**Date issued:** 23rd of May 2023

**Freedom of Information Request** 67/23

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:**

1. **Please provide me with information as to how many people start the application process with Transport for Wales and subsequently fail to complete the process?**
2. **What proportion of people in Wales who are registered with a disability / unable to drive due to an invisible disability such as epilepsy actually have a concessionary travel card?**
3. **Has Transport for Wales considered web-site accessibility for disabled people applying for the concessionary travel passes?**
4. **Has Transport for Wales tested their on-line application system against a wide range of elderly/ disabled potential users of the service to find out how accessible the website and application process actually is?**
5. **Please explain to me what measures you will put into place to make your concessionary travel card system more accessible and your subsequent correspondence processes more understandable to people who are very likely to have few computer skills or cognitive difficulties**.

**RESPONSE**

Question 1

Transport for Wales do not have data on the number of people that start the application process and then do not continue.  Our system does not record this information.

Question 2

Transport for Wales do not hold data on the number of people in Wales registered with a disability.

25,854 people in Wales have an individual Disability Concessionary Card. There are an additional 16,967 disability + Companion cards, giving a total of 42,819 live disability concessionary cards.

Questions 3&4

Transport for Wales systems were tested with Age Cymru and disability and accessibility groups prior to going live in 2019.

We also offer a paper application form, full telephone support to complete the online process and Local Authorities offer face to face support where needed. Local Authorities remain responsible for Disability Concessionary Cards, Transport for Wales manage the Concessionary Card scheme on behalf of the 22 Welsh Local Authorities. If an online application fails, the applicant is informed by email why the application is rejected, and specific information is provided around what is needed to complete the application. At this stage applicants can contact our support team via e mail or telephone for further assistance.

Question 5

Transport for Wales have reviewed our templates to ensure they worded in a clearer way, we now make it more specific so the applicant can understand exactly what is required to complete the application.

In addition, we have arranged a review of these processes with our Disability and Inclusion Manager to look for further improvements we can make.

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".