

GUIDANCE TO COMPLETION OF THE TAXICARD APPLICATION FORM



The London Taxicard Scheme provides subsidised transport in taxis and private hire vehicles (mini-cabs) for people who have serious mobility or visual impairments and who find it very difficult or impossible to use mainstream public transport such as buses and tubes. Taxicard is for long term disabilities, lasting at least one year, not for short term problems such as broken legs etc.

If you think you may qualify, please read the following guidance notes carefully to assist you with the completion of the application form. It is important that all relevant sections are fully completed to ensure that your application can be dealt with quickly. All questions are compulsory unless specified.

Failure to complete all sections of the application form fully, or to provide proofs of identity, residency, eligibility, and photographs, may lead to your application being rejected and the form being returned to you. This will result in delays to the application process and you will incur additional postage costs.

Please try as far as possible to keep your answers within the boxes provided as this makes it easier to process your application. The application form is 11 pages in total, please ensure you complete the whole form.

Please note we do not send an acknowledgment of receipt of your application. Your application will take up to 8 weeks to process.

Section 1 - Personal details

Where there are boxes on the form, for instance Female and Male, place a tick in the relevant box.

- Print all text in black ink and in capital letters.
- Enter your full name, address and postcode.
- You must live in one of the 33 London local authorities to be eligible for the scheme. These are:
Barking & Dagenham, Barnet, Bexley, Brent, Bromley, Camden, City of London, Croydon, Ealing, Enfield, Greenwich, Hackney, Hammersmith & Fulham, Haringey, Harrow, Havering, Hillingdon, Hounslow, Islington, Kensington & Chelsea, Kingston Upon Thames, Lambeth, Lewisham, Merton, Newham, Redbridge, Richmond Upon Thames, Southwark, Sutton, Tower Hamlets, Waltham Forest, Wandsworth, Westminster.
- Please give a mobile phone number and e-mail address (if you have them) as well as a land line number to enable London Councils and Computer Cab to contact you when necessary.
- It is useful to have your National Insurance number, but it is not compulsory.

Section 2 – Photograph

You must enclose one passport sized colour photograph taken within the last 12 months. This must be a good quality picture of your head and shoulders. Your face should be uncovered and you should not wear sunglasses unless these are worn all the time. Your application form will be returned to you if you do not enclose a suitable photograph. Please write the name of the applicant on the reverse of the photograph.

Section 3 – Automatic qualification

If you are in one of the categories 1-5 below you will automatically qualify.

1. Higher Rate Mobility Component of the Disability Living Allowance

You must enclose a photocopy of your entitlement letter from the Department for Work and Pensions (DWP), dated within the last 12 months. If you cannot produce the letter you can obtain a replacement from the DWP on 08457 123456 or www.dwp.gov.uk

2. Moving Around Activity of Mobility Component of PIP (Personal Independence Payment)

You must enclose a photocopy of your entitlement letter (including the front page and pages that show the points breakdown) from the Department for Work and Pensions (DWP), dated with the last 12 months. If you cannot produce the letter you can obtain a replacement from the DWP on 0845 850 3322 or www.dwp.gov.uk

- You will only qualify automatically for the scheme if you receive 8 points or more for the moving around activity component of PIP.

3. Registered Severely Visually Impaired or Blind

You must enclose a photocopy of your evidence of registration with your local authority - Certificate of Visual Impairment (CVI) – or your BD8. Evidence of registration may be obtained from your local council.

4. War Pension Mobility Supplement

You must enclose a photocopy of your entitlement letter from Veterans UK. If you cannot produce the letter, you can obtain a replacement from Veterans UK on 0800 169 2277 or www.veterans-uk.info.

5. Armed Forces Independence Payment (mobility element)

You must enclose a photocopy of your entitlement letter from Veterans UK. If you cannot produce the letter, you can obtain a replacement from Veterans UK on 0800 169 2277 or www.veterans-uk.info.

6. Higher Rate Attendance Allowance (HRAA)

You must enclose a photocopy of your entitlement letter from the Department for Work and Pensions (DWP), dated within the last 12 months. If you cannot produce the letter you can obtain a replacement from the DWP on 08457 123456 or www.dwp.gov.uk

- If you live in Barnet, Hackney, Islington, Newham, Redbridge, Sutton or Westminster you will be automatically eligible if you receive the HRAA. It is not automatic if you live in any other borough.

General

Please complete the rest of this application form as fully as possible. Sometimes a decision may be made based on the form alone, sometimes your borough may require further information or require you to attend a mobility assessment.

If your form is received without accompanying documentary evidence it will be returned to you.

Section 3a – Other benefits received

If you do not qualify under section 3 you should list other disability related benefits as it will help with the assessment of your eligibility. If you do not receive any please write 'None' in the space provided.

Section 4A – Public transport services

It will help to assess your eligibility if you indicate whether you use the different transport services listed. Also, if you don't use the form of transport, but would be able to use it if you wanted to please indicate this also.

Section 4B - Other transport services

It will help to assess your eligibility if you indicate whether you use the different transport services listed. It is particularly important that you state whether you have a disabled or an older person's Freedom Pass. In some boroughs this may determine the number of trips you receive and your borough may check whether you have one.

Section 4C – Blue Badge disabled person's parking scheme

It will help to assess your eligibility if you indicate whether or not you have a Blue Badge. If you do have one you need to:

- indicate whether this is as a driver, passenger, or both
- provide the serial number
- enter the expiry date

Your borough may check whether you have a Blue Badge.

Section 5A & B – Your health/disability

Please supply as much detail as you can about your health and mobility difficulties and how they affect your ability to use public transport. You should also indicate whether you have these problems all the time or only some of the time.

It may help your application if you can provide supporting medical evidence from your healthcare professional to support your statements. Particularly if you do not qualify automatically.

Section 6A & B – Getting around outside

Please detail any problems you have in standing and walking outside of your home. If you are able to walk you should estimate as closely as you can how far you can walk.

If you use a wheelchair or scooter, please provide as much information as possible so we can establish the best way that we can provide the Taxicard service for you.

Section 6C – Healthcare professional/social services officer

Please give details of your GP or other healthcare professional who knows about your mobility difficulties. Your borough may wish to contact them to get more information to help them assess your application.

If for any reason you do not have a healthcare professional your borough can contact, but have a social services officer who knows about your mobility difficulties you can supply their details instead.

Section 7 – Communication regarding your application

If your borough needs to contact you regarding your application it would be useful for them to know if you have any particular communication needs.

Section 8 – Ethnic origin

London Councils and the London local authorities consider all applications fairly, regardless of applicants' gender, race, colour or religion. By monitoring the ethnicity of our service users, we can identify whether we are providing equal access to all groups of people. All information will be kept confidential in accordance with the Data Protection Act 1998.

Section 9 – Data protection

- Please read the data protection statement carefully.
- London Councils or your local authority may wish to contact you to consult you about your views, or provide information about other services or initiatives. Please indicate if you are happy for them to do this. All information will be kept confidential in accordance with the Data Protection Act 1998.
- Even if you say no, London Councils or your local authority will retain the right to write to you with any important information you will need to know about your membership of the scheme.

Section 10 – Proof of identity and residence

You must provide one of the proofs of identity (Section 10a) and one of the proofs of residence (Section 10b) from the list on the application form. Your application form cannot be processed without this and will be returned to you. You should provide copies not originals of these documents.

N.B. Please do not send original documents as these cannot be returned to you.

Please complete the checklist to ensure you have enclosed all the requested documents.

Section 11 – Declaration of consent

You must sign and date the form or have it signed and dated by someone else on your behalf if you are unable to sign it yourself.

N.B Applications cannot be accepted if they are unsigned and will be returned to you.

Taxicard terms and conditions of use:

Please note:

- You must not allow anyone else to use your Taxicard if you are not travelling with them
- You must not use anyone else's Taxicard
- You must not use the scheme to send packages (or have anything delivered) unless you accompany the item for the full journey
- You must not make journeys to and from work if you are receiving payment from the Access to Work Scheme
- Your journey must either start or finish within the area covered by the 33 London local authorities
- If you do not use your Taxicard within a two year period your membership to the scheme may be cancelled. If your card has been stopped for this reason, please contact London Councils on 020 7934 9791 for advice on how to reapply.
- You cannot travel without your Taxicard under any circumstances, unless you are prepared to pay the full fare.
- You may only use the taxis and Private Hire Vehicles of the contractors in the London Taxicard Scheme
- Only one member can use their card during a journey. If you are travelling with friends or family who also have Taxicards, they cannot use their cards to make additional swipes (where double-swiping is allowed).

Any abuse of the rules of the scheme may lead to your Taxicard being withdrawn.