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Disabilities Service
London Borough of
Southwark
PO Box 51504
London SE1 9ZU
Telephone 020 7525 2141
Facsimile 020 7525 3210

14th December 2007.

**Important Update on the Blue Badge and Disabled Freedom Pass
Services**

Dear [REDACTED]

As part of a programme of planned improvements I am writing to advise you of some important changes to the way we deliver the Blue Badge and Freedom Pass Services. These changes will help reduce waiting times for entitlements and enable you to receive your Blue Badge direct to your front door without the need to visit our office.

As from 26th November 2007 the Disabilities Service has moved from 151 Walworth Road to our offices in London Bridge. **Please note that the 151 Walworth Office is now closed.**

How do you contact the new service?

All enquiries to the Physical Disabilities Service will now be either over the phone, by contacting 020 7525 2141, or by post at the address above.

In addition to this you can now download all application, replacement or renewal forms (along with guidance notes) and read more about the Blue Badge and Freedom Pass services by visiting the Council's website at www.southwark.gov.uk/bluebadge and www.southwark.gov.uk/freedompass

Alternatively you can pick up copies of all the forms from one of our 3 One Stops Shops;

Walworth One Stop Shop, Wansey Street, London SE17 1JP

Bermondsey One Stop Shop, 17 Spa Road, London SE16 3QP

Peckham One Stop Shop, Ground Floor, Peckham Library, 122 Peckham Hill Street
London SE15 5JR

Some Important Reminders

1 BLUE BADGE HOLDERS

• **Renewals**

Before your Blue Badge expires you will receive a renewal letter and application form in the post with information on how to renew your badge, we urge you to respond as soon as possible to ensure that there are no delays in processing your entitlement. If your Blue Badge has already expired, please contact the team as soon as possible and they will assist you in arranging a replacement.

• **Lost or Stolen Badges**

We recognise it can be very distressing and inconvenient if you have had your badge stolen or if you have misplaced it. If this is the case you must call the team immediately and they will do all they can to assist you.

2 DISABLED FREEDOM PASS HOLDERS

• **Renewal**

As you may be aware, we write to all Disabled Freedom Pass holders in advance of the date when your Pass expires which happens on March 31st every other year. The next renewal date is 31st March **2008**. We will be in touch with you nearer this time with further information on how to renew you Pass.

• **Lost or Stolen pass**

You must contact us as soon as you realise that your pass has been lost or stolen, so staff can advise you accordingly on how to obtain a replacement.

Finally, I hope you will notice the benefits of these changes shortly and we will be in touch with you in the new year to advise you of further service improvements. If you have any enquiries about the information contained in this letter please do not hesitate to call the Physical Disabilities Service on 020 7525 2141. Thank you for taking time out to read this important note, I wish you all the very best for the festive period.

Yours sincerely,



Susanna White
Strategic Director of Health and Community Services