

## Where to collect your pass

### Customer Service Centre

York House  
91 Granby Street  
Leicester LE1 6FB

### Opening hours:

Monday – Thursday: 8.30am – 5pm  
Friday: 8.30am – 4.30pm

### How to contact us:

Online: [leicester.gov.uk/contact-us](https://leicester.gov.uk/contact-us)  
Email: [customer.services@leicester.gov.uk](mailto:customer.services@leicester.gov.uk)  
Telephone: 0116 454 1000

Leicester City Council

# Travel aid scheme for unemployed people

## Who is the bus pass for?

It is for Leicester city residents who are registered unemployed, signing on once a fortnight at a jobcentre and receiving job seeker's allowance or universal credit as a work seeker. It is not for dependants.

To qualify for a travel aid pass, you must meet the above conditions and be receiving job seeker's allowance or universal credit as a work seeker. You do not qualify if you are receiving income support, incapacity benefit, training allowance or employment and support allowance.

## How does the scheme work?

The scheme entitles eligible people to apply for half price bus travel on local bus services as described below. Every time you travel you must show a photocard with your pass. The photocard is free and lasts indefinitely but you must supply a small photograph of yourself for it. The pass costs £1 for four weeks (28 days).

## Which local bus services can I use the pass on?

Passes can be used on all local bus services in Leicestershire and the city of Leicester. They can also be used if one end of your journey is in the above area, and the other is no further afield than Derby, Nottingham, Newark, Grantham, Corby, Kettering, Northampton, Rugby, Coventry, Nuneaton, Atherstone or Burton-upon-Trent.

## How can I get a pass?

**Step 1** - Complete and sign the top half (section 1) of the application form.

**Step 2** - Get section 2 stamped and signed at the jobcentre where you sign on.

**Step 3** - Go to the council's Customer Service Centre at 91 Granby Street LE1 6FB. (Opening hours are shown on the back of this form.)

You need to take the completed application form, the fee of £1 and a small photo of yourself (or your travel aid photocard if you already have one). You must do this within two weeks of the date stamped on the form. Altered forms will not be accepted.

## How do I renew my pass?

Follow steps 1, 2 and 3 above.

You can renew your pass before the expiry date. Any unused days (up to seven) will be added to the validity period of the new pass. You must surrender your old pass as you receive a new one.

## Any queries?

There are several ways to contact us.

**Online:** [leicester.gov.uk/contact-us](http://leicester.gov.uk/contact-us)

**Email:** [customer.services@leicester.gov.uk](mailto:customer.services@leicester.gov.uk)

**Telephone:** 0116 454 1000

The data collected on this form is in accordance with the Data Protection Act 1998. Data will only be used for the purpose outlined in this leaflet. However, Leicester City Council is under a duty to protect the public funds it administers, and to this end may use the information you provide on the form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. If you require further information, please go to [leicester.gov.uk](http://leicester.gov.uk) and search for 'data protection'.

## INCOMPLETE OR INCORRECT FORMS WILL NOT BE ACCEPTED

### Section 1

Complete this form in ink, in BLOCK CAPITALS, then take it to be stamped at the Jobcentre

Mr/Mrs/Miss/Ms \*Delete as necessary

Surname or family name\_\_\_\_\_

First or given name\_\_\_\_\_

Address\_\_\_\_\_

\_\_\_\_\_Post code\_\_\_\_\_

I declare that:

(i) I am registered unemployed

(ii) I am available for and actively seeking work

(iii) I live within the Leicester City Council boundary

### Section 2

Authenticated by: \_\_\_\_\_  
(PRINT NAME IN BLOCK CAPITALS)

Date\_\_\_\_\_

Signature\_\_\_\_\_

Date\_\_\_\_\_

Please check the address is WITHIN THE LEICESTER CITY COUNCIL BOUNDARY before stamping. Please do not stamp forms that do not have a name and address.