

# Freedom Pass application

**Concessionary travel for disabled and visually impaired people.**



## **What is a Freedom Pass?**

The Freedom Pass for disabled people gives free travel within the London area on buses, the underground and Docklands Light Railway all day, as well as local rail services after 9.30am. The pass may also be used to travel on local bus services in the rest of England under the terms of the Concessionary Bus Travel Act 2007.

## **Who is eligible?**

Permanent residents of Hammersmith & Fulham who meet the criteria as laid down by the Department of Transport Act 2000 (see pages 3 and 4). This includes people who are blind or visually impaired, deaf or hard of hearing, have a registerable learning disability or have a permanent physical disability.

## **INFORMATION**

The completed form and the accompanying proofs and photo should be sent to:

**H&F Direct**  
**Pay and Park (AT)**  
**PO Box 60820**  
**London W6 9UZ**

### **Contact:**

For further information or to contact us:

**Go online** at [www.lbhf.gov.uk](http://www.lbhf.gov.uk)

**Email** [freedompasses@lbhf.gov.uk](mailto:freedompasses@lbhf.gov.uk)

**Telephone us** on 020 8753 6681

**In person** by booking an appointment using one of the options above.  
Accessible Transport operates an appointment-only system.

**You must provide one of each of the following**  please tick).

(if sending by post, please supply **copies** only).

**Proof of age**

- Birth certificate (unless name changed)
- Current passport
- Current driving licence
- NHS medical card

**Proof of address (this must be dated in the last three months)**

- Current Council Tax bill
- Utilities bill (i.e. gas, electricity. Mobile phone bills are not accepted)
- Bank statement
- Tenancy agreement (if less than three months old)
- GP letter confirming address
- School letter confirming address (children)

**Photographs**

- One recent passport sized photograph signed on the back.  
(Please attach securely to the form)

Please consider which of the following categories most closely defines your condition and  please tick the relevant box.

## Category

### **A** **Blind or partially sighted**

You will need to provide either a copy of your **Certificate of Visual Impairment (CVI)**, previously known as a 'BD8', or evidence of the Local Authority with which you are registered.

### **B** **Profoundly or severely deaf**

You will need to provide either a **audiological report or aural specialist report** to prove you have a severe hearing loss (i.e. if it reaches 70-95 decibels), or a profound loss (i.e. if it reaches 95+ decibels).

### **C** **Without speech**

You will need to provide a medical report to prove that you are unable to communicate orally in any language.

### **D** **Permanent physical disability**

If you have a disability, or have suffered an injury, which has a substantial and long term adverse effect on your ability to walk. Please provide proof that you are in receipt of either:

#### **Disability Living Allowance (DLA) at the High Rate of the Mobility Component**

If 'Yes' you must provide evidence of the award (e.g. the official letter (form DLA 384) confirming the award and the duration of your entitlement or your Vehicle Excise Duty Exemption Certificate). **Or**

#### **War Pensioners' Mobility Supplement or the Armed Forces Compensation Scheme Award**

If 'yes' you must supply evidence (e.g. an official letter confirming the award or tariffs). **Or**

#### **Personal Independence Payment (PIP) and score 8 points or more in the Moving Around activity of the Mobility Component**

If 'yes' you must provide a copy of your award letter from the DWP which will confirm the award and the duration of your entitlement. We are not able to consider 'Planning and Following a journey component score'.

**IMPORTANT:** These letters must be dated in the last year even if your award is 'indefinite' and you have supplied a copy with a previous application. **Please include a copy of the whole letter, not just the first page.** If you require a duplicate copy of your award letter please contact the Department of Work and Pensions. For **DLA** please call 0800 121 4600 or for **PIP** please call 0800 121 4433.

If you are not in receipt of these benefits you will be sent for a Mobility Assessment to determine the extent of your condition.

Please consider which of the following categories most closely defines your condition and  please tick the relevant box.

## Category

### **E** **Disability affecting both arms**

You must provide independent medical evidence to prove you either have a loss of both arms, have permanently lost the use of both arms or have a deformity affecting both arms.

### **F** **Learning disability**

You must be registered with the council's Learning Disability Service.

### **G** **Barred from holding a driving licence**

You must provide a letter from the DVLA or your GP that states that you would be 'barred from holding a driving licence' on the grounds of your medical fitness. This could be due to a **physical condition**, i.e. epilepsy, or **mental health** issues where your medication prevents you from holding a licence. People who are barred from driving for misusing drugs or alcohol do not qualify under this category.

### **H** **Other categories – mental health (do not complete this form)**

If you are applying because of mental health issues and do not qualify under category G (barred from holding a driving licence), you will need to contact your Community Mental Health Team. They will complete a specialist **mental health Freedom Pass application form** on your behalf and must provide a copy of your care plan.



**Is this your first Freedom Pass?**

Yes  No

**Do you have an elderly person's Freedom Pass?**

Yes  No

**What is your medical condition?**

**How long have you had this condition?**

**How is your mobility affected?**

**What medicines are you taking?**

**Are you willing, if necessary, to have a mobility assessment to determine the extent of your condition?**

Yes  No

### **Declaration and authorisation**

I declare that, to the best of my belief, all the statements I have made on this form are true.

I understand that the information I have provided on this form, and the details relating to the individual pass if issued to me, will be kept safe and will only be shared with other organisations (other council departments, law enforcement agencies, other local authorities, government departments) or to provide services, where it is legal to do so (e.g to detect and prevent crime, and protect public funds); and that my data may be matched with data from other sources.

I understand that personal information may be shared with the Police or London Transport Revenue Inspectors in the event of possible misuse of my Freedom Pass, or in cases where it has been reported as lost or stolen.

I understand that I must inform the Accessible Transport office of any change of circumstances, particularly relating to change of address, contact details (including telephone numbers), benefit entitlement in relation to DLA or PIP.

I understand that the pass is for my use and benefit only. I must never give my pass to friends or family.

Misuse of the Freedom Pass could result in prosecution and/or the service being withdrawn.

I understand that I if I have no further use for the pass, or no longer qualify, the pass will be returned to the council.

Signed:

Date :

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# IMPORTANT INFORMATION ABOUT YOUR FREEDOM PASS

## Reporting Lost, Stolen, Damaged or Faulty Freedom Passes

If a Freedom Pass is issued to you and you need a replacement, you must contact London Councils, who oversee the scheme.

You can call London Councils on 0300 330 1433 (including via 'Typetalk' for those who are deaf or hard of hearing).

Or by email to; londoncouncils@journeycall.com

## Lost, Faulty or Damaged Freedom Passes

There is a charge of £12 and payment will be taken over the telephone by London Councils staff. Passholders, or their representative, can pay by credit or debit card over the phone. Alternatively, you can send a cheque or postal order, made payable to 'London Councils' to **Freedom Pass, PO Box 6618, Arbroath DD11 9AT**

Please remember to write the passholder's name and address on the back of the cheque / postal order and include a covering letter.

## Stolen Freedom Passes

There is no charge for a **STOLEN** Freedom Pass. However, you **must** supply a Crime Number from the Police. If you have no Crime Number, the pass will be regarded as **LOST** and you will be charged for the replacement.

## Faulty Freedom Passes

If your Freedom Pass is **FAULTY** you are still required to pay £12 for the replacement. However, the pass must be returned to London Councils who may, in certain circumstances, refund the £12.

**FAULTY** Freedom Passes should be sent to **FREEPOST. Freedom Pass Returns**. There is no charge for this postal service.

For more information go to London Council's website at:

**<http://www.londoncouncils.gov.uk/services/freedompass/loststolen/>**

# IMPORTANT INFORMATION REGARDING YOUR PERSONAL DATA

Hammersmith & Fulham and London Councils are jointly responsible for the information that we collect and hold about you when you register to become a Freedom Pass holder and through your continued use of the Freedom Pass scheme.

Under data protection legislation, we must ensure that we have an adequate reason or legal grounds to support the use of your personal information. The legal grounds we use to determine that the processing of personal information is necessary, is to enable us to fulfil a 'legal obligation'. We also rely on the following legal grounds:

- 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.
- Processing is necessary for the purpose of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law insofar as it is authorised by Union or Member State Law or a collective agreement pursuant to Member State law providing for appropriate safeguards for the fundamental rights and the interests of the data subject.
- 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.

Hammersmith & Fulham are registered with the Information Commissioner's Office for the purposes of processing personal data.



## What data do we collect?

- Name
- Address
- Contact Details
- Date of Birth and Age
- Gender
- GP's Name
- National Insurance Number
- Driver or Passenger
- Proof of your Identity and proof of your address
- Details of any person with legal responsibility for you.
- Photograph
- Details about your disability, health or long-term condition, pain medication and assessment of your walking ability.
- Evidence to support your eligibility for a Freedom Pass
- Any other personal information that you may supply in your supporting documentation.

## Who will be using your personal data?

- The information you provide, and the details relating to the individual pass if issued to you, may be used, or shared by us for the following purposes:
- **London Councils** who are responsible for the administration of the Freedom Pass scheme.
- As a Freedom Pass holder, your information will also be shared with London Councils contractor (**ESP Group**) which provides the Freedom Pass application processing, card production and contact centre service.
- London Councils also has information sharing agreements in place with **Transport for London (TfL)**
- If you move address to another local authority, your Freedom Pass record may be transferred if requested by the new local authority
- Your name, address, date of birth, contact information and Freedom Pass details will be shared where we are legally required to do so e.g. the Police for the prevention and detection of crime.
- With the **Cabinet Office** for data matching processes in respect of The National Fraud Initiative. For more information go to: <https://www.lbhf.gov.uk/benefits/fraud>

**IT Software Providers** - IT Software providers such as Conduent Parking Enforcement Solutions Ltd who are contracted by Hammersmith & Fulham to host and manage our data.

**Prevention and Detection of Fraud** - Hammersmith & Fulham may share and compare your information with other council services and other organisations to make sure the information is accurate, to protect public funds, recover debt and/or prevent or detect fraud. These other organisations include government departments, other local authorities, the police, and private sector organisations such as banks or organisations that lend money.

**Legal Requirements** - Hammersmith & Fulham will use all information held by us for the purposes of law enforcement, regulation and licensing, criminal prosecutions, and court proceedings.

**Corporate Business Intelligence** – Hammersmith & Fulham may share the information you give us (only as relevant) with other council services for research and analysis purposes, to help us design and improve the services we provide, and to identify and contact residents who may benefit from them.

**Developing and testing business applications** – Hammersmith & Fulham may use the information you give us (only as relevant) to maintain and improve the services which we deliver, this includes developing and upgrading the systems which we use to process your information.

**Statistical purposes** – Hammersmith & Fulham (only as relevant) may use your information for statistical purposes in order monitor and manage the Freedom Pass scheme.

**Authorised representatives** – Hammersmith & Fulham may share your information (only as relevant) with representatives who are legally responsible for you or with representatives such as, but not limited to, Members of Parliament or councilors who you have authorised to make enquiries on your behalf.

As we have a statutory basis for collecting your personal data, we do not need to ask for your permission to share it; however, we will only ever share your data on a basis of need, in line with legislation and will work transparently with you at all times.

Further information about how your personal information is handled can be found here:

**<https://www.lbhf.gov.uk/councillors-and-democracy/data-and-information/data-protection/privacy-policy/freedom-pass-privacy-notice>**