

Assisted transport services in Greater London

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Assisted transport services in Greater London

Introduction

Public transport in London is becoming more accessible, with buses, London taxis, the Docklands Light Railway and London Tramlink all providing accessible services. In addition many private hire (minicab) firms operate wheelchair accessible vehicles.

However, if you are older or disabled and public transport is not always accessible to you, assisted transport services may be the answer.

This leaflet outlines assisted travel options including **Dial-a-Ride**, **Taxicard** and **Capital Call**, as well as community transport schemes.

You can use assisted travel to go shopping, visit friends or family, go to the library, or for other recreational purposes. However, you cannot use these services for work or hospital appointments.

Contact details

To find more information about accessible services, contact Transport for London's 24 hour service on **0843 222 1234*** or via email at **travelinfo@tfl.gov.uk**

Additional contacts

To find out which minicab operators have wheelchair accessible vehicles, visit **tfl.gov.uk/findaride**

For transport to work, contact your local job centre for details on the Access to Work scheme from the Department of Work and Pensions.

For transport to hospital appointments, please ask your doctor about NHS non-emergency patient transport services.

*Calls cost no more than 5p per minute from a BT landline. There may be a connection charge. Charges from mobiles and other landline providers may vary.



Dial-a-Ride is a door-to-door multi-occupancy transport service for disabled people who cannot use buses, trains or the Tube. It can be used to pre-book local journeys to go shopping, visit friends and family and other recreational activities. It cannot be used to attend hospital appointments, to travel to and from local authority day centres or for school transport, as there are other services available for these purposes.

Dial-a-Ride is often fully booked at the most popular times of the day, so while you can ask for as many journeys as you like, Dial-a-Ride may not be able to accommodate all of your requests, particularly if they are very time specific.

How does it work?

Dial-a-Ride is a multi-occupancy service which means you should be prepared to have your journey time extended by picking up or dropping off others on the way to your destination. Dial-a-Ride does not charge a fare to passengers. It uses a variety of vehicles including accessible minibuses, people carrier style vehicles and saloon cars and allocates the most suitable vehicle for your requirements.

The majority of vehicles used by Dial-a-Ride are wheelchair accessible. Many can also accommodate scooters, as long as the passenger can transfer to a vehicle seat.

Children under 11 must always be accompanied by an escort. Other members may also be required to travel with an escort where this is necessary to ensure safety on the vehicle.



Membership

To be eligible for Dial-a-Ride membership you must have a permanent or long-term disability which makes you unable, or virtually unable, to use mainstream public transport services some or all of the time.

You will be automatically eligible if you are:

- a member of Taxicard
- in receipt of Higher Rate Mobility Component of Disability Living Allowance
- registered blind
- in receipt of Higher Rate Attendance Allowance
- in receipt of War Pension Mobility Supplement
- aged 85 or over

If you are not automatically eligible, you may still qualify for membership.



How to apply

If you think you may be eligible for Dial-a-Ride membership contact us on 0845 999 1 999 or visit the TfL website tfl.gov.uk/dialaride for more information on how to apply for membership.

Dial-a-Ride:

- Is for people with permanent or long-term disabilities.
- Is best suited for local journeys.
- Works best when you can be flexible over the time you want to travel.
- Is well suited to wheelchair users and many scooter users (as long as you can transfer to a seat).
- Is often fully booked at the most popular times of day and so will not always be able to accommodate your booking requests.
- Provides multi-occupancy journeys, which means you should be prepared to travel with other passengers and have your journey time extended by picking up or dropping off others on the way to your destination.
- Cannot be used for hospital appointments, travel to and from local authority day centres or schools. Contact your GP, day centre manager or school administrator for details of the other services available for these purposes.
- Does not provide group hiring of its vehicles. Contact your borough Community Transport provider for this type of service.



Dial-a-Ride offers mentoring support to disabled Londoners who want to broaden their travel horizons and make use of the many mainstream accessible transport options now available to them.

The Travel Mentoring Service helps plan accessible routes and provides a mentor to come along with you for your first few journeys, to help you gain confidence and become an independent traveller.

Mentoring is free of charge and can be provided between 08:00 and 18:00 Monday to Friday. Travel Mentoring is aimed at encouraging independent travel and cannot be used as an escort service or to help passengers carry luggage.

How do I find out more?

Contact Travel Mentoring on 020 3054 4361, travelmentor@tfl.gov.uk or visit the Tfl website tfl.gov.uk/dialaride to find out more.



Taxicard provides scheme members with subsidised fares for pre-booked journeys. Taxicard trips are provided by more than 5,000 accessible London taxis including licensed private hire minicabs.

You can only make a limited number of Taxicard trips each year. Fares start from £2.50 in most boroughs and are dependent on distance and other factors. To find out if you are entitled to a Taxicard, contact your London borough council or the London Councils Taxicard Unit:

London Councils – Taxicard
59½ Southwark Street
London
SE1 0AL

Telephone: 020 7934 9791

Email: taxicard@londoncouncils.gov.uk

Taxicard:

- Is for some people with impaired mobility.*
- Is available 24 hours a day.
- Provides reduced fares, but can be expensive for long journeys.
- Offers a limited number of trips each year.
- Is for social trips – not for travelling to important appointments.
- Is appropriate for wheelchair users as all vehicles are wheelchair accessible.
- **Is not appropriate for powered scooters as taxis are not scooter accessible.**

*Contact your borough for details on eligibility.

Capital Call

Capital Call is an assisted transport service available to Taxicard members who also live in a London borough with a shortage of available taxis. Members who cannot book a Taxicard journey, because a vehicle is not available, can instead make a Capital Call booking. Once taxi supply improves, the Capital Call service may be withdrawn from that particular London borough.

Unlike Taxicard, there are no meter charges. You will be told the cost of your trip at the time of booking. Capital Call is a subsidised service, and all members of Capital Call are given an annual budget towards the cost of trips. Capital Call bookings can be made Monday to Friday 08:30 - 17:30 and Saturday 09:00 - 17:00, but you can take your trip at any time.

Taxicard members can find out if they live in a borough served by Capital Call by phoning the Transport Co-ordination Centre on **020 7275 2446**.

How does it work?

- Trips must be pre-booked through the Capital Call Transport Co-ordination Centre.
- Capital Call bookings can only be made during normal office hours, but can be taken at any time.
- You will be allocated an annual travel budget funded by TfL.
- You will pay a customer contribution of between £1.50 and £7.50 per trip.
- The balance of the fare will be deducted from your travel budget up to a maximum of £59 per trip.
- You will be told the cost of a trip at the time of the booking.

Capital Call:

- Is for Taxicard members in some London boroughs.
- Is for social trips.
- Provides fixed cost trips up to a fixed budget.
- Uses licensed minicabs, some of which are not accessible to wheelchair users who are unable to transfer into the seat of a saloon car.

Capital Call is funded by Transport for London.



Mobility assessments



If you are not automatically eligible to join Taxicard, be aware that application procedures can vary from borough to borough. In some boroughs you will need to undergo a mobility assessment. In others you will need to get your doctor or another health/social care professional to support your application. You may also have to have a mobility assessment at a later date. You will be advised about the mobility assessment procedures for your borough during the application process.

What is a mobility assessment?

A mobility assessment is used to find out the extent of your mobility impairment and the accessibility of the public transport services available to you. The mobility assessment has up to three stages:

- 1)** Submit your completed application form to mobility assessors.
- 2)** Based on your information the mobility assessors will make a decision on your eligibility, or will ask you or your nominated health/social care professional for more information.
- 3)** If the mobility assessors feel they need to have more information about your mobility impairment they will invite you to attend an assessment clinic.

There is a right of appeal if you are denied access to Taxicard.



What sort of questions will I be asked?

You will be asked questions about your mobility, for example, how far you can walk unaided, how long you can stand and if you can climb steps.

How long will it take?

We aim to complete the whole process within six weeks of your application. The interview may take up to one hour.

Does it cost me anything to apply?

No, it is free to apply.

I am not sure I am eligible. What should I do?

You should call the Taxicard number (020 7934 9791) where staff will be happy to help you.

How can I get help filling out the form?

The form comes with guidance on how to complete it. There is additional help available through your local borough council.



Community and other assisted transport services

There are community transport projects in most London boroughs which provide a range of services for older and disabled people for whom public transport services are not always accessible. Check with your borough for more details.

Group Transport services are provided to organisations who would like to use an accessible minibus to take members to a day centre, on a day trip, or participate in some other activity. A fee will apply, based on vehicle usage.

Community Car Schemes are provided by some boroughs. Once registered with your borough's scheme (if one exists), you are able to book trips in accessible vehicles. Trips are not usually limited to the borough boundary and fares are charged based on distance travelled.

Shopper services are provided in some boroughs. The services are provided at specified times and days of the week and take passengers from home to a local supermarket or shopping centre.

Passengers must pre-book and will be collected from their front door. The return trip is also at a fixed time and will usually be about two or three hours later. Membership is either very low cost or free.

Shopmobility is linked to the Shopper Service and can, where necessary, provide wheelchairs, powerchairs and power scooters. Please refer to page 18 for details or visit shopmobilityuk.org

Audio, alternative languages, large print and Braille

This booklet is a guide to door-to-door transport for disabled people. If you would like to receive this document in **audio, another language, large print** or **Braille** please either call 0800 298 3009 or complete your details below and post to:

K International, 14 Davy Avenue, Knowhill, Milton Keynes MK5 8PL

Name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
Postcode	<input type="text"/>

Please tick the appropriate box below

Alternative format

Audio CD

Alternative language

(please specify language required)

Braille

Large print

Please note, alternative formats are produced on demand, so your request may take up to 3 weeks.

Large print

A **large print** version of this guide can be downloaded from the TfL website:

tfl.gov.uk/gettingaround/transportaccessibility/1167.aspx

Community Transport services

Barking & Dagenham	DABD (UK) Transport	020 8252 5930
Barnet	Barnet Community Transport	020 8359 5014
Bexley	Bexley Accessible Transport	020 3114 7022
Brent	Brent Community Transport	020 8838 1353
Bromley	Bromley Community Transport (BATH)	020 8663 6286
Croydon	Croydon Accessible Transport (CAT)	020 8665 0861
Ealing	Ealing Community Transport	020 8813 3210
Enfield	Enfield Community Transport	020 8363 2255
Hackney & Islington	Hackney Community Transport	020 7275 2400
Hammersmith & Fulham	Hammersmith & Fulham Community Transport	020 8753 5132
Haringey	Community Transport in Haringey	020 7275 2414
Harrow	Harrow Community Transport	020 8427 6619
Havering	Havering Community Transport	01708 555 907
Hillingdon	Hillingdon Community Transport	01895 277773
Hounslow	Hounslow Community Transport (HCT)	020 8572 8204
Kensington & Chelsea	Westway Community Transport	020 8964 4928
Lambeth & Southwark	Lambeth & Southwark Community Transport (LaSCoT)	020 7924 9911
Lewisham	Lewisham Community Transport	020 8318 5900
Merton	Merton Community Transport	020 8648 7727



Richmond & Kingston	Richmond & Kingston Accessible Transport (RaKaT)	020 8481 0031
Sutton	Sutton Community Transport	020 8683 3944
Tower Hamlets	Tower Hamlets Community Transport	020 7987 6447
Waltham Forest	Waltham Forest Community Transport	020 8521 0665
Wandsworth	Wandsworth Community Transport	020 8675 7460



Bexley	020 8301 5237
Brent Cross	020 8457 4070
Bromley	020 8313 0031
Camden email: shopmobility@camden.gov.uk	020 7482 5503
Croydon	020 8688 7336
Enfield	020 8379 1193
Harrow email: harrowshopmo@tiscali.co.uk	020 8427 1200
Hounslow	020 8570 3343
Ilford	020 8478 6864
Royal Borough of Kensington & Chelsea	020 8960 8774
Royal Borough of Kingston Upon Thames	020 8547 1255
Lewisham	020 8297 2735
Romford (Liberty Shopping Centre) email: haveringshopmo@btconnect.com	01708 765764
Romford (The Brewery) email: haveringshopmo@btconnect.com	01708 722570
Staines email: stainesshopmobility@talktalkbusiness.net	01784 459416
South Wimbledon email: info@mct.uk.com	020 8648 7727
Sutton email: shopmo@shopmobility.idps.co.uk	020 8770 0691
Uxbridge email: hillingdonshopmobility@hotmail.com	01895 271510
Waltham Forest email: shopmobilitywf@tiscali.co.uk	020 8520 3366
Wandsworth email: wandsworth_shopmobility@02.co.uk	020 8875 9585
Wealdstone email: harrowshopmo@tiscali.co.uk	020 8427 1200



CABWISE is Transport for London's text service that helps you find a cab.

Simply text **CAB** to **60835** and we'll use GPS to text your two nearest minicab numbers and one taxi (black cab) number straight to your mobile.

Remember, if your minicab's not booked it's just a stanger's car. Book it. Check it's yours. Sit in the back.

Text charged at 35p per enquiry plus standard text message rate. Roaming rates apply to overseas networks. Customers on 3 and overseas networks need to enter different information.

Information correct at time of print – October 2011.



Website

tfl.gov.uk



24 hour Travel Information

0843 222 1234*

*You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles or other landline providers may vary.