

# Smartcities card application form

Southampton City Council 'smart' card that can be your bus pass, donor card, library card, leisure card or your ID card. Form valid from August 2011

# Smartcities



# 1. 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

\*Last name

\*First name(s)

\*Which town/city were you born in? (Should you need to contact us, we will use this to verify your identity)

This information is important to enable us to keep your account details secure.

\*Address

\*Postcode

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

\*Daytime No.

Mobile

Email

## 2. Welcome

**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 pensionable age please **complete section 3**
- Concessionary bus pass**  
For eligible residents under pensionable age please complete **section 4**
- Get Active - Do more for less!**  
For residents applying for the discount scheme please **complete section 5\***
- PASS Proof of age - The National Proof of Age Standards Scheme**  
If you need to be able to prove your age please follow the instructions in **section 6**
- NHS Organ Donor Register**  
If you would like to join the register please **complete section 7**
- 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.
- Leisure Venues card**  
Please indicate if you would like to use your card in the Southampton leisure venues.\*  
If you already have an existing Leisure Venues card please enter your number here.
- Existing Smartcities card**  
If you already have a card, please enter your account number here.

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

# 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 one of the following:

- Bus pass age qualification leaflet available in Southampton libraries, local housing offices or in Gateway in the Civic Centre
- [www.smartcities.co.uk](http://www.smartcities.co.uk)
- Or telephone Smartcities on: 023 8083 3008.

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### 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 I am receiving the higher rate of the care or mobility component of Disability Living Allowance or attendance allowance.
- An official letter confirming that I am in receipt of war pensioner's mobility supplement.
- A registration card from Southampton City Council's Sensory Services stating that I am registered as blind, partially sighted, deaf or without speech.

#### And also

- A letter from a medical practitioner confirming that I am 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 10).

- I am blind and provide a copy of my blind registration card.
- I am partially sighted and provide a copy of my registration card or my Certification of Vision Impairment (CVI).
- I am profoundly or severely deaf and provide a copy of my registration card which states that I am Deaf.
- I am without speech and provide a copy of my registration card.
- I am in receipt of the higher rate of the mobility component of Disability Living Allowance and provide a recent letter from the Department for Work and Pensions confirming 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 have been refused a driving licence on medical grounds and provide a recent copy of a letter from the DVLA confirming this.
- I am in receipt of War Pensioner's Mobility Supplement and provide a copy of my award letter from the Service Personnel and Veterans Agency.
- I enclose a completed 09MQ form, signed and stamped by a medical practitioner, confirming my eligibility.

### Proof of eligibility required for a Local Southampton Bus Pass\*

#### For eligible disabled Southampton residents

- I am in receipt of Disability Living Allowance, lower mobility component or any rate of the care component, and provide a copy of my Disability Living Allowance award letter.

The Local bus pass entitles you to free off-peak local bus travel within the Southampton City Council boundary.\*

**Please see section 3 if you require a companion pass.**

\*terms and conditions apply

## 5. Get Active

The Get Active subscription\* entitles you to a discounted rate on a range of non-instructed activities at off-peak times at the following Southampton leisure venues:

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

For more details see [www.activenation.org.uk](http://www.activenation.org.uk)

Mytime Active venue: Southampton City Golf Course.

For more details see [www.mytimegolf.co.uk](http://www.mytimegolf.co.uk)

Southampton City Council venue: Oaklands Swimming Pool.

For more details see [www.southampton.gov.uk/leisure](http://www.southampton.gov.uk/leisure)

### **Discounted activities include\*:**

Swimming, use of fitness suites, badminton, tennis court hire, 9 holes of golf, fishing, new age curling, bowls and other activities.

For a full list of discounted activities please visit our website: [www.smartcities.co.uk](http://www.smartcities.co.uk) and click on **Get Active** on the left hand side.

When applying for Get Active, please be aware that you will need to renew your membership every twelve months in Gateway at One Guildhall Square and evidence of entitlement will need to be produced at the time of renewal. Renewals will be activated remotely on your **existing Smartcities card**.

Please indicate which benefit you are receiving on the list on page 7 and provide evidence of your entitlement.

\*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**  
Income support book, correspondence from DWP.
- 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.**  
correspondence from DWP or Job Centre.
- Severe Disablement Allowance \*\***  
Severe disablement book, correspondence from DWP.
- Disability Living Allowance/Attendance Allowance \*\***  
Disability living allowance book, 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 eg birth certificate.

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

## 6. PASS - Proof of age

The Proof of Age Standards Scheme (PASS) is a UK-wide accredited proof of age scheme, backed by the British Retail Consortium, the Home Office, Trading Standards Institute, the Association of Chief Police Officers (ACPO) and Southampton City Council to help retailers stay within the law when selling age-restricted goods. Southampton City Council and the applicant's verifier are obliged to certify the holder's date of birth and identity.

Applicants applying for PASS must supply Smartcities with a recent, passport quality photograph showing a clear likeness of the applicants head, shoulders and face. Applicants may not wear a hat or dark glasses.

You will need to take your photograph, an original form of identity (for example a passport, birth certificate or photo style driving licence) and a photocopy of the identity document to your verifier. The verifier will need to certify the back of the passport photograph as well as sign and date the photocopy of your personal identification document and complete, sign and stamp section 6 in the application form.

### **To be completed by the verifier**

To be able to act as a verifier, you must be over the age of 25 and be one of the following:

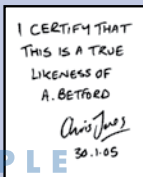
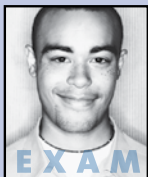
Careers/connexions adviser or librarian, dentist, doctor, optician, pharmacist or vet, elected local authority councillor, judge, sheriff, magistrate, barrister, solicitor, bank manager or accountant, MP, MEP, AMW, AMNI, or MSP, minister or other official of religion, police officer or police civilian staff, trading standards officer or staff, teacher, tutor or lecturer, established civil servant.

Verifiers may not be close relatives of the applicant or have Guardian, Foster Parent nor Carer status in relation to the applicant.

If the verifier knows the applicant sufficiently to verify their identity and age, passports, birth certificates or photo style driving licences can be provided as proof of identity.

In the case that the verifier does not know the applicant at all, only passports or photo style driving licences are accepted as proof of identity.

The verifier must sign and date the back of the photograph confirming that this is a true likeness of the applicant and complete the following table.



Please sign the back of the passport sized photograph

Title & forename

Surname

Occupation & professional title

Work address including postcode

Full work phone number (including area code) no home or mobile numbers are acceptable.

• I have seen the applicant's passport, birth certificate, photo style driving licence (delete as appropriate) and have signed and dated the photocopy

\_\_\_\_\_ and \_\_\_\_\_

• I have verified the back of the photograph as shown above

**Declaration:**

I confirm that the details the applicant has given are true as far as I know and that the photograph represents a true likeness of the applicant.

Verifier signature

Date

Any verifying person who knowingly attempts to aid a fraudulent application by giving incorrect or false information may be liable for prosecution and the application will not be valid.

# 7. Organ donation

Transplants are one of the most miraculous achievements of modern medicine, but they depend entirely on the generosity of donors and their families who are willing to make this life-saving gift to others. One donor can give life to several people and restore the sight of two more.

Hundreds of people's lives are saved each year by the generosity of organ donors. However, right now, more than 8,000 people in the UK need an organ transplant and every year around 400 people die whilst waiting.

By signing up to the NHS Organ Donor Register you are joining around 13 million kind-hearted people who have registered their wish to be a donor.

Don't forget to let your family and friends know about your wishes. Talk to them now so they know exactly what you want if the time ever comes.

Even if you currently carry a donor card, it is important to register your wishes. If you want to find out more call the Organ Donor Line on 0300 123 2323 or visit [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk).

If you wish to amend or withdraw your record from the NHS Organ Donor Register you can do so by calling the Organ Donor Line on 0300 123 2323 or visiting [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk). Due to the large number of registrations received, we regret we cannot send confirmation of your registration.

## My wishes

I would like to donate:

(Please tick the boxes that apply)

A. Any of my organs or tissue  or

B. My kidneys  heart

liver  corneas

lungs  pancreas

for transplantation after my death.



**Data Protection Assurance** Completion of section 4 is for the sole purpose of recording your wishes on the NHS Organ Donor Register. All data processed by UK Transplant is in accordance with the provisions of the Data Protection Act 1998. Your details will only be used for administration purposes by UK Transplant staff or agents and will not be released to any third party without your written consent. The data you provide may be processed on our behalf in a country not normally covered by EU data protection law. If so, we will ensure that the data will be protected in accordance with EU requirements.

## 8. Future initiatives, events and discounts

We hope to run a number of new initiatives in the future. Please indicate anything that might be of interest to you and we will let you know if and when they are happening.

- Leisure Centre offers/promotions**
- Events and Activities at Libraries**
- City Events**  
(such as the Boat Show and events on the Common and parks)
- Travel related initiatives**  
(such as peak discounts on bus or reduced entrance fees at venues reachable by bus)
- New services**  
(which you can access with your card)
- High Street Discounts**

### Contacting You

Please let us know the best way to contact you about the services on your card by indicating all ways in which you are happy to be contacted.

**Contact by:** (Please tick the boxes that apply)

- E-mail
- Home phone
- Mobile Phone
- By Text (on mobile phone)
- Letter

# 9. 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](http://www.smartcities.co.uk), telephone the Smartcities team on 023 8083 3008, or email [smartcities@southampton.gov.uk](mailto:smartcities@southampton.gov.uk).

**Signature**

**Date**

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

**Date**

# 10. Application check list

For all applications please 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 for example, a utility bill, bank statement or any other official letter.
- Proof of your personal identification for example, a passport, driving licence or birth certificate (in the same name as the application form).

## **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. **A copy of this document must be attached to the application form.**
- The Get Active subscription - proof of being in receipt of one of the benefits listed in section 5.
- PASS Proof of Age applications - a copy of your personal identification document which has been signed and dated by your verifier and your verified photograph **must be attached to the application form.**

**Please apply in person in any library or local housing office in Southampton or in Gateway in One Guildhall Square. Applications by post are not accepted.**

## Office use only

Location	Received by
<hr/>	
Date received	
<hr/>	
The ID document seen	
<hr/>	
The proof of address seen	
<hr/>	
Image cap number	
<hr/>	

### Get Active application only:

Benefit seen (circle)

IS JSI/ESA GPC HB CT SDA IB DLA SCC

Proof of age (circle) DL BC PAS

Proof of relationship with main applicant  
(circle) MC DL DOC

**PASS applications only:** Photograph  
endorsed on back Yes No

Verifying person section completed  
Yes No

Copy of ID document signed by the verifier  
Yes No

# 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 as soon as possible to Smartcities on 023 8083 3008. Cards that are lost, stolen or damaged will be reissued 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 police 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 the Smartcities bureau immediately if their circumstances, or those of their dependants change, or if they cease to qualify for any other reason.
- If applying for a Get Active subscription you will need to renew every 12 months, and all relevant documentation must be shown at time of renewal.
- 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.

## PASS - Proof of age

- Any authorising person who knowingly attempts to aid a fraudulent application may be liable for prosecution.
- The information that has been supplied to us will be checked for authenticity.

## 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. For full terms and conditions see [www.smartcities.co.uk](http://www.smartcities.co.uk).
- 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 9.30am-11pm Monday to Friday, and at any time at weekends and bank holidays. Local off-peak travel is defined as between 9am-11.59pm 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 9.30am 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.

- A local Smartcities (non-English National Concessionary) bus pass is only for use within the Southampton City Council boundary.
- 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 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 Mark Heath, Solicitor to the Council. 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. 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.

# 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](http://www.traveline.org.uk)

Calls cost 10p per minute from a landline plus connection fee.

## Smartcities:

For information about the multi-function Smartcities card, please contact

Smartcities on 023 8083 3008 or visit our website

[www.smartcities.co.uk](http://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/](http://www.southampton.gov.uk/libraries/) or contact us on 023 8083 2459 or email [central.library@southampton.gov.uk](mailto:central.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.

For more information about the leisure venues please visit:

[www.activenation.org.uk](http://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](http://www.mytimegolf.co.uk) or telephone: 023 8076 0546.

**Southampton City Council** continues to operate Oaklands Swimming Pool.

Information can be found on: [www.southampton.gov.uk/leisure](http://www.southampton.gov.uk/leisure)

This written information is available on request in other formats or languages. Please contact 023 8083 3008 for help.

[www.southampton.gov.uk](http://www.southampton.gov.uk)

