

Self-directed support

Transport – getting out and about

Transport is important to most people who want to live a good life.

Sometimes, though, getting out and about is easier said than done.

This fact sheet tells you about transport options and how you could spend some of your personal budget on getting around.



To get more help contact In Control.
Tel: 0121 4745900
Email In Control
help@in-control.org.uk

Find more fact sheets at:
www.in-control.org.uk/factsheets



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The basic facts

The way you get around is personal to you – the same as other support you might use. There are limited options for everyone. But you can still make transport choices that suit you best.

Here are a few things to think about.

Where you live

Are you close to public transport? Does it go where you want to go? Is it accessible for you? Is it affordable and can you get any discounts?

Owning your own transport

Even if you don't drive, you might still be able to have a car. You can get people to support you who can drive.

You always have to pay for fuel. But there are some arrangements – like the Motability Scheme – that include insurance, general repairs and breakdown cover. Road tax is free to some people who need support.

Creative solutions

Public transport and having your own car are not the only choices.

Some people pay for a friend's or neighbour's road tax out of their personal budget. Then they get lifts to where they want to go. For the price of a season ticket, some people have got a lift to every football home match – and support at the ground.



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More information about transport

Trains

Disabled people can get help to travel by train. For example, National Rail staff can usually help passengers get on and off a train.

National Rail

You need to tell National Rail 24 hours before you need help – especially if you want to get on or off a train at an unstaffed station.

Rail staff won't lift disabled passengers or heavy items like mobility scooters. You can reserve seats or a wheelchair space free.

Intercity trains

All intercity trains are accessible for people in wheelchairs. You can get a wheelchair-accessible sleeper cabin on overnight trains between London and Scotland.

Local and regional trains

Most trains have spaces for wheelchair users. New trains have ways of helping sensory-impaired people to hear or see the travel information.

Europe by train

Trains from St Pancras International in London and Ashford in Kent are accessible for wheelchair users.

Telephone: 08705 186 186

Email: sales.enquiries@eurostar.co.uk

London Underground

Some stations are accessible. Some are not. Check the Transport for London website.

www.tfl.gov.uk



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Train and station facilities

If you need help at the station, contact the station or the rail company before you travel. Let them know what help you need.

Many ticket office windows have induction loops to help people who have a hearing aid.

Many mainline train stations have accessible toilets. Some use the National Key Scheme (NKS). You can buy an NKS key from RADAR.

You can take assistance dogs into station restaurants, trains and buffet cars.

Many trains have wheelchair accessible toilets.

The Disability Discrimination Act says train staff must make 'reasonable adjustments' for disabled passengers. An example of 'reasonable adjustment' would be to let you travel in first class on a standard class ticket if the accessible toilet in standard class is out of order.

National Key Scheme:

RADAR: 12 City Forum, 250 City Road, London, EC1V 8AF.

Telephone: 020 7250 3222

Minicom: 020 7250 4119

Email: radar@radar.org.uk

Railcards

The Disabled Person's Railcard

With a Disabled Person's Railcard you can get up to a third off the price of your ticket. If another adult is with you, they can also travel at the same cheaper fare.

You can get a Disabled Person's Railcard if you:

- are registered as visually impaired
- are registered as deaf or using a hearing aid
- have epilepsy and have repeated attacks
- get Attendance Allowance
- get Severe Disablement Allowance
- get the mobility component of Disability Living Allowance



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- get the higher or middle rate care component of Disability Living Allowance
- get War Pensioner's Mobility Supplement
- get War or Service Disablement Pension for a disability of 80 per cent or more
- are buying or leasing a vehicle through the Motability Scheme.

Children and young people

Children (5-16) may also get a Disabled Person's Railcard. They have to pay the normal child's fare but an adult going with them can get a third off the adult fare.

Buying a Railcard

You can download an application form for a Disabled Person's Railcard from their website or telephone the helpline.

Disabled Person's Railcard helpline numbers:

Telephone: 0845 6050 525

Textphone: 0845 6010 132

www.disabledpersons-railcard.co.uk

Coaches

Access to coaches can be a problem. But things are improving.

All new coaches must be wheelchair accessible. By 2020, all buses and coaches must be accessible.

Concessionary fares for disabled people

Some coach companies offer cheaper fares or free travel to disabled people. You may need to show your local authority bus pass to prove you are disabled.

Help from coach drivers and other staff

By law, coach drivers have to give 'reasonable assistance' to disabled people – especially getting on and off.

But they won't lift passengers or heavy mobility equipment. If you need help to get on and off, ask when you book your ticket.



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Wheelchairs and mobility scooters

When you book your ticket, check your wheelchair or mobility scooter can be carried on the coach when you book your ticket.

Coach and station facilities

If you need help at the coach station, contact the station or the coach company before you travel.

Many ticket office windows have induction loops to help people who have a hearing aid.

You can take assistance dogs into station restaurants and on coaches.

Many mainline train stations have accessible toilets.

Some use the National Key Scheme (NKS). You can buy an NKS key from RADAR.

Some coaches have toilets on board. If you can't use the toilet on a long-distance coach journey – for example, because it is down steps – the driver should stop at coach stations along the route.

National Key Scheme:

RADAR: 12 City Forum
250 City Road, London, EC1V 8AF.

Telephone: 020 7250 3222

Minicom: 020 7250 4119

Email: radar@radar.org.uk



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Bus travel and bus passes

As time goes on, there are more and more accessible buses. Local councils offer free off-peak travel on buses to disabled people living in their area.

Bus passes in England

Everyone who is eligible for concessionary bus travel in England is entitled to free off-peak travel on all local buses anywhere in England.

You are eligible disabled if:

- you are blind or partially sighted
- you are profoundly or severely deaf
- you are without speech
- you have a disability that has a substantial and long-term adverse effect on your ability to walk.

Some councils offer other deals to people who are eligible – not just free local bus travel. Your local council can give you further information.

Wales and Scotland

There are different arrangements in Wales and Scotland.

Check with your local council.

Community transport and Shopmobility

Some areas have community transport services for people who have difficulty using public transport.

Shopmobility schemes operate throughout the country.

Community transport services are run by local councils. These include door-to-door transport and trips to shopping centres.

The a2b info website lists community transport services:

www.a2binfo.net



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Taxi schemes

Your council may run taxi schemes, possibly using vouchers or tokens.

If you qualify to use a taxi scheme, you get a card or a number of tokens. You can use these with certain taxi firms instead of cash.

London taxis – ‘black cabs’

All London taxis are accessible. You can book a taxi over the phone using the ‘One Number’ service: 0871 871 8710.

Dial-a-ride

Dial-a-rides are like taxis. You can book one to take you from door to door. They are wheelchair accessible and are for anyone who has difficulty with public transport.

Shopmobility

Shopmobility schemes hire out or lend manual wheelchairs, powered wheelchairs and powered scooters to anyone who needs help with mobility to get around.

Shopmobility centres are usually in a town centre or shopping centre.

To find out if there is a scheme near you, contact the National Federation of Shopmobility:

Telephone: 0845 644 2446

www.shopmobilityuk.org



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Having your own car – Motability

The Motability Scheme enables disabled people to get a car, powered wheelchair or scooter by using their mobility allowances.

Customers exchange their allowance for a worry-free mobility package:

- Car, powered wheelchair or scooter
- Insurance
- Servicing
- Tyres
- Breakdown cover.

The Scheme is for people who have 12 months' left on their allowance:

- Higher Rate Mobility Component of Disability Living Allowance, or
- War Pensioners' Mobility Supplement.

Many Motability customers drive their cars. But non-drivers can get a car as a passenger. Parents and carers can also apply on behalf of a child.

Motability Operations, City Gate House
22 Southwark Bridge Road, London, SE1 9HB

Telephone: 0845 456 4566
Minicom: 0845 675 0009
www.motability.co.uk

Vehicle tax for disabled people

You can get a free tax disc if you're a disabled person who:

- gets the higher rate mobility component of Disability Living Allowance, or
- gets a War Pensioners Mobility Supplement, or
- has an invalid carriage.



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Before you can get a free tax disc, you need to apply for an exemption certificate from the agency that issues your benefit:

- Disability Living Allowance: ask for exemption certificate DLA 404.
- War Pensioners Mobility Supplement: Service Personnel and Veterans Agency – ask for exemption certificate WPA 442.

Disability Living Allowance Unit

Warbreck House, Warbreck Hill, Blackpool, FY2 0YE
 Telephone: 0845 712 3456
 Textphone: 0845 722 4433

Service Personnel and Veterans Agency

Norcross, Thornton-Cleveleys, Lancashire, FY5 3GZ
 Telephone: 0800 169 2277
 Textphone: 0800 169 3458

Taxing your vehicle in the disabled tax class

Get your free tax disc at a Post Office branch that issues tax discs.

The Blue Badge Scheme

The Blue Badge Scheme allows you to park in more places. It's for people with severe mobility problems who have difficulty using public transport. It works around the UK.

Blue Badge holders can, for example:

- park on single or double yellow lines for up to three hours
- park free and as long as they need to at parking meters and pay-and-display machines
- avoid the London congestion charge but you have to register.

Even if you are a Blue Badge holder, there are all kinds of local parking restrictions. You still need to be sure you're allowed to park. For example, some London boroughs – like Westminster – don't recognise the Scheme at all.



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Apply for a Blue Badge:

www.Direct.gov.uk/Disability

Congestion charge:

Download a registration form from www.tfl.gov.uk

Telephone: 0845 900 1234

Textphone: 020 7649 9123

National Car Share Scheme

Lift sharing or car sharing is a good way to get from A to B rather than driving alone. The person getting the lift gives the driver money towards the fuel costs, so both of them save money.

National CarShare UK links people who want to share a ride.

National CarShare UK

PO Box 6311, Bournemouth, Dorset, BH11 0AW

Telephone: 0871 8718 880

Fax: 0871 8718 881

Email: contact@nationalcarshare.co.uk

www.nationalcarshare.co.uk

Cycling

Wheels for All

Wheels for All has over 40 projects around the UK that offer disabled people the chance to cycle.

Cycling Projects

Priory Court,
Buttermarket Street, Warrington, WA1 2NP

Tel: 01925 234213

Email: ian.tierney@cycling.org.uk

www.cycling.org.uk



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An example

Dahlia was offered a personal budget after struggling with her mental health for years. She had refused support in the past because all she was offered was a day service and she felt accepting this support would just feel like giving up.

Dahlia had a very small personal budget that enabled her to attend a small private floristry class with her mum and aunt. She loved arranging flowers and had real creative flare. The tutor soon spotted her skill and asked if Dahlia would like to work in her shop.

Dahlia thought she would be fine working in a small shop in the back with one or two others. It was only about three miles away from her home, but the thought of having to travel there on public transport scared her so much she was on the point of saying no.

Another lady in the class told her about the town centre cycle scheme which offered an interest-free loan for people who wanted to buy a bike who worked in the town centre. Dahlia decided to use £10 a month of her personal budget to buy a bicycle thorough the Council scheme. Three years on, Dahlia is working three days a week for the florist and is about to start an advanced floristry course at the local college. She feels much more self-assured and, of course, she is much fitter! Now she doesn't need her personal budget because, as she says, she is on the road to recovery.



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There is a lot of information about self-directed support on In Control's website: www.in-control.org.uk

Free to download or you can buy a copy from:

In Control Support Centre, Carillon House, Chapel Lane, Wythall, B47 6JX or www.in-control.org.uk/shop:

Top Tips and In the Driving Seat, Helen Sanderson, Suzanne McStravick and Carl Poll

How to be in control, DVD

Printed publications for sale at:

In Control Support Centre, Carillon House, Chapel Lane, Wythall, B47 6JX or www.in-control.org.uk/shop:

The Essential Family Guide: how to help your family member be in control, Caroline Tomlinson

Keys to citizenship: a guide to getting good support for people with learning disabilities, Simon Duffy

You can find details of transport organisations throughout this fact sheet.



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About the In Control and Me project

A three-year project to produce accessible information for everyone who wants to direct their own support, funded by the National Lottery through the BIG Lottery Fund. You can find out more at www.mencap.org.uk/incontrol or www.in-control.org.uk/icandme