

APPLYING FOR A CONCESSIONARY TRAVEL PASS GUIDANCE FOR APPLICANTS

How do I qualify for a Concessionary Travel Pass?

There are several ways in which a person is eligible for a Concessionary Travel Pass: If anything in the list shown below applies to you and you have the evidence to demonstrate this (e.g. letter from the Department of Work & Pensions which confirms how long you have been awarded Disability Living Allowance), we will automatically issue you with a Form of Eligibility.

If you are:

Physically disabled and suffering from any disability, which permanently and seriously impairs your ability to walk;

Permanently blind and unable to perform any duties for which normal sight is required;

Assessed as having a learning disability;

Registered as profoundly deaf, with or without speech;

Registered as partially sighted;

Without the use of arms, whether through the absence of limbs or otherwise; OR

Unable to drive having had a driving licence refused or revoked on medical grounds

If you have problems with mobility and you are not in receipt of Disability Living Allowance, this is when you will require a further assessment.

How do I apply?

From 13th September 2010 all applicants must contact (0191) 5205552 to apply for a Concessionary Travel Pass.

You will be asked to complete an application over the telephone therefore it is important to have any information which may be relevant to your application to hand. If you do not live in the Sunderland area you must apply to the local authority responsible for your area.

What happens next?

You will be asked a series of questions to determine your eligibility:

If you are in receipt of Disability Living Allowance (higher rate with the mobility component) and are in receipt of Housing and Council Tax Benefit you will be asked if you give permission for the department to verify this information electronically using your Housing and Council Tax Benefit records. This will ensure your application is processed efficiently and when verification is confirmed you will automatically be issued with your eligibility form.

If you are in receipt of Disability Living Allowance (higher rate with the mobility component) and are not in receipt of Housing and Council Tax Benefit you will be asked to provide verification by one of the following methods:

Post a copy of the documentation to:

- Sunderland City Council,
Customer Service,
PO Box 1274,
Sunderland,
SR5 9HN
- Attend a Customer Service Centre to hand in the appropriate documentation – a list of Customer Service Centres can be found at the end of these guidance notes.

As soon as we are in receipt of your verification you will automatically be issued with a badge.

If you are not in receipt of Disability Living Allowance (Higher rate with the mobility component) a further assessment will be completed to determine your eligibility. We will ask you a series of further questions and verification of your disability may be required. You may also be asked to attend a mobility assessment.

What if my application is successful?

Should your application be successful you will be notified during the telephone call and the following documents will be issued to you:

- Your signed Confirmation of Eligibility Form
- Guidelines for what to do next.

What if my application is unsuccessful?

Please be assured that all decisions are reached following strict guidelines in relation to the provision of Concessionary Travel Passes. Should your application be unsuccessful you will be notified during the telephone application, this will be followed up with written confirmation.

Do I have the right to request reconsideration?

If your application is unsuccessful you are entitled to request a reconsideration appointment up to 28 days following the date of your initial application outcome letter. A reconsideration appointment will involve a mobility assessment which will take place at the Independent Living Centre, Leechmere, Sunderland.

Unsuccessful applicants will automatically be asked if they wish to book a reconsideration appointment during the initial telephone call and a suitable time and date will be scheduled. If you decline an appointment during the initial call but then wish to book a reconsideration appointment at a later date then you may do so by contacting the department on:

Telephone: (0191) 520 5552

Post: Sunderland City Council,
Customer Service,
PO Box 1274,
Sunderland,
SR5 9HN

If your reconsideration is unsuccessful you may not reapply for a Concessionary Travel Pass until a twelve month period has lapsed.

What if I am unable to attend the reconsideration appointment I have been given?

If the date and time of your appointment is not suitable you need to telephone the department on (0191) 520 5552 and a new appointment will be arranged for you. Please note that this may mean you will have to wait longer for an appointment.

If your circumstances change after you have been given an appointment, e.g. you receive an award of Disability Living Allowance; you must inform us so we can cancel your appointment and issue your eligibility form automatically.

What Else Do I Need To Know?

Sunderland City Council are not responsible for the issue of the pass itself. Once Sunderland City Council has issued you with your eligibility form this must be taken to Nexus who will process your application. Further advice can be found at www.nexus.org or contact (0191) 202 0720.

If you have any further questions relating to eligibility please contact the department on (0191) 520 5552. You may also attend one of the Customer Service Centres listed below to use the free phones within reception to speak to our Customer Contact Centre:

Sunderland Customer
Service Centre
31-32 Fawcett Street
Sunderland
SR1 1RE

Washington Customer
Service Centre
The Galleries
Washington
NE38 7SD

Houghton Customer Service
Centre
74 Newbottle Street
Houghton le Spring
DH4 4AF