

LONDON BOROUGH OF RICHMOND UPON THAMES ACCESSIBLE TRANSPORT UNIT

ASSESSMENT AND APPEALS PROCEDURE

POLICY: All applicants for the Scheme have the right to appeal if their application is turned down.

WHAT YOU CAN EXPECT

Once the Accessible Transport Unit have received all the documents as requested in the application pack your application will be assessed using the current criteria, and you will be either:

1. Approved for the service, and sent a confirmation letter.
2. Asked to provide further information to enable us to assess your application. This could be by attending an interview with an Officer from the Accessible Transport unit.
3. Offered a mobility assessment. This will be because the written information provided by you on your application, is not enough for us to reach a decision. The mobility assessment is to ensure that your application is assessed fairly.
 - The Mobility Assessment Clinic is held on a Friday, and each assessment lasts approximately 30 minutes. The assessor is an independent, professionally qualified Occupational Therapist.
 - We will write to advise you of an appointment date and time if an assessment is needed.
 - You will normally be informed of the decision within 5 working days of the mobility assessment.
4. Refused the service and the reason for the refusal given to you in writing.
 - **If you are refused the service:**

Stage 1 appeal

If your application for the service is refused, we will send you a copy of this Appeals Procedure and send you a copy of an Appeal Form for your use.

1. You can either appeal in writing within 28 days of the date of the refusal letter

- a. you should include with your appeal any information that you believe to be relevant, for instance further information on your mobility impairment, diagnosis, prognosis, and medication, and why you feel you need the service. This can be a letter or a report from your GP, or other medical professional, or a letter from relatives or a carer. **This needs to be current and relevant to the eligibility criteria**
- b. We will acknowledge your appeal within 5 working days of receipt.
- c. Where appropriate, we will try to obtain supporting medical evidence from your GP or other professional.

- d. The Accessible Transport Unit (ATU) Senior Operations Officer will review additional information provided against the Scheme's eligibility criteria. After considering your appeal the Unit will either:
 - Approve you for the service, and send you a confirmation letter.
 - Refuse the service, and write giving our reasons.
 - Offer you a mobility assessment
- e. If you have already had a mobility assessment you will need to follow the **Stage 3** process detailed below.
- f. You will be told of the decision within 5 working days of your appeal.
- g. We will keep you informed of the progress of your appeal. If the appeal timescale cannot be met you will be sent a 'Holding Letter' explaining the reason, e.g. we are awaiting further information from a professional.

2. OR you can appeal and request a mobility assessment; the appeal must be within 28 days of the date of the letter refusing the service.

- a. An appointment for a mobility assessment will be sent as soon as an appointment with the assessor becomes available. Clinics are held on a Friday.
- b. The assessor is an independent, professionally qualified mobility assessor.
- c. You will normally be informed of the decision within 5 working days of the mobility assessment.

Stage 2 Appeal

- a. If you have been refused the service after your first appeal and still consider that you meet the eligibility criteria, you can appeal a second time and request a mobility assessment. You should appeal within 10 working days of the date of the letter refusing the service.
- b. If you have already had a mobility assessment you will need to follow the **Stage 3** process detailed below.
- c. An appointment for a mobility assessment will be sent as soon as an appointment with the assessor becomes available. Clinics are held on a Friday.
- d. The assessor is an independent, professionally qualified mobility assessor.
- e. You will normally be informed of the decision within 5 working days of the mobility assessment.

Stage 3 Appeal

- a. If you are refused the service after a mobility assessment, you have the right to further appeal if you still consider that you meet the Scheme's eligibility criteria. You should appeal within 10 working days of the date of the letter refusing the service. Your appeal will be heard by the Council's Appeal Sub Committee; this panel is made up of 3 Council Members. You can attend in person or have your case examined based on the paperwork submitted.
- b. An appointment for the appeal date will be sent as soon as a time is available.
- c. You will normally be informed of the panel's decision within 5 working days of the assessment unless the panel requires further evidence from a professional dealing with you. In this case a holding letter will be sent to you.
- d. The decision of the panel is final.

Note

Assessments will focus on likely walking distances, mobility impairment and other criteria defined by legislation. It will include a review of all paperwork and information.

RE APPLICATIONS

1. Anybody turned down for this service can apply again without prejudice 6 months after the date of the final decision notification.
2. Anyone turned down for this service who becomes eligible through one of the **automatic qualifying criteria** within the 6 month period, can apply, if the supporting documentation/ evidence is produced.

General Information

Documents used for the application process, and the Scheme will be written in plain English.

COMMENTS AND COMPLAINTS

If you wish to make a comment or a complaint about the quality, nature or delivery of services by the Accessible Transport Unit (ATU) in relation to the application process you can either:

- (a) Discuss your concerns with a member of ATU staff.
- (b) Use the procedure as shown in the 'complaint or compliment leaflet' which is available from all Council offices.

LOCAL GOVERNMENT OMBUDSMEN

If you feel that the council has not applied its policy in a correct manner you may bring this matter to the attention of the Local Government Ombudsman.

If you would like a copy of this Assessment and Appeals procedure in Braille, large print, audio tape or a community language then please contact:

The Accessible Transport Unit
4 Waldegrave Road
Teddington
TW11 8HT

Tel: 0208 831 6312 / 0208 831 6191

Or alternatively, if you have difficulty understanding this publication, please visit Reception at the address below where we can arrange a telephone interpreting service.

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

اگر در فهمیدن این نشریه مشکل دارید، لطفاً به میز پذیرش در آدرس قید شده در زیر رجوع فرمایید تا سرویس ترجمه تلفنی برایتان فراهم آورده شود.

Civic Centre
The Atrium
44 York Street
Twickenham

Sheen Lane Centre
74 Sheen Lane
East Sheen

Richmond Information Centre
Old Town Hall
Whittaker Avenue
Richmond