

Transport, travel and leisure

Amended June 2023

This local information pack covers:

- information and advice about transport, travel and leisure
- passport photos
- **a list of door-to-door transport schemes**
- shopping trips
- help with travel costs
- public transport
- driving and parking
- holidays, outings and parties
- library services
- campaigning for older people's rights
- computer tuition, technology and the Internet
- cheaper broadband and phone packages
- telephone landlines
- TV licences
- employment
- learning disabilities

Details are subject to change, please check with the organisation concerned. If you cannot find what you are looking for please contact us as we may be able to help further. Amendments and additions are also welcome.

We publish other local information packs covering:

- Care agencies and support for carers
- Care homes
- Health and wellbeing
- Help at home
- Housing
- Legal advice and power of attorney
- Memory loss and dementia
- Money matters
- Social activities

Age UK Sevenoaks & Tonbridge is a registered charity no. 1088213
01732 454108 www.ageuksevenoaksandtonbridge.org.uk

Contents

Contents	2
Information and advice about transport, travel and leisure	4
Passport Photos	4
Door-to-Door transport schemes	5
Shopping trips (not door-to-door).....	8
Help with travel costs	9
Are you entitled?.....	9
Do you automatically qualify?	10
Can you still apply even if you don't automatically qualify?	10
How they work it out	10
Getting hold of the form	10
Help filling in the form	10
How it works	10
Further information	11
Health benefits - Attendance Allowance and Personal Independence Payment	11
Disability Living Allowance and Personal Independence Payment.....	11
Public transport.....	11
Assistance Cards.....	11
Bus Passes.....	12
Bus services	12
Disabled Railcards.....	13
Senior Railcards	13
Driving and parking.....	13
Adverse weather.....	13
Blue Badges	13
Car hire.....	14
Car insurance	14
Flooding on roads.....	14
Lifebook	14
Motability	15
Road Tax exemption.....	15
Snow clearing and gritting	15
Holidays, outings and parties.....	15
Coach trips	15
Outings and parties.....	15
Holidays for older people	15
Holiday companions	15
Holidays for disabled people.....	15
Holidays for veterans	16
Travel insurance	16
Library services.....	17
Campaigning for older people's rights	17
Forums for older people.....	17
Computer tuition, technology and the Internet	17
Cheaper broadband and phone packages.....	19
Telephone landlines.....	19
What's changing and when?.....	19
Why are these changes happening?	20
Will my landline phone be affected?	20
Will I need a new phone or phone number?	20
Will anything else be affected, like my telecare?	20
What if I don't have, or don't want, the internet at home?.....	20
Will I have to pay more?	20

Is it true that I won't be able to make phone calls if there's a power cut?	20
Is there anything I should watch out for?	21
What should I do if I have questions?	21
TV licences	21
Letters about your TV licence	21
Who can get a free TV licence?.....	21
How to apply for a free TV licence if you are on Pension Credit.....	22
Paying for a TV licence	22
Ways to pay for a TV licence if you are not on Pension Credit.....	22
Paying in one go.....	22
TV licence reductions	23
Applying for a blind or severely sight-impaired concession	23
If you have lost the return envelope.....	24
If you do not need a colour TV licence.....	24
When can you expect to receive your new TV licence?.....	24
Employment.....	24
Learning difficulties	27
Index.....	29

Information and advice about transport, travel and leisure

Age UK Sevenoaks & Tonbridge

01732 454108 office@ageuksevenoaksandtonbridge.org.uk

www.ageuksevenoaksandtonbridge.org.uk

- Age UK. We can help you at our office or we may be able to visit you to help you fill in forms for Blue Badges (disabled parking permits), railcards and bus passes. We may also be able to help you with other forms such as health and disability benefits.
- Citizens' Advice can also help you. Free phone advice Monday-Friday 9am-5pm. Some office appointments may be possible.
 - Aylesford, Larkfield, New Ash Green, Otford, Sevenoaks, Snodland, Swanley and Tonbridge 0808 278 7810
 - Edenbridge and Westerham 0808 278 7962

Independent Age

6 Avonmore Rd, London W14 8RL 0800 319 6789, 020 7605 4200

advice@independentage.org www.independentage.org

- Free telephone and email service offering advice on benefits, care and social activities. (A similar service is also offered by Age UK)
- Campaigning for a fair deal in policy and practice

Social Services

03000 416161. Social Services provide many forms of support and you can ask for a free assessment of what support you might need. If you are looking after someone it may be quicker to get a free carer's assessment from INVOLVE 0300 081 0005

communitynavigation@involvekent.org.uk www.involvekent.org.uk If you live in Swanley contact IMAGO 0300 011 1965 hello@imago.community www.imago.community

Passport Photos

Passport photos are needed for many things (eg Blue Badge disabled parking forms).

You can use passport photo booths in the following places:

- Sainsbury's, Otford Rd, Bat & Ball
- Tesco, Riverhead
- Post Office, South Park, Sevenoaks
- Sevenoaks Train Station
- Sevenoaks Leisure Centre
- Angel Centre, Tonbridge
- Tonbridge Train Station
- Sainsbury's, Tonbridge

If you have difficulty using passport photo booths (eg automated instructions can be hard to follow for hearing-impaired people) then there are one or two places where you can still have your photo taken:

- Pantiles Cameras, 6 Brewery Lane, Blighs Meadow shopping area, Sevenoaks (next to Between the Lines gift shop and opposite Crew clothes shop)
- Timpsons inside Sainsburys, Otford Rd, Bat & Ball
- Timpsons, Sevenoaks
- Timpsons, Angel Walk, Tonbridge

If you are not able to do this (for example, you are housebound) then you can print photos using photographic paper on a home printer. If you do not have a printer, then Age UK may still be able to help you.

If you need help getting a passport, the Identity & Passport Service have an advice line

Door-to-Door transport schemes

There are various transport schemes (many of them subject to availability of volunteers) to help people with mobility problems who cannot get about easily and find it difficult to use public transport. There are several different options which may be especially useful if you are trying to arrange transport at short notice; you may need to ring round to see which organisation can help. One or two organisations may also be able to provide escorts to stay with people during appointments where this is an issue.

Age UK

If you need transport on a weekly basis, our Independent Living Support services may be able to take you shopping or to health appointments. Charges are about £19.50 per hour.

- Edenbridge, Sevenoaks, Tonbridge, West Malling and Westerham areas 01732 454108
- Swanley area. Try Age UK North West Kent 01474 564898

Community Car Service

- Based in Tunbridge Wells but cover Aylesford, Edenbridge, Sevenoaks, Snodland, Swanley, Tonbridge, West Malling and Westerham areas
- Will also take people to London
- Volunteer drivers use their own cars to take people to medical appointments, social clubs, hairdressers, shopping, coffee mornings, days out, family & friends
- Drivers can be booked for days, evenings or weekends
- You have to take out annual membership (£15 for a year) and pay for mileage (75p per mile, minimum £7.50)
- Enquiries 01892 540131
- Bookings 01892 511627

Cottage Community

- Swanley area
- Minibus trips to social activities
- Mon-Fri 9am-3pm
- For older and frail people over pension age
- Operated by The Cottage Community (formerly Age Concern Darent Valley)
- 01474 879473, 01322 668106
- info@thecottagecommunity.org.uk www.racdv.org.uk

Dial 2 Drive Community Transport

- Anywhere in Sevenoaks District, Tonbridge & Malling Borough or Tunbridge Wells Borough
- Will also take people to London
- Volunteer drivers with their own cars will take you to medical and social appointments. This includes such things as doctors, hospitals, chiropodists, day centres, hairdressers, lunch clubs, opticians and shopping. For those unable to access public transport due to old age, illness or disability. Drivers can be booked for days, evenings or weekends but need 48 hours notice. You have to take out annual membership (£20 for a year) and pay for mileage (70p per mile, minimum £5). Wheelchair users must be able to transfer into a car seat
- Bookings open Mon-Fri 9.30am-3.30pm
- Operated by Imago (formerly Voluntary Action Within Kent)
- 0300 777 1200
- driving@imago.community www.imago.community

Edenbridge Voluntary Transport Service

- Edenbridge area
- Volunteer drivers with their own cars will take you to medical appointments only including dentists and opticians. All drivers are criminal records checked
- 10am-12.30pm
- 01732 865353
- admin@evts.org.uk

Go 2 Direct

- Edenbridge, Fairseat, Hildenborough, Sevenoaks, Swanley and Westerham areas
- A private pre-bookable taxi that will take you door-to-door
- Operates Mon-Fri 6am-9pm, Sat 9.45am-5.45pm, no service on Sun and Bank Holidays
- Fares vary between £5.00 and £20.00 depending on distance and time. Older people get 20% off fares in off-peak periods. There is no charge for anyone accompanying you (can take up to 7 passengers).
- You can book by phone on 01732 463964 (Mon-Fri 6am-9pm, Sat 9.45am-5.15pm) or by downloading an app. You should book at least 30 minutes in advance. There is a charge for cancellations or “no-shows”. You can book a return journey in advance.
- www.go2now.co.uk

Good Neighbours

- Based in Tunbridge Wells but occasionally can also cover Tonbridge.
- Can take you to hospital appointments in a car
- May be able to help if you need someone to escort you and stay with you during a medical appointment and cannot use a taxi or public transport.
- 65p per mile
- 01892 510200
- befriending@goodneighbourproject.org.uk www.goodneighbourproject.org.uk

Helping Hand

- Kemsing village only
- A few volunteer drivers can provide transport to medical appointments in Sevenoaks and West Kent
- Small mileage charge for journeys beyond Kemsing/Otford/Sevenoaks
- Contact Alastair Boobyer 01959 522490

INVOLVE

- Based in Maidstone but all areas of Kent
- Volunteer transport
- Charges apply
- May be useful if you have to attend appointments at Maidstone Hospital
- 9am-3pm
- 01622 235833

Kent Karrier

- Dial-a-Ride service. Can book up to a week in advance. People have to join (membership costs £5 for a year) and then pay a subsidised fare per journey (£2.80 for the first 2 miles plus 90p for each additional mile). Can take wheelchair users
- To join 03000 413567 public.transport@kent.gov.uk

- To book 01892 832447 transport@compaid.org.uk
- Operated by Compaid www.kent.gov.uk/travelaroundkent
 - Sevenoaks, Westerham and Edenbridge areas. Will take you anywhere in Sevenoaks District. Monday to Friday 10am to 3pm.
 - Swanley area. Will take you anywhere in Swanley, Dartford or Gravesend areas. Monday to Friday 8am to 6pm, Saturday 9am to 6pm. Covers Ash-cum-Ridley, Crockenhill, Eynsford, Farningham, Fawkham, Hartley, Horton Kirby, South Darenth, Swanley and West Kingsdown
 - Chiddingstone, Cowden, Fordcombe, Leigh and Penshurst areas are not covered but have separate shopping trips listed in the next section.

Macmillan Crossroads Care Kent

- 0345 095 6701
- May be able to help people with cancer

Mike's Taxis

- Borough Green area
- 01732 883382
- Reduced fares for vaccinations and medical appointments

NHS Patient Transport Service

- All areas of UK
- NHS-funded transport to or from your hospital appointment
- You will be asked questions to check your eligibility
- This will depend on your medical needs and mobility
- May be able to take wheelchair users
- 0800 096 0211

Out & About (Compaid)

- Maidstone, Sevenoaks, Tonbridge and Tunbridge Wells areas
- Wheelchair-accessible vehicle; you can travel in your wheelchair
- Driver will help you get on and off
- You can take 3 friends or family members with you at no extra cost
- Monday-Friday 9.30am-4pm
- Single fares from £2
- Driver can wait if you are coming back shortly but you will have to pay £2 for every 30 minutes or waiting
- Can book a week in advance (earlier for hospital appointments)
- 01892 832447 (Monday-Friday 9am-4pm)
- www.compaid.org.uk

Plaxtol Church

- Plaxtol village only
- Transport to medical and social appointments

Seniors Helping Seniors

- Can take you shopping in their own car
- £24.60 per hour
- 01732 495665 enquiries@seniorshelpingseniors.co.uk
www.seniorshelpingseniors.co.uk

Sevenoaks Volunteer Transport Group

- Sevenoaks area
- Will take people to London
- Volunteer drivers with their own cars will take elderly, infirm or disabled residents to medical appointments at clinics and hospitals. Will also take you to social clubs
- 01732 458931, 451507

SMILES Volunteer Transport Service

- Swanley area
- Volunteer drivers with their own cars will take elderly or disabled residents to medical appointments including dentists and opticians. Will also take you to family and friends
- Annual membership fee £20. Journeys cost £4 plus 45p per mile
- North West Kent Volunteer Centre 01322 294600

Zot private ambulance company

- If you need to pay for a private ambulance
- 020 3092 9118

Shopping trips (not door-to-door)

Buses 4U

- Knatts Valley area (East Hill Park and Woodlands)
- Minibus runs once a week by request on Thursdays connecting East Hill Park with Gravesend via Woodlands, West Kingsdown, Brands Hatch, Farningham, Darent Valley Hospital and Bluewater
- Annual membership applies. £25 per year
- £2.50 per mile up to 2 miles, £3 per mile up to 5 miles, £3.50 per mile over 5 miles
- Can take wheelchair users
- Operated by East Surrey Rural Transport Partnership (Buses 4U)
- 01883 732791
- rtp@tandridge.gov.uk
- www.buses4u.org.uk

Cottage Community

- Swanley, Longfield, New Ash Green and West Kingsdown areas
- Weekly assisted minibus shopping trips to Asda in Swanley and Sainsburys in Pepper Hill. Also social trips to garden centres, Bluewater, Tea Pot Island, National Trust attractions, museums, farmers' markets, Xmas markets
- Mon-Fri 9am-3pm
- For older and frail people over pension age. Can take wheelchair users
- Operated by The Cottage Community (formerly Age Concern Darent Valley)
- 01474 879473, 01322 666448
- info@thecottagecommunity.org.uk admin@racdv.org.uk www.racdv.org.uk

Go2 Shared

- An "on demand" service that operates upon request. You should book at least 30 minutes in advance. Note that you cannot book a return journey in advance.
- A shared minibus that will take you bus stop to bus stop. You will be told somewhere nearby to wait and given an estimated arrival time (could be up to 30 minutes but usually less).
- Buses will wait two minutes if you are not there. There is a charge for cancellations or "no-shows".

- They cover Edenbridge, Eynsford, Fairseat, Hildenborough, Sevenoaks, Swanley, West Kingsdown and Westerham areas but cannot take you to surrounding areas. On Sundays they cover the area between Sevenoaks town and Eynsford/Swanley/West Kingsdown only.
- Operates Mon-Sat 6am-11pm, Sun and Bank Holidays 8.15am-7.45pm.
- Concessionary passes are not accepted. Older people get 50% off fares in off-peak periods. There is a fixed fare of £1 for any carers escorting you.
- Fares vary between £2.50 and £7.50 depending on distance and time so they work out much cheaper than ordinary taxis. You can pay with cash when you board or online using an app.
- You can book by phone on 01732 463964 (Mon-Sat 6am-9pm) or by downloading an app www.go2now.co.uk

Kent Karrier

- Scheduled journeys only from your door to town centres
 - Aylesford and Snodland areas to Maidstone town centre on Monday mornings. Covers Addington, Aylesford, Birling, Burham, Ditton, Larkfield, Leybourne, Ryarsh, Snodland and Wouldham.
 - Borough Green area to Maidstone town centre on Wednesday mornings. Covers Borough Green, Fairseat, Ightham, Platt, Plaxtol, Stansted, Trottiscliffe and Wrotham
 - Chiddingstone and Leigh areas to Tonbridge town centre on Tuesday mornings
 - Cowden, Fordcombe and Penshurst areas to Tunbridge Wells supermarkets and town centre on Thursday mornings
 - Hadlow area to Tonbridge town centre on Thursday mornings. Covers East Peckham, Golden Green, Hadlow and West Peckham
 - Hildenborough, North Tonbridge and Shipbourne to Tonbridge town centre on Friday mornings. May be fortnightly
 - West Malling area to Maidstone town centre on Tuesday mornings. Covers East Malling, Mereworth, Offham, Watlington and West Malling
- People have to join (membership costs £5 for a year) and then pay a subsidised fare per journey (£2-3.50). Can take wheelchair users
- To join 03000 413567 public.transport@kent.gov.uk
- To book 01892 832447 transport@compaid.org.uk
- Operated by Compaid. www.kent.gov.uk/travelaroundkent

Help with travel costs

Are you entitled?

You may be entitled to help with your travel costs if you are on a low income and all the following apply:

- You are referred by a doctor, ophthalmic practitioner or dentist. This might be by your GP or hospital doctor and they might make the appointment for you or you might make the appointment yourself. This includes travel for tests and pre- or post-operative check-ups
- You make an extra journey to go to hospital or another place to receive NHS care. In other words, you are not already going there anyway
- You travel by the cheapest method of transport which it is reasonable for you to use. If, in the opinion of the doctor, optician or dentist who referred you, you need someone to travel with you, your companion's travel costs are added to your travel costs and it's your income that counts when working out if you are entitled to help with travel costs.

Do you automatically qualify?

If you are getting Pension Credit Guarantee Credit to top up your pension then you may automatically qualify for full help with travel costs. Just show the letter confirming that you receive Pension Credit Guarantee Credit. You should not need to fill in any further forms

Can you still apply even if you don't automatically qualify?

Attendance Allowance, Personal Independence Payment or Disability Living Allowance do not count but you may still get some help through the NHS Low Income Scheme. This scheme provides help for people on low incomes but who are above Universal Credit (Income Support) level. Anyone may make a claim.

How they work it out

Your entitlement to help through the Low Income Scheme is worked out by comparing your income with your needs. Your needs include a personal allowance for day-to-day living expenses, premiums for special circumstances, housing costs (for example, rent or mortgage payments, including capital repayments – the repayment which covers the main amount borrowed not the interest) and council tax. If you have a partner, their income, savings, property, and needs, are counted with yours. A partner is a person you live with as part of a couple of the same or opposite sex, whether or not you are married or have a civil partnership. If you have capital (savings, or the value of a property you don't live in) which is more than £16,000, or £23,250 for people who live permanently in a care home, you cannot get any help through the NHS Low Income Scheme.

Getting hold of the form

You need to ask for an HC1 Help with Health Costs claim form 0300 123 0849

nhsforms@spsl.uk.com

You may also be able to get it from a Jobcentre Plus office, hospital, GP, dentist or optician

Help filling in the form

Fill in the HC1 and send it off in the envelope that comes with it. The claim form may ask you to send in evidence of your income. If you need any help filling in the form:

- Age UK. We can help you at our office or we may be able to visit you 01732 454108
- Citizens' Advice can also help you. Free phone advice Monday-Friday 9am-5pm. Some office appointments may be possible.
 - Aylesford, Larkfield, New Ash Green, Otford, Sevenoaks, Snodland, Swanley and Tonbridge 0808 278 7810
 - Edenbridge and Westerham 0808 278 7962

How it works

If you qualify for help, you will be sent a Health Costs certificate (HC2) for full help or an NHS certificate (HC3) for partial help. The certificate will tell you who it covers, what help it provides and how long it lasts. If your circumstances change for the better, you do not need to report it, or return your certificate. If your circumstances change for the worse, you should make another claim. When you go for treatment, tell the hospital (or place where you are being treated) that you want to claim back the cost of your journey. If your place of treatment issues payments, you will be able to claim your money back during your visit. They will ask you to show proof of your entitlement, such as your Pension Credit letter or your Health Costs certificate. You will need to keep any tickets or receipts you have as proof of the cost. If your place of treatment does not issue payments (for example, a GP practice or dental surgery where you have been referred for specialist treatment), you will need to claim back your expenses using claim form HC5(T). You can print a copy of the form from www.nhs.uk/healthcosts or order one by phoning 0300 123 0849.

Further information

If you are not sure what travel costs you can get help with, ask the hospital, your local NHS Clinical Commissioning Group or the person who refers you. Do this before you travel. For more information, go to www.dh.gov.uk and use the search facility to look up NHS travel costs.

Health benefits - Attendance Allowance and Personal Independence Payment

Health benefits are not means-tested. In other words they do not depend on your savings or income. Instead they depend on whether you are having any difficulties or struggling with anything because of your health. For example, does anything give you pain or make you breathless or take longer than it used to? Or do you need reminding or prompting to do anything? It could be because of eyesight, hearing or memory problems; not just physical or mental health problems. The main health benefits are:

- Attendance Allowance if you start having difficulties after they turn 65
- Personal Independence Payment if you start having difficulties under 65

There are different rates depending on the level of difficulties, for example whether you are having difficulties at night as well as during the day. For further information and help applying ring Age UK on 01732 454108

Disability Living Allowance and Personal Independence Payment

- If you started having difficulties before 8 April 2013 you may be on a previous benefit called Disability Living Allowance.
- If you were 65 before 8 April 2013 you will continue on DLA.
 - If your care needs change it may be worth asking for an increase. You will need to fill in further DLA forms and it will be reviewed but you will not have to attend an assessment.
 - However if your mobility needs change, it can only be increased if your mobility deteriorated before you were 65.
- If you were under 65 before 8 April 2013, DLA is being phased out and you will be asked at some point to re-apply for Personal Independence Payment instead (either randomly if your DLA was awarded indefinitely or when your DLA runs out if it was only awarded temporarily).
 - If your needs have changed you could ask for an increase. However this is risky as PIP rules are stricter than DLA rules and you will be immediately re-assessed.
- If you are under 65 and never received DLA you will need to apply for PIP.
 - However if you are turned down you can apply for Attendance Allowance after you turn 65.
- If you are over 65 but applied for PIP before you turned 65 and your needs change after you are 65:
 - You can apply for an increase in the daily living component if you already get it
 - However you cannot apply for an increase in the mobility component if you already get it.
 - If you only receive the mobility component and develop care needs, you can apply for the daily living component.
 - However if you only receive the daily living component and develop mobility needs, you cannot apply for the mobility component.

Public transport

Assistance Cards

Assistance Cards can be shown to bus drivers if you need help. The cards are discreet, easy for you to use and easy for others to understand especially if your disability is hidden. Just show the card to the driver as well as your travel ticket when boarding the bus. You can get them from Arriva 0344 800 4411 customerservice@arriva.co.uk
www.arrivabus.co.uk

The cards are:

- Please give me time to sit in case I fall down
- Please be patient; I have a hidden disability
- Please speak slowly; I am hard of hearing
- Please speak slowly and face me to help me hear better
- Please be patient; I am deaf
- Please be patient; I have difficulty speaking
- Please let me know when we get to... (space to fill in with an address)
- Please tell me when we reach my stop (space to fill in with an address)

Bus Passes

Concessionary bus passes are available for various people

- Older people are eligible once they reach the state pension age for women regardless of whether they are men or women.
- Disabled people's bus passes are for those who:
 - are blind or partially sighted
 - are profoundly or severely deaf
 - are without speech
 - have a disability or have suffered an injury which has a substantial and long-term adverse effect on your ability to walk
 - have no arms or can't use both your arms
 - have a learning disability
 - would be refused a driving licence due to physical fitness including disabilities that would cause someone to be a danger to the public if they drive. For example, dementia, cardiac disorders, severe mental disorders and long term epilepsy.
- If you're disabled and unable to travel alone you may be eligible for a Disabled Person and Companion bus pass which is for the bus pass holder plus your carer or companion. The carer or companion cannot use if it they are by themselves.

Lost bus passes can normally be replaced on payment of a £10 admin fee. Apply to Kent County Council, Invicta House, Maidstone ME14 1XX 03000 418383

buspass@kent.gov.uk www.kent.gov.uk/buspass

Age UK produce publications on bus passes, taxi cards and concessions 0800 169 6565. Kent County Council do not offer taxi cards

Bus services

If you would like to improve bus services contact Sevenoaks District Seniors Action Forum who campaign on this and many other issues www.sdsaf.org

- You can plan journeys using www.traveline.info
- Go-Coach operate buses between Kemsing, Sevenoaks, Swanley, Tonbridge and Westerham. They also operate a circular route within Sevenoaks 01732 469800. info@go-coach.co.uk www.go-coach.co.uk
- Arriva operate buses between Sevenoaks, Tonbridge and Tunbridge Wells
- Red Route operate buses between Sevenoaks and Gravesend 0344 800 4411. www.arrivabus.co.uk
- Go-Coach also operate an "on-demand" minibus shared taxi service within most of Sevenoaks District that you have to book in advance.

- An “on demand” service that operates upon request. You should book at least 30 minutes in advance. Note that you cannot book a return journey in advance.
- A shared minibus that will take you bus stop to bus stop. You will be told somewhere nearby to wait and given an estimated arrival time (could be up to 30 minutes but usually less).
- Buses will wait two minutes if you are not there. There is a charge for cancellations or “no-shows”.
- They cover Edenbridge, Eynsford, Fairseat, Hildenborough, Sevenoaks, Swanley, West Kingsdown and Westerham but cannot take you to surrounding areas. On Sundays they cover the area between Sevenoaks town and Eynsford/Swanley/West Kingsdown only.
- Operates Mon-Sat 6am-11pm, Sun and Bank Holidays 8.15am-7.45pm.
- Concessionary passes are not accepted. Older people get 50% off fares in off-peak periods. There is a fixed fare of £1 for any carers escorting you.
- Fares vary between £2.50 and £7.50 depending on distance and time so they work out much cheaper than ordinary taxis. You can pay with cash when you board or online using an app.
- You can book by phone on 01732 463964 (Mon-Sat 6am-9pm) or by downloading an app www.go2now.co.uk

Disabled Railcards

If you are disabled, you can get a discount on many train tickets throughout Britain at any time. You can also get a discount for someone accompanying you because of your disability. You can apply online or by printing out a form. You need to provide proof of disability such as:

- Health benefits eg Personal Independence Payment, Disability Living Allowance, Attendance Allowance etc
- Visual impairment
- Hearing impairment
- Dementia
- Epilepsy
- Mobility difficulties

www.disabledpersons-railcard.co.uk

Senior Railcards

If you are over 60, you can get a discount on many train tickets throughout Britain except during the morning rush hour on weekdays. You can apply online or at a station. You need to have ID and proof of age www.senior-railcard.co.uk

Sunflower Lanyards

For train passengers with hidden disabilities. If you wear it, staff will recognise that you may need a little extra help. You can get it from Tonbridge ticket office or Tel: 0345 322 7021

Driving and parking

Age UK produce publications on driving 0800 169 6565

Adverse weather

If you need 4x4 vehicles to help you in an emergency phone South East 4x4 Response on 01622 962636 (24 hours) or 999. If it is not an emergency phone 07040 900456

Blue Badges

Parking permits for disabled drivers or cars carrying people with severe mobility problems. Blue Badge holders are exempt from certain parking restrictions. You should check with the local council in the area you're travelling to find out what their rules are but you would usually be allowed to park:

- In Blue Badge parking bays across the UK
- Free of charge at on-street parking meters and in Pay & Display bays
- On single or double yellow lines for up to 3 hours, except where there is a ban on loading or unloading

The quickest way is to apply online. Alternatively you can request a paper form. Contact Kent County Council, Invicta House, Maidstone ME14 1XX 03000 416262 Textphone: 08458 247905 county.hall@kent.gov.uk www.kent.gov.uk/bluebadge

Help filling in the form is available from:

- Age UK. We can help you at our office or we may be able to visit you 01732 454108
- Tonbridge Castle Gateway office 01732 770929, 844522
- Citizens' Advice can also help you:
 - Aylesford, Larkfield, New Ash Green, Otford, Sevenoaks, Snodland, Swanley and Tonbridge 0808 278 7810
 - Edenbridge and Westerham 0808 278 7962

If you are "severely sight-impaired" you can register with Kent Association for the Blind and this may help you get a Blue Badge. This does not apply if you are simply "partially-sighted". Age UK produce publications on Blue Badges and disabled parking bays 0800 169 6565

Car hire

The BVRLA may be able to help

Car insurance

- Age UK works in partnership with selected UK insurance companies to provide insurance 0800 323 4437 www.ageco.co.uk
- However it may be worth shopping around. Contact the Association of British Insurers for more information about buying insurance 020 7600 3333.
- Contact the British Insurance Brokers' Association to find an insurance broker in your area 0870 950 1790. May also be able to help with breakdown cover
- The Financial Conduct Authority can confirm whether a firm is authorised to sell insurance 0845 606 1234
- The Money & Pensions Service can give you more information about different types of insurance 0800 011 3797 www.moneyhelper.org.uk May also be able to help with breakdown cover
- You may also wish to look at a price comparison website such as www.moneysavingexpert.com
- LRB Organise. Leanne Bradshaw may be able to help with getting quotes for car insurance 07854 693711 www.lrb-organise.co.uk

Flooding on roads

If the flood may cause injury or is putting homes at risk ring Kent County Council on 03000 418181 (Mon-Fri 9am-5pm) or 03000 419191 (other times) www.kent.gov.uk

Lifebook

This enables you to record all sorts of useful details which will not only help you to be more organised but could also be invaluable to a family member or a friend if they need to locate important information about you in an emergency. You simply follow the step-by-step instructions to fill in the various sections with your details, contacts and locations of

important documents. The possessions section deals with recording details of your car as well as significant possessions or valuables such as jewellery. The LifeBook is available in both a booklet and computer versions. More information from Age UK 0800 678 1602 www.ageuk.org.uk/lifebook

Motability

If you get the higher rate of mobility component for Disability Living Allowance or Personal Independence Payment then you may be able to lease a specially-adapted new car, scooter or powered wheelchair through Motability. If you are over 65 and receiving Attendance Allowance then you are not eligible 0845 456 4566 www.motability.co.uk

Road Tax exemption

Some mobility vehicles and powered wheelchairs are exempt from Road Tax. You can phone the Attendance Allowance or Personal Independence Payment helplines to see if you can get exemption. Alternatively the DVLA may be able to help

Snow clearing and gritting

Contact Kent County Council on 0845 247800

Holidays, outings and parties

Coach trips

Various companies offer coach trips which pick up locally including:

- Crusader Holidays 0208 686 2378 www.coachholidays.com
- New Enterprise 01732 350509 www.newenterprisecoaches.co.uk
- Newmarket Holidays 0330 160 7701 www.newmarketholidays.co.uk
- Skinners 01883 713633 www.skinners.net
- WKN Coaches 01622 815573, 01892 730232 www.wkncoaches.com

Outings and parties

Local Lions Clubs sometimes organise outings and parties for senior citizens

- Sevenoaks sevenoakslions@yahoo.com
- Tonbridge 01732 358218, 0845 833 9819 info@tonbridgelions.co.uk
www.tonbridgelions.co.uk

Holidays for older people

There are many other companies offering holidays for older people and you should shop around. Age UK has a Silver Travel Adviser 01753 740169.

Holiday companions

Many private care agencies will provide holiday companions eg Able Community Care 01603 764567

Holidays for disabled people

Some hotels are wheelchair-accessible but you always need to liaise over the exact adaptations. For example, if you have had a stroke and there is a grab rail in the toilet, make sure it is on the correct side for you. You would normally be expected to get there under your own steam but Compaid may be able to offer transport. It may be worth looking at the following websites:

- www.holidaysforall.org
- www.disabledholidaydirectory.co.uk
- www.disabledholidays.com

Tourism for All may also be able to help 0845 124 9971

Occasionally financial assistance may be available from Social Services 03000 416161.

Revitalise (formerly Winged Fellowship) run holiday centres for disabled people. Carers can be provided or you can bring your own companion or carer. 24-hour nurse-led care and volunteers to help you enjoy accessible excursions, activities and evening entertainment. Full board accommodation at 3 accessible holiday centres in Essex,

Southampton and Southport 0303 303 0145 bookings@revitalise.org.uk

www.revitalise.org.uk

Care Free Breaks. Grants for family carers to have a free break in a hotel or cottage.

www.carefreebreaks.com

Independence at Home. Help people with physical disabilities or mental health conditions and their families or carers with essential equipment, breaks, home repairs etc

www.independenceathome.org.uk

Kent Association for Disabled People

01622 756444 (open Tuesdays or leave message), 07849 664643 www.kadp.org.uk

- Outings for disabled people (from Maidstone)
- Respite holidays for disabled people with care

Respite Association. Funding for respite breaks for family carers.

www.respiteassociation.org

Holidays for veterans

The Royal British Legion support veterans and members of the Navy, Army and Air Force including anyone who has been in the armed forces for 7 days or more or who has completed National Service. Also reservists including the Territorial Army and Merchant Navy. Also families or dependents including widows and widowers. The Legion provide a range of seaside breaks and family holidays to suit all ages and family situations. They operate through a centralised call centre and have paid staff throughout the country as well as some volunteers. They may visit you at home to assess your needs 0808 802 8080

www.britishlegion.org.uk

Travel insurance

- All Clear offer travel insurance for older people with significant health issues
- It is worth shopping around. Contact the Association of British Insurers for more information about buying insurance 020 7600 3333.
- Contact the British Insurance Brokers' Association to find an insurance broker in your area or if you are struggling to find a policy to meet your needs 0370 950 1790
- The Financial Conduct Authority can confirm whether a firm is authorised to sell insurance 0845 606 1234
- The Money & Pensions Service can give you more information about different types of insurance 0800 011 3797 www.moneyhelper.org.uk
- You may also wish to look at a price comparison website such as www.moneysavingexpert.com
- LRB Organise. Leanne Bradshaw may be able to help with getting quotes for travel insurance 07854 693711 www.lrb-organise.co.uk
- Citizens' Advice may be able to help you claim compensation for a cancelled holiday or flight
- You may be able to get a General Health Insurance Card for Europe.

Library services

Kent Libraries have a range of resources available to make their services accessible to everyone 03000 413131 www.kent.gov.uk/libs

- Home Library Service visiting housebound people and their carers
- Large Print books and Audiobooks (also known as Talking Books) for people who are blind or partially sighted; Audiobooks on CD or cassette can also be posted
- Reading Groups including ones for people who are visually-impaired
- Talktime Groups and Knit & Natter Groups (social get-togethers)
- Help tracing family history
- Induction loops (for people with hearing aids)
- Easy access books including Books Beyond Words for adults with learning disabilities and people who prefer pictures to words
- Overlays and other help for people with dyslexia
- Accessible software on computers
- Computers suitable for wheelchair users
- Books and online information about disabilities and mental health
- Reminiscence boxes and Pictures to Share books for people with dementia
- Touch a New World scheme to borrow iPads
- Wi-Fi access
- Pre-bookable computers

If you have a disability or mental health problem you also qualify for an exempt card with which you can enjoy a 6-week loan period for books, audiobooks and CDs; no overdue fines if you return items late; no charges for borrowing CDs; free computer use for 2 hours per day with accessibility software to support reading and writing; free black & white printing and photocopying (up to 20 pages)

- Sevenoaks Library, Buckhurst Lane, Sevenoaks TN13 1LQ
sevenoakslibrary@kent.gov.uk
- Tonbridge Library, 1 Avebury Avenue, Tonbridge TN9 1TG
tonbridgelibrary@kent.gov.uk
- Other libraries at Ash, Borough Green, East Peckham, Edenbridge, Hadlow, Hartley, Hildenborough, Kemsing, Larkfield, New Ash Green, North Tonbridge, Otford, Riverhead, Seal, Snodland, Swanley, West Kingsdown, West Malling and Westerham

Campaigning for older people's rights

Age UK produce publications on age discrimination and rights at work 0800 169 6565

Forums for older people

Campaign to represent the concerns of over-50s on a wide range of issues

- Sevenoaks District Seniors Action Forum www.sdsaf.org
- TAMS (Tonbridge & Malling Seniors). Contact David Metcalf 01732 353778, 876157 tams.forum@gmail.com www.tamsforum.co.uk

Computer tuition, technology and the Internet

Age UK

01732 454108 office@ageuksevenoaksandtonbridge.org.uk
www.ageuksevenoaksandtonbridge.org.uk

- our volunteers offer one-to-one tuition at our Hollybush Day Centre on how to use laptops, iPads, digital cameras, smartphones etc

- they can show you how to use technology for email, internet, word processing, social networking sites etc
- they may be able to do home visits to help set up computers or broadband or troubleshoot if there are problems
- we also produce publications on avoiding scams, digital cameras, internet security, learning opportunities, making surfing easier and setting up an email account 0800 169 6565

Ability Net

Free IT support to help older people and people with disabilities to use technology. Volunteers can help with desktops, laptops, tablets and smartphones. Normally through home visits but when these are not possible, support is available by phone or online 0800 048 7642 enquiries@abilitynet.org.uk www.abilitynet.org.uk/at-home

CAS

They offer free help to improve your computer skills by phone or video-conferencing. To make an appointment 07593 420380 info@cas-community.org

Citizens' Advice

Howard Venue, 39 Egerton Avenue, Swanley BR8 7LG. Free digital skills training. 6-week courses. IT equipment provided 0333 043 4866 improvinglives@nwkent.cab.org.uk

- Beginners courses cover computer and laptop basics, internet, email and online safety
- Intermediate courses cover managing email, using Microsoft Office, social media and online scams

Tonbridge Castle TN9 1BG 01732 373827 sarah.speller@nwkent.cab.org.uk www.learnmyway.com Help and support for people to do more online. Tuition sessions for 6-12 people. Ranging from using a mouse for the first time to finding jobs online or keeping in touch with friends and family. Laptops provided or bring your own

Compaid

Unit 1, Eastlands, Maidstone Rd, Paddock Wood TN12 6BU 01892 832447
Computer skills training. Contact Val Sprott 07942 180885 assessment@compaid.org.uk

Computer shops

Shops such as Sevenoaks Computers may be able to help you for a charge 01732 466666 www.sevenoakscomputers.com

Disabled Living Foundation

May be able to advise on getting a computer/tablet. You may also be able to get advice from Which?

Empowercare

Volunteer Digital Ambassadors can show you how to:

- Do online shopping
- Make video calls to your family and friends
- Access community services online such as libraries
- Learn new skills

It is completely free. Initially contact with your Digital Ambassador will be over the phone but they aim to roll it out in person as soon as they can. 03000 422122

empowercare@kent.gov.uk They can also loan you computers or smartphones free of charge for 3 months if you are over 65 or have a long-term health condition and are over 50.

KARA Videophone Service

Free service to help vulnerable people who are at risk of social isolation to be able to have videophone calls with their friends and family. You will only be considered if you receive a Social Services care package and cannot use videophones. Contact Joanne Cunningham 03000 415286, 421901 <https://www.kent.gov.uk/social-care-and-health/care-and-support/help-to-live-at-home/kara-service>.

Kent Libraries Touch a New World

You can borrow an iPad for up to 8 weeks and have weekly 1-hour sessions with a volunteer on how to use it. Contact Lindsay Prestage 03000 412271, 07841 315663

LearnDirect

May be able to help with computer courses and other learning opportunities

Sevenoaks District Council

If you feel isolated because you are not online or know anyone who is please contact the Digital Inclusion Officer at Sevenoaks District Council on 01732 227000 communities@sevenoaks.gov.uk

Tonbridge Baptist Church

Free 5-week courses for beginners Mondays 11am-1pm including lunch. Contact Jemma Graffin 01732 352824 jemma.graffin@tonbridgebaptist.church

Computer courses are also offered by many other organisations including University of the Third Age

Cheaper broadband and phone packages

- Some companies offer social tariffs for people who are struggling to afford broadband or phone services.
- They are available to people who receive certain government benefits such as Pension Credit, Employment Support Allowance, Universal Credit, Jobseeker's Allowance or Income Support.
- The most well-known is BT Home Essentials but VirginMedia also offer an Essential package (but only for people on Universal Credit). Other lesser-known providers include Community Fibre, G Network, Hyperoptic and KCOM. Speeds and prices may vary.
- BT and KCOM also offer social tariffs just for landline phones for people who don't use the internet.
- A current list of social tariffs is available on the Ofcom regulator website <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs>
- The Good Things Foundation may also be able to tell you if any companies are offering reduced rates for people on benefits www.goodthingsfoundation.org
- In addition, other support might be available for people who are struggling to pay phone or broadband bills. You should ask your provider if they can help.

Telephone landlines

OfCom and the Citizens' Advice Consumer Service may be able to help with complaints about phone and broadband providers. They may also be able to help with switching providers

What's changing and when?

- The technology we currently use to make calls on landlines, called 'analogue', is being replaced with an internet-based version, called an 'IP network'.
- Landlines will still exist, and you can still have a phone line in your home - but the system that underpins it will be different.
- The changeover needs to happen by December 2025, as this is when the old technology will stop working. Phone providers have already started work on switching over the network, but you don't need to do anything until they get in touch with you.

Why are these changes happening?

- The equipment that makes the current landline network run isn't fit for the future and needs to be upgraded. The new system will use the internet to make phone calls.
- Phone and broadband companies are leading this change. The Government and Ofcom (the communications regulator) are supporting it.

Will my landline phone be affected?

- Everyone who has a landline will move over to the new system. You don't need to do anything yet - your phone company will get in touch with you.
- For lots of people, the change will be as simple as plugging their phone into their broadband router.

Will I need a new phone or phone number?

- If your phone handset is very old, you might need to change it. Your phone provider will be able to advise you.
- In most cases you'll be able to keep your current phone number.

Will anything else be affected, like my telecare?

- Things that currently use the landline network - like telecare, personal alarms, burglar alarms and fax machines - will be affected by the change.
- If your device is relatively modern, it should still work fine - but older devices may need to be reconfigured or replaced.

What if I don't have, or don't want, the internet at home?

- Because the new system runs off the internet, you won't be able to make calls without an internet connection at home.
- If you already have broadband, you can use that. If not and you don't want a high-speed internet connection, you should be given the option to use a simple internet connection just for making calls.

Will I have to pay more?

- BT, which provides the majority of landlines, have committed to not raising prices above inflation for 'voice only' customers – those who don't have home broadband. This commitment is for at least the next 5 years and will mean that whatever technology your landline uses, the old system or the new, your bill should not rise significantly.
- This means that you shouldn't face extra costs if you need a new simple internet connection to make calls.

Is it true that I won't be able to make phone calls if there's a power cut?

- Because the new system will work off your home electricity, if there's a power cut it'll mean you can't make phone calls. In these instances, phone companies are advising that you should use a mobile phone as a backup.

- If you don't have a mobile, live somewhere where there's no signal or a poor signal, or depend on your landline, for example because you're disabled, your home phone provider should offer you a solution like a battery-operated handset. This will mean that you can make emergency calls during a power cut.

Is there anything I should watch out for?

- As the switchover is affecting millions of homes, this can create an opportunity for criminals to develop new scams. These could be over the phone, via email, or at your doorstep.
- Remember the key advice when someone is contacting you about the switchover:
 - **STOP** – Taking a moment to stop and think before parting with your money or information could keep you safe.
 - **CHALLENGE** – Could it be fake? It is ok to reject, refuse or ignore any requests. Only criminals will try to rush you.
 - **PROTECT** – Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud 0300 123 2040
- Other unscrupulous people may also try to sell you equipment or get you to sign up to expensive contracts that you don't need. Don't rush into any decisions, seek a second opinion, and speak to your phone company who will be to advise you about what you need.

What should I do if I have questions?

- Take a look at the Future of Voice website, which has the latest information on what's changing and how.
- You can also speak to your landline provider or visit their website.

TV licences

OfCom may be able to help with complaints about TV and radio providers. TV Licensing can help with concessions

Letters about your TV licence

- You need a TV licence if you watch or record live TV programmes on an channel, or to download or watch BBC programmes on iPlayer. This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder. You need one to watch any TV channels not just BBC or British channels.
- Please be aware of scams from people impersonating TV Licensing. Find out more at www.tvl.co.uk/check

Who can get a free TV licence?

- If you receive Pension Credit and are aged 75 or over you can apply for a free TV licence. Pension Credit can be in your partner's name if you are a couple and living at the same address. It can be either component of Pension Credit so it can be either Guaranteed Credit or Savings Credit (or both).
- If you do not receive Pension Credit or are under 75 you need to pay for your TV licence.
- If you wish to check if you are eligible for Pension Credit or wish to apply for it you need to phone 0800 99 1234 or visit www.gov.uk/pension-credit/eligibility
- If you are 74 and already receive Pension Credit, you can apply for your free over-75 TV Licence now. TV Licensing will issue you a short-term paid-for licence to cover you until your 75th birthday. To request an application form, please call 0300 790 6117 and speak to one of their advisors.

How to apply for a free TV licence if you are on Pension Credit

- You should complete the application form you received from TV Licensing and return it together with your photocopied proof of Pension Credit, in the pre-paid envelope they sent you.
- You need to provide a copy of a page from a document that shows you (or your partner) receive Pension Credit. The best thing is a letter from the Pension Service or Department for Work & Pensions. They may also accept a bank statement showing that you get Pension Credit (it will have the reference DWP, your National Insurance number and PC against it).
- TV Licensing doesn't need to see the actual amount you get but it must show your full name (or your partner's name), your home address and be dated within the past year. It could be a copy of the front page of the letter you receive every year (usually in March) confirming you get Pension Credit and how much it will be.
- If you think you get Pension Credit but cannot find proof, you can ask Pension Credit to send you a duplicate letter by phoning 0800 99 1234.
- If you are unable or would prefer not to leave your home you can call 0300 790 6151 on weekdays 8.30am-6.30pm or go to www.tvl.co.uk/75apply

Paying for a TV licence

- If you need to pay for your TV licence, TV Licensing will only ask you to pay using the following options:
 - By post using the address: TV Licensing, PO Box 578, Darlington DL98 1AN.
 - Online at www.tvl.co.uk/75pay or www.tvl.co.uk/75apply
 - Over the phone on 0300 790 6151
- If you are contacted and asked to pay for your TV licence using a different phone number, a different website or by posting your details to a different address you have been contacted by a scammer. TV Licensing would also like to make it clear that they will not come to your doorstep to collect the licence fee so anyone who claims to do so is also a scammer.
- Be aware of scams where someone purports to be from TV Licensing. They may claim that your direct debit has failed and that you need to pay to avoid prosecution. You may be sent links to genuine-looking websites that are designed to steal personal and financial information. If you wish to check, either visit www.tvlicensing.co.uk or phone TV Licensing on 0300 303 9695, 0300 555 0286.
- You will not be expected to pay anything when you are contacted until you have either claimed a free licence or agreed a payment plan. You will be given plenty of time to set up your licence.

Ways to pay for a TV licence if you are not on Pension Credit

If you are not on Pension Credit there are a number of ways to pay.

- If you choose to pay in one go, the cost of a colour licence is £157.50.
- If you'd prefer to spread the cost then monthly, fortnightly or weekly payments can be arranged.
- If you are blind or severely sight-impaired you may be able to get 50% off.

Paying in one go

You can set up a yearly Direct Debit, pay by debit or credit card, pay by cheque or pay at a PayPoint.

- To set up a yearly Direct Debit
 - Either complete the "Pay in One Go" form including the Direct Debit instruction on the back, and return it to TV Licensing in the pre-paid envelope provided.

- Or sign in at www.tvl.co.uk/75pay with your licence number, last name and postcode.
- Or call 0300 790 6151 (you can speak to someone weekdays 8.30am-6.30pm or use the automated service outside these times).
- Once your Direct Debit has been set up, you will be sent your new TV licence. No payments will be taken till you've received this in the post.
- To pay by debit or credit card
 - Either sign in at www.tvl.co.uk/75pay with your licence number, last name and postcode.
 - Or call 0300 790 6151 (you can speak to someone weekdays 8.30am-6.30pm or use the automated service outside these times).
- To pay by cheque
 - You should write a cheque for £157.50 made payable to "TV Licensing".
 - Return it with the "Pay in One Go" form to TV Licensing in the pre-paid envelope provided.
- To pay at a PayPoint after you have received the "Pay in One Go" form in the post.
 - You should take the payment slip at the bottom of the form to a PayPoint.
 - The reverse of the form shows your nearest PayPoints or you can find your nearest one at www.paypoint.com/locator
 - You can choose to pay with cash or by debit card.
 - Once you have paid you should keep the PayPoint slip and receipt as proof.

TV licence reductions

- Blind and severely sight-impaired people are entitled to 50% off. This applies to the whole household if someone is eligible. It does not apply to people who are just partially sighted. More info at www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/blindseverely-sight-impaired-aud5 or call 0300 790 6112
- People on low incomes can pay in instalments using a Simple Payment Plan. You can also use a Payment Card to pay weekly, fortnightly or monthly at a Paypoint outlet or online. You can be sent reminders that you need to top up. More info at www.tvlicensing.co.uk/pay-for-your-tv-licence/ways-to-pay
- People who live in sheltered housing or residential care accommodation may qualify for a reduced fee licence. The Accommodation Residential Care (ARC) licence costs £7.50 each year and must be applied for by the manager.

Applying for a blind or severely sight-impaired concession

- If you are on Pension Credit you need to apply for a free TV licence as above. However if you do not get Pension Credit and you are blind or severely sight-impaired you can get a 50% concession so the standard colour licence only costs £78.75.
- You need to put a cross in the relevant box on the "Pay in One Go" or "Spread the Cost" form depending on how you wish to pay.
- When you return the form, you need to enclose a photocopy of a certificate from an ophthalmologist (eye surgeon) stating that you are blind (or severely sight-impaired). Or you can enclose a certificate or document issued by a local authority that shows you are registered as blind) or severely sight-impaired. Or you can enclose a CVI (Certificate of Visual Impairment) or a BD8 Certificate. Do not send original copies of any certificates or documents.
- If you have informed TV Licensing in the past that you are registered blind (or severely sight-impaired) and your letter indicates that the concession has been applied then you don't need to provide documents again.
- The completed form and photocopied document should be sent back to TV Licensing using the pre-paid envelope provided. You can only apply by post.

If you have lost the return envelope

- Send your completed forms to TV Licensing, PO Box 578, Darlington DL98 1AN.
- Alternatively, if applying for a free TV licence, you can go to www.tvl.co.uk/75apply
- Or call 0300 790 6151 (you can speak to someone weekdays 8.30am-6.30pm or use the automated service outside these times).

If you do not need a colour TV licence

- If you only need a black & white TV licence, call TV Licensing on 0808 196 8174.
- If you do not need a TV licence at all, make sure that you never watch or record live TV programmes on any channel or device, and never download or watch BBC programmes on iPlayer. If this is the case, you can inform TV Licensing by calling 0300 790 6151 (you can speak to someone weekdays 8.30am-6.30pm or use the automated service outside these times).

When can you expect to receive your new TV licence?

- It may be a few weeks before you receive your TV licence.
- If there are any issues, TV Licensing will be in touch with you.

Scams

See our Money Matters information pack for information on:

- Avoiding scams
- Spotting scams
- Raising your awareness of scams.
- What to do if you have been scammed
- Telephone scams
- What to do if you get a nuisance or scam call
- Reducing nuisance calls
- Bank scam calls
- Courier fraud
- Computer scam calls
- Reducing scam calls
- Stopping scam calls
- Fraudulent text messages
- Postal scams
- Reducing junk mail
- Reducing spam mail
- Fake parcel delivery cards
- Internet scams
- Staying safe online
- Doorstep scams
- Cowboy traders
- Checking ID of doorstep callers
- Cold callers
- Video doorbells
- Bogus caller alarms
- Home security
- Pension scams

Employment

Age UK

There is a lot of information available on Age UK's website at:

www.ageuk.org.uk/information-advice/work-learning It covers age discrimination, education, employment rights, looking for work, retirement, technology and training. We also produce publications on the Equality Act, age discrimination and rights at work 0800 169 6565. You may also be able to get help from the Equality Advisory & Support Service, ACAS or Citizens' Advice

ACAS

May be able to help with age discrimination, employment law, redundancy, retirement disputes, rights at work and statutory payments

Citizens Advice

Free phone advice Monday-Friday 9am-5pm. May be able to help with age discrimination, employment law, jobhunting, redundancy, retirement disputes, rights at work, self-employment and statutory payments. Some office appointments may be possible.

- Aylesford, Larkfield, New Ash Green, Otford, Sevenoaks, Snodland, Swanley and Tonbridge 0808 278 7810
- Edenbridge and Westerham 0808 278 7962

Community Micro-Enterprise Project

If you would like to set up a small company to provide help for older or disabled people you can get support from Community Catalysts. Contact Nicole Monahan 07435 943745 nicole.monahan@communitycatalysts.co.uk

Compaid

Unit 1, Eastlands, Maidstone Rd, Paddock Wood TN12 6BU 01892 832447. Financial services. If you want to employ your own staff Compaid can provide payroll services and pension auto-enrolment; they charge a fee for this. Contact Srikanth Bodduluri 01892 834539 officebureau@compaid.org.uk

Equality Advisory & Support Service

May be able to help with discrimination and the Equality Act

Fit for Work

Free, expert and impartial advice to anyone looking for help with issues around health and work. May be able to help you stay in work or return to work. May be able to help if your employer does not have a Sickness Absence policy or procedure. 0800 032 6235 www.fitforwork.org

JobCentre Plus

May be able to help with jobhunting and self-employment

Jobs Hubs

Support with creating CVs, searching for jobs on the internet, uploading documents, interview skills and techniques, applying for jobs, careers advice, access to training courses, digital support, redundancy and self-employment advice

- Edenbridge. The House Project, Eden Centre, Four Elms Rd, Edenbridge TN8 6BY
- Sevenoaks. Plaza Suite, Stag Theatre, London Rd, Sevenoaks TN13 1ZZ
- Swanley. Clocktower Pavilion Suite, St Mary's Rd, Swanley BR8 7BU

To make an appointment, contact Pauline 07715 993293 or Russ 07921 050452 westkentworks@wkha.org.uk

MIND

Can give you tips on keeping mentally healthy at work and where to go for support.

www.mind.org.uk

Money & Pensions Service

Free and impartial advice on work and retirement 0800 011 3797

www.moneyhelper.org.uk

National Careers Service

Free, impartial professional advice on careers and skills. Guidance on the best places to look for job vacancies.

Royal British Legion

They can help finding jobs for anyone with disabilities as well anyone who has served in any of the following: the armed forces, National Service, Territorial Army, Merchant Navy, Land Army, Home Guard, ARP, nursing corps, observer corps, Bevin Boys etc. They operate through a centralised call centre and have paid staff throughout the country as well as some volunteers. They may visit you at home to assess your needs 0808 802 8080

www.britishlegion.org.uk

Royal British Legion Industries

They can help anyone with disabilities to get back into work by support with:

- creating and updating CVs
- finding voluntary work
- learning new skills or getting qualifications
- getting work experience or placements
- obtaining paid work
- starting your own business
- practical help to overcome barriers such as transport, care, communications or access
- funding for aids and adaptations
- regaining confidence

Contact Jane Cannam 07825 311427, 0808 164 3521, 01622 795945

jane.cannam@rbli.co.uk www.rbli.co.uk

Sevenoaks District Council HERO Advice Service

Information and guidance on further education, retraining, getting back to work and starting your own business 01732 227000 hero@sevenoaks.gov.uk www.sevenoaks.gov.uk

Solicitors

May be able to help with age discrimination, employment law, redundancy, retirement disputes, rights at work and statutory payments. Regulated by Solicitors' Regulation Authority. See our Legal Advice information pack for a list of solicitors

West Kent Works

They can help if you:

- are unemployed and looking for a job
- are stuck in a rut and need a change
- have had a break from work and lost confidence

They can offer support with the following:

- creating a bespoke CV
- internet job search and help with uploading documents
- interview skills and techniques

- supporting you with job applications
- confidence building
- careers advice
- helping you to access training courses which will help you find employment
- digital support
- redundancy

Contact Pauline 07715 993293 or Dawn 07580 506383 westkentworks@wkha.org.uk

Work Routes

If you have been looking for work, employability consultants can help you find a role that's right for you. They offer help with the following things:

- personal training and support plans
- writing CVs and applying for jobs
- interview practice
- IT skills & customer care training
- finding jobs not advertised elsewhere
- costs of travel, work clothes and other job search expenses
- support applying for more hours or promotion once you start work

You do not have to be a veteran to take advantage of this. Royal British Legion Industries 0808 196505 workroutes@rbli.co.uk

Learning difficulties

Avenues Group

Supports people who have learning disability, autism, acquired brain injury and challenging behaviour. Typically support people with multiple or complex needs. Supported living and housing, outreach and support at home services 0300 323 0405

info@avenuesgroup.org.uk www.avenuesgroup.org.uk

Beechmont Saturday Club

For adults with learning disabilities. Meets at Mencap Hall, Hitchen Hatch Lane, Sevenoaks on 1st Saturday of month 10am to 4pm. Contact Margaret Digweed 01732 453848

Bridges Pop-in Centre. 40 High St, Edenbridge TN8 5AJ 01732 868186

thebridgescentre@btconnect.com www.bridges.edenkent.org

Family Action. Emotional, practical and financial support for families dealing with financial hardship and/or suffering domestic abuse, mental health issues, learning disabilities.

www.family-action.org.uk

HFT (formerly Self Unlimited)

Free support and information for people with learning disabilities and their families or carers on living independently, working, volunteering, hobbies and technology. Also run Oak Tree Bistro. Phillippines Close, Hever Rd, Edenbridge TN8 5GN 01732 782700

hftkentnorth@hft.org.uk www.hft.org.uk www.selfunlimited.co.uk

Kent & Medway NHS & Social Care Partnership Trust (KMPT)

Provides information and advice about mental health, learning disability and substance misuse services 0300 222 0123 www.kmpt.nhs.uk

Kent Friendz

Help and support for people with learning disabilities, their families and carers. Provide clubs, home support, leisure activities and trips out. In Edenbridge contact Pauline Collins 01732 864291. For other areas contact Chris Burton 01732 838183
chris.burton@kentfriendz.org.uk www.kentfriendz.org.uk

Kent Pathways Service

Free support from Social Services for up to 12 weeks for adults with a learning disability to become more independent by developing life skills 03000 416161
kentpathwaysservice@kent.gov.uk www.kent.gov.uk

Lookahead

Offer support for people with multiple and complex needs (mental health, learning disability and/or autism). Services include supported housing and lifelong learning 020 7368 4600
getintouch@lookahead.org.uk www.lookahead.org.uk

MacIntyre (Learning Disability Supported Housing)

Provide supported living services to promote independence for adults who have a learning disability and/or autism 01908 230100 hello@macintyrecharity.org
www.macintyrecharity.org

Mencap

Round-the-clock care, help joining in local leisure activities, information and advice on education and employment 0808 808 111 helpline@mencap.org.uk www.mencap.org.uk
Sevenoaks group contact Athene Fenn athenefenn@hotmail.com. Also run Friday Club contact Tony Phillips 07747 036573

Mental Health Foundation

Information and general support for anyone with mental health problems or learning disabilities www.mentalhealth.org.uk

Social Services

Free assessments for those who have care and support needs. The assessment is a discussion between the client (or the person you look after) and a trained person either from the council or another organisation that the council works with. They talk about the situation and what changes could be made to find out how needs could be met 03000 416161 social.services@kent.gov.uk www.kent.gov.uk

If you are looking after someone it may be quicker to get a free carer's assessment from INVOLVE 0300 081 0005 communitynavigation@involvekent.org.uk
www.involvekent.org.uk If you live in Swanley contact IMAGO 0300 011 1965
hello@imago.community www.imago.community

Swanley Community Day Service

03000 421252 Choice of activities for people of all abilities

Social activities

See our Social Activities information pack

This list is for information purposes only and Age UK Sevenoaks & Tonbridge can accept no responsibility for any problems that may occur with any of these service providers

Index

- Adverse weather, 13
- Advice, 4
- Age discrimination, 17
- Ambulances, 8
- Assistance cards, 11
- Attendance Allowance, 11
- Audiobooks, 17
- Autism, 27, 28
- Benefits, 4
- Blind people, 17
- Blue badges, 4, 13
- Bogus callers, 24
- Brain injuries, 27
- Breakdown cover, 14
- Broadband, 17, 19
- Buses, 4, 8, 12
- Campaigning, 17
- Car hire, 14
- Car insurance, 14
- Careers, 25, 26
- Challenging behaviour, 27
- Coach trips, 15
- Cold callers, 24
- Companions, 15
- Computer tuition, 17, 18
- Courier fraud, 24
- Cowboy traders, 24
- Credit cards, 24
- Customer care, 27
- CV writing, 25, 27
- Debit cards, 24
- Dial-a-Ride services, 5
- Digital support, 17, 25
- Disability, 4, 11, 13, 15
- Doorstep callers, 24
- Door-to-Door transport, 5
- Driving, 13
- Email, 17
- Employment issues, 25
- Family history, 17
- Flooding, 14
- Fraud, 24
- Further education, 26
- Gardening, 5
- Genealogy, 17
- Getting back to work, 26
- Gritting, 15
- Health benefits, 4
- Help with travel costs, 9
- Hidden disabilities, 13
- Holidays, 15, 16
- Home library service, 17
- Housebound people, 17
- Housework, 5
- Information, 4
- Insurance, 16
- Internet, 17, 20, 24
- Interviews, 25, 27
- iPads, 17, 19
- IT skills, 27
- Jobs, 25, 26, 27
- Junk mail, 24
- Knit & natter groups, 17
- Landlines, 19
- Laptops, 17
- Large print books, 17
- Learning disabilities, 27
- Libraries, 17
- Lifebook, 14
- Looking for work, 24, 26
- Mental handicap, 27
- Mobile phones, 19
- Motability, 15
- Nuisance calls, 24
- Outings, 15, 16
- Paperwork, 5
- Parking, 4, 13
- Partially sighted people, 17
- Parties, 15
- Passport photos, 4
- Passports, 4
- Patient transport, 7
- Payroll services, 25
- Pensions, 24, 25
- Personal Independence Payment, 11
- Phones, 19, 24
- Photos, 4
- Postal scams, 24
- Private ambulances, 8
- Promotion, 27

Public transport, 11
Railcards, 13
Reading groups, 17
Redundancy, 25
Retirement, 26
Retraining, 26
Rights at work, 17
Road Tax exemption, 15
Scams, 17, 24
Self-employment, 25
Senior railcards, 13
Shopping, 5, 8
Sight problems, 17
Skills, 26
Smartphones, 17
Snow clearing, 15
Social activities, 4, 17, 28
Solicitors, 26
Spam, 24
Spoken word, 17
Starting your own business, 24, 26
Surfing the web, 17
Talking books, 17
Technology, 17
Telecare, 20
Telephones, 19, 24
Text messages, 24
Training, 25, 27
Travel insurance, 16
TV licences, 21
Vacancies, 26
Veterans, 16, 26
Video doorbells, 24
Videophones, 19
Visually impaired people, 17
Voluntary transport, 6
Volunteering, 26
Word processing, 17
Work clothes, 27