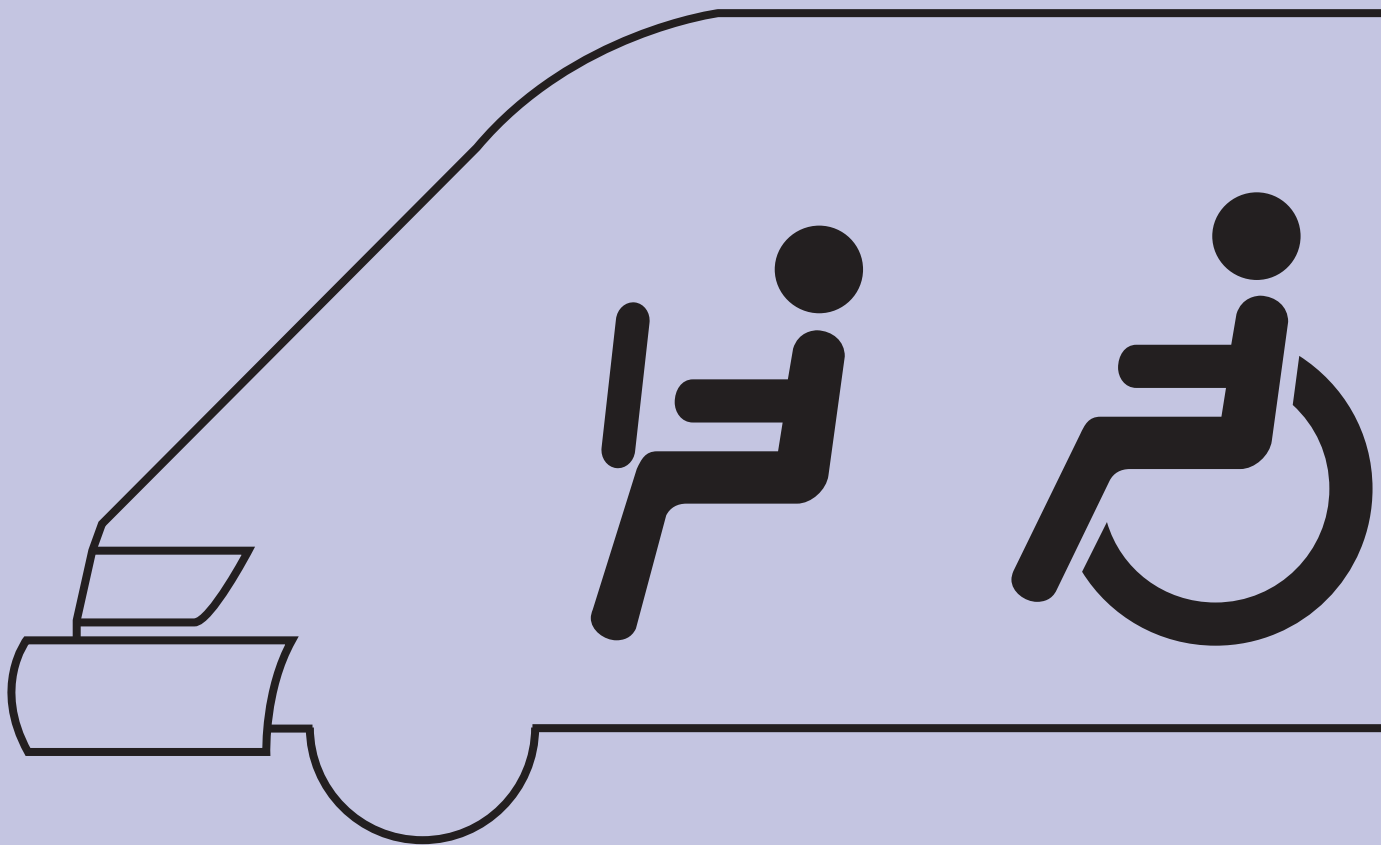
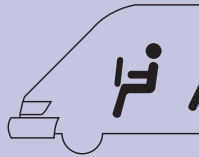


London Dial-a-Ride Application Form Eligibility Assessment





Transport for London / London Dial-a-Ride Services

Dial-a-Ride is a door-to-door transport service for people with mobility problems who are unable (or virtually unable) to use mainstream public transport services. If you feel that you need the Dial-a-Ride service, you need to complete this application form and return it to the address shown on the back page.

- ◆ It is essential that you complete all areas that apply to you and that you write clearly and in BLOCK CAPITALS if you can.
- ◆ If you are unable to complete the form, perhaps you can ask a family member or a friend to help you. If you are unable to get help to fill in the form, contact the Social Services department of your local council and request assistance.
- ◆ If English is not your first language and you would like assistance using a telephone-based translator, please contact London Dial-a-Ride Customer Liaison Unit on 020 7027 5823 or 020 7027 5824.
- ◆ We aim to process all applications within 5 working days of receipt of your completed application form.

Appeals

- ◆ If you are considered to be ineligible for the service applied for and your application is refused, you will receive the reasons in writing. If you have good reason to believe that all of the evidence provided as part of your application has not been fully considered, you have the 'Right to Appeal'. Contact London Dial-a-Ride Customer Liaison Unit on 020 7027 5823 or 020 7027 5824 for more information on how to appeal in such circumstances.

Useful contact

Transport for All – an independent organisation representing users of accessible transport – 020 7737 2339.



Additional guidance on completing the Dial-a-Ride application form

Evidence of benefits received

If you are applying under the automatic eligibility criteria, we will need the following evidence to support your application:

- **if you are a current member of Taxicard** – you will need to send us a photocopy of a current Taxicard showing your membership number.
- **if you are in receipt of Higher Rate Mobility Component of Disability Living Allowance** – you will need to send us a photocopy of your certificate of entitlement, or entitlement notice dated within the last 6 months. Please note that the documentation you send must clearly show your name and address.
 - *Replacement entitlement certificates can be obtained from the Disability Benefits Agency – telephone 08457 123456 and ask for form DBD 384*
- **if you are registered blind** – you will need to send us a photocopy of evidence of registration with your local authority, or a photocopy of your BD 8.
 - *Replacement evidence of registration can be obtained from your local authority*
- **if you are in receipt of Higher Rate Attendance Allowance** – you will need to send us a photocopy of your certificate of entitlement, or entitlement notice dated within the last 6 months. Please note that the documentation you send must clearly show your name and address.
 - *Replacement entitlement certificates can be obtained from the Disability Benefits Agency – telephone 08457 123456 and ask for form DBD 384*
- **if you are in receipt of War Pension Mobility Supplement** – you will need to send us a photocopy of your official letter of award. Please note that the documentation you send must clearly show your name and address.
 - *A replacement letter of award can be obtained from the Veterans Agency – telephone 0800 1692277*



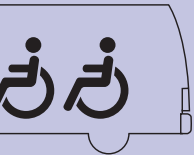
If you are applying under the non-automatic criteria, we will need the following evidence to support your application:

- **if you receive Incapacity Benefit or Severe Disablement Allowance** – you will need to send us photocopies of the first two pages of your order book clearly showing that you receive the named benefit, and from what date you have received it, or a copy of a letter confirming that you are in receipt of Incapacity Benefit or Severe Disablement Allowance. Please note the documentation you send must clearly show your name and address.
 - *A letter confirming receipt of Incapacity Benefit or Severe Disablement Allowance can be obtained by telephoning the Social Security office that deals with your benefit*
- **if you receive Attendance Allowance (lower rate) or Disability Allowance (but not Higher Rate Mobility Component)** – you will need to send us a photocopy of your certificate of entitlement, or entitlement notice dated within the last 6 months. Please note that the documentation you send must clearly show your name and address.
 - *Replacement entitlement certificates can be obtained from the Disability Benefits Agency – telephone 08457 123456 and ask for form DBD 384*

How to obtain photocopies of the relevant documents

Photocopying machines can usually be found at:

- local libraries
- local newsagents
- local council 'one stop shop'.



Part One – Assessment of eligibility

This section must be completed by all applicants. It gives us information about you so that decisions can be made about whether you meet Transport for London's criteria for the Dial-a-Ride scheme.

Section A – Automatic eligibility

This section is for people who are automatically eligible for the Dial-a-Ride scheme. You may be automatically eligible for the Dial-a-Ride service if one of the following criteria applies to you. **You will need to provide either your Taxicard number or a photocopy of a relevant document to support your application** e.g. your benefit or order book, letters of entitlement, registration document. You should tick all the boxes that apply to you but you only need to provide evidence for one. Choose the one that is easiest for you to provide and ✓ all appropriate boxes:

- I am a member of Taxicard scheme
- My Taxicard number is
- I receive Higher Rate Mobility Component of Disability Living Allowance
- I am registered blind
- I receive Higher Rate Attendance Allowance
- I receive Mobility Supplement of War Pension

Don't forget to enclose a copy of a relevant document to support your application.

If you have been able to complete this section, go straight to Part Two of the application form.

If you have been unable to tick any of the boxes in Section A you may still be eligible for the Dial-a-Ride service. You will need to complete Section B and provide information, including whether you receive certain benefits that may give us evidence of your need.

Section B – Non-automatic eligibility

Please provide evidence of your entitlement to as many of the benefits listed as you are able (e.g. photocopy of your benefit or order book/payment book or letters of entitlement).

I receive the following benefits:

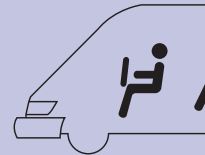
- Incapacity Benefit
- Attendance Allowance Lower Rate
- Disability Living Allowance Higher Rate Care Component
- Disability Living Allowance Middle Rate Care Component
- Disability Living Allowance Lower Rate: Mobility Component
- Disability Living Allowance Lower Rate: Care Component
- Severe Disablement Allowance

Don't forget to attach evidence of your entitlement to as many of the above as you can.

If you do not qualify for the service under the automatic eligibility criteria you may also be required to undergo a mobility assessment in the future. This might involve contacting your doctor to verify the information you have given.

Office use only

Membership no.	Eligibility	Essential Escort	Site Code
	A C	Y N	E W N C S K



Part Two – Information to help us provide services to you

If your application is successful, the following information will help us provide a service to you. Please complete this part of the form as fully as possible before you send in your application form.

Your Personal Details

Title Mr Mrs Miss Ms Any other title

Last name First name(s)

Address

Postcode Date of birth

Telephone Mobile

E-mail address

Please provide any other information about where you live that might help our drivers
i.e. I live on the 10th floor.

Emergency contact details

Please give us the details of someone we could contact on your behalf in case of an emergency, or if we are unable to contact you direct (e.g. friend, neighbour, relative, warden).

Contact Name

Contact Number

Relationship to you

Alternative mailing details

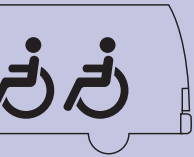
If you would like written communications to be sent to someone other than the person listed under 'Your Personal Details' (e.g. for a child applying for membership where correspondence should be sent to the parent or guardian) please provide the mailing details you would like us to use:

Name

Address

Postcode

Relationship to member



Please describe below what makes it difficult for you to use public transport.
Please include as many factors that you feel are relevant.

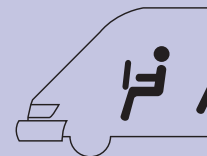
Four empty rectangular boxes for text input.

When travelling with Dial-a-Ride:

	Yes, all the time	Yes, some of the time	No
Will you be using a manual wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
an electric wheelchair?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
does your wheelchair have extended foot rests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a scooter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Will you be using a walking frame?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
sticks or crutches?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Will you be travelling with a shopping trolley?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Will you be travelling with a guide dog?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you get into a saloon car?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you get into a 'people carrier' style car?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you get into a black cab?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide us with any other information that may help us when arranging your transport e.g. if you will be using any special equipment not mentioned above, if you have a non-standard wheelchair or a large scooter that you may wish to bring with you.

Four empty rectangular boxes for text input.



Part Three – Information to help us to help you

We produce publications from time to time containing general information about our service to you. We would like you to choose which format to receive the information from us.

Normal print Audio tape Email
Large print Braille

If you require information in a language other than English, please state

London Dial-a-Ride is operated by London Buses Limited which is part of Transport for London (TfL). TfL will use your details in the course of the ordinary administration of Dial-a-Ride services, to inform you of other services that may be of use to you and to carry out market research so that we may further improve transport services in London.

By completing and signing the form you give consent to the processing of sensitive personal and medical data for the purpose of administration of the scheme.

In addition to the above, TfL would like to pass your details on to other carefully selected third parties for the purpose of sending you relevant transport information.

If you do not wish to be sent such information please ✓ the box

Where did you hear about Dial-a-Ride?

Part Four – Declaration

If you have completed this form for yourself, please sign and date the declaration below. It is important that you do this as we are unable to process your application without your signature. If you have completed the form on behalf of an applicant, sign your name and clearly state your relationship to the applicant.

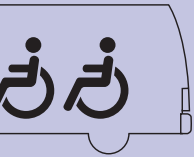
Declaration

I declare that the information given is true in all respects and that I am unable (or virtually unable) to use public transport services including buses, overground and Underground trains. If required I am willing to attend a Mobility Assessment Clinic.

Signed Date

Or signed on behalf of Date

Print name Relationship



Part Five – Equal opportunities

London Dial-a-Ride aims to provide its services in a fair and equal manner to all sections of the community. To help us with this, we need to know who is using our services and how. Please select the category that you feel describes you best. The information you give us is confidential and will only be used for the planning of services.

Male

Female

Main ethnic group

Cultural background

White

British

Irish

Any other White background: please specify

Mixed

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background: please specify

Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background: please specify

Black or Black British

Caribbean

African

Any other Black background: please specify

Chinese or other Ethnic Group

Chinese

Any other Ethnic group: please specify

Please return to:

**London Dial-a-Ride
Progress House
5 Mandela Way
London
SE1 5SS**

Have you signed the declaration on page 6?