



Emeran Saigol

Operational Director Digital And
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London Borough of Redbridge

Lynton House, 255-259 High Road,
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17th November 2021

Dear Resident

Passenger Transport Meeting

Currently, Redbridge uses the Mobility Card Scheme, Taxicard, Blue Badge, Freedom Pass and Dial-A-Ride schemes. Internally the Council also has an adult passenger transport and SEN transport scheme for service users.

We have heard from residents who did not quite meet the criteria to access the transport provision that we currently provide. As a result, we want to focus our passenger transport options on a community based approach, which aims to help you keep your independence for longer. For example, through a door to store shopping service which allows residents to do their shopping independently, or a scheme set-up to assist older and vulnerable residents to attend health appointments and social activities that they would normally struggle to attend.

We would like to invite you to a meeting to explore the potential to expand our current passenger service provision in the borough so we can give you a far wider range of transport options.

The meeting will be held on **Tuesday 30 November from 11am to 1pm at Redbridge Central Library, Gloucester Room.**

There will also be an online meeting on the same day from 6.30pm to 8pm via Zoom. The link to join the meeting is below:

Join Zoom Meeting

<https://us02web.zoom.us/j/86734158894>

Meeting ID: 867 3415 8894

Passcode: 432954

We would like to have a conversation with you around how we improve our transport offer so that we can improve your quality of life and support you to be more mobile. We want to understand where you are at this time and if you would access the transport provision options.

If you have any further questions or queries please email digital.voice@redbridge.gov.uk.

We look forward to meeting you.

Yours faithfully,

Emeran Saigol

Operational Director Digital And Customers