

A to B

Accessible Transport Guide



HILLINGDON
LONDON

www.hillingdon.gov.uk

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Please note:

The information contained in this guide was correct in October 2011. Whilst every effort has been made to provide accurate up to date information in this booklet, Hillingdon Council is unable to guarantee its accuracy. The details are provided only for information which is not intended to recommend a particular service. Unless specifically stated, Hillingdon Council is not responsible for the services provided and any issues or complaints should be referred directly to the individual transport operator or service provider.

As services are subject to change, please contact the individual service providers for the most up-to-date information.



Foreword

Great strides have been made in recent years to improve public transport accessibility for older and disabled people. However, getting from A to B consistently for people with a mobility impairment or restriction remains a fundamental barrier to education and employment opportunities, not to mention social interaction and managing the practicalities of everyday life. For some people, particularly as they get older, physically getting to a bus stop and on to a bus is not a viable option, no matter how accessible the environment and public transport vehicles become.

The intention of this guide therefore is to present to local people in the London Borough of Hillingdon a range of mainstream and door-to-door transport options, depending on their particular access needs and the type of journey they wish to make.

Although this guide does not promise to provide a solution for every individual circumstance and is not intended to be comprehensive, included is the information necessary to make contact with transport providers from whom it will then be possible to obtain more information on their services.

As the council strives to make the borough of Hillingdon more accessible to more people, we hope this guide will help create improved freedom of opportunity for the wider community.

A stylized, handwritten signature in black ink, consisting of several fluid, overlapping strokes that form a recognizable name.

Cllr Keith Burrows

Cabinet Member for Planning, Transportation and Recycling

Hillingdon Community Transport (HCT)

Hillingdon Community Transport Ltd (HCT) is a voluntary organisation and registered charity, part funded by the London Borough of Hillingdon. Their aim is to provide a fully accessible minibus service at an affordable cost to individual disabled people, voluntary groups and other organisations that provide services which help to improve the quality of life for Hillingdon's residents.

Who can use HCT?

If a group is a bona fide community group, or a not-for-profit organisation, based in the London Borough of Hillingdon and serving the needs of Hillingdon residents, then they can register to access the service. Some individual disabled people may also qualify for membership.

Where and when can I travel?

Buses can travel anywhere within the UK mainland and the Isle of Wight. They can be booked for as little as a few hours or up to several weeks to accommodate a holiday trip. Regular bookings are also accepted and it is advisable to book well in advance.



Availability

24 hours per day, 365 days a year.

Are HCT vehicles fully accessible?

HCT has 14 passenger vehicles, which can seat between 12 to 16 passengers. 13 vehicles are fully accessible to ambulant disabled people and wheelchair users.

How can I access the service?

Services are only available to members, and membership runs from March to April. Contact HCT for a membership pack.

How much will it cost?

Minibus charges are set on a time and mileage basis depending on your booking requirements. Charges are reviewed annually.

Snags

Minibus availability during busy periods may be limited. Groups wishing to use the services of a HCT pool volunteer can be limited when demand is high.

For information on services provided and membership enquiries, contact

Hillingdon Community Transport
Block B, Harlington Road Depot, 128 Harlington Road, Hillingdon,
Middlesex UB8 3EU

You may contact us during reception times

Monday to Friday 9.30am to 3.30pm

☎ 01895 277773

📠 01895 277775

@ hct@hillington.gov.uk

🌐 hillingtoncommunitytransport.org.uk



Hillingdon Hospital and Mount Vernon Hospital

Patient transport and minibus service

NHS Transport is available to patients who are unable to travel to Hillingdon or Mount Vernon Hospitals due to an illness or medical impairment.

The service caters mainly for residents living in the borough of Hillingdon who need to attend Hillingdon or Mount Vernon Hospital.

The service operates a fleet of accessible cars and ambulances.

When can I use the service?

Patient journeys are between the hours of 8.00am and 4.30pm Monday to Friday.

There is also a free NHS mini-bus between Hillingdon Hospital and Mount Vernon Hospital between 07:15 and 18:30 Monday to Friday (not including bank holidays). This is a standard mini-bus and not wheelchair accessible, so you will need to be reasonably mobile to use the service.

How can I access the service?

For your first appointment, the trip will need to be authorised by your local doctor (GP). The GP surgery will complete a form available on their intranet and fax it to the transport office.



As much notice as possible of a booking is requested. Preferably before 12 noon on the weekday prior to travel.

Transport for follow up appointments may be booked by the clinic you are attending

How much will it cost to use?

The service is free to all NHS patients.


Snags

The service can only be booked by a clinical person, such as a GP, practice nurse or a clinic nurse at the hospital.

To request transport

GP Surgeries should contact:

Hillingdon Hospital
Pield Heath Road, Uxbridge,
Middlesex UB8 3NN

 01895 279792/544

London Underground

A large part of the London Borough of Hillingdon is covered by the Underground, connecting the borough with the rest of London. The Piccadilly, Central and Metropolitan lines take passengers to West London, The West End and The City.

When can I travel on the Underground?

Early morning to just after Midnight.

Is the Underground wheelchair friendly?

Only a few stations have step free access. In the London Borough of Hillingdon, this applies to Uxbridge, Hillingdon and Ruislip (only towards London at this station). However, at all three stations the vertical gap between the platform and the train presents a problem for wheelchair users, because there is a step up or down between the platform and the train of at least 121mm to 323mm. There is also a gap between the platform edge and the carriage floor of up to 85mm. Agile wheelchair users with good upper body strength should manage independently.

How much does it cost?

A Freedom Pass can be used at any time on the Underground. Travel cards can save money for frequent travellers. Otherwise standard fares apply.

Snags

Few stations have step free access and same level access from the platform on to the trains, which means journeys have to be meticulously planned. Assistance for those with large or heavy wheelchairs is at the discretion of platform staff.

For advice, comments and complaints, contact

☎ 0845 330 9880 – London Underground Customer Services

☎ 0843 222 1234 – Transport for London 24hr travel centre

☎ 020 7918 3015 – Transport for London 24 hr travel centre (minicom)

Customer Service Centre
London Underground
55 Broadway, London SW1H 0BD

'Step Free' Tube Guide and
'Avoiding Stairs' Tube Guide.

These guides are available for
download, or audio download at:

🌐 [www.tfl.gov.uk/tfl/
gettingaround/accessibility-guides/
default.aspx](http://www.tfl.gov.uk/tfl/gettingaround/accessibility-guides/default.aspx)

To telephone for a copy of the
guide, call TfL's main office
switchboard:

☎ 020 7222 5600 and ask for
Underground Customer Services.



Minicab firms in the London Borough of Hillingdon

Very few minicab firms have vehicles that allow a wheelchair user to travel in their wheelchair. However, if a passenger is able to transfer from their wheelchair to a car seat, and their wheelchair can be folded, then most firms will normally assist. It helps if you let them know if you require assistance when making the booking, so that a suitable vehicle is sent with a driver who is able to assist.

Please note: this list is not intended to be exhaustive or constitute a recommendation for any particular company.



Firms with wheelchair access vehicles (WAVs)

<i>Name</i>	<i>Area</i>	<i>Tel</i>
Mealings Taxis	Northwood	01923 823880

Firms able to assist passengers with folding wheelchairs

<i>Name</i>	<i>Area</i>	<i>Tel</i>
LHR Express Cars Ltd	West Drayton/Yiewsley	01895 444333
Northwood Radio Cars	Northwood	01923 827777
Perwood Cars	Uxbridge	01895 236236
Roundabout Radio Cars	Hayes	020 8848 1234
Sky Radio Cars	Hayes/Hillingdon	020 8573 8888
Village Cars	Ickenham	01895 622222
West London Express	Ruislip	01895 621212/4433

Special educational needs transport

The service provides a door-to-door transport service to schools for disabled children.

Who can use your service?

The service is for children with learning disabilities, physical disabilities or mental health problems, who satisfy the criteria detailed in the Home to School Transport policy.

For what journeys can the service be used?

Eligible residents can use this service for travel to schools in and around the borough of Hillingdon.

When can the service be used to travel?

Special Educational Needs Transport operates during term time but the office is open on weekdays only, between 7.00am and 5.00pm. Vehicles, however, do operate outside these hours as required.

Are vehicles accessible to wheelchair users?

Where necessary, vehicles are equipped with passenger lifts and other suitable adaptations.

How much will it cost?

The regular service is free to eligible users.



Snags

Eligible students who are scheduled to use coaches will not receive door to door service but will need to get to designated pick up points.

To apply

Contact Hillingdon Special Education Needs Transport to request an application form: Tel: 01895 250008. The form can also be downloaded from the Hillingdon Council website.

Comments, complaints and advice

Passenger Transport Service Manager
Passenger Services
Central Depot, 128 Harlington Road, Uxbridge UB83EU

☎ 01895 250405

For wider social services issues, contact

Social Services
London Borough of Hillingdon
Civic Centre, Uxbridge UB8 1UW

☎ 01895 277051

First Great Western Trains



Runs services from Hayes and Harlington and West Drayton stations.

As well as London, First Great Western Trains serves tourist destinations such as Windsor, Oxford, Stratford, and the Cotswolds. All can be reached by changing trains at Slough.

Trains run seven days a week, from early morning to midnight. For train times call National Rail Enquiries on: 08457 48 49 50

Is the service wheelchair friendly?

Hayes and Harlington, and West Drayton Stations – no part of these stations are accessible to wheelchair users. If you wish to travel from Hayes and Harlington or West Drayton, First Great Western Trains Assisted Travel Line will arrange and pay for a taxi to Slough Station which offers level access to all platforms.

To book assistance:

Call First Great Western's dedicated Assisted Travel Line on:

☎ 0800 197 1329,

Or, via their website:

🌐 www.firstgreatwestern.co.uk/assistedtravel.aspx

At least 24 hours notice before travel is necessary to arrange assistance.

Information, comments and complaints

If you would like to talk with Customer Services, call:

☎ 08457 000 125 (open daily, 7am to 10pm).

Alternatively, write to:

First Great Western
FREEPOST SWB40576
Plymouth PL4 6ZZ

Heathrow Express

Heathrow Express is a non-stop airport rail link from London Heathrow Airport to London's Paddington station.

When can I use the service?

Trains leave Heathrow every 15 minutes from around 5am to 11pm, every day. There is a similar quarter-hourly service in the return direction.

How can I access the service?


At Paddington, Heathrow Express trains use two dedicated platforms. Trains stop at Heathrow Central, serving Terminals 1, 2, 3 (journey time from Paddington 15 minutes), and Heathrow Terminal 5 (journey time 21 minutes).

The train company that manages the station from which you are departing will arrange assistance, eg getting on or off a train, and ramps for wheelchair users.



At Heathrow (only), level access is provided between train and platform and no ramp is required.


If you need wheelchair access at other stations, telephone:


 0800 197 1329

How much will it cost to use?

For information on fares, timetables and special offers, or to book tickets:

 www.heathrowexpress.com,

 email via the website, or call

 0845 600 1515.

Snags

To gain wheelchair access onto the train at stations other than Heathrow, a minimum of 24 hours notice is needed before your journey, as this will allow time for particular arrangements to be made. If this is not possible the train company will still do their best to help, but cannot guarantee to provide their normal level of service.

Heathrow Connect



Heathrow Connect is a train service connecting Heathrow Airport with London's Paddington station. The service follows the same route as the Heathrow Express service, but this service stops en route at several stations in west London, including Hayes and Harlington.

When can I use the service?

The service is available from the early hours of the morning until around 11pm, everyday. (Contact the operator for up-to-the-minute timetable information and availability during public holidays.)

How can I access the service?

Heathrow Connect terminates at Heathrow Central station (Terminals 1 and 3) and a dedicated Heathrow Express Shuttle operates between Heathrow Central and Heathrow Terminal 4.

Only Heathrow Express and London Underground services serve the Heathrow Terminal 5 station.


The train company that manages the station from which you are departing will arrange assistance, eg getting on or off a train, and ramps for wheelchair users.

If you need assistance for the train part of your journey, telephone


 0800 197 1329.


How much will it cost to use?

For information on fares, timetables and special offers, or to book tickets, visit

 www.heathrowconnect.com.

For general enquiries

 web_customer_correspondence@baa.com

 0845 678 6975.

Snags

A minimum of 24 hours notice is needed before your journey, as this will allow time for particular arrangements to be made. If this is not possible the train company will still do their best to help, but cannot guarantee to provide their normal level of service.

Bus Services

Buses in the London Borough of Hillingdon are mostly run under contract to Transport for London. All London buses are low floor and fully accessible to wheelchair users. All London buses are fitted with a driver operated wheelchair ramp. Wheelchair users typically board a bus from the exit door and a wheelchair space is positioned opposite the door.

Non-London buses that run in and out of neighbouring districts are sometimes not wheelchair accessible, however, the issue is only prevalent in the North of the borough.

How much will it cost?

Wheelchair users can travel for free on all London Buses. The same applies for Freedom Pass holders. Otherwise standard prices apply.

Snags

Not all bus stops offer ideal conditions for wheelchair users boarding and alighting. Ramps sometimes fail. The wheelchair space is sometimes occupied by non-disabled passengers and drivers have no authority to clear the space.

Comments, complaints and advice

Transport for London 24hr Enquiry Service (times and fares)

☎ 020 7222 5600 or 0843 222 1234

Customer Services

TfL London Buses

4th floor Zone Y4, 14 Pier Walk, London SE10 0ES

💻 020 3054 5306

@ enquire@tfl.gov.uk

Accessible bus timetable information

TfL are currently expanding the new Countdown System which will enable visually impaired people to receive real time bus information via a text message direct to their mobile phone. The website (which at the time of publication of this guide is still under development) can be found at <http://countdown.tfl.gov.uk>





National Express Coach Services

National Express coach services operate from the Heathrow Airport Central Bus Station to and from central London (Victoria) and destinations all over the UK.

They also operate a door to door Hotel Hoppa which serves many hotels around Heathrow Airport, from all terminals and the Central Bus Station.

How can I access the service?

The central bus station, located between Terminals 1, 2 and 3, is open 24 hours. It is a few minutes walk from the terminals via underground walkways and is well sign posted.


From Terminals 4 and 5 you can catch a free Heathrow Connect or Heathrow Express service to the Central Bus Station.

National Express has a dedicated customer service line and a specific option to book wheelchair user assistance. Most coaches on the network are fully wheelchair accessible.


Further information

Please contact the Assisted Travel team for further information on wheelchair compatibility and accessible stops. Wheelchairs are secured to the coach and only one wheelchair user can be carried per coach.

To purchase a ticket and arrange assistance, telephone the Assisted Travel team on:

 08717 81 81 79


A fax service is also available:

 (0121) 456 5538

A textphone/minicom is provided for customers who are deaf or hard of hearing on:

 0121 455 0086 (0044 121 455 0086 from overseas).

Alternatively, you can contact the Assisted Travel team by email on:

 dtph@nationalexpress.com

For up-to-the-minute price and timetable information or for more general enquiries, please go to their website:

 www.nationalexpress.com, or

 08717 81 81 81 (calls charged at 10p per minute plus network extras).

Snags

All wheelchair types must be approved before travel for safety reasons.

Oxford Express

Outside Oxford, Oxford Express coaches serve Heathrow airport, Hillingdon, Baker Street, Marble Arch and Victoria Coach Station up to every 15 minutes.

All coaches are equipped with air conditioning, WiFi, power sockets, and a wheelchair user space can be booked (subject to availability).

How can I access the service?

One wheelchair user can be accommodated on each coach, on a first come, first served basis.

To guarantee a space please book your ticket at least five days in advance by telephoning 01865 785400, stating that you require the wheelchair space.

Further information

For up-to-the-minute information on timetables, fares, routes, general information or to make a complaint, call 01865 785400.

Advisers are available between 8am to 8pm, Monday to Friday and 9am to 6pm on Saturday and Sunday.

Alternatively, visit their website at:

 www.oxfordbus.co.uk or

 info@oxfordbus.co.uk

Snags

Not all vehicles have wheelchair access. You may be able to travel without booking in advance but a place cannot be guaranteed.



Oxford Tube

From Hillingdon to Oxford, Oxford Tube coaches stop at Lewknor Turn, Thornhill (Park and Ride), Gladstone Road, Headington Shops, Oxford Brookes University, St Clements, High Street, St Aldates.

Towards London from Hillingdon, Oxford Tube coaches serve Shepherds Bush, Notting Hill Gate, Marble Arch and Victoria.

The frequency ranges from a minimum of one an hour in the early hours, to five or six per hour in the daytime. A wheelchair user space can be booked (subject to availability).


How can I access the service?

One wheelchair user can be accommodated on each coach, on a first come, first served basis.

To guarantee a space please book your ticket up to a month in advance online or by telephoning 01865 772250, stating that you require the wheelchair space.

Further information

For up-to-the-minute information on timetables, fares, routes, general information or to make a complaint, call

 01865 772250.

Advisers are available between 8am-8pm, Monday to Friday and 9am-6pm on Saturday and Sunday.

Alternatively, visit their website at:

 www.oxfordtube.com

Snags

Not all vehicles have wheelchair access. You may be able to travel without booking in advance but a place cannot be guaranteed.





London Dial-a-Ride

Is a pre-booked, door-to-door service for older and disabled people who find it difficult or impossible to use conventional public transport. The service can be used for most journeys, including shopping, visiting friends or the theatre.

Who can use Dial-a-Ride?

Anyone who is registered with Transport for London Dial-a-Ride, lives in the London Borough of Hillingdon and meets the Dial-a-Ride eligibility criteria for membership.

Does Dial-a-Ride have any limitations?

Most of the buses operate within a defined local area but opportunities exist for travel anywhere within the operating London Region (except to hospital out-patient appointments or day centres etc for which other services are provided.)

When can I use Dial-a-Ride?

Dial-a-Ride buses run every day of the year between the hours of 6am (first pickup) and 2am (last pickup).

Are vehicles adapted to my use?

Dial-a-Ride vehicles are fitted with passenger lifts and other adaptations suitable for disabled people.

How can I access Dial-a-Ride?

Their booking office is open every day of the week between 9.00am and 4.00pm. All journeys must be booked at least a day in advance. If you regularly go to a club or to the shops, Dial-a-Ride may be able to offer you a regular booking.

How much will it cost?

It is free to members.
Membership is also free.

Snags

The service is very popular and so demand is not always met. You will need to book ahead and perhaps be flexible about the time you travel. Dial-a-Ride is not a guaranteed service.

To apply for membership contact:

Dial-a-Ride
Progress House, 5 Mandela Walk,
London SE1 5SS

☎ 020 7309 8900 or 0845 999 1999
to request an application form or
make a booking.

📠 booking: 020 7394 5210

📧 e-booking: dar.general
enquiries@tfl.gov.uk

Freedom Pass

Subsidised or free travel is available to certain sections of the community with a Freedom Pass which is issued for two years (renewable if criteria are still met).

Who can apply?

From 6 April 2011 the age at which older people became eligible for a free travel pass is later than their 60th birthday. To work out your pensionable age online, visit:

🌐 <http://pensions-service.direct.gov.uk/en/state-pension-age-calculator/home.asp>

Alternatively, contact:

State Pension Forecasting Team
Future Pension Centre
Tyneview Park, Whitley Road,
Newcastle upon Tyne NE98 1BA

☎ 0191 213 5000 and ask for
Pension Forecasts.

☎ Text phone 0800 731 7898

A wide range of people with disabilities are also eligible for a freedom pass.



Where can I travel with a Freedom Pass?

Holders of the Freedom Pass can travel free within the Greater London area on: London Transport buses, London Underground, Docklands Light Railway (DLR), and National Railways within Greater London.

When can I use a Freedom Pass?

The older persons Freedom Pass gives free travel on most public transport in London 24 hours a day (after 9.30am on most National Rail services within the London area), and all day at weekends and public holidays. This pass may also be used to travel on local bus services in the rest of England.

A disabled persons' Freedom Pass can be used 24-hours a day for free travel on the capital's tube, bus and tram services and on over ground rail services in the capital at anytime.

Are vehicles adapted for my use?

The DLR, all bus routes and a number of Underground and National Rail stations in London are accessible. Outside London, particularly in rural districts, many transport services remain inaccessible to wheelchair users and others with mobility limitations.


To apply:


You must apply in person at a post office branch and you will need to:

Complete and print an on-line application before going to the post office (www.londoncouncils.gov.uk/services/freedompass/applying/applicationform.htm). You can also pick up a form from the post office if you prefer.

Take a passport sized photograph and all the right documents with you to the post office, including a completed Freedom Pass application form.

Disabled people who are also entitled to a Freedom Pass should contact Social Services at the Civic Centre, Uxbridge for further details:

 01895 556633

 01895 250869

 socialcaredirect@hillington.gov.uk

 www.freedompass.org

Disabled Persons Railcard


The Disabled Persons Railcard allows disabled people to get one-third off most rail fares throughout Great Britain. If you are travelling with an adult companion they also receive one-third off their fare.

How much does it cost?

£20 for a one-year Railcard or £54 for three-years.

Eligibility criteria

You need to give proof that you are eligible for a Railcard. You might qualify if you: have a visual impairment, a hearing impairment, have epilepsy or are in receipt of a disability-related benefit. Check now to see if you are eligible, visit:

 www.disabledpersons-railcard.co.uk



Blue Badge Scheme

The Blue Badge scheme provides parking concessions for disabled people with a mobility impairment. The scheme is available to disabled people whether they are a driver or passenger and they do not have to own a car. A Blue Badge holder can typically park close to their destination.

The national concessions only apply to on-street parking. Concessions do not necessarily apply to off-street car parks, or privately owned roads such as within the perimeter of Heathrow Airport.

A person is automatically eligible for a badge if they are over two years old and meet at least one of the following criteria:

- Receive Higher Rate of the Mobility Component of the Disability Living Allowance;
- Are registered blind; or
- Receive a War Pensioners' Mobility Supplement.

Where can a Blue Badge be used?

Within the London Borough of Hillingdon, Blue Badge holders can park in accessible bays marked 'Disabled' without a time limit. Unlimited parking is also allowed in Resident Permit bays, council owned car parks and Pay and Display bays may be used free of charge by Blue Badge holders. If the disabled parking bays are full, parking in any other non-designated parking bay is permitted.

(Different rules apply in other parts of London and elsewhere so reference to the guidance booklet supplied with a Blue Badge is recommended.)


How much will it cost me?

There is a small administrative charge which is payable at the application stage and every three years when the badge is reissued.

For more information or to apply, contact:

For people under 60/65


People with Disabilities Team
2S/01 Civic Centre, Uxbridge Middlesex UB81QT

 01895 556123

email: bluebadgescheme@hillington.gov.uk


For people over 60/65

One-Stop at Hayes
49-51 Station Road, Hayes, Middlesex

 020 8606 2919

or

Hillingdon Contact Centre
Civic Centre, High Street, Uxbridge, Middlesex UB8 1UW

 (01895) 556633

 contactcentre1@hillington.gov.uk

Brown Badge Scheme: parking for older drivers

Motorists with a Brown Badge are eligible to use dedicated parking spaces in council owned car parks and in some privately operated car parks in Hillingdon.

The scheme is part of the council's ongoing effort to provide easy-access parking for older motorists who have a mobility impairment but do not qualify for a disabled person's Blue Badge.

Who is eligible for a Brown Badge?

Anyone who lives in the London Borough of Hillingdon, and is aged 65 or over, is eligible to apply for a Brown Badge.

How does the scheme work?

Designated spaces are marked close to entrances and exits where possible, nearest to the pay and display machines. You must display a Brown Badge and pay at the meter as normal.

How do I apply for a Brown Badge?

To apply by post, please send your name, address and phone number (optional) to:

Brown Badge
London Borough of Hillingdon
Parking Services
2N/01 Civic Centre, High Street,
Uxbridge, Middlesex UB8 1UW.

To apply by email, send your name, address and phone number (optional) to:

parkingenforcement@hillingdon.gov.uk

For general information about the scheme, please phone:

[01895 250926](tel:01895250926)



Taxicard Scheme and Capital Call

These schemes enable disabled people to use licensed Black Cabs, or participating minicab firms, to travel at reduced rates.

Who can use the service?

You may be eligible for both Taxicard and Capital Call if you:

- receive the High Rate Mobility Component of Disability Living Allowance; or
- are registered blind; or
- receive the War Pension Mobility Component.

If none of these apply to you, you may still be eligible if a GP endorses your application and any necessary mobility assessment confirms a need.

Where and when is it possible to travel?

The Taxicard can be used for any journey at any time subject to the availability of taxis. Journeys are limited to 72 a year.

In addition to a Taxicard, residents in the borough of Hillingdon can apply for Capital Call which provides an annual travel budget of £200 to spend on minicab travel.



How are taxis and minicabs booked?

For Taxicard bookings, telephone Computer Cab on:

☎ 020 7763 5001.

Taxis may also be hailed, or occupied from a taxi rank.

Capital Call trips must be arranged directly through the Capital Call call centre on

☎ 020 7275 2446 or via their email:

@ bookings@hct.org

Capital Call will then arrange for a local minicab firm to collect you.

Are vehicles adapted to my use?

All London Black Cabs are fully accessible, so Taxicard holders can be sure that an accessible vehicle will arrive. Capital Call may be able to arrange for a wheelchair accessible minicab, but they require at least a day's notice.

How much does it cost?

Journeys for both schemes are charged at £1.50 up to £10.30 (£12.80 at peak times). If the journey costs more, the user pays the balance. Additional passengers can accompany a Taxicard user for no extra charge.


Snags


Taxicard depends upon the availability of taxis at the time required. As Black Cab drivers are typically self-employed, trips are not guaranteed. Particularly during rush hour, in the evening and late at night, a taxi may not arrive at all. Black Cabs are usually a costly option for journeys above five miles.

Minicab firms rarely have wheelchair accessible vehicles, therefore the Capital Call scheme may not be a viable option for wheelchair users.

To apply:

For Capital Call if you are a Taxicard member:

 020 7275 2446, or,

 capitalcall@hackneyct.org for a Capital Call membership registration form.


Alternatively, write to:


Transport Co-ordination
c/o HCT

Ash Grove Bus Depot, Mare Street, London E8 4RH

For Taxicard: request an application form by phone, email, post or by downloading the application form. Applications should be sent to:

Taxicard
London Councils
59½ Southwark Street, London SE1 0AL

 020 7934 9791

 020 7934 9699

 taxicard@londoncouncils.gov.uk

Useful organisations and guides

Age UK Hillingdon

Age UK campaigns to enhance the status and influence of older people by encouraging their integration and participation in the wider community. They provide a number of specialised services for older people living in the London Borough of Hillingdon, including an information and advocacy service, and a neighbourhood befriending scheme.


For more information:

The Director

Age UK Hillingdon

2 Chapel Court, 126 Church Road,
Hayes UB3 2LW

Age UK Hillingdon:

 020 8756 3040


QEF Mobility Services

Provides advice and support to older and disabled people who require advice or assessment on selecting a suitable vehicle to drive or use as a passenger. The service extends to providing advice and assessment on mobility scooters, powered wheelchairs and on loading wheelchairs in and out of cars.

For more information:

QEF Mobility Services

Damson Way, Fountain Drive,
Carshalton, Surrey SM5 4NR

 020 8770 1151


Disablement Association Hillingdon (DASH)


This organisation of disabled people works to promote equality and independence. The services offered include: advocacy; advice on equipment; RADAR keys; Drop-in for general advice and form filling; direct payments support; information on disability issues; transition project for young people; disability equality training and outreach work; equality work in schools and a range of weekly activities.

For more information:

DASH

Wood End Centre, Judge Heath
Lane, Hayes, Middlesex UB3 2PB

 020 8848 8319

 020 8848 8324


 info@dash.org.uk

Disabled Motoring UK (formerly Disabled Drivers Association)

A member organisation encouraging greater independence through information and advice on motoring issues for disabled people.

For more information:

National Headquarters,
Ashwellthorpe, Norwich, Norfolk
NR16 1EX

 01508 489 449

 info@disabledmotoring.org


 www.disabledmotoring.org


London TravelWatch

London TravelWatch is a watchdog that was set up by the government to consider complaints about transport services and make recommendations about the services and facilities provided by London Transport and the train operating companies.

Complaints should first be made to the service operator. If their response is not satisfactory, you can then complain or make suggestions to:

London TravelWatch
169 Union Street, LONDON SE1 0LL

 020 7505 9000 (Monday to Friday, 09.00 to 17.00)

 enquiries@londontravelwatch.org.uk

 www.londontravelwatch.org.uk

Senior Citizens Railcard

Senior Citizen Railcards are available to anyone aged 60 or over, giving discounts on a variety of rail and ferry services. They can be obtained at major railway stations, rail appointed travel agents or by post. If you have problems purchasing your Railcard,

 railcardhelp@atoc.org,

 08448 714036

7am to 8pm Monday to Friday,
8am to 8pm Saturday), or write to:


Railcard Customer Relations Team
ATOC, Floor 3, 40 Bernard Street,
London WC1N 1BY

Shopmobility scheme

The Shopmobility scheme lends wheelchairs and scooters to people with disabilities so that they can go out shopping in Uxbridge town centre.


Unit 301, Car Park Level 2,
intu Uxbridge Shopping Centre,
High Street, Uxbridge, Middlesex
UB8 1GD

For more information:

 01895 271510

Transport for London Travel Mentoring

To arrange a mentor to assist disabled people familiarise with access difficulties with public transport, call Transport for London on:


 020 3054 4361. Monday to Friday, 8am to 6pm


Useful guides

DPTAC – Disabled Person’s Transport Advisory Committee.

Accessible Travel booklet.

For a copy of the booklet contact:
The Disabled Person’s Transport Advisory Committee Secretariat,
2/23 Great Minster House,
76 Marsham Street, London
SW1P 4DR

 020 7944 8011

 020 7944 6998


 dptac@dft.gsi.gov.uk

 www.dptac.independent.gov.uk

Transport for London

‘**Step Free**’ Tube Guide and
‘**Avoiding Stairs**’ Tube Guide.

These guides are available for
download, or audio download at

 [www.tfl.gov.uk/tfl/gettingaround/
accessibility-guides/default.aspx](http://www.tfl.gov.uk/tfl/gettingaround/accessibility-guides/default.aspx)


Call London Underground
Customer Services on 0845 330
9880 for a copy of the guide.

Local organisations and guides

Metropolitan Police Safer Transport Team

The Safer Transport Command is
responsible for reducing crime and
anti-social behaviour and making
people travelling feel safer on their
journeys. If you have experienced
anti-social behaviour or have been
a victim of crime, you can contact
the Hillingdon Team at:

Safer Transport Team,
Hayes Police Station,
755 Uxbridge Road, Hayes,
Middlesex UB4 8HU

 020 8721 2256/07825 386494


 stt.hillingdon@met.police.uk


Motability

The Motability Scheme enables
disabled people to lease or buy a
car, purchase a powered
wheelchair or scooter by using
their high rate mobility component
of disability living allowance (or
equivalent). Adaptations and
wheelchair accessible vehicles
are also available.

Contact:

Motability Operations,
PO Box 65065, London SE1 PRD

 020 7654 4697 or 0845 456 4566
8.30am to 5.30pm, Monday to
Friday

 Minicom textphone on
0845 675 0009

 www.motability.co.uk


Transport For All (formerly known as DaRT)


Lobbies for improvements to Dial-a-Ride, Taxicard and accessible transport in general.

TfA offers advice and information on using, or making a complaint about accessible transport in the London region.

Contact:

Transport For All,
336 Brixton Road, London SW9 7AA

 020 7737 2339

 020 7737 2231

Lines are open Monday to Friday,
10am to 1pm and 2pm to 5pm.


 contactus@transportforall.org.uk

 www.transportforall.org.uk

Wheels For Wellbeing

Wheels for Wellbeing is an inclusive cycling charity which supports disabled people and other non-traditional cyclists to cycle in London. Contact:

Wheels for Wellbeing,
336 Brixton Road, London SW9 7AA

 020 7346 8482

