

# Guidance on assessing the eligibility of Service Personnel and Veterans for the England National Concessionary Travel Scheme

Addendum to Guidance to Local Authorities on Assessing the Eligibility  
of Disabled People in England for Concessionary Bus Travel

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# Contents

Introduction.....	4
1. Guidance on assessing eligibility of service personnel and veterans.....	6
2. Annexes .....	9
Annex A: AFCS Injuries Table .....	10
Annex B: Reasons for Decision Letter .....	14
Annex C: SPVA Notice of Walking Disability .....	15

# Introduction

1. This guidance document is an addendum to the Department for Transport's Guidance to Local Authorities on Assessing Eligibility of Disabled People in England for Concessionary Bus Travel, which can be found at the following link:  
<http://www.dft.gov.uk/pgr/regional/buses/concessionary/informationlocalauthorities/guidancedisabled/ancetolocalauthoritieson3561.pdf>
2. The Government is committed to supporting the Armed Forces, their families and veterans and to rebuilding the 'Military Covenant'. Improving access to the England-wide concessionary travel scheme for seriously injured service personnel and veterans will contribute to this commitment.
3. Seriously injured service personnel and veterans who have been awarded a lump sum payment under the Armed Forces Compensation Scheme (AFCS) can apply for a disabled concessionary travel pass. It is likely that the majority of service personnel and veterans who have received compensation for an injury in tariffs 1-8 of the AFCS scheme will be eligible for a disabled concessionary travel pass - given the severity and longevity of the injuries in these tariffs.
4. From August 2011, service personnel and veterans who have been awarded a lump sum payment under the AFCS and meet the existing disability criteria for the England National Concessionary Travel Scheme (ENCTS) may be considered automatically eligible for an ENCTS disabled person's concessionary travel pass. Wherever possible local authorities should issue a concessionary travel pass to eligible service personnel and veterans on production of their AFCS award letter and the reasons for the decision. This will avoid further assessment.
5. This guidance addendum is intended to assist local authorities in using AFCS award letters to assess the eligibility for an ENCTS disabled person's concessionary travel pass. This will reduce the costs incurred by local authorities in undertaking independent medical assessments. Equally importantly, it will also avoid subjecting service personnel and veterans to unnecessary examination and bureaucracy.
6. Until 2005, in the main, service personnel and veterans injured in service were assessed by the Ministry of Defence (MoD) and awarded compensation under the War Pensions Scheme (WPS). Those in receipt of this award whose injuries severely affected their ability to walk were also awarded a War Pensioner's Mobility Supplement (WPMS). The Department for Transport's current disability eligibility guidance already recommends that a person in receipt of WPMS may

be considered automatically eligible for a disabled person's concessionary travel pass.

- 7.** In 2005, MoD launched a new compensation scheme called the AFCS and the majority of newly injured service personnel and veterans are now assessed under this new scheme. A small number of veterans may however still be assessed under the WPS, depending on when their injury was incurred. This guidance is intended to harmonise the position in respect of concessionary travel eligibility between those awarded compensation under the WPS and the AFCS.
- 8.** It is the Department's view that proof that an applicant has been awarded either WPMS or an eligible award under the AFCS may be used to support "automatic" (not requiring further assessment) eligibility for a disabled persons' ENCTS concessionary travel pass. This guidance provides details on the Department's view of how to use the AFCS awards to support the assessment of eligibility.

# 1. Guidance on assessing eligibility of service personnel and veterans

- 1.1** It is likely that the majority of service personnel and veterans who have received compensation for an injury in tariffs 1-8 of the Armed Forces Compensation Scheme (AFCS) scheme will be eligible for a disabled concessionary travel pass. Given the severity and longevity of the injuries in these tariffs, it may transpire that all the injured personnel and veterans compensated in this way who are living in a travel concession authority area will also be eligible for a pass.
- 1.2** Eligibility for a disabled concessionary travel pass may be considered "automatic" (not requiring further assessment) for service personnel and veterans where either;
- they have been awarded a lump sum payment under the AFCS and meet the existing disability eligibility criteria for the concessionary travel scheme; or
  - they are in receipt of War Pensioner's Mobility Supplement (WPMS)

## **AFCS injuries that meet the concessionary travel disability eligibility criteria**

- 1.3** There are a wide range of injuries under the Armed Forces Compensation Scheme (AFCS). Where the description of an injury is considered to be equivalent to having one of the seven disabilities named in the Transport Act 2000 the applicant may be considered automatically eligible for a disabled concessionary travel pass.
- 1.4** The AFCS Injuries table at Annex A provides details of those injuries that in the view of the Department for Transport meet the existing disability eligibility criteria for the concessionary travel scheme.
- 1.5** The AFCS Injuries table separately lists those injuries which involve some form of amputation in respect of upper and/or lower limbs. A person with such an injury is likely to qualify for a concessionary travel pass under one of the following Transport Act 2000 criteria:
- "has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk."
  - "does not have arms or has long-term loss of the use of both arms"
- 1.6** However, when considering the eligibility for a concessionary travel pass under these categories, it is recommended that local authorities also have regard to the

impact of medical aids (prosthetic limbs, crutches, walking sticks etc.) on the mobility or functioning of the person.

- 1.7 If it is thought that an applicant's ability to walk may improve with time, good practice guidance would be for local authorities to issue a concessionary travel pass with an appropriately short expiry date and reassess the applicant's ability to walk at the time of renewal.
- 1.8 A person in receipt of an AFCS award for an injury that is not detailed on the AFCS Injuries table may still be eligible for a concessionary travel pass under the Transport Act 2000 criteria. The Department recommends that local authorities use their discretion in assessing such persons - obtaining further evidence or carrying out an independent medical assessment if it is deemed necessary.
- 1.9 Local authorities may want to consider using the evidence in the applicant's 'Reasons for Decisions' letter to inform any further assessment. For example, it may be that none of an applicant's injuries when considered in isolation are sufficient to determine automatic eligibility but that when multiple injuries are considered together the mobility or functioning of the applicant may be deemed considerably difficult that they would qualify for a disabled concessionary travel pass.
- 1.10 The format and content of AFCS award letters do change from time to time so this guidance will be updated as and when that occurs.

#### **Proof of eligible AFCS injuries: Reasons for Decisions Letter**

- 1.11 An applicant who has been awarded a lump sum payment under the AFCS scheme will have a 'Reasons for Decision' letter from the Service Personnel and Veterans Agency (SPVA) - see Annex B. The letter states the tariff levels of all the injuries that compensation is awarded for and a description of those injuries. If this letter states that a person has been awarded compensation for an injury (or injuries) then they may be eligible for a disabled person's concessionary travel pass.
- 1.12 The tariffs and descriptions in the applicant's 'Reasons for Decisions' letter can be cross-referenced with the AFCS Injuries Table at Annex A to determine if the applicant may be considered automatically eligible for a disabled person's concessionary travel pass.
- 1.13 An applicant who does not wish to show a local authority the details of their Reasons for Decisions letter will have to go through the local authority's usual eligibility assessment process for a disabled concessionary travel pass.

#### **Proof of a walking disability: SPVA Notice of Walking Disability**

- 1.14 If the applicant has a letter (see Annex C) from the Service Personnel & Veterans Agency (SPVA) which states that the person named has been certified to have "a permanent and substantial disability which causes inability to walk or

very considerable difficulty in walking" then that person may be considered automatically eligible for a disabled concessionary travel pass.

### **Proof of WPMS award**

- 1.15** An applicant receiving War Pensioner's Mobility Supplement (WPMS) will have an award letter from the Service Personnel and Veterans Agency (SPVA). That person may be considered automatically eligible for a disabled concessionary travel pass.

### **Contacting the Service Personnel and Veterans Agency (SPVA)**

- 1.16** Any letters issued by the SPVA will be printed on headed paper and signed by an SPVA employee. The SPVA can be contacted on the telephone number 0800 169 22 77 for any enquiries about award letters.

### **Renewal of disabled passes issued to service personnel and veterans.**

- 1.17** Many of the injuries awarded compensation under the AFCS scheme remain with the applicant for life. Local authorities may want to consider retaining copies of evidence provided in the first application so that the application process does not have to be repeated in full at the time of renewal of the concessionary travel pass.



## 2. Annexes

## Annex A: AFCS Injuries Tables

Table 1: Injuries that automatically meet the Transport Act 2000 disability criteria for the England National Concessionary Travel Scheme

AFCS Table Description	AFCS Injury Description	Tariff Level	Transport Act 2000 Disability Criteria
Table 6 – Neurological disorders, including spinal cord, head or brain injuries	Brain injury with persistent vegetative state.	1	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 6 – Neurological disorders, including spinal cord, head or brain injuries	Brain injury resulting in major loss or limitation of responsiveness to the environment, including absence or severe impairment of language function, and a requirement for regular professional nursing care.	1	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk, or (g) would, if he applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, have
Table 6 – Neurological disorders, including spinal cord, head or brain injuries	Cervical spinal cord injury with some useful upper limb function and complete or near complete paraparesis.	2	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 6 – Neurological disorders, including spinal cord, head or brain injuries	Thoracic spinal cord injury with complete paraparesis.	2	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 6 – Neurological disorders, including spinal cord, head or brain injuries	Injury to conus medullaris or cauda equina giving rise to complete paraparesis.	2	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 6 – Neurological disorders, including spinal cord, head or brain injuries	Injury to conus medullaris or cauda equina giving rise to partial paraparesis or severe monoparesis.	3	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 6 – Neurological disorders, including spinal cord, head or brain injuries	Uncontrolled post head injury epilepsy.	4	(g) would, if he 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 that Act (physical fitness) otherwise than on the ground of persistent misuse

Table 7 – Senses	Total deafness and loss of both eyes, or total deafness and total blindness in both eyes, or total deafness and loss of one eye and total blindness in the other eye.	1	(a) is blind or partially sighted, or (b) is profoundly or severely deaf
Table 7 – Senses	Loss of eyes.	2	(a) is blind or partially sighted
Table 7 – Senses	Total blindness in both eyes.	2	(a) is blind or partially sighted
Table 7 – Senses	Loss of one eye and total blindness in the other eye.	2	(a) is blind or partially sighted
Table 7 – Senses	Total deafness in both ears.	2	(b) is profoundly or severely deaf
Table 7 – Senses	Loss of one eye and permanent damage to the other eye, where visual acuity is correctable to 6/36.	5	(a) is blind or partially sighted
Table 7 – Senses	Blast injury to ears or acute acoustic trauma due to impulse noise with permanent bilateral sensorineural hearing loss of more than 75dB averaged over 1, 2 and 3kHz.	5	(b) is profoundly or severely deaf
Table 7 – Senses	Severe binocular visual field loss.	6	(a) is blind or partially sighted
Table 7 – Senses	Bilateral permanent hearing loss of more than 75dB averaged over 1, 2 and 3kHz.(a)	6	(b) is profoundly or severely deaf

Table 2: Amputation Injuries that potentially meet the Transport Act 2000 disability criteria, subject to consideration of impact of medical aids on the mobility/functioning of the person

<b>AFCS Table Description</b>	<b>AFCS Injury Description</b>	<b>Tariff Level</b>	<b>Transport Act 2000 Disability Criteria</b>
Table 5 – Amputations	Loss of both legs (above or below knee) and both arms (above or below elbow).	1	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 5 – Amputations	Loss of both eyes or sight in both eyes and loss of either both legs (above or below knee), or both arms (above or below elbow).	1	(a) is blind or partially sighted, or (d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk, or (e) does not have arms or has long-term loss of the use of both arms
Table 5 – Amputations	Total deafness and loss of either both legs (above or below knee) or both arms (above or below elbow).	1	(b) is profoundly or severely deaf, (d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk, (e) does not have arms or has long-term loss of the use of both arms,
Table 5 – Amputations	Loss of both arms where one loss is a shoulder disarticulation or forequarter loss, and the loss of the other arm is at any level.(a)	1	(e) does not have arms or has long-term loss of the use of both arms
Table 5 – Amputations	Loss of both arms above or below elbow (not shoulder disarticulation or forequarter) and one leg (above or below knee).	1	(e) does not have arms or has long-term loss of the use of both arms
Table 5 – Amputations	Loss of one arm, above or below elbow, and one leg, above or below knee, with total loss of use of another limb due to traumatic injury involving vital structures.(b)	1	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk, (e) does not have arms or has long-term loss of the use of both arms
Table 5 – Amputations	Loss of both legs where one loss is at hip disarticulation or hindquarter loss, and the loss of the other leg is at any level.(a)	2	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk

Table 5 – Amputations	Loss of both legs above or below knee (not hip disarticulation or hemipelvectomy) and one arm (above or below elbow).	2	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 5 – Amputations	Loss of both arms where one loss is at or above elbow (trans-humeral or elbow disarticulation) and the loss of the other arm is at, above or below elbow.	2	(e) does not have arms or has long-term loss of the use of both arms
Table 5 – Amputations	Loss of both legs where one loss is at or above knee (trans-femoral or knee disarticulation) and the loss of the other is at any level.	3	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 5 – Amputations	Loss of one leg above knee (hip disarticulation or hemipelvectomy).(a)	3	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 5 – Amputations	Loss of both arms below elbow (trans-radial).	3	(e) does not have arms or has long-term loss of the use of both arms
Table 5 – Amputations	Loss of both legs below knee (trans-tibial).	4	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 5 – Amputations	Loss of both hands (wrist disarticulation) or where amputation distal to that site has led to permanent total loss of use of both hands.	4	(e) does not have arms or has long-term loss of the use of both arms
Table 5 – Amputations	Loss of both feet at ankle distal to the calcaneum.	5	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk
Table 5 – Amputations	Loss of one leg at or above knee (trans-femoral or knee disarticulation).	5	(d) has a disability, or has suffered an injury, which has a substantial and long-term adverse effect on his ability to walk

## Annex B: Reasons for Decision Letter

This is an example of a Reasons for Decisions Letter:

# AFCS

## REASONS FOR DECISION How we have considered your claim

Name

Service number

Member number

<b>Injury/injuries claimed:</b>	Bilateral amputation of both legs, above the knee Fractured pelvis Open fracture left ulna Phantom limb pain – loss of left leg Phantom limb pain – loss of right leg Permanent hearing loss – right ear with perforated tympanic membrane
<b>Date of claimed accident/incident/exposure</b>	15 December 2010
<b>Details of claimed accident/incident/exposure</b>	Caught in an IED blast whilst out on patrol - Helmand Province, Afghanistan
<b>Information and evidence used to make this decision</b>	Your Service Medical Records confirm that you were Med-evaced following the IED blast and received emergency treatment for your injuries at Camp Bastion Field Hospital and later at Queen Elizabeth Hospital and Headley Court. We have obtained up to date hospital case notes and referred them to our Medical Advisors who have provided guidance on the tariff awards applicable.
<b>AFCS legislation considered and applied:</b>	Article 8
<b>Decision</b>	Your injuries have been accepted as caused by your service and therefore an award of injury benefit is payable. You are entitled to a lump sum and a guaranteed income payment.

Further information

# AFCS

## REASONS FOR DECISION

### How we have considered your claim

Injury benefit is payable for injury caused (wholly or partly) by service. If an injury is not wholly caused by service, benefit is only payable where service is the predominant cause.

SAMPLE



SAMPLE

# AFCS

## REASONS FOR DECISION How we have calculated your lump sum

Name

Service number

Member number

The total lump sum payment you will receive will be £439,000

This is how we have calculated this payment;

Accepted Injury	Descriptor Awarded	Tariff Amount	Supplementary Award Amount	Total
Bilateral amputation of both legs, above the knee	Table 5, Item 12, Level 3 Loss of both legs where one loss is at or above knee (trans-femoral or knee disarticulation) and the loss of the other is at any level.	£380,000		<b>£380,000</b>
Fractured pelvis	Table 8, Item 9, Level 11 Fracture of pelvis which has caused, or is expected to cause, significant functional limitation or restriction beyond 26 weeks.	£15,500		<b>£15,500</b>
Open fracture left ulna	Table 8, Item 18, Level 12 Fracture of one femur, tibia, humerus, radius or ulna, which has caused, or is expected to cause, significant functional limitation or restriction beyond 26 weeks.	£15,500	£1,000	<b>£16,500</b>
Phantom limb pain – loss of left leg	Table 5, Item 37, Level 12 Persistent phantom limb pain.	£10,000		<b>£10,000</b>
Phantom limb pain – loss of right leg	Table 5, Item 37, Level 12 Persistent phantom limb pain.	£10,000		<b>£10,000</b>
Permanent hearing loss – right ear with perforated tympanic membrane	Table 7, Item 37, Level 13 Acute physical trauma to ear causing conductive or permanent sensorineural hearing loss in one ear.	£6,000	£1,000	<b>£7,000</b>
			<b>£439,000</b>	

## Further information

The tariff means the table of injuries and amounts that are set out in the legislation. The tables are made up of descriptors which are simply a description of the injury.

Each descriptor takes into account the expected effects of the injury and its appropriate medical treatment, such as:

Pain and suffering due to the primary injury

The effect of operative intervention including pain discomfort & scarring:

The effect of therapeutic drug treatment

The use of appropriate aids & appliances

Associated psychological effects short of a discrete diagnosable disorder

These are both on directly damaged and indirectly affected body structures.

Where more than one injury is sustained in a single incident and where a Guaranteed Income Payment will be payable at 100%, the full amount will be paid for each awarded descriptor.

## REASONS FOR DECISION

### How we have calculated your Guaranteed Income Payment (GIP)

Name

Service number

Member number

#### Summary of GIP payment:

GIP payable at:- **£7,900 per year with effect from:**

This is how we calculated your payment:

Salary	Age factor	Base GIP (salary x age factor)	Adjustment (where appropriate)	Amount payable
£20,000	1.145 (based on age last birthday – 26)	£22,900 100% (Band A) of this amount is used	You have also received an Armed Forces Ill Health Pension for your injuries of £15,000. Your GIP has been reduced by this amount.	£7,900

The amount of a GIP is determined by a persons service pay and the seriousness of the illness/injuries that have been awarded and takes account of loss of earnings, age and salary.

The sum arrived at is the maximum level of GIP and is paid in full for the most serious conditions. For less serious injuries, only a proportion of the full GIP is awarded.

This is determined by the level of the tariff, banded as follows:

- Tariff 1-4 (Band A) 100% of the GIP calculation
- Tariff 5-6 (Band B) 75% of the GIP calculation
- Tariff 7-8 (Band C) 50% of the GIP calculation
- Tariff 9-11 (Band D) 30% of the GIP calculation
- Tariff 12-15 No GIP is payable

A GIP is paid monthly and is tax-free.

#### Adjustments

In some circumstances a GIP may be adjusted to take into account payments from other sources, such as;

- Armed Forces ill-health pension paid for the same injury or illness.
- An ill-health pension paid for a different injury.
- Any immediate pension (IP), preserved pension or full pension.
- Any Early Departure Payment (EDP)
- For Reservists. any employers' insurance scheme payments, personal or occupational pension for the same injury.

If you would like any further information about adjustments to GIP please let us know.

SAMPLE

### What to do if you disagree with the decision:

#### Reconsideration

If you do not agree with our decision, you can ask for it to be reconsidered. This means that someone who was not involved in the original decision will look at your claim again.

You will need to ask for reconsideration, in writing, within **12 months** of the date on this notification, giving reasons why you consider the decision is wrong. You can include information which you did not provide at the time of claim, relating to your condition or to the events surrounding an injury or illness. If you ask for a decision to be reconsidered, we will do one of the following:

- uphold the original decision; or
- change the original decision. This could mean an increase, decrease or cancellation of your award.

We will notify you of the outcome of the reconsideration. Should you still not agree with our decision, you can appeal to an independent tribunal.

#### How to appeal (Pensions Appeal Tribunal Act 1943)

If you think our decision is wrong you can appeal. The steps that you must take in order to appeal depend on where you live and are set out below—

If you live in **England, Wales or Overseas**, you must either complete an appeal form or write to us stating:

- Your name, address and member number;
- The name and address of any representative;
- An address where documents can be sent or delivered (this will normally be your home address);
- The date and details of the decision you want to appeal against;
- Why you disagree with the decision; and finally
- Sign and date your correspondence

If you live in **Scotland or Northern Ireland** you must complete an appeal form.

#### Time limit

Your letter or appeal form must be received by us within **12 months**, starting with the day on which the decision letter was sent to you.

#### Late Appeals

In some circumstances you will be allowed to appeal even if you have not written to us within the 12 month period. When you write after this period however you must state why you (or someone on your behalf) did not write to us within the 12 month period. You cannot however appeal more than 24 months after the date on which the decision letter was sent to you.

#### Help and advice

If you would like some help or advice about making your appeal you can contact:

- The Veterans-UK Helpline on 0800 169 2277
- Any of the service charities or support organisations who provide guidance and offer personal representation at appeal hearings. This assistance is available to all those who are currently serving, as well as those who have left service.
- The Veterans Welfare Service (VWS) who will be happy to conduct home visits and provide assistance on any practical issues concerning your appeal.

### **Decision of the tribunal**

The tribunal may agree or disagree with our decision. If they disagree we have 6 weeks from the date we receive the appeal decision to decide whether to appeal to a higher tribunal. If we do not appeal we will implement the tribunal decision within the 6 weeks.

Please be aware that it is possible that a tribunal could make a decision which is to your disadvantage, e.g. it could reduce an award which has already been made.

### **Further rights of appeal**

If you disagree with the tribunal's decision you can seek advice from the tribunal on making an appeal to a higher tribunal.

### **Other benefits**

If you are receiving an income-related benefit from the Department for Work and Pensions (including Jobcentre Plus and the Pensions Service) or from your local authority, you have a duty to report to them any change in your income. You should therefore let them know about this award.

If you have savings, this may affect the amount of any income-related benefit you may be entitled to from the Department for Work and Pensions. Savings can affect your entitlement to some benefits, such as Income Support or Income Based Jobseekers Allowance. If your savings are from an award of compensation for a personal injury (such as a lump sum payment from the AFCS) and are put in a trust fund, then they may not be counted by the Department for Work and Pensions and so may not affect your income-related benefit. If you want further information and advice you should ask the Department for Work and Pensions or an independent adviser.

### **Important changes you should tell us about.**

- You should tell us if you change address.
- You should tell us whether you receive a compensation payment from a third party for the circumstances for which you receive AFCS. Such payments might be made under the Criminal Injuries Compensation Scheme or made by a civil court.

### **Blue Badge & Concessionary Travel**

If you are in receipt of a tariff 1 – 8 and the Secretary of State has considered you have a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking a notice to this effect will be enclosed. You may use this in support of an application for a blue badge or concessionary travel.

There may be entitlement to concessionary travel via alternative criteria.

Further information about blue badges and concessionary travel can be found at [www.direct.gov.uk](http://www.direct.gov.uk)

You can also contact your local authority for information.

### **Prescription Exemption Certificates**

If you have received an award of injury benefit under the scheme, and are no longer serving, then you may be entitled to free prescriptions for the injuries you have been compensated for. A Prescription Exemption Certificate will be issued by SPVA upon application.

SAMPLE



SAMPLE



## Annex C: SPVA Notice of Walking Disability

This is an example of an SPVA Notice of Walking Disability letter:



Service Personnel  
& Veterans Agency  
the Executive Agency of the Ministry of Defence

**Armed Forces Compensation Scheme**  
Norcross, Thornton-Cleveleys  
Lancashire, England, FY5 3WP  
Freephone: 0800 169 22 77  
Overseas: + 44 1253 866 043  
Textphone: 0800 169 34 58  
veterans.help@spva.gsi.gov.uk  
www.veterans-uk.info

Surname

Other names

Member number

You have received a lump sum benefit under the Armed forces and Reserve Forces (Compensation) Scheme within tariff levels 1 – 8 (inclusive) and the Secretary of State certifies that you have:-

- a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking

You may be entitled to a blue badge and / or concessionary travel.

Further information on blue badges and concessionary travel can be found at [www.direct.gov.uk](http://www.direct.gov.uk).

You can also contact your local authority for information.

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Helpline Hours: Monday – Thursday: 8.15am – 5.15pm, Friday: 8.15am – 4.30pm  
Telephone: 0800 169 22 77  
e-mail: [veterans.help@spva.gsi.gov.uk](mailto:veterans.help@spva.gsi.gov.uk)  
Internet: [www.veterans-uk.info](http://www.veterans-uk.info)