LONDON TAXICARD SCHEME

The Taxicard scheme is for residents of the 32 London boroughs and the City of London, who find it difficult or impossible to use mainstream public transport such as buses and tubes (due to permanent or long-term mobility or visual impairments), and provides subsidised transport in taxis (Black Cabs) and private hire vehicles (mini-cabs). If you have short-term mobility impairments such as a broken leg, or if you do not live permanently in one of the London boroughs, you are not eligible for a Taxicard.

London Councils manages the Taxicard scheme on behalf of London's local authorities, and CityFleet manages the taxis and mini-cabs used by Taxicard holders. Full details of the Taxicard scheme can be found on the London Councils website:

londoncouncils.gov.uk/services/taxicard

There are six pages to the attached application form. To ensure that your application is not delayed, read the form carefully, and complete it in full.

Page 3 is where you enter your personal details. All applicants must supply proof of their identity and address, along with a recent colour photo. Full details of the documents and photos we accept can be found on **page 8 and 9**.

Page 4 asks about your health and mobility, and why you need a Taxicard. Please attach medical evidence that supports your statements, as these will help to assess your application. We also ask about physical aids to your mobility, such as walking sticks and wheelchairs, to help us understand your mobility difficulties outside of the home.

Page 5 is for wheelchair and mobility scooter users ONLY. This information also assists with our assessment, and lets us know if the scheme is suitable for you.

Page 6 lists criteria for automatic qualification to a Taxicard. Even if you qualify automatically, you must still complete the rest of the form.

Sign and date the application form on **page 7**, and return it with your supporting documentation and photo, by email to **taxicards@lbhf.gov.uk**, or by post to:

H&F Direct
Pay and Park (AT)
PO Box 60820
London W6 9UZ

Please check prices online or at your local Post Office, to ensure that you pay the correct postage rates. To guarantee delivery, send by recorded post or email.

Because of the large number of applications we receive, yours will not be acknowledged, and may take between six and eight weeks to process.

To contact Hammersmith & Fulham Taxicard Team:

email: **taxicards@lbhf.gov.uk** or call: **020 8753 6681**

LONDON COUNCILS

PLEASE RETAIN THIS SHEET FOR FUTURE REFERENCE

DATA PROTECTION

What information do we collect?

We collect the following information about you:
Name, address, date of birth, gender, photograph, email address, phone number, National Insurance number, ethnic origin, Blue Badge number, details of mobility, details of other schemes you may use, details of any person with legal responsibility for applicant, evidence of benefit entitlement.

Once a member of the scheme, we collect booking information, journey details, records of payment taken for replacement passes and fare underpayments.

If you telephone London Councils Taxicard and CityFleet (the contracted vehicle provider) your call may be recorded for training and quality purposes.

Why do we need it?

We use the information to assess if you are eligible for a Taxicard and, if you are eligible, to manage the scheme. We may also use it to prevent fraud, to promote and achieve equal opportunities, and to improve the scheme (including to assess the services available to Taxicard users).

Who do we share your information with?

Your information will be shared with the London borough in which you reside. The borough may share it with a company contracted to conduct mobility assessments. We will also share it with external providers who provide the booking system, vehicles and customer relationship database.

How long do we keep your information for?

We keep successful applications information for as long as you use the Taxicard service and 3 years afterwards.
We keep unsuccessful applications for 3 years. We keep call recordings for 6 months.
We keep journey details for 7 years; these are required for audit purposes.

Who is responsible for your information?

London Councils and the London borough in which you reside are separately responsible for making sure your information is managed properly.

What can you do with your information?

You can ask what information we have about you. You can ask us to change anything that is inaccurate. You can ask us to stop processing your information, but you will no longer be able to use your Taxicard.

Can I get some more information?

A more detailed privacy notice is available on the Taxicard website. Call or email us if you would like a copy sent to you. You can also email dataprotection@londoncouncils.gov.uk if you have any questions or concerns about how your information is used.

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LONDON TAXICARD APPLICATION FORM

Please use black or blue ink and capital letters

YOUR PERSONAL DETAILS

Title:	**First and middle names:**	**Surname:**

Date of birth:	**National Insurance no:**	**Gender:**

Address:

Postcode:	**Your local council:**
Telephone (landline):	
Mobile:	
Email address:	

YOUR TRANSPORT SERVICES

Do you use ANY of the following?

Freedom Pass: YES (Disabled Persons) ☐ / YES (Older Persons) ☐ / NO ☐ *

Disabled Parking Badge (e.g. Blue Badge or equivalent): YES ☐ / NO ☐ *

- (if YES, give the serial number, expiry date and issuing authority):

Serial no:	
Expiry date:	Issued by:

Public transport: TRAINS ☐ / TUBES ☐ / TRAMS ☐ / BUSES ☐ *

Other means of travel (e.g. social services or community transport, work schemes, etc):

* (tick [☑] as appropriate)

YOUR HEALTH/DISABILITY

What are your health/mobility difficulties? Explain how they affect your use of public transport (and state how approximately how long this has been an issue, and whether it affects you always or sometimes):

The above statements need to be supported by medical evidence (preferably dated within the last 12 months). This could be a discharge or medical summary, GP or consultant letter, or occupational therapist (OT) report.

Are you able to stand? YES (easily) ☐ / YES (with difficulty) ☐ / NO ☐ *

- I can stand (approx.) -5 ☐ / 5-10 ☐ / 10-20 ☐ / 20-30 ☐ / 30-40 ☐ / 40-60 ☐ / 60+ ☐ mins*

How far can you usually walk in metres or yards? (this includes when using walking aids)

Do you use a walking stick? SOMETIMES ☐ / ALWAYS ☐ / NEVER ☐ *

Do you use a walking frame? SOMETIMES ☐ / ALWAYS ☐ / NEVER ☐ *

Do you use other walking equipment or aids? SOMETIMES ☐ / ALWAYS ☐ / NEVER ☐ *
(specify these below, and tell us who recommended it):

Do you use a wheelchair? SOMETIMES ☐ / ALWAYS ☐ / NEVER ☐ *
(wheelchair users should read and complete page 3)

* (tick [☑] as appropriate)

LONDON TAXICARD APPLICATION FORM

WHEELCHAIRS & MOBILITY SCOOTERS

To ensure your safety, if you need to use a wheelchair when travelling in a licensed London taxi, you must travel facing the rear of the taxi with your back to the partition and use the attachment belts provided. Many larger electric wheelchairs cannot be positioned and safely secured in this way, due to their size, and so are unsuitable for use when travelling in the Taxicard scheme.

Many mobility scooters cannot be safely secured or are too heavy to use the ramps in licensed London taxis and therefore cannot be used when travelling on the Taxicard scheme.

However, the customer can travel if the electric wheelchair can be safely secured and the scooter is not too heavy, and the customer can transfer from the seat to the back seat of the taxi in order to travel.

If you use a wheelchair or scooter, we need some additional information from you so that we can establish the best way that we can provide the Taxicard service for you. Our ability to provide a suitable vehicle for you will be limited if you do not have access to a wheelchair of a type that can be safely secured in a London taxi and you are not able to transfer to a seat when travelling.

If you use a wheelchair or mobility scooter:

Can you transfer to a seat when travelling? YES ☐ / NO ☐ *

Do you rely on someone else to push you when travelling? YES ☐ / NO ☐ *

Does your chair have leg extensions? YES ☐ / NO ☐ *

If you use a powered/electric wheelchair or a mobility scooter, please state the manufacturer and model:

Manufacturer:
Model:
Who recommended you use this equipment?

* (tick [☑] as appropriate)

AUTOMATIC QUALIFICATION

Some Taxicard applicants qualify automatically for a Taxicard.

Please read through the following criteria, ticking (☑) any that apply to you.

Do you receive Personal Independence Payment (PIP)? YES ☐ / NO ☐ *

- If YES, do you receive 8 points or more for MOVING AROUND? YES ☐ / NO ☐ *
    - If YES, attach a copy of your PIP *award letter* (you must provide all pages of your award letter)

Do you receive Disability Living Allowance (DLA)? YES ☐ / NO ☐ *

- If YES, do you receive the HIGHER RATE for MOBILITY? YES ☐ / NO ☐ *
    - If YES, attach a copy of your DLA award letter

Are you registered as SEVERELY sight-impaired or BLIND? YES ☐ / NO ☐ *

- If YES, please attach a copy of registration with your local authority (e.g. your CVI)

Do you receive the Armed Forces Independence Payment (AFIP)? YES ☐ / NO ☐ *

- If YES, attach a copy of your letter of entitlement

Do you receive a War Pension Mobility Supplement? YES ☐ / NO ☐ *

- If YES, attach a copy of your letter of entitlement

Are you a resident of one of these boroughs: Barnet, Hackney, Hammersmith & Fulham, Islington, Kingston Upon Thames, Newham, Redbridge, Sutton or Westminster? YES ☐ / NO ☐ *

- If YES, do you receive Attendance Allowance (AA) at the HIGHER RATE? YES ☐ / NO ☐ *
    - If YES, attach a copy of the front page of your AA award letter

Are you 90 years or older *and* a resident of Kingston Upon Thames? YES ☐ / NO ☐ *
Are you 85 years or older *and* a resident of Barnet or Redbridge? YES ☐ / NO ☐ *
Are you 80 years or older *and* a resident of Islington? YES ☐ / NO ☐ *

- If YES to any of the above, attach proof of your age, e.g. a birth certificate, passport or driving licence

Are you a Blue Badge holder *and* a resident of Hammersmith & Fulham or Kingston Upon Thames? YES ☐ / NO ☐ *

- If YES, attach a copy of your Blue Badge

If you believe that you have qualified automatically, attach the requested documents and send these in with the completed form. *You still need to complete the rest of the form, as failure to do this may result in delays to your application, or your application being rejected.*

* (tick [☑] as appropriate)

LONDON TAXICARD APPLICATION FORM

DECLARATION

I declare that the information given on this form is true in all respects. Should any changes occur in my mobility needs, I will inform London Councils and my local council immediately. I understand that you may prosecute me if I have given any information on this form which is wrong or untrue, or any supporting documentation which is false or fraudulent.

I acknowledge that I have read, understand and accept the Data Protection statement supplied with this form, and I authorise London Councils to share the data I have provided with my local authority and their nominated assessors.

Signature:	**Date:**

If the applicant is unable to sign the declaration themselves, it can be signed by a family member, friend or representative. If the applicant is under 16 years of age it should be signed by their parent or legal guardian. If you are signing this on behalf of the Taxicard applicant, enter your details below.

Name:
Relationship to applicant:
Phone number:
Email:

ETHNIC MONITORING

The purpose of this section is to provide information on whether we are delivering services in an appropriate manner across the whole community, using categories taken from Census 2011. This information is confidential. Failing to complete it will not prejudice your application.

Please tick [☑] whichever of the following best describes your ethnic origin, or insert your own description in the box provided. Leave this section blank if you do not wish to say.

WHITE: British ☐ / Irish ☐ / Gypsy or Irish Traveller ☐ / other white ☐ *

BLACK or **BLACK BRITISH:** Caribbean ☐ / African ☐ / other Black ☐ *

ASIAN or **ASIAN BRITISH:** Indian ☐ / Pakistani ☐ / Bangladeshi ☐ / Chinese ☐ / other Asian ☐ *

MIXED: Asian & white ☐ / Black Caribbean & white ☐ / Black African & white ☐ / other mixed ☐ *

OTHER ETHNIC GROUP: Arab ☐ / other ☐ *

If you have ticked any of the "other" boxes, enter your description here:

* (tick [☑] as appropriate)

YOUR PROOF OF IDENTITY

Original documents cannot be returned, so please send clear COLOUR COPIES (photocopies or photographs) of ONE of the following:

- Current passport (just the page with your personal information, i.e. name and date of birth)
- Birth certificate (unless your name has changed)
- Marriage, civil partnership, divorce or dissolution certificate
- Current UK or EEA photo card driving license
- Letter of state pension entitlement
- European Economic Area ID card
- Resident permit issued by the Home Office to EEA Nationals
- National identity card bearing a photograph of the applicant
- Asylum registration card or letter

YOUR PROOF OF ADDRESS

Original documents cannot be returned, so please send clear COLOUR COPIES (photocopies or photographs) of ONE of the following. The document should be dated within the last 12 months (or 3 months if marked with a ★). Hospital and GP correspondence, and bank & credit card statements/letters are NOT accepted:

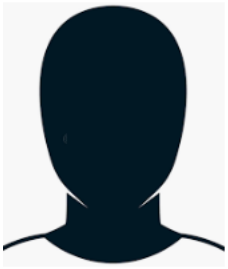
- Residential utility bill (gas, electric, satellite, television, landline phone, water) ★
- Local Authority council tax bill for the current council tax year
- Current UK or EEA photocard driving license (but not if used as proof of identity)
- Mortgage statement from a recognised lender issued for the last full year
- Solicitor's letter within the last three months confirming recent house purchase or land registry confirmation of address
- Council or housing association rent card or tenancy agreement for the current year
- HMRC self-assessment letters or tax demand dated within the current financial year ★
- Recent notification letter from DWP ★
- Domiciliary care bill ★

MEDICAL EVIDENCE

The statements provided in 'Your Health/Disability' section must be supported by medical evidence (preferably dated within the last 12 months). This could be a discharge or medical summary, GP / consultant letter, or occupational therapist (OT) report.

YOUR PHOTO

You must attach a passport-sized colour photo clearly showing your face. The photo should be taken within the last 12 months, and your face should be uncovered. This picture will be used to identify you on your Taxicard.



Failure to provide any of the above documents may result in delays to your application or your application may be rejected.