

London Dial-a-Ride

Information leaflet



EasyRead

How to ask for Dial-a-Ride



Dial-a-Ride is a transport service that takes you from door to door.



It is for disabled people who cannot use or who find it very difficult to use public transport. This means:

- buses
- trams
- London Overground
- Tube.



CAPITAL LETTERS



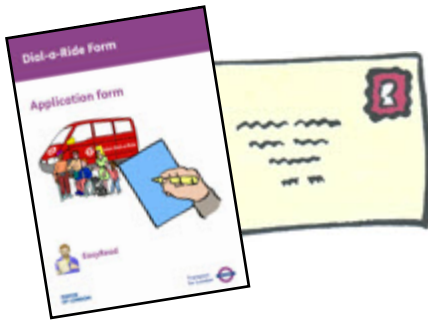
If you need Dial-a-Ride, please fill out the Dial-a-Ride form.

Make sure you use **BLUE** or **BLACK** ink and write in CAPITAL LETTERS.

Check that you have filled in all the parts on the form you need to.



If you use a wheelchair, we need to know the make and model so we can check it is safe to go on our vehicles.



If you do not tell us this, we will send the form back to you.



Any questions or other help?

If you cannot fill out the form yourself, or if you have any questions, please call us on



0845 999 1 999

and choose option 3 to speak to us.



Or email

DAR@tfl.gov.uk



Or contact your local council social services for help.



If English is not your first language and you would like help on the phone from someone who speaks your language, call us on



0845 999 1 999
and choose option 3.

**Transport
for London**



Dial-a-Ride is run by London Buses Limited which is part of Transport for London (TfL).

Who can get Dial-a-Ride?

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



1. Send us a photocopy showing you are in one of the groups below (you only need to do 1):

I am a member of Taxicard.

(Please send us a photocopy of your Taxicard, showing your membership number).



I get the Higher Rate Mobility DLA (Disability Living Allowance).

(Please send us a photocopy of the letter saying you get this. It is called a 'certificate of entitlement' or an 'entitlement notice' and must not be older than 6 months. Make sure it shows your name and address.)



If you cannot find this, you can get another one from the Disability Benefits Agency.



Call **08457 123456** and ask for form DBD 384.



I am registered blind or partially sighted.

(Please send us a photocopy of the letter from your local authority saying you are on the register. If you cannot find this, you can get another one from your local authority.)

Or you could send a photocopy of your BD 8 or CV1 form



I get Higher Rate Attendance Allowance.

(Please send us a photocopy of the letter saying you get this. It is called a 'certificate of entitlement' or an 'entitlement notice' and must not be older than 6 months. Make sure it shows your name and address.)

If you cannot find this, you can get another one from the Disability Benefits Agency.

Call **08457 123456** and ask for form DBD 384





I get a War Pension Mobility Supplement

(Please send us a photocopy of the official letter saying you get this. Make sure it shows your name and address.)

If you cannot find this you can get another one from the Veterans' Agency.



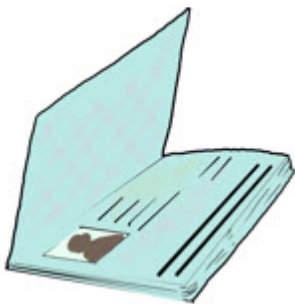
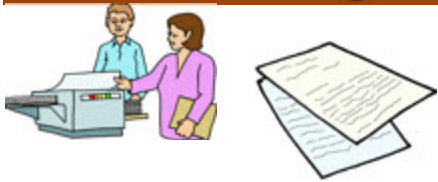
Call them on **0800 1692277**.



I am 85 or over

(Please send us a photocopy of your birth certificate.)

If you have changed your name because you are married please send us a copy of your marriage certificate as well.



Or you could send a copy of your passport or another official document or letter which has your date of birth on it.



2. If you cannot tick any of the boxes on **part 1** you will need to get someone to write a letter saying that it is difficult or impossible for you to use public transport.

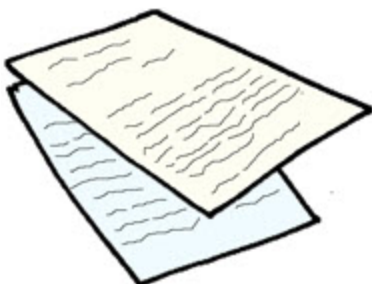


The letter should be from someone in health or social care, like your:

- district nurse
- occupational therapist
- physiotherapist
- social worker
- care manager
- GP, (but they might charge you for it.)



Please send the letter to us with the form. And make sure you send:



- any papers to do with your health problems, for example a copy of a prescription for any medicines you take



- a copy of any papers that show some of your benefit is to do with mobility.



You can usually get copies from your:

- local library



- local newsagents, or



- a local council one-stop-shop.



Checklist

Make sure you fill out all the parts of the form you need to or we may have to send it back.

Check that you have:

Sent proof of who you are
(see page 6)

A copy of one of the documents in
part 1 on page 4, 5 or 6

or

A letter from a health or social care
member of staff to say you have the
mobility problems you say you do in
your form

Copies of papers to do with your
medical condition

Signed the form on page 18

Told us the make and model of your
wheelchair or scooter.

What happens next?

SUN	MON	TUE	WED	THUR	FRI	SAT
1	1 Week					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				

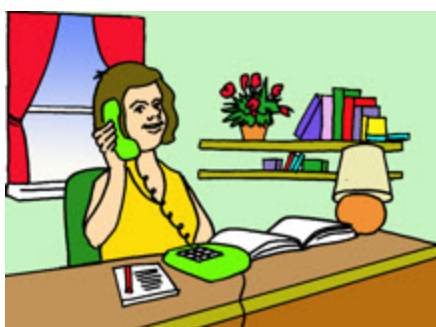
If you are on the list in Part 1 on page 4, 5 or 6 you should hear from us in 1 week.

SUN	MON	TUE	WED	THUR	FRI	SAT
1	8 Weeks					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				

If you are asking with a letter in Part 2 it may take up to 8 weeks.



The more information you can give us, the quicker we can get back to you.



If we say you cannot have Dial-a-Ride we will tell you why.



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If you feel you want to ask us to look again, call us on **0845 999 1 999** and choose option 3.

We will let you know what to do.



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