



Transport factsheet

APPLYING FOR A BUS PASS - CONCESSIONARY TRAVEL

The purpose of this factsheet is to inform its readers of the different transport options available to them whether they be able bodied or need assistance with travel and transport.

To apply for a free bus pass, you need to be a permanent resident of Bournemouth, Poole, or Christchurch and East Dorset, and meet the eligibility criteria.

If you have reached the state pension age, or you have certain disabilities you are eligible to apply to the local authority for a free bus pass, you can check your state pension age here: https://www.gov.uk/state-pension-age/y/bus_pass . Children with a disability can also apply.

If you have the following disabilities you are eligible for a free bus pass:

- *You are blind or partially sighted*
- *You are profoundly deaf or severely deaf*
- *You are without speech*
- *Your disability is substantial or has a long-term effect on your ability to walk*
- *You have arms or have lost the use of your arms long-term*
- *You are a member of the armed services who has been seriously injured during service*
- *You have a learning disability or can't get a driving license due to medical reasons.*

Information you need to provide when you apply

You will need to supply the following details when making your application for a bus pass:

- *A recent passport sized photograph of you*
- *Proof of your identity – (a driving license, passport, birth certificate, or repeat prescription slip)*
- *Your national insurance numbers*
- *If you are applying for a bus pass due to disability you need to provide evidence of your disability and eligibility to apply.*
- *If you are applying for a companion pass for your carer evidence from your GP will be required to prove that you need a companion to assist you while you are travelling.*

Further details of what type of evidence to provide, and how to apply can be found here: Bournemouth:

<https://www.bournemouth.gov.uk/travelandtransport/PublicTransport/freebuspassforadults/free-bus-pass-for-adults.aspx> and <https://www.bournemouth.gov.uk/travelandtransport/PublicTransport/freebuspassforadults/documents-required-for-a-disabled-persons-bus-pass.aspx> Poole :

<http://archive.poole.gov.uk/transport-and-streets/public-transport/concessionary-fares-bus-passes/#How-to-apply-for-a-Bus-Pass> Christchurch and East Dorset: <https://www.dorsetforyou.gov.uk/travel-dorset/bus/national-bus-pass-concessionary-travel>

Bus passes awarded by local councils can be used on local bus services across the conurbation between the hours of

9.30am and 11pm Monday to Friday, and at all times during the weekend and on Bank Holidays. Your bus pass can also be used for onward journeys throughout England but is restricted to use within these times of day only. Visually impaired passes can be used all day. Bus passes cannot be used on long distance coaches, trains, or train replacement buses or shuttles, or tour buses and coaches.

Replacing a lost or stolen bus pass

If you lose your bus pass or have it stolen inform your local authority straight away, there is a charge for a replacement. It may take up to 10 days to make a replacement and this will be posted to you. If your bus pass is stolen report it to the police and get a crime number, to help you inform the local authority about the theft. There is no charge for replacement stolen bus pass. If your bus pass has been damaged and needs replacement you will be charged, if it is not functioning for a technical reason the replacement is free. You will need to take your damaged bus pass to your local authority customer service desk so that the damage can be assessed.

Change of circumstance

You will need to inform your local authority if any of your circumstances change as this may affect your eligibility for a bus pass. If you move home to an address still within the borough you will need to let your council have details of your new address so that records can be updated. If you move outside of the borough you will need to reapply for a bus pass from your new local authority, you will be asked to return your old bus pass to the previous authority.

If you need to have companion travel added to your bus pass because your condition now requires that you need someone to travel with you, you will be asked to provide medical proof that this is now the situation. This upgrade will be free of charge, and you can only travel with this pass when your companion is with you.

Failure to inform your local authority of changes in your circumstances may affect the renewal of your bus pass when the time comes.

Renewing your bus pass

If none of your circumstances have changed and your bus pass was issued for non-medical reasons, your new bus pass will be sent to you automatically before it is due to expire. If you have been issued a bus pass due to a medical condition you will be asked to provide evidence that the situation still applies. You may now need to have companion travel added to your bus pass, medical evidence to support this will also be needed. If you have not informed your local authority of your change of address you will need to pay for your new bus pass ordered for your new address.



HELP & CARE CONTACT DETAILS

Help us to help you

As a charitable organisation Help & Care relies heavily on the donations and goodwill of the local community. However large or small, every gift makes a difference!

Please contact us using the contact details below if you would like information about:

- *How to make a one off donation or*
- *How to set up a regular monthly donation or*
- *How to remember us in your Will*

Help & Care contact details

Help & Care offer a range of services and factsheets to older people, carers, and disabled people across Dorset. If you would like to know more about our information and support services, Advocacy, and our Handiworks Plus services, or you would like a copy of this factsheet in your own language, large print, Braille, or on audio tape or compact disc please contact us on the details below.

By telephone: 0300 111 3303

By fax: 01202 432299

Opening hours are: Monday - Thursday 9am -5pm and Friday 10am - 4.30pm. Answering machine available outside these hours.

Textphone for hard of hearing: 01202 416047

Email: Gateway@helpandcare.org.uk

Website: www.helpandcare.org.uk

Use the "Contact" form within the website to let us know how best we can help you.

Contact by post: Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

You can also make an appointment to call in and see us at The Pokesdown Centre, Bournemouth.

This information has been researched and produced by Help & Care and was believed to be correct at the time of production. Inclusion does not imply a recommendation by Help & Care.



BLUE BADGE SCHEME

The Blue Badge Scheme helps you park closer to your destination if your mobility is affected by disability or long - term illness. Advice about eligibility for a Blue Badge is available at:

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/help-for-disabled-travellers1/blue-badge-scheme/applying-for-a-blue-badge/> and

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/197719/can-i-get-a-blue-badge.pdf .

You can apply for a Blue Badge through your local authority or you can apply online at <https://www.gov.uk/apply-blue-badge> . Applying online will speed up your application but first you will need to check that your circumstances fit your local authority's criteria for the Blue Badge Scheme. Check local authority details at:

Bournemouth - <https://www.bournemouth.gov.uk/Parking/DisabledParking/WhoCanUseaBlueBadge.aspx>

Poole - <http://archive.poole.gov.uk/health-and-social-care/disabilities/blue-badge-scheme/>

Dorset - <https://www.dorsetforyou.gov.uk/parking/disabled-parking/blue-badges/blue-badge-eligibility.aspx>

You will be asked to provide written evidence of your eligibility to join the Blue Badge Scheme. You do not need to be the driver of the car to qualify for a Blue Badge.

Who can apply for a Blue Badge

You can apply for a Blue Badge if any of the following situations apply:

- *You can't walk due to disability.*
- *You have a child under 3 who needs bulky medical equipment or treatment.*
- *You are an organisation that transports disabled people.*

The following situations automatically qualify you for a Blue Badge:

- *You are driving on behalf of someone who is blind.*
- *You get the higher rate of mobility payment through PIP (Personal Independence Payment) or DLA (Disability Living Allowance).*
- *You are getting War Pension Mobility Supplement.*
- *You have been assessed by the Service Personnel and Veterans agency (SPVA) and have been awarded a benefit with Armed Forces Compensation Scheme.*
- *You have a vehicle supplied under the Motability Scheme.*
- *You regularly drive but can't turn the steering wheel without aid and can't use a parking meter.*

Replacing or returning a Blue Badge

If you are sure your Blue Badge has been stolen report the theft to the Police. They will give you a lost property or crime

number which you will need when you report the loss to your local authority.

When you write to inform your local authority of the loss you will need the following details:

- *Full name and address of the badge holder.*
- *Why a replacement is needed.*
- *The lost property/crime number.*
- *A passport sized photo of the badge holder (signed on the back by them).*
- *Signature of the badge holder.*
- *Replacement fee (approx. £10).*

Your local authority needs to be informed if you are moving home so that all future correspondence concerning your badge is sent to the correct address. If you are moving away from the area your Blue Badge needs to be returned before you move and you will need to reapply in the area you move to.

Your Blue Badge also needs to be returned if your condition improves and you no longer qualify for a badge. The local authority also needs to be informed if the badge holder passes away, and will need to know the name and address of the deceased and the date of their death.

It is an offence to use a Blue Badge you are not entitled too and you may be prosecuted for fraud.

Tax exemption for your vehicle

If you are a disabled driver you do not need to pay vehicle tax on your car. Apply for exemption online at <https://www.gov.uk/get-vehicle-tax-exemption-disability> .

If you are buying a new vehicle take your exemption forms and insurance documents to the dealership with you. If you wish to switch to free vehicle tax for a used vehicle you can do this online via the Post Office or at your local branch <http://www.postoffice.co.uk/branch-finder> or call the Post Office at 0845 722 3344.



COMMUNITY TRANSPORT SCHEMES

There are a several community transport/ neighbour car schemes able to help you with the occasional journey to the GP, shopping trip, hospital visit, social event, or other appointments. The schemes are mainly run by volunteers but may be funded by the local authority or local church or charity organisations. As most of the drivers are volunteers transport provided will mainly be just to drop you at your destination and pick you up again if requested. Most drivers will be using their own vehicles and may not be insured to take passengers who use a wheelchair or passengers who are likely to be unwell on the journey. The drivers will not be able to accompany you to your appointment and wait to bring you home again unless this is part of the remit of the service the organisation provides. In most cases you will be charged for or asked for a donation to the service, and journeys need to be booked in advance as these services are not emergency services. Please check what each service can provide when booking your journey. To find out which services are available in your area go online at:

<https://www.mylifemycare.com/directory-transport?q=Neighbour+Cars&size=20&sort=Title>

Help & Care Volunteer Services – volunteers can help with a variety of one off tasks including transport to appointments in the Bournemouth, Christchurch and Poole areas. For more information contact Nisa Leach on 0300 111 3303, email volunteerservices@helpandcare.org or visit our website at <https://www.helpandcare.org.uk/services/volunteering-services/>.

Wheelchair friendly transport schemes

Some larger charity or community transport schemes can accommodate a wheelchair or offer community bus services to passengers who are unable to access local public transport due to disability or isolation. Some organisations also run designated shopping trips and social outings. Details of organisations can be found at

<https://www.mylifemycare.com/directory-of-transport?f=Wheelchair+accessible&sort=Title&size=20>

Organisations able to offer shopping trips, social excursions, transport to and from hospital include:

Blandford Bus-2-Go

By making use of the local accessible school buses during their downtime Blandford Bus-2-Go offer shopping trips and excursions to local people regardless of age or mobility. Picking up from Puddletown, Bere Regis, Winterbourne Kingston, Milbourne St Andrew, Blandford Forum, Sturminster Newton, the 3 Okefords and surrounding villages. For further details and charges contact 07917298321, email: info@bus2godorset.org or go online at: <https://www.bus2godorset.org/>.

Bride Valley Dial-a-Bus

Door to Door accessible transport from the Bride Valley to Bridport town centre every Wednesday. The service will pick you up from your door and return you home again. For further details contact 01305 228965.

Christchurch Neighbour Cars/ Dial-a-Bus

Offer services in the Christchurch area such as:

- *Dial-a-Bus – designated shopping trips to Sainsburys, organised excursions to places of interest.*
- *Neighbour Cars – volunteer drivers who will take you to appointments, stay with you if requested, and bring you home again.*

For further information and details of charges contact 01202 989632 / 959499 or go online at:

<http://www.christchurchcommunitypartnership.org.uk/dial-a-bus.html> and

<http://www.christchurchcommunitypartnership.org.uk/neighbour-cars.html> .

Dial-a-bus Dorchester, Weymouth and Portland

Specially adapted buses and trained staff offering door to door transport for local people unable to access public transport to local shopping centres.

Nordcat – North Dorset Door to Door

Accessible transport for people living in North Dorset for shopping trips, visiting friends, medical appointments etc. Contact 01258 472164 for more details.

Sedcat – (South East Dorset Community Accessible Transport)

Offer services such as, please book in advance:

- *Bat Bus – accessible transport in and around Bournemouth. Timetable of services to designated shopping centres such as Castlepoint, organised excursions to places of interest throughout the week and some weekends.*
- *Hospital Hop Transport – wheelchair accessible transport to appointments at Bournemouth and Christchurch hospitals for people living within the BH1 – BH11 areas.*
- *Long Loan Scheme – manual wheelchairs, electric scooters, small collapsible scooters available for long loan or hire.*
- *Shop Mobility Castlepoint – access to wheelchairs and electric scooters while shopping at Castlepoint Shopping Centre.*

For further information and details of charges contact 01202 399700, or email info@sedcat.org.uk

<http://www.sedcat.org.uk/index.html> .

Shopmobility Boscombe – access to wheelchairs, electric scooters and mini-scooters available to disabled shoppers visiting the Sovereign Centre in Boscombe. For further information and prices contact Living and Mobility on 01202 900859, email: info@lifestyleandmobility.co.uk <https://www.lifestyleandmobility.co.uk/> .

Swanage Dial-a-bus

Community door to door service in the Swanage area on Tuesdays 11am – 3pm taking travellers to Swanage Town Centre and the Swanage Market. For further details and to book a journey contact Dorset Direct on 01305 228965.

Wareham Hopper

Shopping transport service available to Purbeck residents who are unable to use normal public transport. For more details and enquiries contact 01258 472164, to book a journey contact 01258 473154.



TRANSPORT TO AND FROM HOSPITAL

If you need help travelling to a hospital appointment and your medical condition means that travelling by public transport, taxi, community car scheme would be difficult or your condition would be adversely affected by doing so, then there are a few organisations able to help you. Some are listed below but you can also find details online at <https://www.mylifemycare.com/directory-of-transport?f=Trained+staff&sort=Title&size=20> .

Ability Transport – assistance with wheelchair/patient transport within Dorset. Staff are fully trained in first aid and manual handling. For further details of charges and to book a journey contact 0845 459 8490 or email abilitytransport@ntlworld.com , or call mobile on 07979648801 <http://www.abilitytransport.co.uk/> .

Dorset Patient Transport Bureau – offers a transport service to people who are registered with a GP within the Dorset area, who due to their medical condition need assistance to travel to hospital or clinic appointments. Trained staff can assist with your needs on the journey to and from your appointment in vehicles tailored to your travel needs. For more information contact 0300 777 5555 Monday – Friday 8am – 6pm, email: info@dorsetptb.co.uk or go online at <https://www.dorsetptb.co.uk/>

Help paying for transport to hospital due to low income

The Healthcare Travel Costs Scheme – is part of the NHS Low Income Scheme where you may be able to claim back the costs of frequent journeys to hospital, clinics, or hospital tests that your health professional has referred you for. You are eligible for the scheme if your income (including savings and capital, but not including the home you live in) falls below £16,000 (£23,250 for care home residents). Further details on eligibility and how to claim are online at:

<https://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx>

You are automatically eligible if you are claiming the following benefits so do not need to apply:

- *Income Support*
- *Income based Jobseekers Allowance*
- *Income related Employment Support Allowance*
- *Pension Credit Guarantee Credit*
- *You are named on/entitled to a valid NHS Tax Credit exemption certificate*
- *You get Child Tax Credits, Working Tax Credits with the disability element*
- *You have income for tax purposes of £15,276 or less*
- *You get Universal Credit and meet the criteria.*

You can also call 0300 330 1343 for further information and to receive the claim forms.



MOBILITY AND TRANSPORT CHARITIES AND ORGANISATIONS

Motability Scheme

Motability provides an affordable leasing service to enable disabled people to lease a car, electric scooter, or wheelchair in return for their Mobility Allowance. For further details contact Customer Services on 0300 456 4566 Monday – Friday 8am – 7pm or Saturday 9am – 1pm. Alternatively go online at <https://www.motability.co.uk/>.

RIDC – Research Institute for Disabled Consumers

<http://www.rica.org.uk/content/mobility>

UK disability research charity. Unbiased information based on research with older and disabled people. Links to information about mobility and transport whether you are a driver or a passenger. Formerly known as RICA – Ricability, comprehensive guides to a variety of issues affecting the lives of disabled people, including consumer rights, are available as well as links to useful organisations.

Public transport

Taxis

Licensed taxis are by law required to carry, free of charge a guide dog, a hearing dog, or an assistance dog which accompanies a person with a physical disability or epilepsy. A driver can be prosecuted for refusing to let you take an assistance dog or charging extra to carry it. However, a driver may be able to get an exemption certificate for medical reasons. If they have an exemption certificate it must be displayed in the vehicle. Further information available at: <http://www.rica.org.uk/content/blind-or-partially-sighted-travellers> or <https://www.citizensadvice.org.uk/law-and-courts/discrimination/what-are-the-different-types-of-discrimination/discrimination-because-of-something-connected-to-your-disability/> taxi drivers are also obliged to offer you assistance when getting into and out of the taxi. However, taxi drivers can have a medical exemption certificate and be unable to assist you, if this is the case the certificate must be displayed in the cab <http://www.rica.org.uk/content/taxis>.

Travel by bus, coach or train

National Express – national coach/bus travel company, journey planner facility and buy tickets online at: <https://www.nationalexpress.com/en>.

National Rail Enquiries - <http://www.nationalrail.co.uk/>

Information and advice about national rail travel. Book journeys and buy tickets, information for and about:

- *Stations and destinations – including facilities available*
- *Rail maps*
- *On the train services*
- *Passengers with disabilities – advice about assistance*
- *Cyclists*
- *Luggage and animals*
- *Travel abroad*

Trainline – independent online train, bus, coach ticket buying and journey planning site. For further details go to: <https://www.thetrainline.com/> .



REFRESH YOUR DRIVING SKILLS

