

I am disabled can someone travel with me?

If you cannot travel without help then your carer will be able to travel with you free of charge. Your companion is only able to travel at the same time as you within the county's boundary. If you require this concession you will need to provide evidence that you are unable to travel without assistance.

24/7 Disability NoWcard

This County Council scheme allows those with a disability who are in work, training or attend day-care services to travel free all day, everyday within Cumbria. This is a local scheme which the County Council provides in order to help those who would find themselves in financial hardship by paying for travel to the above facilities. If you require this concession you will need to complete a short form providing evidence that you meet the criteria. Please note this concession is currently only available until March 2012.



What if my address changes?

Please contact the NoWcard helpline on **0845 058 1096**.

Want more information?

If you need more information on concessionary travel visit cumbria.gov.uk or call **01228 226720**. You can also visit nowcard.org and look up the Frequently Asked Questions pages or call **0845 058 1096**.

For more information on bus travel in Cumbria visit cumbria.gov.uk or phone Traveline on **0871 200 22 33**.

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **01228 606060** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 **01228 606060**

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua, telefone para o **01228 606060**

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen **01228 606060** numaralı telefonu arayınız

English National Concessionary Travel Scheme



For people of state pensionable age

For people with disabilities



Information on applying for your
free bus pass

Updated June 2011

Cumbria County Council is responsible for administering the English National Concessionary Travel Scheme (ENCTS). The scheme provides free off peak travel on scheduled bus services for older people and people with disabilities.

For the 97,000 Cumbrian residents who currently have a NoWcard - they are entitled to free bus travel between 9.30am and 11.00pm, Monday to Friday and all day Saturday, Sunday and Bank Holidays throughout England on local bus services. If you already have a NoWcard then you do not need to re-apply until your card expires.

How do I know if I am eligible?

Older people and anyone with a disability can apply for a pass. The age at which older people can apply is slowly increasing. To check if you are eligible for a bus pass please visit cumbria.gov.uk/transport then follow the links to

Concessionary Travel. or contact the NoWcard helpline on **0845 058 1096.**



How can I get my pass?

Visit the library in Barrow, Carlisle, Kendal, Penrith, Whitehaven, Workington or the Local Links in Alston, Kirkby Stephen or Ulverston. You won't need to fill in a lengthy application form or take in a passport photo either as the library staff will do this for you. For details of library opening times visit cumbria.gov.uk/libraries or telephone **030 3333 1234** and select Option 1. Please note you should arrive 30 minutes before the official closing time to ensure your application can be completed.

What do I need to bring with me?

If you're of state pensionable age and applying for a bus pass for the first time then you'll need to bring with you a copy of one item in list A and one item in list B from the table below:

A - Proof of age	B - Proof of address
Birth certificate	Council tax bill
Proof of state pension	Utility bill
Passport	Rent book / statement
Driving licence	Bank statement

People with disabilities need to show a copy of one item in list A and one item in list B.

A - Proof of disabilities	B - Proof of address
DLA Mobility Component at the higher rate	Council tax bill
War pension mobility supplement	Utility bill
Letter / certificate from Medical Specialist / Hospital	Rent book / statement
Letter from Social Services (learning disability)	Bank statement
Letter from DVLA	
Blue badge	

What happens if my card is lost, stolen or damaged?

You will be charged £10 to replace your card unless you have a police crime number or there is no visible damage, in these cases there will be no charge. You can get a replacement bus pass by visiting one of the six main libraries or you can pay over the telephone by credit/debit card by calling **01228 226720** or you can do it online at cumbria.gov.uk/transport and follow the links to Concessionary Travel.