

Accessible Transport Unit  
4 Waldegrave Road  
Teddington  
Middlesex  
TW11 8HT  
T: 020 8831 6312  
[AccessibleTransport@richmond.gov.uk](mailto:AccessibleTransport@richmond.gov.uk)  
[www.richmond.gov.uk](http://www.richmond.gov.uk)

Date as postmark

Dear Sir/Madam

**IMPORTANT– Please read this letter before completing the application form**

**Re: Disabled Persons Freedom Pass Application Form**

Please use the form inside this pack to apply for a Disabled Persons Freedom Pass.

A Disabled Persons Freedom Pass allows free travel on almost all public transport within Greater London and on buses all over England. It is available to permanent residents of the borough with an eligible disability. Information about eligibility is inside this pack. Older people of an eligible age can apply for an Older Persons Freedom Pass at any London Post Office<sup>®</sup>. For more information visit [www.freedompass.org](http://www.freedompass.org)

Please read the eligibility criteria inside this pack to find out whether you may be eligible. All applications are assessed under one of two categories – ‘automatic’ or ‘assessed’.

**Automatic - Eligible without further assessment**

You may qualify under the automatic eligibility criteria. This means that you will not need to attend a mobility assessment to establish your eligibility but you will need to provide evidence to confirm that you meet the criteria. Part B (pages 2 & 3) lists the automatic eligibility criteria and Part C is for people applying because they are medically unable to drive. People applying under Parts B or C will need to provide evidence to confirm that they meet the criteria under which they are applying.

If you are applying under the automatic eligibility criteria you should fill in the relevant pages of the form, and send it to us together with proof of your entitlement and other supporting documents (see checklist on page 8). We may contact your GP, consultant or another relevant health professional to verify your eligibility for the scheme.

### **Assessed - Eligible subject to further assessment**

If you do not qualify under the automatic eligibility criteria, you may still qualify if you have a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking at all times.

If you are applying under this category, you need to fill in the relevant pages of the application form and send it to us together with the other supporting documents (see checklist on page 8). You should provide recent medical evidence of your health condition/disability to support your application.

If we cannot make a decision based on the medical information provided you will be invited to attend a mobility assessment with an Independent Occupational Therapist (OT). We will write to you within two weeks of receiving your application with the next available appointment. The assessment will take place at our office in Teddington.

If you have had a mobility assessment in the last 6 months for another transport scheme; or if at a previous mobility assessment the OT said you were authorised permanently; or if undertaking a mobility assessment is not relevant to your disability, you may not need to attend a mobility assessment. We will write to you in this instance.

### **NOTES ON COMPLETING THE FORM**

- There is a checklist on page 8 of the form to help make sure you include all the necessary documents. Your application will be delayed if we do not receive all the necessary documents or if the form is incomplete.
- Please note that some of the information in the form may be hard to understand. If you need help completing the form please contact 020 8831 6096.
- It is up to you (the applicant) to provide the necessary information or medical evidence to confirm your eligibility.
- Within two weeks of receiving your application form, we will write to you with either a decision, a request for more information or date for mobility assessment.
- The London Borough of Richmond upon Thames personal information policy is available to view online at [www.richmond.gov.uk/personal\\_information\\_policy](http://www.richmond.gov.uk/personal_information_policy). If you would like a hard copy please call 020 8831 6096/6094 or email [AccessibleTransport@richmond.gov.uk](mailto:AccessibleTransport@richmond.gov.uk). Please be aware that we may share your information in order to prevent and detect fraud.
- When you have completed the application form please return it with all the relevant documents to:

**The Accessible Transport Unit, 4 Waldegrave Road, Teddington, TW11 8HT**

If you have any questions about the form, or need help completing it please contact 020 8831 6312.

**Postage:** Please make sure that you use the correct postage when sending in your application so that your application is not delayed. If you are unsure how much postage you require please have your envelope weighed at a Post Office®.

Yours sincerely,

Operations Officer  
Accessible Transport Unit