



# Concessionary travel for disabled people

# Overview

This information booklet explains how the West Midlands Combined Authority (WMCA) concessionary travel scheme works and the application process. The application form can be found at the end of this information booklet. WMCA can issue concessionary travel passes to people of fare-paying age who qualify under any of the seven categories of disability defined by the Transport Act (2000).

The 7 categories are:

- Category A    Blind or partially sighted (see page 7)
- Category B    Profoundly or severely deaf (see page 7)
- Category C    Without speech (see page 8)
- Category D    Disability or injury which has a substantial effect on your ability to walk (see page 8)
- Category E    Does not have arms or has long-term loss of the use of both arms (see page 9)
- Category F    Learning disability (see page 9)
- Category G    A medical condition not mentioned above which prevents you from obtaining or holding a UK driving licence (see page 11)

## Who can apply?

You must:

- Have a disability that is long term or expected to last at least 12 months
- Be aged 5 or above
- Be a permanent resident in Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall or Wolverhampton

# Application process

## How do I apply?

- Read the Category Guidance notes contained within this booklet to determine which category or categories apply to you (you may apply under more than one category)
- Complete the application form at the end of this booklet
- Submit the evidence requested in the category you are applying under. Please send photocopies of the documents required. Do not post original copies as we cannot accept responsibility for the safe return of the documents that are sent to us
- It is the applicant's responsibility to pay any fees charged for any evidence used to support your application. This includes postage, photographs and GP letters
- Provide a recent colour passport style photograph with your name and postcode written on the back
- Proof of address (for example a copy of a bank statement, utility bill or a letter from the Department for Work and Pensions) dated within the last 6 months. This must be in your own name unless you are a child or have a carer
- Detach the application form and post with your documents to West Midlands Combined Authority, PO Box 9421, Birmingham, B19 3TR
- WMCA will then assess your application and will contact you if necessary so please remember to provide a phone number/e-mail. This process may take up to 8 weeks
- Please note if you do not provide the required evidence your application will be delayed

## Additional information for Applicants aged 18 and under

- A Pre 09:30 enhancement will be added to the concessionary card of eligible applicants aged 5-15 and those aged 16-18 in full time education. This will allow for bus travel before 09:30 during school term time only. It is your responsibility to inform WMCA if you are no longer in full time education
- If the school is completing the application the parent must sign the declaration
- All correspondence will be sent to the applicant's home address. However, WMCA can liaise with the school if required

## Can I apply using an alternative format?

- If you would like a copy of this document in a form more suited to your needs, please call **0345 303 6760** or visit **tfwm.org.uk**
- A telephone interpreting service is available



Language Line  
services

ਟੈਲੀਫੋਨ ਟ੍ਰਾਂਸਲੇਟਿਓਨ ਸੇਵਾ

ਟੈਲੀਫੋਨ ਵਿਆਖਿਆ ਸੇਵਾ!

ਓਲਫਿਰ ਨਾਅਨੂਬਾ ਦਾਸ ਵਾ !!

电话口译服务。

Adeegga Tarjumadda Telefonka

Service d'interprétation téléphonique

الہاتف عبر الشفویة الترجمة خدمة

سرویس ترجمہ تلفنی:

ٹیلی فون پر ترجمانی کی سہولت

## About the concessionary pass

Where can I use a concessionary pass?

- On local buses anywhere in England
- On most buses, trains and Metro within the Transport for West Midlands area

When can I use a concessionary pass?

You can use the pass on local bus, rail and Metro services in the Network West Midlands area at the following times:

- Monday to Friday after 09:30
- Any time Saturday, Sunday and bank holidays

You can use the pass on local buses anywhere in England at the following times:

- Monday to Friday 09:30 to 23:00
- Any time Saturday, Sunday and bank holidays

How do I use a concessionary pass?

When boarding the bus, place your pass on the ticket machine reader and wait for the beep/green light. If you are catching the train or Metro show your pass to the conductor when requested.

## What if I am an adult and want to travel before 09:30 on weekdays in the Transport for West Midlands area?

- You can pay for your journey each time you travel or, if you use public transport regularly before 09:30, you can buy a Pre 09:30 ticket (valid only within the Transport for West Midlands area)
- Pre 09:30 network and train tickets are also available by Direct Debit. For current prices please visit **[tfwm.org.uk/directdebit](https://tfwm.org.uk/directdebit)** for details or call Customer Services on 0345 303 6760.
- Your local council may be able to offer you help towards the cost of your Pre 09:30 ticket. Contact your local Social Services Department to find out more

## Hospital travel costs scheme

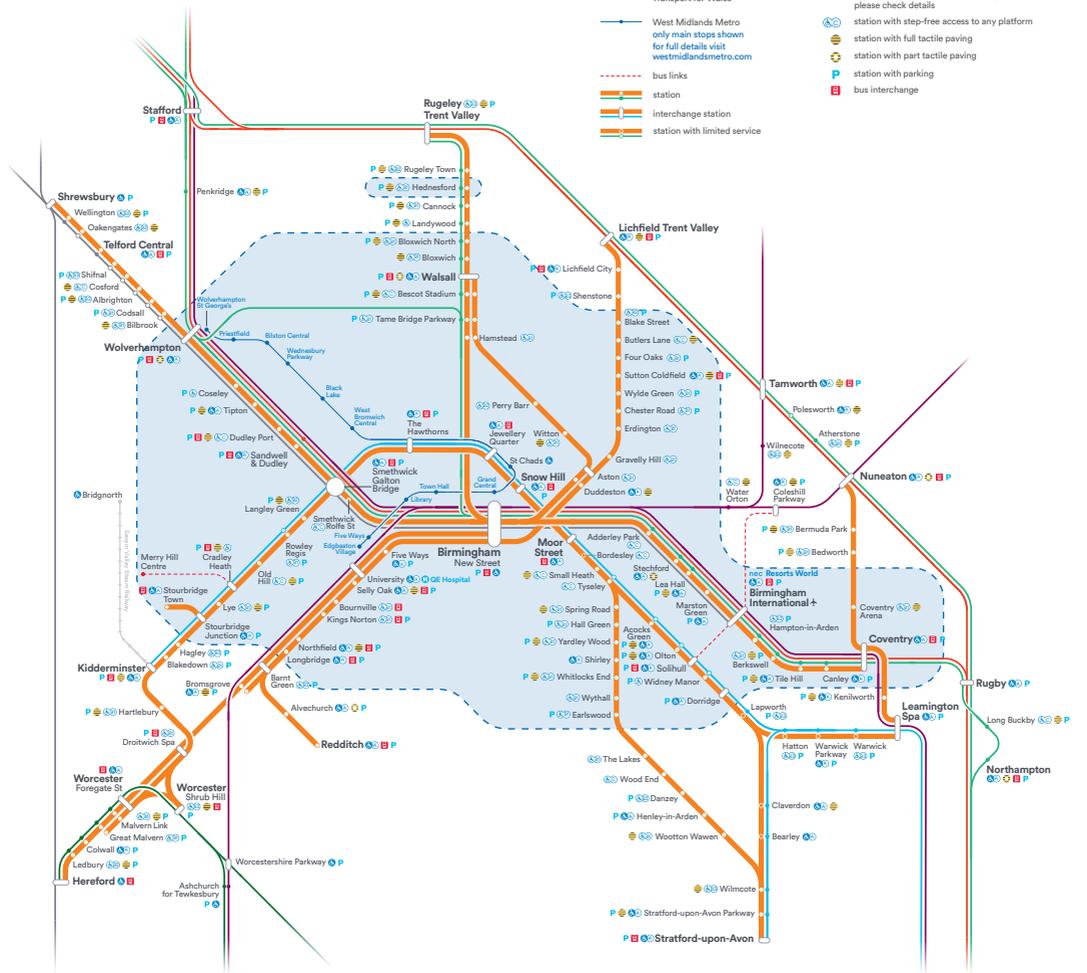
You may be able to get financial help towards Pre 09:30 travel costs if you need NHS treatment at a hospital, other NHS centre or private clinic and have been referred by an NHS hospital consultant. You can claim at the NHS hospital or clinic at the time of your appointment.

## What do I do if my concessionary pass is lost or stolen?

Visit [tfwm.org.uk](https://tfwm.org.uk) or call our Customer Services Team on **0345 303 6760** to get a new pass sent out. An administration fee will be charged to replace a lost pass. There will be no charge to replace passes that have been stolen if you can provide a crime reference number.

# Older/disabled person's pass Rail validity area

- West Midlands Railway
  - Avanti West Coast
  - Chiltern Railways
  - Cross Country
  - East Midlands Railway
  - Great Western Railway
  - London Northwestern Railway
  - Northern
  - Transport for Wales
  - West Midlands Metro only main stops shown for full details visit [westmidlandsmetro.com](http://westmidlandsmetro.com)
  - bus links
  - station
  - interchange station
  - station with limited service
- concessionary passes valid in this area
  - station with full step-free access
  - station with step-free access to all platforms, but this may include long or steep ramps and access between platforms may be via the street – please check details
  - station with some step-free access to all platforms – please check details
  - station with some step-free access, but this may be in one direction only – please check details
  - station with step-free access to any platform
  - station with full tactile paving
  - station with part tactile paving
  - station with parking
  - bus interchange



## Category guidance

This section provides information on each disability category as defined by the Transport Act (2000), and details the evidence required. If you are applying under more than one category please ensure that the evidence required for each category is provided.

### Category A – Blind or partially sighted

To apply under this category you must be blind or partially sighted in both eyes. Blind means having a high degree of vision loss (seeing much less than is normal or nothing at all). Partially sighted is a less severe loss of vision.

Submit a copy of one of the following documents:

- Certificate of visual impairment (CVI previously known as BD8)
- Registration card issued by your local authority

### Category B – Severely or profoundly deaf

To apply under this category you must be severely or profoundly deaf in both ears. People are generally regarded as having a severe hearing loss if it reaches 70-95 dBHL and a profound loss if it reaches 95+ dBHL.

Submit a copy of one of the following documents:

- Confirmation that you are registered with your local authority's Social Services department as being profoundly or severely deaf
- Audiogram or letter from a medical professional indicating hearing loss has reached 70-95+ dBHL in both ears

## Category C – Without speech

To apply under this category you must be unable to communicate orally in any language. This does not include people whose speech may be slow or difficult to understand e.g. because of a severe stammer.

Submit a copy of one of the following documents:

- Letter from the Department of Work and Pensions (DWP) dated within the last 12 months confirming you receive Personal Independence Payment (PIP) at an enhanced rate with a score of at least eight points for the “communicating verbally” activity
- Medical report confirming that you are completely without speech

## Category D – Walking disability

To apply under this category you must have a long term and substantial disability that means you cannot walk or that makes walking very difficult. The degree of impairment should be at a comparable level to that required to claim the high rate mobility component of Disability Living Allowance (DLA) or Standard/Enhanced rate of the mobility component of Personal Independence Payments (PIP).

Submit a copy of one of the following documents:

- Letter from the Department of Work and Pensions (DWP) dated within the last 12 months confirming that you receive the Higher Rate Mobility Component of DLA
- Letter from the DWP dated within the last 12 months confirming that you receive PIP at a Standard/Enhanced rate with a score of at least eight points for the “Moving around” activity

- Letter from the Service Personnel & Veterans Agency (SPVA) confirming that you receive War Pensions Mobility Supplement (WPMS)

Please note that you may be required to attend an assessment clinic to verify the extent of your walking disability.

## Category E – Without the use of both arms

To apply under this category you must have a limb reduction deficiency of both arms; bilateral upper limb amputation; muscular dystrophy; spinal cord injury; motor neuron disease or a condition of comparable severity. Your condition will have a substantial effect on your ability to carry out day to day tasks, such as paying coins into a fare machine.

Submit a copy of the following:

- Medical evidence to support that you are unable to use both arms for day to day tasks

## Category F – Learning disability

To assess applicants under this category, WMCA uses the World Health Organisation and British Institute of Learning Disabilities definition which states that there are three main criteria:

- A significantly reduced ability to understand new or complex information, to learn new skills (impaired intelligence)
- A reduced ability to cope independently (impaired social functioning)
- The age of onset must have started before adulthood, with a lasting effect on development

All **three** criteria must be met in order for a person to be considered to have a learning disability. This enables us to better distinguish a learning disability from a developmental condition such as autism or ADHD, or a specific learning difficulty such as dyslexia, which are not eligible under category F but may be eligible under category G.

Submit a copy of as many of the following documents as possible (you do not need to have all of these documents to apply) :

- The most recent evidence from your school to demonstrate your academic ability
- The full Statement of Special Educational Needs / Individual Education Plan and any subsequent reviews
- Care plan / support plan
- A bespoke letter from Social Services (learning disability team) or Manager of your residential care home confirming that you meet the eligibility criteria for this category as stated above
- A bespoke letter from the head teacher/SENCO of the school you attend detailing your learning disability including your current national curriculum levels and social functioning
- A copy of your patient summary, confirming you have been diagnosed with a severe, moderate or mild learning disability. This can be obtained from your Doctors surgery.
- A letter from a medical professional confirming that you have a mild/moderate/severe learning disability. A medical professional does not have to be your GP. For example, it can also include a CPN, learning disability specialist, Occupational Health therapist or a Psychiatrist.

Category G – A medical condition which prevents you from obtaining or holding a UK driving licence.

To apply under this category you would be refused a driving licence on the grounds of your medical fitness. You must be aged 16 or over to apply for a travel pass under this category.

If you hold a valid driving licence (full or provisional), or your condition is a direct result of the misuse of drugs or alcohol you will not be eligible to apply under this category.

There are a number of conditions which may entitle you to a pass. These include:

- Epilepsy (unless your epilepsy does not pose a danger to yourself or others when driving)
- Sudden attacks of dizziness or fainting
- Severe mental disorder
- Any other disability which would cause you to be a danger to yourself or others when driving

Submit a copy of one or more of the following documents:

- Official proof of medication dated in the last 6 months. For example, a copy of your prescription, medical notes or a letter from your community mental health team
- Medical evidence stating type of epilepsy and seizure history
- Certificate of revocation from the DVLA indicating refusal or withdrawal of your licence dated in the last 12 months
- A copy of your patient summary, confirming you have been diagnosed with a severe, moderate or mild learning disability. This can be obtained from your Doctors surgery.
- Letter from a medical professional confirming that you would be refused a licence if you applied for one or you would pose a danger to yourself or others when driving.

A medical professional does not have to be your GP. For example, it can also include a CPN, learning disability specialist, Occupational Health therapist or a Psychiatrist.

## Additional information regarding supporting evidence for all categories.

If you have been awarded Disability Living Allowance (DLA) or Personal Independence Payment (PIP) by the Department for Work and Pensions (DWP), please forward a photocopy of your full award with your application along with any other supporting evidence requested for the category you are applying under.

Please note, your award letter must be dated within the last 12 months. An entitlement summary detailing your award can be obtained by contacting the DWP.

Tear off and return the application form. The 'How do I apply?' section of this booklet contains all the information about where to send your form, and what you need to send with it.

Don't forget to keep this booklet safe as it contains everything you need to know about your travel pass, including where you can use it.

For more information, visit:

**[tfwm.org.uk](http://tfwm.org.uk)**

# Disabled person's application form

## CHECK LIST. Please make sure you:

- Refer to the guidance notes
- Provide supporting evidence of your disability (If you are renewing your travel pass, you still need to provide current evidence even if your condition hasn't changed).
- Provide proof of address dated within the last 6 months
- Sign the declaration and consent section

**Attach your photo here.**

Only use glue, cellotape or staples.

Please print your name and postcode on the back of the photo before attaching it

## Section 1 – About you

Title

Mr  Mrs  Miss  Other (please say)

Sex

M  F

First name

Last name

Address

Postcode

Phone number (in case we need to contact you)

Email address

Date of birth

National Insurance number

We may need to contact you regarding your application, how would you like us to do this? (Please tick all which apply)

Letter only

Letter and Email

Email only

Large Print

Do you hold a valid UK driving licence (full or provisional)?

Yes

No

Have you ever applied for Disability Living Allowance (DLA) / Personal Independence Payments (PIP)?

Yes

No

**IF YES,** please provide a copy of your award letter dated within the last 12 months



If this form was completed on the applicant's behalf, you must also complete the following:

Relationship to applicant:

Grid for relationship to applicant (18 cells)

Name of representative:

(Including school name/supporting organisation name if applicable)

Grid for name of representative (18 cells)

Grid for name of representative (18 cells)

Signature:

Signature box

Date:

Grid for date (6 cells)

Ethnicity

White

English

English checkbox

Scottish

Scottish checkbox

Welsh

Welsh checkbox

Irish

Irish checkbox

Mixed

White and Black Caribbean

White and Black Caribbean checkbox

White and Black African

White and Black African checkbox

White and Asian

White and Asian checkbox

Asian or Asian British

Indian

Indian checkbox

Pakistani

Pakistani checkbox

Bangladeshi

Bangladeshi checkbox

Black or Black British

Caribbean

Caribbean checkbox

African

African checkbox

Chinese or Other ethnic group

Chinese

Chinese checkbox

Other (please write in)

Grid for other ethnic group (12 cells)

Grid for other ethnic group (12 cells)

Post your completed application form and evidence to West Midlands Combined Authority, PO Box 9421, Birmingham, B19 3TR

Failure to provide evidence of your disability and address will result in your application being delayed.

Please note, it is the applicant's responsibility to ensure the application has the correct postage before sending it to West Midlands Combined Authority.

If you would like a copy of this document in a form more suited to your needs, please contact us:

**0345 303 6760**

or visit **[contact-us.tfwm.org.uk](http://contact-us.tfwm.org.uk)**



Plan your journey and work out the best fare at

**[tfwm.org.uk](http://tfwm.org.uk)**

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