



# Transport Services

## Fact Sheet No.5

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## Introduction

This Fact Sheet provides information on local and national transport services particularly for people with disabilities and advice on claiming fares in appropriate circumstances.

**The Carers Hub is a focal point to help unpaid carers in Brighton and Hove get the information, advice and support that they need. This may be useful to you in this connection.**

**Tel: 01273 977000**

**Email: [info@carershub.co.uk](mailto:info@carershub.co.uk)**

**Website: [www.carershub.co.uk](http://www.carershub.co.uk)**

## Local Services

### Blue Badges

If you have a permanent disability that affects your mobility and travel by car either as a driver or passenger you may be eligible for a Blue Badge, which will allow you to park closer to your destination in special parking bays, at parking meters etc. To find out if you are eligible or to apply for a Blue Badge contact the City Council – for details see below. An application form can be requested or downloaded from the website or an application can be made online using the government website [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge)

Tel: 01273 296270

Email: [bluebadgeparking@brighton-hove.gov.uk](mailto:bluebadgeparking@brighton-hove.gov.uk)

Website: [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)

Address: Brighton & Hove City Council, Parking Permit Centre, Town Hall, Norton Road, Hove BN3 3BQ

### Bluebird Society for the Disabled

Residents of Hove, Portslade and the west side of Brighton, who are mobility impaired, may use the services provided by the Society. The charity has a fleet of wheelchair accessible vehicles providing transport for people to appointments with a doctor, hospital, dentist etc. for a small charge.

Tel: 01273 207664

Email: [bluebird.hove@googlemail.com](mailto:bluebird.hove@googlemail.com)

Website: [www.bluebird-hove.org](http://www.bluebird-hove.org)

Address: 176 Portland Road, Hove BN3 5QN

### British Red Cross

The British Red Cross operates a transport service for people with mobility problems. You can use this service for appointments and essential daily needs. Contributions to cost will be requested.

Tel: 01435 864351

Email: [TransportEastSussex@redcross.org.uk](mailto:TransportEastSussex@redcross.org.uk)

Website: [www.redcross.org.uk](http://www.redcross.org.uk)

## **Buses**

For Bus Passes see under National Services, Buses.

### **Carer's Card**

The Carer's Card provides a range of useful discounts for carers. In this regard Brighton and Hove Buses offer discounted travel on all services on their network to carers holding the Card. The company gives student fare prices on all key card ticket purchases. A key card can be obtained from either of the offices below on presenting your Carer's Card, Photo ID and address details.

- (a) 1 Stop Travel Shop – 26 North Street, Brighton BN1 1EB
- (b) Brighton and Hove Buses Head Office – 43 Conway Street, Hove BN3 3LT.

Your discounted travel account will be activated immediately. After this you will be able to buy discounted tickets via your key card at these locations or online at [www.smartbuses.co.uk](http://www.smartbuses.co.uk)

Tel: 01273 886200

Email: [info@buses.co.uk](mailto:info@buses.co.uk)

Website: [www.buses.co.uk](http://www.buses.co.uk)

### **Helping Hand Scheme**

This scheme is designed to give bus passengers a helping hand when needed. A free yellow credit card sized information card is issued containing a brief written note for the driver e.g. Please lower the ramp, Speak loudly and clearly. The scheme applies to all the main bus operators in Brighton and Hove. For an application form you should contact the office below. Applications can also be made online. Following an application a customer service operator will ring to ensure that an appropriate card is issued.

Tel: 01273 886200

Website: [www.buses.co.uk](http://www.buses.co.uk)

Address: Helping Hand Scheme, 43 Conway Street, Hove BN3 3LT

### **Wheelchair Access**

Brighton and Hove Buses are able to help wheelchair and scooter users who are unsure about travelling by bus to access information sessions by prior arrangement. If required, this can include a practice session on board a bus alongside a member of staff. Bus staff can offer advice and support to customers to help build confidence and promote independent travel. For further information contact the Customer Service Accessibility Team:

Tel: 01273 886220

Email: [info@buses.co.uk](mailto:info@buses.co.uk)

### **Wheelchair Taxi Guarantee**

Brighton and Hove Buses and Metrobus have a scheme involving continuing a bus journey by an accessible taxi, free of charge, if a wheelchair user cannot

gain access to a service. The bus driver will arrange this. For further information contact:

Tel: 01273 886200

Email: [info@buses.co.uk](mailto:info@buses.co.uk)

Websites: [www.buses.co.uk](http://www.buses.co.uk) and [www.metrobus.co.uk](http://www.metrobus.co.uk)

### **Community Transport (Brighton, Hove and Area) Ltd**

Community Transport operates a fleet of accessible minibuses that have passenger lifts or ramps and can accommodate wheelchairs. They provide fare paying door to door transport services for people, including people in wheelchairs, who find it difficult or impossible to get on and off normal buses.

Services include:

- EasyLink shopping buses to a local supermarket or shopping centre.
- Special Buses to shopping destinations further afield.
- EasyLink Lunch and Coffee Clubs.
- An EasyLink Cinema and Theatre Club.

For more information on these services or to book:

Tel: 01273 677559

Email: [easylink@bhct.co.uk](mailto:easylink@bhct.co.uk)

Website: [www.bhct.co.uk](http://www.bhct.co.uk)

### **Grace Eyre Foundation – Travel Buddy Scheme**

This scheme helps people with learning difficulties to travel around independently and safely by learning new skills and practising journeys on public transport. The training programme provides one to one support over a fixed period.

Tel: 01273 222079

Email: [travelbuddy@grace-eyre.org](mailto:travelbuddy@grace-eyre.org)

Website: [www.grace-eyre.org](http://www.grace-eyre.org)

Address: 36 Montefiore Road, Hove BN3 6EP

### **Patient Transport Service**

The Non-Emergency Patient Transport Service (NEPTS) is provided locally for journeys to and/or from hospitals for patients who have been assessed as having a medical need. Transport should be booked through the Contact Centre. An information leaflet can be downloaded from the website or requested by telephone (see details below).

Website: [www.brightonandhoveccg.nhs.uk](http://www.brightonandhoveccg.nhs.uk)

Tel: 0300 1239841

Note: If you are unable to use private or public transport for medical reasons and you need to get long distance transport, ask the GP referring you to request the transport. If you do not qualify for transport on medical grounds the Bluebird Society for the Disabled, the British Red Cross or St John Ambulance may be able to help (see details in this section).

### **Possability People**

This organisation provides information and advice for disabled and older people and their families, including on transport and access to facilities. There is also a Shopmobility, which caters for low cost wheelchair and scooter hire.

Tel: 01273 894040

E-mail: [hello@possabilitypeople.org.uk](mailto:hello@possabilitypeople.org.uk)

Website: [www.possabilitypeople.org.uk](http://www.possabilitypeople.org.uk)

Address: Montague House, Montague Place, Brighton BN2 1JE

Tel: 01273 323239 (Shopmobility)

Email: [shopmo@possabilitypeople.org.uk](mailto:shopmo@possabilitypeople.org.uk)

Address: Churchill Square, Car Park1, Parking Level P3, Regency Road, Brighton BN1 2RF

### **St John Ambulance**

St. John Ambulance runs non-emergency patient transport services to and from hospitals, clinics, medical facilities etc. It also operates long distance services.

Tel: 0303 0030106

Website: [www.sja.org.uk](http://www.sja.org.uk)

### **Taxis and Vouchers**

Residents of Brighton and Hove who are disabled and unable to use buses may be able to get £70 worth of taxi vouchers per year, if they are willing to forego their national bus pass. The scheme is run by the City Council. To apply for vouchers you should ask for an application pack to be posted to you by telephoning, emailing or completing the request form on the website (see below for contact details).

Tel: 01273 291924

Email: [buspasses@brighton-hove.gov.uk](mailto:buspasses@brighton-hove.gov.uk)

Website: [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)

Taxi companies currently taking part in the voucher scheme are shown below. They all have wheelchair accessible vehicles and bookings can be made in advance. When booking, the company should be told that you intend to pay with taxi vouchers.

#### Brighton and Hove City Cabs

Tel: 01273 205205

Email: [enquiries@southerntaxis.co.uk](mailto:enquiries@southerntaxis.co.uk)

Website: [www.205205.com](http://www.205205.com)

#### Brighton and Hove Radio Cabs

Tel: 01273 204060 or 414141

Email: [bookings@brightontaxis.com](mailto:bookings@brightontaxis.com)

Website: [www.brightontaxis.com](http://www.brightontaxis.com)

### South Coast Taxis

Tel: 01273 301111

Email: [infosct@southerntaxis.co.uk](mailto:infosct@southerntaxis.co.uk)

Website: [www.southcoasttaxis.co.uk](http://www.southcoasttaxis.co.uk)

### Streamline Taxis

Tel: 01273 202020

Email: [admin@streamlinetaxis.org](mailto:admin@streamlinetaxis.org)

Website: [www.streamlinetaxis.org](http://www.streamlinetaxis.org)

### Taxi Link

Tel: 01273 595959

Email: [info@taxilink595959.com](mailto:info@taxilink595959.com)

Website: [www.taxilink595959.com](http://www.taxilink595959.com)

## **National Services**

### **AA**

The AA provides a disability helpline, a breakdown service and a useful Disabled Travellers' Guide, which can be downloaded from the website or ordered by telephone.

Tel: 0800 262050 (Helpline)

Email: [customer.services@theaa.com](mailto:customer.services@theaa.com)

Website: [www.theaa.com](http://www.theaa.com)

### **Buses**

Bus travel is free to National Bus Pass holders from 9.30am to 11.00pm on weekdays and anytime at weekends and bank holidays anywhere in England subject to conditions of use. (Bus passes issued by the City Council to its residents allow travel within Brighton and Hove from 9.00am to 4.00am on weekdays). National Bus Passes are for those:

- of eligible age for concessionary travel
- aged 5 years or over and have a qualifying disability
- aged 18 years or over and not permitted to drive because of a medical condition.

To apply for a Bus Pass relevant application forms can be downloaded from the website or requested to be posted to you by telephoning or emailing as below. However, the quickest way to get an older person's bus pass is to apply online.

Tel: 01273 291924

Email: [buspasses@brighton-hove.gov.uk](mailto:buspasses@brighton-hove.gov.uk)

Website: [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)

Address: Brighton & Hove City Council, Customer Service Centre, Hove Town Hall, Norton Road, Brighton BN3 3BQ.

## **Disabled Motoring UK**

This is a charity providing a mobility information service for the public. Information covers motoring, Blue Badges, wheelchairs, insurance etc. There is membership available with a monthly magazine and trade discounts.

Tel: 01508 489449

Email: [info@disabledmotoring.org](mailto:info@disabledmotoring.org)

Website: [www.disabledmotoring.org](http://www.disabledmotoring.org)

## **Motability**

This charity runs the Motability Scheme, which enables people who receive the Higher Rate Mobility Component of DLA or the Enhanced Rate Mobility Component of PIP to lease a new car, scooter or powered wheelchair.

Tel: 0300 456 4566

Website: [www.motability.co.uk](http://www.motability.co.uk)

## **Trains**

People with disability may qualify for the Disabled Persons Railcard. This allows the person concerned and an adult companion to get a third off most rail fares throughout Great Britain. A one year card costs £20 and a three year card costs £54. A person must provide proof of eligibility. Application can be made online or an application form can be downloaded from the website (see below), completed and sent by post. For more information:

Tel: 0345 605 0525

Email: [disability@raildeliverygroup.com](mailto:disability@raildeliverygroup.com)

Website: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

Address: Disabled Persons Railcard, PO Box 6613, Arbroath, DD11 9AN.

## **Claiming Fares**

### **Healthcare Travel Costs Scheme**

You may be able to claim a refund under the Healthcare Travel Costs Scheme (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic tests arranged by a doctor, dentist or other health professional.

If you (or a partner) are receiving one of the qualifying benefits (e.g. Income Support, Income-based Jobseekers Allowance, Income-related Employment and Support Allowance, Pension Credit Guarantee Credit or Universal Credit) or have a valid NHS Tax Credit Exemption Certificate, you are entitled to claim help with your fares.

If none of these apply but you are on a low income, you may be able to get help through the NHS Low Income Scheme (LIS). You will need to submit form HC1 to apply for help with the cost of fares. The form can be obtained from NHS hospitals, Jobcentre Plus offices, some GP surgeries, the website

[www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts) or by telephoning 0300 123 0849 or by emailing [nhsorders@xerox.com](mailto:nhsorders@xerox.com)

If your application is successful you will be sent an HC2 Certificate (for full help) or an HC3 Certificate (for partial help). For advice on LIS telephone 0300 330 1343.

You should use the cheapest available transport using public transport where possible. You can also claim the travel costs of an escort if this is necessary for medical reasons. Hospitals and NHS units should have someone to deal with reimbursing fares. At the Royal Sussex County Hospital and Brighton General Hospital go to the Cashier's Office. You will need to show your evidence of benefit (e.g. an award letter) or your Tax Credit Exemption Certificate or your HC2 or HC3 Certificate, your hospital appointment letter or card and your ticket or receipt for the fare you have paid. If you travel by car you will receive payment at the local car mileage rate plus unavoidable car parking costs.

If you have already made your journey and want to claim a refund of travel costs you will need to complete and submit form HC5(T). This can be downloaded from the website [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts) or requested by telephoning 0300 123 0849. A claim form must be received within three months of the date of paying your fares.

Further information is contained in Leaflet HC11 – Help with health costs, which can be downloaded from the website [www.nhsba.nhs.uk](http://www.nhsba.nhs.uk)

### **Other Hospital Information**

Patients of the Royal Sussex County Hospital in Brighton and the Princess Royal Hospital in Haywards Heath carrying an appointment letter or card are entitled to travel on the 271 and 272 buses free of charge between the two hospitals. Bus drivers will also accept one carer with a patient in possession of an appointment letter or card. Patients regularly going to hospital can register with BSUH Trust's Patient Transport Bureau at the Royal Sussex County Hospital for a special pass.

Tel: 01273 696955 Ext. 4297 or 7607

Email: [transport.bureau@bsuh.nhs.uk](mailto:transport.bureau@bsuh.nhs.uk)

For bus service enquiries:

Tel: 01293 449191

Email: [feedback@metrobus.co.uk](mailto:feedback@metrobus.co.uk)

Website: [www.metrobus.co.uk](http://www.metrobus.co.uk)

If you care for someone who is at the Newhaven Rehabilitation Centre bus service 12 passes nearby – get off at the Kwik Fit Garage stop and it is a short walk. Bus service enquiries to Brighton and Hove Buses:

Tel: 01273 886200

Website: [www.buses.co.uk](http://www.buses.co.uk)

Rehabilitation Centre

Tel: 01273 513441

### **Hospital Car Parking**

For parking concessions at the BSUH NHS Trust's hospitals e.g. for patients in hospital for a long period, contact the Transport Bureau at the Royal Sussex County Hospital.

Tel: 01273 696955 Ext. 4297 or 7607

Email: [transport.bureau@bsuh.nhs.uk](mailto:transport.bureau@bsuh.nhs.uk)

## **Travel to Work and School**

### **Access to Work**

People who are disabled or have certain health conditions and who are unable to use public transport may be able to get help with the cost of travel to work. For more information get in touch with Jobcentre Plus Access to Work.

Tel: 0800 1217479.

### **Transport to School**

Children aged under 8 years travelling more than two miles to school, and children aged 8 years or over travelling more than three miles to school, get free transport provided by the City Council. Application can also be made for children with disabilities or special needs to get help with fares regardless of the distance they travel to school. Further information can be obtained from the Council's Home to School Transport Team.

Tel: 01273 293501

Email: [hometoschooltransport@brighton-hove.gov.uk](mailto:hometoschooltransport@brighton-hove.gov.uk)

Website: [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk)