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# Accessible Public Transport

## INTRODUCTION

People of pensionable age living in Harrow are entitled to a free travel pass, as are Disabled people below 60 receiving certain disability benefits, Phone 020 8901 2680 for more information. Pass holders can travel free on most London Transport buses, Underground, Overground, Docklands Light Railway and some national railways.

Passes for people of pensionable age can be obtained from all Harrow post offices. Passes for people under pensionable age who have a disability can be obtained from Social Services at the Civic Centre. (Telephone: 020 8901 2680). You have to have two passport size photographs for issue of the first pass.

## Accessible Buses

All buses operated in the Greater London area now have ramps and it is possible to lower the floor. Please check with the service provider if using a bus outside the Greater London area.

## Long Distance Coach Services

Most of these services operate out of Victoria coach station. For enquiries about routes and times please telephone Green Line Coach

Services 0871 200 22 33, 0844 800 4411, and National Express 08717 818178, 0871 781 8181.

## **National Rail**

Since the privatisation of the railways, a number of commercial rail companies operate to various parts of the UK. Most will provide limited assistance for elderly and disabled people.

To enquire as to the company serving your intended destination and for other help and advice contact:

### ***National Rail Enquiries***

Telephone: 08457 484 950

Many of the companies now have a dedicated special assistance number. Assistance should ideally be booked twenty four hours in advance. Please see the list below for special assistance numbers:

### ***Arriva Trains Wales***

Telephone: 08453 003 005

Textphone: 08457 585 469

### ***C2c***

Telephone: 01702 357 640

### ***Chiltern Railways***

Telephone: 08456 005 165 (select option 3 twice)

### ***Cross Country***

Telephone: 0844 811 0125

Textphone 0844 811 0126

### ***East Coast***

Telephone: 08457 225 225

Textphone: 08451 202 067

### ***East Midlands Trains***

Telephone: 08457 125 678

Textphone: 18001 08457 125 678

### ***First Capital Connect***

Telephone: 0800 058 2844

Textphone: 0800 975 1052

### ***First Great Western***

Telephone: 08457 000 125

### ***First Hull Trains***

Telephone: 08450 710 222

### ***First Transpiling Express***

Telephone: 0800 107 2149

### ***Gatwick Express***

Telephone: 0800 138 1016

Textphone: 0800 138 1018

### ***Grand Central***

Telephone: 0844 811 0072

Textphone: 0845 305 6815

### ***Heathrow Connect***

Telephone: 0845 678 6975

### ***Heathrow Express***

Telephone: 0845 600 1515

Textphone: 0121 410 5284

### ***Island Line Trains*** (See South West Trains)

### ***London Midland***

Telephone: 0800 092 4260

Textphone: 0844 811 0134

## ***London Overground***

Telephone: 0845 601 4867

## ***Mersey rail***

Telephone: 0800 0277 347 (also text phone)

## ***National Express East Anglia***

Telephone: 0845 600 7245 (option 4)

## ***Northern Rail***

Telephone: 0808 156 1606

Textphone: 0845 604 5608

## ***Scot Rail***

Telephone: 0800 912 2 901

Textphone: 18001 0800 912 2 901

## ***South West Trains***

Telephone: 0800 52 82 100

Textphone: 0800 69 20 792

## ***South-eastern***

Telephone: 0800 783 4524

Textphone: 0800 783 4548

## ***Southern***

Telephone: 0800 138 1016

Textphone: 0800 138 1018

## ***Stinted Express***

Telephone: 0800 028 28 78

Textphone: 0845 606 7245

## ***Virgin Trains***

Telephone: 08457 443 366

Textphone: 08457 443 367

Please bear in mind, if you require special assistance, it is recommended you book at least 24 hours in advance. If you have not travelled on a particular service or through a particular station, please check these are suitable for your needs.

## **London Underground and Overground**

Only a few stations have disabled access in Harrow Area. Stanmore station has a ramp from the car park, Harrow & Wealdstone has lifts installed and Harrow-on-the-Hill is currently undergoing improvements. Transport for London produce a map showing accessibility of Underground and Overground stations. You can request one, both in standard print and large, easy-to-read print by telephoning them on: No Telephone number available, Fax 020 7941 4605. For general travel information on the London Underground telephone: 020 7222 1234. 0343 222 1234

Lifts and escalators may be out of service or under refurbishment. Call Transport for London's 24 hour travel information number 0343 222 1234\* or check online before travelling to check the availability of lifts and escalators.

## **Dial-a-Ride**

This is a commercial bus company running wheelchair accessible mini-buses. Registered users can book transport to take them from their home and bring them back from places such as shopping trips, visits to friends or relatives and transport to day centres etc. They will not take anyone to a pre-booked hospital appointment.

The local, West London Dial-a-Ride, London Dial a Ride, office can be contacted on: -

Telephone: 0343 222 7777 / 0845 999 1999

Fax: 020 7394 5218 / 020 8970 0073

Ask for administration and then for an application pack. See Fact Sheet titled: Dial-a-Ride and Taxicard Schemes for further information.

## **Taxis and Mini-Cabs**

Black cabs are readily available in Harrow and all now have wheelchair access. They can be pre-booked or hailed from the street.

The following licensed Black Cab companies operate in the Harrow area.

### ***Harrow Licensed Radio Taxis*** (South Harrow)

Telephone: 020 8422 9595, 020 8422 1300

### ***Edgware Licensed Taxi Drivers Association Telephone***

Telephone: 020 8952 9522

### ***Computer Cab*** (London Wide)

Telephone: 020 7432 1404, 0207 432 1432. or

Taxicard holders: 020 7474 6545, 020 7934 9791 (not all taxis will accept Taxicard and please only use this number when booking with Taxicard).

See Fact Sheet titled: Dial-a-Ride and Taxicard Schemes for further information.

Mini-cabs offer a pre-booked service and are usually owner-driver private cars.

They are not generally wheelchair accessible and if you have specific access requirements you should make this clear when booking a cab. Telephone numbers can be found in the local telephone directories.

Some now offer wheelchair accessible vehicles.

## Freedom Pass

There are two criteria to obtain a Freedom Pass.

- Older Person Freedom Pass
- Disabled Persons Freedom Pass

One can also apply for 60+ Oyster Card if you are not eligible for a freedom Pass.

If you meet any of the following criteria, you may be entitled to a Freedom Pass:

- 1) People who are blind or partially sighted
- 2) People who are profoundly or severely deaf
- 3) People without speech
- 4) People who have a disability, or have suffered an injury, which has left them with a substantial and long-term adverse effect on their ability to walk
- 5) People who do not have arms or have a long-term loss of the use of both arms
- 6) People who have a learning disability that is defined as 'a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning'
- 7) People who, if they applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, would have their application refused pursuant to section 92 of the Act (physical fitness) otherwise than on the ground of persistent misuse of drugs or alcohol.

# Harrow Public Transport Users Association (HPTUA)

Looks after the interest of all those who travel on public transport in the Harrow area. Details from HPTUA, 25 Glover Road, Pinner, Middy HA5 1LU.



## Travel Assistance Card

Transport for London (TfL) has launched a new Travel Support Card for people with hidden disabilities, such as learning and communication difficulties, to help them use public transport more easily.

Showing the credit card-sized card will alert members of staff that the passenger may need support, and will help people with invisible disabilities have more confidence in asking for help.

The card can be downloaded and printed from the TFL website: [www.tfl.gov.uk](http://www.tfl.gov.uk).

### Do you need further help?

**Please contact [HAD.org.uk](http://HAD.org.uk) on 020 8861 9920,  
Or visit us at The Wealdstone Centre,  
38-40 High Street, Wealdstone, Harrow, HA3 7AE.**



This fact sheet is one of a series, providing information and advice on a number of topics.

## **HAD.ORG.UK FACTSHEETS:**

- Access to Shops, Cafes and Everyday Services
- Accessible Public Transport
- Aids and Adaptations
- Blue Badge Scheme
- Concessionary Travel
- Dial-a-Ride and Taxicard Schemes
- Education and Learning
- Holidays
- Leisure at Home
- Motoring
- Performing Arts
- Self Directed Support
- Sports
- The Care Act 2014
- Universal Credit
- Utilities
- Visiting Places of Interest
- Voluntary Transport
- Welfare Benefits
- Wheelchairs

## **HOUSING MATTERS:**

- A General Guide to Housing Benefit
- A Guide to Housing Benefit for Disabled Students
- Applying as Homeless (Priority Need)
- Homelessness (Out of Hours) Emergencies
- Private Tenants: smoke and carbon monoxide alarms
- Rent Increases : Assured Shorthold Tenancies
- The Right to Rent
- 10 Rights of Private Tenants