Out and about in London
My guide

A guide for people with learning difficulties

The Out and about in London series includes:

- Out and about in London: My guide
- Out and about in London: My guide for listening (audio CD version)
- Out and about in London: Supporting independent travel – for people helping you to travel on your own

To order any of these, call London travel information on 020 7222 1234.

Your local social services may also have copies.

IT0001 May 05
Your guide

This guide will help you when you’re out and about in London and you need to use a bus, cab, train, tube train, Docklands Light Railway or tram. It helps you keep your things and yourself safe on your journey and shows you what to do if things go wrong.

You can keep this guide with you for all your journeys. There is lots of space to write and draw things you need to remember where you see this symbol:

So you can look at your guide again and again if you need to.

Important

The pages for you to fill in are about your journey from home to the place you’re going to. Remember that your journey back home will be different. You might need to use different bus stops or platforms at stations and walks might not be quite the same. Use the extra pages at the back of your guide to add details about your journey back home and fit them in the sections you use.
Want to listen?
If you want to listen to the information in this guide, instead of reading it or while you read it at home, you can get a CD by calling London travel information on 020 7222 1234. Remember – don’t wear headphones when you’re travelling so you can concentrate.

Other information
People with learning difficulties helped write this guide by talking about their ideas and worries about travelling on their own. They asked us to say ‘learning difficulty’ and not ‘learning disability’.
Contents

- About me
- Going out
- Staying safe
- Buses
- Cabs
- Trains
- Tube trains
- Docklands Light Railway
- Trams
- Getting help
- Contacts
Out and about in London
About me
My journey
Me and my home
Fill in your information in the spaces below.

My home is in ________________________________ (street)
___________________________________________ (area)

The landmark near to my home is _______________________________________________________________________

Picture of a landmark near my home

My home phone number is ____________________________________________

Other things about me and my home
__________________________________________________________________________
My mobile phone

Fill in your information in the spaces below.

My mobile phone number is ____________________

My mobile network is ________________________

Payphones

I need about 60p for a payphone call.

Phone numbers I use

(These might be - my home, my work or day service, carer(s), parent(s), friends)

____________________________________________________

____________________________________________________
Emergency information

Fill in your information in the spaces below.

In an emergency I need to phone 999.

My local police station phone number is

Other emergency information

Other emergency information

Other emergency information

Other emergency information
Things to know if I have trouble

Fill in your information in the spaces below.

Only show this to a person you trust if things have gone wrong and you need help.

Tick the box if the sentence is right about you.

- I need help to read. [ ]
- You need to talk slowly to me. [ ]
- I have trouble seeing. [ ]
- I have trouble hearing. [ ]
- I have trouble walking. [ ]
- I use a walking frame. [ ]
- I use a wheelchair. [ ]
Fill in your information in the spaces below.

I have this condition ____________________________________________

________________________________________________________________

________________________________________________________________

(Like epilepsy, asthma, or diabetes)

Tick the box if the sentence is right about you.

This information is on my meditag.  

If I’m having trouble, you can phone _______________________________________

(Someone I can trust)
Out and about in London
Going out
Things to take with you

✔ Keep your **keys** in a safe place - like in a zipped up pocket.

**Money**

✔ Take some money so you can make a **phone call** or pay for a **bus fare**.

✔ Keep it **separate** from your wallet or purse.

✔ If you’re out at night - carry enough money for a **cab** home. Carry your **Taxicard** if you have one. See the **Cabs: My journey** section.
Freedom pass

- Keep it in a safe place - like in your wallet or purse.

Phone numbers

- Carry a list of useful phone numbers. These might be your parent/carer, day service, college or work. Write these in the About me: My journey section.

- Keep the numbers of two cab firms that you trust with you. Write these in the Cabs: My journey section.

Personal alarm

- Carry a personal alarm, especially if you go out when it’s dark. You can buy one in a shop or ask at a police station.
Mobile phone

✔ If you have a mobile phone keep it with you. Make sure it’s charged and has credit on it. See the About me: My journey section.

Meditag

✔ If you have diabetes or epilepsy wear your Meditag bracelet or necklace.

This lets people know if you need help.
Out and about in London
Staying safe
Your things

✓ Make sure your bag is done up and you can see it.

✓ Carry your keys in a pocket.

✓ A pocket with a zip is best.

✗ Don’t wear lots of jewellery.

✓ Hide valuable things.
Your money

Don’t carry too much money.

Keep your money in a purse or wallet. Keep it in a safe place like a zipped up pocket or bag.

Don’t get your purse or wallet out in the street.

When you buy something in a shop put your purse or wallet away before you leave.

Before using a cash machine, check who is around you.

Put your money away before you walk away.
Going out

Before you go - answer these questions:

- where are you going?
- how will you get there and back?
- how much money will you need?

Then before you go out - tell someone

- where you are going
- how you will get there
- how you will get back
- what time you will be back.

When you are out

✔ Be careful but don’t be afraid.

❌ Don’t look worried - look like you know where you’re going.

✔ Be aware of what is happening around you.

❌ Don’t listen to a personal stereo while you’re out.
Out and about in London

Don’t use your mobile phone when you cross a road - you need to look, listen and think.

Try not to use short cuts or alleyways.

Out at night

It’s good to travel with a friend at night.

Some bus stops have shelters with lights. Wait where it is well lit and there are people around.
If you have to travel on your own late at night, book a cab.
Look at the cab section in this guide to find out more.

**Being seen**

Help drivers see you by wearing bright clothes or carrying something bright.
Out and about in London
Staying safe: roads
The Green Cross Code

When you cross a road, you need to use the Green Cross Code.

✔ Find a safe place to cross where you can see traffic clearly in all directions.

It is not safe to cross:

where roads meet,

near a bend,

if you can’t see up a hill.

Try not to cross where there are parked vehicles.

This picture shows a good place.
Out and about in London

✔ Stop **before** you get to the kerb.

✔ **Look** all around for traffic.

✔ **Listen** for traffic.

✔ If there is any traffic coming, **let it pass**.

✔ When the road is clear go straight across, walk quickly without running.

✔ Keep looking and listening as you cross the road.

❗ **Watch out for traffic going fast!**

✔ It’s safest to cross at a pedestrian crossing if you can.
Crossing between parked vehicles

- Try not to cross near parked vehicles, but if you **have** to, check they are not going to move.

- Stand in the road **between** the parked vehicles. Use the edge of the vehicles like the kerb.

- Check there are no parked cars on the other side of the road which will make it harder for you to cross. If there are, make sure they are not going to move.

- Use the **Green Cross Code** to cross the road.

! Watch out for traffic going very fast!
Using a pedestrian crossing

✔ Push the button if there is one - the **WAIT** sign will light.

❌ Don’t cross when there is a red man showing.

✔ When the **green man** lights up, make sure **all** the traffic has stopped before you cross the road.

✔ Walk quickly. **Do not run. Look** and **listen** as you cross.

✔ If there is an **island** in the middle of the pedestrian crossing you need to treat it like it is **two separate crossings**. You must stop at the island to wait for the green man to light **before** carrying on crossing.

‼ Watch out! Sometimes vehicles go through the traffic lights when the green man is showing!

❌ If the green man is flashing don’t start to cross the road as the traffic will start moving. Push the button again and wait.

Usually you look for the green man on the post on the other side of the road, but sometimes the green man is on a box on your side of the road.
Using zebra crossings

√ Stand on the pavement near the zebra crossing.

√ Look right and left, wait until the traffic has stopped in both directions before you start to cross.

√ Keep looking and listening while you cross.

√ If there is an island in the middle of the zebra crossing you need to treat it like it is two separate crossings. You must stop at the island to check that the other side is clear before carrying on crossing.

⚠️ Watch out! Sometimes traffic will go across the zebra crossing when you are crossing it.
Traffic islands

If there is no pedestrian crossing a traffic island can help you to cross the road.

You must cross each side like it’s two separate roads and use the Green Cross Code.

Footbridges

You can use footbridges to cross busy roads.

Subways

It’s best to cross the road where you can see other people, so using a subway is not always the best way to cross.
Other things to look out for

Emergency vehicles

Police traffic, fire engines and ambulances with blue flashing lights and sirens.

⚠️ If you see or hear these do not cross the road. They go very fast and can’t stop.

✔️ Look out for cyclists - they may use the pavement. You may not hear them coming.

Bus lanes

Buses, taxis and bikes may move faster than the rest of the traffic.
Out and about in London
Buses
Getting on the bus

Plan your journey - you need to know:

- what number bus you need to catch
- where the nearest bus stop is
- where to get off the bus.

✔ Think of something that is easy to see before you get to the stop where you will get off. This is so you can get ready to get off when you see it from the bus.

This could be traffic lights, a park or shops. You can write this in the Buses: My journey section.

Bus stops look like these. They have bus numbers on them, where the stop is and the direction the bus goes in.

✔ You must always hold your arm out at bus stops so that the driver knows to stop.

✔ If you use a wheelchair, make sure the driver can see you and ask them to put down the ramp for you. This is usually at the middle doors on the bus.
Shelters

Some bus stops have a shelter.

✓ Stand or sit where the driver can see you.

Queues

✓ If there is a queue at the stop, don’t push but make sure you are confident and get on the bus yourself.

✓ If you have forgotten your freedom pass, see if there is a ticket machine at the stop. If there is, buy a ticket from the machine before you get on the bus. This is called ‘pay before you board’.

✓ If there is no machine, you may still need to pay the driver. If you are not sure, ask the driver.

✓ Have your freedom pass, ticket or money ready for when your bus arrives.

✓ Press your freedom pass flat against the yellow card reader.
On the bus

✔ Sit **downstairs** near the driver.

✔ If you use a **wheelchair**, use the space for people who use a wheelchair and **put your brakes on**. This space is also used for pushchairs. If someone who is **not** using a wheelchair is in this space, you can ask them to move.

✔ You **can** sit here if you do not use a wheelchair, but when someone gets on who needs this space for a wheelchair or pushchair or because they are elderly, you must **move**.
Getting off the bus

✔ When you are near your stop, ring the bell once by pressing the button on the poles.

The stopping sign should light up at the front of the bus.

✔ If you use a wheelchair, ask the driver to put down the ramp.

⚠ Hold on tight as you get off the bus.
When things go wrong on the bus

If the driver misses your stop:
✓ ring the bell and tell the driver
✓ get off at the next stop.

If the bus goes a different way:
✓ ask someone why the bus is going this way
✓ If the bus isn’t going to your stop ask the driver which bus number you need to get on and where you should wait.

If the bus breaks down or has an accident or
If the bus stops before you expect it to:
✓ listen to what the driver says
✓ get off if they ask you to and wait for the next bus.
Out and about in London

If you feel ill:
✓ tell the driver
✓ get off at the next stop
✓ phone someone you trust for help.

If the bus is crowded and you don’t want to stand:
✓ you can wait for the next bus - it might have free seats
✓ ask someone if you can have their seat.

If nobody can help, ring the bell and get off at the next stop. Wait for another bus.
If you have been waiting for a bus at night for a long time:

- ask someone when the next bus is
- use your mobile phone to call someone you trust or phone a cab if you have money to get home - check the numbers in the About me: My journey or Cabs: My journey sections.

If the bus is stuck in traffic:

- if you are close to where you want to go, and you know the way, get off and walk.

If not, stay on the bus as other buses or cabs will also get stuck in the traffic.
Out and about in London
Buses
My journey
The place where I am going by bus

Fill in your information in the spaces below.

I am going to __________________________ (name)

This is at __________________________ (address)

The phone number is __________________________

The best person to speak to is __________________________

Other useful things

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Out and about in London

My walk to my stop

Fill in your information in the spaces below.

My bus stop is at ________________________________

I leave home at __________ (time)

It takes __________ minutes to walk to my stop.

I cross _______ roads to get there.

I use _______ zebra crossings and _______ pedestrian crossings.

I arrive at ____________ (time)
My bus journey from home

Fill in your information in the spaces below.

I get _____ different buses.

The most useful bus for me is _______ (bus number)

The bus goes towards _______________ (the final stop)

I get this bus at ___________________________ (time)

I get off at ________________________________

Tick the box if the sentence is right about you.

I need to get a second bus. [ ]

I need to walk to another bus stop to get this bus. [ ]
My second bus journey

Fill in your information in the spaces below.

My **second** bus number is ________

My journey takes about ________ minutes

The bus stop I need to **get off at** is at _______________

*Landmark near my bus stop*

I get to the place I am going to at _______________ *(time)*

Anything else about my bus journey from home

________________________________________________________________________

________________________________________________________________________
My walk from my stop

Fill in your information in the spaces below.

It takes ________ minutes to walk from my stop to where I am going.

I cross ________ roads to get there.

I use ________ zebra crossings and ________ pedestrian crossings.

I arrive at ________________ (time)
Out and about in London
Cabs
Taxis and minicabs

There are two types of cab you can use:

- **taxi**
- **minicab**

- Cab drivers are **not** allowed to come up to you and ask if you need a ride. *Never get in a car with a stranger.*

Taxis

- You can stop a taxi in the street by holding out your arm.
- You can also find taxis waiting at taxi ranks.
- Taxis usually cost more than minicabs.
- **Make sure you put your seat belt on.**

Taxicards

- Disabled people can use taxis (and sometimes minicabs) at a lower cost with a **taxicard** from your borough.
- Ring your local social services to find out more. You can write this number in the **About me: My journey** section.
- You can apply for a Taxicard by phoning the Taxicard office on **020 7484 2929**.
Minicabs

A minicab looks like a normal car.

You must phone up or go into a minicab office to book a minicab.

When you book a minicab:
✓ tell them your name
✓ tell them what time you want the cab
✓ tell them where you are and where you want to go
✓ ask how much it will cost.

✓ When your minicab arrives, ask the driver who they are picking up, to check if it is for you.

✓ Only get in a minicab if it has been booked in your name.

✓ Ask your social services, or your friends and family if they know a minicab firm you can trust.

Out and about in London
Write down two safe cab numbers in the Cabs: My journey section. Carry the numbers with you when you go out.

Sit in the back of the minicab.

Put your seat belt on.

Don’t talk to the driver about private things.

Have your money ready when you get near where you’re going.

If someone you don’t know stops to ask you directions or offers you a lift, never get into the car with them.
Out and about in London
Cabs
My journey
The place where I am going by cab

Fill in your information in the spaces below.

I am going to ........................................... (name)

This is at ................................................ (address)

The phone number is ...........................................)

The best person to speak to is ...........................................

Other useful things

........................................................................
........................................................................
........................................................................
My cab journey from home

Fill in your information in the spaces below.

If I need to get a cab from home, my safe cab phone number is ____________________________

If this number doesn’t work, my other safe cab number is ____________________________

I leave home at ____________ (time)

The journey takes ____________ minutes.

I arrive at ____________ (time)
My cab journey from home

Fill in your information in the spaces below.

I need at least £ ________________ to travel by cab on my journey and back.

The landmark near the place I am going to is ____________________________________________

______________________________
Landmark near where I am going

Anything else about my cab journey from home

_____________________________________________________________________________

_____________________________________________________________________________

_____________________________________________________________________________

Cabs: My journey
Out and about in London
Trains
Trains

Find out what time your train is due before you go to the station. This means you won’t have to wait around at the station. You can do this by looking at a timetable, using the Internet or phoning the number below. Ask someone for help with this.

If you have forgotten your freedom pass, or you are travelling before 9.30 in the morning with your freedom pass, you may need to buy a ticket. Ask staff at the ticket office to find out.

You can phone National Rail Enquiries for train times and prices of tickets on 08457 484950.

✔ Wait on a bright part of the platform where there are other people around.

✔ Stand near a help point if there is one. This lets you ask a staff member for information or help with your journey. Use this if you have any problems with your travel.
Out and about in London

⚠ Stand away from the platform edge.

✔ Let the people off the train first.

✔ Mind the gap between the platform and the train.

✔ When you get on, find a seat near other people.

✔ If you don’t feel safe, move to another seat.
If you can, sit near the emergency alarm.

Only press or pull the alarm in an emergency. It will tell you on the alarm how to use it.

Take care getting off the train.

Mind the gap between the platform and the train.
Out and about in London
Trains
My journey
The place where I am going by train

Fill in your information in the spaces below.

I am going to ___________________________ (name)

This is at ________________________________ (address)

The phone number is __________________________

The best person to speak to is __________________________

Other useful things

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
My walk to my station

Fill in your information in the spaces below.

My train station is at ________________________ (street)

I leave home at ___________ (time)

It takes __________ minutes to walk to my station.

I cross ________ roads to get there.

I use ________ zebra crossings and

___________ pedestrian crossings.

I arrive at ________________ (time)
My train journey from home

Fill in your information in the spaces below.

The **train station** I use is ____________________________ *(name)*

If I don’t have a freedom pass, my train journey from home and back will cost £ ____________________________

I get the train at ____________________________ *(time)*

My journey takes ____________________________ minutes.

The train goes **towards** ____________________________ *(final station)*

The station I need to **get off** at is ____________________________

I get to the place I am going to at ____________________________ *(time)*

Anything else about my train journey from home

_________________________________________________________

_________________________________________________________
My walk from my station

Fill in your information in the spaces below.

It takes _________ minutes to walk from my station to where I am going.

I cross _________ roads to get there.

I use _________ zebra crossings and _________ pedestrian crossings.

I arrive at ________________ (time)
Trains: My journey
Out and about in London
Tube trains
Tube trains

Tube trains are also called underground trains. They go fast because they do not get stuck in traffic.

Many parts of London have tube lines like the Jubilee and District Lines.

You can use your freedom pass on the tube.

Before you go into the station make sure you know where you are going and which tube line you will use.

Phoning the travel information line on 020 7222 1234 and checking a tube map will help you. You can pick up a map from the station to carry with you.
Out and about in London

✔ Have your freedom pass ready at the gates. Press your freedom pass flat onto the **yellow card reader**. This will make the gates open so that you can walk through.

✔ If you do not have your freedom pass or you are not sure, **ask station staff**.

✔ You have to go up and down **stairs** and **escalators** to get to your platform. **Some** stations also have **lifts**.

✔ Follow the signs to your tube line - these show the name and colour of your line. Write your tube line in the **Tube trains: My journey** section. Check you are going in the right direction.

✔ Tube stations have screens above the platform saying where the next train is going.
If you are not sure - ask station staff.

Stand near other people. Stand away from the platform edge!

When the tube train comes, wait until everyone has got off before you get on.

Find a place to sit or hold on tight if you have to stand.

Don’t sit in an empty carriage.

Make sure you know where to get off the tube. There is often a recorded voice telling you the next station.

If you are not sure - ask someone.

When you get off, follow the signs to the exit. Have your freedom pass ready when you get near the gates.
Out and about in London
Tube trains
My journey
The place where I am going by tube

Fill in your information in the spaces below.

I am going to _______________________________ (name)

This is at _______________________________ (address)

The phone number is _______________________________

The best person to speak to is _______________________________

Other useful things

______________________________________________________________

______________________________________________________________

______________________________________________________________

______________________________________________________________
My walk to my station

Fill in your information in the spaces below.

My **tube train** station is at ________________ *(street)*

I leave home at __________ *(time)*

It takes _______ minutes to walk to my **station**.

I cross _______ **roads** to get there.

I use _______ **zebra crossings** and

___________ **pedestrian crossings**.

I arrive at ________________ *(time)*
My tube journey from home

Fill in your information in the spaces below.

The **tube train station** I use is ___________________________

______________________________ (name)

If I **don’t** have a freedom pass, my tube journey from home and back costs at least £ ____________

The **tube station** I get on at is __________________________

My tube station is on the ____________________________ line.

I use ______ tube lines.

The **first line** is called _______________________________

The colour is ______________________________
Out and about in London

The tube goes towards ________________________________ (final station)

I get off at ________________________________ (station)

If I need to change to another tube train

The second line is called ________________________________

The colour is ________________________________

The tube goes towards ________________________________ (final station)

I get off at ________________________________ (station)
My tube journey from home

Fill in your information in the spaces below.

My tube journey takes ______ minutes.

I get off the tube at about _______________ (time)

Anything else about my tube journey from home

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________
My walk from my station

Fill in your information in the spaces below.

It takes ________ minutes to walk from my station to where I am going.

I cross ________ roads to get there.

I use ________ zebra crossings and ________ pedestrian crossings.

I arrive at ____________ (time)
Tube trains: My journey
Out and about in London
Docklands Light Railway (DLR)
Docklands Light Railway (DLR)

East London and South East London have Docklands Light Railway (DLR) trains. DLR stations have lifts. DLR trains do not have drivers. They are run by computer.

The sign above the platform will tell you when the next train is.

✔️ Check which direction you need to go in and which station you want to get off at.
You can use your freedom pass on the DLR. There will be a **yellow card reader** on the DLR platform. Press your freedom pass flat against the card reader.

If you do not have a freedom pass, buy a ticket from the machine **before** you get on.

✔ Check each station on the map on the wall of the train.
There is a staff member on every DLR train. Ask them if you need help.

Press the alarm only if there is an emergency.

When you get off, follow the signs to the exit.
Out and about in London
DLR
My journey
The place where I am going by DLR

Fill in your information in the spaces below.

I am going to ___________________________ (name)

This is at ________________________________ (address)

The phone number is ______________________

The best person to speak to is ________________________

Other useful things

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________
My walk to my station

Fill in your information in the spaces below.

My DLR station is at ____________________________ (street)

I leave home at ____________ (time)

It takes ___________ minutes to walk to my station.

I cross __________ roads to get there.

I use __________ zebra crossings and __________ pedestrian crossings.

I arrive at ________________ (time)
My Docklands Light Railway (DLR) journey from home

Fill in your information in the spaces below.

The Docklands Light Railway (DLR) station I use is

________________________________________________________ (name)

If I don’t have a freedom pass, my DLR journey from home and back will cost £ ____________

The DLR goes towards ________________________________

________________________________________________________ (final station)

I usually get the DLR at ________________________________
My Docklands Light Railway (DLR) journey from home

Fill in your information in the spaces below.

My journey takes about ______________ minutes.

The DLR station I need to get off at is

DLR station where I get off

I get off the DLR at ____________________

Anything else about my DLR journey from home

__________________________________________

__________________________________________
My walk from my station

Fill in your information in the spaces below.

It takes ________ minutes to walk from my station to where I am going.

I cross ________ roads to get there.

I use ________ zebra crossings and ________ pedestrian crossings.

I arrive at ___________ (time)
Out and about in London
Trams
Trams

Trams look like buses, but they run on rails.

You can use your freedom pass on trams. You need to check that the tram is going in the right direction.

Get help with this before you use the trams. There are help points at all tram stops where you can press a button and ask transport staff questions through an intercom. If you do not have a freedom pass, buy a ticket from the machine before you get on.

✔️ Watch out for people pushing when you get on. Trams get very crowded.
✔️ If you cannot find a seat, hold on tight and stand.

There is a recorded voice on the tram telling you what stop is next. There is also an information screen telling you what the next stop is. If you are not sure ask someone.

Some tram stops look like bus stops, some of them look like train stations. All stops have boards with their name on them.

⚠️ Be careful crossing the road near tram stops.
Out and about in London
Trams
My journey
The place where I am going by tram

Fill in your information in the spaces below.

I am going to ___________________________ (name)

This is at ________________________________ (address)

The phone number is ___________________________

The best person to speak to is __________________________

Other useful things

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________
Out and about in London

My walk to my stop

Fill in your information in the spaces below.

My tram stop is at ________________________________

I leave home at ___________ (time)

It takes ___________ minutes to walk to my stop.

I cross ___________ roads to get there.

I use ___________ zebra crossings and

___________ pedestrian crossings.

I arrive at ________________ (time)
My tram journey from home

Fill in your information in the spaces below.

The tram stop I use is __________________________

If I don’t have a freedom pass, my tram journey from home and back costs at least £ __________________

The tram goes towards __________________________

_____________________________________________ (final destination)

I get the tram at _______________________________ (time)
My tram journey from home

Fill in your information in the spaces below.

My journey takes about ________________ minutes.

The stop I need to **get off** at is ________________

Tram stop where I get off

I get to the place I am going to at ____________ (time)

Anything else about my tram journey from home

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My walk from my stop

Fill in your information in the spaces below.

It takes __________ minutes to walk from my stop to where I am going.

I cross __________ roads to get there.

I use __________ zebra crossings and __________ pedestrian crossings.

I arrive at ________________ (time)
Out and about in London
Getting help
Who can help?

If you need help while you’re out, ask:

a policeman or policewoman

a traffic warden

bus and tram drivers, staff at stations and on trains.

People in uniforms are usually trained to help.

✔ If you can’t find someone in uniform go into a shop or library and ask the staff there to help you.

⚠ Be careful but don’t be afraid.
Is someone following you?

✔ If you think someone is following you, go into a shop or busy place and ask for help.

✖ Don’t hide somewhere quiet.
If someone bullies you

If someone calls you names or threatens you:

✔️ ignore them
❌ don’t shout back
✔️ keep calm
✔️ go somewhere busy like a shop or library
✔️ tell the driver if you’re on the bus.

✔️ If nobody else can help, say ‘I’m meeting my friend in a minute’.

✔️ If someone tries to touch you, shout as loud as you can. Tell the people around you what is happening.
Using a payphone

1. Find a payphone

2. Pick up the phone

3. Put in your money - 60p should be enough
Dial the number - check your number list in the About me: My journey section - and make your call

Put the phone down

Collect your change
Contacts
Useful contacts

In an emergency, contact 999.

Contact your local social services department with questions about learning to travel on your own in London. You can look in your local phone book to find it.

London travel information line
For 24-hour help planning a journey on bus, cab, train, tube train, DLR or tram call the London travel information line.
- Telephone 020 7222 1234
- Textphone 020 7918 3015
- Email travinfo@tfl.gov.uk

Customer Services (London Buses)
If you want to comment on your journey, contact us.
- Telephone 0845 300 7000
  (8am - 8pm Monday to Friday)
- Textphone 020 7918 4435
  (8am - 8pm Monday to Friday)
- Fax 020 7918 3999
- Email customerservices@tfl-buses.co.uk
- Write to Customer Services Department, London Buses, 172 Buckingham Palace Road, London SW1W 9TN
National Rail Enquiries
For information on journey times and tickets for trains call National Rail Enquiries.
- Telephone 08457 484950
- Website www.nationalrail.co.uk

Freedom pass
A freedom pass is a free travel pass for people with disabilities, paid for by your local council.
- Telephone 020 7747 4858 (Association of London Government)
- Website www.freedompass.org
- Email mobility@alg.gov.uk
- Write to ALG freedom pass section, Operations Unit, 1st floor, New Zealand House, 80 Haymarket, London SW1Y 4TZ

Taxicard
Most London Borough Councils have a Taxicard Scheme, which provides residents with disabilities with subsidised journeys in accessible taxis.
- Telephone 020 7484 2929
- Fax 020 7484 2919
- Website www.taxicard.org.uk
- Email taxicard@alg.gov.uk
- Write to ALG TEC Taxicard, New Zealand House, 80 Haymarket, London, SW1Y 4TZ
To learn more about **road safety** the contacts on these page are helpful.

### Road safety

**Arrive Alive**
- Website www.thinkroadsafety.gov.uk/arrivealive
- Telephone 0870 1226 236

### The Highway Code
- Website www.highwaycode.gov.uk
- Telephone 0870 1226 236 (Department for Transport Publications Centre)London Accident Prevention Council
- Website www.lapc.org.uk
- Telephone 020 8227 3204

### Local Authority Road Safety Officers Association (LARSOA)
- Website www.larsoa.org.uk
The Royal Society for the Prevention of Accidents (RoSPA)

- Website www.rospa.com/roadsafety
- Telephone 0121 248 2000

Wheelchair access

- For information on wheelchair access at tube train stations, contact London travel information or log visit this website on the internet - www.describe-online.com

- For information on wheelchair access at national train stations, contact the relevant train operator. For example, www.southernrailway.com has details for Southern Railway. National Rail enquiries can give you the contact details for the train operator for your branch.

Dial-a-Ride

If there are journeys you cannot manage on public transport or by cab, you may be able to use Dial-a-Ride - a door to door service for people with disabilities who cannot use public transport. To use Dial-a-Ride you will need to become a member and pre-book trips.

- Contact Transport for London’s travel information Line on 020 7222 1234 for details of how to join.
Transport for London
For general information on transport in London.
- Website www.tfl.gov.uk

For planning your journey in Greater London.
- Website www.tfl.gov.uk/journeyplanner

For giving feedback on any of Transport for London’s services.
- Online feedback form www.tfl.gov.uk/contact
- Telephone 020 7941 4500 (main switchboard)
- Write to Windsor House, 42-50 Victoria Street, London SW1H 0TL
Out and about in London
Other things
My journey
My journey – things to remember

Use the space on these pages to write any extra things you want to remember or things you have learnt. You can draw pictures to help you too.
My journey - things I have learnt

Use the space on these pages to write any extra things you want to remember or things you have learnt. You can draw pictures to help you too.
My journey - things to remember

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My journey - things I have learnt

Use the space on these pages to write any extra things you want to remember or things you have learnt. You can draw pictures to help you too.
My journey – things to remember
My journey - things I have learnt

Use the space on these pages to write any extra things you want to remember or things you have learnt. You can draw pictures to help you too.
This document is for guidance only. It does not constitute legal advice. Transport for London does not accept any liability for the guidance provided.
Website www.tfl.gov.uk/journeyplanner

London travel information line
Telephone 020 7222 1234