

Mr. Christopher Stapleton

By email: request-236252-942bdd57@whatdotheyknow.com

12 November 2014

Our ref: 1457464

Dear Mr. Stapleton

Thank you for your request for information received on 28 October 2014, concerning disabled freedom passes criteria.

This request is being handled under the Freedom of Information Act 2000.

I can confirm that the information requested is held by Harrow Council. I have detailed below the information that is being released to you.

You requested answers to the following questions. Please see our answers in bold below:

(1) Have there been any changes in your borough's eligibility criteria for disabled freedom passes over the last eight years?

**Yes. Harrow stopped accepting GP letters. Additionally the process for assessment has changed, as Harrow has appointed an external contractor to assess all non-automatic cases so ensuring consistency.**

(2) If the answer to question 1 is 'yes', what have these changes been?

**Harrow stopped accepting GP letters. Additionally the process for assessment has changed, as Harrow has appointed an external contractor to assess all non-automatic cases so ensuring consistency.**

(3) If the answer to question 1 is 'yes', when did the changes take place?

**Around November 2011.**

(4) How many disabled freedom passes did your borough issue in each year since, and including, 2006?.

**Our records on London Councils data base for disabled freedom pass holders only start from 2010.**

**Totals are:**

**2010- 2,830,  
2011- 569,  
2012- 715,  
2013- 982,  
2014- 621 to date**

If you are dissatisfied with the way your request for information has been handled, you can request an internal review of Harrow Council's decision by writing to:

Mr. Fern Silverio  
Head of Collections and Benefits  
Harrow Council  
Civic Centre  
Station Road  
Harrow  
HA1 2XF

Email: [fern.silverio@harrow.gov.uk](mailto:fern.silverio@harrow.gov.uk)

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office, Wycliffe House,  
Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <http://www.ico.org.uk/complaints/handling/complain>

There is no charge for making an appeal.

Yours sincerely

Anna Batoryk  
FOI Officer - Business Support  
Resources  
[anna.batoryk@harrow.gov.uk](mailto:anna.batoryk@harrow.gov.uk)