

Smartcities card application form

Southampton City Council 'smart' card that can be your bus pass, library card, leisure card and Itchen Bridge Toll card.

Smartcities

Form
valid from
April 2015



Apply online www.southampton.gov.uk/smartcities



1. Welcome

The Smartcities card is a 'smart' card that can be used for a number of different services. Simply choose what you would like to go on your card from the list opposite, fill in the appropriate sections and apply at one of the venues given in section 8.

Personal details

Please complete in block capitals in black/blue ink. *Mandatory fields.

*Title

Mr Mrs Miss Master Ms Other, please state

*Gender M F *Date of birth / / Age

*First name(s)

*Last name

National Insurance Number

*Address

*Postcode

Telephone (inc area code) Please provide at least one of the following if possible:

*Daytime No. Mobile

**Email

** If you want to manage your Itchen Bridge account online, you must provide an email address.

2. Choose your services

Which services would you like to go onto your Smartcities card?

Please tick the boxes below and complete the relevant sections.

Concessionary bus pass for residents of Southampton City Council

Senior Citizens please **complete section 3**

Eligible disabled residents please **complete section 4**

Itchen Toll Bridge

If you would like to use your Smartcities card or concessionary bus pass to pay toll charges on the Itchen Toll Bridge please **complete section 5**

Get Active - Do more for less!

For residents applying for the discount scheme please **complete section 6***

Library card number - Tick here if you would like to use your Smartcities card in any Southampton City library.

If you already have a Library card please enter your number here and we will transfer your membership.

Existing Smartcities card - If you already have a Smartcities card or Bus Pass issued by Southampton City Council, please enter your account number here.

* Participating venues include: The Quays Swimming & Diving Complex, Bitterne and Chamberlayne leisure centres, Southampton City Golf Course.

3. Concessionary bus pass

For Southampton residents of pensionable age

I am of pensionable age.

The date when a woman becomes eligible for her state pension is also the date when men and women become eligible for their concessionary bus passes. Please see the web site www.smartcities.co.uk or www.gov.uk/calculate-state-pension/

Companion Pass*

If you are unable to travel alone on a bus at any time due to medical reasons and require a companion pass, you will need to provide two documents. The first being one of the following:

- A letter from the Department for Work and Pensions confirming that you are receiving the higher rate of the care or mobility component of Disability Living Allowance, Attendance Allowance.
- A letter from the Department for Work and Pensions confirming that you are receiving Personal Independence Payment at 8 points or above against either the PIP 'moving around' and/or 'communicating verbally' activities.
- An official letter confirming that you are in receipt of war pensioner's mobility supplement.
- A registration card stating that you are registered as blind, partially sighted or deaf, or evidence that you are without speech.

And also

- A letter from a medical practitioner confirming that you are unable to travel alone on a bus for medical reasons.

4. Concessionary bus pass

For eligible disabled Southampton residents

Applicants who are eligible disabled and under pensionable age can apply for an **English National Concessionary*** bus pass by completing this section. (Please note that in addition to the qualifying evidence required in this section we also require the documents listed in the checklist in section 8).

- I am severely sight impaired/blind and provide my registration card.
- I am sight impaired/partially sighted and provide my registration card or my Certification of Vision Impairment (CVI).
- I am profoundly or severely deaf and provide my registration card.
- I am without speech and provide a letter from a Medical Practitioner or Social Services.
- I have been awarded the higher rate of the mobility component of Disability Living Allowance for at least 12 months and provide a recent letter from the Department for Work and Pensions confirming this.
- I have been awarded Personal Independence Payment at 8 points or above against either the PIP 'moving around' and/or 'communicating verbally' activities and provide a recent letter from the Department for Work and Pensions confirming this.
- I have been refused a driving licence on medical grounds and provide a recent letter from the DVLA confirming the reason for this.
- I have a learning disability and I am registered with Southampton Day Services or Southampton Learning Disabilities team and I provide a letter to confirm this.
- I am in receipt of War Pensioner's Mobility Supplement and provide my award letter from the Service Personnel and Veterans Agency.
- I enclose a completed MQ14 form, signed and stamped by a medical practitioner, confirming my eligibility.

*Terms and conditions apply

A companion pass is issued on the bus pass card of the eligible person.

*Terms and conditions apply.

Please see www.smartcities.co.uk for guidance on eligible disabilities.

5. Itchen Toll Bridge

Southampton Residents

A concession is available to residents of Southampton City Council. The concession applies to cars and light vans in class 2 vehicles only.*

Applying for a Smartcities card will allow you to make prepayments on your Itchen Bridge account and have the residents' concessionary toll deducted at the time of crossing.

- I am a resident of Southampton City Council i.e. I live in a property where council tax is paid to Southampton City Council.

Eligible Disabled Southampton Residents

Eligible disabled residents wishing to apply for a Smartcities card/ concessionary bus pass enabling them to pass through the toll system easily and travel free in their class 2 vehicle will need to provide 2 documents to show evidence of qualification. The first being one of the following:

- A recent letter from the Department for Work and Pensions confirming being in receipt of the Higher Rate of the Mobility component of Disability Living Allowance.
- A recent letter from the Department for Work and Pensions confirming being in receipt of Personal Independence Payment at 8 points or above against the 'moving around' activity.
- A letter from the Service Personnel and Veterans Agency confirming being in receipt of a mobility supplement under article 26A of the Naval, Military and Air Forces etc.

and also

- A photocopy of both sides of my Blue Badge.

Please see the application checklist in section 8.

*Class 2 vehicles are cars and light vans with a height measured at the first axle of no more than 1.33 metres

Eligible Disabled Persons

Eligible disabled non-residents living outside of Southampton City Council wishing to apply for a Smartcities card, enabling them to pass through the toll system easily and travel free in their class 2 vehicle, will need to provide 2 documents to show evidence of qualification. The first being one of the following:

- A recent letter from the Department for Work and Pensions confirming being in receipt of the Higher Rate of the Mobility component of Disability Living Allowance
- A recent letter from the Department for Work and Pensions confirming being in receipt of Personal Independence Payment at 8 points or above against the 'moving around' activity
- A letter from the Service Personnel and Veterans Agency confirming being in receipt of a mobility supplement under article 26A of the Naval, Military and Air Forces etc.

and also

- A photocopy of both sides of my Blue Badge.

Please note that only residents of Southampton City Council can be issued with a concessionary bus pass which can also be used on the Itchen Bridge.

Non-residents:

There are no concessions for non-residents. However, the Smartcities card will enable you to make prepayments on your Itchen Bridge account and have the toll deducted on each crossing removing the need to have the exact change.

- I live outside of the Southampton City boundary and do not pay council tax to Southampton City Council.

Note: If you are a local Southampton business and would like to apply for a Smartcities card, please request a business application form by telephoning **023 8083 3008**, or visit our website at **www.smartcities.co.uk**

6. Get Active

The Get Active subscription* entitles Southampton City Council residents in receipt of one of the benefits on the next page to a discounted rate on a range of non-instructed activities at off-peak times at the following Southampton leisure venues:

Active Nation venues: The Quays Swimming & Diving Complex, Bitterne and Chamberlayne Leisure Centres, Southampton Outdoor Sports Centre.

For more details see www.activenation.org.uk/smartcities-quays/

Mytime Active venue: Southampton City Golf Course.

For more details see

www.mytimeactive.co.uk/golf/southampton-city-golf-course

Discounted activities include*:

Swimming, use of fitness suites, tennis court hire, 9 holes of golf, crazy golf and other activities.

Allotments - The Get Active subscription* will also give you a 50% discount from your rental on your allotment plot if you are not already receiving a discount.

For a full list of discounted activities please visit our website:

www.smartcities.co.uk

When applying for Get Active evidence of entitlement will be required in addition to the documents given in section 8. Please be aware that you will need to renew your subscription every 12 months in Gateway at One Guildhall Square or by email to smartcities@southampton.gov.uk. Evidence of entitlement will need to be produced at the time of renewal. Renewals will be activated remotely on your **existing Smartcities card**.

Please note that the Get Active subscription is only available to residents of Southampton City Council.

*Please check with the venues for off-peak times. Terms and conditions apply.

- Housing Benefits**
Housing Benefits - Notification letter on headed paper.
- Income Support/Guarantee Pension Credit**
Correspondence from DWP or Job Centre.
- Council Tax Main Benefit**
Council tax bill, letter from council tax benefit.
- Job Seekers Income Based**
Award letter, stamped letter from DWP or Job Centre.
- Incapacity Benefit /ESA****
Correspondence from DWP or Job Centre.
- Disability Living Allowance/Personal Independence Payment/ Attendance Allowance ****
Correspondence from DWP.
- Unwaged spouse/partner**
Proof of relationship with the main applicant receiving benefit e.g. marriage certificate, official documentation.
- Unwaged Child Under 18**
Proof of relationship with the main applicant receiving benefit e.g. birth certificate.

**** These benefits are for individual claimants only.
Therefore partners/children may not be eligible for Get Active.**

7. Complete and sign

My ethnic origin (Please tick the boxes that apply)

White: British Irish Other

Mixed: White/Black Caribbean White/Asian
White/Black African Other

Asian or Asian British: Indian Pakistani
Bangladeshi Other

Black or Black British: Caribbean African Other

Other ethnic categories: Chinese Other Not stated

By signing this form you are agreeing to the current terms and conditions of the services you have selected and declaring that the information given is correct. Applicants under the age of 14 will need a parent/guardian to countersign the form. For further information, please visit www.smartcities.co.uk, telephone the Smartcities team on 023 8083 3008, or email smartcities@southampton.gov.uk.

Signature

Date

Signature of parent/guardian
(under 14's only)

Date

8. Application check list

All applications must include:

- A recent colour passport photograph of yourself on a light background.
- Proof of your address in your own name not older than 3 months (e.g. a utility bill, bank statement or any other official letter).
- Proof of your personal identification containing your date of birth (e.g. a passport, driving licence or birth certificate if in your current name).

Additional documents are also required for the following services:

- **Concessionary bus pass for residents under pensionable age** - one proof of qualification as stated in section 4.
- **Companion bus pass** - proof of qualification as stated in section 3.
- **Itchen Bridge Disabled Person's Concession** - Proof of qualification as stated in section 5.
- **The Get Active subscription** - proof of being in receipt of one of the benefits listed on section 6.

Please apply in person at any library or local housing office in Southampton or in Gateway in One Guildhall Square.

Applications by post are not accepted.

Copies of documents confirming eligibility need to be taken and attached to the application form.

Office use only

Location _____ Received by _____

Date received _____

The ID document seen _____

The proof of address seen _____

The documents attached _____

Image cap number _____

Get Active application only:

Benefit seen (circle)

IS JSI ESA GPC HB CT IB DLA

Proof of age (circle) DL BC PAS

Proof of relationship with main applicant

MC BC DL DOC

Useful information

Traveline:

For public travel information for bus, train, coach, ferry or underground please contact Traveline on 0871 200 22 33 or log on to www.traveline.org.uk
Calls cost 10p per minute from a landline plus connection fee.

English National Concessionary bus pass

These bus passes will enable eligible users to have free off-peak travel on all local registered bus services anywhere in England including the Isle of Wight. They cannot be used to travel free in Wales, Scotland, Northern Ireland, Channel Islands or Isle of Man.

In Southampton the main local buses include First Bus, Bluestar, Uni-link, Xelabus and Wheelers. Other areas have different local bus companies.

Please see the Terms and Conditions on page 13 for further information and off peak times.

Smartcities:

For information about the multi-function Smartcities card, please contact Smartcities on 023 8083 3008 or visit our website www.smartcities.co.uk

Libraries:

Southampton libraries are your gateway to a world of reading, information and knowledge. Everyone is welcome to use the library and membership is free. To find out more please visit www.southampton.gov.uk/libraries/ or contact us on 023 8083 3007 or email library@southampton.gov.uk

Leisure:

Active Nation in partnership with Southampton City Council is managing The Quays Swimming & Diving Complex, Bitterne and Chamberlayne leisure centres and the Outdoor Sports Centre. For more information about the leisure venues please visit: www.activenation.org.uk

Mytime Active in partnership with Southampton City Council operates the Southampton City Golf Course. For more information about the golf course please visit: www.mytimegolf.co.uk or telephone: 023 8076 0546.

Terms & conditions

- The card must be used according to the terms and conditions laid down by the individual services offered on the card.
- Smartcities means Smartcities, One Guildhall Square, Southampton, SO14 7FP.
- Any individual over the age of 3 years can apply for a Smartcities card. Only one Smartcities card will be issued to an individual.
- Only the cardholder may take advantage of the Smartcities card. It is not transferable.
- The card will need to be produced whenever the cardholder wishes to take advantage of the services offered by Smartcities.
- All lost and stolen cards must be reported within 72 hours to Smartcities on 023 8083 3008. Cards that are lost, stolen or damaged will be replaced after an administration fee is received, unless a police crime reference number is supplied (only one card per year will be reissued free of charge when a crime reference number is provided).
- Smartcities will pass information to authorities in the interests of the detection of fraud and other illegal purposes. This will be done in accordance with the Data Protection Act 1998.
- When a cardholder changes their name, a new card will be created after fulfilling authentication needs and there will be no charge.
- Smartcities must be notified immediately of any change of address or circumstance.
- It is the responsibility of the cardholder to provide Smartcities with correct information.
- Smartcities reserve the right to withdraw or amend the Smartcities card with reasonable notice/or no notice.
- Smartcities will not be liable for any mistakes and/or omissions made by the cardholder at any time.
- Periodically we will contact you to ensure that the information we hold is up to date.
- The Smartcities card remains the property of Southampton City Council and must be returned upon request.
- Smartcities accepts no responsibility for the loss or damage to original documents submitted for use in the application process.

Get Active

- Anyone aged 3 years or over may apply for a Get Active subscription. Applicants must live within the Southampton City Council boundary.
- The Smartcities card must be produced with a

- valid Get Active subscription to obtain a reduced rate, otherwise the full charges must be paid.
- Get Active subscribers may not book in advance for reduced rate sessions at participating Southampton leisure venues.
- To obtain Get Active rates for individual court hire all players must be in possession of a Get Active subscription.
- The Get Active subscription is valid at off peak times. At all other times the standard rate will be applicable. It does not exist for all services e.g. club/group bookings and team sports are excluded.
- Applicants receiving a Get Active subscription must notify Smartcities immediately if their circumstances, or those of their dependants change, or if they cease to qualify for any other reason.
- The Get Active subscription will need to be renewed every 12 months, and all relevant documentation must be shown at time of renewal. This will be updated on your existing card
- Southampton City Council reserves the right to amend or withdraw all or part of the benefits at any time.
- Use of fitness suites is subject to an induction.
- Carers accompanying a person who qualifies under the disabled category are entitled to free access to assist the person with the disability. It is the carer's responsibility to support the individual whilst undertaking the activity.

Concessionary bus pass

- The concessionary bus pass can only be used by the cardholder, as per the concessionary scheme administered by Southampton City Council. The cardholder may be accompanied by a companion in accordance with the conditions of the scheme.
- Fraudulent use of this pass will result in its withdrawal and may lead to prosecution.
- Passengers using this pass will be carried as per the conditions of carriage of the bus company on which they are travelling.
- The concessionary bus pass is only valid for off-peak travel except in the case of Blind persons, as described below. National off-peak is defined as between 09:30-23:00 Monday to Friday, and at any time at weekends and bank holidays. Local off-peak travel is defined as between 09:00-23:59 and any time at weekends and bank holidays.
- Local off-peak times may be subject to change.

- Blind persons are permitted to travel free at any time; however, when travelling before 09:30 they can only travel free on a bus service which starts in Southampton on a direct route, on production of their concessionary bus pass featuring a green triangle.
- Concessionary bus cardholders must notify the Smartcities bureau immediately if their circumstances change, or if they cease to qualify for any other reason.
- Applicants for the concessionary bus pass must be over 5 years of age, as under 5's travel free
- Any fee incurred for the completion of a Medical Evidence form must be met by the applicant.

Companion Bus Pass

- A bus pass containing the letter 'C' means that the holder cannot travel alone on a bus at any time.
- Travel will be refused if a pass containing the letter 'C' is presented to a bus driver by a person who is unaccompanied and the companion and the pass holder will be required to alight at the same time.
- The companion can only travel free of charge when boarding a bus within the Southampton City Council boundary. Full fare will be required for the companion if boarding outside of the boundary (companion passes are not part of the English National Concessionary Travel Scheme).

Itchen Bridge service

Where possible the Itchen Bridge concession will be added to the applicants Smartcities card or concessionary bus pass.

The Smartcities card or concessionary bus pass must be used at all times on the Itchen Bridge to receive your respective concession. Failure to produce a valid card will result in the appropriate full toll charge being levied and paid for in cash at the time of crossing.

If the person to whom the Smartcities card or concessionary bus pass was issued is not in the vehicle then the appropriate toll charge will be made.

The Smartcities card or concessionary bus pass must not under any circumstances be deliberately damaged, defaced, altered, copied, passed, loaned, given or sold to a third party. Suspected transactions will be traced through our database and breaches of these terms and conditions could result in:

- a) Immediate and permanent withdrawal of this concession save where theft has been reported

prior to the uses of the Smartcities card or concessionary bus pass. (A police crime reference number will be required).

- b) The full cash toll being demanded from the driver of the vehicle at the time.
- c) Possible prosecution
- d) Administrative charge £15.00

Applicants receiving a concession for the Itchen Bridge crossing must notify Smartcities immediately if their circumstances change, e.g. moving out of the area, or ceasing to receive the higher rate of the mobility component of Disability Living Allowance or Personal Independence Payment at 8 points or above against the 'moving around' activity.

The loss of the Smartcities card or concessionary bus pass must be reported within 72 hours to our contact centre on 023 8083 3008. The opening hours are: 08:30 - 17:00 Monday to Fridays. Outside these hours reports can be made to our emergency line: 023 8043 1040.

Cards that are lost, stolen or damaged will be replaced after an administration fee is received, unless a police crime reference number is supplied (only one card per year will be reissued free of charge when a crime reference number is provided).

The Itchen Bridge provides a toll exemption for eligible disabled people providing evidence of qualification. Please see page 6 and 7 for full information. The scheme provides the disabled person with a Smartcities or Concessionary bus pass to enable them free crossing in their class 2 vehicles. Class 2 vehicles are cars and light vans with a height measured at the first axle of no more than 1.33 metres.

Concessions are available to residents of Southampton - i.e. Southampton council tax payers only. The concession applies to cars and light vans in class 2 only.

- Peak Periods are: Mon-Fri 07:00 to 09:30 and 16:00 to 18:30. Off-peak: any other time as stated above including weekends
- Itchen Bridge accounts can be closed when no longer required. An administration fee of £10 will be deducted from any remaining credit which would be refunded.



Any information you provide on this form will be held by Southampton City Council (SCC) in accordance with the Data Protection Act 1998. SCC's nominated representative for the purposes of the Act is Richard Ivory, Head of Legal & Democratic Services. If you have any questions relating to the use of your data, please contact Simon Bell on 023 8083 3814. The information you have provided will be used for the purposes of issuing and maintaining your Smartcities card. As part of this process we may check the information you have provided or obtain details from other sources within the Council to make sure the information is accurate and complete, for example the Blue Badge Team or Sensory Services. Your information will be shared with NHS Organ Donor only if you selected that option on your application form and no other third parties unless we are required to do so under legal duty.

Please contact 023 8083 3008 if you require any further information regarding this application form.

www.southampton.gov.uk

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