



**traveline**  
public transport info  
**0871 200 22 33**  
[www.travelinescotland.com](http://www.travelinescotland.com)

### Disability Discrimination Act Policy

**We will provide contact details for other organisations who help or assist disabled travellers. These will be available on request from our call centre operators**

## TRANSPORT SCOTLAND



### Concessionary Travel

Transport Scotland is responsible for running the national concessionary travel scheme which has provided FREE bus travel throughout Scotland for many older and disabled people since April 2006.

Under the new scheme anyone aged sixty or over and many disabled people who live in Scotland are able to travel FREE on ANY local bus and scheduled long distance coach services in Scotland throughout the day - including the morning rush hour.

If you want to take advantage of this FREE bus travel you need to have a National Entitlement Card. This card will allow you to travel on any scheduled bus service throughout Scotland.

Application forms are available from local authorities, Post Offices and SPT Travel Centres, depending on where you live in Scotland. It may be best to contact your local authority or local concessionary travel scheme office for information on the application process in your area.

You will need to provide a recent passport-type colour photograph. When making an application you will also need to produce current documentary evidence of your age or disability along with proof of your current address.

Transport Scotland  
Buchanan House  
58 Port Dundas Road  
Glasgow  
G4 0HF

Telephone: 0141 272 7100  
Email: [info@transportscotland.gsi.gov.uk](mailto:info@transportscotland.gsi.gov.uk)  
<http://www.transportscotland.gov.uk>

**The Community Transport Association UK** is the national representative body of the voluntary sector organisations that provide transport, including dial-a-ride services, minibus transport, the hire of vehicles and private car schemes. For advice and information about any of these contact:



Scottish Office:  
46a Channel Street  
Galashiels  
TD1 1BA  
Tel: 08707 743 591  
Fax: 08707 743584  
Email: [AdviceScot@communitytransport.com](mailto:AdviceScot@communitytransport.com)  
[www.communitytransport.com](http://www.communitytransport.com)



**Capability Scotland** is one of the leading Scottish disability organisations and has nearly 60 years experience of providing services to disabled people of all ages in Scotland.

ASCS - Advice Service Capability Scotland  
11 Ellersly Road  
Edinburgh, EH12 6HY  
Tel: 0131 313 5510  
Fax: 0131 346 1681  
Textphone: 0131 346 2529  
Email: [ascs@capability-scotland.org.uk](mailto:ascs@capability-scotland.org.uk)  
<http://www.capability-scotland.org.uk/>



**'Door to door'** - The Disabled Persons Transport Advisory Committee (DPTAC) have a transport and travel advice website for disabled people, which has useful information on all forms of transport:

[www.dptac.gov.uk/door-to-door](http://www.dptac.gov.uk/door-to-door)

**Disabled Living Foundation** - The DLF provides comprehensive information about equipment and services for disabled people, and on much else. They have free factsheets on wheelchairs and scooters in print and downloadable from their website.

380-384 Harrow Road  
London W9 2HU  
Local rate Helpline: 0845 130 9177  
(10am to 4pm)  
Fax: 020 7266 2922  
Textphone: 020 7432 8009  
Email: [advice@dlf.org.uk](mailto:advice@dlf.org.uk)  
[www.dlf.org.uk](http://www.dlf.org.uk)



DLF have a bathing products website: [www.bathingmadeeasy.com](http://www.bathingmadeeasy.com)

The helpline operates 10-4pm weekdays, calls are charged at local rate.

**Mobility & Inclusion Unit** - the unit is part of the Department for Transport. They provide information on public and private transport, on legislation and on your rights as a traveller with a disability. Their website has information about about the DDA and transport generally:

Mobility and Inclusion Unit  
Department for Transport  
Zone 4/23, Great Minster House  
76 Marsham Street  
London SW1P 4DR  
Tel: 020 7944 8021  
Fax: 020 7944 6102  
email: [miu@dft.gsi.gov.uk](mailto:miu@dft.gsi.gov.uk)  
[www.dft.gov.uk/access](http://www.dft.gov.uk/access)



**Shopmobility** - You can borrow a manual or powered wheelchair from a Shopmobility scheme. These can be found in various places up and down the country. Most are based in shopping centres.

You may have to pay a membership fee or a small one-off charge for the hire of the wheelchair. Some schemes can arrange for an escort if you need one. Training in using the wheelchair can be provided if you need it. You may have to book in advance. For more information, contact:

The National Federation of Shopmobility UK (NFSUK)

PO Box 6641

Christchurch

BH23 9DQ

Tel: 08456 442 446

Fax: 08456 444 442

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

[www.justmobility.co.uk/shop](http://www.justmobility.co.uk/shop)



**Tourism for all** - This provides information to help disabled and older people to make independent holiday and travel arrangements. Where possible they try to find accessible accommodation and travel services that are open to all rather than only for disabled people. They inspect accommodation in the UK and can make reservations for you in B&Bs, farmhouses, hotels and in self catering accommodation.

Tfa c/o Vitalise

Shap Road Industrial Estate

Shap Road

Kendal

Cumbria LA9 6NZ

**Information** - Tel: 0845 124 9971

Minicom: 0845 124 9976

E-mail: [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

Fax: 0845 124 9972

<http://www.tourismforall.org.uk/>