

June  
2011

# Getting About Guide

# East Hampshire



Travel information for older  
and disabled people

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



Hampshire  
County Council

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

# Getting About Guide

## 2011 edition

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Designed by Printwise of Lymington  
Printed by Hampshire Printing Services  
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East Hampshire

# How to use this guide

This guide aims to help older and disabled people use the transport services available in East Hampshire 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.

This 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.**



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# Transport services available

## Travelling by bus

Buses in East Hampshire 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 towns during 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 44 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 55 for further information. Alternatively, you can get timetable information from the bus companies operating in East Hampshire detailed below.

<b>AMK Chuafeur Drive</b>	Liphook	01428 751675
<b>Brijan Tours</b>	Curdrige	01489 788 338
<b>Countryliner Coach Hire</b>	Guildford	08444 771623
<b>Richardson Travel</b>	Midhurst	01730 813304
<b>Stagecoach in Hampshire</b> <a href="http://www.stagecoachbus.com">www.stagecoachbus.com</a>	Local Info	08451 210190
<b>South West Trains (Bus Link)</b> <a href="http://www.southwesttrains.co.uk">www.southwesttrains.co.uk</a>	Southampton	0845 600 0650

services available



## Travelling by train

If you are a wheelchair user or need assistance, 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 East Hampshire 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 the South West Trains website. You can book tickets by credit or debit cards 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 pages 44 - 46 for further information.

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

Telephone: 08456 000650 (freephone) Textphone: 08006 920792

Website: [www.southwesttrains.co.uk](http://www.southwesttrains.co.uk)



## Travelling by train (Continued)

### National Rail Enquiries:

Telephone: 08457 484950 Textphone: 08456 050600

Website: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

The 'Stations & On Train' tab on our website [www.nationalrail.co.uk](http://www.nationalrail.co.uk) will allow you access to invaluable information on station layout, including site plans, car parks, ramps, access, toilets, onward travel & taxi services, all this to help you on planning your journey, and we trust this gives you an opportunity to see how easy or difficult it may be to use a particular station.

### 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 scooter 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 on the previous page.

### Stations

Details of access to each station in East Hampshire, 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.**

### Stations services and facilities

See information about a National Rail station's facilities using the full or partial station name or its 3-character code listed after each station name.

services available



## Alton Station (AON)

<b>Location:</b>	Station Road, Alton.
<b>Wheelchair access:</b>	Platform 1 (Trains to Woking and London) - step free access. Platform 2 (Trains to Woking and London) - access via a track crossing point at some times and with staff assistance. Please allow a minimum of 20 minutes for this. Please contact our Assisted Travel helpline on 08005 282100 for more details. Please note that Watercress Line services depart from platform 3 which is accessible at some times via the track crossing with staff assistance.
<b>Disabled parking:</b>	4 spaces.
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	Yes but no wheelchair accessible toilets.
<b>Waiting rooms:</b>	Yes.
<b>Hearing loop:</b>	Yes.

## Bentley Station (BTY)

<b>Location:</b>	Station Road, Bentley.
<b>Wheelchair access:</b>	Station inaccessible to wheelchair users.
<b>Disabled parking:</b>	2 spaces.
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	Yes but no wheelchair accessible toilets.
<b>Waiting rooms:</b>	Yes.
<b>Hearing loop:</b>	Yes.



## Haslemere Station (HSL)

<b>Location:</b>	Lower Street, Haslemere.
<b>Wheelchair access:</b>	Step free access to all platforms.
<b>Disabled parking:</b>	2 spaces.
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	Yes; a National Key Scheme toilet is available on platform 1. Radar Key available from station staff. If you wish to buy a 'National Key Scheme' key, [RADAR]. Their address is 12 City Forum, 250 City Road, London EC1V 8AF, tel: 02072 503222, minicom: 02072 504119, fax: 02072 500212, email: radar@radar.org.uk, web: www.radar.org.uk/site:
<b>Waiting rooms:</b>	Yes.
<b>Hearing loop:</b>	Yes.

## Liphook Station (LIP)

<b>Location:</b>	Station Road, Liphook.
<b>Wheelchair access:</b>	Inaccessible to wheelchair users. Customers are advised to use Liss or Haslemere Stations.
<b>Disabled parking:</b>	1 space (parking is chargeable for all vehicles).
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	Yes but no wheelchair accessible toilets.
<b>Waiting rooms:</b>	No.
<b>Hearing loop:</b>	Yes.

- A 'rail link' bus will take you direct from Lindford, Bordon and Whitehill to Liphook railway station for train connections to London Waterloo, Portsmouth and the North of England. The service runs regularly throughout the day from Monday to Saturday and is timed to connect with fast train departures to and from London Waterloo and Portsmouth. For specific information ring 08457 48 49 50.

services available



## Liss Station (LIS)

<b>Location:</b>	Station Road, Liss.
<b>Wheelchair access:</b>	Step free access to all platforms.
<b>Disabled parking:</b>	1 space (parking is chargeable for all vehicles).
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	Yes but no wheelchair accessible toilets.
<b>Waiting rooms:</b>	Yes.
<b>Hearing loop:</b>	Yes.

## Petersfield Station (PTR)

<b>Location:</b>	Station Approach, Petersfield.
<b>Wheelchair access:</b>	Step free access to all platforms.
<b>Disabled parking:</b>	5 spaces (parking is chargeable for all vehicles).
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	Yes; a National Key Scheme toilet is available on platform 1. Radar Key available from station staff. If you wish to buy a 'National Key Scheme' key, [RADAR]. Their address is 12 City Forum, 250 City Road, London EC1V 8AF, tel: 02072 503222, minicom: 02072 504119, fax: 02072 500212, email: radar@radar.org.uk, web: www.radar.org.uk/site:
<b>Waiting rooms:</b>	Yes.
<b>Hearing loop:</b>	Yes.



## Portsmouth and Southsea Station (PMS)

<b>Location:</b>	Commercial Road, Portsmouth.
<b>Wheelchair access:</b>	Step free access to all platforms.
<b>Disabled parking:</b>	2 spaces (parking is chargeable for all vehicles).
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	Yes; a National Key Scheme toilet is available on platform 1. Radar Key available from station staff. If you wish to buy a 'National Key Scheme' key, [RADAR]. Their address is 12 City Forum, 250 City Road, London EC1V 8AF, tel: 02072 503222, minicom: 02072 504119, fax: 02072 500212, email: radar@radar.org.uk, web: www.radar.org.uk/site:
<b>Waiting rooms:</b>	Yes.
<b>Hearing loop:</b>	Yes.

## Portsmouth Harbour Station (PMH)

<b>Location:</b>	The Hard Interchange, Portsmouth.
<b>Wheelchair access:</b>	Step free access to all platforms.
<b>Disabled parking:</b>	None.
<b>Parking charge:</b>	None.
<b>Toilets:</b>	Yes; a National Key Scheme toilet is available on platform 1. Radar Key available from station staff. If you wish to buy a 'National Key Scheme' key, [RADAR]. Their address is 12 City Forum, 250 City Road, London EC1V 8AF, tel: 02072 503222, minicom: 02072 504119, fax: 02072 500212, email: radar@radar.org.uk, web: www.radar.org.uk/site:
<b>Waiting rooms:</b>	No.
<b>Hearing loop:</b>	Yes.

services available



## Rowlands Castle Station (RLN)

<b>Location:</b>	Bowes Hill, Rowlands Castle.
<b>Wheelchair access:</b>	Inaccessible to wheelchair users, customers are advised to use Havant Station.
<b>Disabled parking:</b>	1 space (parking is chargeable for all vehicles).
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	None.
<b>Waiting rooms:</b>	No.
<b>Hearing loop:</b>	Yes.

## London Waterloo Station (WAT)

<b>Location:</b>	Station Approach, London SE1.
<b>Wheelchair access:</b>	Suitable for disabled passengers. Lifts or level access to all platforms.
<b>Disabled parking:</b>	2 spaces (Station Front).
<b>Parking charge:</b>	Charges apply.
<b>Toilets:</b>	Wheelchair accessible toilets are situated between exit 5 Waterloo Bridge and Exit 4 Tenison Way, opposite platforms 16 and 17, and for RADAR key holders there is an additional facility on Cab Road, through Exit 3 on the left.
<b>Waiting rooms:</b>	Large undercover area.
<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 may be able to 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.



## Travelling by taxi (continued)

Details of companies with wheelchair accessible taxis in East Hampshire are given below. Other taxi operators can be found in the *Yellow Pages* or *Thomson* local directories.

**H Cabs - Alton 01420 89047**

3 wheelchair accessible vehicles with ramps.

**AJL Cars 01420 478889**

**Bordon Cars - Bordon 01420 474378**

1 Wheelchair accessible taxi with passenger lift.

1 Wheelchair accessible taxi with ramp.

**Newcabs - Bordon 01420 474603**

1 Wheelchair accessible taxi with ramp and passenger lift.

Travel tokens not accepted.

**Chawton Cabs - Alton 01420 564448**

3 Wheelchair accessible vehicles with ramps.

Travel tokens accepted.

services available

## Travelling by coach

### National Express:

Telephone: 08717 818178

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 operate longer-distance coach journeys throughout the country. They are happy to assist anyone with a mobility problem, but at present their coaches are not all 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



## Travelling by coach (continued)

to wheelchairs. If you use a manual wheelchair and can transfer to a seat, your wheelchair will be carried free of charge. Powered wheelchairs cannot be carried. 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 book at least seven days in advance, 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.

## 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.



## Travelling by plane (continued)

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 Person's Transport Advisory Committee (DPTAC). See page 51 for details.

services available

## Southampton International Airport

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

**telephone:** 08444 817777

**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) train 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. Step free access is available throughout the station.



## Southampton International Airport (continued)

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 **08443 351000** or on **01214 105284** for the hard of hearing. Alternatively you can book online.

### on arrival:

There is a lowered section at the information desk to enable wheelchair users to access the desk easily.

There are induction loops for passengers using hearing aids, to amplify public announcements. These are located at various points including the reserved seating for disabled and less mobile passengers. Reserved seating is available 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.

## Other airports in southern England

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

- **Bournemouth**      switchboard 01202 364000
- **Gatwick**              information desk 08443 351802
- **Heathrow**            switchboard 08443 351801



## 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.

services available

### 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> 08703 330425
<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 is 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 or Jersey.
- 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.
- booking hours:** Mon – Fri: 8.30am – 5.30pm; Sat – Sun: 9am – 5pm.

## P&O Ferries

- location:** Continental Ferry Port (follow local road signs)
- route:** Portsmouth to Bilbao
- telephone:** 08716 642121
- 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.
- booking hours:** Mon – Fri: 8am – 8pm; Sat and Sun: 8am – 6.30pm



## Red Funnel Ferries and Hi-Speed Passenger Service

- location:** Southampton Terminal 1 (Dock Gate 7) to East Cowes, Isle of Wight (well signposted locally). Terminal 2 for Hi-Speed Passenger Service.
- route:** Southampton to West Cowes, Isle of Wight (Red Jet Hi-Speed).  
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 Jets aircraft-style accommodation makes them less suitable for wheelchair access, so the actual number of wheelchair users permitted on a sailing is at the discretion of the Commander. All access to the Terminals and the Red Jets is via ramps. Prior notification of travel by wheelchair users is advised. Vehicle ferries are wheelchair accessible and assistance is available on request. Please inform the Red Funnel if you require any assistance prior to travelling. Free CityLink buses, which are wheelchair accessible, run between the ferry terminal and Southampton Central Train Station, Where all platforms are accessible.
- booking hours:** Mon – Sun: 8am to 8pm

services available



## Wightlink

- location:** Portsmouth FastCat Catamarans – Portsmouth Harbour Railway Station, adjacent to the Hard Interchange.  
Portsmouth Car Ferries – Gunwharf Car Ferry Terminal, Gunwharf Road, Portsmouth.  
Lymington Car Ferry – Lymington Pier, Undershore Road, Lymington.
- route:** Portsmouth Harbour to Rhyde Pier Head. (foot passengers)  
Portsmouth to Fishbourne. (car ferry)  
Lymington to Yarmouth. (car ferry)
- telephone:** 08713 761000
- website:** [www.wightlink.co.uk](http://www.wightlink.co.uk)
- comment:** All ticket offices and vessels are accessible to wheelchair users and staff are trained to assist any customer who may need assistance.  
Passenger lifts are available on all car ferries and ramps are available to help wheelchair users access these from and to the car decks. Notification of any special requirements is recommended in advance of travel.  
Wightlink offers a comprehensive scheme for persons with all forms of disability entitling them to discounted fares. For further details please contact Wightlink on the number above.



## 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)
- comment:** The Gosport to Portsmouth ferry service operates 7 days a week, 364 days a year Monday to Friday (inclusive) 0530-midnight every 15 minutes (every 7½ minutes at peak times 6.30-9.30am and 3.30-6.30pm Mon-Fri) Saturday Service: 0530 - 0930 every 15 minutes 0930 - 1800 every 7½ minutes 1800 - midnight every 15 minutes Sunday Service: 0530 - midnight every 15 minutes. 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 the Solent. Please telephone the above number or visit the website for further details or to request a brochure.

services available

### 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.
- comment:** Our ferry service operates on the River Hamble running between Hamble foreshore and Warsash (Summer 9am - 6pm, Winter 9am - 4pm). The ferry operates on demand and can carry a maximum of 12 passengers at once. However, during busy periods, to meet with demand, we operate with 2 ferries. It is possible to take passengers in wheelchairs as a ramp is available – please ring in advance for assistance.



## Hayling Island - Eastney (Portsmouth)

- operator:** Edwards & Co (Hayling Ferry), 87 Oakland Road, Havant PO9 2RL.
- telephone:** 02392 482868
- comment:** The ferries operate on a summer and a winter schedule; please ring for timings. Ferries are wheelchair accessible.

## 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 to board the ferry.
- 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. Monday to Friday, Ryde to Portsmouth-Portsmouth to Ryde. 06.15am - 22.00pm 7 days a week. (Time table varies through Mon-Fri/Sat/Sun, see website or phone for further detail)



## 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 4 and 5.
- wheelchair access:** Each side is accessible but the footbridge over the motorway is not accessible.
- disabled parking:** There are 13 parking spaces for disabled people on the eastbound (towards London) side and 9 spaces on the westbound (towards Basingstoke) side.
- toilets:** Wheelchair accessible toilets on both sides.
- other comments:** A food service area is available on both sides of the motorway.

services available

### 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 marked spaces.
- toilets:** Unisex accessible toilet with an attendant available on request westbound.
- other comments:** Assistance is available at the fuel pumps.



### 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.

### 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 - No steps in building. Ramps are available where necessary. Southbound - no access from southbound to northbound side. Ramps are available and both powered and manual wheelchairs can manoeuvre through the food area.
- disabled parking:** Northbound - Bays are reserved. Southbound - 6 spaces located by main entrance.
- toilets:** 2 wheelchair accessible toilets on North and Southbound roads.
- 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 to 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 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 the vehicle is driven by them or someone transporting them.

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)

services available



## 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 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 East Hampshire District Council have parking bays for disabled people. For specific locations, contact East Hampshire District Council on **08456 035633**

## The Older Driver Assessment

Older people generally drive less than others and this is reflected in their overall lower involvement in car accidents. However, their injuries tend to be more serious and they take longer to recover. Because of their frailty their chance of surviving an accident is also much lower. A person in their eighties is about six times more likely to die in a given accident than a younger person.

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 The Road Safety Team's Older Driver Assessment.



The Road Safety Team visit people at their home, ride out with them in their own car and assess their driving. It is not a test - there are no pass/fail criteria. The aim is to offer advice which will help that person continue driving - with increased safety. At the end of the assessment each person receives a full de-brief and a (confidential) written report detailing the findings of the assessment and the advice offered.

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

**Telephone:** 01962 846100

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

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

## Call & Go Services

All operated by Community Transport for East Hampshire (CTEH)

Call & Go is a pre-booked service for people whose travel needs are not met by public bus services. This includes people:

- with mobility difficulties
- who have difficulty getting on and off public bus services
- who live more than 400 yards from a bus stop and don't have any transport of their own.

You need to become a member to use the service and to book your journeys before you travel. If you have mobility difficulties, the service should be able to pick you up at a convenient point close to your home. The buses are accessible, making it easier for passengers who travel with a wheelchair or pushchairs. Fares are about the same as local bus services and if you have an Older Person's Buss Pass (or Disabled Person's or Companion Pass) you can travel at half the normal fare.

### The Call & Go services comprise:

**Tuesday mornings:** To Alton and Borden

**Picking up from:** Grayshott, Headley Down, Arford, Headley, Borden, Whitehill and Oakhanger.

services available



**Wednesday mornings:** To Petersfield

**Picking up from:** Lindford, Headley, Arford, Heatherlands, Grayshott, Bramshott Chase, Liphook, Liss, Hawkley, Rake, Hill Brow, Sheet and Steep.

**Saturdays - First and third Saturdays each month:** To Petersfield

**Picking up from:** Headley, Lindford, Borden, Whitehill, Standford, Passfield, Liphook, Rake, Hill Brow, and Sheet.

To register as a member and to book a seat contact:

Community Transport for East Hampshire on 01420 475759

Bookings can be made up to 7 days ahead.

## '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 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 and C44

- operates:** Mondays to Saturday except bank holidays.
- serving:** Alton, Basingstoke and surrounding villages.
- booking hours:** Monday to Friday 8am – 6pm; Saturdays 8am – 4.30pm.
- telephone:** 08456 024135
- notice required:** Bookings can be made after the bus has set off using special technology that links the Cango buses with the travel demand centre.
- note:** Farepass and travel vouchers are accepted.

## 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 on to 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.

Dial a Bus services also operate in East Hampshire. Dial a Bus is like a normal bus service except that drivers will deviate from the normal route to pick up passengers from outside their home if they have difficulty in walking to a bus stop. Dial a Ride and Dial a Bus services that operate in East Hampshire are shown on the following pages.

### Alton Dial a Ride

- operates:** Tuesday 8.30am – 4.30pm.
- serving:** Alton, Bentworth, Chawton, Farringdon, Four Marks, Froyle, Lasham, Medstead, Ropley, Shalden and Wield.
- journeys to:** Alton Town Centre, or in and around the areas listed above.
- booking hours:** Monday to Friday 8.30am – 12pm, 2pm – 4.15pm.
- telephone:** 01256 462101
- notice required:** Booking from previous Friday. Passengers in wheelchairs can be transported.
- Operated by:** Basingstoke Dial a Ride.

services available

### Travelling by Carshare/Taxishare

A Carshare or Taxishare is a service provided by a private hire vehicle or local taxi operator. The operators 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 a set destinations.



## 205 Carshare

- operates:** Tuesdays and Fridays.
- servicing:** Farringdon, Upper Farringdon, Newton Valence, East Tisted, West Tisted, and Monkwood.
- journeys to:** Alton.
- booking hours:** Ring 01962 846786 for more information on how to register and book.
- telephone:** 01962 846786
- notice required:** 1 day
- note:** Older persons and disabled persons bus passes are accepted. Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car.

## 221 Taxishare

- operates:** Monday to Saturday.
- servicing:** Parts of Bordon and Whitehill.
- journeys to:** The taxi can drop you off at The Forest Centre, Bordon Tesco or Chase Hospital.
- booking hours:** Monday to Friday 9am – 5pm.
- eligibility:** Anyone living within the service area – please ring to check.
- telephone:** 01962 846786
- notice required:** 1 day.
- note:** Older persons and disabled persons bus passes are accepted. Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car.



## Catherington and Lovedean Carshare

<b>operates:</b>	Monday to Saturday.
<b>serving:</b>	Catherington, Lovedean, Cowplain.
<b>journeys to:</b>	Catherington Village, Horndean Morrisons (on certain days), Cowplain shops, central Waterlooville.
<b>booking hours:</b>	Monday to Friday 9am – 5pm.
<b>eligibility:</b>	Anyone living in the areas served above.
<b>telephone:</b>	01962 846786
<b>notice required:</b>	As much as possible.
<b>note:</b>	Older persons and disabled persons bus passes are accepted.

## Voluntary organisations providing individual transport

A number of voluntary organisations in East Hampshire 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 cannot 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 to both services. For further information please contact:

British Red Cross	Telephone:	08450 547222
Winnall Close	Fax:	01962 869721
Winnall		
S023 0LB		

services available



## Community Transport For East Hampshire

Provides accessible transport for individuals and groups; for shopping and theatre trips, sporting events, lunch clubs and day centres as well as transport to hospitals. Places can be booked on the number below between 10am and 2pm.

Telephone: 01420 475759

## Voluntary Care Groups

There are several voluntary groups in East Hampshire that are part of the Good Neighbours Network. The groups are independent and therefore have a wide range of names such as 'neighbourcare' and 'voluntary care group'. The groups offer a variety of good neighbourly help including taking people to and from hospital, GP and other medical appointments, shopping and other social visits. Volunteers use their own cars to drive people who find it difficult to use public transport. Journeys are usually local although this will vary according to the group.

Contact the Good Neighbours Support Service for more information on what each group provides:

Telephone: 02392 899671 [www.goodneighbours.org.uk](http://www.goodneighbours.org.uk)

Groups usually ask for a contribution towards travel costs. Please ask for details when speaking to the coordinator of the Group. **Please remember that the groups are entirely dependent on the availability of volunteers to provide their services.**

Contact details for each Good Neighbour Group in East Hampshire are listed overleaf.

## Alton Community Care

<b>telephone:</b>	01420 541520
<b>email:</b>	<a href="mailto:info@altoncare.org.uk">info@altoncare.org.uk</a>
<b>booking hours:</b>	Unrestricted.
<b>area covered:</b>	Alton and surrounding villages.



### Alton Community Care (continued)

- purpose:** Medical appointments (hospital, doctors, dentists and opticians), collecting prescriptions and visiting hospital patients.
- excluded journeys:** None.
- eligibility:** Residents of the areas covered.
- notice required:** As much notice as possible.
- wheelchair access:** Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided.
- travel vouchers:** Accepted.

### Bentworth Care Group

- telephone:** 01420 562380
- booking hours:** 9am to 5pm 7 days a week.
- area covered:** Bentworth Parish.
- purpose:** Medical appointments (hospital, doctors, dentists and opticians), collecting prescriptions and emergency needs.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Residents of the area covered.
- notice required:** As much as possible but will respond immediately in an emergency.
- wheelchair access:** Passengers in wheelchairs cannot be accommodated. Escorts are not provided.

### Binsted, Bentley, Froyle and District Voluntary Care Group

- telephone:** 01420 23440
- booking hours:** Sociable Hours.
- area covered:** Bentley, Binsted, Froyle, Buckshorn Oak.
- purpose:** Medical appointments only (hospital, doctors, dentists and opticians). Any medical.
- excluded journeys:** At the discretion of the co-ordinator.

services available



## Binsted, Bentley, Froyle and District Voluntary Care Group (continued)

- eligibility:** Residents of the area covered.
- notice required:** 48 hours minimum.
- wheelchair access:** Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided. Escorts are not provided.

## Bordon & Whitehill Voluntary Car Service

- telephone:** 01420 473636
- booking hours:** Mondays to Fridays: 9am - 6pm (answerphone available).
- area covered:** Bordon & Whitehill.
- purpose:** Medical appointments (hospital, doctors, dentists and opticians) and collecting prescriptions.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Residents of the area covered.
- notice required:** 48 hours.
- wheelchair access:** Passengers in wheelchairs cannot be accommodated. Escorts are not provided.
- travel vouchers:** Accepted.

## Bramshott & Liphook Parish Voluntary Care Group

- telephone:** 01428 723972
- booking hours:** Unrestricted.
- area covered:** Bramshott and Liphook.
- purpose:** Medical appointments (hospital, doctors, dentists and opticians) and collecting prescriptions.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Residents of the area covered.
- notice required:** One week minimum.
- wheelchair access:** Passengers in wheelchairs cannot be accommodated. Escorts are not provided.



## Clanfield Voluntary Care Group

<b>telephone:</b>	02392 594577
<b>booking hours:</b>	Monday to Friday: 9am – 6pm.
<b>area covered:</b>	Clanfield and North Horndean.
<b>purpose:</b>	Medical appointments (hospital, doctors, dentists and opticians), shopping, collecting prescriptions and emergency needs, sitting and hair appointments.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered.
<b>notice required:</b>	48 hours.
<b>wheelchair access:</b>	Passengers in wheelchairs cannot be accommodated. Escorts are not provided.
<b>travel vouchers:</b>	Accepted.

## East Meon Care

<b>telephone:</b>	07050 177505
<b>booking hours:</b>	Monday to Friday: 8am – 6pm.
<b>area covered:</b>	Langrish and East Meon.
<b>purpose:</b>	Medical appointments (hospital, doctors, dentists and opticians).
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered (elderly and disabled).
<b>notice required:</b>	As much as possible.
<b>wheelchair access:</b>	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided.

services available



## Four Marks Care

<b>telephone:</b>	01420 564435 – 561972
<b>booking hours:</b>	Office Hours.
<b>area covered:</b>	Four Marks (within Parish boundary).
<b>purpose:</b>	Medical appointments (hospital, doctors, dentists and opticians), collecting prescriptions, emergency needs and shopping.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered.
<b>notice required:</b>	As much as possible.
<b>wheelchair access:</b>	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided.
<b>travel vouchers:</b>	Accepted.

## Grayshott - Borden/Alton/Petersfield

<b>operates:</b>	<b>Tuesday Only;</b> Grayshott, Headley, Lindford, Bordon, Whitehill, Oakhanger, East Worldham, Alton.  <b>Wednesday Only;</b> Bordon, Lindford, Headley, Headley Down, Grayshott, Bramshott Chase, Bramshott, Liphook, Rake, Sheet, Petersfield. & Hawkley, Liss, West Liss & Petersfield.
<b>servicing:</b>	Grayshott, Headley Down, Arford, Headley, Lindford, Bordon, Oakhanger, East Worldham, Alton Rail Station, Alton Swan Hotel, Alton Sainsbury's.
<b>booking hours:</b>	Monday – Friday 9am – 4.30pm (Max 7 days prior).
<b>telephone:</b>	01420 475759



## Headley Voluntary Care Group

- telephone:** 01428 717389
- booking hours:** Mondays to Fridays: 9am - 5pm.
- area covered:** Headley, Headley Down, Lindford and Stamford.
- purpose:** Medical appointments (hospital, doctors, dentists and opticians), collecting prescriptions and emergency needs.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Residents of the area covered.
- notice required:** 48 hours.
- wheelchair access:** Passengers in wheelchairs (please advise at booking) can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided. An escort cannot be guaranteed.
- travel vouchers:** Accepted.

## Holybourne Village Care

- telephone:** 01420 89418
- booking hours:** Unrestricted.
- area covered:** Holybourne.
- purpose:** Mainly medical appointments (hospital, doctors, dentists and opticians), however all other journeys are considered.
- excluded journeys:** At the discretion of the co-ordinator.
- eligibility:** Residents of the area covered.
- notice required:** As much as possible.
- wheelchair access:** Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided. An escort cannot be provided.
- travel vouchers:** Accepted.

services available



## Horndean Voluntary Care Group

<b>telephone:</b>	07528 331989
<b>booking hours:</b>	Unrestricted.
<b>area covered:</b>	Parts of Horndean, Lovedean, Blendworth and Catherington.
<b>purpose:</b>	Medical appointments (hospital, doctors, dentists and opticians), collecting prescriptions, emergency needs, visiting hospital patients and shopping.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered.
<b>notice required:</b>	48 hrs min. Some requests can be taken at short notice.
<b>wheelchair access:</b>	Wheelchairs cannot be accepted.
<b>travel vouchers:</b>	Accepted.

## Kings World Care Group

<b>telephone:</b>	01420 479000
<b>booking hours:</b>	Mondays to Fridays: 9am - 5pm.
<b>area covered:</b>	Kingsley, Oakhanger, Hartley Mauditt and Worldham.
<b>purpose:</b>	Mainly medical appointments (hospital, doctors, dentists and opticians), however all other journeys are considered .
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered.
<b>notice required:</b>	48 hours.
<b>wheelchair access:</b>	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided.
<b>travel vouchers:</b>	Accepted.



## Liss and District Voluntary Care Group (Lupin)

<b>telephone:</b>	01730 892572
<b>booking hours:</b>	Mondays to Fridays: 9am - 5pm.
<b>area covered:</b>	Liss.
<b>purpose:</b>	Medical appointments (hospital, doctors, dentists and opticians), emergency needs, collecting prescriptions and shopping for the housebound.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered.
<b>notice required:</b>	48 hours.
<b>wheelchair access:</b>	Passengers in wheelchairs cannot be accommodated.
<b>travel vouchers:</b>	Accepted.

## Medstead Voluntary Care Group

<b>telephone:</b>	01420 561438
<b>booking hours:</b>	Unrestricted (answerphone available).
<b>area covered:</b>	Medstead parish.
<b>purpose:</b>	Mainly medical appointments (hospital, doctors, dentists and opticians), however other journeys are considered.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered.
<b>notice required:</b>	48 hours, unless in an emergency.
<b>wheelchair access:</b>	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided.
<b>travel vouchers:</b>	Accepted.

services available



## Petersfield Voluntary Care Group

<b>telephone:</b>	01730 266046
<b>booking hours:</b>	Mondays to Fridays: 10am – 4pm (answerphone available).
<b>area covered:</b>	Petersfield and surrounding villages.
<b>purpose:</b>	Mainly medical appointments (hospital, doctors, dentists and opticians), collecting prescriptions, shopping, emergency needs and visiting hospital patients.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered.
<b>notice required:</b>	48 hours.
<b>wheelchair access:</b>	Passengers in wheelchairs (advise when booking) can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided.
<b>travel vouchers:</b>	Accepted.

## Rowlands Castle Good Neighbours

<b>telephone:</b>	08455 196641
<b>booking hours:</b>	Unrestricted: answerphone available.
<b>area covered:</b>	Rowlands Castle and Finchdean.
<b>purpose:</b>	Mainly medical appointments (hospital, doctors, dentists and opticians), however all other journeys are considered.
<b>excluded journeys:</b>	At the discretion of the co-ordinator.
<b>eligibility:</b>	Residents of the area covered.
<b>notice required:</b>	48 hours.
<b>wheelchair access:</b>	Passengers in wheelchairs can sometimes be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car unaided. Escorts can be provided.
<b>travel vouchers:</b>	Not accepted.



## 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 East Hampshire 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 57 for details.

## 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.

## 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 30 - 40. Some of these organisations may only provide transport for hospital visiting (contributions are optional).

services available



## Help With Transport to Hospital

(continued)

- 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 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 left handside. Once you have found your local hospital, enter your postcode in the "plan your route" box on the right hand side of the web page.

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



## Shopmobility

### Petersfield Shopmobility

Shopmobility in Petersfield is operated by South Downs Association Of Disabled People. The service operates from the Central Car Park in Petersfield, Monday to Friday 10am – 4pm. The cost for hiring equipment is as follows:

Members (£5 annual membership fee, payable in advance by those wishing to hire. First day's hire is included in the fee). Thereafter, £3 per day for scooters, or £20 per week for longer term hire, and £2 per day, or £10 per week for longer term hire for manual wheelchairs and 3 or 4 wheeled walkers.

For more information please contact:

Petersfield Shopmobility  
SDADP  
Central Car Park  
Park Road  
Petersfield  
Hampshire  
GU32 3DL

**Telephone:** 01730 710474  
**Email:** sdadp@aol.com

services available



# Help with travel costs

## Concessionary travel

If you are a permanent resident in Hampshire, and are of 'eligible age' or meet the disability eligibility criteria and are over the age of five, you are entitled to free off-peak bus travel anywhere in England as well as some additional travel benefits in Hampshire.

### Older persons bus pass

Residents of 'eligible age' will be entitled to free bus travel from 9.00am to 11pm Monday to Friday, and at any time on weekends and public holidays, on eligible services throughout Hampshire as well as half fare travel on some special services, such as Call and Go or Dial a Ride. From 9.30am you are entitled to the above benefits as well as free off-peak bus travel anywhere in England.

#### What is the 'eligible age'?

- If you were born before 6 April 1950, you are eligible from your 60th birthday.
- If you were born after 6 April 1950 the eligible age for both women and men is the state pensionable age of a women.

[You can check your state pensionable age, using State Pension age calculator on [www.hants.gov.uk/concessionary-travel](http://www.hants.gov.uk/concessionary-travel)]

### Disabled persons bus pass, companion pass, travel vouchers

Those over five years old, who meet the criteria for a disabled bus pass, will be eligible for free all day travel throughout Hampshire only as well as half fare travel on certain special services, such as Call and Go or Dial a Ride. From 9.30am you are entitled to off-peak bus travel anywhere in England.

You may also be entitled to a companion pass for local bus travel if your disability is so severe that you are unable to travel alone.

Those who meet the criteria for a disabled persons pass also have the alternative option of travel vouchers (to the value of £32 per person per



## Concessionary travel (Continued)

year) for use on Dial a Ride, Hackney Carriage and Private Hire services and County Council approved voluntary car schemes.

### Further information

For further information on concessionary travel, to find out if you qualify, or for an application form, please contact the Concessionary Fares Team at Hampshire County Council:

### Concessionary Fares Team

Passenger Transport Group  
Hampshire County Council  
Elizabeth II Court  
The Castle  
Winchester SO23 8UD

## 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 £26 and is valid for one year. Application forms are available from your local rail station or online.

**Telephone:** 08457 484950

**Website:** [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)

### Disabled Person's Railcard

A Disabled Person's Railcard cost £20 and is valid for one year. Alternatively, you can buy a Railcard that lasts for three years at a cost of £54. It entitles you to a third off the price of most advanced, off-peak and anytime 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: Disabled Person's Railcard, PO Box 163, Newcastle Upon Tyne, NE12 8WX Cheques made payable to 'RSP Ltd (DPRC)'.

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:

- First Class/Standard Anytime Singles or Returns 34% off.
- First Class/Standard Anytime Day Single 34% off.
- First Class/Standard Anytime Day Return 50% off.

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:

- First Class/Standard Anytime Singles or Returns 34% off.
- First Class/Standard Anytime Day Single 34% off.
- First Class/Standard Anytime Day Return 50% off.

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:** 02084 263110

**Textphone:** 02084 263133

**Website:** [www.direct.gov.uk](http://www.direct.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 you are any of the following:

- War Pensioner, and your treatment is for your accepted disablement.
- you, your partner or dependent children are receiving:
  - Income Support;
  - Income based Job Seekers Allowance;
  - Child Tax Credit and named on a NHS Tax Credit Exemption Certificate;
  - Working Tax Credit and named on a NHS Tax Credit Exemption Certificate;
  - Pension Credit Guarantee Credit.
- a named person on an HC2 certificate, and partial help if you are named 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.



## NHS hospital travel costs (Continued)

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 from hospitals, post offices and pharmacies.

Alternatively, contact:

Department of Health Publications

PO Box 777

London SE1 6XH

**Telephone:** 03001 231002

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.

help with travel costs



# 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](http://www.theaa.com)

The AA offer a discounted rate to Blue Badge holders – call **08004 44999** for further information.

AA members can receive free information on a range of disability related subjects including route request and car adaptation. In addition, members can obtain a free copy of the 'AA Disabled Traveller's Guide' which contains information on insurance, driving tests and motoring. For further details contact 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 such as 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 works 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:** 08001 696565

**Website:** [www.ace.org.uk](http://www.ace.org.uk)  
[www.ageuk.org.uk](http://www.ageuk.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 448011

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

**Email:** [dptac@dft.gsi.gov.uk](mailto:dptac@dft.gsi.gov.uk)

## 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 142 North Wing

**Telephone:** 02087 457495

Terminal 3

**Fax:** 02087 454161

Heathrow Airport

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

Heathrow TW6 1BZ

**Website:** [www.heathrowtravelcare.co.uk](http://www.heathrowtravelcare.co.uk)

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 bought for £3.50 (providing you supply a written declaration of your disability) and a guide to the location of more than 8000 accessible public toilets costs £12.50. 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. 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 UK 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

**Fax:** 01539 735567

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

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



## 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:** 08432 221234 (24 hrs a day)

**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

Disabled Persons Transport Advisory Committee (DPTAC) has 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)

**Email:** [dptac@dft.gsi.gov.uk](mailto:dptac@dft.gsi.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
- 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).

## Getting About Guides

The Hampshire County Council Collection of district 'Getting About Guides' are available for viewing or download from our website address: [www.hants.gov.uk/passengertransport/ptgpublications.htm](http://www.hants.gov.uk/passengertransport/ptgpublications.htm)

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

## Public Transport Maps

The maps give details of all bus, trains 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
- 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.
- If only I'd known That A Year Ago 2008.

For further information or to purchase one of the above guides contact RADAR. (see page 53)

## 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
Unit G03	<b>Textphone:</b>	02074 272469
Wenlock Business Centre	<b>Website:</b>	<a href="http://www.ricability.org.uk">www.ricability.org.uk</a>
50-52 Wharf Road		
London		
N1 7EU		



## 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 for 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:** 08432 221234

**Textphone:** 02079 183015

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

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).



# Other publications available from Hampshire County Council

## Minibus Register



Contains details of minibuses in Hampshire available for hire.

## Bus and Train Travel Guide



These booklets detail 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)



**Hampshire**  
County Council

Printed on recycled paper

June 2011