95 dBHL and a profound hearing loss if it reaches 95+ dBHL.

### 3c. Without speech or have limited speech

Are you without speech?

Yes      No (continue to 3d)

Please provide medical evidence to support that you are unable to make clear basic oral requests (e.g. to ask for a particular destination or fare). This does not include persons whose speech may be slow or difficult to understand because, for example of a stammer, or persons for whom English is not their first language.

### 3d. Has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on your ability to walk?

Yes      No (continue to 3e)

If yes, please complete the following:

**Describe any medical conditions / disabilities which affect your walking. If you know them please state the medical terms for the condition you have been diagnosed with.**

**What medication do you currently take for the condition/disability you described above?**

Are you able to walk?  
(please tick "No" if you cannot walk at all)

Yes      No

How far can you normally walk (including any short stops) before you feel severe discomfort?

Metres /                      Yards

**Please note:** If you walk alongside someone and they take 100 steps you would have walked roughly 90 metres or 100 yards. The average double decker bus is about 11 metres or 12 yards long.

How long, on average, would it take you to walk this far?

Minutes.

Please tick the box that best describes the way you walk:

Normal - no specific problems with walking

Adequate - for example, you walk with a slight limp

Poor - for example, you walk with a heavy limp, a stiff leg or shuffle, or have problems with balance

Extremely poor - for example, you drag your leg, stagger, swing through two crutches or need physical support.

If there is not a statement that describes the way you walk, please tell us about the way you walk below:

Please tick the walking aid(s) you use:

Powered wheelchair

Manual wheelchair

Crutches

Artificial limbs

Walking stick

Walking frame

Swing through two crutches

None

### 3e. Without arms or with long term loss of the use of both arms

Are you without arms or without the use of both arms (please see details below)?

Yes      No (continue to 3f)

Please provide medical evidence that you meet one of the following;

a limb reduction deficiency of both arms; bilateral upper limb amputation;

muscular dystrophy; spinal cord injury;

motor neurone disease; or a condition of comparable severity; a condition that you are unable to use your arms to carry out day-to-day tasks, for example, paying coins into a fare machine.

### 3f. Learning disability

Do you have a learning disability?

Please see details below

Yes      No      (continue to 3g)

A learning disability is a state of arrested or incomplete development of mind, which includes significant impairment of intelligence and social functioning. The person will have a reduced ability to understand new or complex information, a difficulty in learning new skills, and may not be able to cope independently. These disabilities must have started before adulthood and have a lasting effect on development.

Please supply supporting evidence; this can be from medical specialists, support worker from a recognised organisation or educational body that can confirm your learning disabilities.

### 3g. Refused a driving license for medical reasons

Have you been refused a driving license for medical reasons?

Yes      No

If yes please supply this confirmation from the DVLA.

Would you be refused a driving license (please see reasons below)?

Yes      No (continue to section 4)

If you applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, you would have your application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.

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

some forms of epilepsy

severe mental disorder

liable to sudden attacks of giddiness or fainting (whether as a result of cardiac disorder or otherwise)

inability to read a registration plate in good light at 20.5 metres (with lenses if worn)

other disabilities which are likely to cause the driving of vehicles by them to be a source of danger to the public.

Please supply copies of any relevant documents from medical specialists that confirm your current condition(s).

## Section 4 - Companion Concessionary Diamond Travelcard

If you are unsure whether you are eligible for a Companion Concessionary Diamond Travelcard, please contact the Concessionary Travel team for further advice.

Please be aware that a Companion Concessionary Diamond Travelcard allows the companion to travel without charge, and is an enhancement to the statutory scheme offered by South Gloucestershire Council. This is only guaranteed for journeys that start within South Gloucestershire. Other local authorities may not offer a similar benefit for journeys starting in their area.

Do you require assistance to travel due to a serious disability, or are you unable to independently access local services and require support to do so?

Yes      No (continue to section 5 and 6)

You will need to provide supporting evidence to confirm that you are unable to travel on public transport unaided.

Your proof can be one of the following: medical evidence / Higher Rate Attendance Allowance / Higher Rate DLA for Care / 12 points PIP for Planning & Following a Journey.

If you are providing medical evidence, it will need to describe the medical condition / disability you have and show that you need a companion to support you.

State the medical terms for the condition(s) you have been diagnosed with.

## Section 5 - Third Party Consent

■ If you would like us to be able to discuss your application with a third party please provide their details below.

Title: Mr Mrs Miss Ms other:

First names (in full, no initials): Surname:

Relationship to the applicant:

Current address:

Postcode:

Home tel:

Mobile tel:

Email:

Signature:

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## Section 6 - Declaration

Please read before signing

**I declare that all the information I have provided is correct.** I understand that I must inform South Gloucestershire Council of any changes that may affect my eligibility to a Concessionary Diamond Travelcard as soon as they happen. This includes change of names and/or address or if I become no longer eligible.

**I am a permanent resident of South Gloucestershire and I accept the conditions of use.** I understand that I understand that if I give information that is incorrect or incomplete or if I fail to report any changes that might affect my eligibility as soon as they happen or I allow other persons to misuse the card this may result in the Concessionary Diamond Travelcard being withdrawn by South Gloucestershire Council and I, together with those persons who has misused the card, may be prosecuted.

**I have read and understood the above declaration.**

Signature:

Print your name here:

Date of application (DD/MM/YYYY):

# Contact Details

If you have any queries regarding this form or need to provide information you can:

## Telephone

01454 868004

## Email

[contravel@southglos.gov.uk](mailto:contravel@southglos.gov.uk)

## Visit one of our One Stop Shops

**Kingswood One Stop Shop,**  
Civic Centre  
High Street  
Kingswood  
BS15 9TR

**Yate One Stop Shop**  
Next to Leisure Centre  
Yate  
BS37 4DQ

**Patchway One Stop Shop**  
Patchway Hub  
Rodway Road  
Patchway  
BS34 5PE

**Please note:** disabled parking is available at all of our One Stop Shops.

## Return your completed application form and relevant documents to:

South Gloucestershire Council  
Department for Resources and Business Change  
Concessionary travel  
PO Box 1953  
Bristol BS37 0DB

If you do not pay the full postage, Royal Mail will not deliver your application. Please check at your nearest Post Office to make sure you have paid the full cost of the postage for the size of the envelope you use.

## Disability Service Centre

For award and uprating letter:

**If you were born after 8 April 1948**

Telephone: 0800 121 4600

Textphone: 0800 121 4523

NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 121 4600  
Monday to Friday, 8am to 7:30pm

**If you were born on or before 8 April 1948**

Telephone: 0800 731 0122

Textphone: 0800 731 0317

NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 731 0122  
Monday to Friday, 8am to 6pm

## For Personal Independence Payments (PIP):

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

## Data Protection Act 2018

South Gloucestershire Council is under a duty to protect the public funds it administers, and will use the information you have provided on this form for the prevention and detection of fraud. It will also share this information with other bodies responsible for auditing or administering public funds and will use it for comparison across the council and with external organisations for the prevention and the detection of fraud.

I understand that the medical information I have supplied to support this application is deemed to be "sensitive personal data". I give my consent for it to be disclosed to third parties who are responsible for the operation and administration of the concessionary travel scheme and other Government departments or agencies, to validate proof of eligibility.



# Guidance notes

## National entitlement

The concessionary fares pass entitles you to free travel on permitted local bus services in England from 9:30am to 11:00pm on weekdays, and at all times on weekends and bank holidays (on production of a valid pass). At all other times you must pay the standard fare, this cannot be reclaimed from the operator or local authorities.

Applicants are only permitted one pass per person and this is provided by the authority where you live. Your pass will be valid until the expiry date shown on the front.

## Proof of your address

Your South Gloucestershire Concessionary Diamond Travelcard will allow free travel from 9am Monday to Friday throughout South Gloucestershire, Bath, Bristol and North Somerset authority areas.

You can still make journeys into Wales from South Gloucestershire and on some local bus services operating directly to Chepstow and Newport. We advise that you check before you travel.

You will also be entitled to the following benefits: Shopmobility free of charge, Dial-a-Ride and South Gloucestershire's social car scheme at a reduced cost. Details can be found online at [www.southglos.gov.uk/concessionaryfares](http://www.southglos.gov.uk/concessionaryfares)

## Eligibility for a concessionary Diamond Travelcard

You qualify for a concessionary Diamond Travelcard when you reach the pensionable age applicable for women, irrespective of whether you are male or female. Alternatively you may qualify if you satisfy the disability criteria. To apply your main residence must be within South Gloucestershire. Visitors on a temporary visa and British Nationals whose main home is abroad are not eligible.

## Eligibility reason 1 - You are of pensionable age

Applicants are eligible for a Concessionary Diamond Travelcard when they reach pensionable age. This is on their 66 birthday, until May 2026 when the pension age is expected to change.

## Eligibility reason 2

### - You receive an automatic qualifying benefit

**The benefits for automatic eligibility are:**

- A.** Higher Rate Mobility Component of Disability Living Allowance
- B.** Personal Independence Payment (PIP), where you have been awarded at least eight points against either the PIP "Moving around" and/or "Communicating verbally" activities
- C.** War Pensioner's Mobility Supplement
- D.** Blue Badge Holder

### Eligibility reason 3 - Eligibility under qualifying disabilities

Your disability must be permanent and have lasted at least 12 months, or be likely to last at 12 months or be likely to recur. The disability must have a substantial effect on your ability to carry out normal day-to-day activities.

The qualifying categories of disability are as follows:

- you are registered blind or partially sighted
- you are profoundly or severely deaf
- you are without speech
- you have a disability, or suffered an injury, which has a substantial and long-term adverse effect on your ability to walk
- you do not have arms or have long-term loss of the use of both arms
- you have a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning
- if you applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, you would have your application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.

### Replacement concessionary travelcard

There is an administrative charge of £8 to replace a travelcard unless it is due to expire in the next 3 months. You can apply for a replacement travelcard if it is lost, stolen, or you would like to update the photograph. If your pass has been stolen please report the theft to the police first who will issue you with a crime reference number. If you have a crime number we can issue a replacement free of charge.

**If you require a replacement pass**, please contact the concessionary travel team before completing an application form.

### Renewal of your Concessionary Diamond Travelcard

Where we are able to SGC will carry out a residency check, and if you are still resident in South Gloucestershire and qualified under one of the following categories, your concessionary Diamond Travelcard will be renewed automatically prior to your current travelcard's expiry:

- If you qualified under the 'Eligible due to Pensionable age'
- If you qualified due to being Blind or Partially Sighted
- If you qualified due to being profoundly or severely deaf
- If you qualified as you are without speech or have limited speech
- If you have a learning disability

**Please note:** we may request a new photograph if we feel this is likely to be out of date.

If you qualified under any other category you will be required to reapply for your concessionary Diamond Travelcard and provide supporting evidence.

If you have moved to the area and do not have a South Gloucestershire concessionary Diamond Travelcard you will need to apply as a new applicant and provide supporting evidence. Passes issued by a different local authority cannot be reissued or renewed by South Gloucestershire Council.

The concessionary travel team will aim to issue approved concessionary Diamond Travelcards prior to the expiry of an existing card. Please note that if an application is not complete, or necessary supporting evidence has not been submitted, there will be a delay in assessment.

### Changes of address or personal details

If you are moving address or your personal details have changed, it is important to contact the concessionary travel team.

