

BASIC GUIDE TO ACCESSIBLE TRANSPORT IN THE COUNTY & BEYOND

- How to get out and about!

This guide gives you tips and information to encourage you to have the confidence to

Get out and about in the county and beyond

It's all about knowing what's available – where when and how!

TAKE THE OPPORTUNITY!

This basic guide will provide you with.....

- ✓ A list of the types of accessible transport available
- ✓ Website addresses and contact details more information
- ✓ How to apply for Blue Badge, Bus Pass, Disabled Rail Card, Disabled Coach Card
- ✓ Top 10 Accessible London Attractions
- ✓ Rough Guide to Accessible Britain

BUS:

Stagecoach UK Bus is part of the [Stagecoach Group](#) and is one of the largest bus operators in the UK, operating express and local bus services across the country, as well as a comprehensive network of intercity operations under the [megabus.com](#) brand. They connect communities in over 100 towns and cities in the UK, running a fleet of around 8,100 buses and coaches that is one of the largest in the country.

Their services play an important role in helping people in rural and urban areas access work, education, health, shopping and leisure, with two million passengers travelling on our bus services every day. They have invested nearly £300 million in new state-of-the-art vehicles over the past four years. All of their new buses are designed to be fully accessible to elderly passengers, people with disabilities and families with young children and meet strict emissions standards. They are the main provider in Gloucestershire but there are a number of another small providers.

COMMUNITY TRANSPORT

Third Sector Transport If you live in Cheltenham, Tewkesbury Borough or Gloucester areas, including outlying villages near these towns or cities you may be eligible to use their services.

They transport the elderly, frail, or those with a disability and who need to use a wheelchair and those at risk of becoming rurally isolated through lack of available public transport.

Website: www.communityconnexions.org.uk

GO Accessible Transport operate 30+ accessible passenger vehicles. Their Accessible Services offer a wide range of accessible transport services;

- Leaders in accessible home to school transport
- Approved suppliers to many Local Authorities, Social Services, Respite Centres, Care Homes and Private Hospitals and Clinics.
- Care home transfers
- Hospital patient transport
- Respite transport
- Private hire work for personal customers

Website: www.go-transportgroup.co.uk Phone: 01452 713375 for a quote or a booking

CAR

The Motability Scheme enables disabled people to lease a new car, scooter or powered wheelchair by exchanging their [Government funded mobility allowance](#) . If you receive either the Higher Rate Mobility Component of Disability Living Allowance (HRMC DLA), the Enhanced Rate of the Mobility

Component of [Personal Independence Payment \(ERMC PIP\)](#) , the War Pensioners' Mobility

Supplement (WPMS) or the Armed Forces Independence Payment (AFIP) you may be eligible to join the Motability Scheme. Website: www.motability.co.uk

Blue Badge Scheme provides a range of parking concessions for people with severe mobility problems who have difficulty in using public transport, so that they can park close to where they need to go. The scheme is run by local councils & operates throughout the UK.

To find out how to apply for a Blue Badge (<https://www.gov.uk/browse/driving/blue-badge-parking>

TAXI

Gloucestershire Disabled Friendly Taxis & Private Hire Operators have produced a list of wheelchair accessible taxis in the county Website: www.accessiblecountryside.org.uk

TRAIN

Disabled Persons Railcard If you have a disability that makes travelling by train difficult you might qualify for a Disabled Persons Railcard. It allows you to get 1/3rd off most rail fares throughout the UK. If you travel with an adult companion they also get 1/3rd off their rail fare – so you can save money for your friends too!

It costs £20 for a one year Railcard £54 for a three year Railcard.

Who is eligible? You need to give proof that you are eligible. You might qualify if you have a visual impairment, hearing impairment, have epilepsy or are in receipt of a disability related benefit.

COACH

National Express offers a Disabled Coachcard which gives the card holder 1/3rd off standard fares. It could pay for itself after just one trip! Peak and off peak travel times including public holidays, bank holidays and weekends Note: the drivers cannot lift someone in or out of the coach so may be more suitable for someone who is ambulant rather than someone who cannot walk and uses a wheelchair. Website: www.nationalexpress.com/waystosave/disabled-coachcards

SHOPMOBILITY

Gloucester Shopmobility Provide battery powered scooters, wheelchairs, battery chairs, power chairs and rollators to help people who have limited mobility - through permanent or temporary disablement, accident or age - to use all the facilities in the city centre, the Gloucester Quays Designer Outlet Centre and the Docks. They ask that wherever possible you book your vehicle in advance to avoid disappointment. Shopmobility can be used by anybody who has limited mobility. You do not need to be registered as disabled. They have:

- 33 mobility scooters (3 & 4 wheels available)
- 10 day hire wheelchairs
- 10 long term hire wheelchairs
- 2 power chairs
- 2 battery chairs
- 1 rollator

Every customer needs to register with Shopmobility before being allowed to take out a vehicle. Shopmobility staff will take some personal details including name, address, date of birth, contact number, weight range and type of vehicle required. You will also be required to read fully our terms and conditions and sign to state that you have read and understood them .It would be very helpful if you could bring a form of photo ID e.g: drivers license, utility bill or blue badge.

Tel: 01452 302871 **Email:** shopmobility@gloucester.gov.uk

Based at: 1 Hampden Way Gloucester GL1 1SX and is open 7 days a week 11am – 4PM

Cheltenham Shopmobilty provides equipment to help people of all ages who, for a variety of reasons, have difficulty getting around in Cheltenham town centre.

Let us help you to see and enjoy the shops and sights of Cheltenham with the loan of a powered scooter or wheelchair or a manual wheelchair. The hire service is also available for weekends and holidays. A meet and greet service is available by arrangement. Equipment is only available after completion of a registration form. Advance booking is advisable

Email: shopmobility@cheltenham.gov.uk Telephone: 01242 255333

Based at: Level 1A, Beechwood Shopping Centre, High Street, Cheltenham, Glos, GL50 1QD

Shopmobility is open Monday to Saturday 09.30 to 16.30. Last issue of equipment 15.30.

TOP 10 ACCESSIBLE LONDON ATTRACTIONS

DisabilityGO have produced a guide to the top 10 Accessible London Attractions

On their website you'll find detailed access information to thousands of venues across the UK and the Republic of Ireland: shops, pubs, restaurants, cinemas, theatres, railway stations, hotels, universities, hospitals and more. They also have a new online shop, featuring an extensive range of mobility and daily living aids, as well as a useful range of financial services.

Established over 13 years ago, their mission is to maximise **independence and choice** for disabled people in accessing their local area and the places they all want to visit.

They work on behalf of Local Authorities, top Universities, NHS Trusts and private sector organisations to publish detailed access information on well over 120,000 places of interest across the UK and the Republic of Ireland. They also have a number of prominent strategic partnerships, particularly in the travel and tourism sector, with organisations such as Visit England, Visit Scotland, Visit London (London & Partners / Greater London Authority), Tourism For All and Open Britain.

Developed by disabled people for disabled people - DisabledGo is unique among national access information providers because only they:

- visit and survey every venue on our website in person
- use a survey method that over 800 groups of disabled people have fed into
- have a national network of steering groups that guide our work and support the continuous development of our service
- offer a standardised service – from Aberdeen to Portsmouth our trained surveyors use the same high standards and pan-disability survey template to ensure that all our guides are accurate, reliable and presented in a user-friendly format.

Website: www.disabledgo.com

THE GUIDE TO ACCESSIBLE BRITIAN

The brand new fifth edition of the Rough Guide to Accessible Britain is now available to view for free via [our online reader](#) . It's packed with over 200 inspiring ideas for fantastic worry-free days out with reviews, hints and tips on some of the UK's best attractions written by and for disabled people.

To make planning your days out easier, entries are grouped into 10 regional chapters with everything from **museums, parks** and **studio tours**, to **scenic drives** and **coastal towns**.

Every review contains all the access information you need to enjoy your day including disabled parking, wheelchair access and more. Website: www.accessibleguide.co.uk

Some Laws & Acts which protect you if you have a problem with access to transport

The following is a list of other laws/acts also known as legislation. There are many more. Together or singularly, they support and uphold your human rights, enforce the law and protect you from discrimination.

- Equality Act 2006 updated 2010
- Disability Discrimination Act 2005
- Consumer Protection Act 1987

Remember this is simply a basic guide to get you out and about maybe on a limited budget. If you feel you need more help please contact Gloucestershire Lifestyles and we will arrange for a member of staff to offer you some support in getting started.

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