



September 2007

Key points:

- Replaces previous version dated September 2006

Travel and transport

This factsheet is aimed at people aged 60 and over. It provides information on travel which may be useful to older people. It includes information on financial assistance relating to travel, including social security benefits and concessions. It also includes information for people who have mobility or other difficulties. It is always advisable to check details of fares, items, concessions and any information relevant to people with disabilities before travelling.

Those living in Scotland, Wales or Northern Ireland may wish to contact:

The Scottish Helpline for Older People – Age Concern Scotland, tel: 0845 125 9732
(local call rates) Monday to Friday, 10am – 4pm; website: www.olderpeoplescotland.co.uk;

Age Concern Cymru, Ty John Pathy, Units 13/14 Neptune Court, Vanguard Way, Cardiff CF24 5PJ, tel: 029 2043 1555
(national call rate); website: www.accymru.org.uk;

Age Concern Northern Ireland, 3 Lower Crescent, Belfast BT7 1NR, tel: 028 9032 5055
(national call rate), Monday to Friday 10am – 12pm and 2pm – 4pm, website: www.ageconcernni.org.

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1. Financial help for people who have mobility problems

1.1 Disability Living Allowance DLA

Disability Living Allowance is for people who become disabled and make a claim before age 65. It has a care part and a mobility part. DLA is not affected by your savings or income.

The mobility part is for people who cannot walk, have great difficulty walking or who need someone with them when walking outdoors. It is paid at two rates: £46.75 or £17.75. The higher rate is awarded to people who are unable to walk or are virtually unable to walk; have had both legs amputated at or above the ankle; are both deaf and blind; or to certain severely mentally impaired people with severe behavioural problems who need care or supervision both day and night. The lower rate is for people who can walk but who normally need someone with them for guidance or supervision when walking outdoors.

You can claim if you live alone or with others - what matters is that you *need* the help, not whether you are *getting* help. Normally you must meet the conditions for at least 3 months but there are special rules for people who are terminally ill. See Age Concern Factsheet 34, *Attendance Allowance and Disability Living Allowance* (see Section 11).

2. Buses

Information about bus services such as fares, routes and timetables is usually available locally from the company operating a particular service and/or the local transport authority.

2.1 Concessions

People aged 60 and over and disabled people are entitled to a free bus pass and a minimum concession of free off-peak bus travel. The concession will only cover travel within the local authority area, but local authorities are free to offer more generous arrangements such as cross-boundary travel or concessions on other modes of transport at their discretion.

Where local authorities offer more generous schemes they are able to make a charge for a bus pass, as long as, a free bus pass providing the statutory minimum concession remains available as an option.

The government has also announced that from the 1st April 2008 this concession will be extended to enable older and disabled people to travel off peak on a bus, free of charge in every area of the country, whether using the bus locally, or when visiting other parts of the country.

Information about the scheme in your area and how to apply can be obtained from your local authority (council) or Age Concern locally.

2.2 People with disabilities

More buses become wheelchair accessible as older, inaccessible vehicles are being replaced by modern low floor buses with ramps but it will take until 2017 before all buses are fully accessible. Modern buses are also easier to use for people who have difficulties in walking, climbing steps or holding handrails as they have level access or lower entry and exit steps and easier to grip handrails.

Contact the local authority, the bus operator's customer service or a local disability group for more information about accessible buses in your area.

There is also more information on Disabled Persons Transport Advisory Committee (DPTAC) website: www.dptac.gov.uk/door-to-door (see Section 10.1).

3. Trains

Information about train services, reservations, and fares is available from railway stations, travel centres, or approved travel agents. You can also telephone the National Rail Enquiry Service for advance timetable and fare information on 08457 484 950 (lo-call rate); textphone number is 08456 050 600 (lo-call rate); website: www.nationalrail.co.uk.

3.1 Senior Railcards

The Senior Railcard is available to anyone aged 60 or over, and costs £24 for one year. You can save up to one third of the cost of most rail fares to almost anywhere in Great Britain including certain fares on various rail/sea journeys.

The leaflet *Senior Railcard*, available from railway stations or the network of rail appointed travel agents, describes the card in detail and includes an application form.

To apply, take the completed form to your nearest, staffed railway station or rail appointed travel agent, together with proof of your age. A passport, driving licence or birth certificates are recognised proof of age.

You can also purchase them by telephone on 08457 484 950 (lo-call rate) using a credit or debit card or online; website: www.railcard.co.uk or www.senior-railcard.co.uk.

3.2 People with disabilities

The Disabled Persons Railcard

The Disabled Persons Railcard costs £18 per year (or £48 per three years) and offers similar discount rates to the Senior Railcard, but with the option of taking a companion with you at the same reduced rate. The leaflet *Rail Travel Made Easy*, giving further details and application form, is available from most staffed railway stations, or from the headquarters of the train operating companies, or by post from Disabled Persons Railcard Office (see Section 10.1 for details). You can also download it from National Rail website: www.nationalrail.co.uk.

For more information see website: www.railcard.co.uk or www.disabledpersons-railcard.co.uk.

People in their own wheelchair and registered blind and partially sighted people

People travelling in their own wheelchair who do not hold the Railcard can get discounts on single and return tickets. They can get the same discounts for one travelling companion.

Registered blind and partially sighted people not having a Railcard can get the same discounts but only if they travel with a companion. More information in the leaflet *Rail Travel Made Easy* (see above).

Arranging assistance for disabled and mobility impaired passengers

Train companies can provide special arrangements for disabled or mobility-impaired passengers. For example, they might be able to arrange for staff to make sure you are helped off the train when you get to your destination or meet you to help you if you have to change trains. You need to contact the train company as far in advance as possible and at least 24 hours before the journey.

To find out which train company you need to contact to make arrangements, contact National Rail Enquiries at the number above. For more information see leaflet *Rail Travel Made Easy* (see above) or the website: nationalrail.co.uk.

Stations and trains

Many mainline stations and termini are accessible, but facilities and availability of staff vary widely. Contact the train company that runs the station for information.

Many ticket office windows have been fitted with induction loops to help hearing-aid users. These windows show the standard sign. Telephones at many stations are fitted with devices to help people who have a hearing aid.

Many stations have toilets, often unisex, which are accessible to wheelchair users and convenient for other disabled travellers. These toilets are clearly signed with the international disabled symbol. Some toilets for disabled passengers are kept locked to deter vandalism and a notice will indicate where a key can be obtained. Some toilets are fitted with National Key Scheme Locks (see Section 9).

Facilities on trains also vary widely. Newer local suburban and cross-country trains are designed to allow full access for people with disabilities, including people in wheelchairs but older trains may be less accessible. Ask about this facility before you book your ticket.

For more information see Disabled Persons Transport Advisory Committee (DPTAC) website: www.dptac.gov.uk/door-to-door (see Section 10.1).

4. Coaches

Information on routes, fares, timetables and facilities can be obtained from coach companies or from most travel agents.

4.1 Concessions

National concessionary fare scheme

If you are aged 60 or over or you have a local authority concessionary travel pass because of disability, you can get coach fares at half price.

Participation in the scheme is voluntary but the major coach provider, National Express, is a part of the scheme as well as some smaller providers. The coach companies have reserved the right not to offer the concession during some peak periods or on Apex tickets.

4.2 People with disabilities

Coach stations and coaches

Facilities for disabled people vary widely although new coach stations are being designed with disabled people's needs in mind. Check with your travel agent or the coach company what facilities are available at both ends of the journey and along the way.

The Government has required that all new large coaches be wheelchair accessible from January 2005, but it will be many years before they all are. Existing coaches cannot usually carry wheelchair passengers unless the coach has been specially adapted or if the passenger is able to sit in a normal coach seat and the wheelchair can be folded and stowed in the luggage lockers. Many coach operators will provide assistance for disabled people although seven days notice is usually required so that arrangements can be made.

For more information see Disabled Persons Transport Advisory Committee (DPTAC) website: www.dptac.gov.uk/door-to-door (see Section 10.1).

5. Cars

General advice is available from motoring organisations like the Royal Automobile Club (RAC) and the Automobile Association (AA) (see Section 10.1).

The Forum of Mobility Centres is a network of independent Mobility Centres which offers information, advice and assessment to individuals who wish to begin, or return to driving following an illness, injury or accident.

They will also offer advice on how to load and transport a wheelchair or scooter in a motor vehicle. To find your nearest centre and for more information call 0800 559 3636 (free call) or visit: www.mobility-centres.org.uk.

5.1 Driving Licences

There is no upper age limit on driving a car but if you have or develop a disability or medical condition that affects your ability to drive, you must by law notify the Driver Vehicle Licence Agency (DVLA).

The list of notifiable medical conditions is included in the leaflets *What you need to know about Driving Licences* and *Renewing your car Driving Licence* available from DVLA (see Section 10.1). All drivers have to renew their licence on reaching the age of 70 and every three years from then on. The renewal form should be sent to you automatically by the DVLA. This requires you to declare whether you are suffering from any of the notifiable medical conditions. Licences are renewed free of charge.

If you inform DVLA about a disability or medical condition, you will normally be sent a confidential medical form, asking you to describe your medical condition in greater detail and to agree to the DVLA getting a medical report from your general practitioner (GP) or consultant.

Having a disability or medical condition does not necessarily mean that your licence will be affected, but some conditions will lead to your licence being restricted, withdrawn or refused if you are applying for the first time.

You may be required to have a medical or driving test. These tests are free, and you would be given priority at a driving test centre. If you have any doubts about your eligibility to drive, consult your GP.

Experienced driver assessments

The Royal Society for the Prevention of Accidents (RoSPA) offers an experienced driver assessment. This takes about 45 minutes drive in your own car and at a time and place convenient to both you and the assessor.

The assessor is someone who is registered with the RoSPA Advanced Drivers' Association and who will give you a verbal report at the end of the drive which will be sent to you in writing later.

There is no pass or fail to the assessment but the report could include suggestions on how to improve specific driving skills and all round driving ability. The cost of the assessment is £35. See Section 10.1 for contact details.

5.2 People with disabilities

Motability

If you get the higher mobility component of the Disability Living Allowance or War Pensioner's Mobility Supplement, the Motability Scheme may allow you to put your benefit towards the cost of leasing a new car or buying a new or used car, wheelchair or scooter. There is a fund available to help with deposits or for help with adaptation costs if you have limited funds. For further information, contact Motability (see Section 10.1).

Exemption from VAT

If you are disabled you may not have to pay VAT on necessary adaptations to your car. Exemption may also extend to spare parts, accessories, and repair and maintenance. Contact your local VAT office (in the phone book under Customs and Excise) for more information. You can obtain leaflet Notice 701/59 *Motor vehicle for disabled people* by calling National Advice Service on 0845 010 9000 (lo-call rate).

Exemption from car tax (Vehicle Excise Duty)

The Disability Contact and Processing Unit should automatically send you an application form for a Vehicle Excise Duty (car tax) exemption certificate if you receive the higher rate of the mobility component of the Disability Living Allowance. If you have not received one, or want guidance on it, contact the Disability Contact and Processing Unit (see Section 10.1).

If you receive the War Pensioner's Mobility Supplement and have not received an exemption form, contact the Service Personnel and Veterans' Agency (see Section 10.1).

To qualify for the exemption the vehicle must be used only by the disabled person or for their direct purposes. If the disabled person is not driving or is not a passenger in the vehicle it can only be used to do errands for the disabled person such as shopping or getting prescriptions.

Customers who are on the Motability Scheme do not need the exemption certificate any more. The dealership will automatically register the car in disabled class and they will not require the exemption certificate to do this. For more information contact Motability (see Section 10.1).

5.3 The Blue Badge Parking Scheme

The Blue Badge scheme provides a national system of parking concessions for some disabled people travelling either as drivers or passengers.

Badge holders are exempt from certain parking restrictions, including being allowed to park:

- free at on-street parking meters and in Pay and Display bays;
- up to three hours on single and double yellow lines.

A leaflet *The Blue Badge Scheme* giving full details of the scheme's eligibility criteria, where it can and cannot be used and penalties for mis-use can be obtained from the Mobility and Inclusion Unit of the Department for Transport (see Section 10.1).

The scheme does not apply in four local authorities in Central London: the City of London, Westminster, Kensington and Chelsea and Camden. These Boroughs operate their own parking schemes for residents and in some cases for people working in the Borough. If you are planning to visit these London Boroughs, contact the authority concerned at the addresses given in Section 10.1 to find out what concessions it provides. Some other local authorities prohibit parking in town centres or restrict it to local permit holders. Contact local authority to check the local situation. The scheme does not apply on the road systems at some airports.

There is an online service which can help you find blue badge parking bays near you and across the UK; you can find it on the website: www.direct.gov.uk. This website also contains information about the Blue Badge and other information concerning disabled people and motoring.

Blue Badge holders may be able to take advantage of this concession in some European countries. For more information contact the Department for Transport (see Section 10.1) which produces a leaflet *European Parking Card for People with Disabilities*.

Who qualifies?

You can qualify for a Badge if:

- you get the higher rate of the mobility component of the Disability Living Allowance; **or**
- you use a motor vehicle car supplied by a Government Health Department; **or**
- you receive a War Pensioner's Mobility Supplement; or
- drive a motor vehicle regularly, have a severe disability in both arms, and are unable or find it very difficult to operate all or some types of parking meter; **or**
- you are a registered blind person.

You may also qualify if you have a permanent and substantial disability which means you are unable to walk or have very considerable difficulty in walking. You may be asked to answer a series of questions to enable your local authority to decide whether you are eligible.

Where to apply?

Apply to the Social Services Department of your County Council, Unitary, Metropolitan district or London Borough Council. Your local authority will decide if you qualify for a badge. If your local authority refuses to issue a badge because it does not consider you have 'very considerable difficulty in walking', you have no formal right of appeal. However, you could see if your councillor, local disability group or advice agency can help change their mind. You only have a formal right of appeal if you have been denied a badge on grounds of misuse.

Congestion Charge

Exemption from congestion charging in Central London is available to Blue Badge holders if they apply to the Congestion Charging Office and register and pay a one-off fee of £10.00; tel: 0845 900 1234 (lo-call rate), textphone: 020 7649 9123, website: www.cclondon.com.

5.4 Disabled Parking Bays

If you are a disabled driver and have difficulties parking close to your home your local authority may provide you with a parking bay outside or near you home. In most cases the bays are provided on advisory basis which means they are not enforceable by the police and therefore rely on the good will of other drivers not to park in the bay. In addition, such bays are intended for any disabled badge holder to use not only just the applicant.

Some local authorities may decide to provide disabled bays using traffic regulation order which would make it legally enforceable and a vehicle found parked in a bay without a badge would be subject to police enforcement action. These bays are also usually available for any disabled badge holder not just the applicant.

Criteria for eligibility for applying for a disabled parking bay vary between different councils: some will require that you hold Blue Badge, others that you are in receipt of higher rate mobility component of Disability Living Allowance. Following the application, the highway conditions will be assessed by an investigating officer. Several issues will be taken into consideration such as: safety issues, width of carriageway, number of vehicles using or parking in the road, number of other disabled parking bays in the road, the availability of off street parking. Neighbours will be consulted and notified about the outcome.

Payments for provision of the bay vary between local authorities with some providing them free of charge and others with a charge ranging from £30 upwards.

Contact your local authority for details and application form.

6. Low speed scooters and buggies

A wide variety of low speed buggies and scooters are available that can be driven either on the pavement or road. They are not available through Wheelchair Service and you will have to buy them privately. Get independent advice before purchase. The Disabled Living Foundation produces a guide *Choosing a Scooter or a Buggy* to help you choose or you may like to visit your local Disabled Living Centre (see Section 10.1).

In recognition that electric scooters and wheelchairs do not fit into any road user category of the Highway Code, a special highway code for users has been produced by the British Healthcare Trades Association (BHTA) (see section 10.1 for contact details). *Get wise to using electric scooters and wheelchairs* includes guidelines for driving safely and advice on what you should consider before buying.

To be used on footpaths, vehicles must not go above 4 mph but can travel at up to 8 mph on most roads. No road tax is payable nor is a driving licence or insurance legally required to drive these vehicles but if your scooter is able to go above 4mph you have to have it registered with DVLA and display a nil tax disc. For more information and to check the legal requirements for using electric scooters and wheelchairs contact DVLA (see section 10.1 for contact details). It is recommended that you have insurance to cover personal injury to yourself or others and damage to the vehicle. Some insurance companies will also cover you for scooter breakdown but check out what services the insurer will provide. You can get in touch with British Insurers Brokers' Association BIBA for a list of brokers that may be able to find you a suitable insurance (see Section 10.1 for contact details).

Scooters are not designed to be carried on public transport. They are often too big and unstable to be carried safely. Many rail companies will not carry scooters and many airlines will not take the older powered wheelchairs or scooters with wet cell or spillable batteries. If you want to take a scooter (or large powered wheelchair) on public transport check first with the company that it is possible.

6. Door-to-Door Transport

If you are disabled and cannot use ordinary public transport, and do not have access to a car, there are a number of door-to-door transport schemes that you may be able to use.

For more information see Disabled Persons Transport Advisory Committee (DPTAC) website: www.dptac.gov.uk/door-to-door (see Section 10.1).

6.1 Social cars

This is where people volunteer to use their own cars to drive people who cannot use public transport. They can take you to visit the doctor, chemist or to go shopping, for example. Some schemes may take you to social events, or to visit friends or family, or to events like the theatre. These schemes are often run by the local Women's Royal Voluntary Service (WRVS) (see section 10.1), Volunteer Bureau or Council for Voluntary Service. To find details of your local Council for Voluntary Service, contact the National Association for Voluntary and Community Action (see Section 10.1).

The local branch of the British Red Cross may run voluntary car schemes. Contact the British Red Cross Society for information about the local branch (see Section 10.1). St John Ambulance may also run the scheme; details about the scheme in your area available on their website: www.sja.org.uk.

Your local Rural Community Council may have information about local schemes. For details of your local Rural Community Council contact Action with Communities in Rural England (see Section 10.1). You could also contact your local Age Concern.

6.2 Dial-a-Ride

These schemes provide door-to-door transport for people who cannot use public transport. They can use converted cars, or minibuses with tail-lifts or ramps.

Most Dial-a-Rides will only take you on local trips, and they will not take you on journeys for which local authority or health transport is available. You normally have to book your journey in advance and enrol as a member. There may be a call-out charge, and you will probably have to pay a mileage cost.

You should be able to get information about local Dial-to-Ride services from your local council or check with the local Council for Voluntary Service or Rural Community Council. If you cannot find information locally about what Dial-a-Ride services are available, contact the Community Transport Association (see Section 10.1). In London, contact Transport for All (see Section 10.1).

6.3 Taxicard/token schemes

These schemes have been set up on a local basis by some local authorities. They are for disabled people who can not use the bus service due to difficulties with access. The schemes offer a number of concessionary taxi journeys each year. Contact your local council to find out whether it runs such a scheme and what, if any concessionary fares it offers.

6.4 Shopmobility

Shopmobility schemes lend manual and powered wheelchairs and powered scooters to those people who need them to shop and use other facilities in town centres. There are schemes throughout the UK. For more information contact the National Federation of Shopmobility UK (see Section 10.1).

7. Air

7.1 Concessions

Some airlines may offer their concessions to older people. The qualifying age may be different for different airlines. For details of any concessions that may be offered for a particular journey, and the qualifying conditions, contact a travel agent or the airline.

7.2 People with disabilities

Contact the airline and/or the airport before you travel, to find out what facilities are available for people with disabilities at the airport and on the plane, and whether any particular arrangements need to be made. Your travel agent should be able to tell you what facilities are available.

There is a website with information on services offered to people with disabilities by major airlines. It also lists hotels in the UK that are accessible. The website is at: www.everybody.co.uk.

For more information see Disabled Persons Transport Advisory Committee (DPTAC) website: www.dptac.gov.uk/door-to-door (see Section 10.1).

8. Sea

8.1 Concessions

Some ferry companies offer discounts to Senior Railcard holders, and others may offer discounts to passengers above a certain age. Check with your travel agent or the ferry company to see what discounts may be available.

8.2 Passengers with disabilities

Facilities for people with disabilities when travelling by ship can vary widely, both at terminals and once on board. Check with your travel agent or the shipping company to see what facilities are available and to let it know of any requirements you may have.

For more information see Disabled Persons Transport Advisory Committee (DPTAC) website: www.dptac.gov.uk/door-to-door (see Section 10.1).

9. National Key Scheme (NKS)

The National Key Scheme was set up to allow independent entry by disabled key holders to accessible public toilets which have been locked to prevent vandalism. NKS keys can be bought from the Royal Association for Disability and Rehabilitation (RADAR) for £3.50. Also your local authority, the Tourist Office or local disability group may have stocks of the key for sale. For more information contact RADAR (see Section 10.1).

10. Further information

10.1 Useful organisations

Action with Communities in Rural England (ACRE), Somerford Court, Somerford Road, Cirencester, Gloucester GL7 1TW, tel: 01285 653477, website: www.acre.org.uk.

Association of British Travel Agents, 68-71 Newman Street, London W1T 3AH, tel: 020 7637 2444, website: www.abta.com.

Automobile Association (AA), Membership Administration, Contact Centre, Lambert House, Stockport Road, Cheadle SK8 2DY, general enquiries tel: 0870 600 0371 (national call rate), disability helpline tel: 0800 262050 (free call), textphone: 0800 328 2810 (free call), website: www.theaa.com.

British Airports Authority plc, Corporate Office, 130 Wilton Road, London SW1V 1LQ, tel: 020 8745 9800, website: www.baa.co.uk.

British Healthcare Trades Association, New Loom House, Suite 4.06, 101 Back Church Lane, London E1 1LU, tel: 020 7702 214, website: www.bhta.com.

British Insurance Brokers' Association BIBA, 14 Bevis Marks, London EC3A 7NT, helpline 0901 814 0015 (this is charged for at 25p per minute), website: www.biba.org.uk.

British Red Cross Society, 44 Moorfields, London EC2Y 9AL, tel: 0870 170 7000 (national call rate), website: www.redcross.org.uk.

Camden Disabled Permits Section, PO Box 20217, London NW1 9GH, tel: 020 7974 4655/4651, website: www.camden.gov.uk.

Civil Aviation Authority, CAA House, 45-59 Kingsway, London WC2B 6TE, tel: 020 7379 7311, website: www.caa.co.uk.

Community Transport Association, Highbank, Halton Street, Hyde, Cheshire SK14 2NY, tel: 0870 774 3586 (national call rate), advice service tel: 0845 130 6195 (lo-call rate), website: www.communitytransport.com.

Department for Transport, Mobility and Inclusion Unit, Zone 1/18, Great Minster House, 76 Marsham Street, London SW1P 4DR, tel: 020 7944 5281, website: www.dft.gov.uk. **Publication Distribution Centre:** PO Box 236, Wetherby, West Yorkshire, LS23 7NB, tel: 0870 1226 236 (national call rate), textphone: 0870 120 7405 (national call rate).

Disability Contact and Processing Unit, Warbreck House, Warbreck Hill Road, Blackpool, FY2 0ZG, tel: 08457 12 3456 (lo-call rate), textphone: 08457 224433 (lo-call rate).

Disabled Living Centres - for details of your nearest centre contact Assist UK, Redbank House, 4 St Chad's Street, Cheetham, Manchester M8 8QA, tel: 0870 770 2866 (national call rate), textphone: 0870 770 5813, website: www.assist-uk.org.uk.

Disabled Persons Transport Advisory Committee, DPTAC, Zone 4/24, Great Minster House, 76 Marsham Street, London SW1P 4DR, tel: 020 7944 8011, textphone: 020 7944 3277, website: www.dptac.gov.uk. DPTAC advises the government on access for disabled people to transport. It has a website: www.dptac.gov.uk/door-to-door that gives information to disabled and less mobile people about travelling using all forms of transport.

Disabled Living Foundation (DLF), Advice Department, 380/384 Harrow Road, London W9 2HU, helpline tel: 0845 130 9177 (lo-call rate), website: www.dlf.org.uk. DLF gives advice and produces useful factsheets on disability and mobility issues.

Disabled Persons Railcard Office, PO Box 163, Newcastle-upon-Tyne NE12 8WX, telephone application line: 0191 218 8103, textphone: 0191 269 0304, website: www.railcard.co.uk. For audio/extra large print or Braille format tel: 020 7841 8261.

Driver and Vehicle Licensing Agency (DVLA), Customer Enquiry Department, Swansea SA6 7JL, Driving licence enquiries tel: 0870 240 0009 (national call rate), Vehicle enquiries tel: 0870 240 0010 (national call rate), website: www.dvla.gov.uk.

Forum of Mobility Centres, enquiry line tel: 0800 559 3636 (free call).

Help the Aged, 207-221 Pentonville Road, London N1 9UZ, tel: 020 7278 1114, website: www.helptheaged.org.uk.

London Mobility Unit, ALG TEC Taxicard, New Zealand House, 80 Haymarket, London SW1P 4TZ, tel: 020 7484 2929, website: www.taxicard.org.uk.

Mobilise, Ashwellthorpe, Norwich, NR16 1EX, tel: 01508 489449 (national call rate), website: www.mobilise.info.

Mobility Information Service (MIS), 20 Burton Close, Dawley, Telford TF4 2BX, tel: 01743 340 269, website: www.mis.org.uk.

Motability, Motability Operations, City Gate House, 22 Southwark Bridge Rd, London SE1 9HB, tel: 0800 093 1000 (free call), tel: 0845 456 4566 (lo-call rate), minicom: 0845 675 0009, website: www.motability.co.uk.

National Association for Voluntary and Community Action, The Tower, 2 Furnival Square, Sheffield S1 4QL, tel: 0114 278 6636, textphone: 0114 278 7025, website: www.navca.org.uk.

National Express Ltd, Ensign Court, 4 Vicarage Road, Edgbaston, Birmingham, B15 3ES, tel: 08705 808080 (national call rate), textphone: 0121 455 0086, website: www.nationalexpress.com. Disabled Persons Travel Helpline: 0121 423 8479.

National Federation of Shopmobility UK, P.O.Box 6641, Christchurch, BH23 9DQ, tel: 08456 442 446 (lo-call rate), website: www.justmobility.co.uk/shop.

Ricability (Research Institute for Consumer Affairs: RICA), 30 Angel Gate, City Road, London EC1V 2PT, tel: 020 7427 2460, website: www.ricability.org.uk. Provides independent consumer information, including guides on mobility and cars for the older consumer.

Royal Association for Disability and Rehabilitation (RADAR), 12 City Forum, 250 City Road, London EC1V 8AF, tel: 020 7250 3222, textphone: 020 7250 4119, website: www.radar.org.uk.

Royal Automobile Club (RAC), RAC Motoring Services, Great Park Road, Bradley Stoke, Bristol BS32 4QN, general enquiries: 01922 727313, tel: 0800 731 1104 (free call), website: www.rac.co.uk.

RoSPA Driver Services, RoSPA House, Edgbaston Park, 353 Bristol Road, Birmingham, B5 7ST, tel: 0121 248 2000, website: www.rospace.co.uk.

Service Personnel and Veterans' Agency, Tomlinson House, Norcross, Blackpool, Lancs FY5 3WP, tel: 0800 169 2277 (free call), website: www.veterans-uk.info.

The Royal Borough of Kensington & Chelsea, 19-27 Young Street, London W8 5EH, tel: 020 7361 4380, website: www.rbkc.gov.uk.

Transport for All, Units 1 & 2, 336 Brixton Road, London SW9 7AA, tel: 020 7737 2339, website: www.transportforall.com.

Westminster Disabled Parking Office, Westminster Permit Administration, PO Box 6100, London SW1E 6FG, tel: 020 7641 5124.

Women's Royal Voluntary Service, Garden House, Milton Hill, Steventon, Abingdon, Oxon OX13 6AD, tel: 01235 442900, website: www.wrvs.org.uk.

10.2 Useful publications

AA Disabled travellers guide. Available from the AA (see Section 10.1). Free to members and to non-members. Disability Helpline 0800 262 050 (free call).

Ins and outs of choosing a car, Getting a wheelchair into a car, People lifters, Car controls, Wheels within wheels: A guide to using wheelchairs on public transport. Available free, contact Ricability (RICA) (see Section 10.1), an SAE is needed to cover postage costs. These publications were produced in 2005 and are also available on RICA's website.

Keeping mobile, advice leaflet on aspects of mobility for older people. Available free from the Information Department of Help the Aged (see Section 10.1).

London Taxicard, available from the Taxicard Section of London Mobility Unit (see Section 10.1).

Rail Travel for Disabled Passengers, leaflet available free from main railway stations and travel agents. Includes advice for travellers, contact addresses and telephone numbers throughout England, Scotland and Wales.

The Blue Badge Scheme, leaflet available free from Social Services Departments or from Publications Centre of the Department for Transport (see Section 10.1).

11. Further information from Age Concern

The following factsheet/information sheet may be of use:

Factsheet 34 *Attendance Allowance and Disability Living Allowance*
Info Sheet IS/6 *Planning a holiday*

If you would like

- to find your nearest Age Concern
- any additional factsheets mentioned (up to a maximum of 5 will be sent free of charge)
- a full list of factsheets and/or a book catalogue
- to receive this information in large print

phone 0800 00 99 66 (free call) or write to Age Concern FREEPOST (SWB 30375), Ashburton, Devon TQ13 7ZZ. For people with hearing loss who have access to a textphone, calls can be made by Typetalk, which relays conversations between text and voice via an operator.

Age Concern factsheets and other information materials can be downloaded free from our website at: www.ageconcern.org.uk. To receive a free e-mail notification when new and updated factsheets are published, please either contact the Factsheet Subscription Service on tel: 020 8765 7200 by email: factsheet.subscriptions@ace.org.uk, or sign up on-line.

Age Concern provides factsheets free to older people, their families and people who work with them. If you would like to make a donation to our work, you can send a cheque or postal order (made payable to Age Concern England) to the Personal Fundraising Department, ACE Freepost CN1794, London SW16 4BR.

Find out more about Age Concern England online at:
www.ageconcern.org.uk

Please note that the inclusion of named agencies, companies, products, services or publications in this factsheet does not constitute a recommendation or endorsement by Age Concern.

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No factsheet can ever be a complete guide to the law, which also changes from time to time. Therefore please ensure that you have an up to date factsheet and that it clearly applies to your situation. Legal advice should always be taken if you are in doubt. (*Age Concern England is unable to give financial or legal advice*).

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