

## Section 17 Getting out and about

### **Buses**

**020 7222 1234**

All public buses in Kingston are now 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/buses/travelinfo-accessibility.asp](http://www.tfl.gov.uk/buses/travelinfo-accessibility.asp)

### **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 for patients who do not have access to transport.

### **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 6008**

Freedom Passes are for local residents, aged 2 years or over, who have a permanent and substantial disability. People aged 60 or over are automatically entitled to a Freedom Pass.

### **Blue Badge Parking Scheme 020 8547 6008**

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 application forms are available from:

The Crescent Resource Centre  
Cocks Crescent  
New Malden KT3 4TA  
**Tel:** 020 8547 6600  
**Fax:** 020 8949 6331

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

**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**

<b>Chessington &amp; Hook</b>	<b>020 8397 6298</b>
<b>Malden</b>	<b>020 8949 2233</b>
<b>Surbiton &amp; Tolworth</b>	<b>020 8399 7899</b>

These schemes, organised and run by local volunteers, provide a range of support services, including transport.

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.

**Richmond and Kingston  
Accessible Transport**

**020 8549 6000**  
[www.rakat.org.uk](http://www.rakat.org.uk)

A door to door, escorted shopping service for frail, elderly and disabled residents in Kingston, New Malden and Surbiton area. The scheme is hoping to expand to Hook, Chessington and Worcester Park in future.

The service calls at Tesco in New Malden, Sainsbury's in Kingston and Asda in Roehampton. Passenger assistants are provided to help with shopping, pushing wheelchairs, reading prices, etc.

**Motability**

**0845 456 4566**

Based in Harlow, Essex, the Motability 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. A Hire Purchase Scheme and Powered Wheelchair Scheme are also available.

**London Congestion  
Charge (TfL)**

**0845 900 1234**  
[www.tfl.gov.uk](http://www.tfl.gov.uk)

Transport for London is responsible for the capital's transport system. 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 £8 is applied from 7.00 am to 6.30 pm, Monday to Friday, excluding public holidays.



## **Motoring organisations**

There are many motoring organisations that provide information, advice and publications for people with disabilities. Most have membership fees.

Here are some examples of organisations that provide these services:

**Automobile Association (AA) 0800 919 595**  
[www.theaa.com](http://www.theaa.com)

**Royal Automobile Club (RAC) 0800 550 550**  
[www.rac.co.uk](http://www.rac.co.uk)

**Mobilise Organisation 01508 489449**  
[www.mobilise.info](http://www.mobilise.info)  
(Formally known as the Disabled Drivers Association.)