

An easy guide to accessible transport in Croydon



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Foreword

The Partnership Group for Adults with Physical and Sensory Disabilities produces an action plan to help improve community services in Croydon.

The Partnership Group has a transport sub group and one of its actions was to produce an accessible transport information guide.

This Easy Guide has built on the initial guide produced by the Partnership Group and has been made shorter and easier to read.

We hope this guide will give older people, people with physical, sensory and learning disabilities in Croydon confidence in finding and using suitable transport. We want people to feel more independent, safer and confident in choosing the right transport for their needs.

The Partnership Group, working closely with the Croydon Mobility Forum, will regularly revise this guide. However, if you notice any changes in service provision, we ask that you contact the CMF as advised at the back of this document. Your ongoing feedback will be greatly appreciated.

If you would like this document in another format, for example large print, Braille, CD-Rom, or you need help translating it, please contact the Croydon Mobility Forum.

Many thanks to everybody who has contributed to this Easy Guide, with special thanks to Jackie Davies, Linda Lourenço, Naomi Blackwell, John Osborne, the Commissioning team (DASH), and the Better Understanding Group.

We hope you find it useful.

A handwritten signature in black ink, appearing to read 'Mike McConnell', is written over a light grey rectangular background.

Mike McConnell
Chair Transport Sub Group
Partnership Group for Adults
with Physical and Sensory Disabilities

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Travelling Safely

However you travel, make sure you plan ahead so that you know where you are going and how you will get there.

General advice

- If possible let someone know where you are going and what time you hope to arrive and/or return.
- Have your door key ready so you can get into your house quickly.
- Try to keep your mobile phone out of sight, only use it if you have to.
- When you travel at night, try to wait in a brightly lit place.

Travelling by Taxi

- When booking a taxi or cab by phone advise them of any special needs or requirements you may have.
- Ask for the driver's name as well as the make and colour of the car that will collect you.
- When the taxi arrives, check the driver can tell you his or her name and also the name of the cab company.
- Tell the person answering the phone at the cab office where to collect you and where you are going. Make sure that the cab driver can tell you this information when he arrives.
- Tell the cab office what time and where you want to be collected.
- Sit in the back behind the driver (if possible).
- Book a cab to pick you up from the train station if you travel late at night (first make sure you know the time your train will arrive).
- Ask the driver to wait outside until you get into your house.



Travelling by Train

- Find out the train times in advance, so that you do not have to wait too long. 
- Make sure that you know the time of the last train.
- If you are alone on a platform, waiting for a train, stay in a brightly lit area.
- If you can, find a busy carriage. It is safer to sit in a carriage where there are lots of people.
- If someone bothers or frightens you, get up and move away.



Travelling by Bus or Tram

- Find out the times of the bus you want so that you do not have to wait too long. 
- If you can, sit near to the driver. 
- Tell the driver if somebody bothers you.
- Get off at the stop nearest to your home.



Contacts and more information

Transport for London (TfL) helps you to plan your journeys in and around London. They also have an 'Out and About in London' guide, a listening version and a guide for supporters of people with learning disabilities with travel training advice.

Website:  www.tfl.gov.uk/gettingaround

Phone:  **020 7918 3015**

Email:  travinfo@tfl.gov.uk

Travel Mentoring Service -

Freedom to travel

This free scheme is for people with disabilities aged over 18 who live in Greater London. You can get:

- Information about route options.
- Advice on planning a journey using an accessible route.
- Someone to go with you for the first few times you use a bus, tube or train.
- Provide a travel mentor to help you become more confident in using public transport on your own.
- Monday to Friday from 8am to 6pm.

The service can be used alone or together with **Dial-a-Ride** or **Taxicard**, for different parts of a journey.



Contacts and more information

Website:  www.tfl.gov.uk/travelassistance

Phone:  **020 3054 4361**

Email:  travel.mentor@tfl.gov.uk

Door-to-Door Services

Dial-a-Ride

Dial-a-Ride is a free multiple occupancy door-to-door transport service for people with a permanent or long-term disability that prevents them from using other forms of public transport.



It can be used to go shopping, to visit friends and family, attend college, doctor's appointments, dental appointments and going out at night. It cannot be used for daily trips to work or to medical appointments not listed above.

- Only Dial-a-Ride members can book journeys.
- You must book in advance.
- You usually travel with other passengers.
- You may have to have an assessment first.
- Every day from 6am to 2am.



Contacts and more information

Phone:  **0845 999 1999**
 Email:  **DAR@tfl.gov.uk**
 Website:  **www.tfl.gov.uk/dialaride**

Licensed Taxis and Minicabs

London taxis (black cabs) can be picked up at the roadside or booked by telephone. Minicabs and other private-hire vehicles must be booked before the start of the journey through a licensed operator.

- Must be pre-booked by phone or in person at a minicab office.
- Drivers are all CRB (Criminal Records Bureau) checked.
- How much you pay depends on how far you travel.
- Licensed taxis and minicabs have licence plates and bright yellow licence discs.
- Available 24 hours a day.



Contacts and more information

You can use the **“Find a ride”** web service to help you find licensed minicab companies, including those that have wheelchair-accessible vehicles.

Website:  www.tfl.gov.uk/findaride

Phone:  **020 7222 1234**

If you text the word **HOME** to 60835 (60tfl) you will be sent telephone numbers for two local licensed minicab operators plus the taxi one-number (for black cabs).

Phone:  **0871 871 8710 (taxi one-number)**



Taxicard Scheme

If your mobility problems make it difficult to use public transport you could use a **Taxicard**. **Taxicard** provides trips for social activities at a lower price than usual.

- In Croydon the number of trips allowed is currently 78 per year.
- You may have to have an assessment before you can get a **Taxicard**.
- You will have to pay an initial fee. The council pays a subsequent portion up to a maximum value (depending on the time of day) and you pay the rest.
- The service is not intended to be used to attend hospital appointments.
- Available 24 hours a day.



Contacts and more information

For current costs and an application form, contact Travel Services.

Website:  www.croydon.gov.uk/taxicard

Phone:  **020 8726 7100**

Fax: **020 8407 1347**

Email:  travel.service@croydon.gov.uk

If you already have a **Taxicard** you can make a booking through:

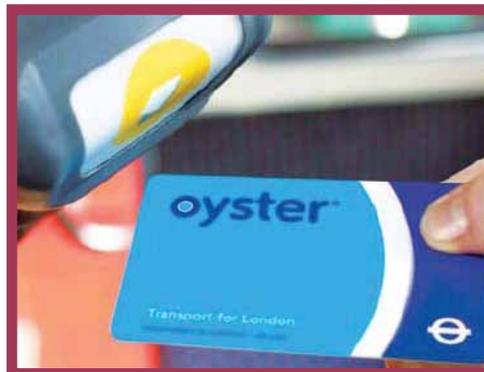
Website:  www.comcablondon.co.uk/webbook/taxicardlogin.asp

Phone:  **020 7474 6545**
020 7286 0666 } ComCab
020 7763 5001

Passes and Cards

Oyster Card

The cheapest way to pay for single journeys on the Tube, buses, DLR (Docklands Light Railway) and trams in London is with an **Oyster Card**. You can put cash, Travelcards and Bus Passes on them.



You can find out more and buy an **Oyster Card** at:

- The **Oyster** website:  www.tfl.gov.uk/oyster
- Most Tube station and some National Rail ticket offices
- Over 2,200 **Oyster** Ticket Stops across London
- London Travel Information Centres
- By phone on:  **0845 330 9876**
- Duplicate cards: **0845 331 9872**
- Customer service centre: **0845 330 9880**
- Telephone sales: **01561 376081**
- Query or progress check by text: **07624 809325**



Freedom Pass

The **Freedom Pass** enables permanent residents of London boroughs to travel free on London's public transport which includes: buses, the Underground, the Overground, trains, Docklands Light Railway and trams. Some restrictions on travel times apply to train journeys.

For details visit  www.freedompass.org
or call  **020 7222 1234**

There are three types of Pass:



National scheme Older Person's Freedom Pass

(You must have reached state retirement age to qualify for an older person's pass.)



National scheme Disabled Person's Freedom Pass

(You must have an eligible disability)



Croydon Council's discretionary Disabled Person's Freedom Pass

(This pass may be given if the applicant does not qualify for the national scheme pass). This pass does NOT allow holders to travel free of charge on buses outside Greater London.

Contacts and more information

For more information about applying for a **Freedom Pass**, terms and conditions of use and other useful details please go to

Website:  www.freedompass.org

For a **Disabled Person's Freedom Pass** application form, you can download or complete the form from our website:

Website:  www.croydon.gov.uk/freedom

Or contact Travel Services:

Phone:  **020 8726 7100**

Fax: **020 8407 1347**

Email:  travel.service@croydon.gov.uk

For information on bus services outside London please contact

Traveline on  **0871 200 22 33**

Bus and Tram Discount Card

If you do not qualify for a **Freedom Pass**, you may still be able to pay cheaper fares on buses and trams using a special **Oyster Card**.

If you receive Income Support, you can apply for a **Bus and Tram Discount Card**, which allows you to travel on buses and trams at half the adult fare.



You must be over 18, live in London and must not be receiving any other travel discounts.

For more information or to find out how to apply, contact TfL on:

Website:  www.tfl.gov.uk/discountcard

Phone:  **020 7222 1234**

Disabled Person's Railcard

You may qualify for the **Disabled Person's Railcard** if you have a disability that makes travelling by train difficult.

You can get 1/3 off most standard and first-class fares throughout Great Britain. If another adult is travelling with you, they can also travel at the same discounted fare.

If travelling before 9.30am check when you book to make sure you can use your **Disabled Person's Railcard** during the morning peak.

Contacts and more information

Website:  www.disabledpersons-railcard.co.uk
www.nationalrail.co.uk

Email:  disability@atoc.org

Phone:  **0845 605 0525**

Textphone: **0845 60 50 600**

Address:  **Rail travel made easy, PO Box 11631, Laurencekirk, AB30 9AA**

Public Transport: Buses, Coaches, Trams & Trains

Buses and Coaches

Holders of a valid **Freedom Pass** can travel free of charge on all Transport for London buses in London at all times. Free travel is also available after 9.30am and before 11.00pm Monday to Friday and all day on Saturday, Sunday and Bank Holidays on local buses throughout England under the terms of the English National Concessionary Travel Scheme.

Charges vary depending on the time of day, so please check before you travel.

All Croydon buses are accessible.

- Remote control ramps give easier wheelchair access.
- An external button is pressed for the access ramp to be used.
- Stop buttons are tactile and colour-contrasted.
- Bus-stopping signs light up to indicate that the bell has been pushed.
- On-bus voice announcements are being introduced and bus stops will have digital message signs replaced with audio / visual signs over the next three years.



Freedom Passes and **Oyster Cards** can be used on buses in Croydon.

Contacts and more information

Website:  www.tfl.gov.uk/journeyplanner

Phone:  **0845 3000 7000**

Textphone: **020 7918 4435**

London travel information:

Phone:  **020 7222 1234**

Email:  travinfo@tfl.gov.uk

Textphone: **020 7918 3015**

Buses and Coaches (continued)

For travelling outside Croydon:

Website:  www.firstgroup.com

Phone:  **0871 200 2233 (First Group timetable enquiries)**
01224 650100

Website:  www.stagecoachbus.com/london

Phone:  **0870 608 2608 (National Bus Timetable Enquiries)**

National Express has a **Disabled Persons' Travel Helpline** and **Freedom Pass** holders can get discounts with local agent Wallace Arnold Worldchoice:

Website:  www.nationalexpress.com

Phone:  **08717 81 81 81 (8am-8pm every day)**
0871 200 2233 (bus travel enquiries)
0121 254 7272

08450 130 140 (National Express head office)

Email:  customerrelations@nationalexpress.com
travelcare@nationalexpress.com
info@nationalexpress.com

Textphone: **0121 455 0086**

Address:  **Wallace Arnold Worldchoice, 62 George Street, Croydon, CR0 1PD**

Phone:  **0845 3656747 (Wallace Arnold)**

Trams

- The trams run between central Croydon and New Addington, Beckenham Junction, Elmers End and Wimbledon (an extension to Crystal Palace is planned).
- Floor-level access makes trams easy to get on to.
- There are passenger lifts at Wimbledon.
- Wheelchair users travel for free and there are wheelchair spaces.



Freedom Passes and **Oyster Cards** can be used on trams.

Contacts and more information

Address:  **Tramlink, Suffolk House, George Street**

Phone:  **020 8681 8300**

Trains

Arrangements can be made for disabled passengers and railway staff can help you to:

- find the right train at the stations where you get on and off;
- get on and off safely (ramps can be provided for wheelchair users).

If you require assistance please try to give at least 24 hours' notice of your journey.

To travel alone on a train you should be able to:

- Take your own medicine.
- Use the toilet yourself.
- Feed yourself if you need to eat.

If you have special medical needs or need someone to travel with you, railway staff **cannot** provide this service.

Many trains and stations have unisex toilets for people in wheelchairs and other disabled passengers.

For access to some toilets you may need a key. Notices will tell you how to get one. Some toilets are fitted with **National Key Systems** (NKS) locks.



Contacts and more information

You can find out more and buy keys from DisabilityCroydon.

Phone:  **020 8684 5538**

You can also buy these online from RADAR Disability Network.

Phone:  **020 7250 3222**

Textphone: **020 7250 41119**

Minicom: **020 7250 4119**

Email: **radar@radar.org.uk**

Website:  **www.radar.org.uk**

You can get further information from National Rail about special services and help for disabled people at train stations.

Website:  **www.nationalrail.co.uk**

Phone:  **08457 48 49 50**

You can use a **Disabled Persons' Railcard** for some journeys by train.

Overground

Previously known as the East London Line, the London Overground now runs frequent services from West Croydon to Dalston Junction and provides access to the underground system. Further information is available from London Overground:



Contacts and more information

Phone:  **0845 601 4867**
Email:  **overgroundinfo@tfl.gov.uk**
Website:  **www.tfl.gov.uk**



Using a Car

DVLA

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



Contacts and more information

If you have any concerns about your driving ability please contact the DVLA Helpline:

Phone: **0300 790 6806**
Website: **www.dvla.gov.uk**

Road Tax

Anyone on the higher rate of the mobility component of Disability Living Allowance (DLA) may not have to pay road tax either on their own vehicle **or that of a nominated driver**. Use application form: DLA 403. Those receiving War Pensioners' Mobility Supplement may also be eligible and should contact the Veterans Agency.

Congestion Charge Exemption

If you are a **Blue Badge** holder you can **register** with Transport for London (TfL) to be exempt (i.e. receive 100% discount) from the central London congestion charge.

- You pay a one-off registration charge of £10.
- The discount covers registered vehicles driven by you or by another person transporting you.
- TfL will send you a letter to confirm that you no longer have to pay the charge.

Contacts and more information

If you would like an application form contact:

Phone: **0845 900 1234**
 Textphone: **020 7649 9123**
 Website: **www.cclondon.com**



Disabled Parking Bays

If you are a **Blue Badge** holder, you may be able to get a disabled parking bay created outside your home, which can then be used by anybody who has a **Blue Badge**. You will need to live in Croydon and:

- Demonstrate a genuine need for the bay requested.
- Not have access to private parking within or near the premises.



Contacts and more information

If you would like an application form, contact Parking Design:

Website:  **www.croydon.gov.uk/bluebadge**
 Phone:  **020 8726 7100**
 Minicom: **020 8760 5797**
 Email:  **parking@croydon.gov.uk**

Parking and Shopping

The Blue Badge

- The **Blue Badge** (previously Orange Badge) is the short name for the 'Parking card for people with disabilities'.
- It offers particular parking concessions to those with certain categories of physical or sensory disability.
- It operates across the EU and is regulated by the Department for Transport (DfT).
- **Blue Badge** holders can park on-street (subject to certain conditions) free of charge in areas where there is usually a charge or where a parking fine could be issued.
- It can be used in any vehicle in which the holder is the driver or a passenger.



Contacts and more information

If you live in Croydon and would like an application form, contact Travel Services:

Phone:  **020 8726 7100**

0845 900 1234 (Blue Badge congestion charge)

Textphone: **020 7649 9123**

Fax: **020 8407 1347**

Email:  **travel.service@croydon.gov.uk**

Website  **www.cclondon.com (congestion charge)**

Shopping Assistance - Croydon Shopmobility

You can hire an electric shopping scooter or wheelchair from Shopmobility in the Whitgift Car Park.



- Open 9am Monday to Saturday and 11am Sunday and Bank Holidays.
- Wheelchairs and scooters must be returned by 4.30pm.
- You will be shown how to use the wheelchairs or scooters.
- You can bring along a friend if you want someone to help you.
- You can use the wheelchairs and scooters in the area extending from East Croydon station to the end of Church Street, and North End to High Street.
- It is cheaper if you register with the service.

Contacts and more information

Website:  www.croydon.gov.uk/shopmobility
 Phone:  **020 8688 7336**
 Email:  parking@croydon.gov.uk
 Address:  **Basement Level, Whitgift Car Park,
 Wellesley Road, Croydon, CR0 2AG**

Personal Transport

Motability Scheme

Motability is a national charity that helps disabled people with their mobility needs. It directs and oversees the Motability Scheme which uses the money from your higher rate mobility component of Disability Living Allowance to meet the cost of having a car, powered wheelchair or scooter through a contract hire or hire purchase arrangement.

- No waiting lists, credit checks or medical assessments are required.
- You don't need to drive; you can nominate up to two friends or relatives as drivers instead.
- Parents and carers can apply on behalf of a child.



Contacts and more information

Motability Operations (Car Schemes)

Phone:  **0845 456 4566**
01279 635999 (general Motability enquiries)
0845 712 3456 (People with Disability Living Allowance)
0800 169 2277 (War Pensioners)

Textphone: **0845 675 0009**
 Minicom: **01279 632213**
 Fax: **01279 632000**

Contacts and more information

Motability Scheme continued

Route2mobility (Powered wheelchairs and scooters)

Website:  www.motability.co.uk

Phone:  **0845 607 6260**

Fax:  **01264 384482**

General Information

RADAR (The Royal Association for Disability and Rehabilitation) has published two useful guides:

Get Motoring

A guide to everything the disabled motorist needs to know about finding, financing and maintaining a car.



Get Mobile

A guide for buying a scooter or powered wheelchair. Helps you decide which mobility aid is right for you.

- Both guides will help you assess your needs and help you:
- Look at the risks and huge range of products available.
- Look at ways to buy and at the financial support available.
- Look at operating costs.
- Find information about consumer rights.
- With useful contacts.

Contacts and more information

Phone:  **020 7250 3222**

Fax: **020 7250 0212**

Textphone: **020 7250 4119**

Email:  radar@radar.org.uk

Address:  **12 City Forum, 250 City Road, London, EC1V 8AF**

Community Transport

Hospital Transport Services (Croydon University Hospital)

The Patient Transport Service (PTS) is run separately from the Accident & Emergency service which deals with 999 calls. This service is **only** for situations that are **not emergencies**.

To use this transport you must be:

- Assessed by a qualified health care professional as having a medical need for transport, BEFORE transport is booked.
- Unable, for medical reasons, to use private or public transport.

Your GP can authorise and book transport for you. Under certain circumstances, escorts may also be booked.

You may be able to get help with travel costs by filling out an HC1 Claim Form. You can get this, and an HC11 guidance leaflet, from the hospital.

Contacts and more information

For all Croydon University Hospital transport information and help, please contact the Transport Desk, Maybank Lounge.

Phone:  **020 8401 3051 or 020 8401 3165 (ask for Jenny)**

Fax: **020 8401 3580**

For full information on Health Benefits

Phone:  **0191 203 5555**

British Red Cross

The British Red Cross provides door-to-door transport and supplies drivers with suitable vehicles and escorts where needed. The costs will be different for everyone as they are based on individual need, quotes can be provided.



Contacts and more information

Phone:  **020 8518 9223**
0844 871 11 11

Minicom: **020 7562 2050**

Fax: **020 7562 2000**

Email:  **london_enquiries@redcross.org.uk**
information@redcross.org.uk

Website:  **www.redcross.org.uk**

British Red Cross also operates a limited, free-of-charge Croydon University Hospital transport service. The service is available from 9am to 5pm during weekdays, for patients over 65 years of age.

Phone:  **020 8401 3590**

Croydon Accessible Transport (CAT)

- CAT is a community transport charity providing accessible transport to not-for-profit organisations and groups in Croydon.
- CAT has a range of accessible minibuses.
- Membership is required to access the CAT service.
- CAT offers a range of transport services and will provide transport both locally and outside the borough, for day trips, respite or holiday transport.

Contacts and more information

Enquiries Phone:  **020 8665 0861**

Bookings Phone: **020 8683 1800**

Fax: **020 8665 1972**

Email:  **cat@cornerstonehouse.org.uk**

Croydon Voluntary Association for the Blind (CVAB)

If you live in Croydon, are over 18 and visually impaired, you can become a member, and membership is free. You can then take part in CVAB activities. Giving members safe reliable transport is very important to CVAB.

- Activities are organised at the CVAB specialist centre at Wellesley Road.
- Transport within the borough to and from the centre is arranged for members day by day (there is a small charge).
- CVAB has three specialist minibuses with folding steps, two include lift access.
- Drivers are fully experienced in working with visually impaired people.
- Support is given to all individuals whatever their needs.

Contacts and more information

Phone:  **020 8688 2486 (ask for Richard James)**

Fax: **020 8681 7525**

Email:  **cvab@croydonvisual.plus.com**

Address: **CVAB, 72-74 Wellesley Road, Croydon CR0 2AR**

Travel support for children and young people with Special Educational Needs

Some children and young people with Special Educational Needs (SEN) may be eligible for travel support.

The council expects that most parents and carers will want to make their own arrangements for the journey to and from school. The council also wishes to encourage young people to be as independent as possible.

The council will offer support where it is clear that children or young people would be unable to attend school without it. Travel support can take various forms:

- free travel permits for public transport;
- adjustments to school hours so that parents or carers can drop off or collect;
- a mileage allowance for car journeys over the statutory walking distance;
- transport (eg: minibus, taxi or specialist vehicle) from home to school.

Parental preference and transport

If parents or carers choose to send their child to a school other than the nearest suitable school, the council will not provide travel support.

Assessment and review

If you think you may be eligible for travel support of some kind, you can make an application to the council. Applications are available from the SEN team or through the council website. The SEN team will assess your needs by looking at the information on your application against the council's policy on home-to-school travel support. If necessary, you will be asked for more information to support your application.

Contacts and more information

You can make an application online under 'Do it Online – School Travel' or by calling the council to request a form.

Phone:  **020 8760 5481**

Website:  **www.croydon.gov.uk**

Help with Travel Costs

Croydon Transport Breaks Scheme

Helps carers take a break from their caring responsibilities by paying up to £30 per month towards the cost of journeys. On a first come, first served basis. Journeys can be taken with or without the cared-for person.

Contacts and more information

If you would like to apply contact Croydon Crossroads:

Phone:  **020 8688 4499**
01788 573 653 (head office)

Fax: **020 8681 6611**
01788 554 498 (head office)

Email:  **mail@croydoncrossroads.org.uk**
association.office@crossroads.org.uk

Family Fund

The Family Fund helps people who are caring for a severely disabled child under the age of 16. If you meet certain criteria relating to family income, you can apply for an annual grant towards the cost of travel (as well as other items). If you need to learn to drive, you may also get a grant for driving lessons and the theory test but you must have access to a car for practice.

Contacts and more information

Website:  **www.familyfund.org.uk**

Phone:  **0845 130 4542**
01904 621115

Textphone: **01904 658085**

Fax: **01904 652625**

Email:  **info@familyfund.org.uk**

Other Useful Contacts

Disabled Persons Transport Advisory Committee

DPTAC has produced a transport and travel website for disabled and less-mobile people giving information about transport and advice about travelling, using all forms of transport.

Website:  www.dptac.independent.gov.uk/door-to-door

Phone:  **020 7944 8011**

Fax: **020 7944 6998**

Email:  dptac@dft.gsi.gov.uk

Queen Elizabeth Foundation Mobility Centre

Provides free impartial advice and information on all matters of personal outdoor mobility and supports disabled people to increase independence and improve life skills.

Website:  www.qefd.org/mobilitycentre

Phone:  **020 8770 1151**

Fax: **020 8770 1211**

Email:  info@mobility-ge.org

London Travel Watch (LTW)

LTW is the effective champion for transport users in and around London.

If you have a complaint or are unhappy with a transport service and have already contacted the service provider LTW will help you to resolve the problem.

LTW covers: buses, the Tube, mainline stations, Eurostar, Docklands Light Railway, Croydon Tram Link, taxis, and London's main road network.



Website:  www.londontravelwatch.org.uk
Phone:  **020 7505 9000**
Fax: **020 7505 9003**
Email:  info@londontravelwatch.org.uk
enquiries@londontravelwatch.org.uk
Address:  **6 Middle Street, London, EC1A 7JA**

A-Z guides to services

The following websites offer A-Z guides to local services, which may be useful:

Website:  www.carerscontactline.co.uk (Carers)
www.ageconcerncroydon.org.uk (Older people)
www.croydon.cswebsites.org (Learning disability)
www.mindincroydon.org.uk (Mental health)

Croydon Mobility Forum

Since its launch in 2002, the Mobility Forum has met to review and make recommendations to improve access and facilities for older people and people with disabilities in and around Croydon.

Contact John Osborne:
Phone:  **020 8760 5776**
Fax: **020 8760 5716**
Website:  www.croydon.gov.uk/cmfm
Email:  cmf@croydon.gov.uk
john.osborne@croydon.gov.uk



Social Services for Adults

If you have problems with your mobility that affects your day to day living, you may be able to get help from Adult Social Services.

To find information on the council website about social care services go to the council website or visit one of the One Stop receptions. Some quick links are given below, type the web address then type '/' followed by the word in brackets, like this: **www.croydon.gov.uk/assess**.



- **Assessing and charging for social care services** (assess)
- **Services for older people** (ops)
- **POP Service** (pop) - bringing services, information and advice to older people in their local communities.
- **Self assessment for disability equipment** (sae) - Online self assessment tool helps you find the right specialist equipment.
- **Special equipment & adaptations** (ses) - Specialist equipment or adaptations to the home can make everyday tasks a lot easier for people with a disability.
- **Home care** (homecare) - Care in your own home is offered to people who require assistance with personal care or other practical daily tasks.
- **Croydon Careline community alarm** (telecare) – offering help at the touch of a button, including assistive technology.
- For most social care services you will need an assessment. To find out more and to arrange an assessment, please call Social Services for Adults.

Contacts and more information

Website:  **www.croydon.gov.uk**

Phone:  **020 8726 6500**

Address:  **Access Croydon, Taberner House, Park Lane, Croydon CR9 2BA**

Address:  **Access Croydon, Strand House, Zion Road, Thornton Heath CR7 8RG**

Address:  **Access Croydon, New Addington, 90 Central Parade, New Addington CR0 0JB**

Please give us your feedback

Have you found this Easy Guide useful?

Which section did you find most useful?

Is there anything missing from the guide that you would like to see included?

Where did you get this copy of the guide?

If you would like this document in another format, for example large print, Braille, CD-Rom, or you need help translating it, please contact the Croydon Mobility Forum.

So that you do not spoil your booklet by tearing off this page, we would prefer you to email us with your feedback. However, you can return this page to any council office, library or post it to:

Address: **Croydon Mobility Forum,
Croydon Council, Taberner House,
Park Lane, Croydon CR9 2JT**

Email: **cmf@croydon.gov.uk**

