



Information service for people living,  
Working or studying in Merton.

Merton Civic Centre, London Road,  
Morden SM4 5DX  
Telephone: 020 8545 4710  
Textphone: 020 8545 4356  
Fax: 020 8274 4932  
E-Mail: info@care-connect.info

## Community Transport Services in Merton

(Please choose a service provider and then contact them direct  
to book your transport requirements)

### **\*LB MERTON - BLUE BADGES AND PARKING BAYS FOR BLUE BADGE HOLDERS**

#### **Blue Badges Scheme - London Borough of Merton**

Merton Parking Services, Civic Centre, Morden SM4 5DX

Phone: 020 8545 4661 Fax: 020 8545 4655

Hours of operation: Monday to Friday, 9.00am to 5.00pm excluding public  
holidays.

The Blue Badge Scheme provides a national arrangement of parking concessions for people with severe walking difficulties who travel either as drivers or passengers. The Scheme also applies to registered blind people, and people with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. It allows badge holders to park close to their destination, but the national concessions apply only to on-street parking.

This badge can only be issued if one of the following criteria is met:

- You receive the higher rate of the mobility component of the Disability Living Allowance.
- You use a motor vehicle supplied for disabled people by a Government Health Department.
- You are registered blind.
- You have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot turn the steering wheel of a motor vehicle by hand even if that wheel is fitted with a turning knob.
- You have a permanent and substantial disability which means you are unable to walk or have very considerable difficulty in walking. In this case you may be asked to answer a series of questions to help us determine whether you are eligible for a badge. People with a psychological disorder will not normally qualify unless their impairment causes very considerable, and not intermittent, difficulty in walking.

Please contact Parking Services for an application form or go into website:

<http://www.merton.gov.uk/living/transport-streets/parking/permits/bluebadge.htm> and  
download an application form.

## Disabled Parking Bays

This council has powers to grant on-street parking bays for Disabled Badge holders in streets where parking is difficult. If you are a Disabled Persons Badge holder and have difficulty in parking 'on-street' near your home, and have no usable off-street parking space, an application will be given consideration.

For applications to be successful then they must meet the following criteria:

- The applicant should hold a current and valid Disabled Person's Badge
- The driver of the vehicle should either be the Disabled Persons Badge Holder, or reside at the applicants address. An exception may be considered where the applicant is severely disabled in their 80s and depends on daily visits from carers.
- A bay will not be permitted where the applicant has access to parking space at their home via a footway crossover, unless they can show that is not accessible because of their disability.
- A bay may not be permitted if, because of the presence of other bays nearby, it results in an unreasonable loss of parking space to other residents, or could cause an obstruction.
- Disabled Parking Bays will not be approved in streets where the provision of a bay would result in the remaining width of carriageway available being less than 3.05 metres. Council policy relating to out-of-town centre disabled parking provision, namely that bays would normally only be approved if the application meets the adopted criteria (which do not include provision of a bay for casual users such as the Patient Transport Service, Dial a Ride or Merton Association for the Disabled to stop outside a particular property).

However the possession of a Disabled Persons Badge does not necessarily mean that a bay will be provided automatically. If you wish to apply for a disabled persons parking space then you can contact the **Council's Parking Team on 020 8545 3042 to request an application pack.**

Following the council's initial decision, the Traffic Management Order may take a further two / three months before a bay can be installed. Any bay provided is not for anyone's exclusive use but is available for any driver legally displaying a Disabled Persons Badge.

## \*Freedom Passes for Disabled Adults

Freedom passes are available to adults with physical, mental health and learning disabilities as well as sensory impairments to enable them to access free travel throughout London on buses, network trains, underground tube and trams.

Applicants who meet the current eligibility criteria (as stated on the application form) are given letters of authorisation, which they will need to present to any post office in Merton who will issue a receipt and process the issue of a pass. Passes are sent by post generally within ten working days.

Applicants who do not meet the eligibility criteria may be referred – on a case by case basis - to an independent occupational therapist for consideration for a discretionary pass.

To apply for a Freedom pass or for any queries contact: Disabled Freedom Pass Administrator, Merton Civic Centre, London Road, Morden SM4 5DX - Phone: 020 8274 4926 (Monday to Friday from 10am to 3pm) – for an application form.

### **Freedom Passes for Older People**

Residents of Merton are eligible for a Freedom Pass once they reach the age of 60. They are required to submit proof of age. **Applications are made through local post offices.** People who are both 60 years of age or older, who also have a disability as defined above may apply for either form of the pass. People with a disability, on reaching the age of 60, may choose to continue to hold a disabled pass, or opt for an Older Person's pass.

### **Details of Travel for People holding an Older person's Freedom Pass**

#### **Tube, DLR and Tramlink services**

You can travel free from 09:00 on weekdays and at any time on weekends and public holidays. If you are traveling on the Tube/DLR from 0930 hrs from Mondays to Fridays, or at anytime at the weekend/public holidays, you can take up to four under-11s with you for free.

#### **Bus services**

You can travel free from 09:00 on weekdays and at any time on weekends and public holidays within Greater London on all bus services operated on behalf of TFL that display the appropriate sign.

#### **Bus and Tram Discount**

The new Bus and Tram Discount Card allow holders to travel on buses and trams at ½ adult-rate, using Oyster to pay as they go, or using 7 day, monthly or longer period Bus Passes. You must fulfil all of the criteria to apply for this discount card - a London resident, Over 18 and under 60, claiming Income Support and not currently receiving any free or discounted travel concessions (such as a freedom pass or a new deal photocard). To find out more call 0800 731 4564 or pick-up an application form from your local post office or browse the Transport for London website at [www.tfl.gov.uk](http://www.tfl.gov.uk) for more information and to download the application form.

**Capital Call** - London Borough of Merton, Concessionary Fares Section, Community & Housing, 42 – 44 Russell Road, Wimbledon, London SW19 1QL  
Phone: 020 7484 2929 (for general inquiries)

Capital Call is a complementary service to Taxicard, providing subsidised door-to-door transport for people with mobility problems, using 'private hire vehicles' (minicabs). Capital Call has been introduced as an additional transport option for Taxicard members living in London boroughs where there is a shortage of London taxis. Capital Call is currently operating in the London boroughs of Bexley, Enfield, Hillingdon, Hounslow and Merton.

Please note that Capital Call is not a replacement service for Taxicard; you may use both services if you wish. Please also refer to details about the Taxicard Scheme below.

### **\*London Borough of Merton – Taxicard Scheme**

Concessionary Fares Section, 42-44 Russell Road, Wimbledon, London SW19 1QL

Phone: 020 7484 2929 (for general enquiries)

Phone: 020 8545 4490 (for an application form for the taxi card scheme)

To be eligible, you must be unable or virtually unable to use buses or trains because of either blindness or any permanent or long term disability/injury which seriously impairs your ability to walk. The scheme is not available to people who suffer temporary disabilities. All requests relating to this scheme must be made in writing to the above address.

### **London Borough of Merton – Car Club Scheme**

Car Clubs are short-term car rental schemes, allowing its members quick access to a range of vehicles, whether you need a car for just an hour to do some shopping, or for a weekend visit to the country. Cars can be booked for as little as one hour through a pay and go system, and members are charged according to the mileage driven and the length of time the car is in use. Car Clubs offer the ultimate flexibility in car use without the hassle of owning one. Also, there are borough-wide car club parking bays in Merton.

There are two Car Club Operators in Merton. Costs vary between the operators in the borough. To become a member of City Car Club visit the [city car club website](#) or phone on 0845 258 2983 to register and for further information. To become a member of Streetcar visit the [streetcar club website](#) or phone on 0845 644 8475 to register and for further information.

Costing sample - Streetcar:

- There is no deposit to join Streetcar
- You pay an annual membership of £49.50 (returnable in the first three months)
- You pay an hourly fee of £4.95 and 30 free miles per calendar day and 19p per mile thereafter including fuel.
- There are special deals for 24 hours, 5 day and 7-day rentals.

### **\*London Dial A Ride (Wimbledon)**

45 Weir Road, Wimbledon

London SW19 8UG

Telephone 08459 991 999

This transport service is for people who have difficulty using public transport within Croydon, Merton, Sutton, Kingston, Richmond, Lambeth and Wandsworth. Dial-a-Ride is a free door-to-door service for disabled people who can't use buses, trains or the Tube. It can be used for all sorts of journeys, making it easier to go shopping, visit friends and travel to other recreational activities. Cannot be used for attending hospital appointments, travel to and from work, attending local authority day centres or for school transport as other services exist for these purposes. You can bring one companion with you, plus any dependent children that you have, as long as they are travelling to and from the same addresses as you. Target group: Older people, people with physical/sensory or learning disabilities, people with mental health needs.

## London Dial-A-Ride (cont'd)

### How to become a member

To be eligible for Dial-a-Ride membership you must have a permanent or long-term disability that severely restricts your ability to use public transport services. You are automatically eligible for membership of Dial-a-Ride if you are:

- A current member of Taxicard
- In receipt of Higher Rate Mobility Component of Disability Living Allowance
- Registered blind
- Aged 85 or over
- In receipt of Higher Rate Attendance Allowance
- In receipt of a War Pension Mobility Supplement

If you do not meet any of the criteria stated, you may still be eligible for Dial-a-Ride but you may have to provide further evidence of your mobility problems.

Please contact CareConnect for an application form if you wish to apply.

### **\*Beckett Corporation Ltd.**

Unit 5, 19 College Fields, Prince George's Road  
London SW19 2TP

Telephone 020 8640 6710

Has contracts to transport the disabled and the vulnerable for local authorities such as Wandsworth, Sutton, Merton, Croydon, Lambeth, Richmond, Lewisham and Ealing Councils. Services offered: private hire (groups, etc) for vulnerable or disabled people; self-drive car, van or wheelchair vehicle hire.

### **\*Merton Community Transport**

Justin Plaza 3, 341 London Road, Mitcham CR4 4BE

Telephone 020 8648 7727  
or 020 8648 1001

The organisation provides accessible transport service for groups in Merton. The charges vary according to the type of organisation. Please call for further details.

Target group: Local community groups, carers, disability groups, minority ethnic community groups. Also from September 2008 a new project providing scooters for Merton residents with impaired mobility. Anyone who has a mobility impairment and is living in Merton can sign up to be a member, Vehicles are charged out at £5 per day and £10 for two days and weekends. For more information about **Scotability Project**, call 0203 326 2524.

**\*Volunteer Centre Merton – Help Service**

The Vestry Hall, London Road, Mitcham CR4 3UD  
E-mail [helen@volunteercentremerton.org.uk](mailto:helen@volunteercentremerton.org.uk)

Telephone 020 8640 7355

The Help Service provides assistance for people who are isolated, frail, elderly or have a disability. The service accepts requests for driving people to the opticians/dentists and to visit relatives. The service also includes escorting and wheelchair pushing. A donation is requested towards the drivers out of pocket expenses – otherwise, there is no charge. Please ring in advance to check the availability of the service.

**\*Wheelchair Travel Ltd**

1 Johnston Green, Guildford GU2 9XS  
Website: [www.wheelchair-travel.co.uk](http://www.wheelchair-travel.co.uk)

Telephone 01483 233640

Wheelchair Travel provides a unique service, solving the private transport needs of disabled people either resident in, or visiting the UK from overseas. We offer adapted vehicles on self-drive rental to either carry or be driven by a disabled person. Full services including chauffeur and guide may also be provided if required.

Established in 1981, Wheelchair Travel is now recognised as the UK market leader in its field. Based just 28 miles from central London; 25 miles from London Gatwick and 20 miles from London Heathrow we offer an unrivalled service to travellers who are mobility impaired. Our clients come from all over the world, and we undertake work from such companies as Cunard, Royal Caribbean, Princess Cruises, P+O, Virgin Atlantic and British Airways. Their service is aimed at the disabled solo traveller, or small group, who want to plan their itinerary and “do their own thing”. If you wish to travel in an organised large group on a fixed pre-planned itinerary, then the service is not for you.

**Disabled Persons Railcard**

Phone 0845 605 0525 or

Phone 0845 601 0132 (textphone) for people who have hearing difficulties

Website: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

You will qualify if you :

- Are registered as having eyesight difficulties
- Are registered deaf or use an NHS hearing aid
- Have epilepsy and have repeated attacks even though you receive drug treatment
- Receive Attendance Allowance
- Receipt Disability Living Allowance (at the higher rate or lower rate for getting around (mobility for one year or longer or at the higher or middle rate for help with personal care)
- Receive Severe Disablement Allowance
- Receive long-term Incapacity benefit
- Receive War Pensioner’s Mobility Supplement
- Receive War or Service Disablement Pension for 80% or more disability
- Are buying or leasing a vehicle through the mobility scheme

## **London Underground Tube Toilet Map**

London Underground has now introduced a tube toilet map showing which stations have male, female and accessible toilets for wheelchair users – whether they are inside or outside the ticket gates, and whether they also offer baby changing facilities. The map is intended to make life a bit easier for older, disabled or pregnant passengers. For a copy of the map telephone Transport for London 24-hour Travel Information Call Centre on 020 7222 1234 or visit their website at [www.tfl.gov.uk/gettingaround](http://www.tfl.gov.uk/gettingaround) .

## **Travel Insurance**

Diabetes UK Insurance Services are offering cover to a much wider range of people. Improvements include single trip cover for holidays up to a year in duration, disregarding age and declared medical conditions; an end to separate medical screening calls – everything can be done through one call and travel cover for prescription glasses.

**Telephone 0800 731 7431 for quotes.**

Please note this list is not exhaustive – please also refer to Yellow Pages and the Thompson Local telephone directories for details of other organisations.

We take care to update the information we provide regularly to try to ensure it is accurate. However, CareConnect cannot accept liability for any errors or omissions, nor can we be held responsible for the services provided by any of the agencies or bodies referred to.