

Chapter 7 – Transport

This chapter contains lots of information about transport services. For general advice on transport that is accessible for all, you can contact these organisations:

Transport for All

Provides information and advice for disabled transport users in London.

336 Brixton Rd, London SW9 7AA

Tel: 020 7737 2339

Text: 07984 755 894

Email: contactus@transportforall.org.uk

Freedom Pass: if you have any questions about your older person Freedom Pass renewal, please contact the Freedom Pass Helpline: 0300 330 1433 or Email info@freedompass.org
www.transportforall.org.uk

Public transport services and concessions

Transport for London – TFL travel information

Telephone: 0343 222 1234

Cabwise

Request numbers of licensed minicab firms in your geographical proximity

Telephone: 60835

35p plus standard network tariff. To opt out Send HOME STOP to 60835

Traveline

Information on public transport throughout the UK

Telephone: 0871 200 22 33

Textline: 84268

Web: <http://www.traveline.info/>

Bus Travel

All buses in the borough have a low floor and have a wheelchair ramp. The wheelchair space on buses cannot take a wheelchair bigger than 70cm in width and 120cm in length.

Coach Travel

National Express Coaches may be able to provide assistance.

Telephone: 0871 781 8181 [Bookings and Travel enquiries]

0371 781 8181 [Everything Else]

Enquiry Form: <http://www.nationalexpress.com/Help-and-advice/contact-us.aspx>

Victoria Coach Station mobility lounge offers mobility assistance to and from coaches and a waiting area.

Tel: 020 7027 2520

Rail Travel

Assisted Travel:

Most train operating companies have a department that deals with assisted travel.

When planning a journey you can ring National Rail Enquiries

Telephone: 03457 48 49 50

Textphone: 0345 60 50 600

Web: www.nationalrail.co.uk

They will advise which operating company runs any given route and the telephone numbers of the assisted travel teams that cover your journey. Usually 24 hours notice is needed to provide assisted travel.

The main rail operating companies serving the SW London area each have separate assisted travel on their trains. Where

certain stations are not accessible, they will advise the nearest suitable one.

Southern Railway Assisted Travel

Tel: 0800 138 1016

Text phone: 0800 138 1018

Email: myjourney@southernrailway.com

Southwest Trains Assisted Travel

Telephone: 0800 52 82 100

Online booking:

<https://www.southwesttrains.co.uk/assisted-travel-form.aspx>

London Overground Assisted Passenger Reservation System

Telephone: 0343 222 1234

Email: overgroundinfo@tfl.gov.uk

London Underground

Accessible Tube maps, step-free tube guide and audio tube maps are available on the Transport for London website

www.tfl.gov.uk

Audible descriptions of a number of stations are available from [Describe Online](#):

Terry Robinson 82 Albert Rd, Crosshill, Glasgow, G42 8DR

Telephone: 07771 610 002

Email: terry@describe-online.com

Web: <http://www.describe-online.com/>

Taking a Taxi from the Station

A taxi is one way to go from the station to your final destination. The Traintaxi Guide lists taxi ranks and operators serving all trains, tram, metro and underground stations in Great Britain.

Web: www.traintaxi.co.uk

Public Transport: Concessions

Disabled Persons Railcard

If you have a disability which makes travelling by train difficult you may be eligible. It allows you to buy discounted rail tickets for yourself and one other adult travelling with you. The Railcard currently costs £20 and is valid for 12 months. A three year card is also available for £54. To be eligible you must fall into one or more of the following categories:

Registered as visually impaired

Registered deaf

Have epilepsy

Receive Attendance Allowance

Receive Disability Living Allowance (higher or lower rate
mobility component OR middle / higher rate care)

Receive Severe Disablement Allowance

Receive War Pensioners Mobility Supplement

Receive War or Service Disablement Pension for 80% or more
disability

Are buying or leasing a vehicle through the 'Motability' scheme.

Email: disability@atoc.org

Telephone: 0345 605 0525 (7am to 10pm Monday to Sunday)

Minicom/Textphone: 0345 601 0132

Web: <http://www.disabledpersons-railcard.co.uk/>

Send a letter to

Disabled Persons Railcard Office

PO Box 6613

Arbroath

DD11 9AN

Or download from: www.disabledpersons-railcard.co.uk/

Disability Freedom Pass

Some disabled people can get free travel on London's buses, underground and over-ground rail services throughout Greater London. For further information contact Merton Council:

Freedom Passes for adults:

Disabled Freedom Pass Administrator

Merton Civic Centre

London Road

Morden, SM4 5DX

Telephone: 020 8274 4901

Freedom Passes for children:

Children's Freedom Pass Administrator, Children with Disabilities

8th Floor, Merton Civic Centre

London Road

Morden, SM4 5LT

Email: polyclinicservice.support@merton.gov.uk 2222

441

Telephone: 020 8545 4200

Or download the form and return it -

http://www.merton.gov.uk/disabled_freedom_pass_application_form.pdf

You may be eligible for a Freedom Pass from Merton Council if you are an adult or a child, resident in the London Borough of Merton and you:

are blind or partially sighted

are profoundly or severely deaf

are without the use of both arms

are without speech

have a learning disability

have a physical impairment, which is enduring and substantial and has a significant effect on your mobility

have a medical condition (such as epilepsy) which impacts upon your ability to drive

Door to door accessible transport support and services

Dial-a-Ride

This is an accessible minibus, which takes individuals where they want to go in the borough. You need to be a member.

You must have a permanent or long-term disability which means you are unable to use public transport some or all of the time. You automatically qualifying if you have or are:

Taxicard membership

Receipt of DLA higher rate mobility component or war pension mobility supplement

Receipt of higher rate AA

Registered blind or partially sighted

Over 85

Address: PO Box 68799 London SE1P 4RD

Email: DAR@tfl.gov.uk

Telephone: 0343 222 7777

Fax: 020 7394 5218

Web: <https://tfl.gov.uk/modes/dial-a-ride/>

Merton Community Transport

Merton Community Transport (MCT) is a local charity providing innovative, flexible and accessible transport solutions to affiliated organisations and individuals in Merton and surrounding districts.

Wandle Valley Resource Centre, Church Road,

Mitcham, Surrey, CR4 3BE

Email: info@mct.uk.com

Telephone: 020 8648 1001 [Enquiry]/020 8648 7727 [Booking]

Web: <http://www.mct.uk.com/>

Taxi card

The London Taxicard Scheme provides door-to-door transport for people who have serious mobility impairment lasting more than 12 months and have difficulty using public transport.

Users may take up to 104 trips per year depending on individual circumstances at a subsidised rate.

Download an application form:

<http://www.londoncouncils.gov.uk/node/25695>

and return it to the address below:

London Councils

Taxicard

59½ Southwark Street

London, SE1 0AL

Telephone: 0207 934 9791

Fax: 0207 934 9591

Email: taxicard@londoncouncils.gov.uk

Web:

<http://www.londoncouncils.gov.uk/services/taxicard/apply-taxicard-your-borough#24>

Automatic Qualifying Criteria for Taxicard Scheme

A person who is:

Cars and Motoring

The Blue Badge Scheme – Disabled Person's Parking Badge

If you have permanent and severe walking difficulties, the Blue Badge Scheme allows you to park close to places you wish to visit in the UK and in Europe. The current charge for a badge is £10.00 (payable by cheque or postal order only), which is valid for three years.

Contact

Concessionary Travel

Merton Civic Centre

London Road

Morden, SM4 5DX

Telephone: 020 8274 4990

Email: concessionarytravel@merton.gov.uk

Criteria for issue

This badge can only be issued if one of the following criteria is met:

- You receive the higher rate of the mobility component of the Disability Living Allowance.
- You receive a Personal Independence Payment scoring 8 points or more under the 'moving around' activity of the mobility component.
- You use a motor vehicle supplied for disabled people by a Government Health Department
- You are registered blind.
- You have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot turn the steering wheel of a motor vehicle by hand even if that wheel is fitted with a turning knob.
- You have a permanent and substantial disability which means you are unable to walk or have very considerable difficulty in walking. In this case you may be asked to answer a series of questions to help us determine whether you are eligible for a badge. People with a psychological disorder will not normally qualify unless their impairment causes very considerable, and not intermittent, difficulty in walking

Disabled parking bays

If you are a Blue Badge holder with no usable off-street parking space and have difficulty in parking on the street near your home, we may be able to provide a disabled parking bay near your house. However, owning a Blue Badge does not mean that a bay will be provided automatically.

Merton Civic Centre

London Road

Morden, SM4 5DX

Email: trafficandhighways@merton.gov.uk

Road Tax (VED) Exemption

Exempt for those getting higher rate DLA or enhanced rate PIP mobility allowances.

For more information - <https://www.gov.uk/vehicle-exempt-from-vehicle-tax>

You claim the exemption when you apply for vehicle tax. You can do this online, by phone, by post or at a Post Office that deals with vehicle tax.

You can also apply for a reduction -

<https://www.gov.uk/financial-help-disabled/vehicles-and-transport>

Disabled Motoring UK

The charity for disabled drivers, passengers & Blue Badge holders.

National Headquarters,

National Headquarters

Ashwellthorpe

Norwich, NR16 1EX

Telephone: 01508 489 449

Email: info@disabledmotoring.org

Congestion Charging in Central London

Those whose cars are exempt from road tax are automatically exempt from congestion charges. Other Blue Badge holders can obtain exemption by paying a £10 registration fee, even if they don't own a vehicle or drive. You can register up to two vehicles that you would normally use to travel within the charging zone. This could be your own vehicle, or one you travel in.

To download a form:

www.tfl.gov.uk/assets/downloads/blue-badge-discount-registration-form.pdf

NHS Reimbursement Scheme

If you have to have regular treatment in the congestion charge area and are not able to use public transport, you may be able to pay the charge and arrange reimbursement through the hospital.

General enquiries:

Telephone: 0343 222 2222

Textphone: 020 7649 9123

Fax: 020 7649 9121

Address:

Congestion Charge

PO Box 4782

Worthing BN11 9PS

Web: <https://tfl.gov.uk/modes/driving/congestion-charge/contact-congestion-charge>

Motability

Motability is a registered charity, which offers different schemes to help you obtain a vehicle. If you get the higher

rate mobility component of Disability Living Allowance (DLA) this scheme can help you buy or lease a car, wheelchair or electric scooter.

For more details contact:

Motability Operations

City Gate House, 22 Southwark Bridge Road

London, SE1 9HB

Telephone: 0300 456 4566

8am-7pm Monday to Friday

9am-1pm Saturday

Monday 9am-11am is our busiest period. You may find it easier to call outside these times.

Minicom: 0845 675 0009

Web: www.motability.co.uk

Forum of Mobility Centres

A network of independent organisations which offer information, advice and assessment to individuals who have a medical condition or injury or which may affect their ability to drive.

Telephone: 0800 559 3636

Email: info@cornwallmobility.co.uk

Web: <http://www.mobility-centres.org.uk/>

Queen Elizabeth's Foundation Mobility Centre

1 Metcalfe Avenue, Carshalton, Surrey SM5 4AW

Telephone: 020 8770 1151

Fax: 020 8770 1211

Email: mobility@qef.org.uk

Web: <http://qef.org.uk/our-services/mobility-services/>

Shopmobility:

A centre which will let you have a wheelchair to go round the shops. Electric wheelchairs, electric scooters and manual wheelchairs are all available.

Available in: Sutton (St Nicholas Centre) and Epsom (Ashlet Centre)

The National Federation of Shopmobility
2-4 Meadow Close Ise Valley Industrial Estate
Wellingborough
NN8 4BH

Telephone: 01933 229644

Email: shopmobility@bhta.com

Web: <http://nfsuk.org/>

Information and Guidance

Disabled Living Foundation (DLF)

Provides information and advice on aids and equipment.

Helpline: 0300 999 0004

Opening time: 10am - 4pm, Mon-Fri

Switchboard: 020 7289 6111

Opening time: 9am - 5pm, Mon-Fri

Web: www.livingmadeeasy.org.uk

Rica(formerly Ricability)

Rica is an independent consumer research charity providing reports on all kinds of equipmentfor older and disabled people.

G03, The Wenlock

50-52 Wharf Road

London N1 7EU

Telephone: 020 7427 2460

Email: mail@rica.org.uk

Web: www.ricability.org.uk

Aids for Daily Living

British Red Cross

Provides wheelchair/equiptment aids hire.

Telephone: 0845 127 2911

Web: <http://www.redcross.org.uk/What-we-do/Health-and-social-care/Independent-living/Mobility-aids>

Whizzkids

Provides disabled children with the essential wheelchairs and other mobility equipment they need to lead fun and active childhoods.

Whizz-Kidz, 4th floor, Portland House, Bressenden Place, London, SW1E 5BH

Telephone: 020 7233 6600

www.whizz-kidz.org.uk

Also, your local independent pharmacy may be able to order aids and equipment for you from a health company catalogue.

NHS Wheelchairs

Both manual and powered chairs for long term use are available on loan from the NHS. Your GP will refer you to:

Wheelchair Service

Merton and Sutton Wheelchair Service

Queen Marys Hospital Site, 171 Roehampton Lane,
London, SW15 5PN

0208 487 6084

caroline.stanfield@stgeorges.nhs.uk

If you want to buy a special chair costing more than the standard issue, you can get a NHS Voucher covering the cost of a standard chair to help with the purchase price.

Buying Wheelchairs or Scooters

Stable and Able

24 London Road, Morden, Merton, SM4 5BQ

Telephone: +44 (0) 20 8640 8881

Web: <http://www.stableandable.co.uk>

Disabiliy Aids

75 Stonecot Hill, Sutton SM3 9HJ

Telephone:020 8644 8465

Web: <http://www.thedisabilitystore.co.uk/>

Hiring Wheelchairs and Scooters XX

Most of the above have wheelchairs (but not scooters) for hire. In addition, there are companies which hire both wheelchairs and scooters:

Direct Mobility Hire

Warren House, 201a Bury Street, Edmonton, London N9 9JE

Freephone: 0800 092 9322

Telephone: 020 8370 7888

Freephone: 0800 092 9322

Fax: 020 8370 7887

Email: info@directmobility.co.uk

Web: www.directmobility.co.uk

Wheelfreedom Ltd

Freephone: 0800 025 8005

Email: enquiries@wheelfreedom.com

Web: www.wheelfreedom.com

Equipment Insurance

The website www.wheelchairusers.org.uk has information on insurance, and other wheelchair-related topics.

Fish Insurance Services

12 Sceptre Court, Sceptre Way,
Bamber Bridge, Preston, PR5 6AW
Telephone: 0333 331 3840
Email: admin@fishinsurance.co.uk
Web: www.fishinsurance.co.uk

Buying & Selling Second Hand Equipment

Richmond AID

Produce a free newsletter four times a year and accept adverts for second hand equipment free of charge.
Web: www.richmondaid.org.uk

Kingston Centre for Independent Living (KCIL)

River Reach, 31-35 High Street, Kingston, KT1 1LF
Tel: 020 8546 9603
Web: www.kcil.org.uk

Sutton Centre for Independent Living and Learning

3 Robin Hood Ln, Sutton, Surrey SM1 2SW
Telephone: 020 8770 4065

National Contacts:

The Disability Equipment Register

Telephone: 01454 318818

Email: disabreg@blueyonder.co.uk

Web: www.disabreg.pwp.blueyonder.co.uk

An internet-based service, updated daily, with details of equipment for sale. There is a charge to advertise equipment for sale, but not for buying.

Disabled Living Foundation (DLF)

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Helpline: 0300 999 0004

Opening time: 10am - 4pm, Mon-Fri

Switchboard: 020 7289 6111

Opening time: 9am - 5pm, Mon-Fri

Web: www.livingmadeeasy.org.uk

Disability Now

6-10 Market Road, London, N7 9PW

Telephone: 020 7619 7760

Email: editor@disabilitynow.org.uk

Web: www.disabilitynow.org.uk

Monthly online magazine with a small advert section for which there is a charge. It also has an online advertising section, updated every day.

Exchange & Mart

Has a section for disability equipment in its small advertisements online and in paper.

Exchange Enterprises, Newsquest Media, Richmond Hill
Bournemouth, Dorset, BH2 6HH

Email: customersupport@exchangeandmart.co.uk

Web: www.exchangeandmart.co.uk

Other Information

VAT Relief

Aids, equipment and services specially designed for disabled people are “zero rated”; you will have to sign a VAT exemption form and state your disability. Some mobility aids for older people qualify for a reduced rate of VAT.

Contact the supplier and follow this link for more information -
<https://www.gov.uk/financial-help-disabled/vat-relief>