**Date issued:** 16th of February

**Freedom of Information Request** 16/23

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

**In respect of your processing information / applications for travel passes, or reviewing continued eligibility to hold travel passes.**

**Which items of UK or Welsh government legislation underpin your travel pass application and processing procedures.**

**Please also cite any other documentation; official guidelines, internal policies or protocols (etc.) which support and inform your practice.**

**I am particularly interested in learning of this from the perspective of someone who has had their driving licence revoked on medical grounds and is consequently eligible for a free travel pass. In particular, documentation required to conduct a periodic review.**

**RESPONSE**

Please see attached and below which provide information to answer your request.

‘The automatic eligibility criteria for Welsh Concessionary Travel Cards were agreed in accordance with Welsh Government and the 22 Welsh local authorities. Disability eligibility reviews for cardholders with temporary disabilities were instated as a counter-fraud measure, in-line with the Welsh Concessionary Travel Card user terms and conditions, which all active cardholders agree to upon submitting their application. These disability eligibility reviews, where possible, take place at intervals which align with review periods outlined in the disability eligibility documentation cardholders provided in their original application.’

# CATEGORIES OF PERSON ELIGIBLE TO RECEIVE A CONCESSIONARY TRAVEL CARD

6.1      The issuing authority shall provide a card to persons ("**eligible person**") who are resident in Wales and appear to the issuing authority to meet the qualification criteria defined in the latest guidance issued by the Welsh Government entitled "A Common Approach to Eligibility" [https://gov.wales/sites/default/files/publications/2019-06/concessionary-bus-travel-scheme-guidance\_1.pdf](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fgov.wales%2Fsites%2Fdefault%2Ffiles%2Fpublications%2F2019-06%2Fconcessionary-bus-travel-scheme-guidance_1.pdf&data=05%7C01%7CKaty.Griffin%40tfw.wales%7C6b738c869af442d4525508db0032c030%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C638103990475463396%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=VrwKUufFqVo1BkOQjQdREeKaQ5vo09xXHezzRcyGo3E%3D&reserved=0)

6.2      The issuing authority reserves the right to cancel any card where the card holder no longer meets any of the eligibility requirements specified in this guidance.

*Continued…*

# ISSUE OF CONCESSIONARY TRAVEL CARDS

## Concessionary Travel Cards are valid from the date of receipt and where shown will expire on the date specified on the card. The issuing authority retains the right to cancel cards where the holder no longer meets the eligibility requirements specified in paragraph 6. In this event, the issuing authority will provide written confirmation that the card has been cancelled and the reason for this action.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".