



Dear

You filled in an application form to ask for one of our concessionary travel passes.



A pass gives some people free travel on public transport in London.



We looked at your application form and said no to you having a pass.



This might have been because you did not send us enough proof.



Proof is things we ask you to show us about how you walk, a medical condition or a diagnosis.



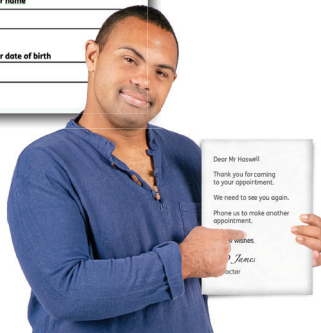
If you want us to look at our decision again you need to:

A screenshot of a Harrow Council 'easy read' Concessionary Travel Appeals Form. The form includes instructions, contact information (01223 229091), and fields for 'Your name' and 'Your date of birth'.

- fill in the appeal form we have sent with this letter

and

- send us some more proof



You must send the form and proof back to us within 4 weeks of the date at the bottom of this letter.

Here are the types of proof we need to see:



- a letter to show you get the benefits we ask about

or

- a letter or report from a health professional



Health professionals are people like doctors, nurses, physiotherapists, occupational therapists and social workers.



The letter or report must say:

- what condition or disability you have

and

- how your condition affects you when you travel





You might have to pay for proof from your doctor. We will not pay this for you.

Here are the different types of proof you could send us:

Proof that you find it hard to walk or walk very far

A letter or report that says:

- why your medical condition makes it hard for you to walk or walk very far
- how far you can walk and what affect it has on you. This might be that you get out of breath or unsteady on your feet
- if you use crutches, a walking stick or a wheelchair to get around



Proof of a hidden disability



A hidden disability means people cannot see your disability just by looking at you. This includes:

- autism
- brain injury
- epilepsy



You could send us a letter or report that says:



- what diagnosis or medical condition you have



- any treatment you need to have over a long time



- what medication you take for your condition



- how you cope with things that may make you feel stressed and upset



- any assessments you have had about where you live



- if you have a care plan that shows how people can best support you



You could send us other proof from health professionals to tell us how your diagnosis affects you.



Proof of uncontrolled epilepsy

This means you still have fits even when you take your medication.



You must send us a copy of a letter or report that says:



- you have uncontrolled epilepsy

and

- you have had a fit whilst you were awake, in the last 12 months



Proof you cannot have a driving licence



You must show us a letter or report by a doctor. It must say why you cannot have a driving licence.



Proof you have a mental health condition that affects you when you travel

You could send us a letter or report that shows:



- you get the middle rate care component of Disability Living Allowance

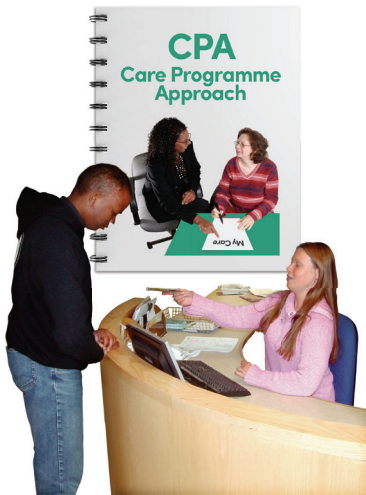


- you have a severe mental illness that has lasted more than 12 months

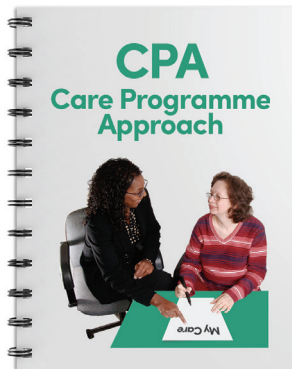
and

you see a doctor called a psychiatrist or a mental health worker regularly. They help you with your mental illness





- a mental health worker must have written in your **CPA** that:
- You need to travel to day care or a clinic 2 or more times a week. This is to help with your mental health.



A **CPA** is the short name for **Care Programme Approach**.

A **CPA** tells people how you are being supported with your mental health.

Proof you have a learning disability

You will need to show us a copy of:

- your Educational Statement. It must say severe, moderate or mild learning disability on it





- something that shows you are living in supported living. This could be a letter or report



- a letter, form or report from your support worker



We do not give the pass to people with a learning difficulty like Aspergers or dyspraxia.

Proof you are blind or have a visual impairment

Visual impairment means you find it hard to see even with glasses.



You must show us a copy of your Certificate of Visual Impairment. This is called a CVI for short.

Proof of benefits

If you get:

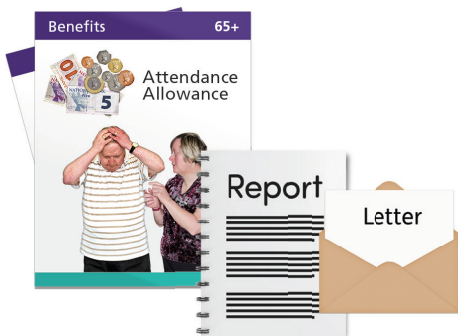
- the higher rate of the mobility component of Disability Living Allowance

or

- Personal Independence Payment with 8 points or more in the moving around activity



You will get a pass and do not need to show any other proof.



If you get any other benefits you will have to show us medical proof as well.



If you have any questions you can:

Phone us:

01223 229 091



Email us:

harrow@accessindependent.co.uk

Yours sincerely

Access Independent Concessionary
Travel Team

Working on behalf of Harrow Council



We wrote this letter to you on: