



Out and about in London

My guide

MAYOR OF LONDON



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**.

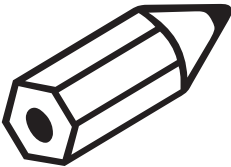
Your local social services may also have copies.

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'.

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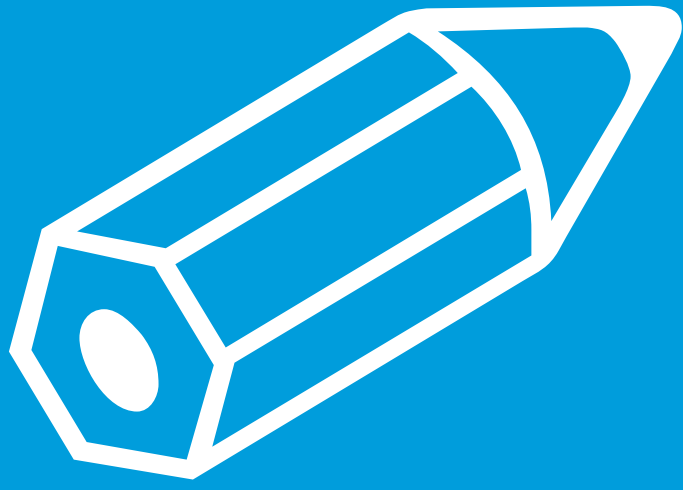
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Out and about in London



About me

My journey



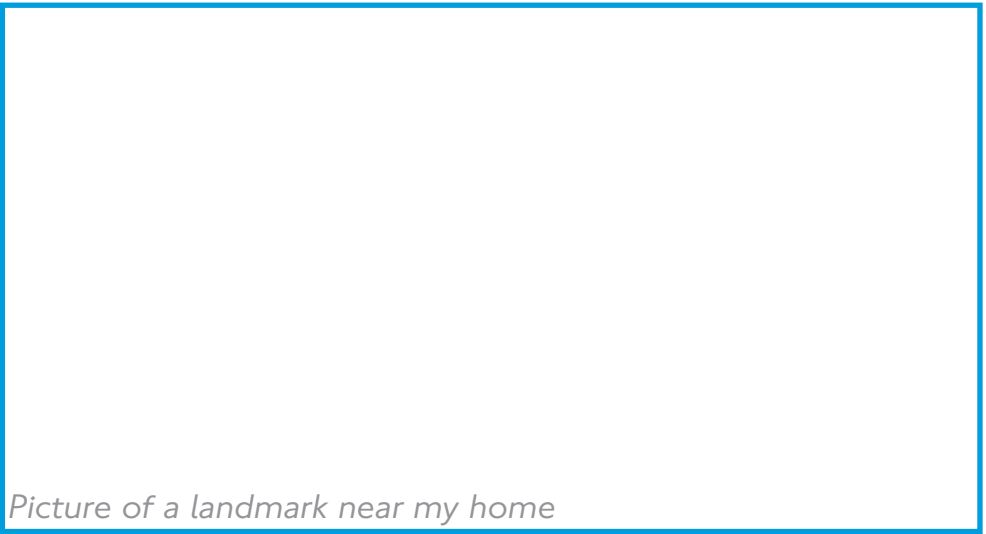
Me and my home

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

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)

on -----



Out and about in London

Going out

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.



Staying safe

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.



- ✗ 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.



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.



Buses

Getting on the bus

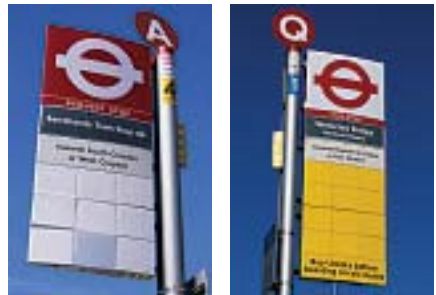
Plan your journey - you need to know:

- 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.

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:

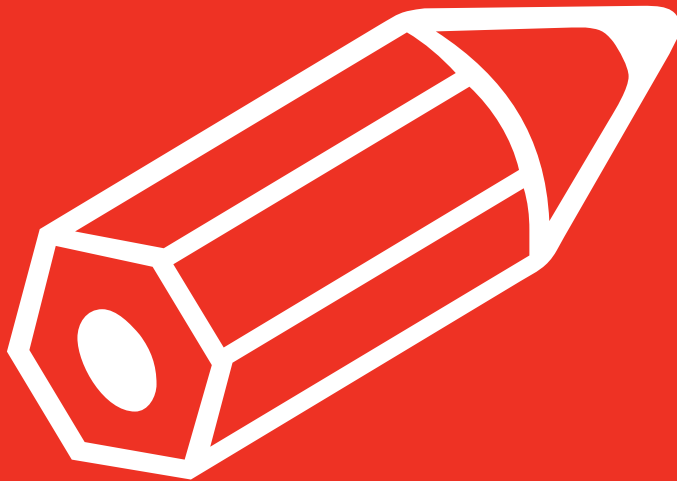
- ✓ if you are close to where you want to go, and you know the way, get off and walk.

If not, **stay on the bus** as other buses or cabs will also get stuck in the traffic.



Buses

My journey



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

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.

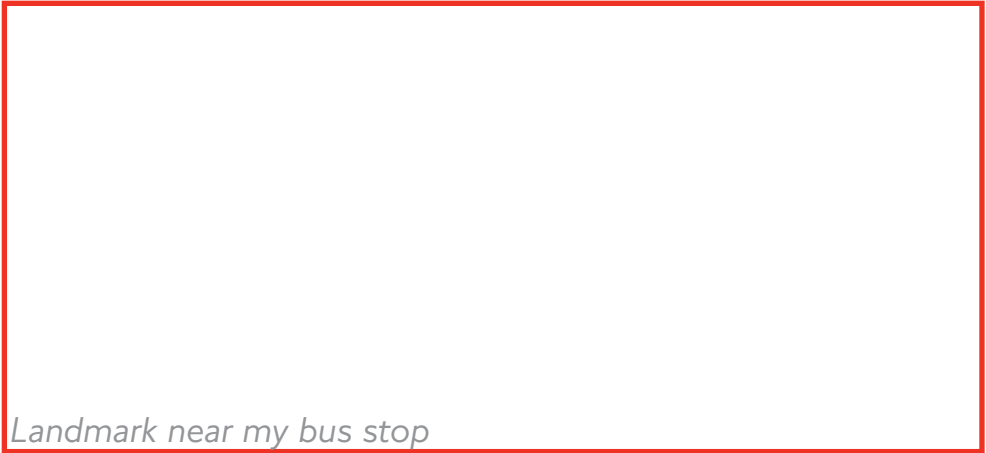
My second bus journey

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)

Cabs

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.

- ✓ 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.

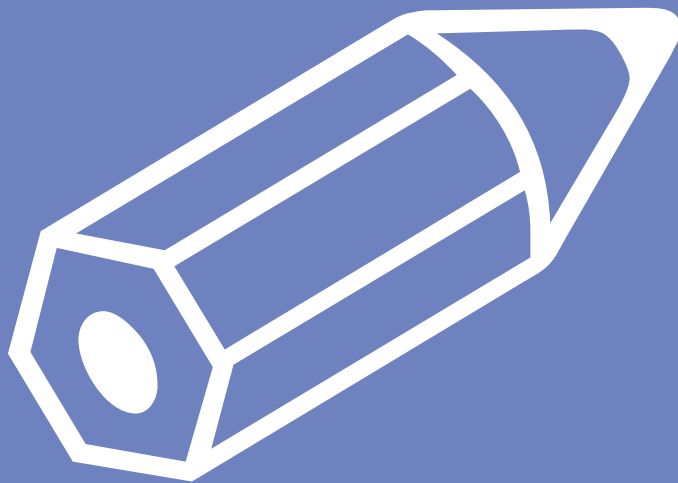


- ✓ Have your **money** ready when you get near where you're going.

- ! If someone you don't know stops to ask you directions or offers you a lift, never get into the car with them.

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


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.



! 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.



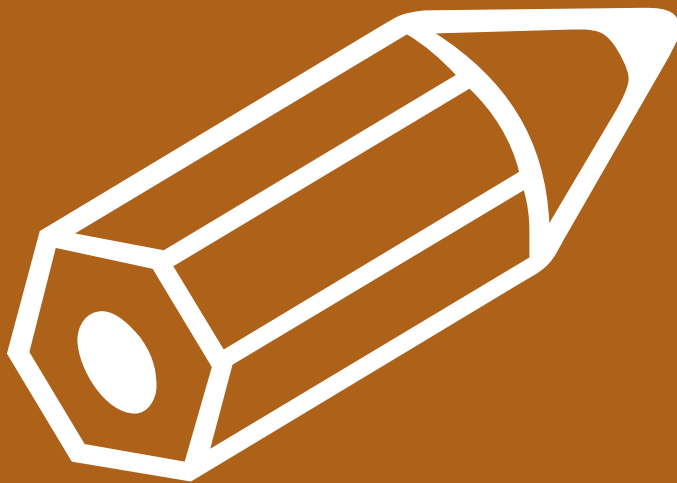
✓ Take care getting off the train.

✓ **Mind the gap** between the platform and the train.



Trains

My journey



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)

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.

- ✓ 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.

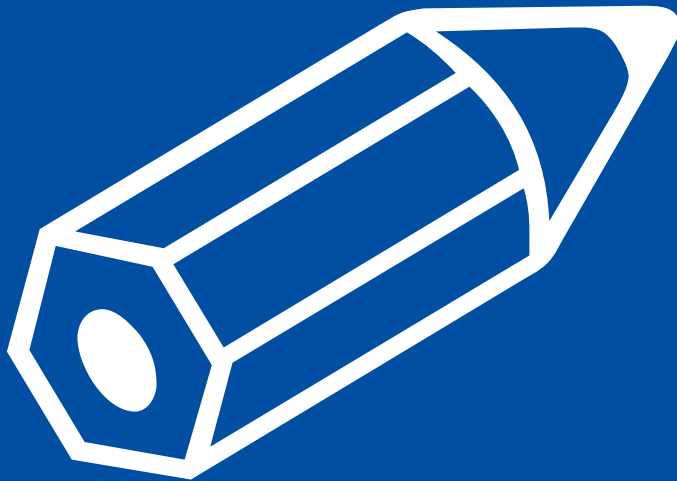


- ✓ If you are not sure - **ask someone.**
- ✓ When you get off, follow the signs to the **exit.** **Have your freedom pass ready** when you get near the gates.

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 _____

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)

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.



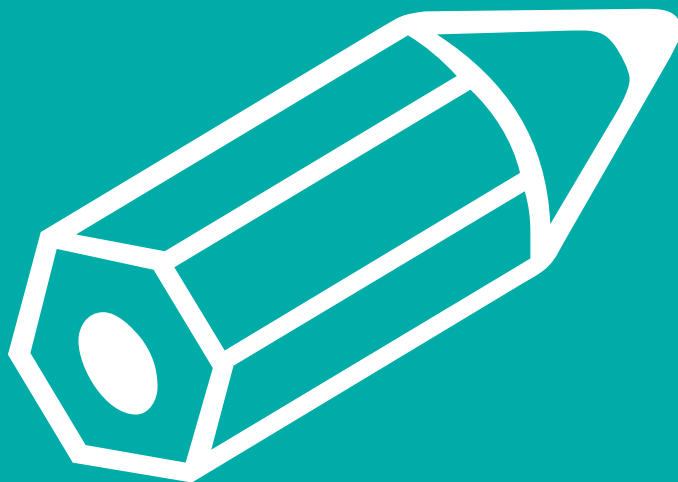
- ! Press the alarm only if there is an emergency.



- ✓ 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)

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.

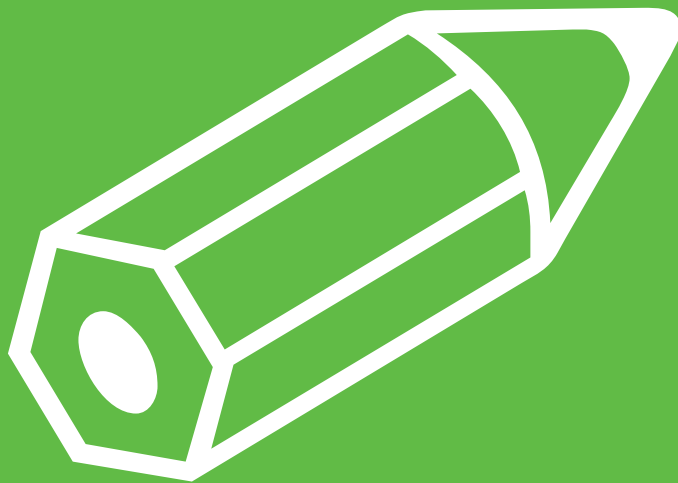
There is a recorded voice on the tram telling you what stop is next. There is also an **information screen** telling you what the next stop is. **If you are not sure ask someone.**

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.

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

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*)

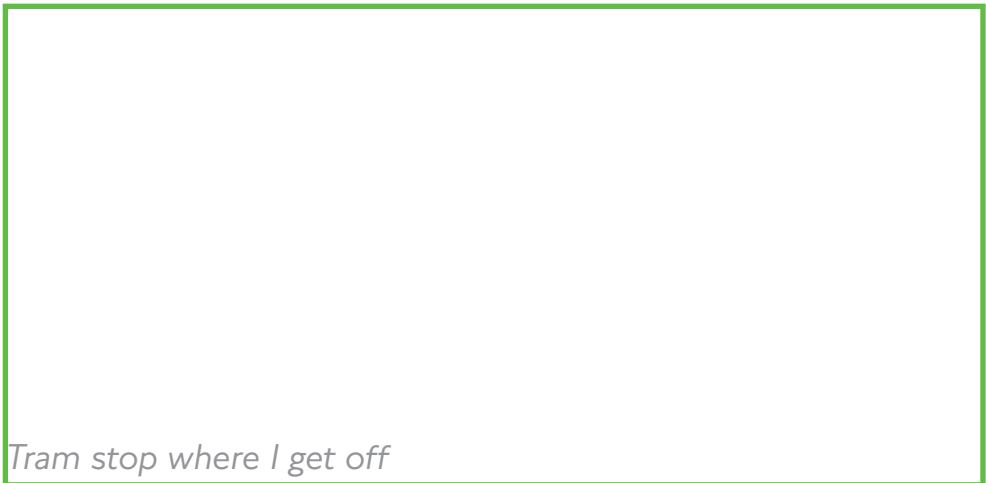
I get the tram at _____ (*time*)

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

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)

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.



I'm meeting my friend in a minute!

- ✓ 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

4



Dial the number - check your number list in the About me: My journey section - and make your call

5



Put the phone down

6



Collect your change

Contacts

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.rospace.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.

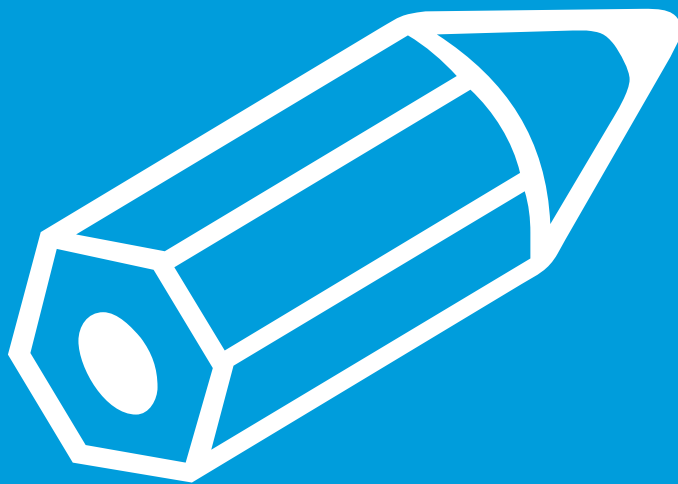
- Website www.tfl.gov.uk/journeyplanner

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

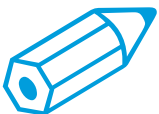
Out and about in London

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.

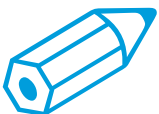


My journey - things I have learnt

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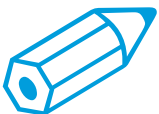


My journey - things to remember

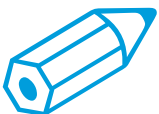


My journey - things I have learnt

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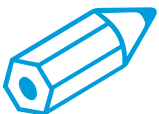


My journey - things to remember



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