

What my vouchers will look like



Please note that the colours used on vouchers will change each year so they are easily identifiable to customers and operators.

Useful websites

English National Concessionary Travel Scheme:
www.suffolkonboard.com/concessionary-travel

Connecting Communities rural transport services
www.suffolkonboard.com/cc

Suffolk County Council:
www.suffolk.gov.uk

www. |

Contacting Suffolk County Council

Passenger Transport
Endeavour House
8 Russell Road
Ipswich
Suffolk, IP1 2BX

0345 600 0659

www.suffolkonboard.com

info@suffolkonboard.com

Social media

@suffolkonboard

facebook.com/suffolkonboard

Travel Vouchers

Guidance on eligibility and use of travel vouchers



suffolkonboard.com
suffolk passenger transport

What is the scheme?

There are a number of people who cannot access free travel on conventional bus services.

This could either be for reasons of severe disability or due to their location, such services are limited or unavailable to them.

Suffolk County Council therefore offers Travel Vouchers that can be used towards use of community transport, taxis or private hire vehicles.

The value of the vouchers issued is £100 per annum. Voucher scheme holders cannot also have a Free Travel Bus Pass.

Do I qualify for the scheme?

For disability qualification:

Anyone with a disability or injury which has a substantial and long-term effect on their ability to walk. This being of such severity that you are unable to use conventional public transport services at any time (whether or not those services are available).

Persons applying must provide details of the reason or reasons that you are unable to use conventional public transport and have their application form endorsed by someone who is professionally qualified e.g. doctor/community nurse or involved in your treatment or care.

For remoteness qualification:

For residents who would qualify for a Free Travel Bus Pass but are unable to use the pass as there are insufficient bus services to and from the area they live in with no more than 3 return bus journeys per week to a town with shops and other services (e.g. healthcare, banking, etc.).

How do I apply?

To apply for Travel Vouchers, you need to complete an application form, this is available by calling 0345 600 0659 or can be downloaded at www.suffolkonboard.com.

Completed applications should be returned with a passport-sized photograph to:

SCC Free Travel Bus Pass
PO Box 212
Waterlooville
PO7 6ZN

Please do not send original proof documents. Send photocopies only. Suffolk County Council cannot accept any responsibility for items that are mislaid in the post. No documentation will be returned and we cannot cover any costs when getting proof or letters for your application.

What will I receive?

You will receive a booklet of vouchers which are in £1 and £2 denominations. These can be used to pay for your journey by community transport, taxi or private hire vehicles.

Vouchers will be valid from 1st April each year until the 31st March the following year.

If you join part-way through the year, you will be given a pro-rata number of vouchers.

Once you have received your vouchers, Suffolk County Council will contact you annually to check that you wish to renew them.

About my vouchers

What services can I use my vouchers on?

For a full list of operators who accept Travel Vouchers ring 0345 600 0659 or look on our website www.suffolkonboard.com

How do I use the vouchers?

Before you make your journey, check that the driver is registered with the scheme and will accept the vouchers.

Each voucher will be personalised to you with your name and photo (it will also have an ID number that will be repeated on each of the vouchers). Vouchers are not transferable to another person.

You can use vouchers at their face value to pay some or all the cost of a journey up to a maximum of £20. The driver will not give you change, so make sure you use them only as part payment for a journey. For example, if your journey costs £3.70 you will not get 30p change if you used £4 worth of vouchers.

Vouchers are only valid for journeys that start or finish in Suffolk and cannot be used on conventional transport such as buses and trains.

What happens if I can't use all the vouchers before they expire?

Unfortunately, the vouchers cannot be used after the expiry date.

What if I lose my vouchers?

You must notify the Suffolk County Council immediately so that they can be cancelled in our records.

Replacement vouchers will be issued at Suffolk County Council's discretion. Please note a replacement fee may be applicable.