

HOW TO
06Getting
About

This factsheet looks at the support, both financial and practical, that is available to help carers and disabled people get out and about.

Financial Help

60+ London Oyster Photocard

0343 222 1234

www.tfl.gov.uk

- Free travel on bus, tube, tram, Docklands Light Railway (DLR), London Overground and most National Rail services in London for people aged 60 and over who live in a London borough.

Bus and Tram Discount Scheme

0343 222 1234

www.tfl.gov.uk

- Half price fares on buses and trams (both Oyster pay as you go and passes) for London residents aged 18-60 who are in receipt of Income Support (IS), Employment and Support Allowance (ESA) or have been getting Jobseeker's Allowance (JSA) for at least 13 weeks.

Coachcards

08717 818 178

www.nationalexpress.com

- The Disabled Coachcard (for people who are registered disabled), Senior Coachcard (for over 60s) and the Young Persons Coachcard (for young people aged 16-26) all cost £10 a year and entitle the holder to a third off coach travel with National Express across the UK.



Congestion Charge

0845 900 1234

www.tfl.gov.uk

- Blue Badge holders are exempt from the congestion charge on up to two vehicles once they have completed a registration form and paid a one-off £10 fee.
- People driving into central London for hospital treatment should ask about being reimbursed for the congestion charge at the hospital reception - each hospital has its own policy on this.

Disabled Persons Railcard

0845 605 0525

www.disabledpersons-railcard.co.uk

- A third off most rail fares throughout the UK for both the person with the disability and a companion.
- Costs £20 for one year, or £54 for three years.

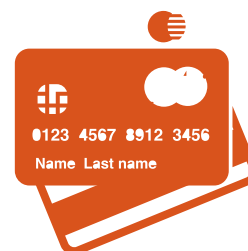
Discounts for People who do not hold a Disabled Persons Railcard

www.nationalrail.co.uk

- Blind or visually impaired people who are travelling with a companion are entitled to at least a third off most rail fares throughout the UK. Discount does not apply to people travelling alone. Only applies to adult fares.
- Blind or visually impaired people can buy one adult season ticket that enables a companion to travel with them on National Rail services at no extra cost.
- People who need to stay in their wheelchair during a journey are entitled to at least a third off most rail fares throughout the UK. A companion will also be entitled to the discount. Applies to adult and child fares.
- All the above discounted tickets can be purchased from staffed National Rail station ticket offices: evidence of visual impairment will be required when booking.

Driving Lessons

- The Family Fund** (08449 744 099, www.familyfund.org.uk) administers a Driving Ambitions grant to help eligible disabled young people aged 16 and 17 start learning to drive by funding a combination of provisional licence, theory test, learning materials and a taster lesson.
- This means that financial support is no longer available for parents and carers of severely disabled children to learn how to drive.
- The Motability Scheme** (0844 8000 900 - Grants or 0845 456 4566 - Customer Care Line, www.motability.co.uk) can help towards the cost of driving lessons for young people aged 16-29 who receive the higher rate mobility component of Disability Living Allowance (DLA) or the enhanced rate mobility component of Personal Independence Payment (PIP) and already have, or are in the process of applying for, a Motability car.
- The True Colours Trust** (020 7410 0330, www.truecolourstrust.org.uk) provides grants for young people and their families (including siblings) aged 18-26 who have a disability and are receiving income-related benefits or on a low income. These grants can be used to fund driving lessons.



Disabled Persons Freedom Pass

020 8726 7100

(Croydon Council Streets and Transport)

www.croydon.gov.uk

- Free travel on trains (after 9.30am), trams, tube and DLR in Greater London, and on buses throughout England for those with an eligible disability.

Healthcare Travel Costs Scheme

0300 330 1343

www.nhs.uk

- Reimbursement of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor or dentist.
- To be eligible people need to be on a low income or income-related benefits.

London Taxicard Scheme

020 8726 7100

(Croydon Council Streets and Transport)

www.croydon.gov.uk

- Reduced fares in black cabs for Croydon residents who are registered blind, or have severe mobility problems and are unable to use public transport.
- The Taxicard holder pays the first £2.50 shown on the meter, and Croydon Council pays the next £8.30 of the fare, if applicable. The Taxicard holder then pays any remaining charges. The amount paid by the council is increased for trips made at night or at weekends. The concession is limited to 78 trips per year. Bookings must be made in advance.

Older Persons Freedom Pass

0845 275 7054

www.freedompass.org

- Free travel on trains (after 9.30am), trams, tube and DLR in Greater London, and on buses throughout England for those living in London and meeting specific age criteria.

Senior Railcard

0844 871 4036

www.senior-railcard.co.uk

- A third off most rail fares throughout the UK for people aged 60 and over.
- Costs £28 for one year or £65 for three years.



Value Added Tax (VAT)

0300 123 1073

www.hmrc.gov.uk

- People with a long-term illness or disability will not have to pay VAT on the lease or purchase of a Motability vehicle or on vehicles that are designed or substantially adapted to enable them to enter and drive, or enter and be carried in, the vehicle.

Vehicle Tax

www.gov.uk

- Recipients of the higher rate mobility component of DLA or the enhanced rate mobility component of PIP are exempt from paying vehicle tax: this can be for their own vehicle or that of a nominated carer.
- The exemption can be claimed when applying for a tax disc by providing the serial number on the certificate of entitlement for DLA or PIP.
- Recipients of PIP standard rate mobility component are entitled to a 50% reduction in their vehicle tax. For more information on how to apply for the reduction contact the Driver and Vehicle Licensing Agency (DVLA) on 0300 790 6802 or see the website above.

Using a Car



Blue Badge Scheme

020 8726 7100

(Croydon Council Streets and Transport)

www.croydon.gov.uk

- Permit to enable eligible persons to get parking concessions, even if they are not the driver, such as parking on single or double yellow lines. Criteria include those with severe walking difficulties, registered blind, recipients of higher rate mobility component of Disability Living Allowance (DLA) and recipients of enhanced rate mobility component of Personal Independence Payment (PIP).
- Companion Badge can be used by Blue Badge holders in Croydon as an alternative to the Blue Badge, which can be vulnerable to theft. Costs £30, and is only valid in Croydon.

Breakdown Services

- The RAC (0800 029 029, www.rac.co.uk) offers specific breakdown cover for Blue Badge holders (RAC Response).
- The AA (0800 26 20 50 - Disability Helpline, www.theaa.com) recommends people with disabilities register their needs when taking out breakdown cover so that appropriate support and vehicles can be dispatched.
- Green Flag (0845 246 2766, www.greenflag.com) aims to prioritise vulnerable members when dispatching breakdown assistance. They will work flexibly with members to ensure whatever the situation on the day all their needs are met.

Disabled Motoring UK

01508 489 449

www.disabledmotoring.org

- Information and advice for disabled drivers, passengers and Blue Badge holders.
- Casework service for members to help deal with issues like disputing parking fines.

Disabled Parking Bays & Dropped Kerbs

020 8726 7100

(Croydon Council Streets and Transport)

www.croydon.gov.uk

- A disabled parking bay can be created outside the home of Blue Badge holders who have no available off-street parking within 100 metres, regular shortages of on-street parking and have a vehicle registered at the address.
- Dropped kerbs can also be created outside homes of Blue Badge holders to make it easier to access the house.

Driver and Vehicle Licensing Agency (DVLA)

0300 790 6806

www.gov.uk

- Drivers are legally required to inform the DVLA if they have a medical condition that might affect their driving ability.

Driving Lessons

- QEF Mobility Services (020 8770 1151, www.qef.org.uk) offers driving assessments and lessons for people with disabilities in a range of adapted vehicles.
- BSM (0330 100 7501, www.bsm.co.uk) can offer specially trained instructors and adapted cars.
- Many local driving schools will be able to offer driving lessons for those with disabilities. It is worth contacting national or local schools to see what they can provide.

Motability

0845 456 4566

www.motability.co.uk

- Enables people who receive either the higher rate mobility component of DLA or the enhanced rate mobility component of PIP to exchange their mobility allowance to lease a new car, scooter or powered wheelchair.
- The person with the disability does not need to be the person who will drive the car.

QEF Mobility Services

020 8770 1151

www.qef.org.uk

- Practical advice, assessment and training for people with disabilities wishing to learn how to drive or return to driving following an accident or illness.
- Wheelchair accessible vehicles available for hire for wheelchair users with Motor Neurone Disease.

Using Public Transport



Transport for All

020 7737 2339

www.transportforall.com

- Transport helpline for disabled and older users of public transport in London.
- Help and advice on travel including planning journeys, applying for discount cards and support in complaining about transport services.
- Publishes a free guide *Get Moving: a guide to London's transport services for disabled and older people*.

Transport for London

0343 222 1234

www.tfl.gov.uk

- 24-hour travel information and journey planning, including options to plan accessible journeys.
- Range of guides covering all aspects of accessibility including *Audio Tube Map*, *Step-free Tube Guide* and *Assisted Transport Services in Greater London*.
- Travel Support Card for people with hidden disabilities who might need help during a journey. Card alerts transport staff to the need for help, details of regular journeys and emergency contact information.

Bus Days

020 8255 5473

traveltraining@croydon.gov.uk

- Opportunity for disabled people, and those who have lost their confidence on public transport, to practice travelling on a bus in a controlled environment.
- In Croydon, Bus Days are held every third Thursday of the month, for ten months of the year.

Croydon Day Opportunities

020 8255 5473

traveltraining@croydon.gov.uk

- Provides travel training (on behalf of Croydon Council) for young people with special educational needs, and adults with learning disabilities.

Travel Mentoring Scheme

020 3054 4361

www.tfl.gov.uk

- Advice on planning a journey using an accessible route. They can provide a mentor to come with someone for their first few journeys to help them gain confidence and become an independent traveller.

Buses, Trams & DLR

Transport for London

www.tfl.gov.uk

- All buses, trams and Docklands Light Railway (DLR) trains have step-free access.
- Wheelchair users travel free on all London buses and trams.
- Buses have one dedicated wheelchair secure space and trams have two spaces.
- On buses, wheelchair users have priority over buggies.

Mobility Aid Recognition Scheme

020 3054 4361

www.tfl.gov.uk

- The scheme is primarily aimed at people with mobility scooters, but can be used by wheelchair users or those with mobility walkers.
- The person using the scooter will need to contact the Travel Mentoring Scheme (see above) who will check that the scooter can fit on London buses. If it can the user will be offered an accompanied journey to check the suitability and size of their mobility aid.
- If the mobility aid is suited to bus travel, the user will be given a Mobility Aid Card which they can keep and show to bus drivers to prove their device is suited to bus travel.

Coaches



Megabus

0871 266 3333

<http://uk.megabus.com>

- Wheelchair and scooter users who can transfer and climb the few steps onto the bus will be offered assistance from the driver, and the wheelchair or scooter will be stored in the luggage bay.
- Wheelchair and scooter users who need to remain in their wheelchair during the journey need to book their place by phone a minimum of 48 hours before intending to travel.

National Express

08717 818 178

www.nationalexpress.com

- Dedicated Disabled Persons Travel Helpline (08717 818 179) giving specialist information about journeys, seat reservations and ticket sales.
- Many coaches are now accessible and have passenger lifts at the front entrance and space for one wheelchair. National Express do not normally reserve specific seats, however with 36 hours notice they can guarantee a wheelchair space.
- Lightweight (23kg or less) manual wheelchairs can be stowed in the luggage hold for customers who can transfer.
- Mobility scooters that can be dismantled (the heaviest part not exceeding 23 kg) can be stowed in the luggage hold but staff cannot assist with dismantling or reassembling.
- Assistance from staff needs to be booked 24 hours in advance and can include help on and off coaches, reserving a front seat, help loading luggage on and off (not exceeding 23 kg) and connection assistance at staffed stations where available.

Victoria Coach Station

020 7027 2520

www.tfl.gov.uk

- Free mobility assistance available, needs to be booked at least 24 hours in advance.

Rail & London Overground

National Rail Enquiries

08457 48 49 50

www.nationalrail.co.uk

- Map of the mainland National Rail network that provides information about the accessibility of many stations.
- Stations Made Easy gives full accessibility information, as well as maps and details of staffing hours of all stations. To use Stations Made Easy go to *Stations & On Train* on the National Rail Enquiries website, enter the name of the station that you are interested in, and then click on the Stations Made Easy logo next to the station address.

Passenger Assistance

www.disability-onboard.co.uk

- Service provided by train companies to assist passengers at stations, when boarding or exiting their train and on board the train. Passengers can also be guided off the train, through the arrival or interchange station and assisted with their onward travel arrangements such as catching a bus or booking an accessible taxi.
- Free and available to anyone who needs assistance due to a disability, temporary impairment, or older age, with no requirement to possess a discretionary railcard.
- To book Passenger Assistance contact National Rail Enquiries (0845 748 49 50) or go online to www.disabledpersons-railcard.co.uk and look for *Book assistance for a future train journey*.

Turn Up and Go

- The London Overground network has a 'turn up and go' service which means that older and disabled people do not need to book assistance in advance.

Tube

0343 222 1234

www.tfl.gov.uk

- No need to book assistance in advance.
- Staff are able to assist passengers from the station to the platform, onto the train, to find a seat and to call ahead to their destination or interchange station to arrange for a member of staff to meet and assist them there.
- Accessible tube maps include details of stations with step-free access, information on gaps between the platform and the train, and stations which can be accessed by using escalators.
- Audio and large print versions of the tube map are available.
- If someone arrives at a station and the lift is unavailable, staff will help them to plan an alternative journey to their destination. If there isn't a suitable alternative route, a member of staff will book them a taxi (at Transport for London's cost) to take them to their destination or an accessible station from where they can continue their journey.

Door-to-Door Transport

Croydon Accessible Transport

020 8665 0861

www.croydonaccessibletransport.org.uk

- Low-cost minibuses, multipurpose vehicles and wheelchair accessible vehicles for hire by groups and individuals within the borough of Croydon. Can provide drivers if needed.
- Outings for Croydon residents with disabilities or aged over 60.

Croydon Neighbourhood Care

020 8662 1000

www.cnca.org.uk

- Groups across the borough provide a range of services to disabled, vulnerable and older people, and some offer transport.

Dial a Ride

0845 999 1 999 or 020 7309 8900

www.tfl.gov.uk

- Free door-to-door minibus service for people who are disabled and cannot use public transport.
- Can be used for things such as shopping, visiting family and friends or travelling to leisure activities.
- Cannot be used for travel to hospital appointments, work, council day centres or school.
- Members typically benefit from one return journey a week.
- An accompanying carer can travel free provided they are travelling to and from the same address.

Horizon Care and Welfare Association

020 8665 0921 or 020 8663 5640/1/2/3

www.horizoncareandwelfare.org.uk

- Provides free wheelchair accessible transport for disabled people and their carer, Monday to Friday 10.30am - 1pm and 5 - 8pm. Service must be booked in advance.
- Service is open to all but preference is given to Black and Minority Ethnic (BME) users.

Taxis

- All black cabs are accessible to wheelchair users.
- Cabwise (www.tfl.gov.uk) has a search function that can find wheelchair accessible vehicles.

Hospital Transport

Patient Transport Service

(Croydon University Hospital)

020 8401 3972

- With a week's notice, transport to and from hospital can be arranged for those assessed as having a medical need and who are unable to use private or public transport for medical reasons. Bookings and authorisation can be given by GPs.

Reduced Parking Fees

(Croydon University Hospital)

- Carers who are visiting someone who is seriously ill and likely to be in hospital for a long time can speak to the nurse in charge of the ward who can make arrangements for a weekly parking permit at a reduced cost of £8.50 a week.

Every effort has been made to ensure the contents of this factsheet are correct, but the Carers' Information Service cannot accept responsibility for information that is inaccurate or for the quality of the services listed.

All the *How To Guide for Carers in Croydon* factsheets are available at www.carersinfo.org.uk where they will be regularly updated.