

This booklet is available in alternative formats on request



0800 0439395



[info@asksid.org.uk](mailto:info@asksid.org.uk)

Other booklets due in this series:

Disability Equipment


Disability Rights & Benefits

Support at Home

More information on living with a disability in Surrey can be found at [www.asksid.org.uk](http://www.asksid.org.uk)

A list of Surrey contacts is available in the leaflet 'Information for You' available from SID

SID - Social Information on Disability  
Rentwood, School Lane  
Fetcham, Surrey KT22 9JX

 01372 372888 (admin)

 0800 0439395 (information line)

With thanks to Reigate Hill  
Rotary Club for their support



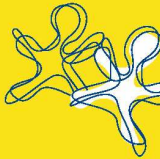
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# Accessible Surrey

A Quick Guide for Advisers in Surrey

**SID**   
Social Information on Disability

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For Play & Sports Venues: National Playing Fields Association  
☎ 0208 735 3380.

For Employment: Disability Employment Advisers (DEA) can provide advice on access issues and work - [www.dwp.gov.uk](http://www.dwp.gov.uk).

## Disability information services in Surrey

DAISE	Elmbridge	01932 248660
DATA	Tandridge	01883 722593
DICE	Epsom & local areas	01372 735243
DisCASS	Guildford & Waverley	01483 860551
WIDEWoking & Surrey Heath		01483 747400
SID	Countywide	0800 0439395

## Local authorities in Surrey

Elmbridge	01372 474474	<a href="http://www.elmbridge.gov.uk">www.elmbridge.gov.uk</a>
Epsom & Ewell	01372 732000	<a href="http://www.epsom-ewell.gov.uk">www.epsom-ewell.gov.uk</a>
Guildford	01483 505050	<a href="http://www.guildford.gov.uk">www.guildford.gov.uk</a>
Mole Valley	01306 885001	<a href="http://www.mole-valley.gov.uk">www.mole-valley.gov.uk</a>
Reigate & Banstead	01737 276000	<a href="http://www.reigate-banstead.gov.uk">www.reigate-banstead.gov.uk</a>
Runnymede	01932 838383	<a href="http://www.runnymede.gov.uk">www.runnymede.gov.uk</a>
Spelthorne	01784 451499	<a href="http://www.spelthorne.gov.uk">www.spelthorne.gov.uk</a>
Surrey Heath	01276 707100	<a href="http://www.surreyheath.gov.uk">www.surreyheath.gov.uk</a>
Tandridge	01883 722000	<a href="http://www.tandridgedc.gov.uk">www.tandridgedc.gov.uk</a>
Waverley	01483 523333	<a href="http://www.waverley.gov.uk">www.waverley.gov.uk</a>
Woking	01483 755855	<a href="http://www.woking.gov.uk">www.woking.gov.uk</a>

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## Local advice & access audits

Local access groups can offer audits of areas or premises which will look at ease of physical access, lighting, signage, acoustics and car parking.

Elmbridge	Colin Wheatley ☎ 01372 463943
Epsom	No group at present
Guildford	Guildford B C ☎ 01483 505050
Mole Valley	MVDC ☎ 01036 885001
Reigate & Banstead	Barry Samuels ☎ 01737 243308
Runnymede	Mr Fisher ☎ 01784 435622
Spelthorne	SCAN ☎ 07967 499829
Surrey Heath	No group at present
Tandridge	Tandridge D C ☎ 01883 722000
Waverley	DisCASS ☎ 01483 860551
Woking	WIDE ☎ 01483 747400

## Specialist advice & information on access issues

Centre for Accessible Environments ☎ 0207 840 0125 has a register of access auditors and consultants & information on making the built environment accessible.

Royal Institute of British Architects ☎ 0207 307 3700 has a list of architects specialising in disability access and design.

For Arts Venues: ADAPT ☎ 0141 357 5515.

For Education: under 16 Partnership With Parents ☎ 01737 737300 and 16+ SKILL ☎ 0800 328 5050.

For Places of Worship: Through the Roof ☎ 01372 749955

For Legal issues: Community Legal Service ☎ 0845 345 4345.

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## Access & the Disability Discrimination Act

The Disability Discrimination Act 1995 (DDA) gives disabled people the right to access goods, services & premises. Service providers must make reasonable adjustments to ensure people are not discriminated against because they are disabled.

Everyday activities, such as being able to go to a restaurant, shopping for clothes or food, using the local library, going to church or visiting a solicitor or doctor are all covered by the act.

The Disability Rights Commission ☎ 08457 622633 provides advice on disabled peoples' rights, Citizens Advice Bureaux [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) & disability information services on page 10 can also advise on rights under this legislation.

## Access groups & guides

Access groups, made up of disabled people, work with local councils, businesses & organisations to ensure the views of disabled people are represented when access to buildings & the environment is being considered. Contacts for the access groups are listed on pages 9 & 10. Access guides are produced by access groups and/or local councils and give useful local information on access to shops, restaurants, leisure facilities etc in a town or area. Guides are available for the following

Spelthorne Staines ☎ 07967 499829

Tandridge Caterham, SW Tandridge (Bletchingly, Godstone & surrounding villages) & North Tandridge ☎ 01883 716592

Waverley Godalming, Milford & Farncombe ☎ 01483 860551

Woking Woking [www.disabledgo.info](http://www.disabledgo.info)

## RADAR toilet keys

RadAR keys enable disabled people to use the 7,000 accessible public toilets around the country. The keys cost £3.50 from the local council (see page 10) or RADAR ☎ 020 7250 3222. A list of accessible toilets is available from SID ☎ 0800 0439395, or on the website [www.directenquiries.com](http://www.directenquiries.com) along with access information on shops, hotels, restaurants etc across the UK .

## Shopping

Shopmobility ☎ 08456 442446 have scooters and wheelchairs for hire within the following shopping centres:

Camberley	Epsom	Kingston	Staines
Crawley	Guildford	Leatherhead	Sutton
Croydon	Horsham	Redhill	Woking

## Making information accessible

Surrey Interpreting Agency ☎ 01372 376558 provide British Sign Language (BSL) interpreters to aid communication between deaf and hearing people, as well as note takers, lip speakers & communication support workers. There is a charge for this service. Induction loops can be hired from Scan Audio Ltd ☎ 01737 778620. SAVI ☎ 01372 377701 have Braille transcription and audiotape transcription services.

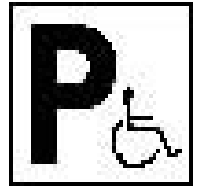


Websites should be compliant with the standard W3C3 [www.w3.org/WAI](http://www.w3.org/WAI). The Plain English Campaign ☎ 01663 744409 has useful free guides on how to communicate well in written English.

## Driving & parking

### Social car schemes

Are run by volunteers for their neighbourhoods & many provide transport for hospital visits, dental appointments or going shopping etc. Local disability information services have details on the schemes see page 10.



### Motability & car adaptations

Motability ☎ 0845 456 4566 is a national charity set up to assist disabled people with leasing or buying a car, scooter or powered wheelchair. It is available to disabled people receiving Disability Living Allowance high rate mobility. Assessment for car adaptations can be arranged through the Queen Elizabeth's Foundation Mobility Centre ☎ 0208 770 1151.

### Blue badges & parking bays

Blue badges are issued by Surrey County Council ☎ 08456 009009 for people with permanent disabilities & cost £2.00 for three years. The disabled person must be age 2 or over. The badge can be used by the disabled driver or passenger.

To qualify a disabled person must meet **one** of these conditions: be registered blind; have a permanent & substantial disability that makes walking impossible or very difficult; receive a war pensioner's mobility supplement; receive DLA high rate mobility; be unable to turn a steering wheel by hand, even with a turning knob; receive a grant towards their own vehicle or use a vehicle supplied by a government department.

Those with mobility problems that mean they are unable to move easily from a car to their home can apply for a disabled parking bay . Contact Surrey County Council ☎ 08456 009009 who can advise.

## Dial-a-Ride Schemes

Dial a Ride buses are operated by borough & district councils see page 10 for people with limited mobility. They are door to door services with fares comparable to a standard bus fare & need to be booked in advance. All buses are wheelchair accessible. They operate during the day time, usually within borough or district boundaries.

## Accessible taxis

Wheelchair users who need to remain in their wheelchairs can contact the local disability information services on page 10 for taxi information. Since 2000 all licensed taxis (black cabs) in London have had to be wheelchair accessible. Taxis & minicabs are required by law to carry assistance dogs free, unless the driver is exempt for medical reasons.



## Disabled Person's Railcard

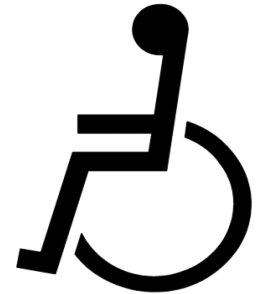
The railcard entitles disabled people (from age 5 upwards) and travel companions to discounted rail fares. It costs £18 for one year and £48 for three years (2007/08) ☎ 0845 605 0525.

To qualify, a disabled person must meet *at least one* of these conditions: be registered blind or partially sighted, or deaf or use an NHS hearing aid, have repeated epilepsy seizures, get AA or DLA mobility at any rate, or middle or high rate care for at least a year, get Severe Disablement Allowance or long-term Incapacity Benefit or War Pensioner's Mobility Supplement or War or Service Disablement Pension or have a Motability vehicle.



## Accessible venues for meetings

Always check that the venue is suitable & can accommodate the numbers of people expected to attend. Check there is adequate parking, that the venue is wheelchair accessible, has accessible toilets, a loop system & easy-to-read signage. All local authorities have online directories of venues to hire in their areas which contain access information, see page 10.



Elmbridge	Esher Rugby Club ☎ 01932 224834
Epsom & Ewell	Bourne Hall ☎ 0208 393 9571
Guildford	Burchatts Farm Barn ☎ 01483 444708
Mole Valley	St George's Christian Centre ☎ 01372 813964
Reigate & Banstead	Redhill Methodist Centre ☎ 01737 771323
Runnymede	Runnymede Centre ☎ 08456 009009
Spelthorne	Spelthorne Borough Council ☎ 01784 451499
Surrey Heath	Camberley Theatre ☎ 01276 707607
Tandridge	Douglas Brunton Centre ☎ 01883 347230
Waverley	Godalming Baptist Church ☎ 01483 414544
Woking	HG Wells Centre Woking ☎ 01483 712710

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## Holidays & tourist attractions

Information on wheelchair accessible paths & walks around Surrey can be found in Surrey County Council's booklet 'Easy Access Around Surrey' ☎ 08456 009009.

Most visitor attractions now have provision for disabled visitors, but it is advisable to contact them direct to talk about individual needs. English Heritage ☎ 0870 333 1181 and the National Trust ☎ 0870 458 4000 have free access guides for disabled visitors. Tourist Information Centres have information on local places to visit - Guildford Centre ☎ 01483 444333, Woking Centre ☎ 01483 720103, Haslemere ☎ 01428 645425 & Dorking ☎ 01306 879327.

For information on accessible holiday accommodation & destinations contact Tourism For All ☎ 0845 124 9971.

## Theatres & cinemas

The main cinemas and theatres in Surrey have wheelchair spaces and disabled toilets. Parking varies and some cinemas require an escort to accompany a disabled visitor. Some also have loop systems and on occasions special signed or subtitled performances, but check beforehand. The Cinema Exhibitors' Assoc Card entitles some disabled people to free tickets for those accompanying them to the cinema ☎ 0151 348 8020.

## Leisure activities

**Libraries** across the county are wheelchair accessible, but Books on Wheels will visit people at home who are unable to go out. Contact Surrey County Council ☎ 08456 009009

Access information on **Restaurants, Pubs & Leisure Centres** can be found in local access guides, and by contacting local disability information services on page 10.

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## Public & Community Transport

Bus terminals, railway stations, airports & ports must be accessible to disabled people, as must any services they provide like ticket booking or travel information.

There are separate regulations that set out when buses, coaches and trains must be made accessible to disabled people, as the transport provisions of the DDA are being phased in over a number of years. Air travel is exempt from the act.

All new buses in use since 2000 are accessible and these are gradually being introduced across Surrey. All buses must be accessible by 2017 and coaches from 2020. New trains must be accessible from 1999 and all rail transport by 2020.

Information on travel for disabled people in Surrey can be found at [www.eastsurreyrtp.org.uk](http://www.eastsurreyrtp.org.uk). [www.dptac.gov.uk/door-to-door](http://www.dptac.gov.uk/door-to-door) has useful information on all types of transport provision & what to consider when planning to travel. For travel information for young disabled people look at [www.mygojo.co.uk](http://www.mygojo.co.uk).

## Demand responsive transport (DRT)

DRT buses do not have a set timetable. Their routes are determined by the requests of the passengers. Services are open to anyone. Journeys need to be booked in advance and are wheelchair accessible.

Buses4U	☎ 01730 815518 Mole Valley, Reigate & Banstead, Tandridge, Woking & Farnham
Bustler	☎ 01483 744800 Woking
Hoppa service	☎ 01252 727711 Frimley Park Hospital via the Farnham area & Waverley ☎ 01428 681701