

# An easy guide to accessible transport in Croydon 2015





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## Foreword

This document was originally produced in 2007 for adults with physical or sensory disabilities, and older people, to help improve community services in Croydon. It was then further updated in April 2011.

The document has been posted on Croydon University Hospital and Croydon Council websites. The hard copy of the document has also proved to be useful for many members of the community not able to access these websites.

This latest edition has been updated with the revisions since 2011 and will hopefully provide confidence for readers in finding and using suitable transport relative to their needs, in the borough.

The document was originally produced by the Croydon Partnership Group (Transport Sub Group) but ownership now rests with the Croydon Mobility Forum (CMF).

It is important that this revision is also kept up to date and it would be appreciated if you note any changes necessary and forward the details on the feedback sheet at the end of the document, to the CMF. If you would like this document in another format, please also contact the CMF.

Many thanks to Lewis Campbell and John Osborne, who contributed to this Easy Guide revision.

We hope you find it useful,

A handwritten signature in black ink, appearing to read 'Yusuf Osman'.

Yusuf Osman CMF Chairman

**Croydon Mobility Forum**  
**May 2015**

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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.
- If you would like someone to assist you when travelling by train you can book this via the relevant train operator.



## 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

### Southern Railway

Website:  [www.southernrailway.com/accessibility](http://www.southernrailway.com/accessibility)


Phone:  **0800 138 1016**

Email:  [myjourney@southernrailway.com](mailto:myjourney@southernrailway.com)

**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/transport-accessibility](http://www.tfl.gov.uk/transport-accessibility)

Email:  [tflaccessibility@tfl.gov.uk](mailto:tflaccessibility@tfl.gov.uk)

Phone:  **0343 222 1234**

Textphone:  **0800 112 3456**

## Travel Mentoring Service -

### Broaden your horizons

If you would like to try out the transport options now available in London but are unsure how to do it, TfL's free Travel Mentoring Service can give you guidance and support to help you get around London.


You can get:

- Telephone advice on planning an accessible route
- Someone to go with you on your first few journeys to help you gain confidence in using public transport on your own
- Service is free of charge and available Monday to Friday from 8am to 6pm.



### Contacts and more information

Website:  [www.tfl.gov.uk/transport-accessibility](http://www.tfl.gov.uk/transport-accessibility)

Phone:  **020 3054 4361**

Email:  [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk)



# Door-to-Door Services

## Dial-a-Ride

**Dial-a-Ride** is a free door to door service which you can use to travel locally to do your shopping, visit your family and friends or for other recreational activities, if you cannot always use the buses, trains or the Tube. You have to become a member before you can use the service. Applications are available.



- To download at [tfl.gov.uk/dialaride](https://tfl.gov.uk/dialaride)
- On telephone request to Dial-a-Ride on 0343 222 7777

Once you are a member you can request as many journeys as you like and Dial-a-Ride will accommodate as many as possible.

- Dial-a-Ride journeys are multi-occupancy so you sometimes travel with others, like on a mainstream bus
- Dial-a-Ride journeys are free and available between 6am and 2am 365 days a year
- You can bring a friend with you, as long as you are both travelling from the same address
- Dial-a-Ride cannot be used for hospital appointments



### Contacts and more information

Phone:  **0343 222 7777**  
Email:  **DAR@tfl.gov.uk**  
Website:  **[www.tfl.gov.uk/dialaride](https://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 DBS (Disclosure and Barring service, formerly known as CRB) 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/cabwise](http://www.tfl.gov.uk/cabwise)

Phone:  **0343 222 1234**

If you text the word **CAB** 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, information about the scheme & to download an application form & guidance notes visit:

Website:  [www.londoncouncils.gov.uk/services/taxicard/apply](http://www.londoncouncils.gov.uk/services/taxicard/apply)

Completed application forms should be posted to: London Councils Taxicard Section, 59 1/2 Southwark Street, London SE1 0AL

Email:  [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk)

Phone:  **020 7934 9791**

For e-mail enquiries to the Croydon Travel Service

Email:  [travel.service@croydon.gov.uk](mailto:travel.service@croydon.gov.uk)

Phone:  **020 8726 6000 ext. 62111 or 62121**

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

Website:  [www.comcablondon.co.uk/webbook/taxicardlogin.asp](http://www.comcablondon.co.uk/webbook/taxicardlogin.asp)

Phone:  **020 7763 5001 or 020 7082 3131 Cityfleet**





## 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](http://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:  **0343 222 1234**
- Query or progress check by text: **07624 809 356**




### 60+ Oyster card


If you live in London, are aged 60 or over you can apply to Transport for London for a **60+ London Oyster card** to travel free on bus, tube, tram, DLR, London Overground and most National Rail services in London. You can't get a 60+ London Oyster card if you have a Freedom Pass or are eligible to have one. It costs £10 to join the scheme.



### Contacts and more information

 [www.tfl.gov.uk/tickets](http://www.tfl.gov.uk/tickets) for information about how to apply on-line and for the full terms & conditions of the scheme.

If you need help to apply you can call Transport for London on:

 **0343 222 1234**

## 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](http://www.freedompass.org)  
or call  **0300 330 1433**

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](http://www.freedompass.org)

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

Website:  <http://www.croydon.gov.uk/healthsocial/adult-care/getting-around/>

Or contact Travel Services:

Phone:  **020 8726 6000 ext. 62111 or 62121**

Email:  [travel.service@croydon.gov.uk](mailto:travel.service@croydon.gov.uk)

For information on bus services outside London please contact:

Traveline on  **0871 200 2233**

## 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, Jobseekers allowance or Education Support Allowance, 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, receive benefits and not have any other travel discounts.

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

Website:  [www.tfl.gov.uk/discountcard](http://www.tfl.gov.uk/discountcard) Phone:  **0343 222 1234**

## Disabled Person's Railcard (DPRC) and other discounts available


You may qualify for the **Disabled Person's Railcard** if you have a disability.

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.

Buying a ticket on line with many train operators also means that discounted advance fares are discounted further if you have a DPRC.

If you are a wheelchair user and travel in your wheelchair on the train you and a companion are entitled to a discount when travelling on 'anytime' fares. If you are registered visually impaired and travel with a companion you are entitled to the same discounts provided you are accompanied.


### Contacts and more information

Website:  [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Email:  [disability@atoc.org](mailto:disability@atoc.org)

Phone:  **0345 605 0525**

Textphone:  **0345 601 0132**

Address:  **Disabled Persons Railcard Office, 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.

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



### Contacts and more information

Website:  [www.tfl.gov.uk/journeyplanner](http://www.tfl.gov.uk/journeyplanner)  
Phone:  **0343 222 1234**  
Email:  [tflaccessibility@tfl.gov.uk](mailto:tflaccessibility@tfl.gov.uk)


## Buses and Coaches (continued)

For travelling outside London:

Website:  [www.firstgroup.com](http://www.firstgroup.com)


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

Website:  [www.stagecoachbus.com](http://www.stagecoachbus.com)

Phone:  **020 7055 9600 Customer Services**  
**(Includes accessibility options)**

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](http://www.nationalexpress.com)

Phone:  **0871 781 8179 (8am-8pm every day)**  
**0871 200 2233 (bus travel enquiries)**  
**08450 130 140 (National Express head office)**

Email:  [DPTH@nationalexpress.com](mailto:DPTH@nationalexpress.com)

Textphone: **0121 455 0086**

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

Phone:  **020 8688 7255 (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

Oyster Cards and Freedom Passes\* can be used on trains in Croydon. Croydon is in Zone 5.

Train operators in the Croydon area are: London Overground, Southern, Thameslink.

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.



\* Freedom pass allows you to travel in Standard Class on most local rail services in London, during the following times: Mon – Fri 9:30am-4:30am the following morning.  
At any time on weekends and bank holidays.

### Contacts and more information

You can find out more and buy keys from DisabilityCroydon.

Phone:  **020 8688 3622**

You can also buy these online from Disability Rights UK.

Phone:  **020 7250 8181**

Email:  **enquiries@disabilityrightsuk.org**

Website:  **www.disabilityrightsuk.org**

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:  **0845 748 4950**

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.

Oyster and freedom passes can be used to travel on London Overground services without restriction. Further information is available from London Overground:

### Contacts and more information

Phone:  **0343 222 1234**

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 6801**

Website:  **www.direct.gov.uk/motoring**

### 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:  **0343 222 2222**

Website:  **[www.tfl.gov.uk/modes/driving/congestion-charge](http://www.tfl.gov.uk/modes/driving/congestion-charge)**

## 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/healthsocial/adult-care/getting-around/blue-badge/parkingbays](http://www.croydon.gov.uk/healthsocial/adult-care/getting-around/blue-badge/parkingbays)**

Phone:  **020 8726 6000 ext. 88249**

Email:  **[parking@croydon.gov.uk](mailto:parking@croydon.gov.uk)**

## Parking and Shopping

### The Blue Badge

- The **Blue 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 would like to apply for a blue badge you can do so on-line at:

Website  [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge)

If you do not have access to a computer you can contact branches of Croydon libraries to book the use of a computer. Library staff can also be requested to provide support when making an on-line application however this must be requested in advance when booking a computer.

Phone:  **020 8726 6000 ext 62111 (Blue Badge congestion charge)**

Email:  [travel.service@croydon.gov.uk](mailto:travel.service@croydon.gov.uk)

### 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/healthsocial/adult-care/getting-around](http://www.croydon.gov.uk/healthsocial/adult-care/getting-around)

Phone:  **020 8688 7336**

Email:  [parking@croydon.gov.uk](mailto: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:  **0300 456 4566**

**0127 963 5999 (general Motability enquiries)**

Website:  [www.motability.co.uk](http://www.motability.co.uk)

## General Information

### Disability Rights UK

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 8181**

Email:  **enquiries@disabilityrightsuk.org**

Address:  **Ground Floor, CAN Mezzanine, 49-51 East Road,  
London, N1 6AH**

Website:  **www.disabilityrightsuk.org**

# Community Transport

## 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 and cars.
- 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**

Website:  **[www.croydonaccessibletransport.org.uk](http://www.croydonaccessibletransport.org.uk)**

Email:  **[admin@croydonaccessibletransport.org.uk](mailto:admin@croydonaccessibletransport.org.uk)**

## 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.

### Contacts and more information

Phone:  **0333 240 4086**

## 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:  **0844 871 1111**  
Minicom: **020 7562 2050**  
Email:  **[london\\_enquiries@redcross.org.uk](mailto:london_enquiries@redcross.org.uk)**  
**[information@redcross.org.uk](mailto:information@redcross.org.uk)**  
Website:  **[www.redcross.org.uk](http://www.redcross.org.uk)**

## Croydon Vision\*




If you live in Croydon, are over 18 and visually impaired, you can become a member. You can then take part in CV activities.

Giving members safe reliable transport is very important to CV.

- Activities are organised at the CV 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).
- CV 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.

\* Croydon Vision is registered as a charity under Voluntary Association for the Blind (CVAB)

### Contacts and more information

Phone:  **020 8688 2486**  
Email:  **[info@croydonvision.org.uk](mailto:info@croydonvision.org.uk)**  
Address:  **Croydon Vision, Bedford Place , 72-74 Wellesley Road,  
Croydon CR0 2AR**



## Travel Assistance for children and young people attending school

Whilst parents/carers are responsible for ensuring that their children attend school regularly, some children and young people attending school may in certain circumstances be eligible for travel assistance. The Council therefore has a policy which explains:

- Who is eligible for assistance from the Council for travel to and from school.
- How applications for travel assistance are made and assessed.
- What kind of travel assistance may be provided.
- The Council's transport service standards.

The policy applies to:

- Children with a Statement of Special Educational Needs; and
- Children aged 5-16 without a Statement of Special Educational Needs.

The options that will be considered when assessing the travel assistance that will be provided will include, but are not limited to:

- Independent travel training.
- Travel pass: To enable the child to travel to school accompanied if necessary, by an adult via public transport solutions other than the free London bus scheme.
- Personal Travel Budget: It may be possible for the Council to provide parents/carers with an amount of money to create and manage personalised travel arrangements that best and most flexibly suit the needs of their child and family.
- Transport vehicles (e.g. minibus, taxi or specialist vehicle from home to school).

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

The Policy for Travel Assistance for Children and Young People Attending School and relevant application form can be found at:

**<http://croydon.gov.uk/education/special-educational-needs/hometoschool>**

### Contacts and more information

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

Phone:  **020 8760 5454**

Website:  **[www.croydon.gov.uk/doitonline/apply-for-it](http://www.croydon.gov.uk/doitonline/apply-for-it)**


## 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 8648 9677**

Email:  **info@souththamescrossroads.org**


### 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:  **01904 621 115**

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



## Other Useful Contacts

### 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.qef.org.uk](http://www.qef.org.uk)**  
Phone:  **020 8770 1151**  
Email:  **[mobility@qef.org.uk](mailto:mobility@qef.org.uk)**

### 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 train stations, Eurostar, Docklands Light Railway, Croydon Tram Link, taxis, and London's main road network.




Website:  **[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)**  
Phone:  **020 3176 2999**  
Email:  **[info@londontravelwatch.org.uk](mailto:info@londontravelwatch.org.uk)**  
**[enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)**  
Address:  **Dexter House, 2 Royal Mint Court, London, EC3N 4QN**



## A-Z guides to services

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

Website:  **[www.carersinfo.org.uk](http://www.carersinfo.org.uk) (Carers)**  
**[www.ageuk.org.uk](http://www.ageuk.org.uk) (Older people)**  
**[www.croydon.cswebsites.org](http://www.croydon.cswebsites.org) (Learning disability)**  
**[www.mindincroydon.org.uk](http://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**  
Website:  **[www.croydon.gov.uk/cmf](http://www.croydon.gov.uk/cmf)**  
Email:  **[cmf@croydon.gov.uk](mailto:cmf@croydon.gov.uk)**  
**[john.osborne@croydon.gov.uk](mailto: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.


You can complete a self-assessment for social care services by going to **[www.croydon.gov.uk/healthsocial/adult-care/asc-assessing/ascreferral](http://www.croydon.gov.uk/healthsocial/adult-care/asc-assessing/ascreferral)**




### Contacts and more information

Website:  **[www.croydon.gov.uk](http://www.croydon.gov.uk)**

Phone:  **020 8726 6500**

Address:  **Access Croydon, Bernard Weatherill House  
8 Mint Walk, Croydon CR0 1EA**

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

## Notes

[illegible]

This guide has been approved by the Better Understanding Group

# 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?

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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, Bernard Weatherill House,  
Mint Walk, Croydon, CR0 1EA**

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

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