

Guidance on evidence to support Concessionary Travel Card applications

What evidence do I need to provide?

When you apply for a Concessionary Travel Card, you need to provide evidence so that we can check you are eligible to receive one. The evidence required differs depending on which type of card you're applying for.

Disabled

You must provide evidence of (a) your address, (b) your age and (c) your disability.

Disabled with Companion

You must provide evidence of (a) your address (b) your disability, with evidence from a medical practitioner that assistance is required for planning and / or making some / all journeys.

Change of name

You must provide evidence of your change of name.

Change of address

You must provide evidence of your new address.

How do I submit evidence?

You should submit a clear copy of the relevant documents with your completed application form.

If you're unsure which documents you'll need to provide, please contact your local council who'll be able to help.

Please don't send us original copies of any of your documents, as we'll not be able to return them to you.

Evidence of address

For all cards (60 or over, disabled and disabled with companion), submit copies of any two of the following:

- Council Tax bill or evidence of Council Tax exemption (current financial year)
- Evidence of rent payments (within the last 3 months)



- Current driving licence
- Benefit and pension documents (current financial year)
- Utility bill not including mobile telephone (within the last 3 months)
- Confirmation that the applicant is on the Electoral Roll for UK Parliamentary Elections
- Confirmation that the applicant is on the School Roll
- Evidence that the applicant is a dependent of a person resident in the local authority's area
- Evidence that the applicant is in the care of the local authority or an approved agency and is resident in the local authority's area
- Evidence that the applicant has a permanent registration with a local GP
- Evidence of Home Office documentation confirming residency

You should provide a copy of a letter or communication from the appropriate official agency or organisation, either as an official document or on the organisation's letterhead.

Evidence of name change

Submit a copy of a legal document clearly showing the new name and the linkage to the previous name, such as a marriage certificate or a deed poll.

Evidence for a Disabled Person's Travel Card

If you're applying because you have a disability, the evidence we require varies depending on your disability.

You should supply whichever of the following are relevant to your application:

- Department for Work and Pensions (DWP) Disability Living Allowance (DLA) award letter, which gives details of a Higher Rate Mobility Component (HRMC) award.
- Department for Work and Pensions (DWP) Personal Independence Payment (PIP) Statement of Entitlement, which shows:
 1. 8 or more points under Descriptor 7 "Communicating Verbally"; or
 2. 12 points under Descriptor 11 "Planning and Following a Journey"; or
 3. 8 or more points under Descriptor 12 "Moving Around".

Please note: The PIP descriptors and their individual scores MUST NOT be added together.
- Veterans UK Agency War Pensioners Mobility Supplement (WPMS) award letter on official headed paper.
- Ministry of Defence award letter under tariffs 1-8 of the Armed Forces Compensation Scheme (AFCS) on official headed paper.
- Eligibility Assessment Approval from your council that you meet one of the following criteria:
 1. Have a high degree of sight loss in both eyes.



- i. severely sight impaired – cannot read, (with your glasses if worn) the top letter of a standard eye test chart at a distance of 3 metres or less.
 - ii. sight impaired – can only read (with your glasses if worn) the top letter of a standard eye test chart at a distance of 6 metres or less.
2. Profoundly or severely deaf, a hearing loss across both ears of 70 decibels (dBHL) or greater.
3. Cannot Speak – you are unable to communicate orally in any language.
4. An impairment or injury that has a substantial long term adverse effect on ability to walk.
5. Without arms or long-term loss of the use of both arms.
6. A Cognitive Impairment.
7. Would be refused a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, pursuant to section 92 of that Act (physical fitness) other than on the ground of persistent misuse of drugs or alcohol.

If you meet one of the eligibility criteria 1 to 7 above, and I've not been assessed by your local council, please contact them to obtain further information.

Evidence Disabled with Companion Travel Card

Your local authority will assess whether you meet one of the following criteria:

- Challenging behaviours: the applicant needs to be supervised at all times;
- Severe cognitive and mental impairments (including people who have no awareness of risk and limited ability to plan and follow a journey);
- A combination of visual and hearing loss or visual and speech loss that prevents independent mobility; or
- Difficulties using a wheelchair independently.

The applicant will be responsible for provided information from an independent, relevant health professional in order for a decision to be made.

What do we do with the evidence?

The evidence you supply is used to validate your application, and by submitting it you're warranting that its accurate.

We may check that a document is genuine with the government agency which originally issued it. For instance, we may contact the DWP. Deliberately supplying false documents is fraud.

Evidence (or digital images of evidence) may be securely stored by your council and shared with Welsh Government and Transport for Wales for the purposes of administering the scheme.