



If you would like a copy of this leaflet in Braille, large print, audio tape or a community language then please contact:

- **Accessible Transport Unit**  
**Disability Action and Advice Centre,**  
**4 Waldegrave Road, Teddington,**  
**Middlesex TW11 8HT**  
**Tel: 020 8831 6312 or 020 8831 6191**

Or alternatively, if you have difficulty understanding this publication, please visit the reception at one of the addresses below where we can arrange a telephone interpreting service.

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

ਜਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪਸ਼ ਆਉਦਾ ਹ ਤਾ ਹਠਾ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

اگر در فهمیدن این نشریه مشکلی دارید لطفاً به میز پذیرش در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه تلفنی برایتان فراهم آورده شود:

- **Civic Centre**  
The Atrium, 44 York Street, Twickenham, Middlesex TW1 3BZ
- **Centre House**  
68 Sheen Lane, East Sheen, London SW14 8LP
- **Richmond Information Centre**  
Old Town Hall, Whittaker Avenue, Richmond, Surrey TW9 1TP

# *IS MOBILITY A DIFFICULTY FOR YOU?*

Then check out

# **TRANSPORT SOLUTIONS**



**The Accessible Transport Unit is there  
to help you find accessible transport.**

Transport Solutions is a partnership between the London Borough  
of Richmond and the Richmond Voluntary Sector.

## ***There are a number of transport schemes in the borough that are available for people with mobility difficulties.***

Callers should also check to see if there will be a charge from any of the organizations prior to accepting transport.

### **TRANSPORT FOR SHOPPING**

The **Accessible Transport Unit** and the following organizations all provide door-to-door shopping facilities to your local supermarket.

#### ■ **Accessible Transport Unit**

Disability Action and Advice Centre  
4 Waldegrave Road, Teddington, Middlesex TW11 8HT  
*Tel:* 020 8831 6097 9.00 am - 5.00 pm Monday-Friday  
*Email:* [accessibletransport@richmond.gov.uk](mailto:accessibletransport@richmond.gov.uk)  
*Website:* [www.richmond.gov.uk](http://www.richmond.gov.uk)

**Pick up from addresses borough wide**

#### ■ **Barnes, Mortlake and East Sheen Enterprise FiSH**

Barnes Green Centre, Church Road,  
Barnes, London SW13 9HE *Registered Charity No. 1083996*  
*Tel:* 020 8876 3765 9.00 am - 12 noon Monday-Friday  
Answerphone at other times  
*Email:* [bus@fishhelp.org.uk](mailto:bus@fishhelp.org.uk)  
*Website:* [www.fishhelp.org.uk](http://www.fishhelp.org.uk)

**Pick up from addresses in Barnes, Mortlake and Sheen**

#### ■ **Hampton Enterprise**

Greenwood Centre, 1a School Road, Hampton Hill,  
Middlesex TW12 1QL *Registered Charity No. 270916*  
*Tel:* 020 8979 9662 9.30 am - 4.30 pm Monday-Friday  
Answerphone at other times  
*Email:* [vcg@greenwoodcentre.co.uk](mailto:vcg@greenwoodcentre.co.uk)  
*Website:* [www.greenwoodcentre.co.uk](http://www.greenwoodcentre.co.uk)

**Pick up from addresses in Hampton and Hampton Hill**

If you are unable to find what you need or are not eligible for any special transport schemes the **Accessible Transport Unit** may be able to help or can give you details of accessible taxi, minicab or coach companies who are able to provide transport at commercial rates.

**Accessible Transport Unit  
Disability Action and Advice Centre  
4 Waldegrave Road  
Teddington  
Middlesex  
TW11 8HT**

***Tel:* 020 8831 6097**

***Email:*  
[accessibletransport@richmond.gov.uk](mailto:accessibletransport@richmond.gov.uk)**

***Website:*  
[www.richmond.gov.uk](http://www.richmond.gov.uk)**

All of the partners of 'Transport Solutions' as listed in this guide, have access to transport information and can offer guidance.

# TRANSPORT TO SOCIAL CENTRES FOR OLDER PEOPLE

Contact the manager of the centre as there may be dedicated door to door transport available.

## ■ **Barnes Green Centre**

Church Road, Barnes,  
London SW13 9HE

*Registered Charity No. 1084211*

*Tel: 020 8876 2377 9.00 am - 5.00 pm Monday-Friday*

## ■ **Elleray Hall**

Elleray Road, Teddington,  
Middlesex TW11 0HG

*Registered Charity No. 260495*

*Tel: 020 8977 0549 9.30 am - 4.00 pm Monday-Friday*

## ■ **Linden Hall**

Linden Road, Hampton,  
Middlesex TW12 2JG

*Registered Charity No. 258444*

*Tel: 020 8941 2373 9.30 am - 4.00 pm Monday-Friday*

## ■ **Meadows Hall**

Church Road, Richmond,  
Surrey TW10 6LN

*Registered Charity No. 1084211*

*Tel: 020 8940 1008 9.00 am - 5.00 pm Monday-Friday*

## ■ **The Avenue Club**

Kew Community Trust, The Avenue, Kew,  
Richmond, Surrey TW9 2AJ

*Registered Charity No. 1736623*

*Tel: 020 8948 8807 9.00 am - 3.00 pm Monday-Friday*

## ■ **Whitton Social Centre**

111a Kneller Road, Whitton, Middlesex TW2 7DT

**Age Concern** *Tel: 020 8894 4963*

9.30 am - 4.00 pm Tues and Fri

*Registered Charity No. 1084211*

**Minority Ethnic Elders Group** *Tel: 020 8893 9555*

10.00 am - 1.00 pm Mon and Thurs

*Registered Charity No. 1053007*

If no dedicated transport is available contact the **Accessible Transport Unit**, who can advise on transport options.

## ■ **Teddington and Hampton Wick Voluntary Care Group**

c/o Methodist Church, 1 Stanley Road,  
Teddington, Middlesex TW11 8TP *Registered Charity No. 276809*

*Tel:* 020 8943 3112 9.30 am -11.30 am Monday-Friday  
Answerphone at other times

**Pick up from addresses in Teddington and Hampton Wick**

## **TRANSPORT FOR HOSPITAL APPOINTMENTS**

Contact your **GP** who may be able to arrange for the London Ambulance Service to collect you.

If your GP is unable to help, contact **your local Voluntary Care Group** who may be able to assist, or the **Accessible Transport Unit** who can advise on transport options.

## **TRANSPORT FOR GROUP ACTIVITIES**

Contact **RaKAT** who can provide accessible vehicles with or without a driver or the **Accessible Transport Unit** who can advise on transport options.

### ■ **Richmond and Kingston Accessible Transport**

North Kingston Centre, Richmond Road,  
Kingston upon Thames, Surrey KT2 5PE

*Tel:* 020 8481 0031 8.30 am -3.00 pm Monday-Friday

*Email:* info@rakat.org.uk

*Website:* www.rakat.org.uk

### ■ **Accessible Transport Unit**

Disability Action and Advice Centre  
4 Waldegrave Road, Teddington, Middlesex TW11 8HT

*Tel:* 020 8831 6097 9.00 am -5.00 pm Monday-Friday

*Email:* accessibletransport@richmond.gov.uk

*Website:* www.richmond.gov.uk

## TRANSPORT FOR SOCIAL EVENTS or OTHER APPOINTMENTS

Contact the **Accessible Transport Unit** – you may be eligible for the **Taxicard Scheme** which would give you subsidized taxi trips or the **Voucher Scheme** which gives you vouchers to exchange for travel in selected minicabs and taxis.

The Unit can also put you in touch with other local provision.

**or** contact **Dial-a-Ride**, this is run by Transport for London and can provide accessible transport for short trips.

### ■ **Dial-a-Ride**

Control Centre

*Tel:* 0845 999 1 999

*Website:* [www.tfl.gov.uk/dial-a-ride](http://www.tfl.gov.uk/dial-a-ride)

**or** contact your local **Voluntary Care Group** who may be able to help.

### ■ **Barnes, Mortlake and East Sheen FiSH**

Barnes Green Centre, Church Road,

Barnes, London SW13 9HE

*Registered Charity No. 1083996*

*Tel:* 020 8876 3414 9.00 am -12.00 noon Monday-Friday

Answerphone at other times

*Email:* [info@fishhelp.org.uk](mailto:info@fishhelp.org.uk)

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

### ■ **Ham and Petersham SOS Scheme**

Parish Room, St. Richard's Church,

Ashburnham Road, Ham, Richmond, Surrey TW10 7NL

*Tel:* 020 8948 1090 10.00 am -12.00 noon Monday-Friday

Answerphone at other times

■ **Hampton and Hampton Hill Voluntary Care Group**

Greenwood Centre, 1a School Road, Hampton Hill,  
Middlesex TW12 1QL

*Registered Charity No. 270916*

*Tel:* 020 8979 9662 9.30 am - 4.30 pm Monday-Friday  
Answerphone at other times

*Email:* [vcg@greenwoodcentre.co.uk](mailto:vcg@greenwoodcentre.co.uk)

*Website:* [www.greenwoodcentre.co.uk](http://www.greenwoodcentre.co.uk)

■ **Kew Neighbourhood Association**

St. Luke's House, 270 Sandycombe Road,  
Kew, Richmond, Surrey TW9 3NP

*Registered Charity No. 1034340*

*Tel:* 020 8948 8054 10.00 am - 12.00 noon Monday-Friday  
Answerphone at other times

*Email:* [mail@kna.org.uk](mailto:mail@kna.org.uk) *Website:* [www.kna.org.uk](http://www.kna.org.uk)

■ **Richmond Good Neighbours**

1 Princes Street, Richmond,  
Surrey TW9 1ED

*Registered Charity No. 1073852*

*Tel:* 020 8332 9741 9.00 am - 12.00 noon Monday-Friday  
Answerphone at other times

*Email:* [richmondgoodneighbours@whsmithnet.co.uk](mailto:richmondgoodneighbours@whsmithnet.co.uk)

■ **Teddington and Hampton Wick Voluntary Care Group**

c/o Methodist Church, 1 Stanley Road,  
Teddington, Middlesex TW11 8TP

*Registered Charity No. 276809*

*Tel:* 020 8943 3112 9.30 am - 11.30 pm Monday-Friday  
Answerphone at other times

■ **Whitton Network**

1a Library Way, Whitton, Middlesex TW2 7AP

*Tel:* 020 8775 1366 9.30 am - 12.00 noon Monday-Friday  
Answerphone at other times

*Email:* [whittonnetwork@tesco.net](mailto:whittonnetwork@tesco.net)