

INFORMATION SHEET 4



Getting About



Many carers enjoy taking the person they care for, out and about. Shopping trips, visits to places of interest or just a quiet walk in a country park can all re-charge the batteries and provide stimulation and interest for everyone. Pre-planning can make all the difference to a successful outing and help prevent those frustrations and disappointments that can mar any trip.

Tripscope give a free information service to people who are disabled and their carers to help plan and organise a journey regardless of the distance or purpose

**Tripscope, The Vassall Centre,
Gill Ave., Bristol,
BS16 2QQ**

Helpline: 08457 585641

(with Minicom

Fax: 01179 397736

Email: enquiries@tripscope.org.uk

Website: www.tripscope.org.uk

LOCAL ORGANISATIONS who provide general information about transport and mobility:

Redbridge Carers Support Service

Tel: 020 8514 6251

Fax: 020 8553 2293

Email: office@rcss.org.uk

Redbridge Disability Association (ReDA)

Information and advice service, particularly for welfare benefit

Tel: 020 8514 2565

Fax: 020 8514 2515

Email: reda@reda-info.co.uk

website: www.reda-info.co.uk

LOCALLY BASED TRAVEL SCHEMES

The **Blue Badge Scheme** allows disabled people to park in areas normally off-limits to other motorists.

The **Mobility Card Scheme** allowing people with disabilities to access a flexible door-to-door transport service.

Freedom passes for elderly people allowing free travel, at certain times on both London Transport and some British Rail services.

For more details of all these schemes contact:

**Community Care Advice Centre
Aldbrough Road North, Newbury Park**

Tel: 020 8478 3020

Dial-a-ride scheme provides transport locally for people with disabilities. You can book a journey with them by joining the scheme. Contact

North East London Dial-a-Ride

Tel: 020 8498 8200

Some local Voluntary Organisations offer help with transport using volunteer drivers. You may be asked to contribute towards the cost of a journey. Please ask before you book.

Redbridge Voluntary Care

Tel: 020 8590 3587

And ask for the Duty Officer

Volunteer Drivers for Doctor/Hospital visits

British Red Cross - Ilford

Tel: 020 8518 9210

Fax: 020 8944 8785

Website – www.redcross.org.uk

The Red Cross can also arrange ambulance transport if enough notice is given.

Redbridge Shopmobility at the Exchange, Ilford, IG1 1RS has a selection of scooters, wheelchairs, both electric and self-propelled. Volunteers can be provided to accompany people needing assistance if notice is given. Membership is £5.00 for 3 years with a £1.00 charge every time you use the service. Non - members pay £2.00 per day hire. Open Monday –Saturday 10.00 am – 4.00 pm. **Please note** manual wheelchairs are available at the **Car Park Office** during Sunday.

Shopmobility also consider longer-term loans for manual wheelchairs.
For details of all these schemes call **Tel: 020 8478 6864**

LOCAL BUS SERVICES

There are mobility bus services operating in East London and Essex, which have lifts for wheelchairs and/or low access steps. For further information and brochure contact:

Tel: 020 7222 1234

For other areas in Essex the **Essex Travel Line – 0870 608 2608** may be able to help with details of services.

USING YOUR OWN CAR

Road Fund Exemption – if the person you care for receives the higher rate of the mobility component of the DLA you may be able to claim exemption from road tax. For further information contact **RADAR**

Tel: 020 7250 3222

Fax: 020 7250 0212

Email: radar@radar.org.uk

Website: <http://www.radar.org.uk>

The **Motability** scheme helps disabled people to use their Disability Living Allowance (DLA) to buy a car or electric wheelchair. Anyone receiving the higher rate of the mobility component of DLA or a War Pensioners Mobility Supplement can apply. Nearest Motability specialists will be found in Yellow Pages or Thompson Directories.

**Motability, Goodman House,
Station Approach,
Harlow, Essex CM20 2ET**

Tel: 08454 564566

Website – www.motability.co.uk

Website for Finance – www.msl.co.uk

MAVIS (Mobility Advice Vehicle Information Service) gives practical advice on driving, car adaptations and car choice for people with disabilities, both as drivers and passengers.

**Crawthorne Business Estate,
Old Wokingham Road,
Crawthorne, RG45 6XD**

Tel: 01344 661 000

Fax: 01344 661 066

Email: mavis@detr.gov.uk

For **National Rail Enquiries** and travel arrangements, including special fares for disabled people.

Tel: 08457 48 49 50

**Details regarding Railcards for disabled people are obtainable from
Disabled Person Railcard Office,
PO Box 1YT, Newcastle-on-Tyne, NE99 1YT Tel: 0191 269 0303**

AIRPORTS

When making a reservation to fly it is important that you advise your airline of any special needs that may be required, such as a wheelchair, special diet etc. For further advice or information for travellers with special needs contact:

Gatwick Sub Terminal

**Tel: 01293 504283 or
01293 503317**

Heathrow Travelcare

Tel: 020 8745 7495

London City Airport

Tel: 020 7646 0000

Stansted

Tel: 0870 000 0303

Free courtesy phones are available within airports. You will speak directly to an operator who will connect you to the relevant section.

HELP WITH COST OF TRAVEL

Those in receipt of the mobility component of **Disability Living Allowance**, either on the lower or higher rate can qualify for help.

If you or your partner is in receipt of **Income Support, Family Credit** or are on a low income you can get **travel costs to hospital** if you are receiving NHS treatment. People who have to accompany the patient can also apply for payment of fares, providing they also meet the above criteria. Your fares should be refunded by the hospital and you can ask the staff there about this.

For more details please see leaflet **HC11 - Are you entitled to help with health costs?** To make a claim, and it is better to do so before you need treatment so you know how much help you can get, you will need to use

Claim form HC1, available from
Health Literature Line –

Tel: 0800 555 777

**Benefits Agency offices, main Post Offices
NHS hospitals, Dentists, Opticians, Pharmacists** or direct from
**Health Benefits Division (HBD)
Freepost Box 370, NEA 2730,
Newcastle upon Tyne NE99 2ZA.**

There is also a free help-line

Tel: 0800 91 77 711

If you need help completing the claim form,
please contact the **Health Benefits Division**, who
will call you back

Tel: 0191 203 5555

PUBLICATIONS

'Door to Door' - A guide to transport for Disabled People available from:

**TSO Workshop, The Stationary Office,
123 Kingsway, London WC2B 6PQ**

**Tel: 020 7242 6393
Website – www.ukstate.com**

'The Holiday Care Guide to Accessible Travel'
obtainable from

**Holiday Care, 2nd Floor,
Imperial Buildings,
Victoria Road, Horley,
Surrey RH6 7TZ.**

**Tel: 08451 249971
Fax: 01293 784647
Email: holiday.care@virgin.net
Web: www.holidaycare.org.uk**

'Access for People with disabilities to the City of London' is a free leaflet produced by the Corporation of London. It includes a map highlighting disabled persons' parking bays accessible facilities for the disabled and wheelchair routes. Available in large print, Braille and on tape from

The Access Officer

Tel: 020 7332 1995/1933

Fax: 020 7332 3398

Email: julie.fleck@corpoflondon.gov.uk

'Access to the Underground' available from
Transport for London – Access & Mobility
Windsor House
42-50 Victoria Street
London SW1H 0TL
Mon and Tue 9 am – 5 pm
Wed – Fri 9 am – 1 pm

Tel: 020 7941 4600

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