



Transport Information for People with Disabilities in Tyne & Wear

An information booklet for parents/carers on Transport
in Tyne & Wear

NEXUS

Nexus provide, plan and promote public transport in the North East of England. They provide several services for people with disabilities.

Visit their website:
www.nexus.org.uk

Nexus Travel shops

Nexus have 6 Travel shops, all conveniently located either on or next to a Metro Station

- Central Station
- Gateshead
- Haymarket
- North Shields
- South Shields
- Sunderland

For more information contact:

Customer Services
Nexus House
St James Boulevard
Newcastle upon Tyne
NE1 4AX

Tel: 0191 202 0747



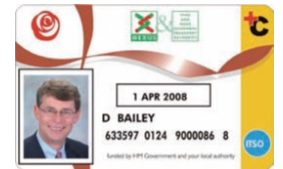
Concessionary Travel Pass

If you have a concessionary travel pass, you can travel on the buses within Tyne and Wear for free. This has now been extended to free bus travel to anywhere in England.

Everybody applying for the Concessionary Travel Scheme on the grounds of disability has to be initially assessed by the Social Services department of their Local Authority. Contact them for advice on what you need to take with you.

Telephone numbers are:

- Gateshead – 0191 433 2327
- Newcastle – 0191 278 8100
- North Tyneside – 0345 200 0101
- South Tyneside – 0191 427 1717
- Sunderland – 0191 520 5552



If you are eligible for a Concessionary Travel Pass, you will be given a Confirmation of Eligibility form.

You can use your pass from 9.30am and all day at weekends within Tyne & Wear. You can travel prior to 9.30am for hospital appointments, people who work or are in education for over 15 hours per week. You will be charged on the night buses.

If you have a travel pass you can travel on the Shields ferry at a reduced rate.

Companion Card

The Companion Card is available to residents of Tyne & Wear who receive certain allowances and are not able to travel without a companion. This means that the companion does not need to buy a ticket. You will automatically qualify for the scheme if you receive either of the following:

- Higher rate care component of the Disability Living Allowance
- Higher rate Attendance Allowance
- Minimum of 8 points in mobility component of Personal independent Payments (PIP)

To apply, complete a Companion Card application form. You can request one by email: customerservices@nexus.org.uk or you can get one from Nexus Travel shops.

Metro Gold Card for people who live in Tyne & Wear

If you live in Tyne & Wear and have a concessionary travel pass, you can travel for free on the Metro from 9.30am till close of service (Monday – Friday) and all day at weekends and public holidays, if you buy a Metro Gold Card.

You can travel prior to 9.30am for hospital appointments, people who work or are in education for over 15 hours per week. Travel is free at any time during the months of July and August.

You can buy a Gold Card at Metro station ticket machine or at a Nexus Travel shop. Remember to take your concessionary travel pass with you.

Contact the Customer Services for more details or look at the Nexus website (details are on front page).

TaxiCard

This offers convenient and affordable transport for some people with restricted mobility.



- Require higher rate mobility component of Disability Living Allowance (DLA) or Attendance Allowance or 8 points in mobility component of Personal Independent Payments (PIP)
- Registered as severely visually impaired or blind
- Application form to complete for new members to the scheme
- If your taxi fare is £6 or less, you can use your TaxiCard to pay half the fare. If your taxi fare is over £6, use your Taxi card to pay £3, and then you will pay the rest of the fare
- Members will be given a Taxi Card User Handbook

You can book a taxi on day required (although more notice may be required for wheelchair accessible taxis).

Tel: 0191 202 0747

Email: customerservices@nexus.org.uk for more information and to register.

Bridge Card Scheme



The card is a simple, discrete way of showing public transport staff that you might need support.

The staff are trained to recognise the card and help out.

This card can be used by people who have difficulty using public transport because of age, disability, illness or lack of confidence. It can indicate if someone has a visual or hearing impairment. You don't need to register for the scheme and it does not entitle holders to a concessionary or discount fare. The Bridge Card is available from Nexus Travel Shops (details on front page).

The Blue Badge Scheme



The Blue Badge Scheme provides a range of parking concessions for people with severe mobility problems who have difficulty using public transport. The scheme operates throughout the UK. To apply for a Blue Badge you need to submit an application to your local council.

Parents of a child with a disability can apply for a badge:

- If the child receives the higher rate of the mobility component of the Disability Living Allowance
- For children under 3 years, you may apply for a badge if you need to carry bulky medical equipment around

For an application form or further information for Newcastle residents:

Parking Services

PO Box 2BL

Newcastle upon Tyne

NE99 2BL

Tel: 0191 278 7878 - quote "blue badge"

You can also download an application form from the website: www.newcastle.gov.uk

The Disabled Persons Railcard

If you have a disability that makes travelling by train difficult, you may qualify for the Disabled Persons Railcard. The railcard allows you and an adult companion with you to get a third off most standard and first class fares throughout Great Britain. You can buy either a 1 year or a 3 year pass.



You must provide proof that you qualify for a railcard:

- Visual impairment
- Hearing impairment
- Epilepsy
- In receipt of a Disability Living Allowance (DLA) or Personal Independent Payment (PIP)

For more information contact the Disabled Persons Railcard application helpline:

Tel: 0345 605 0525
(7.00am – 10.00pm Mon – Sun)

Or: 0345 601 0132 (textphone) for people with hearing impairments

Email: disability@raildeliverygroup.com

You can apply online or you can download an application form at their website:

Web: www.disabledpersons-railcard.co.uk

Passenger Travel Assistance

If you need help when travelling by rail it is best to book assistance 24 hours in advance. You can find the phone number for each of the UK Train companies on the following website:

Web: www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx

Online booking is available - must be more than 24 hours in advance of travel:

Web: www.disabledpersons-railcard.co.uk/travel-assistance

Newcastle International Airport Passenger Assistance

People requiring wheelchair assistance should contact the airline or tour operator they are travelling with to inform them of any special assistance at least 48 hours before arriving at the airport, and ideally at the time of booking.



People who require wheelchair assistance who do not have helpers travelling with them will be provided with help from airport staff. This should also be requested at the time of booking.

People who require special assistance, but not wheelchair assistance, should be aware that it is the responsibility of the airline handling agents, and should be booked in advance.

The Special Assistance Desk is located in the Terminal building next to WH Smith's.

In the check-in area there is a Changing Places toilet designed for customers with profound and multiple learning disabilities. These include enough space and the right equipment including height adjustable changing bench and a hoist.

Newcastle Airport have special consideration for passengers with Autism, such as access to the fast track facility. Families need to complete an Autism Passport ([download from their website](#)) and hand it in on the day of departure.

Other specialist equipment includes an Eagle Hoist to assist passengers in boarding their aircraft.

For more information and any queries, please contact:

Newcastle Airport
Woolsington
Newcastle upon Tyne
NE13 8BZ

Tel: 0871 882 1121

Email: enquiries@newcastleinternational.co.uk

Web: www.newcastleairport.com/passengerassistance

Motability



The Motability Scheme enables disabled people to use their government funded mobility allowances to obtain a new car, powered wheelchair or scooter. It is open to anyone who receives the following benefits and has at least 12 months award length remaining when they apply:

- Higher rate mobility component of DLA
- Enhanced rate of mobility component of PIP
- Parents and/carers can apply on behalf of their disabled child
- War Pensioners Mobility Supplement
- Armed Forces Independence Payment

The motability scheme is directed and overseen by Motability, a national charity that also raises funds and provides financial assistance to customers who would otherwise be unable to afford the mobility solution they need.

They will help you to find a local dealer who can help you find the right vehicle for your needs.

Tel: 0300 456 4566

Monday – Friday: 8.00am – 7.00pm

Saturday: 9.00am – 1.00pm

Minicom or textphone: 0300 037 0100

Web: www.motability.co.uk

North East Drive Mobility

They provide a driving and passenger assessment service.

- Assessment of driving ability: this takes place on their purpose-built driving track, as well as on the public highway
- Advice on vehicle adaptations
- Advice on getting in and out of a vehicle, and wheelchair stowage
- Specialist driving tuition
- Information and advice service, including advice on possible alternatives to using a car, for example, community transport services

This service helps people to retain or regain independence as drivers and passengers. It provides independent assessment and advice to people with a medical condition. There is no cost for an assessment and you can self refer.

North East Drive Mobility
Walkergate Park
Benfield Road
Newcastle upon Tyne
NE6 4QD

Email: northeast.drivemobility@ntw.nhs.uk

Web: www.ntw.nhs.uk/mobility

Tel: 0191 287 5090 (9am - 4.30pm, Mon - Fri)



Independent Travel Training Project Tyne & Wear

The programme is aimed at students with a learning difficulty or disability from Year 9 upwards including those in further education and training.

The provider of Independent Travel Training (ITT) in Newcastle is the Compass Trust (the partnership of four Newcastle special schools). ITT is not just for pupils in special schools. Schools will put forward young people who are eligible.

These will be:

- Young people who have the potential to travel independently
- Young people who currently receive Special Educational Needs and Disabilities transport and have potential to travel independently

Programmes will be tailored and delivered through school or college.

Speak to your school if you think your child/young person would benefit from Independent Travel Training.



Other Contacts

Contact

(New name for Contact a Family)

contact

Helping families in the North East who care for disabled children.

Tel: 0191 213 6300

Email: northeast.office@contact.org.uk

Web: www.contact.org.uk

Look for advice in your area - select North East

Independent Advice on Home/School Travel

Newcastle Special Educational Needs and Disabilities Information, Advice and Support Service

Contact: Judith Lane

Tel: 0191 284 0480



SEN Home/School Transport

The Local Authority can provide a "home to school" transport service for pupils with special educational needs or medical needs, up to the age of 19 years, who meet certain criteria.

SEN Transport
Newcastle City Council
Room 213 Civic Centre,
Barras Bridge
Newcastle upon Tyne
NE1 8QH

Tel: 0191 277 4646

Email: SENDTransport@newcastle.gov.uk

Skills for People

This booklet is produced by the Skills for People, a charity run by disabled people. We are based in Newcastle upon Tyne and for over 25 years we have been helping disabled people to speak up for themselves and make their own choices about their lives. Our work is led by disabled people and their experiences are at the heart of all we do.

Our Family Advice Workers support families with disabled children/young people up to the age of 25. They help families by giving practical advice, appropriate to their needs and working across all agencies such as education, social care, health, benefits, leisure and voluntary services. Their services are free to parents/carers.

We produce a range of information booklets, factsheets and "How To" guides.
Visit our website to see the full range: www.nsn.org.uk/resources

How to get in touch

Skills for People
Key House
Tankerville Place
Newcastle upon Tyne
NE2 3AT

Telephone: 0191 281 8737
Fax: 0191 212 0300

Email: info@skillsforpeople.org.uk
Website: www.skillsforpeople.org.uk
Facebook: facebook.com/skillsforpeople
Twitter: [@skillsforpeople](https://twitter.com/skillsforpeople)



Facebook: on.fb.me/1istYKg



Newcastle parents of children with disabilities
and special needs working together

Facebook: Pass it on Parents Newcastle

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