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## **Blue Badge FAQ's and Help**

### **How long does it take to process an application?**

We aim to process applications in approximately 28 working days from the receipt of a fully completed application. This may be longer if assessment is required due to the high volume of applications we receive. It may then take between 4-12 weeks to complete.

### **What documents should I provide?**

Every application requires:

- **Proof of address** dated within 3 months, or Council Tax for the current year.

Proof of address must be addressed to the applicant and show their name and address, date of the document and who sent the document e.g., bank, utility company, Council, DWP

We **cannot** accept NHS or GP letters or documents addressed 'To the Occupier' or 'To the Resident'.

We can accept:

- Utility Bill
- Benefit letter
- Bank Statement
- Pensions Letter
- Council Tax Bill

For Children we can accept proof of address in the parent/guardian's name if they live at the same address.

- **Proof of Identity** – This can be Birth/Marriage Certificate, Passport, Valid Driving Licence, Foreign Nationals Identity card. We cannot accept a bus pass.
- **Passport compliant Photo of applicant** - taken within the last 3 months, with face forward, no glare or reflection on glasses, with pale, plain background. **\*Photos should not be doctored, or photo shopped.**

For those applying under **non-automatic criteria** we require:

- Hospital consultant letters about the condition affecting your ability to walk from a vehicle to your destination, dated within the last 12 months.
- Encounter report from the GP surgery – we **do not** request letters or medical reports to be written by the GP themselves.

- Reports from professionals such as Occupational Therapists (OT's), Physiotherapists, Educational Psychologists/Psychologist, Clinical Psychiatrist, Neurologist, Gastroenterologist

For those applying under **Automatic Criteria** we require one of the following, depending on your reason for applying:

- **Copy of your Personal Independence Payment (PIP) award letter** – this must have all pages and show all points and descriptors awarded and how long the award is for. This should be dated within 12 months and be from the Department of Work and Pension (DWP)
- **Copy of your High-Rate mobility award for Disability Living Allowance (DLA)** – this should be dated within 12 months and be from the DWP.
- **Copy of your War Pensions Mobility Supplement (WPMS)** – This should show you have been awarded the mobility component of the War disablement benefit. This is different from the Disablement award. The letter should be dated within 12 months.
- **Copy of your Certificate of Visual Impairment (CVI)** – This must show that you are registered as Blind/Severely Sight Impaired. **Please note:** If you are registered as Partially Sighted/Sight impaired, you will need to apply under the non-automatic criteria.

### Communication from us:

Where an email has been provided on the application form, we will correspond by email to make processing the application as efficient as possible. Please make sure you check your junk/spam folders. It may be a good idea to put our email address as a contact or trusted email so that they do not go to junk, [travelawards@inspirecommunitytrust.org](mailto:travelawards@inspirecommunitytrust.org) This email is for making **enquiries only** and not for emailing documents. These should be uploaded using the Inspire Portal following the instructions in the correspondence we send out.

We cannot give updates on the progress of applications; this can be tracked using the Inspire Portal. If you have not had a decision or appointment sent to you within 28 working days, then you should contact us after this time. Please note that we will send some form of communication out by email within 48 working hours of receiving your application, so it is a good idea to check your emails regularly. For those that do not have an email address, letters will be sent if further information is required, an appointment is booked, or, payment is required. This will take us longer to process your application.

**Completing the application** – Go to [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge) Please note: It is very important that you answer the preliminary questions correctly. Especially when it asks about PIP. There are only certain points and descriptors that are automatically eligible. We recommend that you have your PIP Statement of Entitlement out in front of you so that you can tick exactly the points and wording on the award. If you do this stage wrong, your application will be incorrect, and it will be refused, and you will have to re-apply correctly. Please see our guidance notes on our website [www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org) for further information regarding PIP criteria.

### **Before Starting your Application**

It is a good idea to prepare the documents you will need to upload before starting the application. Please make sure that images are in clear sharp focus and that the whole document is showing corner to corner. Please make sure they are all up the correct way for reading and not sideways or upside down, as we cannot turn them once they have been put on the application form.

File formats can be Jpeg, Png, Word or PDF

## Using the Inspire Portal

Our secure portal is at: copy the following into your browser:

<https://concessionarytravel.inspirecommunitytrust.org> .

If this is the **first time you are viewing your Blue Badge on-line**, please **Register for an Account** by clicking on the '**Email Address**' at the bottom of the Sign-in screen.

You will be presented with a form to Register for an account. Please complete the registration form and press **Submit**. You will then be sent an e-mail in which you will be asked to **confirm your e-mail address by clicking the link in the email**. Once you have confirmed, you will then be presented with a Login screen. Press 'Login' and you can now sign-in using the e-mail and password that you have created.

On subsequent visits you will not have to Register again. You will be presented directly into the Login Screen where you need to enter your e-mail address and password.

Once you have logged in, the Inspire Portal '**Get answers fast**' screen will be presented. Select the Blue Badge and Freedom Pass service. When presented with the next screen, input your Application reference which is shown at the top of any correspondence, your Last name and **Year** of Birth (e.g. 1985) then select '**Register**'. You will then be able to view the status of your application without having to contact us.

**Please note:** This needs to be the applicant Surname and year of birth, not the details of the representative if someone is helping them.

## Blue Badge and Freedom Pass

Blue Badge and Freedom Pass - view your application status - upload supporting documents - make payments

**Personalised information is available**  
To view, please complete the registration form and click [Register].

Application reference (\*)

Last name (\*)

Year of birth (please enter the year only not the full date) (\*)

Register

### Using the Portal to upload to your application

When providing documents for your application, if you have used the Inspire Portal previously for other applications, you need to first make sure that you are viewing the correct application record by checking the reference showing on the screen. If the reference is not correct, you need to click on **'Need to View another account?'**

## Blue Badge and Freedom Pass

Blue Badge and Freedom Pass - view your application status - upload supporting documents - make payments

Some of the information below has been personalised for you.

Need to view another account?

De-register

Complete the form that comes up (below) with the current application details. You will then be able to upload to the correct application record.

Link another account

Application reference (\*)

Last name (\*)

Year of birth (please enter the year only not the full date) (\*)

Link account

If you have multiple documents/files to upload, you can only choose **one at a time**. Choose your first file then click **'upload'**. If you have more to add click **'upload another'**, choose next file, click **'Upload'**. Continue this process until you have added all your documents. You will not see a list of documents added.

**Please note that there is a file size limit of 20mb.** If your file is too big, it will not upload. **We cannot open and view HEIC file types, so please only upload PDF, Word, Png or Jpeg file types and make sure they are not password protected.**

### **Making Payments on the Inspire Portal**

You will only be able to make a payment once we have requested it. Payment is not taken until an application has been approved. You need to log into your Inspire Portal account and check the application you are viewing is correct. You can then click the 'pay' button at the bottom of the page and it will take you to the payment details.

If you encounter any issues with online payment, please contact us straight away and **do not** attempt another payment. It may be possible it has actually been successful and we will need to check this the following working day on the Council's receipt sheet they provide us with. We can then advise you further.

Sometimes if you have logged in for the first time, only to make payment, it is best to log out and back in again, to help prevent any issues. You will also need a good internet connection.

### **How long will my badge take to arrive**

Once payment has been received the badge will be requested. The badge will be produced and posted directly to your home address and **should arrive within 10-14 working days**. You may also receive an automated email confirming that the badge has been ordered, which is sent when DfT receive the order request.

### **How long is a badge issued for**

A badge can only be issued for a maximum of 3 years. If you have been assessed as eligible through the non-automatic route, your badge will be issued for 3 years.

If you have applied under PIP or DLA criteria, then your badge will be issued to the end date of the award if this is less than three years, or, 3 years if the award is 3 years or longer. For example, if your badge were issued in January 2024 under PIP and your award ended in January 2025, your badge would be issued to January 2025. If your PIP award were until January 2029, your badge would be issued until January 2027 because that is the maximum 3 years.

## **Replacement Badges – Lost or Stolen**

If you have lost your badge or it has been stolen, you will need to apply for a replacement badge at <https://www.gov.uk/replace-lost-stolen-blue-badge>. You will need to provide the crime reference number for stolen badges on the application form, or, the lost property reference number for a lost badge. You can obtain a lost property reference number by going to report my loss website <https://www.reportmyloss.com/uk/> and reporting your badge lost. You will be given a certificate and LR number.

Once your application has been submitted you will be asked to provide proof of identity of the badge holder and proof of address dated within 3 months, as you would for a normal application.