



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 is provided it 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 learning disabilities and hearing impairments giving access to free travel throughout London on buses, network trains, underground tube and trams.

To arrange for an assessment for a freedom pass contact The Receptionist, Merton Community & Housing Department, 42-44 Russell Road, Wimbledon, London SW19 1QL - **Telephone:** 020 8545 4490; **Minicom:** 020 8543 3212; **Fax:** 020 8545 4555.

All other assessments for freedom passes for disabled adults are arranged through the Disabled Freedom Pass Administrator, Merton Civic Centre, London Road, Morden SM4 5DX - Phone: 020 8274 4926. Once a freedom pass application form is completed, it is forwarded by the Freedom Pass Administrator to Access Independent, who will then contact the client for an assessment at Merton Civic Centre.

For Freedom pass application forms renewal and collection of passes in person – contact: Disabled Freedom Pass Administrator, Merton Civic Centre, London Road, Morden SM4 5DX - Phone: 020 8274 4926.

### **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 which 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 attend doctor's appointments. Bookings - All journeys must be booked in advance. You will not be charged, as services are free for Dial-a-Ride members. Friends and relatives can travel with the service user. 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; bus and coach services; Private taxi and mini-cab services including airport services.

### **\*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

Provide 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. Their wheelchair taxi/tour service uses luxury lift-equipped minibuses and they have also added 2 accessible Mercedes that will take 16 able-bodied passengers, or 10 sitters and 4 wheelchair users. They will undertake simple airport /ship/ hotel transfers, or full day tours of London and other cities. The company can also provide the rental of wheelchairs, scooters, ramps, voltage converters and mobile phones. They also offer free advice on sight-seeing, accommodation and onward travel. Please call for more details and before visiting.

**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.



# Disabled Freedom Pass Application Form

Merton Social Services

Are you renewing your Freedom Pass?    yes       no  

Is someone filling in this form for you?    yes       no  

If **yes** please give previous Freedom Pass number:

|  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|--|--|

**PART A - PERSONAL DETAILS    -    to be completed by all applicants**

Title (Mr/Mrs/Miss/Ms)    \_\_\_\_\_    Surname \_\_\_\_\_

First names(s)    \_\_\_\_\_

Date of Birth    \_\_\_\_\_    Age now:    \_\_\_\_\_

Address    \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode    \_\_\_\_\_    Email address    \_\_\_\_\_

Telephone    \_\_\_\_\_    Mobile    \_\_\_\_\_

**\*Proof of Residence and Identity will be required to process your application for a Freedom Pass.**

ETHNICITY

**\*This information is for statistical monitoring purposes and will in no way affect your application.**

White British     White Irish       White Eastern European     
Other White background: please specify    \_\_\_\_\_

Black British     Black Caribbean       Black African     
Other Black background: please specify    \_\_\_\_\_

Indian        Pakistani       Bangladeshi  

Other Asian background: please specify    \_\_\_\_\_

Chinese        Any other: please specify    \_\_\_\_\_

Please indicate which of the following transport services you hold / use:

Older Person's Freedom Pass  Taxi Card

Blue Badge  Other: please specify \_\_\_\_\_

**PART B - ABOUT YOUR HEALTH / DISABILITY - to be completed by all applicants**

Under which category are you applying for a Freedom Pass?

Adult with Physical Disability  Child with Physical Disability

Adult with Mental Health Issue  Adult with Learning Disability

Other: Please specify \_\_\_\_\_

What are the medical names for your disability?

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How long have you had this disability?

years \_\_\_\_\_ months \_\_\_\_\_ from birth \_\_\_\_\_

If under 12 months, how long? \_\_\_\_\_

Please explain how your disability affects your ability to use public transport:

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How often is your ability to use public transport affected in this way?

all the time  sometimes  how often? \_\_\_\_\_

Are you working? full time  part time  no

If no, when was the last time you worked? \_\_\_\_\_

Why did you stop working? \_\_\_\_\_

Is there anything else you would like to tell us about your disability?

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Please give details below of a **healthcare professional** who knows your disability issues and who may be contacted for more information if required.

Title (Dr/Prof/Mr/Mrs/Miss/Ms) \_\_\_\_\_ Full name \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

This person is your:  
General Practitioner  District Nurse  Occupational Therapist

Physiotherapist  Consultant  Other: please specify \_\_\_\_\_

If you have a **Social Services Officer** please give their details:

Title (Dr/Prof/Mr/Mrs/Miss/Ms) \_\_\_\_\_ Full name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_ Telephone \_\_\_\_\_ Email \_\_\_\_\_

This person is your:

Social Worker  Care Manager  Occupational Therapist

Other: please specify \_\_\_\_\_

**PART C – AUTOMATIC ELIGIBILITY CRITERIA**

Have you been in receipt of the Higher Rate Mobility Component of the Disability Living Allowance for **at least** 12 months?

Yes  No

Are you in receipt of the War Pensioners' Mobility Allowance?

Yes  No

If you receive either of the above benefits you **must** provide proof of your entitlement. Either a photocopy of the first three pages of your benefit book or the original official letter confirming your entitlement to your benefit should be supplied with this application form.

Are you registered as Blind or Partially Sighted with Merton?

Yes

No

If you are registered blind or partially sighted with another borough please specify which one: \_\_\_\_\_

If you are registered blind you must enclose evidence of registration with the local authority or a BD8/CVI. If you are not registered blind or partially sighted with Merton you **must** provide a copy of your Ophthalmologists Report with this application Form.

**PLEASE NOTE:** If you have ticked **YES** to any question in **PART C** and you can attach proof with this application form, please proceed to **PART E – DECLARATION**. Sign and date the form as required.

If you have ticked **NO** to the questions in **PART C** please continue on to **PART D – OTHER ELIGIBILITY CRITERIA**. The attached MEDICAL INFORMATION FORM must be completed by your doctor and you must return it to Merton with your Freedom Pass application form.

## **PART D – OTHER ELIGIBILITY CRITERIA**

If you do **NOT** automatically qualify for the Disabled Persons Freedom Pass, you may need to attend the office for an interview and assessment of eligibility.

Please only complete the sections that apply to you:

### **1. Hearing and Speech Impairments.**

Are you Profoundly or Severely Deaf?  
(This would mean a hearing loss of at least 70dBHL) Yes  No

Do you wear a hearing aid? Yes  No

Is your hearing still less than 70d BHL with your hearing aid? Yes  No

**\*An Audiology Report confirming this will be required to process your application.**

Are you without speech? Yes  No

(This would mean you are unable to make clear basic oral requests. This does not include people who have slow speech or a speech impediment such as a stammer. This does not include people who do not speak English but can communicate orally in another language.)

Are you known to the  
Merton Sensory Impairment Team?

Yes  No

## 2. Mobility/Walking Impairments.

Is your disability "substantial and permanent"?

Yes  No

Is the length of time you are able to stand limited?

Yes  No

If Yes, how long are you able to stand for?

\_\_\_\_\_

How far can you normally walk in metres or yards?  
(This includes using any walking aids);

\_\_\_\_\_

What stops you from walking further?

\_\_\_\_\_

\_\_\_\_\_

Can you climb steps and stairs?

yes  no

Can you get in and out of chairs/WC/  
bath/bed alone?

yes  no

Do you use a powered wheelchair?

yes  no

Do you use a manual wheelchair?

yes  no

Are you reliant on someone else to  
push you in your wheelchair?

yes  no

Do you have an artificial leg?

yes  no

Please tick the boxes that apply:

I use a walking frame

sometimes

always

I use a walking stick

sometimes

always

I use crutches

sometimes

always

I use other walking equipment (please specify)

\_\_\_\_\_

I use this equipment

sometimes

always

Can you travel on your own?

yes

no

If no why not? \_\_\_\_\_

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Can you get in and out of cars/buses/trains without assistance?

yes  no

Do you live alone?

yes  no

Do you do your own housework/shopping/meal preparation?

yes  no

Is there anything else you would like to tell us about your mobility issues?

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### 3. Without The Use Of Both Arms

Are you without the use of both arms? yes  no

Is this as a result of accident or from birth? \_\_\_\_\_

### 4. Learning Disability

Do you have a learning disability? This is : "...a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning." ?

yes  no

Are you registered with the Merton Team for People with Learning Disability?

yes  no

\*If no you will need to provide medical proof of your condition and be assessed and registered by Merton before your application can be processed.

Is this a cognitive impairment as a result of injury or a life long condition?

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### 5. Conditions Which Would Prevent You Obtaining A Driving Licence

Have you been refused a driving licence (for reasons NOT including the persistent misuse of drugs or alcohol) ?

yes  no

\* If **yes** please supply your DVLA refusal letter stating the reason to support your application and go to **PART E**. If **no** please continue.

a) Epilepsy

Do you suffer from Epilepsy?

Yes  no

What yes what type pf Epilepsy do you have? \_\_\_\_\_

How often do you have seizures? \_\_\_\_\_

What medication do you take to control your condition?

\_\_\_\_\_

b) Other Conditions

**Do you have any other condition that means you cannot operate a vehicle without being a danger to yourself or others?**

\_\_\_\_\_

c) Mental Health Issues

**Are you known to and in receipt of services from a Community Mental Health Team?**

yes

If yes who is your key worker?

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Job Title: \_\_\_\_\_

Do you have an Enhanced Care Programme Approach (CPA) with a current Care Plan which states your need for a Freedom Pass,?

yes  no

**\*If yes please supply a copy to support your application.**

Do you need to attend a Day Centre, Vocational Services or Training as part of your Care Package?

yes  no

**\* If yes please supply proof in support of your application.**

**PART E – DECLARATION - to be completed by all applicants**

- 1) I confirm that the details given above are true and accurate to the best of my knowledge and I accept that the council may make further enquiries or assessments to satisfy itself that the details provided on this form are true.
  
- 2) Should any changes occur in my mobility needs I will inform my local Council immediately. I also understand that you may prosecute me if I have knowingly given any information on this form that is wrong or untrue.
  
- 3) I enclose proof of my eligibility as requested in PART A or PART C (if applicable) of the Freedom Pass Application Form.
  
- 4) I also enclose 2 recent passport sized photographs of myself, with my name printed on the back.
  
- 5) I enclose the completed MEDICAL INFORMATION FORM (if applicable).

I authorise my nominated healthcare professional and/or other Social Services staff to disclose any necessary information for the purpose of assessing my eligibility for a Freedom Pass. I understand that you may use details of my journeys for statistical purposes and to improve the future planning of services. Personal details will be removed from this data in order to protect the identity of individuals.

I understand that you will use the personal information I have given in line with the Data Protection Act 1998 to consider my Freedom Pass application.

Applicant's signature \_\_\_\_\_

Date \_\_\_\_\_

If you are unable to sign the declaration yourself it may be signed on your behalf by your relative/spouse /person of authority/friend. If you are under 16 years of age your parent or legal guardian must sign this form.

Signature of authorised person \_\_\_\_\_

Print forename \_\_\_\_\_ Surname \_\_\_\_\_

Relationship to applicant \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_ Telephone \_\_\_\_\_

Date \_\_\_\_\_

**OFFICE USE ONLY**

Freedom Pass agreed?    Yes                          No   

If refused give reason: \_\_\_\_\_

\_\_\_\_\_

Authorised by:

Signature \_\_\_\_\_

Date \_\_\_\_\_

**PLEASE COMPLETE FORM AND SEND TO:**

**Disabled Freedom Pass Administrator  
Merton Civic Centre  
London Road  
Morden SM4 5DX  
Phone: 020 8545 3028**