

	<p>POLICY AND RESOURCES COMMITTEE</p> <p>1 DECEMBER 2016</p>
<p style="text-align: right;">Title</p>	<p>Disabled Persons Freedom Pass Review</p>
<p style="text-align: right;">Report of</p>	<p>Commissioning Director, Environment</p>
<p style="text-align: right;">Wards</p>	<p>All</p>
<p style="text-align: right;">Status</p>	<p>Public</p>
<p style="text-align: right;">Enclosures</p>	<p>Appendix 1 – Disabled Persons Freedom Pass Questionnaire Appendix 2 – Consultation Document Appendix 3 – Consultation Report Findings Appendix 4 – Supporting Information Request Form Appendix 5 – Equalities Impact Assessment</p>
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<p>Summary</p>
<p>This report summarises the progress of phase two of the review into the Disabled Persons Freedom Passes assessment process and criteria to date. The report makes recommendations regarding the Disabled Persons Freedom Pass process and eligibility criteria and provides the results of the public consultation into the new proposed process and methods of assessing eligibility criteria. Finally, the report outlines the future actions the Disabled Persons’ Freedom Pass Improvement Group intends to take in order to introduce the new process for implementation.</p>

Recommendations

That the Policy and Resources Committee:

- 1. Considers the results of the consultation on the Disabled Persons Freedom Pass**
- 2. Approves the revised criteria for Disabled Persons Freedom Passes Applications.**
- 3. Agrees the additional process improvements outlined in section 4 of this report for the rollout of the new improved process**

1. WHY THIS REPORT IS NEEDED

- 1.1 The draft Disabled Persons Freedom Pass Review: Draft criteria for assessment and next steps for implementation was approved by Policy & Resources Committee on 1 September 2016 subject to consultation.
- 1.2 The consultation was conducted for six weeks between 26 September 2016 – 4 November 2016.
- 1.3 The consultation was open to all, but specifically communicated to those currently using the concessionary Freedom Pass Scheme and representative bodies. Paper copies, easy read and large print versions of the consultation were also made available on request.
- 1.4 The consultation questions focused on:-
 - What extent did residents support or oppose the proposed changes for the evidence required for a person to submit.
 - Would the proposed changes have a positive or negative impact to an individual.
 - What help and assistance is required for a service user to renew or apply for a Disabled Persons Freedom Pass; and
 - What is the preferred method of communication.
- 1.5 This report sets out the consultation findings, and also assesses their relationship to the key process improvement proposals. It concludes that the proposed changes are strongly supported by residents and service users.
- 1.6 The Council's vision for its Disabled Persons Freedom Pass application and renewals process is for an exemplar high quality process that provides the best user experience possible for our residents. To achieve this our proposals include an expansion of acceptable documents to support an application, reviewing the way an individual can apply for a Disabled Persons Freedom Pass and making documents more accessible for users. The Council recognises that in order to deliver an excellent service, good access to the process is crucial. Therefore, the Council has committed to continue including

third sector organisations, service users and subject matter specialists in any service developments or proposed changes that could have an impact on any service user.

SUMMARY OF THE CONSULTATION FINDINGS

- 1.7 The full report is attached in Appendix 3. The consultation was advertised in the local media, and also via social media. Posters were distributed to voluntary organisations, Housing Estates, Police Stations, Libraries and prominent London Borough of Barnet Buildings and adult day centres.
- 1.8 376 responses were received, 76 % of responses were completed via the online survey, 24% were completed using the paper copies made available. (See Appendix five)
- 1.9 Twelve drop-in sessions as illustrated in Table 1 were held across various libraries across the borough for any resident or Disabled Persons Freedom Pass holder to come and discuss the proposed changes. A total of 160 persons attended the drop in sessions.

Table 1

Location	Date	Times
Hendon Library	30 September 2016	10am - 12pm 2 - 4pm
North Finchley Library	3 October 2016	10am - 12pm 2 - 4pm
Chipping Barnet Library	11 October 2016	10am - 12pm 2 - 4pm
Burnt Oak Library	19 October 2016	10am - 12pm 2 - 4pm
Golders Green Library	27 October 2016	10am - 12pm 2 - 4pm
Edgware Library	3 November 2016	10am - 12pm 2 - 4pm

- 1.10 The key findings on the proposed methods for assessing eligibility criteria are set out in the Consultation Findings Report and are summarised below:

- *Is blind or partially sighted*

The majority of residents 47% said they supported the proposed changes with 14% opposing

- *Is profoundly or severely deaf*

The majority of residents 48% said they supported the proposed changes with 14% opposing

- *Is without speech*

The majority of residents 47% said they supported the proposed changes with 15% opposing

- *Has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk*

The majority of residents 56% said they supported the proposed changes with 17% opposing

- *Does not have arms, or have long term loss of both arms*

The majority of residents 54% said they supported the proposed changes with 14% opposing

- *Has a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning*

The majority of residents 59% said they supported the proposed changes with 14% opposing

- *Would, if he/she applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.*

The majority of residents 61% said they supported the proposed changes with 8% opposing

- *Do you think the proposed changes will have a positive or negative impact on your life?*

The majority of residents 34% stated that the proposals would have a positive impact to their lives. Twenty seven per cent stated that the proposals would have no impact and 24% felt that the proposals would have a negative impact.

1.11 Forty one per cent of respondents preferred to submit evidence via post compared to 26% that wished to upload electronically.

1.12 The Council engaged with organisations as listed in Table B promoting the consultation and advising the reasons for the review. This has enabled a better understanding of the needs of the organisations members and existing

Disabled Persons Freedom Pass holders with the common theme being the fear of passes being withdrawn without justification.

Table B

Name of Organisation	Date
Community Barnet	19/09/2016
Barnet African Caribbean Association	20/09/2016
Barnet Older Asian Association	20/09/2016
Barnet Voice for Mental Health	20/09/2016
Barnet People's Choice	20/09/2016
Age UK	06/10/2016
Mencap	10/10/2016
Met Police	10/10/2016
Inclusion Barnet	11/10/2016
Barnet Asian Elders Association	13/10/2016
Space 2 B	28/10/2016
Barnet Voice for Mental Health AGM	31/10/2016
Volunteering Matters	02/11/2016
Learning Disability Parliament	03/11/2016

- 1.13 Five per cent of respondents suggested that evidence from GPs should be accepted as proof of the applicants' disability. However, the Department for Transport Guidance argues that GP evidence is 'an unsatisfactory arrangement'.
- 1.14 To ensure that London Borough of Barnet is compliant with DfT guidance, consideration was given but not recommended as detailed in section 4.

2. REASONS FOR RECOMMENDATIONS

- 2.1 The consultation shows that 53% of people are in favour of the Councils proposals for providing supporting evidence for Disabled Persons Freedom Passes Applications
- 2.2 Thirty four per cent of residents feel that the proposed changes will have a positive impact whilst 42% stated that it would have no impact/not applicable. Twenty four per cent stated that the proposals would have a negative impact.
- 2.3 The proposals are required to ensure that Barnet Council is more closely aligned to Department for Transport Guidance, meets section 240 of the Transport Act and provides a better quality and more effective service for users.
- 2.4 The Council recognises that historically, Barnet had interpreted an 'eighth criterion' from the Department for Transport (DfT) Guidance which it has referred to as 'Mental Health'. The proposed criteria incorporates Mental Health conditions within the Department for Transport Category of *'Refused a driving licence, other than on the grounds of persistent misuse of drugs or*

alcohol' which allows applicants suffering as described in the DfT guidance thus fully adhering to the seven recognised disabilities.

- 2.5 The methods of assessment for the new criteria widen acceptable forms of evidence of eligibility as described in Appendix 2.
- 2.6 As recommended by the Department for Transport Guidance, Barnet will continue using an Independent Medical Assessor, where necessary, to carry out assessments for applicants that fall into category d, (Has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk) It must be noted that the Department of Transport has suggested that using a GP would have the potential to compromise the doctor/patient relationship.
- 2.7 In other categories, medical evidence from a GP can be accepted, for example 'Do not have arms, or have long term loss of both arms', or 'Would, if he/she applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the grounds of persistent misuse of drugs or alcohol'. This is an improvement to the service ensuring that an individual does not have to attend an independent medical assessment.
- 2.8 The Council recognises that medical specialists may charge applicants to provide a report confirming 'Would, if he/she applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the grounds of persistent misuse of drugs or alcohol'. To mitigate this the Council proposes a GP/Specialist is able to complete a 'Supporting Information Request Form' for an applicant as this form requests answers to factual questions only and does not ask for the opinion of the GP/Specialist so is no cost to the applicant. (The form would be provided by the local authority to the applicant who would be responsible for having it completed by his medical specialist).
(See Appendix four)
- 2.9 Historically, Barnet Council carried out eligibility checks once every five years for individuals that had qualified for a pass based on benefits received. As part of the proposal, where an individual has received a Disabled Persons Freedom Pass based on benefits, eligibility checks will be aligned with benefit expiry date as illustrated in the following examples.

Example 1

Person X was issued with a Disabled Persons Freedom Pass on 1 April 2015 with an expiry date of 31 March 2020. However when Person X applied, Person X provided evidence that he/she was in receipt of Higher Rate Mobility Benefit until 1 April 2018. Therefore, Person X would be required to submit their 2018 new award to prove their continuous eligibility for a Disabled Persons Freedom Pass.

Example 2

Person X was issued with a Disabled Persons Freedom Pass on 1 April 2015 with an expiry date of 31 March 2020. Person X provided evidence that he/she was in receipt of Higher Rate Mobility Benefit for life. In this case, every five years a residency check would be carried out. If the individual's circumstances changed, the onus would be on the individual to inform the Local Authority.

- 2.10 The new process encompasses assessment of eligibility criteria that conforms to the s240 of the Greater London Authority Act (as amended), Department for Transport Guidance and promotes the Care Act 2014.
- 2.11 s240 of the Greater London Authority Act (as amended), Department for Transport Guidance and promotes the Care Act 2014.

Additional process improvements

- 2.12 As part of the review, it has been identified that current processes require improvement to ensure that the service user is able to apply or renew a Disabled Persons Freedom Pass with ease. Therefore, it is proposed that Phase III will look at ways of improving and revising the following areas:
- **Data Cleansing** - Transfer of Disabled Persons Freedom Pass to Older Persons Freedom Passes where an individual has reached the qualifying age. This will lead to a reduction in administration costs as the Older Persons Freedom Pass is administered by London Councils. The current total of pending transfers is 1358 which includes 2 deceased and 23 'Not known at this address'.
 - **Data Matching** – From the consultation, the Council have received 194 returned correspondence stating, 'Not known at this address' which requires further investigation. These cohorts of individuals are still listed as having a Disabled Persons Freedom Pass.
 - **Website information and functionality** – Internal user testing has highlighted that web content requires improvement so that applicants can readily access clear information.
 - **Application Forms** – Forms will be improved so that they offer guidance to applicants. They will also be clearly labelled and incorporate an anti-fraud clause and sharing of information statement. Paper application forms will be updated and introduce a choice of 'Easy Read' and 'Large Print'

- **Communication Templates** – Templates will be created that are suitable for use by the applicant and written in ‘Plain English’
- **Renewals** – All renewals will be communicated in a timely manner with existing pass holders, ensuring that adequate support is given where required.
- **Accessibility** – Whilst the process fully supports the Customer Access Strategy, it is acknowledged that vulnerable persons may need assistance in completing their application. In such cases, there may be a need for a ‘Call Back’ or ‘Face to Face’ assistance; the Customer Support Group would provide the necessary support.
- **Diversity** – The Council recognises that the borough has a diverse population and as such will endeavour to assist applicants where English is not their first language by providing support in their preferred language.
- **Telephone Communication** – The review will ensure that where Interactive voice responses are used, they are clear and transferred to the relevant department in a timely manner, ensuring that the Customer Access strategy is supported.
- **Re-designing applicant journeys end-to-end** – Operational level agreements will be introduced. The benefit of these will be:
 - (i) Clear timescales for applications and renewals
 - (ii) Tracking of all applications
 - (iii) Monitoring Equality & Diversity
 - (iv) Clear process maps for applications/renewals and appeals
 - (v) Expected standards (Letter writing, answering of enquiries and dealing with complaints)
- **Appeals Process** – The Council wishes to introduce a one – step appeal which will be carried out by an London Borough of Barnet Officer removed from direct line management of original decision taker
- **Automatic renewals** – The Council proposes to introduce eligibility review checks to coincide with award expiry dates, to ensure that the individual is entitled to the pass. The pass holder will be required to submit a further award letter in order to have continuing eligibility for the pass. Where an individual has a disability which is considered as permanent the Council accepts that renewals will be carried out automatically providing:
 - The individual is still residing within the Borough
 - The individual can provide evidence/or a remote Council Tax check can take place
- **Desk based assessments** – It is proposed that the Council continues with desk based assessments and Independent Medical Assessments relating to the category ‘Has a disability, or has suffered an injury, which has a

substantial and long-term adverse effect on his ability to walk.' A full process will be created following approval of the new draft criteria which will also highlight who will actually carry out Independent Medical Assessments.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 The Disabled Persons' Freedom Pass Improvement Group has considered ceasing the use of an independent medical assessor to determine eligibility and allow applicants to provide medical evidence from their own GP. The main argument against this approach is that it has the potential to compromise the doctor/patient relationship. The Department for Transport guidance and the review group believes that utilising medical assessors is the most appropriate way to determine eligibility for some disability types and where there is doubt of eligibility.

Extract from Department for Transport Guidance

'For other applicants, where there is any doubt about eligibility, the Department recommends that local authorities seek independent medical evidence to inform their decision. The cost of this should not be borne by the applicant.

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. The main argument against this approach is that it compromises the doctor/patient relationship.

The Department strongly recommends that independent health professionals should undertake assessments in place of GPs. In the case of assessment of the inability to walk, for example, occupational therapists or physiotherapists are often best placed to assess eligibility due to their professional knowledge of mobility. Transferring assessment to such specialists implicitly suggests the importance of making judgements based on physical mobility rather than medical conditions'.

4. POST DECISION IMPLEMENTATION

- 4.1 The future implementation of the Disabled Persons Freedom Pass Process has also been considered. The end to end process to would continue via our partner, Customer Support Group, after a period of training on the revised process and criteria with additional support from the London Borough of Lewisham who have a robust exemplar process established and experienced subject matter specialists to provide training and quality assurance for Barnet's new process. The proposal is for London Borough of Lewisham staff to support the Barnet Team for two days per week for a period of 26 weeks.
- 4.2 Subject to Policy & Resources Committee approval to proceed, a co-production group working group will be set up involving service users, third sector organisations and other stakeholders who will be involved in

redesigning the application form, communication, lines of support and web access using the feedback collected from the consultation. This co-production group will also test webpages, application forms and telephony channels with any proposed changes being considered before implementation in spring 2017.

5. IMPLICATIONS OF DECISION

5.1 Corporate Priorities and Performance

5.1.1 The review into Disabled Person's Freedom Passes supports the Council's following organisational values:

- **Fairness:** By providing a fully accessible, transparent and straight forward application process supported by consistent criteria which align with the Department for Transport Guidance, the Care Act 2014 and the s240 of the Greater London Authority Act (as amended).
- **Responsibility:** By recognising that the Local Authority has a responsibility to provide a robust process for the application and renewal of Freedom Pass based on eligibility.
- **Opportunity:** By providing choice and independence to people with disabilities and enabling them to access services, education and employment via assisted travel support.

5.1.2 Disabled Person's Freedom Pass Review will also assist the Health and Wellbeing Strategy by supporting those with disabilities to live independently wherever possible.

5.2 Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)

5.2.1 Regular monitoring of the budget and reporting will be in place for all stakeholders ensuring that the residents are receiving 'Value for Money'.

5.2.2 Disabled Persons Freedom Passes does not form a budget saving in line with the Medium Term Financial Savings.

5.2.3 It must be noted that the Disabled Persons Freedom Passes review is aiming to obtain the best practice to meet resident's expectations and not to reduce costs. It is possible that the new process may result in increased costs for the Council. The Council recognises this and this is addressed in the risk mitigation section of this report.

5.2.4 The Council believes that by utilising a subject matter specialist from the London Borough of Lewisham will incur a cost to the London Borough of Barnet. This cost has yet to be determined and will be funded from the parking reserve.

For 2015 renewals, there was an additional fee of £100,000 that was payable and funded from central expenses.

5.2.5 Social Value

5.2.6 The proposals outlined in this report seek to ensure that the revised criteria achieve the Council's vision to allow full access for disabled persons to apply for a Disabled Persons Freedom Pass ensuring that the criteria is fair, accessible and conforms to the s240 of the Greater London Authority Act (as amended), Department for Transport Guidance and promotes the Care Act 2014. The vision for Barnet is to allow disabled persons to access the service at ease, and where assistance is required, this is always available ensuring residents are treated with respect, dignity and fairness.

5.3 Legal and Constitutional References

5.3.1 Section 240 of the Greater London Authority Act 1999 as amended by section 151 the Transport Act 2000 provides the statutory basis for travel concessions on journeys in and around Greater London.

5.3.2 The Concessionary Bus Travel Act 2007 ('the 2007 Act') provides for a statutory guarantee of free off-peak travel for eligible older and disabled people on local bus services anywhere in England ('the national concession'). Provisions in the 2007 Act have been commenced to enable the national concession to begin on 1 April 2008.

5.3.3 The 2007 Act modifies existing legislation which guarantees free off-peak local bus travel in England only within the area of the local authority in which an eligible person resides. The grant of concessions is governed outside Greater London by sections 145 to 150 of the Transport Act 2000 ('the 2000 Act') and within London by sections 240 to 244 of, and Schedule 16 to, the Greater London Authority Act 1999 ('the 1999 Act').

5.3.4 [Annex A to the Responsibility for Functions](#) (Council Constitution) sets out the terms of reference of the Policy and Resources Committee and states that 'if any report comes with the remit of more than one committee, to avoid the report being discussed at several committees the report will be presented and determined at the most appropriate committee. If this is not clear, then the report will be discussed and determined by the Policy and Resources Committee'. In this case the report recommendations cut across the Environment Committee which has specific responsibility for transport and the Adults and Safeguarding Committee, which is responsible for promoting the best possible adult social care services.

5.3.5 [Section 6.5 of the Responsibility for Functions](#) (Council Constitution) defines a key decision as one which:

- will result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates; or

- is significant in terms of its effects on communities living or working in an area comprising two or more wards.

5.3.6 The [approval](#) of the draft Disabled Persons Freedom Pass eligibility criteria would be significant in terms of its effects on communities living or working in all wards.

5.4 Risk Management

5.4.1 The main risks associated with Phase II of Disabled Person's Freedom Pass Review are as follows:

- Improvement of eligibility criteria and method of assessment may lead to dissatisfaction of some existing pass holders who may no longer be eligible. This risk will be mitigated by the new process being more closely aligned with the Department for Transport (DfT) Guidance for assessment meaning transparent and justifiable eligibility criteria to determine entitlement which applies to all residents. Where there is a need to withdraw a Disabled Persons Freedom Pass, the pass holder will be contacted 3 months in advance of cessation and will have the opportunity to submit an appeal.
- It has been identified that the new draft criteria has removed Mental Health which has been incorporated within category g 'Would, if he/she applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have his application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol'. This could entail that an individual who obtained a Disabled Person Freedom Pass historically under mental health may no longer be eligible under the new draft criteria.
- Withdrawal of temporarily issued passes when the new criteria are implemented. There is a risk that some residents who have had their Disabled Persons Freedom Passes temporarily reactivated will subsequently not meet the new eligibility criteria and will therefore have their Disabled Persons Freedom Passes deactivated. This risk will be mitigated by affected residents receiving appropriate and timely communication and support.
- It has been recognised there may be additional costs associated with assessments of applicants. This risk will be mitigated by the 'Supporting Information Request Form' designed for GP to complete which will provide factual answers. (See Appendix 4)

5.5 Equalities and Diversity

5.5.1 The applications and renewal process and the eligibility criteria will be subject to a full equalities impact assessment. (See appendix 5) These proposals have been formulated bearing in mind the Council's Public Sector Equality duty as set out below.

5.5.2 The 2010 Equality Act outlines the provisions of the Public Sector Equalities Duty which requires Public Bodies to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
- advance equality of opportunity between people from different groups
- foster good relations between people from different groups

5.5.3 The relevant protected characteristics are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

5.5.4 The broad purpose of this duty is to integrate considerations of equality into day business and keep them under review in decision making, the design of policies and the delivery of services

5.5.5 In addition all templates should advise the inclusion of:

- Up to date information about the Equalities impact of the proposal and details of how this has been assessed
- Sources of data
- Assessment of equalities risks and what has been done to mitigate them

5.5.6 Freedom Passes are one way of supporting people with disabilities to maintain a level of independence and therefore it is important to ensure that the eligibility criteria and the process of assessment allows everyone who is eligible to apply and receive a pass.

5.5.7 The Council and our delivery partner, Customer Support Group (CSG), recognise a responsibility to make changes to the Freedom Pass applications and renewal process so that all applicants will receive equal treatment. It is recognised that applicants may require reasonable adjustments to be made to the process which take account of their specific disabilities under the 2010 Equality Act.

5.5.8 The process will therefore offer a choice of contact methods:

Web

Applicants will have access to the Barnet website and London Councils for help and assistance

Telephone

Applicants will be offered support via the telephone Monday-Thursday between the hours of 9am - 5.15pm and Friday 9am - 5pm.

Face-to-face

In the case where an individual needs face-to-face support, this will be provided at Barnet House and Burnt Oak Library.

Email

Applicants have the option to email for support.

Communication

Alternative formats of documents will be available upon request including 'Easy Read' and 'Large Format'

5.5.9 We are satisfied that the new process will be accessible to all residents taking into account their particular circumstances and disabilities. All communication materials will be available in a variety of accessible formats to take account of applicants' specific needs and presented in a manner that is easy for them and their carers/advocates to access and understand.

5.5.10 The change to the eligibility criteria may impact 376 pass holders who have obtained Disabled Person Freedom Passes under the current criteria of Mental Health. It is proposed that those who may no longer be eligible under the new draft criteria are allowed to retain their pass until the renewal date in 2020. This cohort of pass holders will be given 12 months notification that they will be required to renew their pass under the new criteria. There is a risk that these individuals may not be eligible under the new draft criteria.

5.5.11 Family services work with children and young people up to the age of 18 with the exception of Onwards and Upwards (the leaving care service) which works with young people who qualify for the service until the age of 21 or 25 if they are in education and the 0-25 Service.

5.6 Consultation and Engagement

5.6.1 A consultation was carried out from 26 September to 4 November 2016. The consultation invited service users, residents and volunteers to give their views on the proposed changes to the assessment of eligibility.

5.6.2 The method of consultation involved an online questionnaire, paper questionnaire available in alternative formats and a consultation document for additional information on the proposals and background information. Drop-in sessions were also available at six libraries during September, October and November.

5.6.3 Following this report being agreed by this committee, a user testing group will be set up during December 2016 inviting Barnet Volunteers, third sector organisations and vulnerable persons to carry out user testing of the revised criteria, web access, application forms and sample responses before implementation in spring 2017.

5.7 Insight

5.8.1 Insight on the needs of resident groups has been utilised to inform the review and the areas in which the process needs to be improved.

5.8.2 Further insight from the planned user group testing and consultation will inform and guide the design of the final improved Disabled Persons Freedom Pass Process and assessment of eligibility criteria.

6. BACKGROUND PAPERS

6.1 Policy and Resource Committee 17 May 2016

Report: Member's Item, Disabled Persons' Freedom Passes

<http://barnet.moderngov.co.uk/documents/s31818/Members%20Item%20-%20Cllr%20Barry%20Rawlings.pdf>

Minutes (Item 6a)

<http://barnet.moderngov.co.uk/documents/g8354/Printed%20minutes%2017th-May-2016%2019.00%20Policy%20and%20Resources%20Committee.pdf?T=1>

6.2 Section 240 Greater London Authority Act:

<http://www.legislation.gov.uk/ukpga/1999/29/section/240>

6.3 Department for Transport Guidance

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181507/eligibility-review.pdf

6.4 DVLA guidelines on medical fitness:

<https://www.gov.uk/government/publications/assessing-fitness-to-drive-a-guide-for-medical-professionals>

6.5 Disabled Persons Freedom Pass Committee Report dated 1 September 2016

6.6 Terms of Reference for the Disabled Persons Freedom Pass Review