

# 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 a photograph, may lead to your application being rejected. 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 12 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 rejected if you do not enclose a suitable photograph. Please write the name of the applicant on the reverse of the photograph.

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## Section 3 – Automatic qualification

If you are in one of the categories 1-8 below you will automatically qualify and will not need further assessment.

### 1. Moving Around Activity 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 within the last 12 months. If you cannot produce a letter you can obtain a replacement from the DWP on 0800 121 4433.

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

### 2. 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 a letter you can obtain a replacement from the DWP on 0800 731 0122 (if you were born on or before 08/04/1948) or 0800 121 4600 (if you were born after 08/04/1948) or [www.dwp.gov.uk](http://www.dwp.gov.uk)

### 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. Armed Forces Independence Payment (AFIP)

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](http://www.veterans-uk.info)

### 5. 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](http://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 0800 731 0122 or visit [dwp.gov.uk](http://dwp.gov.uk)

- If you live in Barnet, Hackney, Islington, Kingston, Newham, Redbridge, Sutton or Westminster you will be automatically eligible if you receive the HRAA.

## 7. Age

Only in certain boroughs - if you are 80 years of age or older in Islington / if you are 85 years of age or older in Barnet or Redbridge / if you are 90 years of age or older in Kingston. Please note that age is not an automatic criterion in any other borough.

## 8. Blue Badge

in Hammersmith & Fulham only. Having a Blue Badge is not an automatic criterion 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. In some boroughs with more than one trip allocation the information you provide may determine the number of trips you get.

***If your form is received without the requested proof of entitlement (if applicable), proof of address, proof of identification and passport sized photograph it will be rejected.***

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## Medical evidence

If you do not meet one of the automatically qualifying criteria listed in Section 3 you will need to be assessed by your local council or their contracted assessment company.

You must provide medical evidence dated within the last 12 months which supports your application.

You should also 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.

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## 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.

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## Section 4B - Other transport services

It will help to assess your eligibility if you indicate whether or not you have a disabled persons Freedom Pass. In some boroughs this may determine the number of trips you receive and your borough may check whether you have one. It is also useful to know if you travel by any of the other means of transport listed.

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## Section 4C – Disabled person's parking schemes

It will help to assess your eligibility if you indicate whether or not you have an older or disabled person's Parking 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

- confirm the local authority that issued your badge.

Your borough may check whether you have a disabled persons parking badge.

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## **Section 5 – 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.

If you do not meet one of the automatic criteria in Section 3, it will help your application if you can provide supporting medical evidence from your healthcare professional to support your statements.

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## **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.

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## **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.

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## **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 General Data Protection Regulations (GDPR).

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## **Section 9 – Data protection**

- Please read the data protection statement carefully.

A more detailed privacy notice is available on the Taxicard website:  
[www.londoncouncils.gov.uk/services/taxicard](http://www.londoncouncils.gov.uk/services/taxicard)

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## **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 accepted without this and will be rejected. 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.**

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## Section 11 – Declaration

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 at least once 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 (option 2) 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 (mini-cabs) 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).
- You must not use threatening language or behaviour to our staff and drivers.

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

For more information about the Taxicard scheme, please visit:

[www.londoncouncils.gov.uk/services/Taxicard](http://www.londoncouncils.gov.uk/services/Taxicard)

or contact us:

by email: [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk)

by telephone: 020 7934 9791 (option 2).