

Accessible Transport Unit  
Judy Jones  
Senior Operations Officer  
Tel: 020 8831 6097  
Fax: 020 8831 6099  
[judy.jones@richmond.gov.uk](mailto:judy.jones@richmond.gov.uk)

Date as postmark

Dear Sir or Madam,

**RE: Application Pack for the Richmond Voucher Scheme**

Enclosed is an application pack for the Richmond Voucher Scheme.

The Voucher Scheme offers a door-to-door transport service for eligible residents of the borough with mobility difficulties.

The scheme is designed to offer supportive assistance to eligible residents who have short term (and in a few specific situations long term) needs for help with getting around, where all other means of transport are either not accessible or are unable to meet identified transport needs.

**Eligibility Criteria**

To be considered for the scheme, an individual must meet one or more of the following eligibility criteria:

1. people who are temporarily unable to use public transport and need immediate short term assistance for essential functions, and who have no other means of transport.
2. people whose illness or physical disability prevents them from using Public Transport when carrying heavy shopping, and who have no other means of transport.
3. car drivers who for medical reasons are prevented from driving for a minimum of three months, and are unable to use public transport.
4. unable to access public transport due to permanent mobility difficulties, and unable to use a black taxi because of mobility difficulties, e.g. you cannot get up the step into the taxi.
5. unable to access public transport due to permanent mobility difficulties but with specific transport needs e.g. a need for door to door transport for medical appointments or treatments where arrival and collection times are critical.

**Please note:** to meet the criteria under points 4 and 5 applicants will need to demonstrate why they are unable to use the Taxicard Scheme which now has both minicabs and black taxis available. The Taxicard Scheme provides members with 104 subsidised taxi or minicab trips per year. For more information about Taxicard please call 020 8831 6312.

The Richmond Voucher Scheme is funded and budget controlled by Richmond Council and administered by Richmond's Accessible Transport Unit. Applications will be assessed and approved / not approved as appropriate. The ultimate decision rests with the London Borough of Richmond upon Thames.

### **Completing the Application Form**

Please read the application form carefully and follow the instructions given. If anything is left out we may have to return your form and this will delay your application. There is a checklist on page 11 of the form to help you with this.

When you have completed your application, please return it with all the necessary documentation needed to: **Accessible Transport Unit - Voucher Scheme, 4 Waldegrave Road, Teddington TW11 8HT.**

Please ensure the correct postage is paid when returning your application.

### **Information about the Scheme**

Approved applicants are allocated a membership number and provided with a photocard as proof of membership onto the scheme.

Each member is allocated a sum of vouchers for the year to help pay for taxi or minicab transport. Members have to book their transport directly with approved black taxi and minicab companies that participate in the scheme. Only those companies on the approved list can be used for Voucher Scheme journeys. The scheme uses local black taxi and licensed minicab companies which are used by Richmond Council for client transport. A list of approved companies will be issued to Voucher Scheme members following their approval onto the scheme.

- Members of the scheme can either travel independently or be accompanied by a friend, relative or carer.
- The scheme is open to qualifying residents of the London Borough of Richmond.
- The scheme runs on an annual basis from 1<sup>st</sup> April until 31<sup>st</sup> March.
- Membership and voucher allocations are reassessed annually.

Journeys can be paid for by using vouchers only, or part vouchers/part cash, however some companies only accept vouchers; full details will be on the companies list provided to approved members. Vouchers are non-transferable; they can only be used by the member to which they were allocated and can not be exchanged for cash. The taxi/minicab company is responsible for returning the vouchers to Richmond Council for payment.

Vouchers are security numbered and watermarked. They are presented in books of £40; in denominations of £5 and £2. They expire on 31<sup>st</sup> March each year. Approved members are initially issued with a £40 book of vouchers from their allocation. To request more vouchers from their allocation members need to contact the Accessible Transport Unit on 020 8831 6312/6097 or complete the tear-off 'Request for Vouchers' slip within the book. Vouchers must be kept safe and any lost/stolen vouchers must be reported to the Accessible Transport Unit.

Applicants will be notified of the decision regarding their eligibility for the scheme, and if approved will be sent a membership pack. This will include a photocard, a letter detailing their personal allocation of vouchers, a supply of vouchers and full details about how to book transport and use the vouchers.

If you have any queries concerning your application please contact a member of staff from the Accessible Transport Unit (ATU) on 020 8831 6312/6097.

Yours sincerely

Judy Jones  
Senior Operations Officer