

# Dial-a-Ride form

## Application form



EasyRead

## London Dial-a-Ride form



Please read our '**How to ask for Dial-a-Ride**' notes in the information leaflet before you fill in this form.

### CAPITAL LETTERS



Please use **BLUE** or **BLACK** ink and write in CAPITAL LETTERS.



If you need help, or you want the form in another format,

call us on **0845 999 1 999**  
and choose option 3.

The form starts on the next page.

# 1. About you

Everyone must fill out this part of the form.



Title (please tick 1 box)

Mr    Mrs    Miss    Ms  
 Other



Last name

First name

Address

Postcode



MON	TUE	WED	THU	FRI	SAT	SUN
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Date of birth



## Telephone

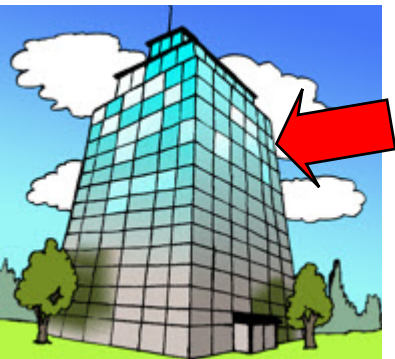
Home:

Mobile:



Email address:

Any other information about where you live that might help our drivers, for example 'I live on the 10th floor'



## Other contact details



If you would like us to contact someone else about your Dial-a-Ride form, please tell us about them here:

Title (please tick 1 box)

Mr    Mrs    Miss    Ms  
 Other

Last name

First name



Address

Postcode

Telephone

Home:

Mobile:





**Email address:**



**How do you know this person?**  
(family, friend)



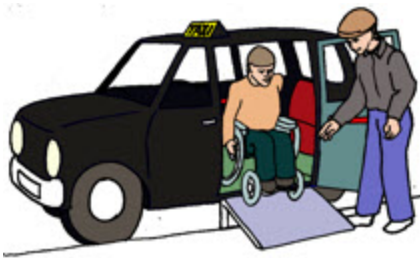
## 2. Who can get Dial-a-Ride?

There are 2 ways that people with mobility problems can get Dial-a-Ride.



### 1. Send us a photocopy of the documents showing you are in one of the groups below

You only need to send 1 of the following:



**I am a member of Taxicard**  
If yes, what is your Taxicard number



**I get the Higher Rate Mobility part of Disability Living Allowance**



**I am registered blind or partially sighted**



**I get Higher Rate Attendance Allowance**



**Veterans:UK**  
Bringing together services for veterans

**I get the War Pension Mobility Supplement**



**I am 85 or over.**

**If you have ticked one of these boxes, you can now go to part 3 on page 10.**

## 2. Others



If you cannot tick any of the boxes on page 6 you will need to get someone to write a letter saying that it is difficult or impossible for you to use public transport.

For example, a health or social care member of staff.



You will also need to include some other papers to prove your medical condition, like your prescriptions if you have any.



Please send these papers back to us with this form.



See our '**How to ask for Dial-a-Ride**' notes in the information booklet.



## How often do you use these forms of transport?



### Buses

often     sometimes     never



### Trains

often     sometimes     never



### The Tube

often     sometimes     never



### Docklands Light Railway

often     sometimes     never



### Croydon Tramlink

often     sometimes     never



## Are you able to stand up?

Please tick 1 box:

I can stand up ok

I have difficulty standing up

I am not able to stand up



If you have difficulty standing up, how long are you able to stand?



What stops you from standing for longer?

### 3. About your mobility

**This part must be filled in by everyone.**

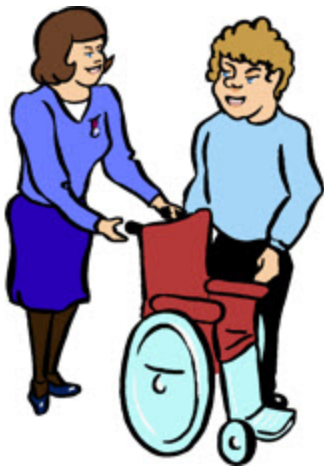


Please say how your mobility problems make it difficult for you to use public transport.

Tell us all the things you think are important. You can use another sheet of paper if you need to.



**Do you use:**



**A manual wheelchair?**

No  Yes always  Yes sometimes

If yes, make and model?

**An electric wheelchair?**

No  Yes always  Yes sometimes

If yes, make and model?



**A scooter?**

No  Yes always  Yes sometimes

If yes, make and model?



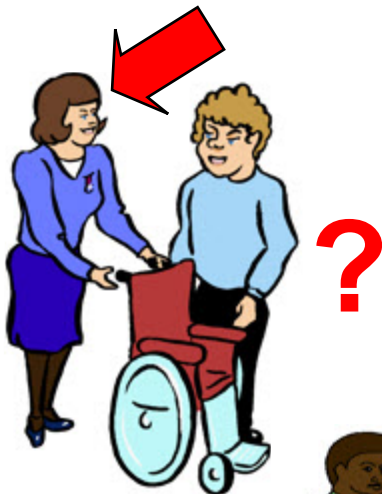


**Is your wheelchair or scooter different or unusual?**



For example does it have bigger footrests, or a tray, or an oxygen bottle? Or is it very big? Or perhaps it was made especially for you?

Please tell us about it:



If a member of health staff told you to get your wheelchair or scooter, please tell us their name and job:



**Do you weigh more than 16 stone (103 kilos)?**

No  Yes



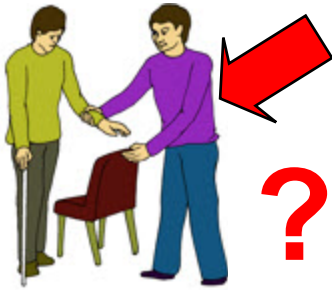
**Do you use:  
A walking frame?**

No  Yes always  Yes sometimes



**Sticks or crutches?**

No  Yes always  Yes sometimes



If a member of health staff told you to get a walking frame or sticks or crutches, please tell us their name and job:



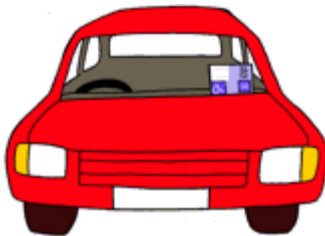
**Will you be travelling with a shopping trolley?**

No  Yes always  Yes sometimes



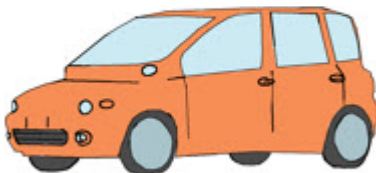
**Will you be travelling with a guide dog?**

No  Yes always  Yes sometimes



**Are you able to get into an ordinary car?**

No  Yes  Not sure



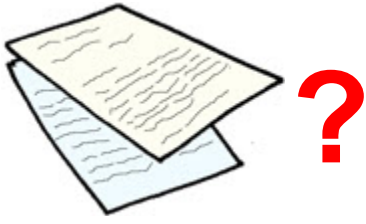
**Are you able to get into a people-carrier?**

No  Yes  Not sure



**Can you get into a London black taxi?**

No  Yes  Not sure



**Is there anything else you would like to tell us that would help us with your transport?**





## Emergency contact

**If there is a problem who should we call?**  
This could be someone in your family, a friend or a neighbour.



**Contact name**

**Phone number**



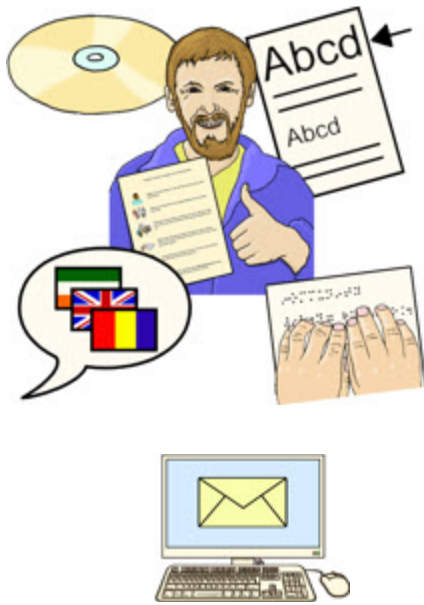
**Home**

**Mobile**



**How do you know them?**





**When we send you information about the service, how would you like it?**

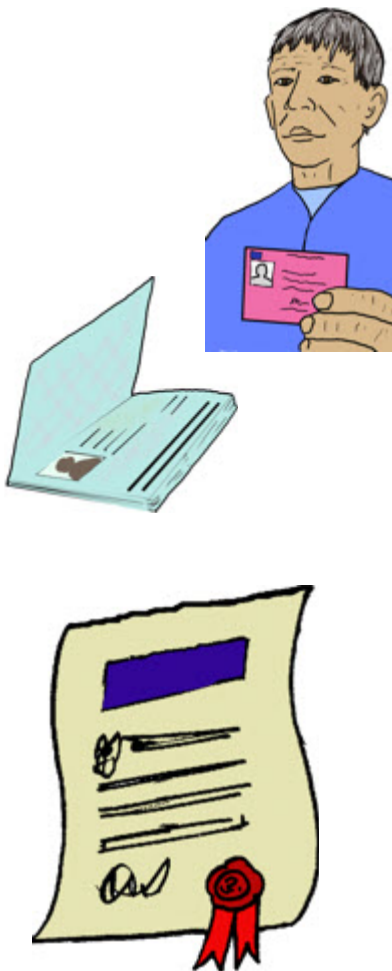
Normal print  Large print

Audio tape  Audio CD

Braille  EasyRead

Email

Another format? (please tell us)

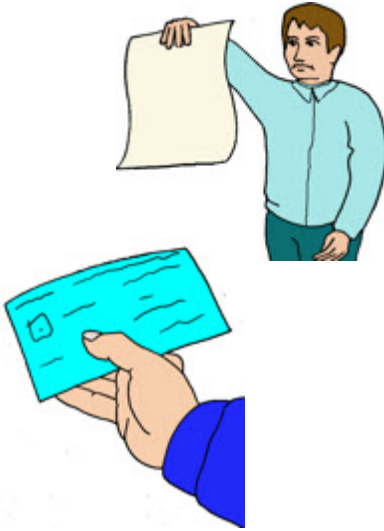


### **Proof of who you are**

We need proof you are who you say you are. Please send us a copy of 1 of these:

- Driving licence
- Passport
- Birth certificate (if you have changed your name because you are married please send us your marriage certificate as well)
- Marriage certificate

**(More on the next page.)**



- Asylum registration card (or letter saying you are seeking asylum)
- NHS medical card
- Proof that you have changed your name.



We will use the information you give us to decide if you can get Dial-a-Ride. We will look after your information properly and keep it private.



But we may give your information to the police if there has been a crime.



## Your signature

Please read this part and then sign and date it if you agree:

The information I have given is true in every way and I am unable (or almost unable) to use public transport.



This includes buses, trams, London Overground and London Underground trains, some or all of the time.

If there is any change and I find I can use public transport, I will let London Dial-a-Ride know straight away.



**Sign here**

**Date**



If you cannot sign yourself, you can ask someone else to sign for you. This can be a member of your family, or a friend, or a member of staff.

If you are under 16 your parent or guardian must sign for you.



**Signature of parent or guardian**

**Date**

**Name (in CAPITAL LETTERS)**



**Please tell us how you know them**



## Checking that we are being fair to everyone



London Dial-a-Ride wants to make sure that we treat everyone in a fair and equal way.

Please help us by telling us a bit about who you are.



This information is so we can plan our services and it will not be used to decide if you get Dial-a-Ride.



Are you:

Male

Female

## What is your ethnic group?



### White

White British       White Irish

Any other white background  
(please tell us)



### Mixed

White and black Caribbean

White and black African

White and Asian

Any other mixed background  
(please tell us)



### Asian or Asian British

Indian       Pakistani

Bangladeshi

Any other Asian background  
(please tell us)



## Black or Black British

Caribbean       African

Any other black background  
(please tell us)



## Chinese or other ethnic group

Chinese

Any other ethnic group  
(please tell us)

I prefer not to say



Do not forget to sign on page 18.

And make sure you have sent us copies of all the paperwork we need (see the checklist in the '**How to ask for Dial-a-Ride**' notes).



Please send this form to us at:

**London Dial-a-Ride  
Progress House  
5 Mandela Way  
London SE1 5SS**



Artwork is from the Valuing People Clipart collection and cannot be used anywhere else without written permission from Inspired Services Publishing Ltd.

