

March  
2010

# Getting About Guide

## Fareham & Gosport



Travel information for older  
and disabled people

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



Hampshire  
County Council

# Getting About Guide

**2010 edition**

Compiled by:  
Passenger Transport Group  
Environment Department  
Hampshire County Council  
The Castle, Winchester  
Hampshire SO23 8UD

**contact**

Telephone: 01962 847042  
Fax: 01962 845781  
Text phone: 0845 603 5625  
E-mail: [communitytransport@hants.gov.uk](mailto:communitytransport@hants.gov.uk)

Designed by Printwise of Lymington  
Printed by Hampshire Printing Services  
Copyright © Hampshire County Council

All rights reserved. No part of this book may be reproduced, stored in a retrieval system or transmitted, in any form or by whatever means, without the prior permission of the publisher, nor be otherwise circulated in any form of binding or cover other than that in which it is publicised and without a similar condition including this condition being imposed on the subsequent purchaser.



**Fareham & Gosport**

# How to use this guide

This guide aims to help older and disabled people use the transport services available in Fareham and Gosport 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, on audio cassette/CD and in Braille**



# Contents

Page no.

How to use this guide	1
-----------------------	---

## Transport services available

Travelling by bus	3
Travelling by train	4
Travelling by taxi	10
Travelling by coach	11
Travelling by plane	12
Travelling by ferry	16
Travelling by car	21
Travelling by Dial a Ride	26
Voluntary organisations providing individual transport	27
Minibuses	31
Adult Services and Children's Services transport	31
Help with transport to hospital	31
Shopmobility	32

## Help with travel costs

Concessionary travel	34
Train travel discounts	35
Discount Coach Card	38
Access to work	38
NHS hospital travel costs	38

## Advice and information

Organisations that can advise you	40
Useful publications	45



# Transport services available

## Travelling by bus

Buses in Fareham and Gosport 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 on 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 34 for further information.

You can buy a Solent Travel Card from any bus driver and use it across South Hampshire. It costs £6.50 a day or £25 a week. You can use it on as many bus routes as you want, at any time. For more information visit the website: [www.solent-travelcard.org.uk](http://www.solent-travelcard.org.uk)

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 0871 200 22 33. 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 45 for further information. Alternatively, you can get timetable information from the bus companies operating in Fareham & Gosport detailed below.

**First** Portsmouth 023 9286 2412  
Website: [www.firstgroup.com](http://www.firstgroup.com)

**Stagecoach in Hampshire** Local Info 0845 121 0180  
Website: [www.stagecoachbus.com](http://www.stagecoachbus.com)



## Travelling by train

If you are a wheelchair user or need assistance when travelling by train, you should plan and book your travel assistance 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 and around Fareham 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 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 page 35 for further information.



## South West Trains Assisted Travel:

**Telephone:** 0800 528 2100 **Textphone:** 0800 692 0792

Online assisted travel booking form:

[www.southwesttrains.co.uk/assisted-travel-form.aspx](http://www.southwesttrains.co.uk/assisted-travel-form.aspx)

## National Rail Enquiries:

**Telephone:** 08457 48 49 50 **Textphone:** 0845 60 50 600

**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 some stations including Fareham and Gosport are provided on the following pages.

**Where platforms are accessible ‘by arrangement’, you should phone the South West Trains’ Assisted Travel Line on 0800 528 2100. They can ensure that arrangements are made for you.**



## Chichester Station

<b>location:</b>	Southgate, Chichester
<b>wheelchair access:</b>	Step free access to whole station
<b>disabled parking:</b>	3 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

## Eastleigh Station

<b>location:</b>	Southampton Road, Eastleigh
<b>wheelchair access:</b>	Step free access to whole 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

## Fareham Station

<b>location:</b>	Station Approach, Fareham
<b>wheelchair access:</b>	Step free access to platforms 2 and 3 is via a barrow-crossing that can be only used with staff assistance.
<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

## Fratton Station

<b>location:</b>	Selbourne Terrace, Fratton
<b>wheelchair access:</b>	Step free access to Platform 1 only (Towards London, Brighton and Havant). Fratton station is unsuitable for wheelchair users wanting to board/alight from services going towards Portsmouth.



## Fratton Station (continued)

<b>disabled parking:</b>	1 space
<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

## Havant Station

<b>location:</b>	North Street, Havant
<b>wheelchair access:</b>	Step free access to whole 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

## 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

## Portchester Station

<b>location:</b>	Station Road, Portchester
<b>wheelchair access:</b>	Step free access to whole station
<b>disabled parking:</b>	No
<b>parking charge:</b>	No parking available



## Portchester Station (continued)

<b>toilets:</b>	None
<b>waiting rooms:</b>	No
<b>hearing loop:</b>	Yes

## Portsmouth Harbour Station

<b>location:</b>	The Hard Interchange, Portsmouth
<b>wheelchair access:</b>	Step free access to whole station
<b>disabled parking:</b>	No
<b>parking charge:</b>	No parking available
<b>toilets:</b>	Yes and wheelchair accessible toilets
<b>waiting rooms:</b>	No
<b>hearing loop:</b>	Yes

## Portsmouth & Southsea Station

<b>location:</b>	Commercial Road, Portsmouth
<b>wheelchair access:</b>	Step free access to whole station
<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 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



## Southampton Airport (Parkway) Station

<b>location:</b>	Wide Lane, Southampton
<b>wheelchair access:</b>	Step free access to whole station. There is level access to platform 1 (for trains to Basingstoke, Woking and London Waterloo) Interchange – Lift access between platform 1 – 2, or via the footbridge. The lift is operational only when the station is staffed. After this time wheelchair users can use the road access bridge, duration 20 minutes.
<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

## Swanwick Station

<b>location:</b>	Botley Road, Swanwick
<b>wheelchair access:</b>	Swanwick is inaccessible to wheelchair users, customers are advised to use Fareham.
<b>disabled parking:</b>	1 space
<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

## Winchester Station

<b>location:</b>	Station Hill, Winchester
<b>wheelchair access:</b>	Level access to both platforms (not via subway) Transfer between 1 and 2 requires a lengthy journey and crossing a busy road
<b>disabled parking:</b>	7 spaces
<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



## Woking Station

<b>location:</b>	Station Approach, Woking
<b>wheelchair access:</b>	Step free access to whole station
<b>disabled parking:</b>	6 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

## 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 tokens, 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.

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

### Fareham

**A to B Taxi** – 01329 825 825  
Two wheelchair accessible vehicles

**FareCars** – 01329 53 53 53  
One wheelchair accessible vehicle

**Radio Taxis** – 01329 282 282  
Six wheelchair accessible vehicles

### Gosport

**Seven Ten Five Hundred** – 02392 7 10 500  
15 wheelchair accessible vehicles

**Streamline** – 02392 522 222  
Four wheelchair accessible vehicle



## Travelling by coach

### National Express:

Telephone: 08717 81 81 81 Website: [www.nationalexpress.com](http://www.nationalexpress.com)

### National Express Disabled Persons' Travel Helpline:

Telephone: 08717 81 81 79 Textphone: 0121 455 0086

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

National Express operates long-distance coach journeys throughout the country. They are happy to assist anyone with a mobility problem, 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 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.



## 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 13 for details.

Information on Southampton International Airport is given over the page.



## Southampton International Airport

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

**telephone:** 0844 481 7777

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

**getting there:** **by bus** - contact Traveline on 0871 200 2233 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 **023 8062 7100** to pre-book or book online at [www.checkerscars.com](http://www.checkerscars.com)

**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 **0870 850 2825** 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) train station is about 100 yards from the terminal. There is level access from Southampton Airport to Platform 2 (for trains to Southampton Central and Bournemouth). There is lift access between platform 1 – 2, or via the footbridge. The lift is operational only when the station is staffed, after this time wheelchair users can use the road access bridge, which will take 20 minutes.

## Other airports in southern England

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

- **Bournemouth** Switchboard 01202 364000  
[www.bournemouthairport.com](http://www.bournemouthairport.com)
- **Gatwick** Information desk 0844 335 1802  
[www.gatwickairport.com](http://www.gatwickairport.com)
- **Heathrow** Switchboard 0844 335 1801  
[www.heathrowairport.com](http://www.heathrowairport.com)



## 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>	0871 244 1402 <b>textphone:</b> 0871 244 0425
<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, Portsmouth, PO2 8SP (follow local signs)

**route:** Portsmouth to Guernsey, Jersey and Cherbourg

**telephone:** 0845 609 1024

**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 645 645

**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.



## 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:** 0844 844 9988
- 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:** 0871 376 1000\*
- \* 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 0871 376 1000\***

## Local ferries

### Gosport - Portsmouth

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

**telephone:** 023 9252 4551

**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:** 023 8045 4512 or 07720438402

**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:** 023 9281 1000

**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 crafts 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

### 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 services 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 £8 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:** 0845 900 1234

**Textphone:** 020 7649 9123

**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 8ZB  
**Telephone:** 0845 603 5633

Although many car parks don't charge blue badge holders, this is not the case in every car park. Please check the signs in a car park to find out if this concession applies or not.

The Directgov website has an interactive Blue Badge map available online, to find Blue Badge parking bays, local council parking rules, accessible public toilets, train stations and shopmobility centres.

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

A similar map is available for your mobile phone. To use the map on your mobile, you need a mobile phone with which you can access the internet. Text **BLUE** to **83377**. All you pay is the price of a normal text message. You will get two messages:

- one message is a confirmation that your text was received
- the other message has a link to the Blue Badge map service together with brief instructions on how to use it.

Follow the instructions to find Blue Badge parking bays, accessible toilets, petrol stations and local council parking rules.



## 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 846100

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

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



## 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 an 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.

## Fareham & Gosport Dial a Ride

<b>operates:</b>	Monday to Friday 8.30am - 4pm
<b>servicing:</b>	Fareham and Gosport boroughs
<b>journeys to:</b>	Anywhere in the Fareham and Gosport boroughs
<b>booking hours:</b>	Monday to Friday 8.30am - 4pm
<b>telephone:</b>	01329 223151
<b>notice required:</b>	Up to 5 working days
<b>operated by:</b>	Fareham Community Action



## Voluntary organisations providing individual transport

A network of voluntary organisations in Fareham and Gosport 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:** 01962 891674

**or write to:** Red Cross House, Winnall Close, Winnall SO230LB

### Fareham Community Action - Voluntary Car Scheme

<b>telephone:</b>	01329 223140
<b>booking hours:</b>	Monday to Friday 9am – 5pm
<b>servng:</b>	Residents of Fareham
<b>purpose:</b>	All journeys
<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>	Travel tokens accepted



## Gosport Voluntary Action - Driving Force Service

<b>operates:</b>	Monday to Thursday 10am to 3pm
<b>telephone:</b>	02392 604688
<b>booking hours:</b>	Monday to Thursday 10am to 3pm
<b>servicing:</b>	Residents of Gosport
<b>purpose:</b>	Medical appointments, visiting, social journeys
<b>excluded journeys:</b>	At the discretion of the co-ordinator
<b>eligibility:</b>	People who are disabled, elderly or infirm, living inside Gosport.
<b>notice required:</b>	As much notice as possible
<b>note:</b>	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car.

## Voluntary Care Groups

A network of Voluntary Care Groups operates throughout Fareham and Gosport. 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. The Good Neighbours Support Service can inform you of the other services that some groups provide.

**Telephone:** 02392 899671    **Website:** [www.goodneighbourhampshire.org](http://www.goodneighbourhampshire.org)

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



## Lee on the Solent Voluntary Care Group

<b>telephone:</b>	02392 554607 or 02392 551041
<b>booking hours:</b>	No specific booking hours
<b>area covered:</b>	Lee on the Solent
<b>purpose:</b>	Medical appointments including journeys to GP surgeries, Hospitals, Dentists, etc.
<b>excluded journeys:</b>	At the discretion of the co-ordinator
<b>eligibility:</b>	Any needy resident of Lee on the Solent
<b>notice required:</b>	1 weeks notice ideally
<b>note:</b>	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car. Standard charge per mile

## Locks Heath Communicare

<b>telephone:</b>	01489 600749 or 01489 579435
<b>booking hours:</b>	Any time
<b>area covered:</b>	Locks Heath, Titchfield Common, Warsash, Swanwick, Parkgate and Whiteley
<b>purpose:</b>	Medical appointments, local shopping and luncheon clubs
<b>excluded journeys:</b>	At the discretion of the co-ordinator
<b>eligibility:</b>	Any needy person living in the area covered
<b>notice required:</b>	3 days
<b>note:</b>	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car. Travel vouchers not accepted. Charges apply.



## Portchester Community Care Group

<b>telephone:</b>	02392 321788
<b>booking hours:</b>	Monday to Friday 9am to 4pm
<b>area covered:</b>	Portchester, Fareham
<b>purpose:</b>	Medical appointments, Hospital transport and shopping
<b>excluded journeys:</b>	At the discretion of the co-ordinator
<b>eligibility:</b>	Any needy person in the Portchester area
<b>notice required:</b>	2 - 3 days
<b>note:</b>	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchair into a car. Travel vouchers are accepted.

## Stubbington and Hill Head Voluntary Care Group

<b>telephone:</b>	01329 663636 or 02392 550331
<b>booking hours:</b>	Monday to Friday 9am - 6pm
<b>area covered:</b>	Medical appointments in Fareham, Gosport, Portsmouth and Southampton
<b>purpose:</b>	Transport to medical appointments, visiting and shopping
<b>excluded journeys:</b>	At the discretion of the co-ordinator
<b>eligibility:</b>	Any needy person in Stubbington and Hill Head
<b>notice required:</b>	1 week (if possible)
<b>note:</b>	Journey donation (per mile) is requested to cover petrol. Policy is not to carry wheelchairs. We can take clients who can walk to car and then use a hospital wheelchair, or organise a hospital porter. Travel Vouchers 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 Fareham and Gosport 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 47 for details.

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

## 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 26-30. 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 38-39 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.

## Shopmobility

### Fareham Shopmobility

Shopmobility in Fareham is operated by Fareham Community Action and is open Monday to Saturday 9am - 4.30pm. The cost for hiring equipment is as follows:

- Non members: £3 per trip powered equipment / £1.50 manual wheelchairs
- Member (£5 membership fee): £2 per trip powered equipment

Equipment hire is also available from the bus station Monday to Friday 9am - 3.30pm. However this service is only available to members or those that have used the service before.



For further information please contact.

Fareham Shopmobility  
Multi-Storey Car Park  
Osborn Road  
Fareham  
Hampshire  
PO16 7DN

**Telephone:** 01329 282929

**Email:** shopmobility@farehamaction.org.uk

## Gosport Shopmobility

Gosport Shopmobility is operated by Gosport Voluntary Action and is open 9am - 3.30pm Tuesdays, Fridays and Saturdays.

Saturdays are by appointment only, you will need to give at least 24 hours notice.

The cost for hiring equipment is as follows:

- Non members: £3 per session
- Member (£5 membership fee): £2 per session

Gosport Shopmobility is operated from Gosport Bus Station which is adjacent to the Gosport ferry terminal.

For further information please contact.

Gosport Shopmobility  
Bus Station  
South Street  
Gosport  
Hampshire  
PO12 1ET

**Telephone:** 023 9250 2692

**Email:** mail@gva.org.uk



# Help with travel costs

## Concessionary travel

### Fareham

If you are a permanent resident in the Fareham borough council area, you may qualify for the National Free Travel Bus Pass. It is available, free of charge to those residents 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.

The council offer the alternative of Travel Tokens to those residents who meet the disabled criteria. The Travel Tokens can be used in Fareham licensed taxis or on the Dial a Ride service operated by Fareham Community Action.

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

Concessionary Fares  
Director of Finance and Resources  
Fareham Borough Council  
Civic Centre  
Civic Way  
Fareham  
PO16 7AZ

**Telephone:** 01329 236100  
**Textphone:** 01329 824814  
**Email:** [travelconcessions@fareham.gov.uk](mailto:travelconcessions@fareham.gov.uk)  
**Website:** [www.fareham.gov.uk](http://www.fareham.gov.uk)



## Gosport

If you are a permanent resident in the Gosport borough council area, you may qualify for the National Free Travel Bus Pass. It is available, free of charge to those residents 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.

The council offer the alternative of Travel Tokens to those residents who meet the disabled criteria. The Travel Tokens can be used in Gosport licensed taxis.

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

Concessionary Travel  
Gosport Borough Council  
Town Hall  
High Street  
Gosport  
PO12 1EB

**Telephone:** 02392 545385  
**Textphone:** 01329 824814  
**Email:** sue.wesley@gosport.gov.uk  
**Website:** www.gosport.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 48 49 50

**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:** 0845 605 0525  
**Textphone:** 0845 601 0132  
**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 'cheap day returns' 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 81 81 78

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

National Express Disabled Persons' Travel Helpline:

**Telephone:** 08717 81 81 79

**Textphone:** 0121 455 0086

## 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 364 750

**Textphone:** 01273 364 782

**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 a HC5 form, 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 555 455

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:** 0800 26 20 50  
**Disability Helpline textphone:** 0800 328 2810  
**Website:** [www.theaa.com](http://www.theaa.com)

The AA offer a discounted rate to Blue Badge holders – call **0800 444 999** 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 Disabled 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 **Telephone:** 0800 328 7154  
1 St. Cross Road **Website:** [www.ace.org.uk](http://www.ace.org.uk)  
Winchester [www.ageconcernhampshire.org.uk](http://www.ageconcernhampshire.org.uk)  
Hants SO23 9JA



## 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:** 020 7944 8012

**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:** 020 8745 7495

**Minicom:** 020 8745 7565

**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 and £2.50 to non-members.

Annual membership costs £16. For further information contact:

Mobilise Organisation  
National Headquarters  
Ashwellthorpe  
Norwich  
NR16 1EX

**Telephone:** 01508 489 449  
**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:** 0845 456 4566  
**Textphone:** 0845 675 0009  
**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 (providing you supply a written declaration of your disability) and a guide to the location of more than 7,000 accessible public toilets costs £6.99. 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:** 020 7250 3222  
**Textphone:** 020 7250 4119  
**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:** 0845 124 9971  
**Textphone:** 0845 124 9976  
**Fax:** 01539 735567  
**Email:** info@tourismforall.org.uk  
**Website:** www.tourismforall.org.uk

For access advice please telephone: 0845 124 9974



## 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:** 020 7222 1234

**Textphone:** 020 7918 3015

**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:** 0871 200 22 33

**Textphone:** 0870 241 22 16

**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)

21/23 Great Minster House

76 Marsham Street

London SW1P 4DR

**Telephone:** 020 7944 8011

**Textphone:** 020 7944 3277

**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

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
- Rushmoor & 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 / Hedge End / Fareham / Gosport
- 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 2009
- Holidays in Britain & Ireland 2009
- National Key Scheme Guide 2009 – Accessible Toilets for Disabled People
- There & Back 2008/09

For further information or to purchase one of the above guides contact RADAR (see page 42 - 43)



## 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>	020 7427 2460
30 Angel Gate	<b>Textphone:</b>	020 7427 2469
City Road	<b>Website:</b>	<a href="http://www.ricability.org.uk">www.ricability.org.uk</a>
London	<b>Email:</b>	<a href="mailto:mail@ricability.org.uk">mail@ricability.org.uk</a>
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:** 020 7222 1234

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



## Notes



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 to hire.



## 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



## A Guide to Bus, Train and Ferry Services in Hampshire

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**



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, 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

March 2010