

Dial-a-Ride

Application form guidance notes

How to complete our application form

Dial-a-Ride is a door to door transport service for disabled people who are unable (or almost unable) to use public transport services including buses, trams, London Overground and Underground trains, some or all of the time. This service is operated by London Buses Limited, which is an operating subsidiary of Transport for London (TfL). If you feel that you need the Dial-a-Ride service, you need to complete our application form. Please note that you will only be eligible for Dial-a-Ride if you live in a London borough.

- Write clearly in blue or black ink, and in BLOCK CAPITALS
- Please complete all areas that apply to you
- If you use a wheelchair, we will need to know the make and model, so that we can check that it is safe for our vehicles to transport it. If you do not provide this, we will have to send your form back
- If you cannot complete the form yourself, or have difficulty in getting to a photocopier, please contact us for advice or assistance on **0343 222 7777 (option 3)** or at **DAR@tfl.gov.uk**
- You can also contact the social services department of your local council for assistance
- If English is not your first language and you would like assistance using a telephone-based translator, please contact us on **0343 222 7777 (option 3)** to arrange for an interpreter
- We aim to process a fully completed application form under automatic eligibility within five working days of receiving it
- If you do not qualify under the automatic criteria, your application may take up to eight weeks to process, as we have to assess your eligibility. The more information you can provide within your initial application, the quicker we will be able to process your application

Applying under automatic eligibility

If you are applying under our automatic eligibility criteria, we will need to see **a photocopy of one** of the following to support your application:

- If you are using your current membership of Taxicard as proof of your automatic eligibility, you will need a photocopy of a current Taxicard, showing your membership number
- If you receive Higher Rate Mobility Component of Disability Living Allowance and are using this as proof of your automatic eligibility, you will need to send us a photocopy of your certificate of entitlement, or entitlement notice. The documentation you send must clearly show your name and address. You can get a replacement entitlement certificate from the Disability Benefits Centre – telephone **03457 123456** and ask for form DBD 384
- If you receive either the Enhanced or Standard Mobility Rate for the Personal Independence Payment, you will need to send us a photocopy of your Letter of award PIP 0501. You can get a replacement PIP 0501 from the Disability Benefits Centre telephone **0345 850 3322**
- If you are registered blind or partially sighted, and are using this as proof of your eligibility, you will need to send us a photocopy of evidence of registration with your local authority, or a photocopy of your BD 8 or CVI. You can get a replacement evidence of registration from your local authority
- If you receive Higher Rate Attendance Allowance and are using this as proof of your automatic eligibility, you will need to send us a photocopy of your certificate of entitlement, or entitlement notice. The documentation you send must clearly show your name and address. You can get a replacement entitlement certificate from the Disability Benefits Centre – telephone **0345 605 6055** and ask for form DBD 384
- If you receive a War Pension Mobility Supplement and are using this as proof of your automatic eligibility, you will need to send us a photocopy of your official letter of award. The documentation you send must clearly show your name and address. You can get a replacement letter of award from the Veterans' Agency – telephone **0800 1692277**
- If you are aged 85 or over and are using this as proof of your automatic eligibility, you will need to send us a photocopy of your birth certificate (and marriage certificate if you have changed your name), passport or another official document or letter confirming your date of birth

Applying under non automatic eligibility

We need written proof from a health or social care professional that you have the mobility problems as described on your application form that make it difficult or impossible to use general public transport services.

You will need to include with your application form:

- Any documents related to your medical condition/history which can help your application (for example if you take medication, a copy of a prescription for any medication you take)
- Confirmation of your medical condition by a health or social care professional (for example: GP, district nurse, occupational therapist, physiotherapist, consultant, social worker, care manager)

(Your GP may charge you for giving proof to support your application, so you could also ask another healthcare professional for evidence – see the list above)

- Confirmation of any benefits that you receive in relation to your disability - please send photocopies of all that you receive

NHS medical cards

As NHS medical cards are being phased out, as an alternative you can provide us with a letter from your GP on headed paper confirming your name, address and date of birth.

How to obtain copies of relevant documents

Photocopying machines can usually be found at:

- Local libraries
- Local newsagents
- Local council 'one stop shop'

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. Contact us on **0343 222 7777 (option 3)** for more information on how to appeal in such circumstances.

Checklist

✓ This form must be fully completed. If not, it will be returned. Your application will be delayed if all necessary documents are not included.

✓ **Have you included...**

- Your proof of identity (page 10 of the application form)?

And

- Proof of automatic eligibility (page 3 of the application form and page 2 of these guidance notes)?

Or

- Proof from a healthcare professional (for example: your GP or consultant) that you have the mobility problems as described on your application form and any documents relating to your medical conditions and copies of any relevant prescriptions for medication and/or disability benefits (page 5 of the application form and page 3 of these guidance notes)?

✓ **Have you signed the declaration on page 12?**

✓ **If you use a wheelchair or scooter:**

Have you given us the details of the make and model so that we can check that it is suitable for use on our vehicles?

Please keep these guidance notes for reference