

Supported Travel Team
Civic Centre
44 York Street
Twickenham
TW1 3BZ
Tel: 020 8831 6312
AccessibleTransport@richmond.gov.uk
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

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.

• **Are you aged 60 or over?**

Older people of an eligible age can apply for an Older Persons Freedom Pass on line on the following website: www.freedompass.org/apply . If you are unable to apply online application forms can be requested from your local library within the borough. Alternatively if you are aged 60 or over but not yet eligible for an Older Person Freedom Pass, you can apply for a 60+ London Oyster Photocard to obtain free travel in London. For more information visit www.tfl.gov.uk/photocards or call 0343 222 1234.

• **Under 60 years of age?**

The enclosed application form details the disabilities which qualify a person for a Disabled Persons Freedom Pass. Applications are assessed under one of two categories – ‘automatic’ or ‘assessed’.

Automatic - Eligible without further assessment

You may be automatically eligible. This means that you will not need to attend a mobility assessment to establish your eligibility. Section 2 (pages 2 - 4) lists the criteria under which a person can qualify automatically. The criteria under this section are quite specific, so please read them carefully. People applying under Section 2 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 sections 1, 2, 4 and 5 of the form, and send it to us together with proof of your entitlement and other supporting documents (see checklist on page 8). Please ensure that all relevant documents are enclosed with your form in order to prevent any unnecessary delays.

People approvable under the automatic criteria can expect to receive their freedom pass within 10 working days of us receiving all the necessary documents. The pass will be posted directly to their home address.

Assessed - Eligible subject to further assessment

If you are not automatically eligible, 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 the assessed criteria, please complete the form and send it to us with the relevant documents (see checklist on page 8).

On receipt of your application, you will be invited in to attend a mobility assessment with an Independent Occupational Therapist (OT). We will call or write to you within 2 weeks of receiving your application with the next available appointment. The assessment will take place at the Civic Centre in Twickenham.

If you have had a mobility assessment in the last 6 months for another transport scheme, or if undertaking a mobility assessment is not relevant to your disability, you may not need to attend a mobility assessment. We will contact you in this instance.

People approvable under the assessed criteria can expect to receive their freedom pass within 10 working days of us receiving all the necessary documents. The pass will be posted directly to their home address.

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.
- It is up to you (the applicant) to provide the necessary information or medical evidence to confirm your eligibility.
- The London Borough of Richmond upon Thames personal information policy is available to view online at www.richmond.gov.uk/personal_information_policy. Please be aware that we may share your information in order to prevent and detect fraud.

When you have completed the application form, return it with all the relevant documents to: **Supported Travel Team, Civic Centre, 44 York Street, Twickenham, TW1 3BZ**

Some of the information on the form can be hard to understand. If you have any questions about the form, or need help completing it please contact 020 8831 6312.

Postage: Please use the correct postage when sending in your application so that your application is not delayed. If you use an A4 envelope you will need a large letter stamp.

Yours sincerely,

Supported Travel Officer