



# Planned changes to Dial-a-Ride Application process

Dear Stakeholder

Dial-a-Ride supplements Transport for London (TfL's) mainstream public transport services for elderly and disabled Londoners who have a permanent or long-term disability.

We are planning to make some changes to the application process to ensure that resources are focussed on those who need it most. We would like your views. Please see the back page of this document to see how you can get involved.

## About Dial-a-Ride membership:

Anyone applying for Dial-a-Ride membership must complete a paper application form with telephone support available if required.

## Some applicants automatically qualify for membership:

- Taxicard Service Member
- Receive the Higher Rate Mobility Component of Disability Living Allowance
- Registered blind
- Receive Higher Rate Attendance Allowance
- Mobility Supplement of War Pension
- 85 or over

## Planned change:

Partially sighted applicants would automatically qualify as well as 'registered blind' applicants.



## Planned changes to non automatic membership

Some applicants do not get automatic membership of Dial-a-Ride, but can still become members due to their disability. Currently these applicants only need to provide minimal proof of their eligibility to use Dial-a-Ride. We need to ensure membership is given to those that need the service most, so we are planning:

- A new application form and mobility assessment to consider those who do not automatically qualify
- Applicants who are not successful in gaining membership may be offered travel mentoring to help them gain confidence in using accessible mainstream transport

## The new application form

A draft of the new application form is attached for your consideration. It asks for more information about an applicant's health and disability and how it affects their use of mainstream public transport (see **form sections 2b and 3**).

- Telephone support will continue to assist applicants who have difficulty completing the form
- A web-based version of the form will be considered, although we will still require a paper version together with copies of associated documents. This is a protection against any fraud relating to documentary evidence

## A new mobility assessment

We already employ mobility assessors for Taxicard services in some London boroughs. The same principles would apply to Dial-a-Ride in that:

- Applicants who do not automatically qualify for Dial-a-Ride would be assessed by independent professional mobility assessors after filling in an application form (there will be no face-to-face assessments). Applicants who are refused membership on the basis of their application and assessment would be offered our Travel Mentoring Service

## Travel mentoring

- Our Travel Mentoring Team will provide advice on the best transport modes/routes to take, or a series of travel mentoring sessions will be provided
- Accompanied journeys could help build a customers' confidence in using mainstream accessible transport options, such as low floor buses



## Who would benefit from these changes?

All current and future users of Dial-a-Ride will benefit as these changes will allow Dial-a-Ride's resources to be focussed on those who really need them.

## How TfL will help applicants

- Telephone assistance will make it easier to complete the application form and reduce the possibility of people filling it in incorrectly
- Language translation services will be provided by telephone if required. Information about this assistance will be targeted to relevant groups
- We will consider other measures that can be taken to assist applicants e.g. an 'easy read' version of the application form

## Expected outcomes

- We expect these changes to the Dial-a-Ride application process to start in April 2011, using existing suppliers of Taxicard mobility assessments
- Considering the current number of applicants declined by Taxicard mobility assessments, we expect that 13 – 16 per cent of future applicants will be declined Dial-a-Ride membership
- A small proportion of people may be deterred from applying and we are considering ways to minimise this

## How you can help

**We would like your views on the planned changes. Please consider:**

- 1) The possibility of any additional criteria that could be used to establish automatic membership eligibility
- 2) Any additional measures we could take to make the application process easier, taking into account the needs of different applicants
- 3) Any ways that the form could be made easier to complete

## Contact us

**Email:** [stengagement@tfl.gov.uk](mailto:stengagement@tfl.gov.uk)

**Phone:** 020 3054 0136

**Post:** Consultation & Engagement Centre  
11th Floor, Zone G4  
Palestra  
197 Blackfriars Road  
London SE1 8NJ