

June  
2011

# Getting About Guide

## Basingstoke & Deane



Travel information for older  
and disabled people

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# Getting About Guide

## 2011 edition

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# How to use this guide

This guide aims to help older and disabled people use the transport services available in Basingstoke and Deane and the surrounding area more easily. It provides information on both public and voluntary transport services.

The guide is in three sections:

- Section one covers each type of transport available
- Section two explains what help you may get towards travel costs
- Section three provides contact numbers and web addresses for organisations which may be able to advise you and a list of useful publications.

The guide is part of a series which covers the whole of Hampshire. To order guides to other areas, please use the contact details on the inside cover.

The guide was believed to be correct at the time of going to print, but inevitably details change. If you become aware of any errors or omissions, or generally have any comments on how this guide may be improved, then please use the contact details on the inside cover.

We hope this guide will help you to get about!

**Copies of this guide are also available in large print and on audio cassette/CD.**



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# Transport services available

## Travelling by bus

Buses in Basingstoke and Deane are operated by several companies. Some are under contract to Hampshire County Council. Contracted services are usually those in the more rural areas, or in the towns in the evenings and at weekends.

Drivers are not normally allowed to leave their seats to assist passengers. However, you can ask the driver not to pull away until you are seated if this would help you.

Don't forget that concessionary fares are available for older and disabled people to use on the buses. See page 41 for further information.

You may like to use Traveline to plan your journey. Traveline is a public transport information service for all public transport journeys, including national rail, coach, and local bus. To use the service, visit the website [www.traveline.info](http://www.traveline.info) or ring 08712 002233. Calls from landlines cost 10p per minute.

You can find details of bus routes and frequencies in Hampshire County Council's 'Bus and Train Travel Guides' see page 52 for further information. Alternatively, you can get timetable information from the bus companies operating in Basingstoke and Deane detailed below.

<b>Stagecoach in Hampshire</b>	08451 210190
<b>Steventon Transport Services Ltd</b>	01256 398682
<b>Newbury Buses</b>	01635 567500
<b>Reading Buses</b>	01189 594000
<b>Burghfield Mini Coaches</b>	01189 590719

Services available



## Travelling by train

If you are a wheelchair user or need assistance when travelling by train, you should plan and book your rail journey at least 24 hours in advance. When you book, you will need to provide the following information:

- train departure date and time.
- destination and any station where you need to change trains.
- class of travel (standard or first class).
- whether you want a seat near the window or corridor.
- the nature of your disability.
- how you will travel to and from stations.

And most importantly;

- what assistance or equipment (such as ramps) you need.
- which station you are getting off at.

Assistance can be provided at most stations, and staff can arrange for you to sit near the door so that you will not have far to get to the toilet or when you leave the train.

You can book journeys from stations in Basingstoke and Deane through the South West Trains Assisted Travel Line, or by telephoning your local train operator (call National Rail Enquiries for the number). You can also get train times and ticket prices from South West Trains website. You can book tickets by credit or debit card but need to allow several days for the tickets to be sent out by post.

Tickets can be purchased in person at staffed train stations. At times when stations are unstaffed you must buy a ticket on the train at the earliest opportunity.

### Railcards and concessionary fares

A range of concessions and railcards are available to older, disabled and partially-sighted people – see page 42 for further information.

### **South West Trains Assisted Travel:**

Telephone: 08005 282100    Textphone: 08006 920792  
Website: [www.southwesttrains.co.uk](http://www.southwesttrains.co.uk)

### **National Rail Enquiries:**

Telephone: 08457 484950    Textphone: 08456 050600  
Website: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

A “National Rail Map for People with Reduced Mobility” has been produced, which helps you find out how easy or difficult it might be to use a particular station. Copies are available at some rail stations.

Alternatively, you can download the Map from:  
[www.nationalrail.co.uk/passenger\\_services/disabled\\_passengers/accessibility\\_maps.htm](http://www.nationalrail.co.uk/passenger_services/disabled_passengers/accessibility_maps.htm)

### **Scooter Users**

For scooter users to use their scooter on South West Trains, the scooter must meet certain standards of manoeuvrability, size and stability. Therefore South West Trains require scooter users to send in details of their scooters so they can be assessed. A permit to travel, known as a scooter card can be issued. For safety reasons, only passengers who hold a scooter card will be allowed to bring their scooter onto their services. If you would like to apply for a scooter card, please contact the South West Trains Assisted Travel telephone number above.

### **Stations**

Details of access to each station in Basingstoke and Deane, along with the larger stations outside the district are given on the following pages.

**Where platforms are accessible ‘by arrangement’, you should phone the South West Trains’ Assisted Travel Line on 08005 282100. They can ensure that arrangements are made for you.**



## Andover Station

<b>location:</b>	Junction Road / Station Approach.
<b>wheelchair access:</b>	Step free access to Platform One and Two.
<b>disabled parking:</b>	4 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Basingstoke Station

<b>location:</b>	Alencon Link, Basingstoke.
<b>wheelchair access:</b>	Step free access to all parts of the station.
<b>disabled parking:</b>	4 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes, and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Bramley Station

<b>location:</b>	Sherfield Road.
<b>wheelchair access:</b>	Step free access to platforms by level crossing only.
<b>disabled parking:</b>	None.
<b>parking charge:</b>	No parking facilities.
<b>toilets:</b>	None.
<b>waiting rooms:</b>	Shelters on both platforms.
<b>hearing loop:</b>	None.

## Bournemouth Station

<b>location:</b>	Holdenhurst Road
<b>wheelchair access:</b>	Step free access to whole station
<b>disabled parking:</b>	4 spaces
<b>parking charge:</b>	Charges apply

### Bournemouth Station (continued)

- toilets:** Yes and wheelchair accessible toilets.
- waiting rooms:** Yes.
- hearing loop:** Yes.

### Farnborough North Station

- location:** Farnborough Street / Farnborough Green.
- wheelchair access:** Step free access to Reading and Guildford platform.
- disabled parking:** Not specified.
- parking charge:** Free.
- toilets:** None.
- waiting room:** Not specified.
- hearing loop:** None.

### Farnborough Station

- location:** Union Street / Farnborough Road.
- wheelchair access:** Step free access to Platform Two.
- disabled parking:** 6 spaces.
- parking charge:** Charges apply.
- toilets:** Yes, and wheelchair accessible toilets.
- waiting rooms:** Seated area.
- hearing loop:** Yes.

### Hook Station

- location:** Station Approach / Station Road.
- wheelchair access:** Step free access to both platforms. No step free interchange, wheelchair users can cross via road bridge (10 mins.)
- disabled parking:** 1 space northbound.
- parking charge:** Charges apply.
- toilets:** Yes but no wheelchair accessible toilets.
- waiting rooms:** Yes.
- hearing loop:** Yes.

Services available



## London Waterloo Station

<b>location:</b>	Waterloo Road, London SE1.
<b>wheelchair access:</b>	Level access to all main station platforms.
<b>disabled parking:</b>	There is a drop off point - waiting time limit of 15 minutes.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	There is a charge of 30p to use the toilets. Accessible toilets are available opposite Platforms 17/18. RADAR key holders can use facilities on Cab Road, through exit 3 on the left.
<b>waiting rooms:</b>	Large undercover area, no waiting rooms specified.
<b>hearing loop:</b>	Yes.

## Overton Station

<b>location:</b>	Hilltop Road, off B3051.
<b>wheelchair access:</b>	Step free access to Platform Two.
<b>disabled parking:</b>	1 space.
<b>parking charge:</b>	Free.
<b>toilets:</b>	None .
<b>waiting rooms:</b>	Seated area.
<b>hearing loop:</b>	Yes.

## Portsmouth Harbour Station

<b>location:</b>	The Hard Interchange, Portsmouth.
<b>wheelchair access:</b>	Portsmouth Harbour is accessible to wheelchair users. There is level access to all platforms. Access to the Isle of Wight ferry is via a steep ramp.
<b>disabled parking:</b>	None.
<b>toilets:</b>	Yes and wheelchair accessible toilets.
<b>waiting rooms:</b>	None.
<b>hearing loop:</b>	Yes.



## Portsmouth & Southsea Station

<b>location:</b>	Commercial Road, Portsmouth.
<b>wheelchair access:</b>	There is level access to the low level platforms at Portsmouth and Southsea. There is lift access to the high level platforms (for services to Portsmouth and fast trains to Guildford and London Waterloo).
<b>disabled parking:</b>	2 spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes and wheelchair accessible toilets.
<b>waiting rooms:</b>	Yes.
<b>hearing loop:</b>	Yes.

## Southampton Airport (Parkway) Station

<b>location:</b>	Wide Lane, Southampton.
<b>wheelchair access:</b>	Level access to all platforms, but not via footbridge.
<b>disabled parking:</b>	Yes.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes and wheelchair accessible toilets.
<b>waiting room:</b>	Yes.
<b>hearing loop:</b>	None.

## Southampton Central Station

<b>location:</b>	Blechynden Terrace, Southampton.
<b>wheelchair access:</b>	Step free access to all platforms.
<b>disabled parking:</b>	3 Spaces.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes and wheelchair accessible toilets.
<b>waiting rooms:</b>	Platforms One, Four and Five.
<b>hearing loop:</b>	Yes.



## Winchester Station

<b>location:</b>	Station Hill, Winchester.
<b>wheelchair access:</b>	Level access to both platforms (not via subway) Transfer between One and Two requires a lengthy journey and crossing a busy road.
<b>disabled parking:</b>	Yes.
<b>parking charge:</b>	Charges apply.
<b>toilets:</b>	Yes and wheelchair accessible toilets.
<b>waiting rooms:</b>	Waiting area northbound, foyer southbound.
<b>hearing loop:</b>	Yes.

## Travelling by taxi

Taxis and private hire cars can be booked in advance to provide a door-to-door service, and many drivers will help passengers get in and out of the vehicle or carry luggage and shopping. If you can transfer out of your wheelchair and your chair can be folded, most companies will carry your wheelchair in the boot free of charge.

You can use your travel vouchers, if you have them, to pay for taxi fares, although you should check with the operator that these will be accepted when booking your journey.

Within the Basingstoke and Deane area all Hackney Carriages are Wheelchair accessible and can be pre booked. Details can be found below. Other taxi operators can be found in *Yellow Pages* or Thomson local directories.

**ABC Taxis** – 01256 465000

**Basingstoke Hackney Carriage Federation** – 01256 801801

## Travelling by coach

### National Express:

Telephone: 08717 818181 Website: [www.nationalexpress.com](http://www.nationalexpress.com)

### National Express Disabled Persons' Travel Helpline:

Telephone: 08717 818179 Textphone: 01214 550086

Email: [DPTH@nationalexpress.com](mailto:DPTH@nationalexpress.com)

National Express operates longer-distance coach journeys throughout the country. They are happy to assist anyone with mobility problems, but at present not all of their coaches are wheelchair accessible and there are often steep, high steps to negotiate.

However since January 2005, all new coaches that have been introduced are fully accessible to wheelchairs. If you use a manual wheelchair and can transfer to a seat, your wheelchair will be carried free of charge. Some small mobility scooters and powered wheelchairs can be carried subject to suitability, customers will be advised of suitability at the time of booking. Customers wishing to travel in their wheelchair should call the Disabled Persons' Travel Helpline to ensure that the driver is fully aware of when you are travelling. Guide dogs and hearing dogs are carried free of charge on all coach services.

If you require assistance with your journey you should inform them at least 24 hours before you intend to travel, via the help-line explaining your needs clearly to the operator.

National Express offer a 'routesixty' discount coachcard. It is a free card available to anyone over 60 and gives you half-price travel on most National Express coach services. Concessionary fares are also available for those people registered disabled. For further information contact National Express.

National Express is introducing a new generation of coaches onto the UK network that feature a wheelchair lift incorporated into the passenger entrance. A programme of routes is currently being planned to roll-out the accessible coaches across the network, with the whole network being fully accessible by 2012.

Services available



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

## Travelling by plane

Plane journeys need careful planning as you need to know that the whole journey is accessible before you set out.

Most airports are fully accessible, but planes generally have small, awkward toilets and wheelchair users may need to transfer to a seat. Therefore, it is essential that you inform the travel agent or airline of your disability and any special needs when booking your ticket, so that appropriate arrangements can be made. You should always request this at least 48 hours before you fly.

The following services should be available at all European airports if you have a sensory or physical disability, which affects your mobility when using transport:

- facilities to summon assistance at designated arrival points, such as at terminal entrances
- assistance to reach check-in
- assistance with moving through the airport, including to toilets if required
- help with getting on and off the plane
- help with stowing and retrieving baggage on the plane
- assistance with moving to the toilet on the plane (some planes will have an on-board wheelchair)
- someone to meet you off the plane and help you reach connecting flights or get to the next part of your journey.

You may be asked to complete Part One of an 'Incapacitated Passengers Handling Advice (INCAD) form, which details the assistance you will need at the airport, on the plane, and in a case of an emergency. This form is available from your airline or from some travel agents.



If you have a medical condition or illness, rather than a disability, you may need to fill in a Standard Medical Form (MEDIF) available from the airline. Your doctor may be asked to fill in Part Two of this form if the airline requires medical clearance.

Frequent travellers can apply for a 'Frequent Traveller's Medical Card' (FREMEC). This is available from most airlines and provides a permanent record of your specific needs, which saves you filling in a form each time you travel by air.

Before you travel with a different airline from the one that issued your FREMEC Card, you should check that they will accept it.

Further information on planning your journey by air is available in 'Access to air travel: guidance for disabled and less mobile passengers' – available through The Disabled Persons Transport Advisory Committee (DPTAC). See page 52 for details.

Information on Southampton International Airport is given over the page.

services available



## Southampton International Airport

**location:** Wide Lane, Southampton, SO18 2NL.

**telephone:** 08700 400009

**website:** [www.southamptonairport.com](http://www.southamptonairport.com)

**getting there:** **by bus** - contact Traveline on 08712 002233 or visit the website [www.traveline.info](http://www.traveline.info)

**by train** - Southampton Airport (Parkway) Station is about 100 yards from the airport. If you are travelling from a southerly direction, you will need to cross over a footbridge to get to the airport. Please read the interchange section on the next page for details of accessible arrangements.

**by taxi** - the airport has an on-site taxi company providing vehicles with swivel seats for easier access and a wheelchair accessible minibus. Call Checker Cars on **02380 627100** to pre-book.

**parking:** For security reasons the Blue Badge scheme does not operate on the Southampton Airport road system. The short-stay car park located close to the terminal access route offers Blue Badge parking. The long-stay car park also offers Blue Badge parking spaces and courtesy coaches to take you to the terminal, all have wheelchair access.

To pre-book a space in the Long Stay car park, ring the BAA information line on **08708 502825** or book on-line.



## Southampton International Airport (continued)

- on arrival:** There is a lowered section at the information desk to enable wheelchair users to easily access the desk.
- There is reserved seating for disabled and less mobile passengers, located on the main concourse and in the departure lounges. These areas contain induction loops, arms on both sides of the seats and spaces for wheelchair users.
- toilets:** Unisex wheelchair accessible toilets are available throughout the terminal.
- interchange:** Southampton Airport (Parkway) Station is about 100 yards from the terminal. The southbound platform has a step free access interchange to the airport, but there is no step free interchange between platforms, or between the airport and London bound platform. A taxi transfer can be arranged, for those who are unable to use the bridge between platforms, by calling South West Trains Assisted Travel Line on 08005 282100 giving 24 hours notice. The bus set down area is at the front of the terminal forecourt.

Services available

## Other airports in southern England

For information on Bournemouth, Gatwick or Heathrow airports, call:

- **Bournemouth** Switchboard 01202 364000
- **Gatwick** General enquiries 08443 351802  
textphone 01293 513179
- **Heathrow** Switchboard 08443 351801  
textphone 02087 457950



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

## Travelling by ferry

### Cross-Channel and Isle of Wight ferries

Vehicle and passenger ferries depart from Portsmouth for destinations in northern Europe, and from Southampton, Portsmouth and Lymington to the Isle of Wight. Most ferry operators can offer assistance, provided you contact them well in advance, and inform them of any special needs when booking your journey. Most operators also require you to arrive early, especially if you use a wheelchair, so that staff can help you onto the ferry before the car deck is full.

If you are travelling by car, the loading officer can arrange to have your car placed next to a lift, but again, you must arrive in plenty of time. You will not normally have to leave your car before boarding the ferry if you have booked in advance, but you may be asked to leave the vehicle for a customs search when you disembark. It helps if your car can be easily identified; for example, by displaying a Blue Badge.

If you are travelling on foot, check the boarding arrangements, as you will normally have to board the ferry by a gangway or flight of steps. If this causes a problem, you should ask to use the vehicle ramp and then the lift, if there is one. Wheelchair passengers without a car can also board the ferry via the vehicle ramp.

Details of individual ferry operators are listed below.

### Brittany Ferries

<b>location:</b>	Continental Ferry Port, Portsmouth (follow local road signs)
<b>route:</b>	Portsmouth to Caen, St Malo and Cherbourg
<b>telephone:</b>	08712 440744 <b>textphone:</b> 08712 440425
<b>website:</b>	<a href="http://www.brittany-ferries.co.uk">www.brittany-ferries.co.uk</a>
<b>comment:</b>	Please be advised to book as early as possible if you have a disability or impairment that may make moving around or communication onboard difficult. There are a limited number of wheelchairs for passenger to use on board. These are subject to availability, cannot be pre-booked and should be requested as soon as possible after boarding.

### Brittany Ferries (continued)

There are a number of cabins adapted for disabled passengers and lift facilities for ease of movement on most ships, however, the facilities are limited on certain vessels and will differ from ship to ship.

Please book through the reservations centre in order that your requirements are properly evaluated and noted on your booking.

### Condor Ferries

- location:** Continental Ferry Port, George Byng Way, Portsmouth, PO2 8SP.
- route:** Portsmouth to Guernsey, Jersey and Cherbourg
- telephone:** 08456 091024
- website:** [www.condorferries.co.uk](http://www.condorferries.co.uk)
- comment:** When making your booking, please let them know of any assistance you might require. Lifts are available from the car decks to the passenger decks. There are a couple of cabins with ensuite disabled toilet and washing facilities – Ring Condor to enquire.

### P&O Ferries

- location:** Continental Ferry Port, Portsmouth (follow local road signs)
- route:** Portsmouth to Bilbao
- telephone:** 08716 645645
- website:** [www.poferries.com](http://www.poferries.com)
- comment:** P&O will endeavour to accommodate any special requirements, such as parking near the lift or a mobility bus for foot passengers. Passengers are advised to provide their own wheelchairs if needed. When making your booking, please let them know of any assistance you might require. Please ring to reserve a cabin designed for wheelchair access.

Services available



## Red Funnel Ferries and Hi-Speed Passenger Service

- location:** For Red Jet Hi-Speed Foot Passenger Service  
Southampton Terminal 2.  
For the Vehicle Ferry, Southampton Terminal, Dock Gate 7 (well signposted locally).
- route:** Southampton to West Cowes, Isle of Wight (Foot passenger service)  
Southampton to East Cowes, Isle of Wight (passenger vehicle ferry).
- telephone:** 08448 449988
- website:** [www.redfunnel.co.uk](http://www.redfunnel.co.uk)
- comment:** The Red Jet Hi-Speed Foot Passenger service is not very suitable for wheelchair access and prior notification of travel on this service is advised by telephoning the above number.  
Most vehicle ferries are wheelchair accessible and assistance is available on request. Free CityLink buses, which are all wheelchair accessible, run between the ferry terminal and Southampton Central Train Station, where all platforms are accessible.

## Wightlink

- location:** Portsmouth FastCat Catamarans– Portsmouth Harbour Railway Station, adjacent to Hard Interchange.  
Portsmouth Car Ferries – Gunwharf Car Ferry Terminal, Gunwharf Road, Portsmouth  
Lymington Car Ferry – Lymington Car Ferry Terminal, Lymington Pier, Undershore Road, Lymington
- route:** Portsmouth Harbour to Ryde Pier Head (foot passengers only)  
Portsmouth to Fishbourne (car ferry)  
Lymington to Yarmouth (car ferry)
- telephone:** 08713 761000\*  
\* Calls from BT landlines cost 7p per minute, other networks charges may vary
- website:** [www.wightlink.co.uk](http://www.wightlink.co.uk)



## Wightlink (Continued)

**comment:** The Portsmouth-Fishbourne ferries have lifts from the car decks to the passengers lounge, where you will find disabled toilet facilities. All terminals have wheelchairs available. To arrange assistance in advance, or for wheelchair accessible taxis on the Isle of Wight contact Wightlink.

**Wightlink offers discount to holders of the Wightlink Disabled Persons Card - for details and/or an application form telephone 08713 761000\***

## Local ferries

### Gosport - Portsmouth

**operator:** Gosport Ferry Ltd, South Street, Gosport PO12 1EP

**telephone:** 02392 524551

**website:** [www.gosportferry.co.uk](http://www.gosportferry.co.uk)

**operating hours:** Ferries run every 15 minutes during the day and every 7½ minutes at peak times (6.30am - 9.30am and 3.30pm - 6.30pm Mon - Fri; 9.30am - 6pm Sat; 10am - 5pm Sun).

**comment:** The ferry departs and arrives adjacent to Gosport Bus Station and Portsmouth Hard Interchange near to taxi, bus, coach and rail onward connections. Ferries and pontoons are accessible for both motorised and manual wheelchairs. Summer cruises are available May through to September throughout Solent. Please telephone the above number or visit the website for further details or to request a brochure.

### Hamble - Warsash Ferry

**operator:** Hamble - Warsash Ferry; The Ferry Hard, Hamble, Southampton, SO31 4JB

**telephone:** 02380 454512 or 07720 438402

**website:** [www.hamble-warsashferry.co.uk](http://www.hamble-warsashferry.co.uk)

**operating hours:** Times vary - visit the website or ring for full details.



## Hamble – Warsash Ferry (Continued)

**comment:** There is no need to book the ferry – just turn up. The ferry operates on demand and can carry a maximum of 12 passengers at once. However, during busy periods, up to four ferries are operated. It is possible to take passengers in wheelchairs as a ramp is available – please ring in advance for assistance.

## Hythe – Southampton

**operator:** White Horse Ferries

**telephone:** 02380 840722

**website:** [www.hytheferry.co.uk](http://www.hytheferry.co.uk)

**comment:** The ferry is wheelchair accessible and there are ramps to the ferry. The ferry is serviced by a train running along the pier, however, passengers in wheelchairs who need to remain in their chairs have to be pushed along the pier – staff are available for assistance.

Ferries operate every 30 minutes. Ferries go from Town Quay, Southampton on the hour and 30 minutes past the hour.

## Travelling By hovercraft

### Southsea – Ryde, Isle of Wight

**operator:** Hovertravel

**telephone:** 02392 811000

**website:** [www.hovertravel.co.uk](http://www.hovertravel.co.uk)

**comment:** Hovercrafts are wheelchair accessible. Powered wheelchairs must have a sealed battery. Please advise staff on arrival if you wish to travel in a wheelchair. Wheelchair safety belts are provided on all craft and each craft has space for two wheelchairs.

## Travelling by car

If you own or have access to a private car, it can often be the easiest way to make a journey. On short trips, there are usually plenty of facilities such as toilets and eating places available locally, but on longer journeys you may need to use a motorway service area. Details of the accessibility of Hampshire service areas are given below.

### Fleet Service Area, M3 (Welcome Break)

- location:** Between junctions 4a and 5
- wheelchair access:** Each side has step free access but the footbridge over the motorway is not accessible.
- disabled parking:** There are 13 parking spaces for disabled people on the eastbound side (towards London) and nine spaces on the westbound side (towards Basingstoke)
- toilets:** Wheelchair accessible toilets are on both sides
- other comments:** A food service is available on both sides of the motorway

services available

### Shell Services, A3

- location:** A3, between Liphook and Griggs Green
- wheelchair access:** Wheelchair accessible on both northbound and southbound carriageways
- disabled parking:** 1 marked space on both sides
- toilets:** Wheelchair accessible toilets on both sides
- other comments:** Assistance is available at fuel pumps on request



### Rownhams Service Area, M27 (Road Chef)

- location:** Between junctions 3 and 4
- wheelchair access:** A pedestrian subway and ramps provide the link to the westbound side facilities
- disabled parking:** Westbound - reserved parking in the lorry park  
Eastbound - 3 wide disabled spaces
- toilets:** Unisex accessible toilet with an attendant available on request westbound
- other comments:** Assistance is available at the fuel pumps

### Sutton Scotney Services, A34 (Welcome Break)

- location:** Between A303 and A33
- wheelchair access:** Easy access for disabled people
- disabled parking:** 4 spaces on each side
- toilets:** Wheelchair accessible toilets on both sides
- other comments:** Assistance is available at the fuel pumps

### Winchester Service Station, M3

- location:** Between junctions 8 and 9
- wheelchair access:** Northbound is a step free building. Southbound, ramps are available and both manual and motorised wheelchairs can manoeuvre through the food area. The bridge linking the north and southbound service areas is not wheelchair accessible.
- disabled parking:** Northbound - Bays are reserved. Southbound - 6 spaces located by main entrance
- toilets:** 2 wheelchair accessible toilets are on both sides
- other comments:** Assistance is available at fuel pumps on request



## London Congestion Charging

The congestion charge is currently £10 and applies to vehicles travelling inside the designated area (not on the boundary) between the hours of 7am and 6pm Monday to Friday (excluding public holidays). This entitles the driver to enter and leave the zone as many times as they like on that day.

Groups which are exempt include taxis, emergency services, buses, alternative fuel vehicles, residents and community buses.

Vehicles used by disabled people and disabled passenger carrying vehicles, which are exempt from Vehicle Excise Duty (road tax), do not need to register with Transport for London as they are automatically exempt from the charge.

Blue badge holders are eligible for 100% discount from the charge for a maximum of two vehicles per day, if this vehicle is driven by them or someone transporting them. See below for contact details.

To apply for this discount they will need to register with Transport for London, which costs £10 to cover administration.

For more information or to request an application form contact:

Congestion Charging

PO Box 2982

Coventry

CV7 8WR

**Telephone:** 08459 001234

**Textphone:** 02076 499123

**Website:** [www.cclondon.com](http://www.cclondon.com)



## Car parking with the Blue Badge

The Blue Badge Scheme provides a national arrangement of parking concessions for people with severe walking difficulties who travel as drivers or passengers. The Scheme also applies to registered blind people and people with severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand. It allows blue badge holders to park close to their destination, but the national concessions apply only to on-street parking.

For details of the Blue Badge scheme, please contact:

**The Blue Badge Unit**, Hampshire County Council,  
Queen Elizabeth II Court, The Castle, Winchester SO23 8UH  
**Telephone:** 08456 035633

Most public car parks offer free parking and reserved spaces for the disabled. All car parks managed by Hampshire County Council have parking bays for the disabled, but having this badge does not guarantee free parking. For specific location, contact Hampshire County Council on **08456 035633**.

## The Older Driver Skills Scheme - an on-road driving appraisal

Older motorists have a wealth of experience, confidence and tolerance. However, sight, hearing, reaction time and judgement of speed and distance will not be as sharp as it once was. Fragility increases with age, so injuries tend to be more serious and recovery takes much longer. With road and traffic conditions having changed so drastically it is sensible for all drivers to update their skills – even experienced drivers slip into ‘bad habits’.

In its Road Safety Strategy, the Government said of older drivers: ‘Our aim is to find ways of helping older people to drive safely for as long as they are fit to do so, rather than taking measures to prevent them from driving at all’. This perfectly reflects the aims of our Older Driver Appraisal.



It is not a test but an appraisal of general driving, which can be adapted to investigate a particular concern, help people return to driving, gain confidence or adapt to a new vehicle. Specially trained driving instructors deliver the appraisals from the person's home, using their own car. Each person receives a full de-brief and a (confidential) written report detailing the findings of the assessment and the advice offered. The appraisal costs just £25 and takes around one-and-a-half hours.

For more information please contact Hampshire County Council's Road Safety Team:

**Telephone:** 01962 874600

**Email:** road.safety@hants.gov.uk

**Website:** www.hants.gov.uk/roadsafety

## 'Cango' The demand responsive public bus service

Cango is a bus service that can respond to your needs - the route is not fixed, but is flexible and the bus can travel here and there as needed.

### **Who can use it?**

All the Cango bus services are available to any member of the public in the operating areas.

### **Where does it operate?**

Cango operates in Alton, Andover, Burghclere, and parts of the New Forest. Have a look at the routes and timetables.

### **Where will it pick me up?**

You can get on the bus at either a 'timed' or 'bookable' stopping point.

### **How can I make a booking?**

You simply phone **08456 024135** and request your journey.

Calls to **0845** numbers are free on some BT call plans but will cost

Services available



between **4p** (local rate) and **6p** (national rate) per minute for BT customers not on a plan. Calls made using other service providers or mobiles may cost more.

### **What is a timed stopping point?**

A 'timed' stopping point is where Cango will definitely stop on each journey. If you haven't pre-booked your journey you will only be able to get on and off at a timed stop on the service.

### **What is a bookable stopping point?**

You can get on at a 'bookable' stopping point only if you have booked your journey in advance.

### **What happens if there isn't a stopping point nearby?**

Cango will arrange for you to have your own stopping point. This could be at any mutually convenient point.

### **How much notice do I need to give?**

Bookings can even be made up to an hour before you wish to travel, using special technology that links Cango buses with our travel demand centre.

### **Can I just turn up?**

Yes, it is possible to catch the bus at the timed stopping points without pre-booking - but only if you are travelling to another timed stop.

### **When, where and how much?**

Please see information under Routes and timetables.

### **What happens if I am a passenger with special needs?**

You can still use the Cango services because they are operated with vehicles which are low floor and wheelchair accessible.

Our drivers have also been trained to help passengers with special needs. If you are mobility impaired we can even come right to your door.



**What do I do now?**

Unless you want to get on at a timed stopping point you'll need to register with the travel demand centre. To do this phone **08456 024135** between 8am-5pm Monday to Friday and 8am-4.30pm on Saturday.

Calls to **0845** numbers are free on some BT call plans but will cost between **4p** (local rate) and **6p** (national rate) per minute for BT customers not on a plan. Calls made using other service providers or mobiles may cost more.

**What happens after I register?**

You will receive a confirmation letter and a registration card. We hope that you will also provide us with feedback and tell us how we are doing.

**Alton Cango - Services C41 & C42**

- operates:** Monday to Saturday except bank holidays
- servicing:** Basingstoke – Alton
- journeys to:** Farleigh Wallop, Ellisfield, Axford, Candovers/Wields area, Gundleton, Bighton, Ropley, Four Marks, Alton, Alresford, Bradley, Cliddesden, Swarraton and Medstead
- booking hours:** 8am – 5pm Monday to Friday and 8am – 4.30pm Saturdays
- telephone:** 08456 024135
- notice required:** Bookings can be made days in advance or on the day of travel using special technology that links Cango buses with the Hampshire County Council Travel Centre.

services available



### Alton Cango - Service C44

- operates:** Monday to Saturday except bank holidays  
**serving:** Alton  
**journeys to:** Upper Froyle, Lower Froyle, Binsted, Bentley, Blacknest, Holybourne and Alton  
**booking hours:** 8am – 5pm Monday to Friday and 8am – 4.30pm Saturdays  
**telephone:** 08456 024135  
**notice required:** bookings can be made days in advance or on the day of travel using special technology that links Cango buses with the Hampshire County Council Travel Centre.

### Andover Cango - Service C2

- operates:** Monday to Friday except bank holidays  
**serving:** Whitchurch Station  
**journeys to:** Hurstbourne Tarrant, Stoke, St Mary Bourne and Whitchurch Station  
**booking hours:** 8am – 5pm Monday to Friday and 8am – 4.30pm Saturdays  
**telephone:** 08456 024135  
**notice required:** bookings can be made days in advance or on the day of travel using special technology that links Cango buses with the Hampshire County Council Travel Centre.

### Andover Cango - Service C3

- operates:** Monday to Saturday except bank holidays  
**serving:** Bourne Valley to Andover  
**journeys to:** Andover, Enham Alamein, Hurstbourne Tarrant, Stoke, St Mary Bourne, Smannell and Little London  
**booking hours:** 8am – 5pm Monday to Friday and 8am – 4.30pm Saturdays  
**telephone:** 08456 024135  
**notice required:** bookings can be made days in advance or on the day of travel using special technology that links Cango buses with the Hampshire County Council Travel Centre.



### Alton Cango - Service C4

- operates:** Monday to Saturday except bank holidays
- serving:** Barton Stacey to Andover
- journeys to:** Hurstbourne Priors, Longparish, Barton Stacey and Andover
- booking hours:** 8am – 5pm Monday to Friday and 8am – 4.30pm Saturdays
- telephone:** 08456 024135
- notice required:** bookings can be made days in advance or on the day of travel using special technology that links Cango buses with the Hampshire County Council Travel Centre.

### Burghclere Cango - Service C21 & C22

- operates:** Monday to Saturday except bank holidays
- serving:** Newbury, Burghclere, Woolton Hill & Newbury
- journeys to:** Newbury, Burghclere, Penwood, Broad Laying, Woolton Hill, East End, Ball Hill and Wash Water
- booking hours:** 8am – 5pm Monday to Friday and 8am – 4.30pm Saturdays
- telephone:** 08456 024135
- notice required:** bookings can be made days in advance or on the day of travel using special technology that links Cango buses with the Hampshire County Council Travel Centre.

### Burghclere Cango - Service C23 & C24

- operates:** Monday to Saturday except bank holidays
- serving:** Burghclere & Ecchinswell – Newbury/Kingsclere
- journeys to:** Newbury, Bishops Green, Ecchinswell, Kingsclere, Sydmonton, Whitway and Burghclere
- booking hours:** 8am – 5pm Monday to Friday and 8am – 4.30pm Saturdays
- telephone:** 08456 024135
- notice required:** bookings can be made days in advance or on the day of travel using special technology that links Cango buses with the Hampshire County Council Travel Centre.

Services available



## Travelling by Call & Go

Call & Go is a bookable bus service for people who live in Basingstoke borough and meet one of the following criteria:

- Live more than 400 metres from an available bus stop.
- Do not have access to a car when required and there is no bus service running when you need to travel.
- Be disabled or have a mobility or sensory impairment which makes using buses difficult.

You need to register to use the service and phone to book your journey. Bookings are allocated on a first come first served basis. The minibus will collect you from a mutually agreeable point (or from your door if you are mobility impaired) and take you to your required destination.

Call & Go minibuses are specially adapted with handrails and low steps to help passengers. Each vehicle is equipped with a lift or ramp to assist wheelchair and walking frame users and people carrying children in.

## Basingstoke Call & Go (Rural Ride)

### operates:

Different areas served on different days

**Monday:** Two services – Echinswell and Kingsclere  
Semi scheduled shopper, Bramley and Sherfield on Loddon

**Wednesday:** Billingham, Candovers, Ellsfield, Fairleigh Wallop, Hartley Westpall, Herriard, Mortimer West End, Nutley, Popham, Silchester, Stratfield Saye, Stratfield Turgis, Tunworth, Tadley, Western Corbett, Winslade, Weston Patrick, Upton Grey, Woodmancott.

**Thursday:** Hurstbourne Priors, Laverstoke, Overton, St Mary Bourne, Steventon, Stoke, Whitchurch

**Friday:** Semi Scheduled Shopper (Test Valley Shopper) Overton, Oakley, East Oakley to Sainsbury's Hatch Warren and Asda Brighton Hill

## Basingstoke Call & Go (Rural Ride) (continued)

- booking hours:** Monday – Friday 8:30am – 12pm, 2pm – 4:15pm
- telephone:** 01256 462101
- notice required:** Up to three working days

Basingstoke Call & Go also operate two Shoppa services:

- Test Valley Shoppa provides journeys from Overton, Deane, Oakley and East Oakley to Basingstoke supermarkets on Fridays.
- Loddon Shoppa provides journeys from Bramley, Sherfield on Loddon, to the Chineham Centre and Basingstoke Town Centre on Mondays.

## Travelling by Dial a Ride

Dial a Ride provides door to door transport for anyone who finds it difficult or impossible to use ordinary bus services. You do not have to be registered disabled or a wheelchair user to use Dial a Ride. For example, you may have difficulty climbing steps onto buses, or be unable to walk to the bus stop.

You will need to register to use the service and phone to book your journey. Bookings are allocated on a first come, first served basis.

The minibus will collect you from your door at the arranged time and take you to your destination. The well trained and friendly drivers will help you in and out of the minibus. Dial a Ride minibuses are specially adapted with handrails and low steps to help passengers. Each vehicle is equipped with a lift or ramp to assist wheelchair and walking frame users.

Further information on Dial a Ride is available in leaflets produced by Hampshire County Council. Please see the inside cover for contact details.

Services available



## Basingstoke Town Dial a Ride

- operates:** Seven days a week
- servicing:** Basingstoke town and surrounding areas
- journeys within:** Basingstoke and Deane
- booking hours:** Monday to Friday 8.30am – 12pm, 2pm – 4.15pm
- telephone:** 01256 462101
- notice required:** Up to three working days

## Alton Dial a Ride

- operates:** Tuesdays
- servicing:** Alton, Bentworth, Chawton, Four Marks, Froyle, Farringdon, Lasham, Medstead, Ropley, Shalden, Wield
- journeys to:** Alton town centre
- booking hours:** Monday to Friday 8.30am – 12pm, 2pm – 4.15pm
- telephone:** 01256 462101
- notice required:** Up to three working days



## Travelling by Carshare/Taxishare

A Carshare is similar to a bus service only it uses a private hire vehicle or local taxi operator to pick people up instead of a bus. The operator of the following services have entered into a contract with Hampshire County Council to provide a vehicle at set times and days to travel to set destinations.

### Bramshill, Hartley Wespall, Heckfield, Mattingley and Rotherwick Parishes Carshare

<b>operates:</b>	Into Basingstoke on Wednesdays
<b>servicing:</b>	Bramshill, Hartley Wespall, Heckfield, Mattingley and Rotherwick Parishes
<b>journeys to:</b>	Basingstoke Town Centre and Hospital
<b>booking hours:</b>	Ring 01962 846786 for more information on how to register and book
<b>telephone:</b>	01962 846786
<b>notice required:</b>	One day
<b>note:</b>	The service is open to anyone who lives in the area who does not have access to a bus service. The service costs £2.75 single and £4.80 return, passengers who have an over 60's bus pass may travel for free.

Services available

### Pamber Heath, Silchester and Mortimer West End Village Link

<b>operates:</b>	Monday to Friday
<b>servicing:</b>	Mortimer West End, Pamber Heath and Silchester
<b>journeys to:</b>	Tadley and Mortimer
<b>booking hours:</b>	Ring 01962 846786 for more information on how to register and book
<b>telephone:</b>	01962 846786
<b>notice required:</b>	By 5pm the day before you wish to travel
<b>note:</b>	The service is open to anyone who lives in Mortimer West End, Pamber Heath and Silchester. You can use your travel tokens on the Village Link or if you have an over 60's bus pass you can travel for free.



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

## Voluntary organisations providing individual transport

A network of voluntary organisations in Basingstoke and Deane provide transport for individuals. In most cases, these services rely on volunteer drivers who may be reimbursed a mileage rate when using their own car. Passengers will generally be asked to contribute towards the cost of this transport, although rates will vary between organisations.

If you meet their user criteria and they have enough volunteer drivers to meet your request, then the following organisations may be able to provide you with transport.

### British Red Cross

If you are a disabled person needing to travel and can not use public transport, then the British Red Cross could help you. They run a minibus and ambulance service, which is operated by volunteers. They can only provide journeys for one-off trips. Charges apply for both services. For further information please contact:

**Telephone:** 01483 447860

### Voluntary Care Groups

A network of Voluntary Care Groups operates throughout the district. These groups offer a variety of services including voluntary car transport. Volunteers use their own cars to transport people who find it difficult to use public transport. Journeys are usually local, although this will vary according to the care group. Hampshire Voluntary Care Groups Advisory Service, can inform you of the other services that some groups provide.

**Telephone:** 02392 899671

Groups usually ask for a contribution towards travel costs. Please ask for details when speaking to the co-ordinator.



Please remember that the following services are provided by volunteers and that the contact numbers shown may be the volunteer's home telephone number.

Contact details for Care Groups in Basingstoke and Deane are listed below.

### Ashford Hill & Headley Neighbourcare Group

- telephone:** 01189 814365
- booking hours:** As and when available
- area covered:** Ashford Hill and Headley
- purpose:** Hospital, medical appointments and shopping
- excluded journeys:** Longer distance journeys
- eligibility:** Anyone in need of the service
- notice required:** None specified
- note:** Wheelchair passengers only if can transfer to seat

### Basingstoke Neighbourcare

- telephone:** 01256 423855
- booking hours:** 9am - 4pm Monday to Friday
- area covered:** Basingstoke Borough
- purpose:** Medical appointments, befriending, shopping, lifts to clubs and more.
- eligibility:** Anyone in genuine need
- notice required:** As much as possible
- note:** Wheelchair users can be accommodated if able to transfer themselves to the car

### Basingstoke: Kempshott Neighbourcare (Kancare)

- telephone:** 01256 474147
- booking hours:** 9am - 5pm Monday to Friday
- area covered:** Kempshott
- purpose:** Medical appointments, shopping trips
- excluded journeys:** Long journeys
- eligibility:** Anyone in need aged 16 or over
- notice required:** As much as possible but at least 48 hours
- note:** Unable to carry passengers in wheelchairs

Services available



### Bramley Voluntary Care Group

<b>telephone:</b>	07787 166924
<b>booking hours:</b>	Leave message on mobile phone
<b>area covered:</b>	Bramley and Little London
<b>purpose:</b>	Health-related journeys and prescription collection
<b>excluded journeys:</b>	Shopping journeys
<b>eligibility:</b>	Anyone in need
<b>notice required:</b>	At least 24 hours

### Burghclere & Newtown Neighbourcare

<b>telephone:</b>	01635 276050 / 48937
<b>booking hours:</b>	Weekdays
<b>area covered:</b>	Burghclere and Newtown
<b>purpose:</b>	Medical appointments
<b>eligibility:</b>	Anyone in need
<b>notice required:</b>	As long as possible
<b>note:</b>	Unable to take unaccompanied children

### Burghfield & Mortimer Volunteer Organisation

<b>telephone:</b>	01189 831814
<b>booking hours:</b>	09:30am to 11:30am Mon to Fri
<b>area covered:</b>	Silchester, Mortimer West End, Stratfield Saye, Pamber Heath, Bramley Green, West End Green,
<b>purpose:</b>	Transport to any medical appointments
<b>excluded journeys:</b>	At discretion of co-ordinator
<b>eligibility:</b>	Anyone, considered by the coordinator, to be in need
<b>notice required:</b>	As much as possible
<b>note:</b>	Unable to take passengers in electric wheelchairs, or people who are unable to get into a car.



## Kingsclere Care Group

<b>telephone:</b>	07880 658187 (transport only)
<b>booking hours:</b>	As and when available
<b>area covered:</b>	Kingsclere
<b>purpose:</b>	Health-related journeys
<b>excluded journeys:</b>	Assessed individually
<b>eligibility:</b>	Anyone in need
<b>notice required:</b>	Preferably a week
<b>note:</b>	Will try to accomodate all journeys, wheelchair accessibility depends on cars

## Oakley & Wootton Voluntary Community Care Association

<b>telephone:</b>	01256 781660
<b>area covered:</b>	Oakley and Wootton
<b>purpose:</b>	Medical appointments (hospitals, doctors, etc)
<b>excluded journeys:</b>	At the discretion of the co-ordinator
<b>eligibility:</b>	Anyone in need
<b>notice required:</b>	As much as possible
<b>note:</b>	Passengers in wheelchairs must be able to transfer to car seat unassisted

## Overton A.C.T.I.O.N

<b>telephone:</b>	01256 770798 / 770348
<b>booking hours:</b>	As and when available
<b>area covered:</b>	Overton
<b>purpose:</b>	Doctors surgeries, opticians, local hospital appointments
<b>excluded journeys:</b>	Shopping, hospital visits
<b>eligibility:</b>	Unable to use public transport
<b>notice required:</b>	At least three days
<b>note:</b>	Unable to carry passengers in wheelchairs

Services available



## Sherfield on Loddon Community Care Group

<b>telephone:</b>	01256 882344
<b>booking hours:</b>	Any reasonable time
<b>area covered:</b>	Sherfield on Loddon and within 5 mile radius
<b>purpose:</b>	Health appointments, emergencies, clinics, very occasionally will help with shopping
<b>excluded journeys:</b>	No regular commitments
<b>eligibility:</b>	Only for people in genuine need in emergencies
<b>notice required:</b>	Preferably two or three days
<b>note:</b>	Passengers in wheelchairs by prior appointment

## St Mary Bourne and District Neighbourcare

<b>telephone:</b>	01264 738592
<b>booking hours:</b>	9am – 6pm
<b>area covered:</b>	St Mary Bourne and surrounding villages
<b>purpose:</b>	Medical appointments, collecting prescriptions, visiting sick relatives
<b>excluded journeys:</b>	At discretion of co-ordinator
<b>eligibility:</b>	Anyone in need
<b>notice required:</b>	As much as possible
<b>note:</b>	Passengers in wheelchairs can be accommodated if able to transfer to seat unaided. Check at time of booking

## Whitchurch Neighbourcare

<b>telephone:</b>	01256 893536 / 892355
<b>booking hours:</b>	8am – 8pm Monday - Friday
<b>area covered:</b>	Whitchurch, Longparish, Hurstbourne and St Mary Bourne
<b>purpose:</b>	Medical appointments, shopping and visiting sick relatives in hospital
<b>excluded journeys:</b>	At discretion of co-ordinator
<b>eligibility:</b>	Anyone unable to use public transport
<b>notice required:</b>	As much as possible
<b>note:</b>	Unable to take passengers in wheelchairs or people who may have difficulty getting out of cars



## Minibuses

Minibuses are available in the area for group hire. If you belong to a group and wish to hire a minibus, you will find details of vehicles in Basingstoke and Deane in *The Hampshire Minibus Register*. This register covers both standard minibuses and those which can carry passengers in wheelchairs and is produced by Hampshire County Council – see page 54 for details.

Alternatively you can use the minibus search facility on our website - [www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

## Help With Transport to Hospital

Several organisations in your area can provide transport for hospital appointments or visiting or both. These services are much in demand and it is important to use them correctly. The following guidelines will help you to identify the most appropriate service to use:

- Could the journey be made by some form of public transport (taxi, train, bus), or with help from a relative or friend?
- If you cannot use public transport, then try contacting one of the voluntary organisations listed inside this guide – see pages 34-38. Some of these organisations may only provide transport for hospital visiting.
- If you are in receipt of certain benefits, you may be entitled to a refund of your transport costs under the Hospital Travel Cost Scheme (not available for visitors). Please enquire at the hospital's transport desk or cashier's office when you first attend. See also page 45-46 for information on NHS hospital travel costs.
- You may be entitled to free NHS patient transport services, if you meet certain eligibility criteria. You will need to be assessed by your doctor, or a qualified medical practitioner who will advise you.



## Plan your route to Hospital

The NHS in England website offers a “plan your route” facility which links to the Transport Direct website. From the homepage ([www.nhs.uk](http://www.nhs.uk)) click on the hospitals link on the top right hand side. Once you have found your local hospital, click on the map, directions and transport tab and then enter your postcode in the “plan your route” box.

This will open up a new window giving various journey options from your chosen location to the hospital.

## Adult Services and Children’s Services Transport (Social Services)

Adult Services and Children’s Services (formerly Social Services) provide transport that meets the needs of their own clients. If you are receiving help from either Adult or Children’s Services, then your social worker will be able to advise you on any transport that could be provided or arranged for you.

## Shopmobility

Shopmobility operates in Basingstoke at Lower Church Street, just by the footbridge. There is free parking for users subject to availability and a pick up and set down point for dial-a-ride. They have both manual and motorised wheelchairs along with different types of scooter.

There is a small charge for the use of the equipment – users may register for £2.50 per year and then hire the equipment for £2.50 each time.

Basingstoke Shopmobility is open Monday to Friday 9am - 4.30pm; Saturday 9am - 4pm and Sunday 11am - 4pm.

For further information please contact.

Basingstoke Shopmobility  
Church Street  
Basingstoke  
Hampshire  
RG21 7QQ

**Telephone:** 01256 476066

**Email:** [anne@shopmobilitybasingstoke.org](mailto:anne@shopmobilitybasingstoke.org)

**website:** [www.shopmobilitybasingstoke.org](http://www.shopmobilitybasingstoke.org)



# Help with travel costs

## Concessionary travel

If you are a permanent resident in the Basingstoke and Deane area, you may qualify for the National Free Travel Bus Pass. It is available, free of charge to those residents aged 60 or over, or those residents of any age that meet certain disability or mobility criteria.

The National Free Travel Bus Pass will enable eligible users to get free off-peak travel on local buses anywhere in England. Off peak hours are 9.30am until 11pm Monday - Friday, and all day weekends and bank holidays. Basingstoke and Deane Borough Council have enhanced the national scheme and Basingstoke and Deane residents will be able to use their bus passes at any time of the day within the Borough.

The National Free Bus Pass can be used on Basingstoke and Deane Dial a Ride service, giving the holder a reduction in the fare.

To apply for the bus pass you must complete the appropriate application form which can be acquired from the Basingstoke and Deane council website or by contacting Basingstoke and Deane directly and requesting an application form.

Once the form is completed it must be submitted to the council with the following:

- One recent colour passport sized photograph with your name written on the reverse
- Proof of your residency within the Basingstoke & Deane district
- For the older person's bus pass proof of age is required
- For the disabled person's bus pass a Yellow Social Services Disabled card or higher Disability Living Allowance or Blind Persons Card.



For further information on concessionary travel, to find out if you qualify, or for an application form, please contact:

Customer Services

Basingstoke and Deane Borough Council,

Civic Offices,

London Road,

Basingstoke,

Hampshire

RG21 4AH

**Telephone:** 01256 844844

**Textphone:** 01256 845400

**Email:** info@basingstoke.gov.uk

**Website:** www.basingstoke.gov.uk

## Train travel discounts

### Senior Citizen's Railcard

If you are aged 60 or over, you are eligible for a Senior Citizen's Railcard, which entitles you to a third off the price of most first class and standard rail fares. The card costs £24 and is valid for one year. Application forms are available from your local rail station. Completed forms need to be handed in at the rail station with proof of age and a passport-sized photograph.

**Telephone:** 08457 484950

**Website:** www.senior-railcard.co.uk

### Disabled Person's Railcard

A Disabled Person's Railcard costs £18 and is valid for one year. Alternatively, you can buy a Railcard that lasts for three years at a cost of £48. It entitles you to a third off the price of most advanced and off-peak fares and, if you are accompanied by another adult, they can also travel at the same discounted fare.

You will be entitled to a Disabled Person's Railcard if at least one of the following applies. You:

- are registered as having eyesight difficulties;
- are registered as deaf or use a hearing aid;
- have epilepsy and have repeated attacks even though you receive drug treatment; or are currently prohibited from driving because of your epilepsy;
- receive Attendance Allowance;
- receive Disability Living Allowance (at the higher rate or lower rate for getting around (mobility) for one year or longer, or at the higher or middle rate for help with personal care);
- receive Severe Disablement Allowance;
- receive Long Term Incapacity Benefit;
- receive War Pensioner's Mobility Supplement;
- receive War or Service Disablement Pension for 80% or more disability;
- are buying or leasing a vehicle through the mobility scheme.

For more details, copies of the leaflet 'Rail Travel Made Easy' are available from any staffed station.

Application forms are available from rail stations and main post offices. Send your completed form with your proof of entitlement and payment to:

Rail Travel Made Easy,  
PO Box 11631,  
Laurencekirk,  
AB30 9AA

Please make cheques payable to 'Disabled Persons Railcard'.

For further details and an application form contact:

**Telephone:** 08456 050525  
**Textphone:** 08456 010132  
**Website:** [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)



## Non-railcard holders

If you use a wheelchair and wish to remain in it for a train journey, you will be offered:

- Single - 34% discount
- First Class or Standard Day Return - 50%
- First Class or Standard Open Return - 34%

A companion may also travel with you at the same discounted fare.

If you are registered blind or partially sighted, you can get discounted fares, but only if you are travelling with a companion. In this situation, you will both be offered:

- Single - 34% off
- First Class or Standard Day Return - 50%
- First Class or Standard Open Return - 34%

You will need to show proof of your impairment when you buy your ticket. Guide dogs travel free of charge.

Other discounted tickets such as 'savers' may offer better value to you in some cases. You should ask about these when you buy your ticket. If you are a regular traveller, you may be better off applying for a Disabled Person's Railcard.



## Discount coach card

National Express offer concessionary fares for over 60s and those who are registered disabled. The concessionary fares entitle the traveller to half-price travel on most National Express coach services. Guide dogs travel free of charge on all National Express services.

Further information is available by contacting National Express:

**Telephone:** 08717 818181

**Website:** [www.nationalexpress.com](http://www.nationalexpress.com)

National Express Disabled Persons' Travel Helpline:

**Telephone:** 08717 818179

**Textphone:** 01214 550086

## Access to work

If you cannot use public transport to get to work because of a disability, the Access to Work scheme may be able to help with the cost of taxi fares or modifications to a car which will enable you to continue to drive. People who are driven to work by relatives or friends who have to make a double return journey can also receive help with their expenses. You don't have to be registered disabled to be eligible for the scheme, but your health problem or disability should be likely to last at least one year and affect the kind of work you can do.

For further information or to apply to the scheme, contact the Access to Work Business Centre:

**Telephone:** 01273 364750

**Textphone:** 01273 364782

**Website:** [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

## NHS hospital travel costs

If you (or a member of your family) are attending hospital for an appointment, you may be able to reclaim the cost of your transport to and from the hospital. You can claim, if at least one of the following applies:



- War Pensioner, and your treatment is for your pensionable disability
- You, your partner or dependent children are receiving:
  - Income Support;
  - Income based Job Seekers Allowance;
  - Child Tax Credit and named on an NHS Tax Credit Exemption Certificate;
  - Working Tax Credit and named on an NHS Tax Credit Exemption Certificate;
  - Pension Credit Guarantee Credit
- A named person on an HC2 certificate, and possibly if you are on an HC3 certificate.

You can claim using form HC5, which is available from your local Job Centre Plus office, or NHS hospital. You may claim help with travel costs up to three months after the date of travel.

You can claim back any money you spend on fares, including taxi fares, if this is the only way you could travel to your appointment. Please remember, however, to keep all receipts. If you are accompanied because you need assistance, your escorts can also claim the cost of fares.

More Information on eligibility is available in Leaflet HC11, *Help with health costs?*, which you can get at hospitals, post offices and pharmacies.

Alternatively, contact:

Department of Health Publications  
PO Box 777  
London SE1 6XH

**Telephone:** 08701 555455

or download it from the Department of Health **website:** [www.dh.gov.uk](http://www.dh.gov.uk)

If you want to visit someone in hospital but cannot afford the fares, you may be able to get help from the social fund.

A leaflet is available from your local Jobcentre Plus entitled, 'Grants and Loans from the social fund', which will provide you with more information.



# Advice and information

## Organisations that can advise you

Listed below are some national organisations who can help you with specific advice and information.

### The Automobile Association - AA Mobility Assistance

**Disability Helpline telephone:** 08002 62050  
**Disability Helpline textphone:** 08003 282810  
**Website:** www.theaa.com

The AA offer a discounted rate to Blue Badge holders – call **08004 44999** and quote 'Blue badge' to find out further information.

AA members can receive free information on a range of disability related subjects including route requests and car adaptation. The AA also produce the "AA Travellers Guide", which is a free guide containing information on motoring, insurance, driving tests, vehicle adaptations and airports. You can download a copy from their website or by contacting the Disability Helpline number above.

### Age Concern Hampshire

Age Concern aims to ensure that the needs of older people are not overlooked in the planning of services like health, housing and transport. They provide a range of services from arranging social events to providing emergency call buttons which enable the wearer to call for help in the event of an accident, such as a fall. Age Concern work to help older people enjoy a more active lifestyle and to support carers and families in their important roles. For further information contact:

Age Concern Hampshire  
 1 St. Cross Road  
 Winchester  
 Hants SO23 9JA

**Telephone:** 08003 287154  
**Website:** www.ace.org.uk



## Disabled Persons Transport Advisory Committee (DPTAC)

DPTAC has a section on its website that addresses the transport and travel needs of disabled and less mobile people. Entitled “Door to Door”, the website provides information on travelling by road, air, sea and rail for disabled people, plus advice on going on holiday and what to consider before you undertake your journey.

**Telephone:** 02079 448012

**Website:** [www.dptac.gov.uk/door-to-door](http://www.dptac.gov.uk/door-to-door)

## Heathrow Travel Care

Heathrow Travel Care is an independent agency that offers information and advice to travellers, visitors and airport staff. If you require information you can contact the agency at:

Room 1308

Queens Building

Heathrow Airport

Heathrow TW6 1BZ

**Telephone:** 02087 457495

**Minicom:** 02087 457565

**Fax:** 02087 454161

**Email:** [Heathrow\\_Travel\\_Care@baa.com](mailto:Heathrow_Travel_Care@baa.com)

Heathrow Travel Care is open between 9.00am – 5.00pm Mon, Tue, Wed & Fri and 11.00am – 5.00pm on Thursdays.

## Mobilise

The Disabled Drivers’ Association has merged with the Disabled Drivers’ Motor Club to form a new charity called “Mobilise”.

Mobilise is a self help organisation run for disabled people by disabled people, and concerns itself with the needs of disabled people primarily by encouraging greater independence through enhanced mobility.

The mobilise magazine is produced monthly and provides a valuable source of information on current activities and issues. Mobilise also produce other publications such as “Road to Mobility” and “Parking Help, Hints and Tips” which are available free to members.

**1. Full Membership:**

One year's membership for a disabled person. £20.

**2. Associate Membership:**

One year's membership for the family, friend or carer of a disabled person. £20.

**3. Joint Membership:**

One year's membership for two disabled persons or associates living at the same address. £30.

**4. Lifetime Membership:**

One of payment. A lifetime membership for a disabled person or an associate. £320.

For further information contact:

Mobilise Organisation  
National Headquarters  
Ashwellthorpe  
Norwich  
NR16 1EX

**Telephone:** 01508 489449  
**Email:** enquiries@mobilise.info  
**Website:** www.mobilise.info

**Motability Scheme**

If you receive the higher rate mobility component of the Disability Living Allowance it is possible to use it to buy or lease a car that has been specially adapted for your use through the Motability Scheme. For more details contact:

Motability Operations  
City Gate House  
22 Southwark Bridge Road  
London  
SE1 9HB

**Telephone:** 08454 564566  
**Textphone:** 08456 750009  
**Website:** www.motability.co.uk

If you do not qualify for this scheme you can make your own arrangements to have a car adapted by contacting a local car dealer who does Motability work – see Yellow Pages.



## **RADAR (Royal Association for Disability and Rehabilitation)**

RADAR produce numerous books and guides for disabled people and also run the National Key Scheme (NKS). The NKS allows entry, by disabled key holders, to accessible public toilets which have been locked. Keys can be brought for £3.50 plus VAT (providing you supply a written declaration of your disability) and a guide to the location of more than 8,000 accessible public toilets costs £12.50 (includes UK delivery). For further information and to find out if you are eligible to take part in the NKS contact:

**RADAR**

12 City Forum

250 City Road

London

EC1V 8AF

**Telephone:** 02072 503222

**Textphone:** 02072 504119

**Email:** radar@radar.org.uk

**Website:** www.radar.org.uk

## **Tourism For All (incorporating Holiday Care)**

The Tourism For All service provides travel information and advice for disabled people, and carers, including those on low incomes. It also provides advice to travel operators who wish to improve their facilities for disabled people, and works with RADAR and the tourist boards. Tourism For All provides a reservation service which offers discounted rates at many of the hotels covered in the guide.

Information sheets and guides covering destinations in the UK and worldwide are also available on topics from activity holidays to services such as equipment hire and travel escorts. For further information contact:

**Tourism For All UK**

c/o Vitalise

Shap Road Industrial Estate

Shap Road

Kendal

Cumbria

LA9 6NZ

**Telephone:** 08451 249971

**Textphone:** 08451 249976

**Fax:** 01539 735567

**Email:** info@tourismforall.org.uk

**Website:** www.tourismforall.org.uk

For access advice please telephone: 08451 249974

## Transport for London

Access & Mobility at Transport for London provides information for disabled travellers on accessible low-floor and Mobility Bus services, the Docklands Light Railway, Croydon Tramlink, River Services and step-free routes through the London Underground.

Access & Mobility also produce a number of large print maps and guides and cassette tapes to help you plan your journey.

**Telephone:** 02072 221234

**Textphone:** 02079 183015

**Website:** [www.tfl.gov.uk](http://www.tfl.gov.uk)

## Traveline – UK travel planning facility

Traveline is a national travel planning facility with call centres around the UK and a dedicated website. Traveline can help you plan your whole journey, detailing information about bus, ferry, train and coach services.

**Telephone:** 08712 002233

**Textphone:** 08702 412216

**Website:** [www.traveline.info](http://www.traveline.info)



## Useful publications

### Access to Air Travel: Guidance for disabled and less Mobile Passengers

The Disabled Persons Transport Advisory Committee (DPTAC) have produced this simple guide to help you to plan your flight so that the whole journey is as easy as possible. For more information contact:

Disabled Persons Transport Advisory Committee (DPTAC)  
Zone 4/24  
Great Minster House  
76 Marsham Street  
London SW1P 4DR

**Telephone:** 02079 448011  
**Textphone:** 02079 443277  
**Website:** [www.dptac.gov.uk](http://www.dptac.gov.uk)

### Bus and Train Travel Guides

The guides give details of all bus, train and coach services within a particular area. The following guides are available:

- Alton & Alresford
- Andover & North West Hampshire
- Bordon, Liphook & Whitehill
- Farnborough & Yateley
- Fleet & Odiham
- Havant
- Meon Valley
- Petersfield
- Romsey
- Tadley
- Winchester

Bus and Train Travel Guides are available free of charge by contacting the County Council's Passenger Transport Group (see inside front cover).

### Dial a Ride leaflets

Dial a Ride, as explained on page 31 of this guide, is a caring door to door service for those who find it difficult to use ordinary buses. You don't have to be registered disabled or confined to a wheelchair to use Dial a Ride. For example, you might have difficulty climbing steps on to buses, or walking to the bus stop. A leaflet giving further information on Dial a Ride services in your area is available.

The leaflet may be obtained free of charge from the Hampshire County Council's Passenger Transport Group (see inside front cover).

## Getting About Guides

Free guides such as this one are available for each district within Hampshire. To obtain one, contact Hampshire County Council's Passenger Transport Group (See inside front cover).

- Basingstoke & Deane
- Fareham & Gosport
- Rushmore & Hart
- Eastleigh
- Havant
- Test Valley
- East Hampshire
- New Forest
- Winchester

## Public Transport Maps

The maps give details of all bus, train and coach services in the area. A list of all transport operators is included showing their telephone numbers and addresses.

The Public Transport Maps presently cover the following areas:

- Basingstoke
- Eastleigh
- New Forest
- Hampshire

The maps are available free of charge by contacting Hampshire County Council's Passenger Transport Group (see inside front cover).

## RADAR

Publications offered by RADAR include:

- Get Mobile 2007
- Get Motoring 2008
- Holidays in Britain & Ireland 2008
- National Key Scheme Guide (8th edition) – Accessible Toilets for Disabled People
- There & Back 2007/08

For further information or to purchase one of the above guides contact RADAR (see page 50)



## Ricability

Ricability, a national research charity, produce a helpful guide titled 'Wheels within Wheels: a guide to using a wheelchair on public transport'

To obtain a free copy (you will have to pay for postage costs), please contact Ricability. Alternatively you can download a copy from their website.

Ricability	<b>Telephone:</b>	02074 272460
30 Angel Gate	<b>Textphone:</b>	02074 272469
City Road	<b>Website:</b>	www.ricability.org.uk
London	<b>Email:</b>	email@ricability.org.uk
EC1V 2PT		

## The Hampshire Minibus Register

The Minibus Register is designed to help organisations needing to hire a minibus to contact organisations in their local area who have a minibus available to hire. The register's overall aim is to encourage the most effective use of minibuses in the county and provide information.

You can obtain a free copy or add your organisation's minibus to the Minibus Register by contacting Hampshire County Council's Passenger Transport Group (see inside front cover).

Alternatively, order a copy via the website:

**[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)**

## Tube Access Guide

This is a free guide which enables people with mobility problems to plan their journeys in London more effectively. The guide provides the user with information on which stations in London are accessible. For further information contact Transport for London:

**Telephone:** 02072 221234

**Website:** [www.tfl.gov.uk](http://www.tfl.gov.uk)

Thank you for reading this booklet – we hope you have found it useful. We welcome your views on how it could be improved or any suggestions you may have. Please contact us using the details on the inside front cover.

For information on transport services in Hampshire please visit our website: [www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport).

advice & information



## Notes

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## Notes

Notes



[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

# Other publications available from Hampshire County Council

## Dial a Ride



Explains how Dial a Ride works and how to contact your local Scheme



## Bus and Train Travel Guide

Bus and Train Travel Guide booklets give bus and train times



## A Guide to Train Services and Stations in Hampshire

## Bus, Train and Ferry Travel Guide

Provides a map showing bus, train and coach services in Hampshire.



## Getting About Guides

Getting About Guides cover the following areas:

**BASINGSTOKE . EAST HAMPSHIRE . EASTLEIGH  
FAREHAM & GOSPORT . RUSHMOOR & HART . HAVANT  
NEW FOREST . TEST VALLEY . WINCHESTER**



All the above publications are available to download from our website:  
<http://www3.hants.gov.uk/passengertransport/ptgpublications.htm>

This booklet has been published by Hampshire County Council's Passenger Transport Group after consultation with district councils and the public transport operators and voluntary organisations listed in this guide. The information included in this guide was believed to be correct at the time of publication but will eventually become outdated. Hampshire County Council cannot be held liable for any errors or omissions in it. If you know of any changes or new information please telephone 01962 847042 or write to the Passenger Transport Group, Economy, Transport & Environment Department, Hampshire County Council, The Castle, Winchester SO23 8UD.

[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)