



# Norfolk Factsheet 8

## Transport

### Contents

Community Transport	p.2
Shop Mobility	p.3
Non Emergency Patient Transport	p.4
Group Hire and Trips	p.5
Concessionary Schemes	p.8
Financial Help	p.9
Transport if you're disabled	p.10
Driving	p.11

For details of all Age UK Factsheets, go to  
[www.ageuknorfolk.org.uk](http://www.ageuknorfolk.org.uk)

Last updated: May 2020

## **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.

We can also take someone with you if you need a carer/assistant to help you at your Appointment / service.

Unfortunately we are unable to take people who travel in a wheelchair.

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.

A charge is made to cover the cost of fuel and general wear and tear of the volunteer driver's vehicle. This is currently 45p per mile. The charge includes any mileage incurred for the volunteer to travel to and from your house, although we will always try to arrange the nearest driver to you so that charges are kept to a minimum. If this is not possible then our staff will discuss this with you.

We may also be able to provide other transport options at very competitive rates. Please ask about this. If you wish to know the estimated cost of your journey before you travel please ask the Customer Service Centre staff when booking.

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

### **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](http://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 £60 and free use of the equipment or a £20 fee and a charge of £3.00 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 <http://www.thpmobility-norwich.co.uk/> or call on 01603 518693.

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

### **What is PTS?**

Non-emergency patient transport services, known as PTS, are typified by the non-urgent, planned, transportation of patients with a medical need for transport to and from a premises providing NHS healthcare and between NHS healthcare providers. This can and should encompass a wide range of vehicle types and levels of care consistent with the patients' medical needs.

### **Who is eligible for PTS?**

Eligible patients are those:

- Where the medical condition of the patient is such that they require the skills or support of PTS staff on/after the journey and/or where it would be detrimental to the patient's condition or recovery if they were to travel by other means.
- Where the patient's medical condition impacts on their mobility to such an extent that they would be unable to access healthcare and/or it would be detrimental to the patient's condition or recovery to travel by other means
- Recognised as a parent or guardian where children are being conveyed.

PTS could also be provided to a patient's escort or carer where their particular skills and/or support are needed e.g. this might be appropriate for those accompanying a person with a physical or mental incapacity, vulnerable adults or to act as a translator. Discretionary provision such as this would need to be agreed in advance, when transport is booked

### **Who supplies Non-emergency patient transport service**

The NHS Non-Emergency Patient Transport Service for Norfolk (excluding Great Yarmouth and Waveney) is provided by **ERS Medical**. Gt Yarmouth/Waveney and Suffolk is provided by the East of England Ambulance Service NHS Trust (EEAST).

Patients and carers in Norfolk can book journeys with ERS telephone number: **0333 240 4100**. Eligibility criteria apply. Further information regarding ERS medical can be found at [www.ersmedical.co.uk](http://www.ersmedical.co.uk)

Patients and carers in Suffolk can book journeys with EEAST telephone number: **0845 8500774**. Eligibility criteria apply.

### **Cancelling PTS**

If you no longer require PTS which you have booked or your appointment is cancelled or re-scheduled, always inform the provider you have booked with. PTS is a valuable resource and transport not cancelled could have been used for someone else.

### **What if I am not eligible for PTS**

PTS eligibility has not been extended to include patients who do not fit the criteria outlined in the information above e.g. those who have a social need for transport. Below is information about alternatives to PTS.

## **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/>

### **Borderhoppa**

Covering parishes in South Norfolk and Norfolk Suffolk

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

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

The cost of our annual group memberships is £15, Hire fee- £15, Driver £11 per hour, 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@btconnect.com](mailto:adminborderhoppa@btconnect.com)

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

Borderhoppa also offer other community transport solutions including dial a ride.

<http://www.borderhoppa.org/about-us>

## **Centre 81**

Our door-to-door community transport service is available to anyone in the Borough of Great Yarmouth. If you struggle with using buses and taxis, our easy-to-access minibuses could help you get around, remain independent and stay in touch with your community.

For many people it's a lifeline that helps them remain active and reduce their reliance on family, friends and carers.

Our fleet of 11 fully accessible minibuses have secure anchor points for wheelchairs, tail-lifts for access and friendly, helpful drivers to get you safely aboard. It's an affordable service that can be used for practically anything – from getting to medical appointments and the bank to going shopping and visiting friends. It can also:

- Enable you to take up a volunteering role or paid employment.
- Get to and from a local club or society.
- Go out to lunch.
- Visit the theatre or cinema.
- Enjoy a picnic as you set sail on the Norfolk Broads.

For many of our door-to-door members Centre 81's Community Transport Service is their 'Social Club on Wheels'.

The service is available from 10.30am to 3.30pm from Monday to Friday and can be used by:

- Anyone with a disability.
- Anyone assisting the person they are with to get around the shops and acting as an escort.
- Elderly people who are frail.
- People living in areas not served by public transport.
- Anyone who needs transport to access volunteering or work opportunities.
- Anyone over 16 who wishes to travel independently.
- Anyone under 16 accompanied by an adult.

You can become a member or book a journey by calling 01493 332253.

For many of our door-to-door members Centre 81's Community Transport Service is their 'Social Club on Wheels'.

Everyone who uses our community transport needs to be a member. This costs just £10 a year. We are not a bus service and we are not a taxi service. We are something different and our service is special. Centre 81's drivers will help you get from your home to the bus and at the end of your day out will make sure you get back safely to your home. Journey costs are much less than a taxi and a bit more than public transport fares. Unfortunately, we are unable to accept concessionary bus passes.

We also support local clubs and societies by providing transport for their members. 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**

WNCT 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.

All drivers will have been through a MiDAS assessment, the recognised national qualification, before driving our vehicles.

We can provide this assessment in house. Please see the [training page](#) for details.

### **Cost for the hiring of the vehicles are as follows:**

#### **Using our driver**

£57 minimum charge including the first 30 miles and 2 hours driver's time.

Additional mileage £1.20 a mile

Additional drivers time £10.75 per hour

#### **Using your own driver**

£57 for the first 50 miles, plus VAT

Additional mileage £1.20 a mile.

Groups wanting to use our services will need to become members and there is an annual membership fee of £20.00. For more information please call [01553 776971](tel:01553776971)

<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 £12.50 (+£2.50 P&P) per year 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 for one year 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@nationalrail.co.uk](mailto:railcardhelp@nationalrail.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 [railcardhelp@nationalrail.co.uk](mailto:railcardhelp@nationalrail.co.uk)



## **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](http://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 usually have not reached state pension to claim. 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 those over state pension age however this 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 500 1217**.

### **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](http://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 [http://www.travelinesoutheast.org.uk/se/XSLT\\_TRIP\\_REQUEST2?language=en&timeOfset=15](http://www.travelinesoutheast.org.uk/se/XSLT_TRIP_REQUEST2?language=en&timeOfset=15) or call their national call centre on **0871 200 2233**.

### **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](http://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](http://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](http://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](http://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 exception 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](http://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       | 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 <https://www.motability.co.uk/about/how-the-scheme-works/> 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](http://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](http://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

Age UK Norfolk Head Office  
Henderson Business centre

51 Ivy Road

Norwich

NR5 8BF

Telephone: 01603 787 111



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