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2011

Getting About Guide

New Forest



Travel information for older
and disabled people

www.hants.gov.uk/passengertransport



Hampshire
County Council

Getting About Guide

2011 edition

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How to use this guide

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

The guide is in three sections:

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

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

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

We hope this guide will help you to get about!

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



www.hants.gov.uk/passengertransport

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Transport services available

Travelling by bus

Buses in the New Forest 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 40 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 or ring 0871 200 22 33. Calls cost 10p per minute plus network charges.

You can find details of bus routes and frequencies in Hampshire County Council's 'Bus and Train Travel Guides' see page 51 for further information. Alternatively, you can get timetable information from the bus companies operating in the New Forest detailed below.

Cango, Hampshire County Council's bookable bus service, operates in certain parts of the New Forest. See page 27 for more information about this service.

Bluestar	Eastleigh	01983 827005
First	Southampton	023 8022 4854
Wilts & Dorset	I.O.W.	01983 827005
Black Velvet Travel	Eastleigh	023 8061 2288

Services available



www.hants.gov.uk/passengertransport

Damory Coaches	Blandford	01258 452545
Herrington Coaches	Fordingbridge	01425 652842
Nordcat	Sturminster Newton	01258 472164
Shaftesbury & District	Shaftesbury	01747 854359
Transdev Yellow Buses	Bournemouth	01202 636000

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 the New Forest 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 41 for further information.

South West Trains Assisted Travel:

Telephone: 0800 528 2100 Textphone: 0800 692 0792
Website: www.southwesttrains.co.uk

National Rail Enquiries:

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

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 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 above.

Stations

Details of access to each station in the New Forest area, 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 0800 528 2100. They can ensure that arrangements are made for you.



Ashurst (New Forest) Station (ANF)

location:	Lyndhurst Road, Nr A35.
wheelchair access:	Step free access to platform one and two.
disabled parking:	1 space
parking charge:	Free
toilets:	None
waiting rooms:	None
hearing loop:	No

Beaulieu Road Station (BEU)

location:	Beaulieu Road - Lyndhurst.
wheelchair access:	Level access to platform two only.
disabled parking:	None
parking charge:	None
toilets:	None
waiting room:	None
hearing loop:	No

Bournemouth Station (BMH)

location:	Holdenhurst Road, Bournemouth.
wheelchair access:	Step free access to whole station.
disabled parking:	4 spaces
parking charge:	Charges apply.
toilets:	Yes and wheelchair accessible toilet.
waiting rooms:	Yes
hearing loop:	Yes

services available



Brockenhurst Station (BCU)

location:	A337 Station Approach, Brockenhurst.
wheelchair access:	Step free access to every platform via a barrow crossing (traverser to platform One).
disabled parking:	10 spaces
parking charge:	Charges apply.
toilets:	Yes and wheelchair accessible toilet.
waiting rooms:	Yes
hearing loop:	Yes

Christchurch Station (CHR)

location:	Stour Road, Christchurch.
wheelchair access:	There is step free access to platform One and Two. Interchange is via a footbridge.
disabled parking:	None
toilets:	Yes, but no wheelchair accessible toilets.
waiting rooms:	Yes
hearing loop:	Yes

Hinton Admiral Station (HNA)

location:	Station Road,/Hinton Wood Avenue, Hinton.
wheelchair access:	Step free access to all parts of the station.
disabled parking:	2 spaces
parking charge:	Free to rail users (charges apply for non-rail users).
toilets:	Yes, but no wheelchair accessible toilets.
waiting rooms:	Yes
hearing loop:	Yes



London Waterloo (WAT)

location:	Waterloo Road, London SE1.
wheelchair access:	Suitable for disabled passengers. Lifts or level access to all platforms.
disabled parking:	2 spaces
parking charge:	Charges apply.
toilets:	Wheelchair accessible toilets are situated between exit 5 Waterloo Bridge and exit 4 Tenison Way, opposite platforms 16 & 17, & for RADAR key holders there is an additional facility on Cab Road through exit 3 on the left.
waiting rooms:	Large undercover area specified.
hearing loop:	Yes

Lymington Pier Station (LYP)

location:	Lymington Pier, Lymington.
wheelchair access:	Step free access to whole station.
disabled parking:	None
toilets:	None
waiting rooms:	None
hearing loop:	No

Lymington Town Station (LYT)

location:	Mill Lane, Lymington.
wheelchair access:	Step free access to whole station.
disabled parking:	1 space
parking charge:	Free to rail users (charges apply to non-rail users).
toilets:	Yes but no wheelchair accessible toilets.
waiting rooms:	Yes
hearing loop:	Yes

Services available



New Milton Station (NWM)

location:	Station Road, New Milton.
wheelchair access:	Step free access to each platform.
disabled parking:	3 spaces
parking charge:	Charges apply.
toilets:	Yes but no wheelchair accessible toilets.
waiting rooms:	Yes
hearing loop:	Yes

Southampton Airport (Parkway) (SOA)

location:	Wide Lane, Southampton.
wheelchair access:	There is level access to both sides of the station. Access to the Southampton bound platform is with staff assistance. The interchange is via the road or a 20 minute walk. There is level access to Southampton Airport from the Southampton bound platform.
disabled parking:	9 spaces
parking charge:	Charges apply.
toilets:	Yes and wheelchair accessible toilets.
waiting room:	Yes
hearing loop:	No

Southampton Central Station (SOU)

location:	Blechynden Terrace, Southampton.
wheelchair access:	Level access or lifts to all platforms.
disabled parking:	3 spaces
parking charge:	Charges apply.
toilets:	Yes and wheelchair accessible toilets.
waiting rooms:	Platforms One, Four and Five.
hearing loop:	Yes



Sway Station (SWY)

location:	Station Road, Sway.
wheelchair access:	Step free access to both platforms but no interchange.
disabled parking:	2 spaces
parking charge:	Free to rail users (charges apply to non-rail users).
toilets:	Yes, but no wheelchair accessible toilets.
waiting rooms:	Yes
hearing loop:	Yes

Totton Station (TTN)

location:	Station Road North, Totton.
wheelchair access:	Inaccessible to wheelchair users, customers are advised to travel via Ashurst.
disabled parking:	1 space
parking charge:	Charges apply.
toilets:	None
waiting rooms:	Yes
hearing loop:	Yes

Winchester Station (WIN)

location:	Station Hill, Winchester.
wheelchair access:	Level access to both platforms (not via subway).
disabled parking:	6 spaces
parking charge:	Charges apply.
toilets:	Yes and wheelchair accessible toilets.
waiting rooms:	Waiting area northbound platform, foyer southern side.
hearing loop:	Yes

Services available



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 chain 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.

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

Apollo Private Hire – Ringwood One wheelchair accessible vehicle.	01425 475078
Ashurst Taxis	023 8029 3399
B & S Taxis – Southampton	023 8078 9898
Castle Cars – Ringwood One wheelchair accessible vehicle (2 x Wheelchairs).	01425 480360
Galleon Taxis – New Milton	01425 622222
Gemini Travel Southampton Ltd – Marchwood Several wheelchair accessible vehicles.	023 80 660066
Lymington Taxis	01590 670670
Lyndhurst Private Hire	07711 795711
Marchwood Motorways/Waterside Taxis – Totton Five wheelchair accessible vehicles.	023 80 842134
New Forest & Hayter Taxis Ltd – Brockenhurst One wheelchair accessible vehicle.	01590 624242
New Forest Travel – Lymington Five wheelchair accessible vehicles.	01425 402412
Z Cars (New Forest) – Totton Six wheelchair accessible vehicles.	07901 884162
Zodiac Travel Ltd – Brockenhurst Four wheelchair accessible vehicles.	01590 624337



Travelling by coach

National Express:

Telephone: 08717 818178 Website: www.nationalexpress.com

National Express Disabled Persons' Travel Helpline:

Telephone: 08717 818179 Textphone: 01214 550086

Email: 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 to wheelchairs. If you use a manual wheelchair and can transfer to a seat, your wheelchair will be carried free of charge. Some small mobility scooters and powered wheelchairs can be carried subject to suitability. Customers will be advised of suitability at the time of booking. Customers wishing to travel in their wheelchairs should call the Disabled Persons' Travel Helpline to ensure that the driver is fully aware of when you are travelling.

Guide dogs and hearing dogs are carried free of charge on all coach services.

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

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

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

Services available



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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 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 47 for details.

Information on Southampton International Airport is given over the page.



Southampton International Airport

location: Wide Lane, Southampton, SO18 2NL.

telephone: 08444 817777

website: www.southamptonairport.com

getting there: By bus – contact Traveline on 08712 002233 or visit the website 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.

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.

Services available



www.hants.gov.uk/passengertransport

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 on following pages.



Brittany Ferries

- location:** Continental Ferry Port, Portsmouth. (follow local road signs)
- route:** Portsmouth to Caen, St Malo and Cherbourg.
- telephone:** 08712 440744 **textphone:** 08703 330425
- website:** www.brittany-ferries.co.uk
- comment:** 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.
- 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.

Services available

Condor Ferries

- location:** Continental Ferry Port, George Byng Way, Portsmouth, PO2 8SP.
- route:** Portsmouth to Guernsey, Jersey and Cherbourg.
- telephone:** 08456 091024
- website:** www.condorferries.co.uk
- 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.



www.hants.gov.uk/passengertransport

P&O Ferries

location:	Continental Ferry Port, Portsmouth. (follow local road signs)
route:	Portsmouth to Bilbao.
telephone:	08716 642121
website:	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:	Red Jet Hi-Speed Foot Passenger Service - Town Quay, Southampton, SO14 2AQ. Passenger Vehicle Ferry Service - Southampton, Terminal 1, Dock Gate 7 off Town Quay Road, SO14 2AR.
route:	Southampton to West Cowes (foot passenger service). Southampton to East Cowes (passenger vehicle ferry service).
telephone:	08448 449988
website:	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.



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
- 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.

Services available



www.hants.gov.uk/passengertransport

Local ferries

Gosport – Portsmouth

- operator:** Gosport Ferry Ltd, South Street, Gosport PO12 1EP.
- telephone:** 02392 524551
- website:** 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.

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
- 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
- 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.

Services available

Travelling By hovercraft

Southsea - Ryde, Isle of Wight

- operator:** Hovertravel
- telephone:** 02392 811000
- website:** 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)



www.hants.gov.uk/passengertransport

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 is accessible 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 9 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 are 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 marked spaces.



Rownhams Service Area, M27 (Continued)

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

Sutton Scotney Services, A34 (Welcome Break)

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

Winchester Service Station, M3

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

London Congestion Charging

The congestion charge is currently £10 and applies to vehicles travelling inside the designated area (not on the boundary) between the hours of 7am 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.

Services available



www.hants.gov.uk/passengertransport

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

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 Hampshire County Council have parking bays for the disabled, but having this badge does not guarantee free parking. For specific locations, contact Hampshire County Council on **08456 035633**.

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

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

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

It is not a test but an appraisal of general driving, which can be adapted to investigate a particular concern, help people return to driving, gain confidence or adapt to a new vehicle. Specially trained driving instructors deliver the appraisals from the person’s home, using their own car. Each person receives a full de-brief and a (confidential) written report detailing the findings of the assessment and the advice offered. The appraisal costs just £30 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

Services available



www.hants.gov.uk/passengertransport

‘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.

Services available

Lymington Cango - Service C32

operates:	Monday to Saturday except bank holidays
servicing:	Lymington, Sway, New Milton
booking hours:	Monday to Saturday
telephone:	0845 602 4135
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.



www.hants.gov.uk/passengertransport

Travelling by Call & Go

The Dial a Ride services in the New Forest have been incorporated into the new Call & Go services.

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

- Have a disability or a mobility or sensory impairment which makes using buses difficult.
- Live more than 400 metres from an available bus stop.
- Do not have access to a car when required and there is no bus service running when you need to travel.
- You are accompanying someone who meets the above criteria.

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

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

New Forest Call & Go

operates:	Weekdays
servicing:	Hythe, Holbury, Fawley, Marchwood, Blackfield, Totton, New Milton, Lymington, Sway, Milford-on-Sea, Lyndhurst, Brockenhurst, Fordingbridge & outlying villages.
journeys to:	Local towns
booking hours:	Monday to Friday 9am - 12pm
telephone:	0845 602 4326
notice required:	24 Hrs



Travelling by Taxishare

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

Fordingbridge Taxishare ('61/62')

operates:	Monday to Saturday.
serving:	Hyde, Frogham, Sandleheath, Woodgreen, Whitsbury, Breamore, Godshill, Parsonage Park, Rockbourne, Ashford, Damerham and Martin.
journeys to:	Fordingbridge Post Office.
booking hours:	Monday to Friday 10am – 4pm
telephone:	0845 602 4135
notice required:	One day.
note:	National Concessionary Bus Pass is accepted.

Fritham Taxishare ('31')

operates:	Tuesdays and Fridays.
serving:	Fritham, (part of) Nomansland, Bramshaw, Brook and Minstead.
journeys to:	Totton Shopping Precinct.
booking hours:	Monday to Friday 10am – 4pm
telephone:	0845 602 4135
notice required:	One day.
note:	National Concessionary Bus Pass is accepted.

Services available



Voluntary organisations providing individual transport

A number of voluntary organisations in the New Forest District 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		

Voluntary Care Groups

There are several voluntary groups in the New Forest District 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



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 care group in the New Forest area are listed below.

Bransgore Community Care Group

telephone:	01425 674065
booking hours:	Monday to Friday 9am - 5pm (Answerphone Available).
area covered:	Bransgore & surrounding local area.
purpose:	Medical/hospital appointments.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	People living in the area.
notice required:	24 hours
note:	Passengers in folding wheelchairs can be accommodated. Travel vouchers are accepted.

Services available

Brockenhurst Care Group

telephone:	0845 6435808 (ANS PHN)
booking hours:	Monday to Friday.
area covered:	Brockenhurst
purpose:	Medical appointments only.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Anyone in need in Brockenhurst.
notice required:	2 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.



www.hants.gov.uk/passengertransport

Burley Good Neighbours

telephone:	01425 403377 or 01425 403276
booking hours:	Anytime
area covered:	Burley
purpose:	Medical appointments, visiting friends in hospital
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Residents of Burley.
notice required:	3 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.

Burton & Winkton Care Group

telephone:	01202 484251
booking hours:	Monday to Friday 9am - 5pm. Answerphone available.
area covered:	Burton and Winkton.
purpose:	Medical appointments.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	All ages.
notice required:	3 - 4 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.

Fawley & District Voluntary Care Group

telephone:	02380 898756
booking hours:	By 8.15am otherwise answerphone available.
area covered:	Fawley, Lepe, Calshot, Blackfield, Langley, Holbury and Exbury.
purpose:	Shopping, medical/hospital appointments and hospital visiting.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Elderly, disabled and anyone in need.



Fawley & District Voluntary Care Group (Continued)

notice required:	As much notice as possible.
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car. Travel vouchers are available.

Hordle Voluntary Care Group

telephone:	01590 644124
booking hours:	Monday to Friday 9am - 5pm.
area covered:	Hordle, Everton and Tiptoe.
purpose:	Medical appointments.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Anyone needing transport.
notice required:	As much as possible.
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.

services available

Hythe & District Community Care Group

telephone:	02380 845788
booking hours:	Monday to Friday 9am - 11am.
area covered:	Hythe, Dibden, Dibden Purlieu, plus parts of Marchwood and Beaulieu.
purpose:	Medical appointments.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Elderly and disabled.
notice required:	2 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.



www.hants.gov.uk/passengertransport

Lymington Voluntary Care Group

telephone:	01590 679187
booking hours:	Monday to Friday 9am - 3pm.
area covered:	Lymington and district.
purpose:	Medical appointments, visiting patients in hospital.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Anyone in need in Lymington area.
notice required:	Preferably a week.
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.

Lyndhurst Neighbourcare

telephone:	0845 0945 818
booking hours:	24hr. Answerphone
area covered:	Lyndhurst, Minstead, Bank, Emery Down, Brook.
purpose:	Mainly medical appointments.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Anyone in need.
notice required:	2 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car (advise on booking).

Milford on Sea Community Care Group

telephone:	0845 6443628
booking hours:	8.30am to 6pm
area covered:	Milford on Sea, Everton, Keyhaven, Downton.
purpose:	Medical appointments.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Residents of Milford, Everton, Keyhaven, Downton.
notice required:	24 hours
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.



New Milton Neighbourcare

telephone:	01425 620430
booking hours:	Monday to Friday 9.00am - 12.30pm.
area covered:	Ashley, Bashley, New Milton, Barton-on-sea.
purpose:	Medical appointments, shopping, visiting to hospitals and nursing homes.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Anyone in need.
notice required:	2 days
note:	Passengers in wheelchairs can be accommodated if available drivers have suitable cars and that the wheelchair can fold and passengers can transfer from their wheelchair into a car.

Ringwood Good Neighbours

telephone:	07933 202112
booking hours:	Monday to Friday 10am - 12noon.
area covered:	Ringwood, Ashley Heath, St.Leonards, St Ives, Poulner.
purpose:	Medical and hospital appointments and visiting hospital.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Anyone in need.
notice required:	2 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.

Sway Welfare Aid Group

telephone:	01590 681500
booking hours:	Monday to Friday 9am - 5pm.
area covered:	Sway
purpose:	Medical and hospital appointments.
excluded journeys:	At the discretion of the co-ordinator.

Services available



www.hants.gov.uk/passengertransport

Sway Welfare Aid Group (continued)

eligibility:	Residents of Sway.
notice required:	7 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.

Totton Communicare

telephone:	023 8066 0200
booking hours:	Monday to Friday 10am - 12noon.
area covered:	Totton, Eling, Ashurst, Copythorne.
purpose:	Medical and hospital appointments.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Residents of Totton, Eling, Ashurst, Copythorne.
notice required:	2 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car. Travel vouchers are accepted.

Two Bridges Care Group

telephone:	0845 8385 902 Fordingbridge/Sandleheath Co-ordinator. 01425 654283 Godshill Co-ordinator.
booking hours:	Monday to Friday 9am to 5pm.
area covered:	Fordingbridge, Sandleheath, Godshill, Bickton and Burgate.
purpose:	Medical/dental appointments, shopping.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Anyone in need of transport.
notice required:	2 days
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car.



Western Downland Care Group

telephone:	01725 518350
booking hours:	Anytime
area covered:	Damerham, Martin, Rockbourne and Whitsbury.
purpose:	Medical appointments.
excluded journeys:	At the discretion of the co-ordinator.
eligibility:	Anyone in need.
notice required:	1 day
note:	Passengers in wheelchairs can be accommodated if wheelchairs can fold and passengers can transfer from their wheelchairs into a car. Travel vouchers are 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 the New Forest 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 53 for details.

Alternatively you can use the minibus search facility on our website - www.hants.gov.uk/passengertransport

Help With Transport to Hospital

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

- Could the journey be made by some form of public transport (taxi, train, bus), or with help from a relative or friend?
- If you cannot use public transport, then try contacting one of the voluntary organisations listed inside this guide – see pages 30-36. Some of these organisations may only provide transport for hospital visiting.

Services available



www.hants.gov.uk/passengertransport

- 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 44-45 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) 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.

Adult Services and Children's Services Transport (Social Services)

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

Shopmobility

Shopmobility in Southampton is operated by Southampton Voluntary Services and is open Monday to Saturday from 9.30am to 16.45pm. It hires out electric scooters, electric wheelchairs and manual wheelchairs on a daily basis. Manual Wheelchairs are also available for extended hire, for holidays etc. Shopmobility have their own fully accessible car park. Cost for hiring equipment is as follows:



- £4.00 daily hire for Non Members
- £3.00 daily hire for Members

(Membership £7.50 for one year, this is a 'Wessex' membership which entitles you to membership rates at 11 other shopmobilities in the Hampshire/Dorset/Wiltshire area).

For more information, contact:

Southampton City Shopmobility

**7 Castle Way
Southampton
SO14 2BX**

Telephone: 023 8063 1263

Textphone: 023 8023 6003

There is also a shopmobility service at West Quay in Southampton. Most days during the week it is open from 9am - 6pm except Thursday when it is open until 8pm, and Sunday when it is open from 11am - 5pm.

The cost for hire of equipment is as follows:

- £4.00 daily hire for non members.
- £3.00 daily hire for members (Membership costs £7.50 per year).

All customers of shopmobility are able to get their parking costs refunded.

For more information, contact:

**Podium Car Park Level 2
West Quay Shopping Centre
Harbour Parade
Southampton
Hampshire
SO14 7EG**

Telephone: 02380 636100

services available



www.hants.gov.uk/passengertransport

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]

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

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

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

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

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

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



www.hants.gov.uk/passengertransport

Advice and information

Organisations that can advise you

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

The Automobile Association (AA) - Mobility Assistance

Disability helpline telephone: 08002 62050

Disability helpline textphone: 08003 282810

Website: www.theaa.com

The AA offer a discounted rate to Blue Badge holders – call **08004 44999** 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
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

Email: 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

Heathrow TW6 1BZ

Website: 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.



www.hants.gov.uk/passengertransport

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

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

Useful Publications

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

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

Disabled Persons Transport Advisory Committee (DPTAC)

Zone 4/24

Great Minster House

76 Marsham Street

London SW1P 4DR

Telephone: 020 7944 8011

Textphone: 020 7944 3277

Website: www.dptac.gov.uk



Bus and Train Travel Guides

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

- Alton & Alresford
- Andover
- 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

- 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 47)

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

Unit G03

Wenlock Business Centre

50-52 Wharf Road

London

N1 7EU

Telephone: 02074 272460

Textphone: 02074 272469

Website: www.ricability.org.uk



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

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

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.

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