



**London Borough of Lambeth**  
**A guide to the concessionary fares scheme**  
**Freedom passes**

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## ***Introduction***

The Concessionary Fares Scheme/Freedom Pass is available to disabled persons who meet the eligibility criteria and older people on attaining the age of 60. Applicants to the Scheme must be living in the Borough at the time of making their Application and on issue of their Pass.

There is no cost to the user, but the applicant has to provide two passport-sized photographs with their application. If the pass is used for a journey on national rail to travel beyond the Greater London area, then the extra onward cost of the journey must be paid before boarding the train.

## ***Eligibility to concessionary fares scheme***

### **Disabled persons' freedom pass**

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 freedom pass.

The seven categories for automatic eligibility, which are given under the Transport Act 2000 Section 151 (4) are for persons:

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 Freedom Pass.

The seven categories for automatic eligibility, which are given under the Transport Act 2000 Section 151 (4) are for persons:

- i. Who are blind or partially sighted:**  
For this category, a person must either be registered with the local authority or be able to provide evidence that they qualify
- ii. Who are profoundly or severely deaf:**  
As above, the applicant may be registered with the local authority or may provide evidence that they are qualify
- iii. Who are without speech:**  
This category includes those people who are unable to communicate orally in any language. It does not cover people who can speak but have language difficulties, nor does it cover those who are able to communicate orally but whose speech is slow or difficult to understand
- iv. Who have a disability, or have suffered an injury, which has a substantial and long-term adverse effect on their ability to walk:**  
Consideration will be given where the higher rate mobility component of disability living allowance or war pensioner's mobility supplement is being received for at least 12 months. Consideration will also be given where evidence is available that the person has difficulty walking a distance of 100 metres without stopping, experiencing severe discomfort or requiring assistance from another person. Use of mobility equipment will also be taken into account.
- v. Who do not have arms or have a long-term loss of the use of both arms:**  
This category includes upper limb double amputees and those with a congenital absence of both upper limbs
- vi. Who have a learning disability, that is, a state of arrested or incomplete development of mind, which includes significant impairment of intelligence and social functioning;**  
It is expected that those included in this category would be known to the council's learning disability service

- vii. **or who, if they applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, would have their applications refused pursuant to Section 92 of that Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol**

In these cases evidence would be required that either a licence has been refused or that medical evidence is available which shows that such an application would be refused

## **Elderly persons' freedom pass**

Both men and women aged 60 and over, who are resident in the borough are eligible to receive an elderly person's freedom pass. These passes allow the elderly free travel within the Greater London area. They can be used on London Transport buses including low floor mobility buses and Stationlink, London Underground, Docklands Light Railway, national railway services and the Croydon Tramlink. If the pass is used for a journey on national rail to travel beyond the Greater London area, then the extra onward cost of the journey must be paid before boarding the train.

Applications and renewals are done at post offices in the borough. Once the application form is completed, it is handed into the post office who will then issue the pass. Proof of age and residency (in the form of a utility bill), is required and applicants will need to provide two passport sized photographs.

The elderly persons' freedom pass is renewed bi-annually - the renewal process usually begins in the first week in February and is dealt with alphabetically. Notices giving the appropriate dates should appear in post offices, on buses, in bus shelters, on the underground and at stations. There is also usually publicity in the local press and on local radio. The freedom pass website ([www.freedompass.org](http://www.freedompass.org)) can also be accessed for information.

The pass is valid for use after 09:00hrs on London underground, buses, Docklands Light Railway and trams on all weekdays, and all day on weekends and public holidays. For national rail, however, the pass can only be used after 09:30hrs on weekdays and all day weekends and public holidays.

## ***Issuing freedom passes to homeless people***

The criteria for eligibility to receive the travel concession is set out in section 240(5) of the Greater London Authority Act 1999 (as amended) and it is predicated on (a) age; or (b) specified disability. Residence is not mentioned in that provision but is part of the terms and conditions of the freedom pass (clause 7 "if the freedom pass holder moves from the Greater London area the pass must be surrendered...") and also part of the application process in that the applicant must provide proof of address (although a person who has no address and thus cannot provide proof of address but is living in Greater London is, in my view, no less eligible to receive concessionary travel under section 240 of the 1999 Act). Therefore, a homeless person meeting the eligibility criteria based on age or disability is as entitled to concessionary travel as a person who has a residential address and similarly meets the eligibility criteria.

The applications process described on the freedom pass internet web site requires that persons provide, for example, a benefits agency letter and some homeless people may be able to provide documentation from the benefits agency to support an application for a freedom pass. An authority may be able to liaise with local homelessness charities to confirm whether a person is "resident" in its borough.

## ***The use of the freedom pass***

Since February 2004, there have only been two types of freedom pass: the older persons' and the disabled persons' freedom pass. The reason for this is that all holders of disabled persons' freedom passes can now use them to travel at any time on London buses, London underground and tram services in London. This means that people who are visually impaired and previously held the "registered blind" person's pass, will now have to provide

two passport sized photographs on renewing their freedom pass at a post office as they will now require a photocard.

All freedom passes consist of a photocard and smart card, both of which must be carried at all times when travelling. These cards can be 'read' by electronic readers on buses and at the automatic gates in the underground.

### ***Lost or Stolen Freedom Passes***

Lost or stolen freedom passes can be "hot-listed" – this means that Transport for London will be able to 'stop' any card reported as lost or stolen.

If a disabled person's freedom pass is lost or stolen, a loss/theft report should be obtained from a police station. In order for the pass to be replaced, the loss/theft report should be sent together with an explanatory letter to:

**Accessible Transport Unit  
Hopton House  
243a Streatham High Road  
London  
SW16 6EY**

Lost, stolen or damaged older person's freedom passes are replaced by the post office. Details of the nearest post office can be obtained by calling 020 7926 0747.

### ***Appeals Process***

Unsuccessful applicants may appeal. Appeals must be made in writing within six weeks of the decision date. An appeal does not have to be made by the applicant but can also be made on their behalf by a friend or advocate.

The appeal should state why the applicant feels that the decision made is incorrect and should also provide new medical evidence, which has not yet been submitted, to support the appeal. This new information will be considered and the applicant will also be required to attend a mobility assessment with the occupational therapist.

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