

Dial - A - Ride

Description

Service Description

Dial-a-Ride is a membership scheme run by Transport for London (TFL) which provides a bookable door to door mini bus service free of charge for disabled and older people who have difficulties accessing public transport.

Eligibility:

You are automatically eligible for membership if you are:

- A current member of Taxi card
- Receive the higher rate Mobility Component of DLA
- Registered blind or partially sighted
- Aged 85 or over
- In receipt of higher rate Attendance Allowance
- In receipt of War Pension Mobility Supplement

Don't worry if none of the above criteria are applicable. You can still apply to use the service if your impairment (s) affects your mobility and you have trouble using public transport. You will need to describe your mobility problems and also send written proof provided by a health care professional.

Transport for All can send you an application form and help with any questions you have when completing the form.

Call us on 020 7737 2339.

The call centre closes at 4pm, make sure you call before then to book a trip for the following day.

Additional Information

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Mobility mini-buses:

Mobility mini-buses are available to organisations which are registered with Community Transport, a charity providing transport for the elderly and people with mobility impairment. This service is provided by Tower Hamlets community transport. For more information on this service call 020 7987 6447 or visit the Tower Hamlets community transport website.

Dial-a-Ride:

This is a door to door mini-bus service for anyone unable to use public transport. The service must be booked 24 hours in advance.

Visit the Transport for London website to find out more.

Shopmobility

Shopmobility schemes operate around the country in town centres and shopping centres. They lend or hire manual or powered wheelchairs and scooters to disabled people who need them to get around town centres and large shopping centres.

All schemes operate independently but you can find out about your nearest scheme by contacting the National Federation of Shopmobility on tel: 0845 6442 446.

Visit the Shopmobility website

Mobility bus services:

These are scheduled bus services limited to particular times and days of the week. Buses operate from Tower Hamlets to neighbouring borough communities.

Mobility Bus services are operated by Hackney Community Transport for London Buses.

Tel: 020 7275 2400

E-mail: dai@hctl.demon.co.uk

<https://www.transportforall.org.uk/files/tfagetmoving.pdf>

Suitable for ages

Age of Users

All Ages

Questions & Answers

Do You Have Child Protection Policies And Procedures

Yes

Eligibility - Can The Service Be Accessed By Extended Family Members Or Carers

Yes

Has A Service Description? Yes

Further Information

Provider Type

Health Services |

Suitable For

Specific Learning Difficulty |
Multi-Sensory Impairment (MSI) |
Moderate Learning Difficulty (MLD) |
Epilepsy | Dyslexia | Complex Needs |
Social, Emotional, Behaviour Difficulty (SEBD) |
Tourette's |
Speech, Language & Communication Needs (SLCN) |
Downs Syndrome |
Severe Learning Difficulty (SLD) |
Profound & Multiple Learning Difficulties (PMLD) |
Physical Disability |
Specific Learning Difficulties |
Long Term Medical Conditions |
Attention Deficit Hyperactivity Disorder (ADHD) |
Visual Impairment |

Delivery Channels

Online Form | Telephone |

Referral Criteria

None (Self-referral) |
Via Gp Or Other Health Professional |

Provider

Health Services

Travel Training Team, Children's Commissioning

Contact Details

Telephone No

020 7309 8900

Email Address

enquire@tfl.gov.uk

Address Details

Street Number

Progress House

Street

5 Mandela Way

Town

London

Postcode

SE1 5SS

Opening Times

| | | |
|------------------|-------|-------|
| Monday | from | to |
| | 09:00 | 16:00 |
| Tuesday | from | to |
| | 09:00 | 16:00 |
| Wednesday | from | to |
| | 09:00 | 16:00 |
| Thursday | from | to |
| | 09:00 | 16:00 |
| Friday | from | to |
| | 09:00 | 16:00 |

Similar Organisations

Transport Travel Concessions, Taxi-Card, Freedom Passes And Blue Badges
Royal Society For Blind Children