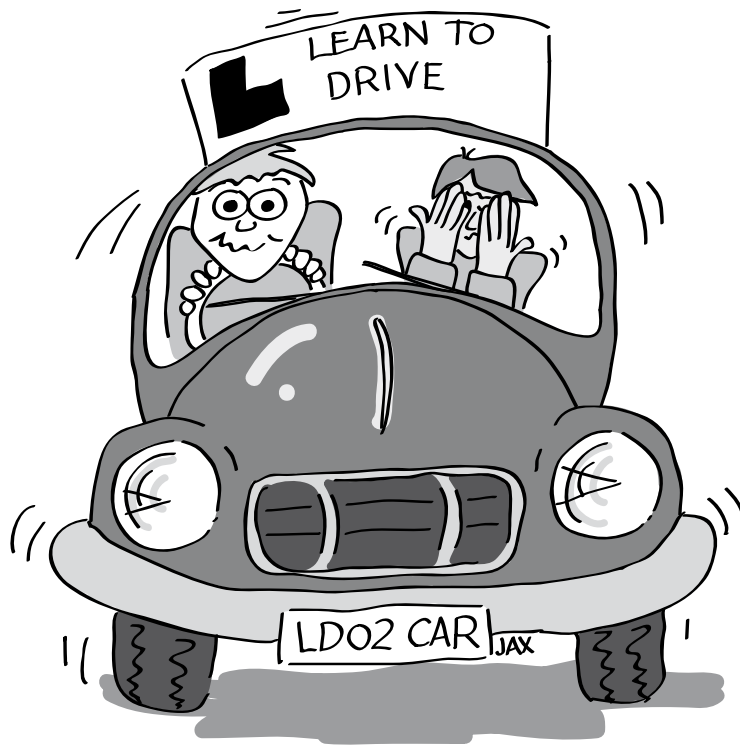


Getting About



- 1 Transport for further education students**
- 2 Access guides**
- 3 Travel by bus**
- 4 Travel by rail**
- 5 National Express**
- 6 Access to the Underground**
- 7 Community transport services**
- 8 Buses 4U (DRT)**
- 9 Surrey Student Transport Partnership (SSTP)**
- 10 Equipment**
- 11 Learning to drive**
- 12 Motability**
- 13 Disabled parking**
- 14 Shopmobility**
- 15 Taxi voucher schemes**

Transport continues to be a real difficulty for disabled people, either because there is not enough suitable transport or it is not accessible. This problem is worse in rural areas where transport can be very limited. However, there may be various schemes and services running in your area.



1 Transport for further education (FE) students

At present, Surrey students who have a current statement in which transport needs are specified may be eligible to have transport assistance when they go to local college, subject to an assessment of their needs.

If transport is not specified in the statement then students can apply for schemes such as Education Maintenance Allowance (EMA), Local Education Authority (LEA) scheme and Bus & Train Student Fare Card scheme.

Contact Surrey County Council Contact Centre to find out more **03456 009 009** or visit the Surrey Student Transport Partnership website (see below).

Additional Learner Support Funding may be available through your college.

Some FE colleges provide or subsidise bus services so that students can get to college, although there may be a charge to use these. Each college will be able to tell you about any services that they provide.

2 Access guides



These are available for many towns. They give details of shops and toilets that have wheelchair access and also parking.

The local council, a local disability organisation or social care team should be able to tell you whether there is an access guide for your area.

3 Travel by bus



Since April 2008, everyone who is eligible for concessionary bus travel in England is entitled to free off-peak travel on all local buses anywhere in England.

In Surrey, disabled persons' passes are accepted on bus services at any time in the county of Surrey and on services commencing in Surrey and crossing into other areas including London. It is also valid throughout England departing between 9.30am and 11pm Monday to Friday and anytime at weekends and public holidays. There may be local variations to the national scheme - enquire at the time of boarding.

For further details, or to find out if your son or daughter is eligible, contact Surrey County Council which is taking over the administration of bus passes from 1 April 2011. A companion permit allows an accompanying person to travel free as well.

4 Travel by rail



The Disabled Person's Railcard allows you to buy discounted rail tickets. If another adult is travelling with you, they can travel at the same discounted fare. The Railcard currently costs £18 and is valid for 12 months. A 3 year one currently costs £48.

People who travel in wheelchairs can have a discounted fare at all times even without a Railcard, and the same discount for a companion if necessary.

A person registered as visually impaired can also have a discounted fare for themselves and a companion, even if they do not have a Railcard. They will need to show documentary evidence of their disability when buying a ticket and when travelling. If they are travelling alone, however, they will not qualify for the discount without a Railcard.

Children aged from 5 to 15 may also be eligible for a Disabled Persons Railcard. Although they only need to pay the normal child's fare, an adult can travel with them at the discounted rate of one third off the adult fare.



If you contact the train company in advance, they will meet and assist you at specific points, for example at your departure station, or when changing trains.

Staff however will not lift disabled passengers, for example between wheelchairs and train seats, or up and down flights of stairs.

5 National Express



All passengers who qualify as disabled are automatically entitled to receive a discount of up to 50% on National Express coaches. Passengers may be asked to provide proof of disability, for example a local authority concessionary travel pass.

National Express also have a Disabled Person's Travel Helpline on 08717 818179.

6 Access to the Underground



Most London buses are accessible now, however the Underground trains can still be a problem, with steps of up to 30cm between the train and the platform.

You can find information about which stations are accessible at www.tfl.gov.uk/gettingaround or call Transport for London 24 hour travel information centre on **0843 222 1234** for information and advice on planning your journey.

There are accessibility guides to the tube and other means of transport in London, many of which can be downloaded from the website.

7 Community transport services



These services such as voluntary car schemes or Dial-a-Ride may exist in your area. Dial-a-Ride is a specialist door-to-door transport scheme for people who because of mobility problems cannot use ordinary buses to get around. It now covers most of Surrey.

Day centres, churches and some community groups can sometimes offer help with transport. Contact them directly or via your local Council of Voluntary Service. In Surrey, the local Council of Voluntary Service is called Surrey Community Action. They have an online directory of community transport in your area. (See Useful Contacts at the end of this section.)

The Surrey community transport directory can be found on the Surrey County Council website or by telephoning the Surrey County Council Contact Centre on 0300 200 1003. Information is also available on the Surrey Student Transport Partnership website (see Useful Contacts).

8 Buses 4U (DRT)



Buses 4U is a completely flexible local bus service that has no fixed timetable. The bus route is planned each day depending on passengers' requests. This type of service is sometimes called "demand responsive transport" or DRT.

Passengers book a journey through a travel centre. It only operates in certain areas of Surrey.

9 Surrey Student Transport Partnership (SSTP)



SSTP works in partnership with the Young People's Learning Agency to improve transport for post-16 students.

Their website provides students with advice on transport assistance and support and up to date travel information for all public transport providers servicing schools and colleges in Surrey.

SSTP are currently working to develop travel training in Surrey.

10 Equipment



Most mobility equipment, such as wheelchairs, callipers, boots etc. may have been supplied through school. When the young person leaves school, new arrangements will have to be made. It is still possible to get wheelchairs and other mobility equipment free after you have left school.

The Year 9 Transition Review is the ideal time to start to make arrangements together with the young person, the school and other agencies about what will happen in the future to equipment that has up until now been ordered or supplied through the school.

If difficulties do occur, your GP or the occupational therapist at your local social care team should be able to help. If the equipment was ordered or supplied via the paediatric department of the hospital, consult with them about what will happen after 16. If problems cannot be resolved with them, then again contact your GP or the occupational therapist at your local social care team office.

11 Learning to drive



Independent Mobility Centres give advice about learning to drive, such as who is eligible to drive, where to learn as well as assessments for disabled drivers and wheelchair users. Some offer driving tuition. Charging for service varies, although general information is usually free.

12 Motability



This is a UK charity which allows people to use the higher rate mobility component of their Disability Living Allowance towards hiring a new car or buying a new or used car or wheelchair on hire purchase. If the disabled person does not drive, they can apply as a passenger and choose up to two other people as the drivers.

For more detailed information contact Motability who have detailed leaflets to explain the scheme on 0845 456 4566, or at www.motability.co.uk

13 Disabled parking



Surrey County Council operates a blue badge scheme (orange badges are no longer valid). The scheme allows registered blind people and people with certain disabilities to park closer to shops and services they need to access. The badge applies whether they are the driver or a passenger. It costs £2.00 for three years.



Some people automatically qualify for a blue badge, for example if they are registered blind or they receive the higher rate of the mobility component of Disability Living Allowance. Other applicants will have to go for a walking assessment at their nearest Assessment Centre.

Call Surrey County Council on 03456 009 009 for information and an application form, or ask your social care team.

People with blue badges do not have to pay the London Congestion Charge. You will need to register and pay a one-off charge of £10 to get this discount. You can register at any Post Office within the Greater London Area.

14 Shopmobility



This is a service offered in a lot of towns. It enables a person with a disability to borrow a wheelchair or scooter for some or all of the day. The service offered will vary from town to town, and some may charge a small fee. Contact your local council to find out if they operate a Shopmobility scheme.

15 Taxi voucher schemes



These are only available in some parts of Surrey. Vouchers are given to people who find it difficult to use public transport, because it is not available, or because they are frail, disabled, or rurally isolated. The vouchers can be used to pay or part pay for taxi journeys.

There are schemes available in Tandridge, Elmbridge and Surrey Heath & Woking (only available to Carers).

Useful Contacts



National

Door-to-Door

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

This website replaces the work of the former information service Tripscope. It is run by the Disabled Persons Transport Advisory Committee (DPTAC), and aims to give disabled people information and advice about travelling using all forms of transport.

Mobility Centres

Address: Queen Elizabeth Foundation Mobility Centre
Damson Way, Fountain Drive, Carshalton, Surrey SM5 4NR

Telephone: 020 8770 1151

Email: mobility@qef.org.uk

Website: www.qefd.org/mobilitycentre

Mobility Centres provide support, advice on eligibility to drive and where to learn. Also give advice on assisting a disabled person into a car seat, loading a wheelchair and choosing an accessible wheelchair.

Clients can try a wide range of wheelchairs and scooters and get impartial advice to choose the most appropriate for their lifestyle.

Motability Operations (known as Motability)

Address: City Gate House
22 Southwark Bridge Road
London SE1 9HB

Telephone: 0845 456 4566

Website: www.motability.co.uk

Registered UK charity which helps people who receive higher rate mobility disability living allowance (DLA) to use this benefit to get a car, powered wheelchair or scooter. If the person does not drive, they can obtain a car as a passenger and can nominate up to two other drivers.

Disabled Person's Railcard

Telephone: 0845 605 0525

Website: www.disabledpersons-railcard.co.uk

To save one third on most rail fares across Great Britain. Website includes eligibility criteria and facility to buy a card.

Nationwide Access Register

Website: www.directenquiries.com

Direct Enquiries, the Nationwide Access Register, developed in partnership with RADAR and the Employers Forum on disability, provides people with information about disabled access in buildings and premises, including hotels and toilets, as well as city guides, all across the UK. Comprehensive search facility.



Local

Local Borough / District Councils

For information about your local:

- Dial a Ride / community transport
- Shopmobility
- Taxi voucher schemes (not available in all areas)

Elmbridge Borough Council

Address: Civic Centre
High Street
Esher
Surrey KT10 9SD

Telephone: 01372 474474

Website: www.elmbridge.gov.uk

Epsom and Ewell Borough Council

Address: Town Hall
The Parade
Epsom
Surrey KT18 5BY

Telephone: 01372 732000

Website: www.epsom-ewell.gov.uk

Guildford Borough Council

Address: Mill Mead House
Mill Mead
Guildford
Surrey GU2 5BB

Telephone: 01483 505050

Website: www.guildford.gov.uk

Mole Valley District Council

Address: Pippbrook
Dorking
Surrey RH4 1SJ

Telephone: 01306 885001

Website: www.molevalley.gov.uk

Reigate and Banstead Borough Council

Address: Town Hall
Castlefield Road
Reigate
Surrey RH2 0SH

Telephone: 01737 276000

Website: www.reigate-banstead.gov.uk

Runnymede Borough Council

Address: Civic Offices
Station Road
Addlestone
Surrey KT15 2AH

Telephone: 01932 838383

Website: www.runnymede.gov.uk

Spelthorne Borough Council

Address: Council Offices
Knowle Green
Staines
Middlesex TW18 1XB

Telephone: 01784 451499

Website: www.spelthorne.gov.uk

Surrey Heath Borough Council

Address: Surrey Heath House
Knoll Road
Camberley
Surrey GU15 3HD

Telephone: 01276 707100

Website: www.surreyheath.gov.uk

Tandridge District Council

Address: Council Offices
Station Road East
Oxted
Surrey RH8 0BT

Telephone: 01883 722000

Website: www.tandridge.gov.uk

Waverley Borough Council

Address: The Burys
Godalming
Surrey GU7 1HR

Telephone: 01483 523333

Website: www.waverley.gov.uk

Woking Borough Council

Address: Civic Offices
Gloucester Square
Woking
Surrey GU21 1YL

Telephone: 01483 755855

Website: www.woking.gov.uk

Surrey Student Transport Partnership (SSTP)

Website: www.sstp.org.uk

As well as news and information about travel for students in Surrey, this website lists all the mainstream secondary schools and colleges in Surrey, and the buses and train stations which serve them. It also has links to the relevant timetables, and information about financial support and schemes available.

Education Area Offices

Your local Education Area Office can give you more specific information or answer enquiries relating to transport routes to school or college:

East Area Office

**North East Area (Epsom & Ewell, Elmbridge, Spelthorne) and
South East Area (Mole Valley, Reigate & Banstead, Tandridge)**

Address: Local Education Office
Omnibus
Lesbourne Road
Reigate
RH2 7JA

Telephone: 01737 737600

West Area Office

**South West Area (Guildford, Waverley)
North West Area (Runnymede, Woking, Surrey Heath)**

Address: Quadrant Court,
35 Guildford Road
Woking
Surrey
GU22 7QQ

Telephone: 01483 517900

Buses4U

Telephone: 01372 20 45 40 Lines open 8.30am to 4.30pm Monday to Friday

Email: buses4u@tandridge.gov.uk

Website: www.buses4u.org.uk

East Surrey Community Transport Directory

Telephone: 01883 732 791

Website: www.eastsurreyrtp.org.uk

Covers Tandridge, Reigate and Banstead, Mole Valley, Epsom and Ewell, Elmbridge. This guide has information about community transport schemes from across East Surrey and advice on many other transport issues.

The guide is produced by the East Surrey Rural Transport Partnership.

Surrey Community Action

Telephone: 01483 566072

Website: www.surreyca.org.uk

Surrey Community Action is a Rural Community Council and a Council for Voluntary Service, providing support to both the voluntary sector and the wider community in Surrey.