

# Wheelchair accessible vehicles



**The information contained in this guide is correct at the time of going to print (April 2015). It will be reviewed every two years. See our website for any changes since printing.**

**Rica is a charity that researches and publishes independent information on products and services for older and disabled people.**

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# Wheelchair accessible vehicles

A wheelchair accessible vehicle (WAV) can make a great difference for disabled drivers and passengers.

Travelling in your wheelchair means you don't need to transfer in and out, or stow it in the boot, so you can travel more freely.

If you have someone who helps you, it can save them from injuring themselves by lifting you or your wheelchair.

If your wheelchair has a specialist seating system, you can benefit from the support or pressure relief it gives you in the car too.

There are a lot of things to think about when you are choosing a WAV. This guide will help you decide what you need.

We look at what WAVs are, the standards and regulations that apply to them and the various types that are available.

We give advice about choosing and financing a suitable WAV, point you towards organisations that can give you more personalised advice and tell you how to go about getting one.

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**Note** If you are able to transfer out of your wheelchair into the driving seat, you may prefer to do this. For safety and comfort it is always better to travel in a car seat if you can. There is more on this in our guides *Getting in and out of a car* and *Getting a wheelchair into a car* (see page 31).

**Note** This guide does not list companies that make, equip or sell WAVs. For these you will need our *Mobility address list*, which gives names and addresses of suppliers and fitters and details of the services they provide. You can also find this list on our website – [www.rica.org.uk](http://www.rica.org.uk)

# Introduction

A wheelchair accessible vehicle (WAV) is a vehicle that has been adapted to let you get in and out – and travel in safety and comfort – while seated in your wheelchair

## WAVs

WAVs range in size from ones that will take the wheelchair user and one other person to those that will accommodate several other passengers as well. Others, generally used as taxis or minibuses, have room for more than one wheelchair passenger.

WAVs are fitted with ramps or lifts to allow the wheelchair user to get in. You are either pushed into the vehicle or you propel yourself. Some WAVs accessed by ramp are fitted with winches (NB – winches can be fitted as an aid or a safety measure if your helper is frail or insecure; a winch should not be fitted to compensate for a too steep ramp – see page 13).

Once inside, the wheelchair is fixed in place using a tie-down system and you

have a restraint system like a regular seat belt. Wheelchair tie-downs consist of straps that need to be clipped onto the wheelchair by hand, or fully automatic docking systems that lock onto a plate or spigot attached to the wheelchair.

Drive-from-wheelchair WAVs are available that mean you can be completely independent. These are likely to be heavily adapted and built round you and your wheelchair. They need to have automatic doors, ramps and docking systems to enable the driver to be fully independent.

As a guide, new passenger WAVs cost from £12,000; drive-from-wheelchair WAVs from £26,000.

For secondhand WAVs, there are a number of dealers or you can buy privately (see pages 19–20).



## Regulations and standards

All WAVs are made by converting an existing vehicle – usually a new production MPV or van. Although they are converted, they still need to meet the same legal standards as unconverted vehicles.

All vehicles have to have Type Approval to enable them to be registered. For converted vehicles this will be European Whole Vehicle Type Approval Special Purpose Vehicle, National Small Series Type Approval or Individual Vehicle Approval. This is used to ensure that the vehicle complies with the law at the point of registration. Following this, it is the driver's responsibility to ensure that the vehicle they are using complies with the law as it applies to all vehicles.

Many adaptations are fitted after registration. This is perfectly legal but it is your responsibility to ensure that any adaptations fitted comply with relevant vehicle construction and use legislation. The following steps will help:

### ASSESSMENT

The adaptation company, or someone else (such as a mobility advisor) needs to



The design of your WAV starts with an assessment of your needs and abilities

consider your needs and how they can be met and design a vehicle around them. They must also take into account the design of your wheelchair and determine whether it can be safely used in an adapted vehicle. Any adaptations must be justified and fully assessed for risk.

### DOCUMENTATION

The adaptation company should provide the following documentation:

- details of the assessment identifying your needs and the solutions proposed for them
- technical information about each product or adaptation, showing how they meet the requirements of your assessment and what safeguards have been put in place to ensure that their installation is satisfactory and safe and complies with relevant legislation
- accompanying documentation for any products they use from other manufacturers that specifies how they are to be fitted and used
- a schedule that describes the work they will be carrying out, if and when any fittings are required and when each stage will be completed.

### HANDOVER

When you take delivery of your vehicle, the adaptation company should provide you with copies of all documents, including sign-off documents showing that each part of the schedule has been completed and checked.

They should show you how to use everything you need to, let you have a test drive and give you time to make sure you are happy with the vehicle before they leave.

## ACCREDITATION

As well as their legal obligations, members of the Wheelchair Accessible Vehicle Converters' Association (WAVCA – see page 30) accept a commitment to customer service. WAVCA will deal with complaints about their members addressed to them through their email address – [enquiries@wavca.co.uk](mailto:enquiries@wavca.co.uk).

### PAS 2012

- **WAVCA and the British Standards Institute have produced a standard for WAVs – *Publicly Available Specification (PAS) 2012*. It is available to buy at [www.bsigroup.com](http://www.bsigroup.com)**
- **Part one provides guidance on the design and build of WAVs and part two offers retail guidelines.**
- **It works alongside the Type Approval process. The intention is that organisations that buy a lot of WAVs such as Motability (see page 21), and other organisations like local authorities that license taxis and minibuses, can specify that these should meet the PAS.**



Choosing a WAV – does it have the features you want?

## Things to think about

When you are choosing a WAV, you need to think about all the same things you do when you are choosing a standard car and some other, more specific, things too. Just as when you are choosing any other car, you may need to compromise and decide what is most important to you.

In general, when choosing a car, think about the following questions. Look in motoring magazines and websites for the answers.

### Size

- Will it fit on your drive or in your garage? Don't forget you need to think about the space required for the ramp/lift to be deployed.
- Will it be easy to drive in traffic and on the roads you normally drive on?

### Safety and security

- Consider the NCAP rating and look for special features ([www.euroncap.com](http://www.euroncap.com))

### Money

- What's the price?
- If you're buying it yourself, what's the resale value likely to be?
- What will it cost you to insure?
- What's the fuel consumption like?

### Environment

- What are the fuel consumption and CO<sub>2</sub> emission figures?
- What particulate emissions standards does it meet?

### Comfort and convenience

- Can you get in and out easily?

- Can you use the controls?
- Is it quiet and smooth when you're going along?
- Is there good visibility for everyone in the vehicle?

### Reliability

- Is it reliable?
- What happens if it breaks down?
- Do you have a dealer nearby for servicing?

### Space

- Is there room for all the people and luggage you want to carry?
- Think about times when you might want to carry a lot of luggage or equipment (eg holidays).

### Features

- Does it have everything you need?
- Think about air conditioning, automatic transmission, electric windows, satnav, central locking, etc.

### Performance

- Does it give you reasonable speed and acceleration?
- What about braking, ride and handling?

More specifically, when choosing your WAV, think about the following questions (more detail on pages 8–16). Many of these questions can only be answered by trying the vehicle out.

### Getting in and out

- Will you choose a ramp or a lift?
- Will you have someone to help you?
- Can you get in and out without hitting your head or having to duck?

### Travelling position

- Where will your wheelchair sit?
- Will you be able to see out of the windows?
- Will you be able to talk to other people easily?

### Safety

- How will you secure yourself and your wheelchair?
- How will you secure any equipment you use to get in and out?
- How will you secure anything else (unattended wheelchair, luggage and equipment, etc)?

### Reliability

- Can you rely on the equipment you use to get in and out?
- What happens if it breaks down?
- Are there manual over-rides for any powered equipment?

### Build quality

- Different conversions have been built to different standards, so some will be more comfortable and less noisy inside than others.
- Cabin noise can really affect your travelling comfort, so be sure to check this out before buying.

### Warning

- **Many adaptations involve moving the fuel tank and/or making it smaller.**
- **This means you can't go so far on one tank and sometimes affects the reliability of the fuel gauge.**
- **Be sure to ask the converter about this.**

# Types of WAV

There are different types of WAV to suit different people. We discuss the main types here:

- Passenger WAVs
- Drive-from-wheelchair WAVs
- WAVs for transferring inside
- Side and rear-entry WAVs
- WAVs with ramps and with lifts
- Small, medium and large WAVs

## Passenger WAVs

The most common WAVs are those where the wheelchair user travels as a passenger. These range from compact MPVs to minibuses that can take more than one wheelchair passenger. In larger WAVs, seats for other passengers are available in a range of different configurations. Some converters also offer WAVs where the passenger seats can be moved around – though this is not light work. New passenger WAVs start at about £12,000 but can cost £20,000-£45,000 depending on size and type.



Up-front WAV

There are passenger WAVs where you travel in the front next to the driver (up-front WAVs) and those where you travel in the back. Many wheelchair users prefer up-front WAVs, because they can talk to the driver more easily, but they are more expensive. They start around £19,000 but can cost over £30,000.

### Travelling position



Passenger WAV with additional passenger seats in the back – room for all the family

- Make sure you can sit comfortably and upright (ie without having to duck your head), and can easily see out of the windows.

- Is there enough space above your head so you don't hit the ceiling if the driver takes a bump too fast?
- Will you be able to talk to the driver and any other passengers?
- Will your carer be able to get to you if you need assistance of any kind while you're underway?
- Ideally you should be positioned in front of the rear wheels or the ride can be very uncomfortable. This may not be possible in some smaller WAVs.
- If you have uncontrolled movements, make sure you are not too close to unpadded parts of the car.
- Think about where you will stow, and how you will secure, any luggage or equipment you will be carrying. You can't use the space behind the wheelchair travelling position – it has to be clear for you to get in and out.
- Some WAV users use roof boxes or trailers to carry extra luggage that won't fit inside. Note that most WAVs cannot be used to pull a trailer because of the way the rear of the vehicle has been modified.

### Getting in and out

- Make sure that you, or whoever is helping you, can get you in and out and can safely and easily operate any equipment.
- Make sure that you and your wheelchair will fit along the entry and exit route without getting stuck.

#### Tip

- **Some WAV users place stickers on the ramp or somewhere else on the vehicle to help guide them into the right position when they are getting in.**

### Space

- Think about who will be travelling with you.
- Often some of the rear passenger seats need to be removed to make enough space to get the wheelchair in – sometimes they are replaced with folding or smaller seats.



Smaller passenger WAV – room for just one, narrower, seat in the back

#### Warning

- **If the converter has fitted smaller seats in the back of the vehicle, these may not be suitable for an adult to sit on, especially on a long journey.**
- **They may also not be suitable for carrying a child seat and they may have had any ISOFIX fittings removed. Ask the converter about this.**

## Drive-from-wheelchair WAVs

Drive-from-wheelchair WAVs are becoming more common.

The driving controls are adapted for you to operate from your wheelchair. Usually this means some form of hand control though other solutions are possible (see our guide **Car controls**).

In a drive-from-wheelchair WAV you need to be able to open the door, deploy the ramp or lift, get inside and secure yourself and your wheelchair without assistance. Most have hands-free entry systems – you push a button on a remote control to open the door and deploy the ramp or lift automatically. There will also be an automatic docking system to secure your wheelchair. All this will be designed around you and your wheelchair as part of your assessment.

All this means that drive-from-wheelchair WAVs are usually considerably more expensive than passenger WAVs (they start at about £26,000 but can cost over £40,000).



One-touch control opens door and deploys lift



Drive-from-wheelchair WAV

### **Safety**

- Because you may be travelling by yourself you need to be sure you will be able to get out in an emergency.
- Drive-from-wheelchair WAVs are typically fitted with fail-safe devices for the doors, ramps or lifts and docking systems. These include battery backups and manual over-rides.
- For added safety, it is often recommended to fit an automatic fire extinguishing system.

### **Other drivers**

- You will need to let others drive the vehicle from time to time.
- In many drive-from-wheelchair WAVs the front passenger seat can be switched to the driver's side and there is a docking system on both sides so you can travel as a passenger.

## Assessment

- Drive-from-wheelchair WAVs are designed around the user.
- Get an assessment from an experienced mobility advisor – for example at a Mobility Centre (see pages 26–28).

## Assessment and training

- If you are going to be using adapted controls, you may need a professional driving assessment and training.
- You may need to have dual controls fitted to use when you are training.
- Your local Mobility Centre will be able to carry out the assessment and will also tell you about specialist driving instructors in your area.

## Internal transfer



Internal transfer system

Some wheelchair users prefer to transfer to a driving seat because it's more comfortable or easier to drive or because their wheelchair may not be suitable for driving from. Using the standard car seat means you don't need to fit a specialist seat belt.

An internal transfer system may not be suitable if you have a specialist seating system in your wheelchair.

WAVs can be adapted to allow you to go in with your wheelchair or scooter (by ramp or lift), secure the wheelchair or scooter in the vehicle and transfer to the driving seat inside. You can replace the standard car seat with one that swivels and slides so you can get into it more easily.

## Securing the wheelchair

- You will need a mechanism for securing the wheelchair – you need to be able to do this yourself.

## Transferring

- Transferring between the wheelchair and the seat does take some effort – make sure you can do it even on a bad day.
- Make sure there is enough room in the vehicle to let you transfer comfortably and that there are handholds and supports where you need them. You may need to fit extra hand rails or other supports.



Transferring from the car seat into the wheelchair

## Entry point

Generally you go in at the back or through the passenger side of the vehicle, though there are not as many side entry vehicles. The InFront Doblo has a specially adapted front door and an extending ramp so you can go directly into the front seat area (currently only on the passenger side). This is currently the only WAV available with this feature.

Which entry point you choose will depend on how you use the car and where you usually park. The most important advice is to try the type of vehicle you are thinking of getting before you buy. Try it around where you live and in the places you usually go (see pages 17–18).

Doors can slide, open upwards or open to the side. This is usually determined by the base vehicle. Make sure you can operate the door safely and comfortably.

## Side entry

- Generally better suited for use in town – you need to be able to park alongside the kerb.
- Difficult to use in car parks – you need a lot of space alongside the vehicle.
- If the road slopes heavily towards or away from the kerb (camber) or the kerb is not a standard height, the ramp or lift may not deploy correctly onto it.
- If the pavement is too narrow you will not be able to get onto the ramp or lift (you can only get on at the end).
- If you have to park on a slope, this will cause the ramp or lift surface to slope to the side.

- Allows you to travel with passengers or luggage in the back – you can get in and out without having to move them.

### Rear entry

- Rear entry WAVs can be difficult for on-street parking – you need to be sure you will have space at the rear.
- Many WAV users (especially in drive-from-wheelchair WAVs) find a parking camera very helpful – you can see that you are leaving enough space behind to deploy the ramp.



Side entry lift



Positioning the wheelchair on the lift to exit backwards – this vehicle is fitted with folding seats in the back

## Ramps and lifts

There are two ways to get a wheelchair into a vehicle – up a ramp or on a lift.

Ramps can be powered or manual. Lifts are always powered and are usually operated using a wired or wireless control panel. Some drive-from-wheelchair WAVs have lifts that deploy automatically when you unlock the vehicle.

Some WAV users have told us they feel exposed and vulnerable on lifts; others find them easier than ramps, because they don't have to reverse down a slope.

Most powered wheelchairs will be able to get up a ramp into the car under their own power, but you may need more help. If you have someone travelling with you, they will be able to attach a powered winch to the wheelchair to help you up the ramp, but if you want to be able to travel independently a winch will not be suitable.

### Cost

- Lifts are usually more expensive than ramps.

### Space

- Ramps generally take up more room outside the vehicle.

### Slope

- A ramp mustn't be too steep (not more than 13° or about 1 in 4), or you will not be able to use it safely.
- A long ramp is less steep than a short one, but is harder to deploy – it's heavier and takes up more room outside the vehicle.

## Safety

- Ramps and lifts should have raised edges to help prevent you falling off.
- Make sure there is enough space to accommodate your wheelchair safely.
- You should never travel across the line of the slope in your wheelchair – you risk turning over.

## Warning

- **Some WAVs have specially lowered (and sloping) floors, which act as a continuation of the ramp so the outside part can be made shorter. Sometimes this means that the wheelchair is tipped back in the travelling position which can be uncomfortable. It also can reduce the ground clearance of the vehicle, which makes bumps in the road a problem.**
- **Another solution is to fit lowering suspension, which is available on some WAVs.**

- In some vehicles there is room to turn the wheelchair round inside the vehicle but in most cases you (or whoever is helping you) will have to reverse the wheelchair out – this can be tricky on ramps.

## Width

- When a ramp, or the channel for the wheelchair to follow inside the vehicle is narrow, it can make it difficult to change direction, particularly when it comes to reversing out – the castors on your wheelchair need room to swivel round.

## Operation

- Make sure you can safely operate the ramp or lift, including any mechanism you need to secure it.
- Ramps can be heavy and folding ramps need to be locked into place before they can be used.
- Loose components of ramps and lifts need to be secured when you are travelling. Talk to the converter about how best to secure them.



Wireless lift control



This ramp is just wide enough

## Size of WAV

The smallest WAVs are made using compact cars like the Fiat Qubo, Skoda Roomster or Vauxhall Zafira. There is room for one wheelchair passenger and sometimes one or two other passengers in the back – though it may not be possible to fit in the other passenger seats if the wheelchair is large.

Medium sized WAVs are made with larger van-style cars like the Citroen Berlingo, VW Caddy or Peugeot Partner. Some drive-from-wheelchair WAVs are available in this size range.

Larger WAVs are made with larger vehicles like the Chrysler Grand Voyager, Peugeot Boxer or Renault Master. Many drive-from-wheelchair WAVs are in this size range.

- Many people would like to have the smallest vehicle possible, for better fuel consumption, more manoeuvrability and easier parking.
- Space is limited inside smaller WAVs, particularly as much of the space is taken up by the wheelchair entry route. This affects the number of passengers and how much luggage you can carry.



Wheelchair in back of Vauxhall Zafira

- Also, the smaller the vehicle, the smaller the doorways, which limits the size of wheelchair you can get in.
- Lower vehicles have less headroom. This may still be a problem even if you can get inside and sit in the travelling position without ducking your head, because if your eyes are above the top of the windows you won't be able to see out comfortably. Apart from being unpleasant, this can make motion sickness worse. Some WAVs have lowered floors to solve this problem.



Peugeot Expert



Mercedes Sprinter High Top

# Your wheelchair

Not all wheelchairs are suitable for use in a WAV, and some are incompatible with some tie-downs. Discuss this with whoever is doing your assessment and with the converter.

If you are getting a new wheelchair, discuss this with your wheelchair service (if you have one) or the supplier. They should be able to advise on the suitability of any wheelchair for use in a WAV.

Some wheelchairs have been specifically safety tested for use in a vehicle (this is sometimes known as 'crash testing'), but not all manufacturers do this. Just because a wheelchair has not been tested does not necessarily mean it isn't suitable. However, the wheelchair does need to have dedicated attachment points for tie-downs if you're using them. On newer wheelchairs these will be clearly indicated.

It is also important to have a head restraint to help prevent whiplash injuries.



Wheelchair with head restraint



Wheelchair fitted with docking system

Automatic docking systems require a spigot or plate to be fixed to the wheelchair. These are incompatible with some wheelchairs and with others they decrease the ground clearance of the wheelchair, which can make them difficult or impossible to drive over uneven terrain. You need to ask your wheelchair provider about this, as well as the conversion company.

## Tips

- **WAV users tell us it's advisable to choose your wheelchair first if you can. That way you can make sure the WAV will fit your wheelchair.**
- **Think about any changes to your condition and your wheelchair during the lifetime of the WAV.**

# Getting a WAV

It is important to think carefully about what you need from a WAV and to do your research to find out what is available. The right vehicle can help you be more independent, but the wrong WAV could be worse than useless.

You can get information from the organisations listed on pages 26–30. The converters will also be able to tell you what features are available in their product range. It's a good idea to speak to more than one and ask them to show you suitable vehicles.

You can buy a new WAV directly from a converter (see our **Mobility address list**). Usually this will involve several stages including one or more demonstrations, an assessment, conversion and the fitting of adaptations. Of course you should be prepared for this to take some time.

Some converters, and some other suppliers, sell secondhand WAVs. You can also get secondhand WAVs from the sources listed on page 19. This will be cheaper and you will not have to wait for the vehicle to be converted, but you may not be able to find one that meets your needs straight away.

There are also companies that offer a rental service. You can get a WAV on a short or a long term rental agreement. This may suit you if you are only going to be using a wheelchair temporarily, or you need a vehicle to cover while another WAV is being serviced. If you have very specialised needs it is unlikely that you will be able to hire a suitable vehicle.

## Test drive

You must try out any WAV you are thinking about buying - it's also a good idea to try more than one, from more than one converter. Converters expect this, and they will be happy to bring a vehicle to your home for a demonstration. You are under no obligation to buy.

It will take some time for you to try it out properly. You need to try everything you will need to be able to do yourself, and also get anyone that will regularly use the vehicle to do likewise. Take your time to try it out properly and make sure you will be comfortable. Think of places where you will be going often, and try a trip there.

Sales staff will be happy to let you try out anything you need to, and will provide you with any additional information you ask for.

Some demonstrators are very helpful, and like to do things for you, but it's important that you understand how everything works and know you can do it. Insist that they let you operate the ramp, tie-downs and restraints yourself.



Try the tie-downs yourself

If you need a heavily adapted vehicle, it may not be possible to try out all the features as these will be made to measure for you and the converters may not have them on their demonstration vehicles. You should at least be able to view a similar vehicle to try out the off the peg equipment and assess it for comfort.

## **Choosing your supplier**

Almost all suppliers offer simple passenger WAVs where the passenger travels in the back. Fewer suppliers offer up-front WAVs, drive-from-wheelchair WAVs and internal transfer systems.

Similarly, only a few converters offer complex adaptations like hand controls. Some companies specialising in adapted controls buy converted vehicles from other suppliers and adapt them for you.

### **THINGS TO THINK ABOUT**

#### **Service**

Different suppliers offer different levels of service. All of them should:

- bring a WAV to you so you can have a demonstration, without putting you under any obligation to buy
- deliver the vehicle to you if necessary and make sure you can use all the equipment
- extend to you all the usual (and statutory) consumer rights.

However, they may not all provide other services to the same extent. Ask whether they can carry out a full assessment and what guarantees or maintenance plans they offer. WAVCA members (see page 30) commit to a customer service code.

#### **Safety**

It is the supplier's responsibility to provide you with a safe and legal vehicle (see pages 5–6), but you need to make sure they are taking active steps to meet this responsibility. Ask them for an assessment of your needs and ask about all the documentation listed on page 5.

#### **Build quality**

Different suppliers have different quality standards. We can't advise which suppliers produce the highest quality vehicles. Use your demonstration to look at the vehicle. Check that components are robust, firmly attached and nicely finished, check that equipment is easy to operate and listen for road noise, squeaks or rattles when driving along.

#### **Other services**

If you need specialist equipment (eg hand controls), you should choose a supplier that is able to fit these themselves. Often this will be a specialist adaptation company, rather than a WAV converter. See our ***Mobility address list*** for more details.

## Converters and suppliers

### CONVERTERS

For full details of UK WAV converters and the vehicles and services they provide, see our *Mobility address list*.

### BUYING SECONDHAND

You can buy adapted vehicles and equipment secondhand from some converters, and from the sources listed below. If you have specialist needs, you may not be able to find a suitable secondhand vehicle.

Anything you buy secondhand may be affected by safety and reliability issues. The seller may have had an inspection carried out and/or offer a warranty. If not, you may want to think about carrying out your own inspection.

The following websites carry listings for WAVs:

#### **Autotrader**

[www.autotrader.co.uk](http://www.autotrader.co.uk)

#### **Disability Equipment Register**

[www.disabilityequipment.org.uk](http://www.disabilityequipment.org.uk)

#### **Disabled Gear**

[www.disabledgear.com](http://www.disabledgear.com)

#### **ebay**

[www.ebay.co.uk](http://www.ebay.co.uk)

#### **Preloved**

[www.preloved.co.uk](http://www.preloved.co.uk)

**Secondhand dealers** – the following companies sell secondhand WAVs. Please note that we have not evaluated them for reliability or service.

#### **Clarke Mobility**

**Tel** 01622 793079

[www.clarkemobility.com](http://www.clarkemobility.com)

#### **Fleximobility**

**Tel** 01865 300361

[www.fleximobility.co.uk](http://www.fleximobility.co.uk)

#### **Mobility Nationwide**

**Tel** 01824 707773

[www.wheelchairaccessiblevehicles.com](http://www.wheelchairaccessiblevehicles.com)

#### **Silverline Mobility**

**Tel** 0844 800 9421

[wheelchair-accessible-vehicle.co.uk](http://wheelchair-accessible-vehicle.co.uk)

#### **Southern Mobility Vehicles**

**Tel** 01243 586444 (Sussex)

**Tel** 01883 624041 (Surrey)

[www.southernmobilityvehicles.co.uk](http://www.southernmobilityvehicles.co.uk)

#### **Wheelchair Accessible Motor Company**

**Tel** 01384 370530

[www.twamco.co.uk](http://www.twamco.co.uk)

#### **Wheelchair Accessible Vehicles**

**Tel** 01325 389900

[www.wheelchairaccessiblevehicles.co.uk](http://www.wheelchairaccessiblevehicles.co.uk)

## **RENTAL**

The companies listed here provide WAVs on short or long term rental. Please note that we have not evaluated them for reliability or service. You can also hire WAVs from many of the converters listed in our *Mobility address list*.

### **Adapted Car Hire**

Tel 0845 68 62 007

[www.adaptedcarhire.co.uk](http://www.adaptedcarhire.co.uk)

### **Adapted Vehicle Hire Ltd**

Tel 0845 257 1670

[www.adaptedvehiclehire.com](http://www.adaptedvehiclehire.com)

### **The Barbara Bus Fund**

A charity which operates in four locations – Gwynedd, Pinderfields, Stanmore and Stoke Mandeville.

Tel 020 8416 0733

[www.barbarabus.com](http://www.barbarabus.com)

### **Fleximobility**

Tel 01865 300361

[www.fleximobility.co.uk](http://www.fleximobility.co.uk)

### **Hertfordshire Action on Disability**

Tel 01707 375159

[www.hadnet.org.uk](http://www.hadnet.org.uk)

### **Mobility Vehicle Hire**

Tel 0845 293 2799

[www.mobilityvehiclehire.net](http://www.mobilityvehiclehire.net)

### **Wheelchair Travel**

Tel 01483 233640

[www.wheelchair-travel.co.uk](http://www.wheelchair-travel.co.uk)

# Finance

## DISABILITY BENEFITS

The Personal Independence Payment (PIP) is an allowance paid to all disabled people to help with extra costs. It is made up of a daily living component and a mobility component. A lower or higher rate of each is paid, depending on how much help you need. PIP also works as a gateway to other services (eg Blue Badges and the Motability scheme).

PIP is a new allowance that is replacing the Disability Living Allowance (DLA). Since April 2013, new claimants aged 16 or over have been receiving PIP. If you currently get DLA, you will be reassessed to determine the level of payment you will receive under the PIP in a process that started in October 2013.

There are currently no plans to change the DLA for people under 16. You will need to be assessed for PIP when you turn 16.

## MOTABILITY



If you receive the Higher Rate Mobility Component of the DLA or the Enhanced Rate Mobility Component of PIP you are eligible for the Motability scheme. Your allowance goes towards the cost of a car, powered wheelchair or scooter.

You can use your mobility allowance to lease a new WAV from Motability for five years (it's three years for a standard car). Maintenance and servicing costs, insurance for two drivers (a third driver can

be added for a fee) and RAC breakdown assistance are included. There is a mileage allowance of 100,000 miles over a five year lease (additional miles are charged at 5p per mile).

You can choose a WAV from Motability's list of approved vehicle conversions. WAVs cost more than is covered by the mobility allowance, so you make an advance payment (from £995 to over £30,000) to make up the difference. This money is not returned.

Motability have a new scheme offering nearly new WAVs on a three year lease.

The scheme will also contribute to the cost of adaptations. Motability has a list of adaptations available, with costs attached. They operate a Managed Adaptations Programme which can make the process both easier and cheaper. You can only make use of this programme when you are ordering your new car.

If you want to fit your own adaptations during your lease, or fit something not available through the programme, you will have to fund this yourself. Motability administer a number of funds (see Grants below) which may be able to help. Any adaptations must be supplied and fitted by a Motability Adaptations Partner.

## Grants

Motability administer a number of government funds as well as having their own Charitable Fund.

If you are considering the Motability Scheme you can apply for a grant for things like adaptations, advance

payments on more expensive vehicles and driving lessons (for people under 25). You have to provide details of your circumstances, which will be checked. Motability can only help towards the least expensive solution that meets your needs. They will assess your needs (they may refer you to a Mobility Centre) and make suitable recommendations.

Contact Motability Operations for more information about this or any other aspect of the Motability Scheme.

### **Motability Operations**

City Gate House  
22 Southwark Bridge Road  
London SE1 9HB  
**Tel** 0300 456 4566  
**Textphone** 0300 037 0100  
[www.motability.co.uk](http://www.motability.co.uk)

## **OTHER SOURCES OF FINANCE**

### **Charities**

Some charities give grants to individuals.

- Your local library should be able to help you find sources, such as the Round Table, Rotary or Lions Club and other local charities.
- Try your appropriate disability group such as Scope, the MS Society or the Muscular Dystrophy Campaign, who may know of sources of help.

- If you are aged 50 or over, Charity Search provide a free service to help you find a grant-giving charity  
Freepost (BS 6610)  
Avonmouth  
Bristol BS11 9TW  
**Tel** 0117 982 4060  
(9am to 3pm Mon–Fri)  
**Email** [info@charitysearch.org.uk](mailto:info@charitysearch.org.uk)  
[www.charitysearch.org.uk](http://www.charitysearch.org.uk)

- The Family Fund helps families who are raising a disabled or seriously ill child aged 17 and under. Families must have proof of entitlement to benefits or tax credit. They give grants for a range of essential items, and may be able to contribute to the cost of adapting a Motability car if Motability funding isn't available.  
4 Alpha Court  
Monks Cross Drive  
Huntingdon  
York YO32 9WN  
**Tel** 01904 621115  
**Fax** 01904 652 625  
**Textphone** 01904 658 085  
**Email** [info@familyfund.org.uk](mailto:info@familyfund.org.uk)  
[www.familyfund.org.uk](http://www.familyfund.org.uk)

- Turn2us provides a free service to help you find financial support in the form of welfare benefits, grants and other help tailored to your circumstances.  
**Tel** 0808 802 2000  
(8am to 8pm Mon–Fri)  
[www.turn2us.org.uk](http://www.turn2us.org.uk)

## Statutory sources

- Social services – may be worth trying, especially if you do not get PIP/DLA or if you have already used your mobility component to lease or buy a vehicle. Contact your local authority.
- Access to Work – if you are in work or about to start work, you may be able to get help from the Access to Work scheme. They may cover the cost of adaptations to a vehicle if this is the only or most cost effective way for you to get to work. Cases are assessed on an individual basis. Contact your local Jobcentre Plus or visit [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work).

## VAT

You do not pay VAT on products designed and sold specifically for disabled people. This means all adaptations, installation, repair and maintenance are zero rated.

### What kind of adaptations count?

- those which make it possible for you to get in and out of the vehicle, such as a swivel seat
- those which make it possible for you to drive, such as hand controls for primary driving controls and infra red systems for secondary controls – note that standard extras such as automatic transmission would not be enough to qualify
- those which enable a wheelchair to be carried in the vehicle, such as a hoist. Trailers, roof or rear racks would not count as they are not vehicle adaptations.

Adaptations have to be permanent – which means in practice that they have

to be welded or bolted on. Repair and maintenance to the vehicle is also zero rated. The supplier of the vehicle has to be satisfied that you qualify, and you will have to sign a form declaring your disability.

### Wheelchair and stretcher users

Additionally, if you use a wheelchair or stretcher you may not have to pay VAT on the price of the car or for its repair or maintenance.

To qualify you must:

- be a wheelchair user – temporary users do not count and nor do scooter users **or**
- need to be carried in a stretcher.

The car must:

- have been designed or substantially and permanently adapted for the person who normally uses a wheelchair or stretcher
- carry no more than 12 people
- be for domestic or personal use.

Vehicles owned and run by businesses do not qualify. However you can use a qualifying adapted vehicle for work if it is incidental to its main private use.

VAT relief applies only to new cars, so if you are buying a car with the intention of having controls fitted, it may be worth your while to consider buying a new car rather than a secondhand one as you will not have to pay VAT on the car.

**More information:** *VAT Notice 701/7 VAT relief for people with disabilities* from HMRC

**Tel** 0300 123 1073

[www.gov.uk/hmrc](http://www.gov.uk/hmrc)

# The law

## **DRIVING LICENCE**

Mobility Centres or disabled drivers' organisations (see page 26) will be able to help you find a driving instructor who specialises in teaching disabled drivers. They use cars with adapted controls or will teach you in your own vehicle.

Drivers of adapted cars take the same test as everyone else. If you drive an adapted vehicle and you have advised the Driving and Vehicle Licensing Agency, details will appear in code form on your licence. The adaptations recorded are: modified transmission, modified clutch, modified braking and acceleration systems, modified control layouts, modified steering, modified rear view mirrors and modified driving seats. You can only drive cars with similar equipment.

There's no top age limit to driving. You have to renew your licence at 70 and every three years after that. A form will be sent to you by the DVLA.

You must tell them of any disability when applying for a licence for the first time. You must also tell them if you have a new medical condition or one which has got worse since passing your driving test or since your last licence was issued.

Conditions you have to tell them about include fits or blackouts, seizures, diabetes, angina attacks which are provoked by driving, memory problems, stroke, brain injury, brain surgery, pacemaker, difficulty in using your arms or legs and any visual condition which affects both eyes.

You may be sent a questionnaire and will

be asked to give permission for the Medical Advisor to contact your doctor or specialist. If your driving licence is for automatic vehicles only, you must make sure the clutch pedal is removed if you have adapted a manual gearbox. Further information from [www.gov.uk/dvla](http://www.gov.uk/dvla) or in *What you need to know about driving licences* from a post office.

## **VEHICLE EXCISE DUTY (ROAD TAX)**

You don't have to pay Road Tax if you get the Higher Rate Mobility Component of DLA or PIP, the War Pensioner's Mobility Supplement or the Armed Forces Independence Payment.

If you are not the driver you have to provide the name of whoever will drive for you. The vehicle must be registered in your or your nominee's name. It must be used only by you or for your benefit – such as to do your shopping. Anyone can drive it as long as they are insured.

You claim the exemption when you apply for your tax disc. You will have to show evidence of your benefit entitlement. You can claim online, by post or through some post offices. If the dealer is registering your new vehicle for you, you will need to let them have your certificate. Renewals can be made online.

Motability Contract Hire vehicles don't need a certificate – the tax disc will be arranged by Motability.

For more, see [www.gov.uk/financial-help-disabled/vehicles-and-transport](http://www.gov.uk/financial-help-disabled/vehicles-and-transport).

## INSURANCE

Under the Equality Act, insurers are not allowed to refuse disabled drivers insurance or charge extra without justifying evidence. Premiums must be based on a reasonable assessment of risk. Insurers will take account of any DVLA restrictions on your licence, but this is not in itself justification for a higher premium. However, you may have to pay more:

- while you are adjusting to a new disability if there is evidence that this will increase the risk
- to cover any extra cost of repairing an adapted vehicle.

As with all insurance, shop around to get the best deal. If you feel you are being charged more for your policy than other drivers in similar circumstances, ask the insurance company for details of why they consider you to be a greater risk. Mobility Centres and organisations of disabled drivers have lists of specialist insurance companies.

We know of the following companies which specialise in motor insurance services for disabled people, including WAVs:

- |                          |               |
|--------------------------|---------------|
| ■ <b>Chartwell</b>       | 0800 089 0146 |
| ■ <b>En-route</b>        | 0800 783 7245 |
| ■ <b>Fish Insurance</b>  | 0800 088 3050 |
| ■ <b>Mobility Insure</b> | 01942 403613  |

## BLUE BADGE SCHEME



The Blue Badge Scheme offers parking concessions for disabled people with severe walking difficulties who need to park close to their destinations. The scheme also applies to registered blind people, people with severe upper limb disabilities in both arms who regularly drive a vehicle and children under three with specific medical conditions.

You can use designated disabled parking bays in car parks and on the street, park for up to three hours on single and double yellow lines and often park for free in local authority car parks and bays (check first, as some local authorities still charge). In Central London boroughs parking is only in designated bays.

The scheme is administered by local authorities which deal with applications and issue badges.

For more information contact your local authority or:

bluebadge@northgate-is.com  
[www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge)

# Useful organisations

## MOBILITY CENTRES

Your first stop is likely to be a Mobility Centre – for telephone advice or for an assessment of your needs, for example. There are 16 Mobility Centres in the UK. They give practical and independent advice and assessment to disabled drivers and passengers. They will assess your ability to drive, advise you about vehicles that might suit you and about any adaptations you may need. They are well informed on motoring and disability issues generally. Each centre has expert and friendly staff who are likely to have met and solved similar problems before. They are non commercial and impartial.

An assessment for a driver referring him or herself will cost from £50 to £180 (depending on the centre). In Scotland, West Yorkshire and the North East assessment is free if referred by a GP. Motability customers may qualify for a free assessment under the Managed Adaptation Programme.

Mobility Centres are accredited by the Forum of Mobility Centres and have certain minimum standards. For more information on the centres contact:



The Forum of Mobility Centres  
c/o Providence Chapel, Warehorne  
Ashford, Kent TN26 2JX  
**Tel** 0800 559 3636  
**Email** [info@cornwallmobility.co.uk](mailto:info@cornwallmobility.co.uk)  
[www.mobility-centres.org.uk](http://www.mobility-centres.org.uk)

## Key to services

The centres vary in size and in the services they offer. Here we detail some of the services offered:

- I** free information service
- D** advice on choosing a vehicle, driving it, driving controls and learning to drive
- P** assessment and advice about getting in and out of vehicles, loading of wheelchairs and other equipment
- W** advice on selecting and using a wheelchair or scooter
- T** driving tuition for new drivers, people returning to driving and those who will be using different controls
- A** fitting adaptations for drivers or passengers

## Bristol

Driving & Mobility Centre (West of England)  
The Vassall Centre, Gill Avenue, Fishponds  
Bristol BS16 2QQ

**Satellite centre** Sparkford (Somerset)

**Tel** 0117 965 9353

**Email** [mobserv@drivingandmobility.org](mailto:mobserv@drivingandmobility.org)  
[www.drivingandmobility.org](http://www.drivingandmobility.org)

**Services** **I D P W T**

## Cornwall

Cornwall Mobility Centre, Tehidy House,  
Royal Cornwall Hospital, Truro TR1 3LJ

**Satellite centres** Exeter, Holsworthy,  
Liskeard, Plymouth

**Tel** 01872 254 920

**Email** [info@cornwallmobility.co.uk](mailto:info@cornwallmobility.co.uk)  
[www.cornwallmobility.co.uk](http://www.cornwallmobility.co.uk)

**Services** **I D P W T A**

## **Derbyshire**

Derby DriveAbility  
Kingsway Hospital, Derby DE22 3LZ

**Tel** 01332 371 929

**Email** dhft.driving@nhs.net

www.derbydriveability.com

**Services I D P T**

## **Hampshire**

Wessex DriveAbility  
Leornain House, Kent Road, Portswood  
Southampton SO17 2LJ

**Satellite centres** Basingstoke,  
Isle of Wight, Salisbury

**Tel** 023 8055 4100

**Email** enquiries@wessexdriveability.org.uk

www.wessexdriveability.org.uk

**Services I D P T**

## **Hertfordshire**

Hertfordshire Action on Disability (HAD)  
The Woodside Centre, The Commons  
Welwyn Garden City AL7 4DD

**Satellite centre** Dunstable

**Tel** 01707 384263

**Email** driving@hadnet.org.uk

www.hadnet.org.uk

**Services I D P W T**

## **Kent**

South East DriveAbility  
Kent Community Health NHS Trust  
1st floor, Aylesford Logistics Centre  
Bellingham Way

Aylesford ME20 6XS

**Tel** 0300 134 886

**Fax** 0300 134 887

**Email** kcht.sedriveability@nhs.net

www.kentcht.nhs.uk/home/our-  
services/south-east-driveability

**Services I D P T**

## **Lancashire**

North West Driving Assessment Service  
Fleet House, Pye Close

Haydock WA11 9SJ

**Tel** 01942 483713

**Email** mobility.centre@bridgewater.nhs.uk

**Services I D P T**

## **Norfolk**

East Anglian DriveAbility  
2 Napier Place, Thetford IP24 3RL

**Satellite centres** Thetford, Spalding,  
Wakes Colne

**Tel** 01842 753 029

**Email** mail@eastangliandriveability.org.uk

www.eastangliandriveability.co.uk

**Services I D P W T**

## **North East**

North East Drive Mobility  
Walkergate Park Centre for Neuro-  
rehabilitation and Neuro-psychiatry  
Benfield Road

Newcastle upon Tyne NE6 4QD

**Satellite centre** Penrith

**Tel** 0191 287 5090

**Email** northeast.drivemobility@ntw.nhs.uk

www.ntw.nhs.uk

**Services I D P T**

## **Surrey**

QEF Mobility Services

1 Metcalfe Avenue

Carshalton SM5 4AW

**Tel** 020 8770 1151

**Email** mobility@qef.org.uk

www.qef.org.uk

**Services I D P W T**

## **West Midlands**

Regional Driving Assessment Centre  
Unit 11 Network Park  
Duddeston Mill Road  
Birmingham B8 1AU

**Satellite centres** Cannock, Hull,  
Leamington Spa, Northampton, Oxford,  
Shrewsbury

**Tel** 0845 337 1540

**Fax** 0121 333 4568

**Email** info@rdac.co.uk

www.rdac.co.uk

**Services I D P W T**

## **West Yorkshire**

William Merritt Disabled Living Centre  
St Mary's Hospital  
Green Hill Road  
Armley  
Leeds LS12 3QE

**Satellite centres** Sheffield, York

**Tel** 0113 350 89 89

**Fax** 0113 350 86 81

**Email** info@wmdlc.org

www.williammerrittleeds.org

**Services I D P W**

## **NORTHERN IRELAND**

Disability Action, Portside Business Park  
189 Airport Road, Belfast BT3 9ED

**Satellite centres** Ballymena, Carrickfergus,  
Newry, Omagh, Fermanagh

**Tel** 028 9029 7880

**Email** mobilitycentre@disabilityaction.org

www.disabilityaction.org

**Services I D P T**

## **SCOTLAND**

Scottish Driving Assessment Service  
Astley Ainslie Hospital, 133 Grange Loan  
Edinburgh EH9 2HL

**Tel** 0131 537 9192

**Email**

marlene.mackenzie@nhslothian.scot.nhs.uk

**Services I D P**

## **WALES**

North Wales Mobility and Driving  
Assessment Service

Disability Resources Centre

Glan Clwyd Hospital

Bodelwyddan, Denbighshire LL18 5UJ

**Satellite centres** Newtown

**Tel** 01745 584 858

**Email** mobilityinfo@btconnect.com

www.wmdas.co.uk

**Services I D P W T A**

South Wales Mobility and Driving  
Assessment Service

Rookwood Hospital

Fairwater Road

Llandaff, Cardiff CF5 2YN

**Satellite centre** Pembroke

**Tel** 029 2055 5130

**Fax** 029 2055 5130

**Email** sandra@wddac.co.uk

www.wmdas.co.uk

**Services I D P T**

## OTHER ORGANISATIONS

### Disabled Living Foundation



Advice and information on disability equipment. They have a database of products and suppliers.

Ground Floor, Landmark House,  
Hammersmith Bridge Road  
London W6 9EJ

**Tel** 0300 999 0004

(weekdays 10am to 4pm)

[www.dlf.org.uk](http://www.dlf.org.uk)

[www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)

### Disability Now

A disability news website with reviews by disabled people.

**Tel** 020 7619 7323

[www.disabilitynow.org.uk](http://www.disabilitynow.org.uk)

### Driver and Vehicle Licensing Agency

Drivers Medical Group

DVLA

Swansea SA99 1TU

**Tel** 0300 790 6806

**Fax** 0845 850 0095

**Email** [eftd@dvla.gsi.gov.uk](mailto:eftd@dvla.gsi.gov.uk)

[www.gov.uk/dvla-medical-enquiries](http://www.gov.uk/dvla-medical-enquiries)

### Northern Ireland

Drivers Medical Section

DVA

County Hall, Castlerock Road

Coleraine BT51 3TB

**Tel** 0845 402 4000

**Email** [dva@doeni.gov.uk](mailto:dva@doeni.gov.uk)

[www.nidirect.gov.uk](http://www.nidirect.gov.uk)



### Disabled Motoring UK

The campaigning charity for disabled motorists. They run the Baywatch campaign against parking abuse and represent disabled people's needs at a national level. Membership, £24 per year (£36 for joint members), includes a monthly magazine, advice service and benefits.

Ashwellthorpe, Norwich NR16 1EX

**Tel** 01508 489449

**Email** [info@disabledmotoring.org](mailto:info@disabledmotoring.org)

[www.disabledmotoring.org](http://www.disabledmotoring.org)

### gov.uk

A website providing information about public services. They have useful sections on motoring and on disability.

[www.gov.uk/browse/disabilities](http://www.gov.uk/browse/disabilities)



### Mobility Roadshows

Have a wide range of adapted cars and mobility products to see and try. Manufacturers and organisations are on hand to give advice and demonstrations. Roadshows are free.

**Email** [info@mobilityroadshow.co.uk](mailto:info@mobilityroadshow.co.uk)

[www.mobilityroadshow.co.uk](http://www.mobilityroadshow.co.uk)

### Motability – One Big Day and The Big Event

Motability run these regional events for users or prospective users of the scheme – you can see and try cars and equipment.

**Tel** 0800 953 7000

[www.motability.co.uk/whats-on-and-get-involved/one-big-day](http://www.motability.co.uk/whats-on-and-get-involved/one-big-day)



## **Remap**

A voluntary organisation of

engineers who invent, design and make devices or carry out adaptations to help disabled people to be more independent or to enjoy leisure activities. The websites below have useful maps showing the locations of local groups.

### **England, Wales and NI**

D9 Chaucer Business Park  
Kemsing, Kent TN15 6YU

**Tel** 0845 130 0456

**Fax** 01732 760204

**Email** [info@remap.org.uk](mailto:info@remap.org.uk)

[www.remap.org.uk](http://www.remap.org.uk)

### **Remap Scotland**

**Tel** 01466 730 736

**Email** [remap-scotland@btconnect.com](mailto:remap-scotland@btconnect.com)

[www.remap-scotland.org](http://www.remap-scotland.org)



## **Service Call**

A service that allows disabled people to use petrol stations and other services that are difficult to access. You carry an infrared transmitter (£19.95 inc p&p), which you use to signal that you need assistance at participating outlets, which include thousands of petrol stations, banks, supermarkets, shops and others.

**Tel** 0800 458 3008

**Email** [info@service-call.net](mailto:info@service-call.net)

[www.service-call.net](http://www.service-call.net)



## **Wheelchair Accessible Vehicle Converters' Association**

### **Association**

The trade association for companies who make and sell WAVs. WAVCA aims to improve the quality and safety of WAVs and lobbies for legislation for wheelchair passenger vehicles

Members must:

- have been trading for at least 2 years
- offer at least 3 years warranty
- have passed safety tests on restraints and seat belts
- demonstrate a commitment to customer service.

3 Northmoor Business Park

Church Road

Northmoor OX29 5UH

**Email** [enquiries@wavca.co.uk](mailto:enquiries@wavca.co.uk)

[www.wavca.co.uk](http://www.wavca.co.uk)

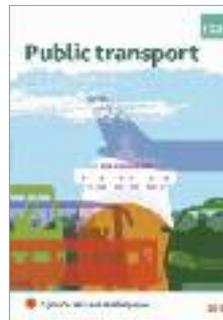
# Rica guides

All these guides are available in print and online at [www.rica.org.uk](http://www.rica.org.uk). We also have two online search tools: one for cars and one for scooters and powered wheelchairs.



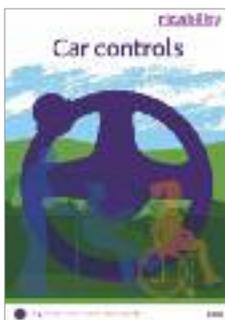
## MOBILITY ADDRESS LIST

Addresses of all adaptation suppliers, fitters and converters in the UK and the services they offer.



## PUBLIC TRANSPORT

Overview of public transport with information about access, journey planning, concessions, assistance and how to complain.



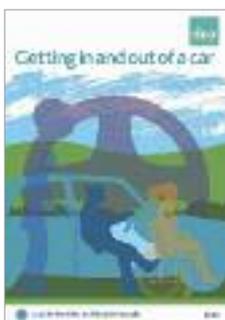
## CAR CONTROLS

In depth information on types of adaptations and how to get them. It covers simple and more complex conversions.



## GETTING A WHEELCHAIR INTO A CAR

Equipment to help you stow or carry a wheelchair in a car, including ramps, hoists, racks and trailers.



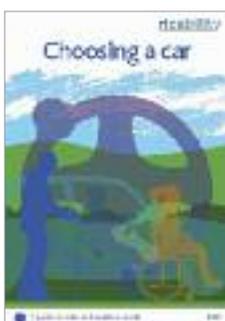
## GETTING IN AND OUT OF A CAR

Techniques that may help as you get older, helpful equipment and details of lifting systems if you need more help.



## FAMILY CARS

Issues affecting families of disabled children and information about cars and standard and specialist equipment.



## CHOOSING A CAR

Things to think about if you have a disability, details of features that may help you and ways of adapting a car to suit your needs.

## SEVEN SHORTER GUIDES

- Motoring after amputation
- Motoring after brain injury
- Motoring after a stroke
- Motoring with arthritis
- Motoring with cerebral palsy
- Motoring with multiple sclerosis
- Motoring with restricted growth



Consumer research for older and disabled people

Rica is an independent research charity that publishes practical consumer information

Rica  
Unit G03 The Wenlock  
50–52 Wharf Road  
London N1 7EU  
Tel 020 7427 2460  
Email [mail@rica.org.uk](mailto:mail@rica.org.uk)  
[www.rica.org.uk](http://www.rica.org.uk)



@RicaUK



[facebook.com/RicaUK](https://facebook.com/RicaUK)



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