



Hampshire and the Isle of Wight

# OLDER DRIVERS FORUM



**Managing without a car?**  
...it may be easier than you think

Visit [www.olderdriversforum.com](http://www.olderdriversforum.com)



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# OLDER DRIVERS FORUM

We're a not-for-profit organisation made up of experts in road safety from across Hampshire and the

Isle of Wight – from representatives from the emergency services, to charities, local authorities and business specialising in keeping older people on the road.

We do not perform any legal function and do not have the authority to remove driving licences. We are merely here to assist you, or the older person in your life, to stay mobile for as long as possible.

Talking about giving up driving can be an emotionally charged topic – especially when for some, it means giving up independence.

But while hanging up their car keys can be a major milestone in an older person's life – it does not signal the end of a busy and fulfilling life.

For more local information and advice then visit our web site at [www.olderdriversforum.com](http://www.olderdriversforum.com).

For national advice visit [www.olderdrivers.org.uk](http://www.olderdrivers.org.uk).



*"I'm afraid it comes to all of us at some time - I am now an older driver. Although I have years of experience and feel completely confident at the wheel, my sight, hearing, reaction-time and judgement of speed and distance aren't as sharp as they once were.*

*The Older Drivers Forum is about keeping people like me, mature motorists, on the road. With practical and informative advice, they want us driving longer but more safely. Can I repeat that? They don't want us off the road, they want us on the road but more safely. Why not see how they can help you?" Bruce Parker*



## The aim of this leaflet is to help you get around without your car.

It includes information on:

- Transport services which are available Hampshire<sup>1</sup>
- Help available towards the cost of travel
- Other useful information and advice

We have tried to offer as many alternatives as possible, to give you the opportunity to choose the travel option which best suits your need. Deciding to stop driving doesn't have to mean losing your independence.

<sup>1</sup> Please check all information is correct with the provider prior to making any booking

# Transport services



## Public bus, train & ferry services

You can find details of what bus, train and ferry routes are available in your area and the times these operate in the Hampshire County Council Travel Guides.

For further information please see

[www.hants.gov.uk/bus-guides](http://www.hants.gov.uk/bus-guides) or contact [ptgenquiries@hants.gov.uk](mailto:ptgenquiries@hants.gov.uk) or call **0300 555 1388**.  
**0300 555 1376** or email [concessionary.fares@hants.gov.uk](mailto:concessionary.fares@hants.gov.uk)

Alternatively you can use Traveline to plan your journey at [www.travelinesw.com](http://www.travelinesw.com).



## 'Cango' public bus service

Cango is a demand-responsive public bus service, so the buses do not have fixed routes.

They have some timed, regular stops, but can also pick up and drop passengers at stopping points that must be booked in advance. All Cango buses have easy access low floor doors, are wheelchair accessible, and can pick up people who have mobility problems near to their homes.



Cango buses operate around Andover, between Basingstoke and Alresford and between New Milton, Sway and Lymington in the New Forest. Concessionary passes are accepted for free travel (see Travel Concessions section).

For more information call **0345 121 0190** for all routes except New Forest. New Forest **01983 716 956**, 7-9am Monday to Friday only, or visit [www.hants.gov.uk/passengertransport/cango](http://www.hants.gov.uk/passengertransport/cango).



## Taxi share & Car share schemes

In areas where bus services have been withdrawn, a number of services have been introduced using taxis or private hire cars.

These operate to a timetable but you must register with the service and book your seat in advance. Concessionary passes (see Travel Concessions section) are accepted for free travel, in a similar way to travel by bus. Some services use wheelchair-accessible taxis.

For more information on services in Hampshire please visit [www.hants.gov.uk/taxishares](http://www.hants.gov.uk/taxishares) or contact [community.transport@hants.gov.uk](mailto:community.transport@hants.gov.uk) or **01962 846786**

Additionally see the section on 'Useful Local Contacts' for details of schemes in Southampton, Portsmouth and Isle of Wight.



## Taxis

Taxis provide a cost effective alternative to using your own car and can often be found to be cheaper than owning and running your own vehicle.

- Many taxis can be hailed at side of the road.
- Pre-booked taxis are a lot cheaper and often have fixed rates for certain journeys.
- Most taxi companies allow you to setup an account with them.

Details of taxi companies are available in the telephone book or via the Internet. A list of taxi companies in Hampshire that operate wheelchair accessible vehicles can be found at:

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



## Voluntary car schemes

A number of voluntary organisations in Hampshire use volunteers in their own cars to provide transport to those who need it.

Many of these schemes are Good Neighbours groups who primarily provide transport to hospital and medical appointments, although some may also provide social journeys. Passengers will generally be asked to contribute towards the cost of this transport. Rates will vary between organisations. Individual schemes will also have their own criteria for who can use their service.

For more information about your nearest scheme visit

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

Contact: [community.transport@hants.gov.uk](mailto:community.transport@hants.gov.uk) or **01962 846786**.





## Dial-a-Ride and Call & Go

These services provide door to door transport using specially adapted minibuses.

Dial a Ride is for people who find it difficult or impossible to use public transport because they are frail or disabled.

Call & Go is similar to Dial a Ride but is also available to people whose travel needs are not met by local bus services.

Fares are similar to bus fares and if you have a concessionary pass (see Travel Concessions section) you can travel at half fare. These services are popular so it is best to book several days in advance.

Dial a Ride operates in: Basingstoke & Deane, Eastleigh Borough, Fareham, Gosport, Rushmoor, Test Valley and Winchester districts.

Call & Go operates in: East Hampshire, Hart (called "Fleet Link"), Havant and New Forest.

Residents will need to register to use these services.

For more information about schemes in Hampshire please visit

[www.hants.gov.uk/communitytransport](http://www.hants.gov.uk/communitytransport) or contact [community.transport@hants.gov.uk](mailto:community.transport@hants.gov.uk) or **01962 846786**.



## Further community transport

Information on community transport in Hampshire (including Cango, Dial-a-Ride, Call & Go services) can be found at [www.hants.gov.uk/communitytransport](http://www.hants.gov.uk/communitytransport).

You can choose to use the online search facility or view a breakdown of all services by district. Alternatively please contact [community.transport@hants.gov.uk](mailto:community.transport@hants.gov.uk) or **01962 846786**.

# Travel concessions



## Hampshire County Council Concessionary Travel Scheme

There are a number of travel concessions which are available to residents of Hampshire who meet the required eligibility criteria.

### **Older Persons Bus Pass**

Older residents, using a bus pass, can take advantage of free travel on local buses throughout Hampshire and the rest of England. Time restrictions apply.

If you were born before 6 April 1950, both men and women are eligible on their 60th birthday for a bus pass. If you were born after 5 April 1950, the eligible age for both men and women is the state pensionable age of a woman.

### **Disabled Persons Bus Pass or Travel Vouchers**

Residents over the age of five who have specific disabilities can take advantage of free travel on local buses throughout Hampshire and the rest of England. Although time restrictions apply when using outside Hampshire. Residents can choose to have a disabled persons bus pass or travel vouchers to use on alternative services such as taxis.

You are eligible for Disabled Person's travel concessions if you are aged five years or older and:

- blind or partially sighted, or
- profoundly or severely deaf, or
- without speech, or

- have a disability, or injury, which has a substantial and long-term effect on your ability to walk, or
- have no arms or have long-term loss of the use of both arms, or
- have a severe learning disability, including an arrested state of development from birth, or
- have been prevented from holding or would have been refused a driving licence under Part III of the Road Transport Act 1988, under section 92 of the Act (physical fitness) on grounds other than persistent misuse of drugs or alcohol, or
- a member or veteran of the Armed Services who has been seriously injured in service.

## Companion Pass

In addition to the disabled persons travel concessions you may also be entitled to a companion pass if your disabilities mean that you are unable to travel unaccompanied.

For more information about any of the above travel concessions please visit [www.hants.gov.uk/concessionary-travel](http://www.hants.gov.uk/concessionary-travel), telephone **0300 555 1376** or email [concessionary.fares@hants.gov.uk](mailto:concessionary.fares@hants.gov.uk).



## Railcards

### Senior Railcard

If you are aged 60 or over, you can apply for a Senior Citizen's Railcard providing a discount of up to 1/3 off the price of most first class and standard rail fares.

The card costs approximately £28 and is valid for one year. You can buy a Senior Railcard online, by phone, or at a staffed station ticket office. You will need a valid passport or UK driving licence in order to prove you are eligible.

For more information: Tel **0345 3000 250**  
[www.senior-railcard.co.uk](http://www.senior-railcard.co.uk) or email [railcardhelp@railcards-online.co.uk](mailto:railcardhelp@railcards-online.co.uk).

## Disabled Person's Railcard

A Disabled Person's Railcard costs £20 and is valid for one year. It entitles you to a 1/3 off the price of most first and standard class rail fares. If you are accompanied by another adult, they can also travel at the same discounted fare. Application forms are available online, from rail stations and main post offices.

For further information contact the Disabled Person's Railcard Helpline Tel: **0345 605 0525** Textphone: **0345 601 0132**  
**[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)**  
or email **[disability@atoc.org](mailto:disability@atoc.org)**



## Discount Coach Card

National Express offer concessionary coach cards for over 60's, and those who are registered disabled, at a cost of approximately £10 plus £1.50 p&p per year.

The concessionary passes entitle the traveller to 1/3 off travel on most National Express services.

Bookings: Tel **08717 81 81 81** Advice: Tel **0371 781 8181**  
**[www.nationalexpress.com](http://www.nationalexpress.com)**

# Other useful advice



## Mobility scooters

A mobility scooter may meet some of your mobility needs, particularly for local visits or shopping.

Remember to try and keep walking as much as possible to keep fit, whether with assistance from a walking frame or wheeled trolley if required. Only use a scooter, even if you own one, when you feel you need that assistance.

Community Action Fareham has produced a 30 minute DVD that helps you assess whether a scooter is the right choice for you, shows the different classes of scooter and gives advice on maintenance, insurance and safe driving as well as where to get training.

The DVD is available from:

Community Action Fareham, 163 West Street  
Fareham  
PO16 0EF  
Tel: **01329 231899**

If you are in receipt of the higher rate Mobility Component of the Disability Living Allowance or are a war pensioner, you may be eligible to purchase a Mobility Scooter through the Motability scheme.



## Shopmobility

You do not have to be registered disabled to use Shopmobility schemes. They provide disabled or frail people with manual or powered wheelchairs and powered scooters so that they can easily get around town to shop or sightsee.

The schemes are either free or have a nominal charge and can be used by anyone either permanently or temporarily disabled.

The National Federation of Shopmobility website contains an online directory of all UK schemes. This can be used to search for schemes in your local area.

Tel: **01933 229644** Email: **shopmobility@bhta.com**



## Blue badge scheme

The blue badge belongs to the disabled person who qualifies for it (who may or may not be a car driver).



The badge allows parking concessions for cars carrying people who:

- receive the mobility component of Disability Living Allowance at the higher rate
- receive a War Pensioners Mobility Supplement
- are registered severely sight impaired

- receive a Personal Independence Payment (PIP) award that indicates in the 'moving around' activity of the mobility component that you cannot walk further than 50 metres
- have been both awarded a lump sum benefit at tariffs 1-8 of the Armed Forces Compensation Scheme, and certified as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking.
- have a severe disability in both arms and cannot turn the steering wheel of a vehicle by hand, even if a turning knob is fitted, and cannot use parking meters

You may be awarded a badge subject to further assessment if you:

- have a permanent and substantial disability
- are unable to walk or considerable difficulty in walking

Evidence of your ability to meet the above criteria will be required.

### **You do not qualify if...**

- You have a psychological disorder, learning or behavioural problems. This will not normally qualify you unless your impairment causes very considerable, and not intermittent, difficulty in walking.
- You have a disabling condition that is only temporary, such as a broken leg.

Legislation requires that, from 1 April 2012, an independent mobility assessment be carried out where it is unsure whether a person qualifies. The issuing authority is not allowed to use medical doctor/consultant reports any longer.

Useful information from the Government web site about getting Blue Badges can be found at: [www.gov.uk/government/publications/blue-badge-can-i-get-one](http://www.gov.uk/government/publications/blue-badge-can-i-get-one).

The Blue Badge scheme is run by the Department for Transport, but badges are issued by Hampshire County Council.

The system of issuing Blue Badges changed in 2012. The badge design has changed and badges are produced by a central secure process similar to a driving licence. The fee for a Blue Badge is £10.

The badge can be used anywhere in the EU. Contact Blue Badge and Concessionary Travel at PO Box 696, Fareham, PO14 9PD.

Tel: **0300 555 1376** or visit **[www.hants.gov.uk/bluebadge](http://www.hants.gov.uk/bluebadge)**



## Other travel tips

Useful information from the Government website about Transport for the disabled can be found by visiting **[www.gov.uk/transport-disabled](http://www.gov.uk/transport-disabled)**

For transport to health appointments speak to the medical centre or hospital to see what support you may be entitled to.

- Ask friends, neighbours, family to take you shopping when they go or for them to do your shopping for you.
- If you are able to use the Internet, on-line shopping is very easy and convenient.
- Use a delivery service via your local farm shops who deliver organic vegetable boxes and companies who deliver fresh or frozen meals.





# You don't need a car to keep yourself busy

Activity and day centres are run by a range of different organisations across the voluntary and private sector, as well as by the Health Service and by Adult Services.

Activities include crafts, gardening, games, quizzes and exercises. Many provide regular outings into the community and offer access to college courses.

## **Older People's Area Link (OPAL)**

OPAL is a countywide service that can provide you with details of local information and services by phone. If you need a little more help in working out what you want, there are OPAL volunteers in your area who can visit you at home. Freephone Age Concern Hampshire **0800 328 7154** and ask for OPAL, or email **[info@ageconcernhampshire.org.uk](mailto:info@ageconcernhampshire.org.uk)**

## **e.volve**

You can find out about organisations offering day activities near you by visiting the online directory at **[www.e.volve.org.uk](http://www.e.volve.org.uk)** which lists;

- Older people's clubs/societies
- Lunch clubs for older people
- Disability clubs and support groups
- Retirement clubs
- Sports clubs

Similarly the Good Neighbours Support Service provides information on which voluntary groups offer neighbourly help to people in their local communities. **[www.goodneighbours.org.uk](http://www.goodneighbours.org.uk)**

Tel: **023 9289 9671** Email: **[info@hampshire.goodneighbours.org.uk](mailto:info@hampshire.goodneighbours.org.uk)**

## **Luncheon clubs and social clubs**

Lunch clubs provide a great way to meet people and have a hot meal in the middle of the day at a reasonable cost. They are run by a variety of organisations including Age Concern Hampshire. For more information call **0800 328 7154**.

Care charity Brendoncare Club Hampshire offers a mix of lunch and social clubs. They give people the opportunity to meet new friends, be entertained by a variety of speakers and enjoy activities and club outings. There are currently 45 clubs throughout the county. Call **01962 852133** email **clubsddivision@brendoncare.org.uk** or visit **www.brendoncare.org.uk** for more information.

‘Contact the Elderly’ have volunteers who host a Sunday afternoon tea party in their own homes providing a lifeline of friendship to people aged over 75 who live alone and have little or no contact with family or friends. Volunteer drivers transport you to the party to enjoy conversation, companionship and laughter. To join as a member or a volunteer call **0800 716 543** or visit **www.contact-the-elderly.org.uk**.

## **Day activities in care homes for non residents**

The Guide to Residential Care tells you about care homes which run day care activities for non-residents.

The Guide is published annually and copies are available from your local Adult Services office, or by calling **0300 555 1386**, or online at **www.hants.gov.uk/as-publications**.



# Useful Local Contacts

## Isle of Wight

Age UK Isle of Wight offer a number of schemes to assist the Older Generation, just some of these are:

- Good Neighbour Scheme are able to assist with transport for medical - email: [GNS@ageukiw.org.uk](mailto:GNS@ageukiw.org.uk).
- Age UK Isle of Wight's paid for service, 'Just about You', can provide transport to appointments and escorted outings.

Age UK Isle of Wight can be called on **01983 525282** or [www.ageuk.org.uk/isleofwight](http://www.ageuk.org.uk/isleofwight)

OPTIO Voluntary Car Service is run by Community Action Isle of Wight and their contact details are Tel. **01983 522226** – there is an annual membership fee and a mileage charge.

There are also a number of supportive taxi firms on the island, some of which are accessible to wheelchair users. Visit the Isle of Wight Council's website for more information, under their 'Buy with Confidence.' [www.iwight.com/bwc](http://www.iwight.com/bwc)

Shopmobility Scheme based in Newport offer a mobility scooter and Wheelchair Hire service to enable people with mobility problems to access Newport town centre independently. Their contact number is Tel. **01983 718950**.

Older Isle of Wight residents can get help planning transport to their mainland medical appointments by calling the People Matter transport advice line on **01983 821000 ext. 2838** between 9.00am and 1.00pm.

## Southampton

Concessionary bus passes and information about the Smartcities card and Itchen Bridge Service:

[www.southampton.gov.uk/roads-parking/travel/smartcities-card](http://www.southampton.gov.uk/roads-parking/travel/smartcities-card)

Email: [smartcities@southampton.gov.uk](mailto:smartcities@southampton.gov.uk)

Public Transport:

[www.southampton.gov.uk/roads-parking/travel](http://www.southampton.gov.uk/roads-parking/travel)

Car Share:

[www.hants.liftshare.com](http://www.hants.liftshare.com)

Voluntary and Community Groups:

[www.southamptonvs.org.uk](http://www.southamptonvs.org.uk)

## **Portsmouth**

A public transport map has information on key transport routes around Portsmouth by bus, coach, ferry and train. A copy of this can be downloaded from the Portsmouth City Council Web site at:

[www.portsmouth.gov.uk/ext/parking-travel-and-roads/travel/public-transport-information.aspx](http://www.portsmouth.gov.uk/ext/parking-travel-and-roads/travel/public-transport-information.aspx).

Alternatively you can call the City Council on **023 9283 4092** in relation to travel enquiries including dial a ride and maps and literature, or email [cityhelpdesk@portsmouthcc.gov.uk](mailto:cityhelpdesk@portsmouthcc.gov.uk).

Portsmouth visitor and information centre can be found at the Seafront next to the D-Day Museum and can be contacted by calling **023 9282 6722**, or email [vis@portsmouthcc.gov.uk](mailto:vis@portsmouthcc.gov.uk).

## **Useful Local Publications**

Hampshire County Council produce a number of useful publications

which can be either read on the internet at:

[www.hants.gov.uk/as-publications](http://www.hants.gov.uk/as-publications)

or sent out free of charge by calling **0300 555 1386**.

Publications in alternative formats (e.g large print) are available on request.









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