

English National Concessionary Travel Scheme



Dear NoWcard Holder

Renewal of your NoWcard

Your existing English NoWcard National Concessionary bus pass expires soon. Please follow the instructions below and any additional instructions printed on the back of your form to renew your pass.

Proof of Disability

- You will need to provide up to date proof of your disability.
- Please follow the instructions printed on your form and see overleaf for details of the evidence required.

Check Your Details and Photograph

- Please check your details printed on the form. If there are any errors, please correct them in the space provided.
- If you have **changed your address** from the one printed on the form; please **provide proof of residency** for your new address. Suitable proof of residency would be a recent (issued within the last three months) copy of a utility bill, bank statement or rent statement.
- Your form will indicate whether a new photograph is required.
- Please note the photograph on your pass should be a **current likeness**.
- To update your photograph please firmly attach a recent passport style and quality photograph to your application form. Write your customer number from the form, your surname and date of birth on the back of your photo.

Any documents sent as proof of residency or disability will not be returned, therefore please ensure you keep a copy. Your documents will be securely destroyed after your application has been processed.

Your existing NoWcard is only valid until the expiry date printed on the front and it will not be accepted for travel after this date. Passes can only be renewed up to three months after the expiry date otherwise a new application will be required. Please renew your pass by post as soon as possible to ensure you receive your pass before your old pass expires.

Category of Disability

Proof Required

A **Blind or partially sighted**

Proof of registration (sight).

Certificate of vision impairment (CVI) form or BD8.

A letter from an eye specialist confirming that you are blind or partially sighted or that you are eligible for Blind Persons Tax Allowance.

A copy of your Blue Badge (parking) for a minimum of 12 months from date of application.

Armed Forces Compensation Scheme award document showing details of the relevant disability.

B **Severely or profoundly deaf**

This means that the applicants hearing is 70-95dBLH or 95+ dBLH

Audiological report from an aural specialist indicating hearing loss has reached 70-95 dBHL in both ears. (The average loss will be calculated for each ear excluding the 8000+ pitch, calculated from better ear and taken as an average across the normal hearing spectrum).

Armed Forces Compensation Scheme award document showing details of the relevant disability.

C **Without speech**

This does not include persons whose speech is slow or difficult to understand because of, for example, a severe stammer.

Personal Independent Payment (PIP) 8 points or more (Communicating verbally).

Evidence from a medical professional (specialist, occupational therapist or consultant) that you are unable to communicate orally in any language.

Eligibility under this category will usually be categorised as permanent.

Category of Disability

Proof Required

- D Walking** – has a disability or has suffered an injury which has a substantial and long term effect on your ability to walk.

Higher rate mobility DLA award letter dated within the last 12 months.

Personal Independent Payment (PIP) **8 or more points, "Moving around" activity** from DWP, dated within the last 12 months.

War pensioner's mobility supplement or benefit under the Armed Forces Compensation Scheme.

A valid Blue Badge issued on the grounds of mobility.

Please note: evidence must be valid for a minimum of 12 months from date of application.

If your walking disability is so severe that you would be entitled to the benefits/ allowances above, but you are not currently in receipt of them, we will require independent medical evidence and you may be required to have an assessment of your disability. A letter from your GP **would not** be considered sufficient proof.

- E Does not have arms or has long term loss of use of both arms**

Includes double amputees, those with congenital absence of upper limbs or deformity of both arms, and people who have both arms but are unable to use them for everyday tasks, like paying coins into fare machine.

Evidence from a medical professional (specialist, occupational therapist or consultant) that you are unable to use both arms for day to day tasks.

Armed Forces Compensation Scheme award document showing details of the relevant disability.

- F Has a learning disability (not difficulty)**

This is a state or arrested development of mind which includes significant impairment of intelligence **and** social functioning. The learning disability must have started before adulthood and have a lasting effect on development.

Letter from a medical professional or Social Services, stating that you have a learning disability as defined in the criteria, who has you under their care.

Statement of Special Educational Needs or Education Health & Care Plan (EHC) (stating moderate/severe learning disability).

Letter from the manager of the residential home or supported accommodation where you are a resident.

continued

Category of Disability

Proof Required

A person with a learning disability:

- Has a reduced ability to understand new or complex information; and
- A difficulty in learning new skills; and
- May be unable to cope independently

Please note that only conditions matching this definition carry an entitlement to a pass under this category. It does not include autistic spectrum disorders (ASD) unless accompanied by a significant impairment of intelligence. People with mental illness (such as depression, anxiety or schizophrenia), dyslexia, dyspraxia or ADHD are not eligible. You may still qualify if your condition is so severe that you would be refused a driving licence (see below)

G Driving – Has been, or would be refused a driving licence due to a medical condition.

Refers to the refusal of a driving licence under Section 92 of the Road Traffic Act (1988) Requirements as to Physical Fitness of Drivers. e.g. Uncontrolled epilepsy, severe mental disorder or other disabilities likely to cause the driving of vehicles by that person to be a danger to the public.

Please Note: This does not include conditions relating to or caused by persistent misuse of alcohol or drugs.

Recent letter from the DVLA detailing the reason for refusal for a minimum period of 12 months due to your medical condition.

Letter from a medical professional or specialist confirming your disability and that it is sufficiently serious to prevent you from obtaining a driving licence should you be in a position to apply.

Armed Forces Compensation Scheme award document showing details of the relevant disability.

Should your condition change and you are allowed to drive again then your NoWcard Concessionary Travel Pass should be returned to your local authority. Failure to do so may lead to your authority recovering the costs of concessionary travel from the date of re-issue of a driving licence.

As recommended by the DfT, in order to avoid compromising the doctor/patient relationship, using an applicant's GP to verify that an individual meets the criteria for a concessionary travel pass is regarded as an unsatisfactory arrangement for both the GP and the administrators of the scheme. Therefore evidence will only be accepted from a medical professional, specialist, occupational therapist or consultant confirming your disability.