

# Transport: A Guide to Accessible Transport in Bromley

Be more independent, safer  
and confident in choosing the  
right transport

2022

# Travelling Safely

There are things you can do before you travel and while you are travelling to help you stay safe. Use the **PLAN** guidance.

**Prepare**

**Look confident**

**Avoid risks**

**Never take safety for granted**

## Prepare

- Plan your journey - think “How do I get there?” and “How do I get back?” before you leave.
- Tell someone where you are going, who with and when you arrive back.
- If you can, travel with friends or somebody you know.
- Think about any possible dangers.
- Have a list of phone numbers to contact if things go wrong.

## Look confident

- Wear comfortable clothes and shoes that let you move easily.
- Remember your body language - stand tall and look like you know where you are going.
- Carry a shriek alarm (and learn how to use it), emergency phone numbers, some change in your pocket, and keep your keys in a safe pocket.

## Avoid risks and be aware of what’s happening

- Keep looking at and listening to what’s happening around you.
- Keep away from odd or out-of-the-way places wherever you can.
- When you travel at night, try to wait in a brightly lit place and be aware of your surroundings.
- Try not to change plans at the last minute - or if you have to, tell someone.

- Keep your personal belongings close to you at all times.
- Only use your mobile phone if you really have to.
- Keep one hand free - not in your pocket or cluttered up with shopping.

## **Never take your safety for granted**

Never say to yourself:

- “It only happens to other people”.
- “It’s only a short journey”.
- “They look honest”.

# Travelling on Public Transport Safely

When you travel on any kind of public transport, do the following:

- Check times in advance so you don't have to wait too long.
- If you are travelling on public transport at night, make sure you know when the last one leaves.
- Wait in brightly lit areas where other people are waiting.
- If someone is bothering you, move to where there are other people.

On the bus or tram:

- Sit near the driver, if you can.
- Tell the driver if someone is bothering or frightening you.

On the train or tube:

- Sit where there are other people
- If someone is bothering or frightens you, change carriage or move to another part of the train.

# Travelling by Taxi or Minicab Safely

Book a taxi (black cab) or minicab in advance by phone or at the company's office.

Tell them where to collect you, where you are going and at what time you want to be collected and if you are using a wheelchair or other mobility aid.

Ask for the driver's name as well as the make and colour of the car that will collect you.

Ask the driver for his name and cab company to make sure it is the one you booked.

Sit in the back, if possible behind the driver.

Ask the driver to wait outside until you get into the house.

**Download Transport for London's free [Cabwise](#) app on your smartphone to book your nearest minicab or black cab.**

## Staying Safe from Crime when Travelling

- Keep your bag close to you and make sure your pockets are not open.
- If it is crowded when you are travelling or waiting for your transport, be aware of your surroundings and people around you.
- Have your ticket, Freedom Pass or Oyster Card ready before you board so your purse or wallet stays out of sight.
- Inform the driver, transport staff at the station or police officer if a crime has just happened.
- Check where the emergency alarms are in case you need them.
- If someone tries to steal something from you, don't fight back.

## Mobile Phones Advice

- Keep your phone out of sight.
- Make a note of the phone's IMEI (International Mobile Equipment Identity) number, you can find this out by entering **\*#06#** into the keypad of most mobile phones.
- Register your phone on the immobilise website - [www.immobilise.com](http://www.immobilise.com) - registration is free and the website lets the police identify a phone which is found and return it to the owner.

# Reporting a Crime on Public Transport

Most people travel safely on public transport, but if you are a victim of crime such as being frightened by verbal abuse, been physically hurt or having something stolen, then you should report it.

**If it is an emergency, someone is injured or about to be injured - dial 999.**

**If it is not an emergency, you can report a crime to the police by calling 101 or by completing a report on [www.met.police.uk](http://www.met.police.uk)**

While you are travelling on public transport, you should:

- Report what has happened as soon as possible to the nearest member of staff such as the driver, platform staff or British Transport Police.
- If it happened on the train, tube, DLR or the tram, you can call the British Transport Police on **0800 40 50 40** or text what happened, where and when to **61016**.

## Hate Crime

If you have been a victim of a crime because of your gender, religious beliefs, age, disability, ethnic origin or sexual orientation you have been a victim of a hate crime. Hate crime may be verbal abuse or physical assault. Make sure you say you have been a victim of hate crime when you report the crime.

# Planning Your Journey on Public Transport

The [TfL Go app](#) and [Journey Planner](#) give the best routes between stations, bus stops, places of interest, addresses or postcodes. You can also set the time you want to travel and whether you want to take the fastest route or the one with fewest changes or least walking involved. It can also tell you quieter times at your station.

## Accessibility

When you plan your journey on the [TfL Go app](#) and [Journey Planner](#) you can select 'accessibility and travel options' to say whether you can use stairs or escalators, which types of transport you like to use and how far you are prepared to walk. If you are unlikely to be able to manage the step or gap onto a train, select the option marked 'I need step-free access to the train, bus etc'. Always check on the day of travel in case of disruptions.

All TfL bus routes are served by low-floor vehicles, with a dedicated space for one wheelchair user and an access ramp. Buses can also be lowered to reduce the step-up from the pavement.

Around a quarter of Tube stations, half of Overground stations, all tram stops, the Emirates Air Line and all DLR stations have step-free access. All taxis (black cabs) have a wheelchair ramp and some private hire vehicles (minicabs) have step free access.

**You can check accessibility at National Rail stations at [http://www.nationalrail.co.uk/stations\\_destinations](http://www.nationalrail.co.uk/stations_destinations)**

Transport for London also produces a range of [accessibility maps and guides](#) that you can order or download. You can order or download copies at <https://tfl.gov.uk/forms/12387.aspx> .

These include:

- An Audio Tube Map;
- Large print Tube Map in colour or black and white;
- Step-Free Tube Guide, including DLR and London Overground stations and some National Rail stations;
- Avoiding stairs Tube guide;
- Tube, DLR and London Overground toilet and baby changing map
- Tube Tunnels Map shows which parts of the Tube network, London Overground and DLR are underground or enclosed and
- Getting Around London – help with planning your accessible journey.



# If you need help when you travel

## Passenger Assist

You can book assistance when you travel on rail services in London. This includes help to get around the station, getting on and off trains, arranging a ramp and carrying up to 3 items of luggage. If you need to book mobility assistance you can book up to 6 hours in advance.

You can either:

- use the [Passenger Assist App](#).
- call on **0800 0223720** or text **60083**.
- for textphone/minicom **0845 60 50 600**.

## Turn Up and Go

You can turn up at a TFL rail or tube station and request mobility assistance.

If you require assistance at short notice on rail services, please make yourself known to a member of staff or use a Help Point when you arrive at the station.

Where a station is staffed, they will always help you if they can. However, it could take a little bit longer as staff may be assisting other customers, dispatching a train, or looking after safety on the platform. If staff are not able to help you straight away, they will explain clearly why not and do their best to assist as soon as they can.

Staff on both rail and tube services can offer the following assistance:

- Let you know if there are unplanned disruptions and suggest alternative step free access routes.
- Accompany you from the ticket hall to the platform and help you board the train.
- Help you get off the train at any interchange stations and board the next train.
- Help you get off the train when you arrive at your final destination, and accompany you back to the ticket hall.
- Arrange a boarding ramp, if required (and available).

Staff on the tube can also:

- Guide visually impaired customers by the arm. Staff have been provided with single-use disposable sleeves to wear on the arm they offer to guide you, to give you both additional protection.
- Assist wheelchair users by pushing your wheelchair, if required.
- Remove their face covering to speak with you at a distance.
- Accompany you in a lift if required, and this is possible.
- If for any reason TfL is not able to offer you physical Turn-up-and-go assistance, staff will arrange an accessible taxi to take you to your destination rail or tube station within the Greater London area.

## **Other Assistance**

### **Tube Help points**

These can be found throughout TfL networks. You can use them to contact staff for information and assistance or in an emergency. Many have induction loops to work with hearing aids.

### **Queues**

When there are queues outside a Tube station, customers who identify themselves as disabled should be allowed to enter the station without queueing - this includes carers and assistants accompanying you. Make yourself known to a member of staff. You may have to wait longer than usual for a lift.

### **Lift unavailable**

If you arrive at a Tube, TfL Rail or Overground station and the lift is unavailable, staff will help you to plan an alternative journey to your destination. If there isn't a reasonable alternative route, staff will book you a taxi (at their cost) to take you to your destination or another step-free station from where you can continue your journey.

### **Travel Support Card**

TfL has a travel support card to help people communicate any assistance or information requirements they have with staff. You can use it on any services. There is space on the card to write down what assistance or information you need. You can print your own card at <https://content.tfl.gov.uk/travel-support-card-printable.pdf>

### **Mobility Aid Recognition Scheme Card**

You can apply for a card which tells the bus driver that your mobility scooter, walking aid or wheelchair buggy is suitable for travel on the bus. When you apply, a travel mentor will confirm your mobility aid is suited for bus travel and give guidance to

ensure you can safely manoeuvre it to get on and off the bus. You will also be offered an accompanied journey to put the guidance into practice.

To find out more, email [travelmentor@tfl.gov.uk](mailto:travelmentor@tfl.gov.uk) or call **020 3054 4361** between 09:00 - 16:00 Monday to Friday to book an appointment.

## **Sunflower Lanyard**

If you have a hidden disability, staff will recognise you may need some support, assistance or simply a little more time if you wear your Sunflower Lanyard.

## **If you need a seat**

If it is difficult for you to stand on public transport, you can get a 'Please offer me a seat' badge by calling **0343 222 1234** or completing the form at [www.tfl.gov.uk/transport-accessibility/please-offer-me-a-seat](http://www.tfl.gov.uk/transport-accessibility/please-offer-me-a-seat)

# Using a wheelchair or mobility scooter

If you will be using a wheelchair while travelling and can plan your journey in advance:

- Use the TfL Go app and Journey Planner get the best route for your accessibility needs, see page 6.
- Book Passenger Assist if needed, see page 9.
- If you have an unexpected journey, you can:
- Use the Turn up and Go service, though you may have to wait for assistance at rail stations if staff are not expecting you. See page 9.
- There are also designated areas on public transport for wheelchair users.

## Buses

All bus routes are served by low-floor vehicles, with a dedicated space for one wheelchair user and an access ramp. Use the Mobility Aid Recognition Scheme to check your wheelchair or mobility scooter can be used on a bus, see page 11.

## Trains and Tube

Most train services have at least two wheelchair spaces, which you can find by looking for the wheelchair symbol on the outside of the carriage or using the level access boarding point.

## Trams

London trams have 2 wheelchair spaces and travel is free even if you do not have a Freedom Pass. Access to trams is completely step-free. There is an intercom should you need to speak to the driver in an emergency.

# People with hearing or sight loss

Staff on the tube are trained to guide people with visual impairments by the arm.

Assistance dogs are welcome on all rail and TfL services. Staff are trained to recognise their harnesses or jackets.

## Buses

Assistance dogs may travel on either deck of a bus.

## Escalators

Only trained dogs with appropriate identification can use moving escalators.

Otherwise, staff will help you: use stairs or lifts; stop the escalator at quiet times or help you plan another route.

## Induction loops

These are fitted at many ticket offices, Help Points, platforms and many buses. Look out for the T-loop symbol.

## Tactile paving

It is being fitted across TfL and rail stations, on platforms and at the top and bottom of stairs. Check if it has been fitted when you use a station.

# Door to Door Services

## Taxis and Mini-Cabs

### Using taxis and mini-cabs

London taxis (black cabs) can be picked up at the roadside in taxi stands or booked by telephone. Minicabs and other private-hire vehicles must be booked before the start of the journey through a licensed operator.

Both taxis and licensed mini-cabs will have license plates and/or license discs.

**Download Transport for London's free [Cabwise](#) app on your smartphone to book your nearest minicab or black cab.**

### Accessibility

All taxis (black cabs) have a wheelchair ramp and some private hire vehicles (minicabs) have step free access.

Most taxis have an intermediate step and a seat that swivels out to make it easier to get in. Ask the driver if you want to use either of these.

### Assistance Dogs

It is illegal for a taxi driver or private hire vehicle driver or company to charge you more or refuse your journey because you have an assistance dog. Any driver or company who does this risks being prosecuted and losing their license. Please report any issues to TfL so they can be investigated.

Online: [www.tfl.gov.uk/tph-comments](http://www.tfl.gov.uk/tph-comments)

Phone: **0343 222 4000**

Post: London Taxi and Private Hire, TfL Customer Services, 4th Floor, 14 Pier Walk, London SE10 0ES

## Dial-A-Ride

Dial-a-Ride is a door-to-door service run by TfL for London residents. It is free for people who are unable to use public transport. It can be used for trips such as shopping, visiting family and travelling to leisure activities. It cannot be used for hospital and other clinic appointments, to go to day centres or schools or for journeys to work.

Journeys need to be booked in advance. The service can get very busy and may not be able to be booked if you wait until the last minute.

## Who can use Dial-a-Ride?

You must have a permanent or long-term disability which means you are unable to use public transport. You automatically qualify to use Dial-a-Ride if you are:

- A Taxicard member;
- Getting the Higher Rate Mobility Component of Disability Living Allowance;
- Getting the Standard or Enhanced Mobility Rate of the Personal Independence Payment (PIP);
- Registered blind or partially sighted;
- Aged 85 or over;
- Getting a Higher Rate Attendance Allowance or
- Getting a War Pension Mobility Supplement

If you don't automatically qualify you can have a paper-based mobility assessment to see if you are eligible.

## How to apply

You can apply by completing the application form:

Visit: [www.tfl.gov.uk/modes/dial-a-ride](http://www.tfl.gov.uk/modes/dial-a-ride) to print an application form

Phone: **0343 222 7777** to request an application form.



## Taxicard

If you have mobility impairments and have trouble using public transport, you may be able to get subsidised taxi and minicab travel in London for up to eight single trips per month.

## Who can have a Taxi-Card?

You will automatically qualify for a Taxi-Card if you:

- Receive the Personal Independence Payment (PIP) and have 8 points or more for moving around;
- Receive the higher rate mobility component of the Disability Living Allowance (DLA);
- Are registered as severely sight-impaired or blind or
- Receive the Armed Forces Independence Payment ( AFIP) or the War Pension Mobility Component

If you do not automatically qualify, you may still be eligible if your GP endorses your application. You may have to have a mobility assessment.

## How to apply

You can download the application form from the London Councils

website: [www.londoncouncils.gov.uk/services/taxicard/apply-taxicard-your-borough](http://www.londoncouncils.gov.uk/services/taxicard/apply-taxicard-your-borough)

Phone **020 7934 9791** to request an application form.

## Free or discounted travel

### Freedom Passes and Oyster Cards

There are a number of Freedom Passes and Oyster Cards which will give free or discounted travel.

### Disabled Freedom Pass

London residents below the statutory retirement age who have a disability can get free transport in London and free bus travel nationally.

### Who can have a Disabled Freedom Pass?

You may be eligible if you:

- Receive the Higher Rate Mobility Component of the Disability Living Allowance (DLA) or the Mobility Component of the Personal Independence Payment (PIP);
- Receive the War Pensioners Mobility Supplement;
- Have a sensory impairment;
- Have a learning disability;
- Have a disability or injury which has a substantial and long-term adverse effect on your ability to walk;
- Have no arms or long-term loss of use of both arms or
- Have a disability or health problem which disallows you from driving

### How to apply

You can apply on-line on the Bromley Council

website: [www.bromley.gov.uk/FreedomPass](http://www.bromley.gov.uk/FreedomPass)

## **London 60+ Oyster photocard**

London residents aged 60+ who are not yet eligible for an Older Person's Freedom Pass can get free transport in London. At time of publication it can be used on TfL services after 9.00am and on National Rail after 9.30am on weekdays and at all times on weekends and Bank Holidays.

## **Who can have a London 60+ Oyster photocard?**

Any London resident aged over 60, but below the national statutory retirement age can apply.

### **How to apply**

You can apply on-line on the TfL website

[www.tfl.gov.uk/fares/free-and-discounted-travel](http://www.tfl.gov.uk/fares/free-and-discounted-travel)

## **Older Person's Freedom Pass**

London residents who have reached the state retirement age are eligible for this pass. You may automatically receive your Older Person's Freedom Pass if you have a London 60+ Oyster photocard – this should arrive before it expires. At time of publication it can be used on TfL services after 9.00am and on National Rail after 9.30am on weekdays and at all times on weekends and Bank Holidays.

## **Who can have an Older Person's Freedom Pass?**

Any London resident over the state retirement age.

### **How to apply**

You can apply on-line at the London Council's website or, if you want to apply by post, you can print the form from the website or get one from Bromley Civic Centre or a Bromley library.

[www.londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass](http://www.londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass)

## **Other photocard and discounts**

For those who do not qualify for any of the free travel passes or cards there are other discounts for those who qualify.

### **Veterans Oyster Photocard**

For retired service personnel who have sustained a certain level of physical or psychological injury in the line of duty. It can be used for free travel at any time on TfL services and most rail services in London from 9.30am weekdays and at any time on weekends.

### **Who can have a Veterans Oyster card?**

Anyone who receives payments under the War Pensions Scheme or Guaranteed Income Payment under the Armed Forces Compensation scheme – this includes widow(er)s and dependants. You do not qualify if you are a London resident and are eligible for a 60+ Oyster card or Freedom Pass.

### **How to apply**

Call **0343 222 1234** to be sent an application form.

### **Other Discount Oyster Cards**

If you do not qualify for any of the schemes above you may be able to get discounted Oyster Cards if you are on certain benefits or actively seeking work.

For further information, ask at your Jobcentre Plus office

Visit: [www.tfl.gov.uk/fares/free-and-discounted-travel](http://www.tfl.gov.uk/fares/free-and-discounted-travel)

# Using a Car

Using a car, as either a driver or passenger, gives you greater freedom to travel when and where you want. There are several schemes to help with getting a car, receiving exemptions from payments or making it easier to park at your destination. As a driver you also have an obligation to report certain medical conditions to the DVLA.

## DVLA

### Medical Conditions

You are legally required to inform the DVLA if you have a medical condition which might affect your driving ability. These include conditions such as diabetes, heart conditions, sleep apnoea, epilepsy, stroke and glaucoma.

For more information and to report that you have a medical condition

Visit: [www.gov.uk/driving-medical-conditions](http://www.gov.uk/driving-medical-conditions)

Call: DVLA Medical Enquiries on **0300 790 6806**

### Free Vehicle Tax

You may also qualify to register your vehicle in the disabled tax class and be exempt from vehicle tax. To qualify you need to receive the higher or enhanced rate mobility component of either the Disability Living Allowance, Personal Independence Allowance, Child Disability Payment, Adult Disability Payment, Armed Forces Independence Payment or War Pensioners' Mobility Supplement. The registered keeper must be the person receiving the benefit or will use the vehicle only for that person. New cars can be registered through the car dealership including those under the Motability Scheme. Used cars can be registered through Post Offices which deal with vehicle tax.

#### For more information

Visit: [www.gov.uk/government/publications/ins216-how-to-apply-for-free-disabled-tax](http://www.gov.uk/government/publications/ins216-how-to-apply-for-free-disabled-tax)

# Motability

The Motability Scheme helps you get mobile by exchanging your qualifying mobility allowance to lease a new affordable car, Wheelchair Accessible Vehicle, scooter or powered wheelchair. The scheme includes an all-inclusive lease with insurance, servicing, maintenance and breakdown cover included. You qualify for the scheme if you receive:

- the enhanced rate of the mobility component of Personal Independence Payment.
- the higher rate of the mobility component of Disability Living Allowance.
- the War Pensioners' Mobility Supplement or
- the Armed Forces Independence Payment.

## **For more information**

Visit: [www.motability.co.uk](http://www.motability.co.uk) or call in at a local car dealership that offers cars under the Motability Scheme.

# Blue Badge

A Blue Badge allows the holder to park in some areas where parking is not usually permitted, such as in parking bays on red routes, in areas of restricted on-street parking or in spaces which are reserved solely for the use of Blue Badge holders. Some car parks will still charge Blue Badge holders to park in disabled or other bays, please check each car park you use. It also offers discounts from payments to drive in certain parts of London or use toll roads. Blue Badges can be used in any vehicle the holder is travelling in.

## Who can get a Blue Badge?

Some people automatically qualify for a Blue Badge because of the benefits they receive related to mobility or inability to plan and follow journeys. Others may qualify following an assessment of their ability to walk, physical disabilities, use of certain medical equipment, being at risk when near vehicles or present a risk to others. For full details of who is eligible, visit [www.gov.uk/government/publications/blue-badge-can-i-get-one/can-i-get-a-blue-badge](http://www.gov.uk/government/publications/blue-badge-can-i-get-one/can-i-get-a-blue-badge)

## How to apply

Applications are made through Bromley Council for a fee of £10. The Blue Badge needs to be renewed every 3 years. Supporting documents will need to be submitted at the time of application.

Visit: [www.bromley.gov.uk/bluebadges](http://www.bromley.gov.uk/bluebadges) to apply.

## Disabled Parking Bays

If you are a Blue Badge holder, own a car and have difficulty parking near your home, you may be able to get a disabled parking bay installed. This bay would not be limited to your own use, but could be used by anyone with a Blue Badge.

### For more information

Visit: [www.bromley.gov.uk/disabled-parking-bays](http://www.bromley.gov.uk/disabled-parking-bays)

Email: [traffic@bromley.gov.uk](mailto:traffic@bromley.gov.uk)

Call: 020 8313 4543

## Exemptions from payments in London

### Congestion Charge

If your vehicle gets free vehicle tax because of a disability you automatically receive 100% discount without needing to register. See page 21 for more information.

Holders of Blue Badges can receive 100% discount for driving in the Congestion Charge area. Up to 2 vehicles can be registered to qualify for the discount. The registration needs to be renewed in line with the Blue Badge expiry date. The cost of registering is £10.

### For more information

Visit: [www.tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions](http://www.tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions) to register.

### Dart Charge

If you get free vehicle tax because of a disability you will not be charged to use the Dartford Crossing. Your vehicle will be checked automatically as you cross – you do not need to do anything. See page 21 for more information.



## **Ultra Low Emission Zone charge (ULEZ)**

Drivers of vehicles which do not meet the ULEZ emission standard, but are registered with the DVLA as having a disabled tax class, benefit from a grace period where they are exempt until 26 October 2025. The exemption is applied automatically. People with disabilities over the state pension age who do not qualify for the exemption can apply for the grace period if they receive Attendance Allowance and have a Blue Badge.

### **For more information**

Visit: [www.tfl.gov.uk/modes/driving/ultra-low-emission-zone/discounts-and-exemptions](http://www.tfl.gov.uk/modes/driving/ultra-low-emission-zone/discounts-and-exemptions)

## **Shopmobility**

Shopmobility schemes allow people to hire a wheelchair or scooter to use while visiting shopping or town centres.

### **Bromley Shopmobility**

Wheelchairs and scooters can be pre-booked on 020 8313 9292. There is a £5 daily fee payable by card and two forms of identification are required.

### **For more information**

Visit: [www.theglades.co.uk/shopmobility/](http://www.theglades.co.uk/shopmobility/) for operating hours and location.

### **Orpington Shopmobility**

Scooters are available for hire to local members free of charge for use in the town centre.

### **For more information**

Email: [info@vtbmobility.co.uk](mailto:info@vtbmobility.co.uk)

Call: **01689 837800**

# General information and useful contacts

## Disability Rights UK

The Royal Association for Disability and Rehabilitation (Radar) merged into Disability Rights UK and continues to steward the National Key Scheme. RADAR keys enable access to disabled toilets which are locked to restrict users to those with disabilities. Keys for such toilets can be purchased from Disability Rights UK.

Contacts and more information

Website: [www.disabilityrightsuk.org/radar-keys](http://www.disabilityrightsuk.org/radar-keys)

Phone 020 3687 0790

Email: [shop@disabilityrightsuk.org](mailto:shop@disabilityrightsuk.org)

## London Travel Watch (LTW)

LTW is the official watchdog for transport users in and around London. If you have a complaint or are unhappy with a transport service, and have already contacted the service provider, LTW will help you resolve the problem.

Contacts and more information

Website: [www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)

Phone: 020 3176 2999

Email: [enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)

## Transport for All

Transport for All is a disabled-led group striving to increase access to transport and streetspace across the UK. It provides specialist advice, information and advocacy to both service users and providers of accessible transport in London. Transport for All provides assistance with all transport enquiries, ranging from journey planning and application forms to help with making a complaint.

### Contacts and more information

Website: [www.transportforall.org.uk](http://www.transportforall.org.uk)

Phone: 020 7737 2339

Email: [contactus@transportforall.org.uk](mailto:contactus@transportforall.org.uk)

## Transport for London (TfL)

TfL is the body responsible for most aspects of public transport in London. Use the TfL Go App or Journey Planner to plan your accessible journey on TfL services. A number of useful guides are available to view or download online.

### For more information

[www.tfl.gov.uk/transport-accessibility](http://www.tfl.gov.uk/transport-accessibility)

Call: **0343 222 1234**

Textphone: **0800 112 3456**

## **Travel support for children and young people with Special Education Needs and Disabilities**

For most children, getting to school is a reasonable and safe walking experience. However, for some children this might not be possible and so Bromley Council will need to make arrangements to provide travel assistance. Local authorities remain under a statutory duty to provide free home to school transport for all eligible children of compulsory school age.

### **For more information**

[www.bromley.gov.uk/children-young-adults-disabilities-learning-needs/local-offer-travel-transport](http://www.bromley.gov.uk/children-young-adults-disabilities-learning-needs/local-offer-travel-transport)

Telephone: **020 8461 7538**

Email: **sentransport@bromley.gov.uk**