



Norfolk Factsheet 8

Transport

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For details of all Age UK Factsheets, go to
www.ageuknorfolk.org.uk

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Community Transport:

Community transport may be the answer to your travel needs if you find it difficult to use the bus, you live in an area without a local bus service, or there simply isn't a journey option for where you want to go.

Norfolk County council

Community transport is run in partnership with the Norfolk Community transport association (above). Community transport schemes pick up at your house, or the nearest safest place and provide a door- to-door service. All you need to do is ring up and book a time that suits you. For information go to <https://www.norfolk.gov.uk/roads-and-transport/public-transport/community-transport>

Flexibus is a ring and ride service which anyone can use. There is no fixed timetable; instead the bus follows a route set by the pre-booked requests of the passengers. All buses are fully accessible, with space for wheelchairs, child buggies and shopping. There are 5 Flexibus services covering a number of towns and villages across the county. To request a journey go to <https://www.norfolk.gov.uk/roads-and-transport/public-transport/buses/flexibus>

Transport Plus is a community transport service provided by Norfolk County Council. It is a service using mostly volunteer car drivers to enable adult members of the public to access essential health, social and wellbeing services. Journey bookings can be made with the County Council's customer service centre and staff then organise the journey with an available driver or another community transport provider. A charge is made for each journey to cover the cost of fuel and general wear and tear of the vehicle. This is paid direct to the driver.

Transport Plus is generally available to adult members of the public who:

- Have a specific health or social need but are not eligible for free transport
- Are unable to use or access normal public transport services
- Cannot access services using transport provided by family or friends

To use the service you need to be able to get in and out of a car unaided.

Transport bookings can be made 9am to 5pm Monday to Friday (except public holidays) by phoning 0344 800 8020

You can book a journey up to a maximum of 2 weeks in advance – a minimum of 3 working days' notice needs to be given.

In some circumstances, it can arrange for the volunteer driver to wait at the appointment venue for a maximum of one hour. For longer appointments the driver will leave and return which may incur an additional journey charge.

Priority will be given to journey requests within Norfolk although journeys outside Norfolk, (e.g. to a hospital appointment) will be considered.

For more information go to <https://www.norfolk.gov.uk/roads-and-transport/public-transport/community-transport/what-is-transport-plus>

Driving Miss Daisy

Driving Miss Daisy provide companion driving services for the older people, children, disabled and for anyone who is unable to drive. Dedicated drivers will help you in and out of the car, going to appointments, shopping and accompany you on outings. Special requirements are catered for including assistance with a walker or wheelchair.

<https://drivingmissdaisy.co.uk/>

Email: kingslynn@drivingmissdaisy.co.uk

Telephone: 0333 014 6211 (local rate call – someone will take a message and then either Natalie or Melanie will call back when they aren't driving)

Shop Mobility:

This scheme aims to facilitate the provision of access to vehicles, both manual and power-assisted, to enable individuals to have greater mobility. Schemes in Norfolk include:

- **Norwich Shopmobility:** This scheme offers the loan of scooters, electric and manual wheelchairs and walking aids to people who have mobility difficulties in order to make the City Centre more accessible. Parking is next to Shopmobility on Level 1 at Chapelfield Mall Shopping Centre. Vehicles can be used anywhere within the City Centre. The current charges are £6 for annual membership, which entitles you to borrow a vehicle and 4 hours of free parking (2 means of ID are required to register) and £4 per hire to take a vehicle out. For information, go to www.norwichaccessgroup.org.uk or call Norwich Shopmobility on **01603 753350**.
- **West Norfolk Shopmobility:** There is a scheme in King's Lynn which provides a range of scooters and wheelchairs, both electrical and manual. It is a membership scheme with currently a choice of an annual membership fee of £50 and free use of the equipment or a £15 fee and a charge of £2.50 per usage. Non-members and visitors can also hire equipment on a daily basis or longer-term hire for people on holiday in the area. For information, go to <https://www.wnct.co.uk/our-services/shopmobility/> or call on **01553 770310**.
- **THP Mobility (formally the hand partnership)** provides short and long term scooter hire and wheelchair loan. It is a 'not for profit' organisation and also gives advice on suitable vehicles. For information, go to www.thpmobility.org.uk or call on **01603 514336** (Hoveton/Wroxham).

Non-emergency Patient Transport Services (NePTS) for Norfolk:

The NHS can provide free, non-emergency transport to certain patients who are eligible i.e. there must be a real medical need and/or severe disability issues. The service is currently being provided by ERS Medical in the Norfolk area (excluding Great Yarmouth and Waveney areas). For information, go to www.ersmedical.co.uk. To make a request for transport, call the Patient Transport Clinical Assessment and Advice Service on 0333 2404100. They will require details of your NHS number, your GP surgery and hospital clinic and appointment details. If you are not eligible, they will offer advice on alternative options. You can make a booking any time between 48 hours and two weeks in advance of your appointment. For information, go to www.heron.nhs.uk.

Information on the healthcare travel cost scheme is available on the NHS choices website; www.nhs.uk/NSHEngland/Healthcosts/Pages/Travelcosts.aspx

Group Hire and Trips:

BACT community transport

BACT provides transport for people living in the Waveney district of Suffolk and the south eastern area of south Norfolk for whom other forms of public transport are not easily available.

BACT have six minibuses which are run under a Section 19 permit. The minibuses are for use by local non-for-profit organisations and groups. All of the mini-buses have tail lifts for wheelchair access and for anyone who has difficulty using steps.

Member organisations using the bus pay an annual membership of £15. Costs are based on mileage, with a minimum charge of £35 for the first 27 miles and £1.30 per mile thereafter.

The buses vary in seating capacity between 11-16 passengers & 1-2 wheelchairs. When a wheelchair space is required some passenger seats will need to be removed to allow sufficient space for the wheelchair/s. Please telephone us 01986 896896 for more information and approximate costs.

BACT also offer community transport in South Norfolk including door to door and community cars.

<http://www.bactcommunitytransport.org.uk/minibus/>

Borderhopper

Covering 61 parishes in South Norfolk and Norfolk Suffolk

Hire of a bus with a Borderhopper driver for non-profit making organisations.

To Hire one of the Borderhopper buses you must have group membership. Borderhopper currently operate 6 mini buses, four of which have wheelchair lifts.

The cost of our annual group memberships is £15 , Hire fee- £15, Driver £10 per hours, Fuel costs £1 per mile

If you would like to make a booking or would like some more information then please call 01379 854800 or email adminborderhoppa@btconenct.com

Please note a minimum of two weeks' notice is required for group hires

Border hopper also offer other community transport solutions including dial a ride.

Centre 81

Centre 81 operates a fleet of ten fully accessible minibuses. Each bus comes equipped with tail-lifts or ramp, secure anchor points for wheelchairs and helpful drivers.

Our affordable service is there for all citizens of any age within the Borough who cannot access ordinary public transport. Transport can be used by anyone in the Borough to assist them to be involved in their local community.

In addition to taking people shopping, to the bank, or to get to medical appointments we also provide transport for;

- For anyone who lives in the Borough of Great Yarmouth who cannot access ordinary public transport. This may be due to disability but it could simple be public transport does not operate in your area.
- To support you to undertake a volunteering role
- To assist you to get to and from your paid employment
- To get you to and from your local club or society
- To go out for lunch 'meals on wheels' in reverse

Transport is also provided for clubs, societies or resident groups. This can help your group to retain a feasible membership and your members can enjoy journeys as part of the group experience.

You can book your group's journey by calling 01493 332253.

<https://www.centre81.co.uk/community-transport/>

West Norfolk Community Transport

Arranges a range of vehicles for group hire by other organisations. From straightforward cars and mini-buses to adapted (low steps and tail lifts) people carriers and mini-buses. Vehicles are provided for one off trips, regular daily or weekly use, evenings or weekend use and can be supplied with our driver or the organisation can supply their own driver.

Groups wanting to use our services will need to become members and there is an annual membership fee of £15.00. For more information please call 01553 776971

<https://www.wnct.co.uk/>

Concessionary Schemes:

Concessionary travel pass

There are two types available to all Norfolk residents who meet the age or disability requirements – they are the **Age-related Pass** or the **Disabled Travel Pass**. A concessionary travel pass entitles you to free travel on all off-peak services (9.30am to 11pm Monday to Friday and at all times weekends and Bank Holidays). It is valid on all local bus services throughout **England** (times may vary in different areas). This includes London buses and rural services, such as Coasthopper. Pass holders are also entitled to a discounted rate on Park and Ride services in Norfolk after 9.30am. Blind and partially-sighted people are able to travel at any time of day and some companies can travel for free

You will automatically receive a new concessionary buss pass if you have already had a pass issued by Norfolk County Council or a district council in Norfolk. If you have not automatically received your pass by the renewal date you can complete the standard renewal form. If your pass was issued by an authority outside of Norfolk then you will need to complete a new application.

For information, or to apply online, go to <https://www.norfolk.gov.uk/roads-and-transport/public-transport/buses/concessionary-travel-pass> or call NCC Customer Services on **0344 8008020**.

National Express Coachcards

Senior Coachcard for over 60s costs £10 (+£2 P&P) and guarantees a saving of one third on standard adult fares across UK for 12 months. With the Coachcard, there are no restrictions on peak and off-peak travel times, so you can travel when it suits you and your plans. This includes public holidays, bank holidays and weekends. The Senior Coachcard may be booked online, go to <https://www.nationalexpress.com/en/offers/coachcards/senior> or call on **08717 818181**.

Disabled Coachcard for those who are registered disabled – the same conditions apply as for the Senior Coachcard may be booked online, go to <https://www.nationalexpress.com/en/offers/coachcards/disabled> or call their Assisted Travel Team on **08717 818181**.

National Railcards

Senior Railcard for over 60s currently costs £30 and can give you savings of one-third off Standard and First-Class fares throughout UK for 12 months. The Senior Railcard may be booked online, go to <https://www.senior-railcard.co.uk/> or call on **0345 3000250** or email railcardHelp@railcards-online.co.uk

Disabled Persons Railcard for those receiving disability-related benefits or if registered deaf or use a hearing aid; or are visually impaired or epileptic. This currently costs £20 which can give you savings of up to one-third off most rail fares throughout UK for you

and a companion for 12 months. go to <https://www.disabledpersons-railcard.co.uk/> or call on **0345 6050525** or email disability@raildeliverygroup.com

Financial help:

Healthcare Travel Costs Scheme (HTCS)

If you are referred to hospital or other NHS premises for NHS specialist treatment or diagnostic tests by your doctor, dentist or other health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS). To qualify for help with travel costs under the HTCS, you must meet three conditions:

- at the time of your appointment, you or your partner must receive one of the qualifying benefits or allowances or meet the eligibility criteria of the NHS Low Income Scheme.
- you must have a referral from a healthcare professional for a specialist or to a hospital for further NHS treatment or tests (often referred to as ‘secondary care’)
- your appointment must be on a separate visit to when the referral was made. This applies whether your treatment is provided at a different location (hospital or clinic) or on the same premises as where your GP or other health professional issued the referral.

For information, go to www.nhs.uk ‘NHS in England – help with health costs’ section or refer to the NHS guide HC12 ‘Help with health costs’

Personal Independence Payment (PIP)

This is a state benefit for people who become disabled and make a claim before the age of 65. PIP has a mobility component for people who have difficulty getting around. It’s paid at two rates: a ‘standard rate’ and an ‘enhanced rate’. A decision about which rate to award is made after an assessment that looks at the person’s ability to perform two activities – planning/following journeys and moving around. Currently, the equivalent benefit of Attendance Allowance for over 65s does not include a mobility component.

For further information, see Age UK fact sheet No.87 ‘Personal Independent Payment (PIP) & Disability Living Allowance’. To request a copy, call Age UK Norfolk Advice line on **0300 5001217**.

VAT relief

You may not have to pay VAT on having a vehicle adapted to suit your condition, or on the lease of a Motability vehicle – this is known as VAT relief. Your supplier can tell you, but usually products designed or adapted for a disability qualify. For example, certain types of wheelchairs and motor vehicles – or the leasing of a motability vehicle. You’ll need to confirm in writing that you meet these conditions. Your supplier may give you a form for this. For information, go to www.gov.uk/financial-help-disabled/vat-relief or call HMRC for help with general VAT enquiries on **0300 2003700**.

Transport if you're disabled:

Traveline East Anglia

Provides information about bus, coach and rail journeys throughout Norfolk and information on wheelchair-accessible services. For information, go to www.travelineeastanglia.org.uk or call their national call centre on **0871 2002233**.

Buses and coaches

The law says bus and coach drivers must give reasonable assistance to disabled people. This doesn't mean physically lifting passengers or heavy mobility equipment. If you need help to get on and off a coach, you should ask for this when you book your ticket. For information on accessible bus routes in Norfolk, go to www.norwichaccessgroup.org.uk. Most bus routes in Norfolk are wheelchair accessible. For information, call Traveline East Anglia.

Planes

Airlines and airports have different facilities for disabled people. Find out from your airport or airline if they have the facilities you need. Tell your airline about your disability at least 48 hours before departure if you'll need help. As a disabled person, you should be able to travel with up to 2 items of mobility equipment free of charge. This won't count as part of your baggage allowance. You must travel with a companion if you're not self-reliant. You have the right to travel with your assistance dog but you will need to follow the rules on pet travel.

For further information go to www.gov.uk/transport-disabled/planes

Taxis and minicabs

In some areas (mainly larger cities), licensed taxis have to be wheelchair accessible. To find out if there are accessible taxis near you, contact the taxi licensing office at your local council. In London, all black cabs are wheelchair accessible. If you travel with an assistance dog, they must be allowed into the taxi or minicab with you, unless the driver has an exemption certificate. This can be issued if they've got a medical condition made worse by contact with dogs. A driver with an exemption certificate will have a yellow 'Notice of Exemption' notice on their vehicle windscreen.

As well as the rules on wheelchairs and assistance dogs, all taxi and minicab drivers must make sure they don't discriminate against you and should also make any 'reasonable adjustments' to their service for you to make your journey easier. You should report any problems to the taxi licensing office at your local council. For further information go to www.gov.uk/transport-disabled/taxis-and-minicabs

Trains

You can give National Rail train companies advance notice if you think you'll need any help from staff. You can also check if a station has accessible facilities.

Wheelchairs on trains: On mainline (intercity, suburban and cross-country) trains there is space for your wheelchair. Put your chair in this space and use the brakes (or switch your wheelchair's power off) when the train is moving.

Your rights: Your right to travel by train is protected by the train company's Disabled People's Protection Policy (DPPP). Each train company must produce a DPPP and you can get a copy from the company. The DPPP explains how the train company helps disabled passengers use their stations and trains.

For further information about transport for the disabled, go to www.gov.uk/transport-disabled.

National Key Scheme (also known as the RADAR)

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme locks can be found in shopping centres, pubs, cafes, department stores, bus and train stations and many other locations in most parts of the country. You can get a key and details of locations of disabled toilets by contacting your local authority. Disability rights UK also sell the keys <https://www.disabilityrightsuk.org/shop/radar-key>.

Driving:

Age UK provides a useful Information Guide entitled '**In the driving seat**' (IG44) which advises on what you need to know to stay driving for longer. To request a copy, call Age UK Norfolk Advice line on **0300 5001217**.

Vehicle tax reduction:

You can get a 50% reduction in vehicle tax if you get the PIP standard rate mobility component. You can't get a reduction if you get the DLA lower rate mobility component. To claim a reduction, send all of the following to DVLA Swansea SA99 1DZ.

- A letter or statement from the department of work and pensions that shows your PIP rate and the dates you're getting it (NB don't send your PIP assessment or any other medical information with your application)
- The vehicle log book (V5C)
- a V10 form
- an original MOT or GVT certificate (if your vehicle needs one)
- a cheque or payable order (made out to 'DVLA, Swansea') for 50% of the full rate of car tax for the vehicle.

If you have just brought a vehicle and it's not registered in your name yet you'll need to download and complete a V62 form and include the V5C/2 new keeper supplement with your application. For information go to <https://www.gov.uk/financial-help-disabled/vehicles-and-transport>

Vehicle tax exemption:

You can apply for exemption from paying vehicle tax if you get the higher rate mobility component of DLA; the enhanced rate mobility component of PIP, the War Pensioner's

Mobility Supplement or the armed forces independence payment. The vehicle must be registered in the disabled person's name or their nominated driver's name. It must only be used for the disabled person's personal needs. It can't be used by the nominated driver for their own personal use. You can only have one vehicle tax exemption at any one time.

You can claim the exemption when you apply for vehicle tax. You can apply online (where you can pay by debit/credit card or direct debit) by phone to the DVLA vehicle tax service on 03001234321 (you cannot pay by direct debit over the phone) at a post office that deals with vehicle tax. If you are claiming for a vehicle for the first time you have to claim at the post office for information go to <https://www.gov.uk/financial-help-disabled/vehicles-and-transport>

Renewal of licences for over 70s:

All drivers have to renew their licence when they reach the age of 70 and every three years from then on. There is no upper age limit for driving a car but, if you have or develop a disability or medical condition that affects your ability to drive, you must notify the DVLA. You may be required to have a medical or be referred for a driving test. These tests are free. Having a disability or medical condition does not necessarily mean that your licence will be affected, but some conditions will lead to your licence being restricted, withdrawn or refused if you are applying for the first time. For information, go to www.gov.uk/renew-driving-licence-at-70.

Experienced driver assessment:

Norfolk County Council is committed to supporting older drivers through its Guidance for Older Drive (GOLD) programme. GOLD can help to reassure drivers and offers a driver development session designed to refresh skills and increase confidence. The session is tailored to suit the driver's individual needs. It can cover areas such as night-time driving, negotiating junctions and roundabouts, driving in heavy traffic and dealing with complex road systems. If you are a relative, concerned about an elderly family member's driving, you can contact them for free confidential advice and guidance. For information, go to <https://www.norfolk.gov.uk/roads-and-transport/roads/road-safety/road-education-and-training/training-for-drivers-and-motorcyclists/gold-guidance-for-older-drivers> where you can apply online or call on **0344 8008020**.

Mobility Centres:

If you have developed a medical condition, the DVLA may refer you to a Mobility Centre for an assessment. You can also refer yourself if you feel you could benefit. The staff at the Mobility Centre will assess your driving ability which may include a physical, cognitive or visual assessment. For information, contacts are as follow:

- Holt Mobility Centre Tel: 01263 588777
- King's Lynn Mobility Centre Ltd Tel: 01553 768751
- South Norfolk Mobility Centre (Snetterton)Tel: 01953 887777
- East Anglian Drivability (Thetford) Tel: 01842 753029

- The Mobility Centre Cromer

Tel: 01263 513631

The Motability Scheme:

This scheme enables disabled people to lease a new car, scooter or powered wheelchair, using their Government funded mobility allowance. If you receive the Higher Rate Mobility Component of Disability Living Allowance; the Enhanced Rate of the Mobility Component of Personal Independence Payment (PIP); the War Pensioners' Mobility Supplement (WPMS) or the Armed Forces Independence Payment (AFIP), you may be eligible to join the Motability Scheme. For information, go to www.motability.co.uk/understanding-the-scheme or call on **0300 4564566**.

Mobility scooters and powered wheelchairs:

You don't need a licence and there is no legal eyesight requirement to drive mobility scooters or powered wheelchairs (but you should be able to read a car's registration number from a distance of 40 feet). You might have to pay compensation if you have an accident and poor eyesight was part of the cause. All mobility scooters and powered wheelchairs can legally travel at a maximum of 4mph on footpaths or in pedestrian areas. They come in two categories:

- *Class 2* – which can't be used on the road (except where there isn't a pavement) and have a maximum speed of 4mph. You don't need to register a Class 2 invalid carriage.
- *Class 3* – which can be used on the road at a maximum speed of 8mph (or 4mph off the road). You must register a Class 3 invalid carriage.

Although you don't have to pay vehicle tax on the following types of vehicle, you still need to apply:

- Vehicles used by a disabled person – you can claim disability exemption when you apply for vehicle tax.
- Disabled passenger vehicles – vehicles (apart from ambulances) used by organisations providing transport for the disabled are exempt.
- Mobility scooters, powered wheelchairs and invalid carriages - they must have a maximum speed of 8mph on the road, and be fitted with a device limiting them to 4mph on footways to be exempt.

For general information, go to www.gov.uk/mobility-scooters-and-powered-wheelchairs-rules.

For Highway Code Rules for users of powered wheelchairs and mobility scooters, including on pavements and on the roads, go to www.gov.uk/guidance/the-highway-code.

Age UK Norfolk has been in existence since 1947

The mission of the charity is

“To support older people in Norfolk to enjoy the opportunities and meet the

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51 Ivy Road

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We hold the Advice Quality Standard which provides you with assurance that we have met certain criteria that demonstrates a commitment to quality.