**Lothian Centre for Inclusive Living (LCiL)**



**Accessibility and transport**

**Please note:** This factsheet contains information on a wide range of subjects related to accessibility and transport. While Grapevine endeavors to maintain the accuracy of the information we provide, please be aware that information on national and local schemes are subject to changes out with our control. The information in this factsheet is correct at the time of publication (January 2021)

1. **Blue Badge scheme**

The Blue Badge scheme enables those who are eligible, to park close to where they need to go and lead an independent life.

Eligibility is assessed based on a person’s mobility, but can also include other factors which impact on getting around safely, with or without assistance.

Some people will automatically qualify without the need for an assessment if they meet certain conditions (for example, high Mobility award under Disability Living Allowance, or Personal Independence Payment, mobility component which includes points for moving around or planning and following journeys).

Others may have to attend a face to face assessment. If you require further information or advice on this, please contact the Grapevine service (details below).

For more information on the scheme and to find out about eligibility criteria, you can visit Transport Scotland’s website via [www.transport.gov.scot/road/blue-badge-scheme](http://www.transport.gov.scot/road/blue-badge-scheme) A national scheme, Blue Badge is administered by local authorities who also issue badges to eligible applicants.

**Contact details for Blue Badges:**

For Blue Badge enquiries in the City of Edinburgh you can call 0131 469 3891.

If you have questions about how the Blue Badge scheme operates in either area, please contact Grapevine – details at end of factsheet.

1. **Accessible parking bays**

In Edinburgh we advise speaking to your local neighbourhood office who will most likely put you in touch with the appropriate officer to find out how to get an accessible parking bay outside or close to your home. These are on a locality basis:

**City Centre / Leith Neighbourhood Office**, 28-30 Ferry Road, Edinburgh, EH6 4AE. Email: [leithcitycentreteam@edinburgh.gov.uk](mailto:leithcitycentreteam@edinburgh.gov.uk) Tel: 0131 529 6170

**South West neighbourhood office**, 10 Westside Plaza, Edinburgh, EH14 2ST

Email: [southwestteam@edinburgh.gov.uk](mailto:southwestteam@edinburgh.gov.uk) Tel: 0131 527 3800

**West neighbourhood office,** The Drumbrae Library Hub, 81 Drum Brae Drive, Edinburgh EH4 7FE Email: [westteam@edinburgh.gov.uk](mailto:westteam@edinburgh.gov.uk) Phone: 0131 529 7440

**East neighbourhood office,** 101 Niddrie Mains Road, Edinburgh, EH16 4DS

Email: [eastteam@edinburgh.gov.uk](mailto:eastteam@edinburgh.gov.uk) Tel: 0131 529 3111

**North neighbourhood office,** 8 West Pilton Gardens, Edinburgh, EH4 4DP

Email: [northteam@edinburgh.gov.uk](mailto:northteam@edinburgh.gov.uk) Tel: 0131 529 5050

**South neighbourhood office,** 40 Captain's Road, Edinburgh, EH17 8HQ

Email: [southteam@edinburgh.gov.uk](mailto:southteam@edinburgh.gov.uk) Tel: 0131 529 5151

1. **Disabled Persons Railcard**

This scheme offers a discount of one-third off of all rail journeys for an annual fee of £20. You can check your eligibility and apply online via [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) or call 0345 605 0525

You will qualify if you:

* receive **Personal Independence Payments** (PIP)
* receive **Disability Living Allowance** (DLA) at either:
  + the higher or lower rate for the mobility component, or
  + the higher or middle rate for the care component
* have a **visual impairment**
* have a **hearing impairment**
* have **epilepsy**
* receive **Attendance Allowance** or **Severe Disablement Allowance**
* receive **War Pensioner's Mobility Supplement**
* receive **War** or **Service Disablement Pension** for 80% or more disability
* buy or lease a vehicle through the Motability scheme

1. **National Entitlement Pass**

This pass, administered by local authorities, allows disabled people who meet the criteria and can evidence this, free transport on local and long-distance buses.

This includes, but is not limited to, having a sight impairment, if you’re profoundly or severely deaf, have a Blue Badge or cannot drive on medical grounds. For older people, you must be aged 60 or over and be resident in Scotland.

Full eligibility criteria and more information can be found via Transport Scotland via <http://www.transport.gov.scot/public-transport/concessionary-travel-people-aged-60-or-disability> or by calling 0131 200 2351 in Edinburgh.

National Entitlement Cards issued by the City of Edinburgh Council are valid on Edinburgh’s trams. Cards indicating a visual impairment issued by other local authorities are also valid on trams. All trams are wheelchair accessible.

1. **SESTRAN Thistle Card**

SEStran has developed the Thistle Card to make using public transport easier for disabled people, people with long term conditions and older people.

The card, which is supported by a wide variety of voluntary organisations in South East Scotland and by most bus operators, is credit-card sized and comes with a supply of peel-off stickers, which advise the driver of a user’s impairment and the

help they may need in an easy-to-read format. To request an application form for a Thistle Card, call SEStran on 0131 524 5150

1. **Taxicards**

Taxicard schemes are administered by local authorities. A City of Edinburgh Council issued card is valid for three years, allowing for 104 trips per year. A number of taxi firms participate in the scheme and a Taxicard, in partnership with Scotrail, also allows for free rail travel within the Lothians.

City of Edinburgh Taxicard eligibility - you need to live in Edinburgh and have a permanent disability and be older than two years old. To qualify a person has to give brief information about how they are unable to use ordinary buses, or explain how they have difficulties in using ordinary buses. An application form is available on request from the Grapevine service (please see details below).

For more information on the City of Edinburgh Council’s scheme visit [www.edinburgh.gov.uk/info/20088/public\_transport/359/taxicard](http://www.edinburgh.gov.uk/info/20088/public_transport/359/taxicard)

1. **Accessible Taxis**

In Edinburgh, the following taxi firms have some vehicles which can accommodate passengers sitting in their wheelchairs. It’s always advisable to mention this when booking.

Computer Cab Edinburgh 0131 272 8000

Central Radio Taxis 0131 229 2468

City Cabs 0131 228 1211

HCl Transport also operates a dial-a-ride and dial-a-bus service in Edinburgh and the Lothians. Dial-a-Ride is charged on a mileage basis at £4.75 for the first mile plus 50p per mile for the further mileage. You can find out more via [www.hcltransport.org.uk](http://www.hcltransport.org.uk) This is a membership scheme so registration is required. Most journeys have to be booked by calling the local office in advance (at least 1-2 weeks).

1. **Transport to and from hospital**

Information on NHS Lothian’s patient transport service is available via

<http://www.nhslothian.scot.nhs.uk/GoingToHospital/Travel/Pages/PatientTransport.aspx>

To request ambulance transport to and from your healthcare appointment up to 28 days in advance, you can now phone the Scottish Ambulance Service direct booking line number: 0300 123 1236 (charged at local rates from landlines and mobiles).

You will be asked a few questions to see if you are eligible for patient transport and to ensure that the correct transport is booked, according to your needs.

If you are hard of hearing, deaf or speech impaired, you can contact the Service through Text Relay on: 18001-0300 123 1236.

You can also speak to a health practitioner involved with your care and ask for assistance in arranging transport.

1. **Your right to assistance at train stations and airports**

Train stations managed by Scotrail offer an assistance service, which must be booked in advance, for disabled passengers. You can find out more about the service and how to book via [www.scotrail.co.uk/plan-your-journey/accessible-travel](http://www.scotrail.co.uk/plan-your-journey/accessible-travel)

Edinburgh Airport provides a ‘special assistance’ service for travellers with mobility impairments; [www.edinburghairport.com/prepare/special-assistance](http://www.edinburghairport.com/prepare/special-assistance) as well as support and advice on airport travel for people with additional needs, including autism. Find out more via <http://www.edinburghairport.com/prepare/travelling-with-additional-needs>

1. **Further information and useful contacts:**

If you have any other queries regarding accessibility and transport, and live in Edinburgh please contact the Grapevine advice service on 0131 475 2370 (Monday to Friday, 10am-4pm) or via [grapevine@lothiancil.org.uk](mailto:grapevine@lothiancil.org.uk)

Transport Concessions Team City of Edinburgh Council: Email: [travelconcessions@edinburgh.gov.uk](mailto:travelconcessions@edinburgh.gov.uk) Tel: 0131 469 3891

Transportation Concessionary Schemes, East Lothian Council: Email: [transportation@eastlothian.gov.uk](mailto:transportation@eastlothian.gov.uk) Tel: 01620 827367/827974

Scottish Accessible Transport Forum (SATA): an alliance of transport users, planners and operators who share the common aim of making public transport in Scotland fully accessible to disabled people. Tel: 0131 448 0930

National Rail Enquiries: telephone: 03457 484 950 textphone: 0345 605 0600

Travel-line Scotland: 0871 200 22 33 (all public transport information)

Assistance at Edinburgh Airport: 0844 448 8833.

Transport Scotland enquiries: 0141 272 7100

Dial-a-Ride: 0131 447 9949

Dial-a-Bus - 0131 447 1718

**Grapevine Contact details:**Tel: 0131 475 2370 (Monday-Friday 10am-4pm)

Email: grapevine@lothiancil.org.uk [www.lothiancil.org.uk](http://www.lothiancil.org.uk/)

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