

Disabled Freedom Pass for people with a physical disability

Your guide to applying for a pass

This guide contains extra information to help explain what you need to know to fill in the application form correctly

The Council is authorised and required to determine the eligibility of applicants under laws and related Government guidance. Your application will therefore be considered in accordance with the eligibility criteria prescribed in law and in guidance.

Applicants must reside in the Royal Borough of Kensington and Chelsea.

You need to use another form if you are applying on grounds of

- learning disability; or
- medically unfit to drive a motor vehicle

Contact the Accessible Transport team on 020 7361 2390 or email ATS@rbkc.gov.uk for an application form. The forms are also available on the council's website www.rbkc.gov.uk

Other travel concessions

To have an older person's freedom pass you must meet the age criteria. You can find more information on www.freedompass.org

If you are 60 but not yet eligible for an older person's freedom pass, you can apply for the 60+ Oyster Card on Transport for London's website www.tfl.gov.uk

Thank you for your interest in the Disabled Person's Freedom Pass scheme.



Eligibility Criteria

You may apply under the following criteria:

Criteria	Page on application form
1 Disability Living Allowance – higher rate mobility component	3
2 Personal Independence Payment – 8 points or more of the moving around activity of the mobility component	3
3 Personal Independence Payment – 8 points or more of the communicating verbally activity of the daily living component	3
4 War pensions mobility supplement	3
5 Walking disability	4 – 7
6 Does not have arms or has long-term loss of the use of both arms	8
7 Blind or partially sighted	8
8 Profoundly or severely deaf	8
9 Without speech	8

As an applicant, it is your responsibility to provide adequate evidence in support of your application; if your eligibility is unclear, you may be required to provide additional information. In line with Government guidance, you may also be asked to attend an assessment interview with a mobility assessor who is an experienced Occupational Therapist.

If you supply any medical reports these will be considered, but the final decision regarding your eligibility rests entirely with the Council. This decision will be based solely on whether the Council is satisfied that you meet the eligibility criteria as stated in law. The Council may issue Freedom Passes only in line with the laws and government guidance that govern its issuance of travel concessions. The Council is not permitted to issue a Freedom Pass to an applicant who does not meet the specific eligibility criteria.

Page 1 – Section A

Photograph requirements

A photograph is necessary to ensure correct use of the pass. It is not a requirement that the photograph is taken in a photo-booth, but it must roughly comply with the requirements for passport photographs, see the following list:

- a colour photograph taken within the last 12 months
- be taken against a plain, light cream or grey background
- show your full head, without any head covering, unless you wear one for religious beliefs or medical reasons
- be taken with your eyes open and clearly visible (no sunglasses or tinted glasses)
- be free from reflection or glare on your glasses, and the frames must not cover your eyes
- not be torn, creased, or marked

If you have difficulties getting a photograph taken in a photo-booth you may take a photograph on a digital camera or mobile phone and email it to ATS@rbkc.gov.uk

Page 2 – Section B

Proof of address

If you do not want to give permission to check council tax records to verify your address you need to provide one proof from the list below (photocopies are acceptable):

- Current council tax bill/letter/payment book
- Current council/housing association rent book/statement/letter/tenancy agreement
- Current television licence
- Residential utility bill/letter (excluding mobile phone bills) dated in the last 3 months
- HM Revenue and Customs letter dated in the last 3 months
- Department for Work and Pensions benefit entitlement letter dated in the last 3 months
- Occupational pension letter dated in the last 3 months

Page 3 – Section E

The Department for Transport recommends eligibility for a concessionary travel pass may be considered “automatic” (not requiring further assessment) where a person is in receipt of any of the these state benefits, which link eligibility to receive the benefit to the ability to walk or, in the case of PIP, to communicate verbally, provided that the person is of fare paying age and that the award of the benefit has been for at least 12 months or is expected to be for at least 12 months.

Question 1

You need to provide a copy of your award notice letter or vehicle with excise duty exemption. If you need another copy, please contact DLA helpline on:

Telephone: 0800 121 4600

Textphone: 0800 121 4523

Monday to Friday, 8am to 6pm

Further details can be found online at: <http://www.gov.uk>

Question 2

The Personal Independence Payment was introduced for people who are aged 16 to 64 on or after 8 April 2013 as a replacement for the Disability Living Allowance.

You will automatically qualify if you have been awarded 8 points or more of the moving around activity of the mobility component or the communicating verbally activity of the daily living component:

Moving around activity of the mobility component	
8 points	can stand and then move unaided more than 20 metres but no more than 50 metres
10 points	can stand and then move using an aid or appliance more than 20 metres but no more than 50 metres
12 points	can stand and then move more than one metre but no more than 20 metres either aided or unaided
12 points	cannot, either aided or unaided – stand; or move more than one metre

Communicating verbally activity of the daily living component	
8 points	needs communication support to be able to express or understand basic verbal information
12 points	cannot express or understand verbal information even with communication support

You need to provide a copy every page of your award notice letter. If you need another copy, please contact the PIP helpline on:

Telephone: 0800 121 4433
Textphone: 0800 121 4493
Monday to Friday, 8am to 6pm

Further details can be found online at: <http://www.gov.uk>

Question 3

If you receive a War Pensioners Mobility Supplement you need to provide a copy of your award letter from the Service Personnel and Veterans Agency. They can be contacted via the free-phone enquiry number: 0800 169 22 77.

Pages 4 to 7 – Section F

Walking disability

Definition: a disability or injury which has a substantial and long-term adverse effect on the ability to walk which

1. means that you cannot walk at all;
2. you are virtually unable to walk; or
3. the exertion required to walk would constitute a danger to your life or would be likely to lead to a serious deterioration in your health.

Relevant specialist health professionals: Physiotherapist, Occupational Therapist, Orthopaedic Surgeon

The application form asks you to estimate how far you can usually walk without discomfort. We understand how difficult it can be to accurately work out the distance you can walk. Here are several things that may help you:

- ask someone to walk with you and pace the distance you walk: the average adult step is less than a metre. For example, if the person walking with you took 100 steps, you will have walked about 90 metres;
- a size 9 shoe is about a third of a metre;
- a double-decker bus is about 11 metres long;
- a full-sized football pitch is about 100 metres long.

If you still find it difficult to work out the distance you can walk in metres, please tell us on the application form:

- the number of steps you can take, and how long it takes you (in minutes) to walk from your home to a location nearby (e.g., a shop or a church);
- about your walking speed;
- about the way you walk, for example, shuffling or small steps.

You may be asked to attend an interview by our mobility assessor, who is an experienced registered Occupational Therapist.

If you have had surgery in the past three to six months (or if you are waiting for surgery in the next three to six months) a mobility assessment cannot be carried out until after the health professional who is providing your rehabilitation treatment tells you that you have reached your maximum level of mobility and that no further improvement is likely. If your period of recovery will take over twelve months, a mobility assessment can be arranged.

Page 8 – Sections G, H and I

Without the use of both arms

Definition: this means limb reduction deficiency of both arms that results from amputation of both arms; muscular dystrophy; spinal cord injury; motor neurone disease or another condition of comparable severity; or deformity of both arms. This results in an individual not being able to carry out day-to-day activities such as paying coins into a fare machine.

Relevant specialist health professionals: Physiotherapist, Occupational Therapist, Social Worker.

Visual impairment

Definitions: 'severely sight impaired' means seeing much less than is normal or perhaps nothing at all.

'Partially sighted' people can see more than someone who is blind, but less than a fully sighted person.

Relevant specialist health professional: Consultant Ophthalmologist

Hearing or speech impairment

Hearing impairment definition: 'profoundly or severely deaf' means having hearing loss in both ears of Decibels Hearing Level of 70 or greater.

Relevant specialist health professional: Audiologist or Aural Specialist

Speech impairment definition: 'without speech' means being unable to make clear oral requests, or unable to ask specific questions to clarify instructions.

Relevant specialist health professional: Speech Therapist.

Page 9 – Section J

Specialist health professionals

Because of the severity of the disabling conditions described by Government guidance as defining eligibility for a Disabled Person's Freedom Pass, it is expected that most applicants will have received services from a specialist health professional in the twelve months prior to their application.

The Government guidance makes clear that the Council may need to consult with specialist health professional(s) in deciding whether you are eligible for a Freedom Pass and that GPs should not normally be contacted. In line with this guidance, statements from your GP will not normally be sufficient to establish your eligibility. Therefore, please give complete information about these professionals on the application form, and tick the box indicating that we have your permission to contact them.

Although information from health professionals is considered, the final decision about whether to issue you with a Freedom Pass is made by the Council in accordance with the law.

Pages 11 and 12 – Section K

It is important that you understand the conditions on which a Freedom Pass may be issued to you. Please read all items in this declaration carefully before signing and dating it, as your signature indicates that you have done so.

A representative or guardian may sign the form on your behalf if you are unable to do so. Unsigned forms will be returned.

Please note it is an offence under the law to make a false statement to evade the payment of public transport fares.

Additional Information

Travel Expenses

Please note that the Council cannot take responsibility for any travel or legal expenses that you incur whilst your application is being processed, regardless of the outcome of your application. Should you be found ineligible, and decide to appeal the Council's decision, you will not be reimbursed by the Council for travel or legal expenses incurred during the appeal procedure, regardless of the outcome of the appeal.

Response time

We will respond within 12 weeks from when we receive your application form. Please do not ring the Town Hall during this time unless you want to make a major change to your application.

Successful applications

If you are found eligible for a Freedom Pass we will send your details to a bureau to make the pass and send it to you through the post.

Privacy Notice For Accessible Transport Services

Information about the Council's Privacy Notice for Accessible Transport Service. The privacy notice is to be read in conjunction with the full Royal Borough of Kensington and Chelsea fair processing notice at: <https://www.rbkc.gov.uk/footer-links/data-protection/fair-processing-notice>

What are the purposes of processing your personal information?

We collect and use your personal information in order to process in order to work out your entitlement for concessionary travel within the Royal Borough of Kensington and Chelsea. We will always explain how this information will be used and why. Where it is appropriate for us to seek your consent to process your information we will always do that.

What type of information is collected?

As part of the concessionary travel (accessible travel) administration process, the Council will collect certain information where appropriate. This information collected may include:

- Name
- Home address
- Telephone number (including Home and Mobile telephone number)
- Email address
- Date of birth
- National Insurance number
- Medical information
- Health professional information
- Vehicle Registration Mark (VRM)

We also collect some sensitive information such as ethnicity and health information.

Who processes the information?

The Council's Customer Access Department is responsible for processing the information outlined in this notice. All personal data held is processed in accordance with data protection laws.

Abavus Ltd is the company contracted by the council to process concessionary travel information and undertakes this function as the council's Data Processor.

Blue Badge Information Services (BBDS/Valtech) is used by the council to record and order Blue Badges.

Taxicard Case Management System (Elevate System/London Councils) is used by the council to record and order Taxicards.

Freedom Pass Case Management System (ESP System/London Councils) is used by the council to record and order Freedom Passes.

Tranzacct Case Management System is used by the council to record concessionary travel information.

How is the information used?

We will use it (where applicable) to:

- Determine who is entitled to receive concessionary travel (Blue Badge, Purple Badge, Taxi Card Freedom Pass and Personalised Parking Bay) and for what period(s)
- Comply with legal obligations, for example the prevention and/or detection of crime including fraud
- Protect public funds

Who may we share your information with?

We may share information with other council departments and agencies for the detection, prevention and prosecution of fraud and criminal activity. Examples of such agencies include the Police and HM Revenues and Customs.

We may also share information with other council departments and organisations where necessary for:

- Making any disclosures required by law
- Assisting bodies responsible for: auditing or administering public funds, maintaining public safety, mitigating risk of harm and assisting in emergencies.
- Where it is necessary to allow a third party working on behalf of the Council and/or to provide services to you, this includes Occupational Health professionals.

How long do we keep your records?

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for the period required by the council for legal and audit purposes. All information will be held securely and destroyed under confidential conditions.

Your rights

The General Data Protection Rules (GDPR) and Data Protection Act 2018 allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Council Tax records along with all other personal records. Details of how to obtain a copy of your records can be found here:

www.rbkc.gov.uk/council-and-democracy/freedom-information/request-personal-information/subject-access-requests

You are entitled to receive a copy of your records free of charge, within 30 calendar days. In certain circumstances, access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

The GDPR and Data Protection Act 2018 allows you other rights; for example, if there is an error in your records you have the right to make sure it is rectified or erased.

Please contact ATS@rbkc.gov.uk with any request or query regarding these rights.

If you are dissatisfied with how the Council has used your personal information you should in the first instance write to the council's Data Protection Officer at dpo@rbkc.gov.uk. Should you continue to be dissatisfied with the council's response you have a right to complain to the Information Commissioner's Office at caserwork@ico.org.uk

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information in order to continue to provide services and/or fulfil legal obligations.

Contact details of data controller

Name: Head of Assessments

Address: Customer Delivery, Kensington Town Hall, Hornton Street, London W8 7NX

Contact

If you have any questions about the application form, please contact the Accessible Transport team

Telephone: 020 7361 2390

Email: ATS@rbkc.gov.uk