

## **Section 17**

# **Getting out and about**

### **Buses**

**020 7222 1234**

All public buses in Kingston are wheelchair accessible. They have been re-designed with strong colour contrasts inside, 'arthritis-friendly' push buttons, ramps, and in some cases, low floor or 'kneeling' facilities.

Get information on the accessibility of buses for people with different levels of ability from Transport for London at [www.tfl.gov.uk/tfl/gettingaround/accessibility-guides](http://www.tfl.gov.uk/tfl/gettingaround/accessibility-guides)

### **Dial-a-Ride**

**0845 999 1999**

This is a door-to-door service for disabled people.

You will need to register with them by calling the number above. Once registered, you can book individual journeys. It is often used by groups making regular journeys.

### **Hospital transport**

Hospital transport can only be arranged by your hospital doctor, clinic or GP and is only available for patients who need transport to and / or from hospital.

### **Taxicard Scheme**

**020 8547 6085**

This scheme is for residents with an impairment which prevents them from using buses or trains. The Scheme allows people to travel in black cabs at greatly reduced fares. People are allocated 104 trips per year, or more

in exceptional circumstances. The number of trips are allocated pro rata for those joining the scheme part way through the year.

All black cabs are wheelchair accessible.

**Freedom Passes** **020 8547 6085**

Freedom Passes are for local residents, aged 2 years or over, who have a permanent and substantial disability.

**NB:** People aged 60 and over are automatically entitled to a Freedom Pass from your local Post Office.

**Blue Badge Parking Scheme** **020 8547 6600**

Disabled or blind people, including children over the age of 2, may use the scheme by displaying a Blue Badge in the vehicle they are using. This will enable them to park in places they would not normally be able to.

Blue Badge applications will be issued from Guildhall. Please drop in to collect one or phone and ask for one to be sent to you.

The Contact Centre  
Guildhall 2  
Kingston KT1 1EU

020 8547 5005

More information and an application form is available at [www.kingston.gov.uk/bluebadge](http://www.kingston.gov.uk/bluebadge)

**Wheelchairs on Loan** **020 8547 6373**

Adult Social Care have two wheelchairs specifically for carers to borrow on short term loan, one for people up to 18 stones and the other for people up to 22 stone.

Both are lightweight to make it easier to transport and safer for carers backs.

The service aims to assist carers in a crisis, for example if the wheelchair the person they care for breaks down and there is a time delay in getting it fixed or repaired.

Emergencies don't happen very often so, if they are available, carers are welcome to borrow them for short periods of time. They are stored in New Malden.

### **South West Trains Assisted Travel**

**0845 6000 650**  
[www.southwesttrains.co.uk](http://www.southwesttrains.co.uk)

South West Trains provides assistance at many stations for disabled passengers. These include special car parking arrangements, portable ramps for wheelchair users, and help at departure, interchange and arrival.

If you or the person you care for require assistance, contact the Assisted Travel Helpline of South West Trains before travelling to check parking, access and assistance available at your destination.

Some modern trains also have accessible toilets, a seat for purpose built wheelchair space that can be reserved free of charge subject to availability.

Contact them at least 48 hours before travelling so they can make sure help is at hand at every stage of the journey.

### **Voluntary Care Schemes**

These schemes, organised and run by local volunteers, provide a range of support services, including transport services. Volunteers use their own vehicles so may not

be accessible to some disabled people.

Transport can be arranged for personal trips but not for medical appointments.

Chessington and Hook Care Scheme      020 8397 6298

Malden Care Scheme                              020 8949 2233

**Richmond and Kingston      020 8481 0031**  
**Accessible Transport              www.rakat.org.uk**

Richmond and Kingston Accessible Transport (RaKAT) aims to provide high-quality low-cost accessible transport services for charities, voluntary and community organisations, faith groups, schools and sports groups based in the boroughs of Richmond and Kingston upon Thames.

**DisabledGo                              www.disabledgo.com**

Online access guides in a great deal of detail to a huge range of venues. We cover any venue you would access as a member of the public – cinemas, hotels, hospitals, colleges, sports grounds, restaurants, council offices, parks, historic land marks, tourist attractions, etc.

**London Congestion                      0845 900 1234**  
**Charge (TfL)                              www.tfl.gov.uk**

Congestion charges apply to people driving or parking a vehicle on public roads in the congestion charge zone of Central London.

A daily charge of £10 is applied from 7.00 am to 6.30 pm, Monday to Friday, excluding public holidays.

Disabled people and organisations with a Blue Badge do not have to pay the congestion charge, provided they register with Transport for London and make a one-off payment of £10. (People will be required to register annually, but no charge will be made for the second and subsequent years).

### **Travel Assistance Scheme 020 3054 4361**

The Transport for London / London Dial-a-Ride Travel Assistance Scheme offers short term assistance to help people gain confidence in accessing public transport so they can become an independent traveller. Assistance is available 8am - 6pm, Monday to Friday and is free of charge to all disabled people living in Greater London.

For more information email: [enquire@tfl.gov.uk](mailto:enquire@tfl.gov.uk)

### **Shopmobility 020 8547 1255**

Based on Level 2 of Eden Walk Car Park, Union Street, Kingston, Shopmobility provides a free wheelchair loan service for anyone with a mobility difficulty, whether permanent or temporary to use in the town centre.

The scheme has manual and powered wheelchairs and motorised scooters. Simply fill out an application form and show proof of identification.

You are assessed for the best vehicle to suit your needs and asked to book in advance, by telephone, so that a suitable vehicle is available for you.

Open Monday to Saturday 10am - 5pm  
Sunday 11am - 4.30pm.

## **Motability**

**0845 456 4566**

This scheme is open to anyone who gets the Higher Rate mobility component of the Disability Living Allowance, or the War Pensioners' Supplement.

You can get a new car, fully insured, serviced and maintained by transferring your allowance to Motability.

## **Motoring organisations**

### **Automobile Association (AA) 0800 26 20 50**

The AA publishes a guide for disabled drivers which contains useful information and an accommodation guide for travellers. This is free to members or available online [www.theaa.com/staticdocs/pdf/services/disabled\\_travellers\\_guide.pdf](http://www.theaa.com/staticdocs/pdf/services/disabled_travellers_guide.pdf)

### **Disabled Motoring UK 01508 489449**

Disabled Motoring UK is the charity for disabled drivers, passengers & Blue Badge holders.

It is the largest organisation representing Disabled Drivers and Passengers in the UK, and campaigns on a range of issues affecting its members. Other benefits include an information service, monthly magazine and a range of concessions including car ferries.