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## **Disabled Persons Freedom Pass 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
- Valid TV Licence

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.
- **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:

### **Walking Criteria Application**

- Hospital consultant letters about the condition affecting your ability to walk, 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.

## **Learning Disability Criteria Application**

- EHCP report and/or Educational Psychologist report
- Reports from the Councils Learning Disabilities Team if you are known to them and any information on services you receive from the Council
- Information that shows you meet the following criteria laid out in the government guidance which states:

Government guidance to the Act defines 'learning disability' in the following way: A person with a learning disability has a reduced ability to understand new or complex information, a difficulty in learning new skills, and may be unable to cope independently. These disabilities must have started before adulthood and have a lasting effect on development. The person should be able to qualify for specialist services and he or she may have had special educational provision.

A learning difficulty is not the same as a learning disability. Examples of what conditions are not accepted as a learning disability include ADHD, dyslexia, Aspergers Syndrome and Autism.

## **Refused a licence to Drive – Mental Health Conditions**

- Completed Fitness to Drive form by your Consultant Psychiatrist, which can be downloaded from our website [www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org) or during the application process.
- Information from the DVLA, recently dated, showing that you have had your Driving licence revoked or refused.

## **Refused a Licence to Drive – Sudden Attacks or Fainting or Epilepsy**

- Completed Fitness to Drive form by your GP or Neurologist, which can be downloaded from our website [www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org) or during the application process.
- Information from the DVLA, recently dated, showing that you have had your Driving licence revoked or refused.

## **Refused a Licence to Drive - Vision**

- Completed Fitness to Drive form by your GP or Ophthalmologist, which can be downloaded from our website [www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org) or during the application process.
- Information from the DVLA, recently dated, showing that you have had your Driving licence revoked or refused.

## **Refused a Licence to Drive – 'Other'**

This would be conditions such as diabetes or neurological conditions

- Completed Fitness to Drive form by your GP, which can be downloaded from our website [www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org) or during the application process.

- Information from the DVLA, recently dated, showing that you have had your Driving licence revoked or refused.

**Please note** that Fitness to Drive forms should not be used for Learning disabilities as this has its own criteria. Freedom Passes cannot be issued due to persistent misuse of drugs or alcohol abuse.

### **Unable to Communicate Orally**

- Medical Evidence showing that you are unable to communicate orally. This does not include those who are able to communicate orally, but whose speech is slow or difficult to understand because of a stammer, or those who cannot speak English, but who can communicate in another language.
- Personal Independence Payment (PIP) of 8 points or more for 'communicating verbally' descriptor

### **Loss of the use of Both Arms**

- Medical evidence must be provided
- You may be required to attend an assessment

### **Blind or Partially Sighted**

- Copy of your Certificate of Visual Impairment (CVI)
- Your Bexley registration card for Sight Impairment

### **Profoundly or Severely Deaf**

- A copy of your most recent Audiology report with an audiogram

### **Personal Independence Payment (PIP)**

- Full copy of your award showing you have 8 points or more awarded for 'Moving Around' descriptor of mobility and how long the award is for. This should be dated within 12 months and be from the DWP.

### **Disability Living Allowance (DLA)**

- Copy of your award letter dated within 12 months showing you receive High rate Mobility component and how long for.

## **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 <https://bexley-freedompass.egovhub.net/FreedomPass/launch>

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 eligible. Please see our guidance notes on our website [www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org) for further information regarding PIP criteria. There are also 'Help' buttons at some questions to give further information.

## **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.

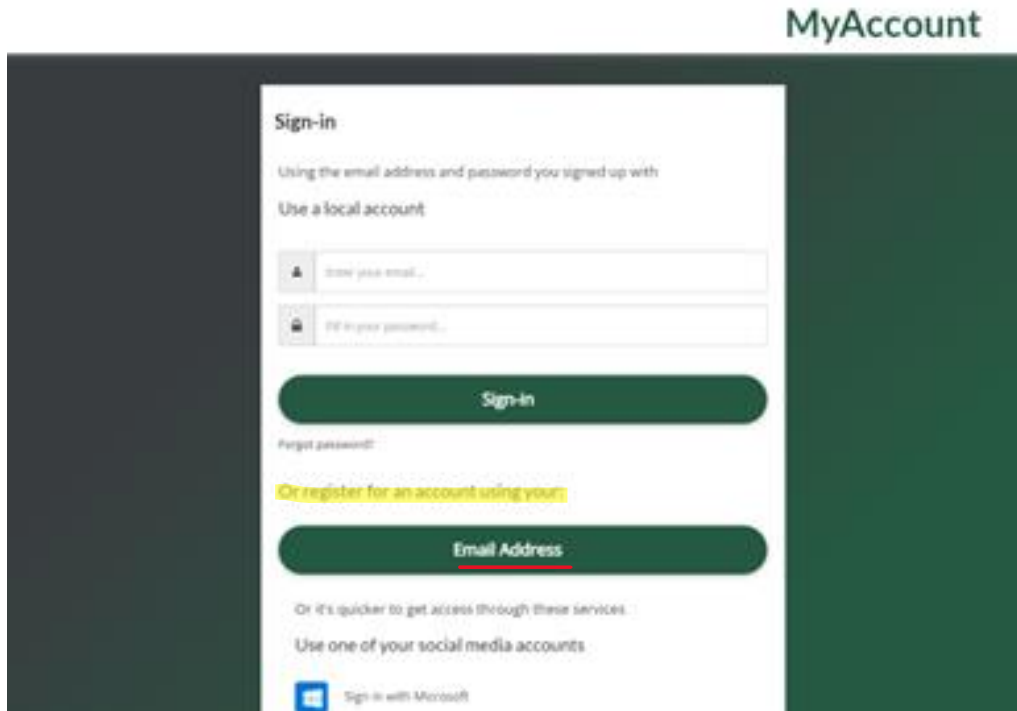
File formats can be Jpeg, Png, Word or PDF

## 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 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.

Timeline Contact history Notes Start call Start face to face contact

## 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.**

### **How long will it take for my pass to arrive**

Once we have requested your pass on the London Councils system it should arrive within approximately 10 working days to your home address. If it has not arrived, you should contact London Councils Journey call centre on 0300 330 1433.

You will receive a confirmation email when we have ordered your pass. If no email was provided, we will not post a letter as it will arrive at the same time as the pass. If you are unsure if a pass has been requested and would like to know, you can contact us by email at [travelawards@inspirecommunitytrust.org](mailto:travelawards@inspirecommunitytrust.org) or by calling 01322 520560, option 7. You can also log into your Inspire Portal account, and it will show you what stage your application is at.

### **How long is the Pass Valid**

Passes are issued with pre-printed dates. These dates are for 5 years. The expiry date is **not** the length of time you remain eligible, it is how long the chip inside the pass will work.

Each year a new batch of pre-printed passes are issued. Therefore, if you lose a pass or have a replacement for any reason, the pass may have a different end date to the original pass you were issued. Should you be contacted about renewal, and your pass does not expire at that time, you should always respond to the letter and provide what it asks you for, otherwise it will be deactivated. This is because all pass eligibility has to be checked every 5 years, or before, if issued under PIP or DLA and the award length is less than five years.

### **Replacement Passes**

If you lose a pass, it becomes damaged or is stolen you should contact 0300 330 1433 for a replacement pass.

### **Keeping us up to date**

Please make sure that you keep us up to date if you change contact details or address. Failure to do this may result in you not receiving communication from us and your pass may be deactivated as a consequence.