

## Freedom Pass—Guidance Notes

**Please read the guidance before completing the freedom pass application form**

### Eligible people are those:

If you have one of the following benefits and if you can submit current proof of entitlement, provided the benefit has been in place for at least 12 months, or is expected to be for at least 12 months, generally you are automatically entitled to the Freedom Pass subject to periodic review.

- Higher Rate of the Mobility Component of Disability Living Allowance (HRMCDLA)
- Personal Independence Payment (PIP). If you have been awarded 8 points or more against the 'moving around' or 'communicating verbally' components of the award

Residents of the borough whose disability has a substantial effect on their ability to carry out normal day to day activities and who have a disability which is permanent or which may last for at least 12 months may be entitled to a Disabled Person's Freedom Pass. To be eligible you must meet one of the seven criteria in the Transport Act 2000, as set out below:

#### 1. Who are blind or partially sighted

If you are registered blind (severely sight impaired) or if they wish to be registered blind and have a Certificate of Vision Impairment (CVI) signed by a Consultant Ophthalmologist which states that they are severely sight impaired (blind).

#### 2. Who are severely or profoundly deaf

This means someone who has a severe hearing loss if it reaches 70-95 dBHL and a profound loss if it reaches 95+ dBHL. This hearing loss must apply to both ears.

#### 3. Who are without speech

This means someone who is unable to communicate orally **in any language**. Specifically someone who cannot make a clear, basic oral request and/or ask questions to clarify instructions.

#### 4. Who have a disability, or have suffered an injury, which has a substantial and long term adverse effect on their ability to walk

This means someone who have been awarded the Disability Living Allowance (DLA) at the **Higher Rate of Mobility (HRM)** or Personal Independence Payment (PIP) with a score of **8 points or more** for “**moving around**” \*or **War Pensioners Mobility Supplement (WPMS)** is evidence for this category. You will need to provide a complete copy of either of these benefit documents from The Department of Work & Pensions.

*\*This does **not** include points for ‘Daily Living’ or ‘Planning and following journeys’*

**Please note:** If your entitlement to one of those benefits is set to expire within the lifetime of the pass, we will review your eligibility closer to that date, at which point you will have to reprove your entitlement.

If you are not in receipt of one of the above benefits, you will need to provide detailed, recent (dated within 3 months) medical evidence to support your application. You may also be required to attend an assessment.

**We do not accept hospital appointment letters, discharge summaries, or sick certificates.**

#### 5. Who do not have arms or have a long term loss of the use of both arms

This also covers people with a deformity of both arms and those who have both arms if they are unable to use them to carry out day-to-day tasks, for example paying coins into a fare machine. You will need to provide medical evidence to support your application under this category.

#### 6. Who has a learning disability

This means someone who has a learning disability, that is, a state of “arrested or incomplete development of mind which includes significant impairment of intelligence or social functioning”. This means that the person would have significantly reduced ability to understand new or complex information, and to learn new skills (significantly impaired intelligence) **and** a significant reduced ability to cope independently (significantly impaired social functioning). The disability **must** have started before adulthood, and have a lasting effect on development.

Please note that learning disabilities should not be confused with learning difficulties, which include things like dyspraxia, dyslexia, Asperger’s, ADHD or ASD, unless they are also accompanied by a significant impairment of intelligence and social functioning.

**We do not accept letters or reports from GP’s regarding a learning disability as supporting evidence.**

## 7. Would be refused a driving licence other than on the grounds of persistent misuse of drugs or alcohol

This means someone who has a disability or condition that would prevent them from being legally considered medically fit to drive, as outlined by the DVLA Medical Standards of Fitness to Drive.

**This must be on grounds other than the persistent misuse of drugs or alcohol.**

The conditions include:

- **Severe Mental Disorder**

Being diagnosed with a mental disorder does not automatically prevent someone from holding a driving licence in accordance with the DVLA Medical Standards of Fitness to Drive. A Freedom pass can only be awarded in this category if the person would be refused a driving licence because of their mental health condition, and other than on grounds of persistent misuse of drugs or alcohol.

If you have not recently had your licence refused or revoked by the DVLA, we will accept a written report from your psychiatrist or community psychiatric nurse or a completed fitness to drive form (available on our website) for us to assess.

- **You may be eligible for a freedom pass if have been refused a driving licence due to one of the following:**

- Epilepsy (unless it is of a type which does not pose s danger)
- Liable to sudden attacks of giddiness or fainting (cardiac disorder or neurological)
- Inability to read a registration plate in good light at 20.5 metres (with corrective lenses if worn)
- Other condition(s) which are likely to cause the driving of vehicles a source of danger to the public.

See <http://www.gov.uk/driving-medical-conditions> for more information

For epilepsy, eligibility is not automatic and will depend on the circumstances of each applicant.

Please be aware that many of the qualifying disabilities would only prevent you from obtaining or keeping a license for a short while, those who receive passes under this category may find that they have their entitlement reviewed every 12 months

## The assessment process

Most applications will be decided based on the application form and any supporting evidence. In some instances further information may be required, in such cases we will contact you.

If your application needs to be assessed you may be required to attend a face to face assessment overseen by our independence Occupational Therapists. If you refuse to attend or cancel an appointment without good reason, your application may be cancelled.

**RENEWAL 2018**  
**Disabled Persons Freedom Pass Application**



**Section A: Personal Details**

If you are completing this form on behalf of a child under 18 years of age please tick here

Please provide their details in the appropriate sections and sign the declaration on their behalf.

Title (Mr/Mrs/Ms/Miss): \_\_\_\_\_ Date of Birth: 

d	d	m	m	y	y	y	y
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Age: \_\_\_\_\_

First / Forename(s): \_\_\_\_\_

Surname / Family Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

Home Telephone N° \_\_\_\_\_

Mobile Telephone N° \_\_\_\_\_

Email Address: \_\_\_\_\_

National Insurance number: 

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Failure to supply your NI number may delay the processing of your Freedom Pass.

Previous Address (If changed in the last 3 years)

\_\_\_\_\_  
\_\_\_\_\_

What is the nature of your disability? \_\_\_\_\_  
\_\_\_\_\_

Have you ever held a freedom pass in Ealing or any other council? Yes:  No:

If yes, which council issued it? \_\_\_\_\_

## Section B: Proof of identity, address and Photograph

In order for us to process your application you must provide the following:

### Proof identity

Please supply a **photocopy** of one of the following to confirm your identity (please tick):

Birth Adoption Certificate (unless your name has changed)	<input type="checkbox"/>
Current photo driving licence	<input type="checkbox"/>
Passport	<input type="checkbox"/>
Marriage /Divorce Certificate	<input type="checkbox"/>

### Proof of address

Please supply a **photocopy** of one of the following documents as proof that you live in Ealing the item should be dated within the last 12 months, unless otherwise stated below (please tick):

Utilities bill (excluding mobile phone bills) - dated within 3 months	<input type="checkbox"/>
Council tax bill	<input type="checkbox"/>
Rent book	<input type="checkbox"/>
Current TV Licence	<input type="checkbox"/>
DWP award letter - dated within 12 months	<input type="checkbox"/>
HM Revenue & Customs letter - dated within 6 months	<input type="checkbox"/>
Letter from school confirming Child's address (if under 18)	<input type="checkbox"/>

### Photograph

Please supply a recent (taken within the last 12 months) colour passport sized photograph of the applicant, write the applicants name on the back of the photograph

Your photograph must be:



- In colour and 45mm x 35mm in size
- A current true likeness, showing you full face, facing forward without a hat
- Taken against a plain, evenly lit background and pale coloured background

**PLEASE DO NOT SEND ORIGINALS AS WE UNABLE TO POST THEM BACK TO YOU**

## Section C: Information about your disability

In order to qualify for a Freedom Pass you must qualify under one of the categories in this section. Please refer to the guidance notes before completing this form.

Please tick all the boxes that apply to you

1. Are you blind or partially sighted?

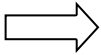
Yes

**Proof needed:**

I enclose a **copy** of my BD8 Certificate or my of Visual Impairment (CVI)

Or

I am on the council's visual impairment register and give your permission to check



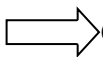
**Go to section E**

2. Are you severely or profoundly deaf?

Yes

**Proof needed:**

I enclose a **copy** of a recent audiological report or aural specialist report stating that hearing loss is greater than 70dB HL. Any hearing loss must be across both ears



**Go to Section E**

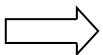
3. Are you without speech?

Yes

**Proof needed:**

I enclose a copy of a letter from a Consultant/speech therapist detailing the extent of my speech impairment, including the suspected cause

I receive Personal Independence Payments and have been awarded **8 points or more** in the '**Communicating verbally**' category. I enclose a copy of the letter from the Department of Work and Pensions (dated within 12 months) showing the rate and the expiry date



**Go to Section E**

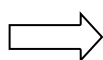
4. I have a disability or have suffered an injury, which has a substantial and long-term adverse effect on my ability to walk

Yes

**Proof needed:**

- I receive The **Higher Rate of Mobility (HRM)** Component of Disability Living Allowance for help with moving around. I enclose a copy of the complete letter from the Department of Work and Pensions (dated within 12 months) showing the rate and the expiry date
- I receive Personal Independence Payments and have been awarded **8 points or more** in the '**Moving Around**' activity of the Mobility component . I enclose a copy of the complete letter from the Department of Work and Pensions (dated within 12 months) showing the rate and the expiry date
- I receive the '**War Pensioners' Mobility Supplement (WPMS)**. I enclose a copy of the letter from Veterans UK (dated within 12 months) showing the rate and the expiry date

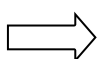
**Please note:** If your entitlement to one of these benefits is set to expire before the Freedom Pass, we will review your eligibility closer to that date, at which point you have to reprove your entitlement



**Go to Section E**

Please note:

If you do not receive any of the above benefits but feel you have a long term and substantial disability that means you cannot walk or which makes walking very difficult



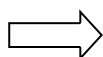
**Go to Section D**

5. I am without arms or have long-term loss of use of both arms

Yes

**Proof needed:**

- I enclose a medical professional report detailing the extent of my condition (must be on headed paper, dated in the last 12 months and signed by a medical professional)



**Go to Section E**

**6. You have a diagnosed learning disability**

Yes

**Proof needed:**

- I am known to Ealing Council's 'Learning Disabilities Team' and I provide my social worker's contact details below

Name of social worker: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

Contact email: \_\_\_\_\_

Alternatively

- I enclose a copy of one of the following

- Statement of Educational Needs (SEN) confirming I have a learning disability
- Education, Health & Care Plan (EHC)
- Letter from the Children with Disabilities Team
- A recent psychological assessment
- Letter from your specialist school

Being issued with a SEN/EHC does not guarantee eligibility for a Pass, but may help our assessment. We cannot accept letters or reports from GP's regarding a learning disability

 **Go to Section E**

**7. You have had your licence revoked or would be refused a driving licence, under Part III of the Road Traffic Act 1998, on the grounds of physical fitness other than on the grounds of persistent misuse of drugs or alcohol**

Yes

**Proof needed:**

- I enclose a recent copy of you refusal or revocation letter from the DVLA for the above reason

 **Go to Section E**

**If you do not have letter from the DVLA please continue onto the next page and provide the required evidence.**



**7 a) You have had your licence revoked or would be refused a driving licence, under Part III of the Road Traffic Act 1998, on the grounds of physical fitness other than on the grounds of persistent misuse of drugs or alcohol**

**You have epilepsy**

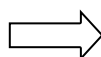
**Yes**

**Proof needed: One of the following**

I enclose a fitness to drive form completed by a medical professional

A recent report from your GP or Consultant confirming the following:

- Your specific diagnosis
- How often you have epileptic seizures
- The date of your most recent seizure
- Why in their opinion do you not currently meet the DVLA requirements to drive



**Go to Section E**

**7 b) You have had your licence revoked or would be refused a driving licence, under Part III of the Road Traffic Act 1998, on the grounds of physical fitness other than on the grounds of persistent misuse of drugs or alcohol**

**You have a severe mental disorder**

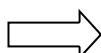
**Yes**

**Proof needed: One of the following**

I enclose a recent copy of a refusal or revocation letter of my licence from the DVLA

I enclose the fitness to drive form or a medical report from a medical professional confirming the following:

- Why in their medical opinion you do not meet the DVLA requirements to drive
- Your specific mental health diagnosis
- Whether there is any misuse of drugs or alcohol
- To what degree your condition affects your concentration, memory or behaviour
- Your prescribed medication, including dosage and any side effect that you may experience
- Whether your condition is acute or currently stable
- What services you attend and how often



**Go to Section E**

**7 c) You have had your licence revoked or would be refused a driving licence, under Part III of the Road Traffic Act 1998, on the grounds of physical fitness other than on the grounds of persistent misuse of drugs or alcohol**

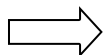
**You have been refused a driving licence due to one of the following conditions?**

**Yes**

**Proof needed:**

A copy of your refusal or revocation letter from the DVLA or a medical professional report (on headed paper dated within the last 12 months and signed by a medical professional) stating one of the following apply:

- You suffer from sudden attacks of giddiness or fainting
- You are unable to read a registration plate in good light at 20.5 metres (with lenses it worn)
- You have another disability which is likely to cause the driving of vehicles by you to be a source of danger to the public



**Go to Section E**

## Section D: Eligibility Assessment

If you do not receive any of the benefits listed in Section C, but have a disability, or suffered an injury, which has left a substantial and long-term effect on your ability to walk. Please answer the following questions:

Please describe your disability or condition, giving as much detail as possible

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(continue on a separate piece of paper if necessary)

I understand that I may be required to undertake a mobility assessment with a healthcare professional in order to determine my eligibility for a Freedom Pass. Please Tick

How long have you had your disability/condition? Years: \_\_\_\_\_ Months: \_\_\_\_\_

How long is your disability/condition expected to last? Years: \_\_\_\_\_ Months \_\_\_\_\_

How does the disability/condition affect your ability to mobilise and walk?

(continue on a separate piece of paper if necessary)

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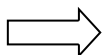
Do you regularly use a walking aid or wheelchair? Yes:  No:

If yes, please state type of aids do you use? \_\_\_\_\_

How often do you use a them? \_\_\_\_\_

### Proof needed:

A recent report from your GP or Consultant giving details of your disability/condition and how it effects your ability to walk



**Go to Section E**

**SECTION E: DECLARATION (TO BE COMPLETED BY ALL APPLICANTS)**

I declare that the information I have provided is true and accurate. I understand that if I knowingly give false information my freedom pass can be withdrawn and I may be prosecuted.

I confirm that my sole and principal residence in Ealing and I reside full time in Ealing.

I will notify Ealing’s Mobility Team immediately if I change my address and inform them of any changes that may affect my entitlement to a Freedom Pass.

I agree that if my application is successful, I will not allow any other person to use my Freedom Pass. I agree to use the pass in accordance with the rules.

I understand that I may be required to undertake a mobility assessment with a healthcare professional in order to determine my eligibility for a Freedom Pass.

I understand that the Council may check my information against other data, and I consent to its disclosure only to a third party who is responsible for the operation and administration of the Freedom Pass scheme and other government departments or agencies, to validate proof of entitlement.

The council is under a duty to protect the public funds it administers and to this end we may use the information you have provided for data matching purposes for the prevention and detection of fraud.

Under section 6 of the Audit Commission Act 1998, we must take part in National Fraud Initiative (NFI) data matching exercise. This means that the information we hold about your Freedom Pass will be used for cross-system and cross –authority comparisons to prevent and detect fraud.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

If you are applying on behalf of a child under 18 years of age or applicant who cannot please print your name and state your relationship to the applicant below

Name: \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

\*Please note if you do not sign the declaration the form will be returned back to you

**IMPORTANT INFORMATION:**

**Please be aware that in some cases we will review your entitlement before the expiry date shown on the freedom pass. You will be required to provide evidence to show that you are still eligible for a Freedom Pass. Failure to provide this information may result in your freedom pass being deactivated.**

## Checklist:

Please ensure you have enclosed the following supporting documents with your application:

- A photocopy of proof of your eligibility
- A photocopy of proof of your of address
- A photocopy of proof of your ID
- 1 Passport sized colour photograph
- A photocopy of supporting medical evidence ie GP/Consultant reports/letters

**PLEASE DO NOT SEND ORIGINAL DOCUMENTS AS WE WILL NOT POST THEM BACK TO YOU**

**Please return your completed application with all the relevant documents and photograph to:**

Email: [csprocessing@ealing.gov.uk](mailto:csprocessing@ealing.gov.uk)

Or

Ealing FP  
PO Box 68276  
London  
W5 9LQ

**Please be advised applications can take between 4 to 8 weeks to process from the date all the required documents have been received. Your application may take longer if you are need to attend an the occupational therapist to decide on eligibility.**

## **Privacy notice – Customer services – Freedom pass applications**

Ealing Council operates in accordance with The Freedom Pass scheme operates in accordance with Chapter VIII, sections 204-244 of, and Schedule 16 to the GLA Act 1999 and the Concessionary Bus Travel Act 2007

London Councils has been delegated administration of the Freedom Pass scheme by the London boroughs as set out in paragraphs 12.3 of, and Schedule 2, part 3 to the London Councils Transport and Environment Committee (LCTEC) Governing Agreement (consolidated version) 13 December 2001. LCTEC is a joint committee of the London boroughs and TfL established under sections 101 and 102 of the Local Government Act 1972 and section 20 Local Government Act 2000.

### **What kind of information does Ealing Council have about me?**

We would need to collect and process personal information for adults and children such as name, address, date of birth, photograph, email address, phone number, gender, title, national insurance number, evidence relating to address and identity, passport number, driving licence details, employee/payroll number, bank account number, sort code and special category information such as, disability and / or special educational needs. Further information that may be required is whether you are in receipt of benefits, and medical information.

### **What do you do with information about me?**

The information collected is used to assess if you are eligible for a freedom pass and if you are eligible, to manage the scheme. We may also use it to prevent fraud. Your information will be shared with the contractor ESP Group, which provides the Freedom Pass application processing, card production and contact centre services. Your information will only be shared with our contractor Dependability, if you require an assessment to determine eligibility for a Freedom Pass.

Your information will only be shared with other council departments or organisations (e.g. Transport for London and law enforcement agencies) to provide the services or where it is legal to do so (e.g. to detect and prevent crime and protect public funds). Your information may be matched with data from other sources, including CCTV or ticket usage data.

### **How do I know the information about me is kept safely?**

All the information we collect is stored securely on our IT systems and manual filing systems. We have strict procedures for the way this is done. Any and all information about you is treated as confidential and with respect. There are also clear rules and guidance about storing, recording and sharing information which staff receive training on.

We take information sharing very seriously. Appropriate council and health staff are DBS (Disclosure and Barring Service) checked. Any member of staff who is found to be breaking the rules will be dealt with through appropriate disciplinary procedures.

### **Are the records confidential?**

All Ealing Council employees have a duty of care in accordance with our Data Protection policy. This includes respecting that right to confidentiality.

### **For how long are records held?**

There are different rules for different documents and/or information kept by the council. We are required by law to keep records for varying lengths of time depending on individual circumstances.

**Don't you need my permission to keep and share information about me?**

We would need your consent if the LA's legal basis for collecting and processing your personal information is consent.

Although your information is confidential, we may have to share information about you/your family without your permission. These reasons are:

- To protect you from harm, neglect, abuse or significant threat
- When you may need urgent medical treatment
- To prevent or detect a crime
- To comply with a legal obligation

You can withdraw your consent by contacting the Customer Service Support team at [csprocessing@ealing.gov.uk](mailto:csprocessing@ealing.gov.uk) or telephone 0208 825 8161

**Are there any laws applicable in the processing and protection of my information?**

There are a number of laws which allow for the protection, collection and processing of your personal information for this purpose, such as:

- The General Data Protection Regulations and *The Data Protection Bill 2018*
- The Concessionary Bus Travel Act 2007
- The Transport Act 2000
- The Great London Authority Act 1999
- Section 6 of the Audit Commission Act 1988

**Can I see the information you have collected about me/my family?**

Yes, you can request a copy of the information held. This is called a subject access request under the *Data Protection Bill 2018* and General Data Protection Regulations which contain certain rights of individuals and their personal data. For more information regarding your rights, please see the LA's corporate Privacy Notice at

[https://www.ealing.gov.uk/info/201045/data\\_protection/1420/privacy\\_statement](https://www.ealing.gov.uk/info/201045/data_protection/1420/privacy_statement)

**Who should I contact if I want further information or to complain about the use of my personal information?**

Please see the LA's website for more information on how we use your information at

[https://www.ealing.gov.uk/info/201045/data\\_protection/1420/privacy\\_statement](https://www.ealing.gov.uk/info/201045/data_protection/1420/privacy_statement)

The Council's Data Protection Officer is Mrs L. Cox, whom you can contact on: [dataprotection@ealing.gov.uk](mailto:dataprotection@ealing.gov.uk) or telephone 0208 825 5124 during office hours.