

Concessionary Travel Card application form for people applying on the grounds of disability



Complete this form and return to your council to apply for a Concessionary Travel Card. If you need help to fill this form please contact your council for further advice. **This form is also available in Welsh.**

Please complete all appropriate sections CLEARLY and in BLOCK CAPITALS.

Your application

Concessionary Travel Cards are available to people whose main residence is in Wales and who meet eligibility criteria set out in the guidance attached or available at www.tfw.wales/travelcards. Please check you are eligible before applying and consult your council if you are unsure.

If you require assistance from another person when travelling for some or all of your journeys you may be entitled to a companion pass that provides free travel for one person when accompanying you for the whole journey.

Do you require such assistance when travelling?

No

Yes

Photo

Please provide a recent and clear passport photo with your application and write your name and date of birth on the back.

I have attached a passport photo

Evidence of eligibility

All applicants must provide two proofs of address and evidence of your medical condition.

Please refer to the document attached this form or visit www.tfw.wales/travelcards to see which documents may be used for proof



*Name of the council you are applying to

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Contact information

To assist us with any queries we may have with your application, you should provide a phone number and/or email address. If you are unable to provide your own contact details, you can provide details of a friend or relative or other contact, so long as you obtain their permission to use their contact details and you give your consent to provide your information to them.

Your phone number or the phone number of someone we can call or text if we have queries

Home

()														
---	--	--	--	--	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Mobile

()														
---	--	--	--	--	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Your email address or the email address of someone we can contact if we have queries

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Please communicate with me in Welsh

Communication and marketing preferences

We'll let you know about the administration of the scheme using the contact details you have provided.

Transport for Wales is working with transport operators to transform public transport. We'd like to keep you informed about exciting new developments, letting you know about new and better services, discounts, special offers and other information so you can get the best from public transport.

If you'd like to hear from us or our partners, please let us know who you'd like to hear from and how you'd prefer to receive information by ticking the boxes below.



If you consent to our partners contacting you, we'll share your contact information with the relevant partner/s for this purpose.

Who would you be happy to hear from? Tick all that apply

- Transport for Wales
- Transport for Wales Rail Services for offers relating to rail travel or service changes
- Your council
- Bus operators for offers relating to bus travel or service changes
- Welsh Government

How would you like to receive updates? Tick as many as you want

- Email
- Text/SMS message (to mobile phone)
- Phone call
- By post

General Data Protection Regulation 2018

We'll use your personal data you've provided here in accordance with the Concessionary Travel Card Privacy Policy. This is available from your council. The Transport for Wales Privacy Policy is available at www.tfw.wales/travelcards. The Flintshire County Council policy is available at <https://www.flintshire.gov.uk/en/Resident/Contact-Us/Privacy-Notice.aspx>

We only use your personal data when the law allows us to. We use data primarily:

1. To comply with a legal obligation: As a transport authority, we are legally required under the Transport Act 2000 to issue Concessionary Travel Cards to individuals who are entitled to them, and so most of our processing is for the purpose of meeting this legal obligation.
2. To perform a public task: for instance, to ensure that the concessionary card scheme is administered efficiently.

Your data is stored securely in a national system administered by Welsh Government and Transport for Wales (and their service providers) for the purposes of administering the concessionary travel scheme. Bus operators can access your card number to claim reimbursement when you use your card.

We do not normally rely on consent as a legal basis for processing your personal data. We will also use your personal data to send you marketing communications, if you consent to us doing so. We will only send you marketing where you agree to receive it, and you can change your mind at any time by contacting us.

Your legal rights to request access to, correct and erase information are set out in our privacy policy.

Declaration

I confirm that the information given above is correct and understand that if any details are found to be false, my card will be cancelled, and I may have to pay any costs arising from the issue or use of the pass.

Signature

Date

/

/

The scheme's terms and conditions are available at www.tfw.wales/travelcards and council offices.



Guidance on evidence to support Concessionary Travel Card applications

What evidence do I need to provide?

When you apply for a Concessionary Travel Card, you need to provide evidence so that we can check you are eligible to receive one. The evidence required differs depending on which type of card you're applying for.

Disabled

You must provide evidence of (a) your address, (b) your age and (c) your disability.

Disabled with Companion

You must provide evidence of (a) your address (b) your disability, with evidence from a medical practitioner that assistance is required for planning and / or making some / all journeys.

Change of name

You must provide evidence of your change of name.

Change of address

You must provide evidence of your new address.

How do I submit evidence?

You should submit a clear copy of the relevant documents with your completed application form.

If you're unsure which documents you'll need to provide, please contact your local council who'll be able to help.

Please don't send us original copies of any of your documents, as we'll not be able to return them to you.

Evidence of address

For all cards (60 or over, disabled and disabled with companion), submit copies of any two of the following:

- Council Tax bill or evidence of Council Tax exemption (current financial year)
- Evidence of rent payments (within the last 3 months)



- Current driving licence
- Benefit and pension documents (current financial year)
- Utility bill not including mobile telephone (within the last 3 months)
- Confirmation that the applicant is on the Electoral Roll for UK Parliamentary Elections
- Confirmation that the applicant is on the School Roll
- Evidence that the applicant is a dependent of a person resident in the local authority's area
- Evidence that the applicant is in the care of the local authority or an approved agency and is resident in the local authority's area
- Evidence that the applicant has a permanent registration with a local GP
- Evidence of Home Office documentation confirming residency

You should provide a copy of a letter or communication from the appropriate official agency or organisation, either as an official document or on the organisation's letterhead.

Evidence of name change

Submit a copy of a legal document clearly showing the new name and the linkage to the previous name, such as a marriage certificate or a deed poll.

Evidence for a Disabled Person's Travel Card

If you're applying because you have a disability, the evidence we require varies depending on your disability.

You should supply whichever of the following are relevant to your application:

- Department for Work and Pensions (DWP) Disability Living Allowance (DLA) award letter, which gives details of a Higher Rate Mobility Component (HRMC) award.
- Department for Work and Pensions (DWP) Personal Independence Payment (PIP) Statement of Entitlement, which shows:
 1. 8 or more points under Descriptor 7 "Communicating Verbally"; or
 2. 12 points under Descriptor 11 "Planning and Following a Journey"; or
 3. 8 or more points under Descriptor 12 "Moving Around".

Please note: The PIP descriptors and their individual scores MUST NOT be added together.
- Veterans UK Agency War Pensioners Mobility Supplement (WPMS) award letter on official headed paper.
- Ministry of Defence award letter under tariffs 1-8 of the Armed Forces Compensation Scheme (AFCS) on official headed paper.
- Eligibility Assessment Approval from your council that you meet one of the following criteria:
 1. Have a high degree of sight loss in both eyes.



- i. severely sight impaired – cannot read, (with your glasses if worn) the top letter of a standard eye test chart at a distance of 3 metres or less.
 - ii. sight impaired – can only read (with your glasses if worn) the top letter of a standard eye test chart at a distance of 6 metres or less.
2. Profoundly or severely deaf, a hearing loss across both ears of 70 decibels (dBHL) or greater.
3. Cannot Speak – you are unable to communicate orally in any language.
4. An impairment or injury that has a substantial long term adverse effect on ability to walk.
5. Without arms or long-term loss of the use of both arms.
6. A Cognitive Impairment.
7. Would be refused a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, pursuant to section 92 of that Act (physical fitness) other than on the ground of persistent misuse of drugs or alcohol.

If you meet one of the eligibility criteria 1 to 7 above, and I've not been assessed by your local council, please contact them to obtain further information.

Evidence Disabled with Companion Travel Card

Your local authority will assess whether you meet one of the following criteria:

- Challenging behaviours: the applicant needs to be supervised at all times;
- Severe cognitive and mental impairments (including people who have no awareness of risk and limited ability to plan and follow a journey);
- A combination of visual and hearing loss or visual and speech loss that prevents independent mobility; or
- Difficulties using a wheelchair independently.

What do we do with the evidence?

The evidence you supply is used to validate your application, and by submitting it you're warranting that its accurate.

We may check that a document is genuine with the government agency which originally issued it. For instance, we may contact the DWP. Deliberately supplying false documents is fraud.

Evidence (or digital images of evidence) may be securely stored by your council and shared with Welsh Government and Transport for Wales for the purposes of administering the scheme.