



Journey Enterprises

Information on Transport Services

2024

Listening to our Clients

When we surveyed our Clients about transport 100% told us that they wanted to travel independently. Journey remains committed to enabling Clients to develop the skills to live, and travel, as independently as possible, whilst remaining safe in their local communities.

Concessions & Financial Support

Clients attending our service receive local authority and Department for Work & Pensions care, support & benefits awards in addition to unemployment benefits.

Disability benefits such as Personal Independence Payment and Disability Living Allowance are awarded to enable adults to meet the additional costs they may incur because of their disability. This includes transportation.

All Clients attending Journey are eligible for:

- A Disabled Person's Concessionary Travel Pass
- A Companion Card (for an accompanying carer)

Clients receiving Disability Living Allowance or Personal Independence Payment may also apply for:

- A Disabled Person's Rail Card
- An equivalent Rail Card concession for an accompanying carer

For Clients with higher rate Disability Living Allowance mobility awards, and Clients who have scored 12 or more in Personal Independence Payment mobility assessments, Clients are able to:

- Apply for a Taxi Card (Tyne & Wear)
- Apply for a Motability vehicle (to be driven on their behalf)

CT Cards (Tyne and Wear)

<https://www.nexus.org.uk/ticket-information/concessions/disabled-adults>

Everyone applying for the Concessionary Travel Scheme on grounds of disability has to be initially assessed by the Social Services department of their Local Authority. You should, therefore, contact them for advice on what you need to take with you.

Telephone numbers are:

Gateshead – 0191 433 2327

Newcastle – 0191 278 8100

North Tyneside – 0345 200 0101

South Tyneside – 0191 424 6000

Sunderland – 0191 520 5552

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

If you have one of the following types of disability and live in Tyne and Wear, you may be entitled to a Concessionary Travel Pass:

- Blind or partially sighted.
- Profoundly or severely deaf.
- Without speech.
- Have a disability, which means that you cannot walk except with excessive labour, at an extremely slow pace or with excessive pain.
- Do not have arms or have a long-term loss of the use of both arms.
- Have a learning disability.
- Someone who has been, or would be, refused a driving licence on certain medical grounds.

Further information regarding the definition of these criteria is available from Social Services.

If you qualify under one of the above categories and attend college or are in paid employment for at least 15 hours a week, you can apply for an All Day Concessionary Travel Pass, which can be used at any time.

With a CT Pass you can travel:

- Free of charge on buses in Tyne and Wear from 9.30am Monday to Friday and all day at weekends and on public holidays.
- Free anywhere else in England on local buses, between 9.30am and 11.00pm Monday to Friday and all day at weekends and on public holidays.
- For 60p on the Shields Ferry from 9.30am Monday to Friday, all day at weekends and on public holidays.
- For 50p on Northern Rail services between Newcastle and Metrocentre/Blaydon, from 9.30am Monday to Friday and all day at weekends and on public holidays.

Please note that there are no discounted fares on Metro, or on Northern Rail services between Newcastle and Sunderland, for Concessionary Travel Pass holders. However, you can have unlimited travel on Metro, on Northern Rail services between Newcastle and Sunderland and also the Shields Ferry if you buy a [Metro Gold Card](#).

If you have an All Day pass, you will be able to travel on buses in Tyne and Wear free of charge all day, for 60p per trip at any time on the Shields Ferry and for 50p on rail services between Newcastle and Metrocentre/Blaydon. Please note that your pass does not entitle you to all day travel outside Tyne and Wear.

If you need to travel before 9.30am in order to get to or from a hospital appointment, just show your hospital appointment card or letter with your CT Pass when requested. Please note that this only applies to journeys starting in Tyne and Wear.

How to apply for your CT Pass you will need to send us the following:

- A completed application form (which you can download or pick up from any Nexus TravelShop).
- A colour passport photo (not scanned and not using your own camera/phone) attached to the application form in the box provided.
- Your Confirmation of Eligibility form.
- Proof that your permanent address is in Tyne and Wear – for example a council tax, gas, electricity or phone bill dated within the last 6 months - please send a photocopy if you are applying by post.

- An envelope with your name, address and a stamp on. We need this even if you take your application in to a TravelShop, so the pass can be posted back to you.
- All Day Pass applicants – a letter from your employer/tutor confirming that you will be attending paid work or college for at least 15 hours a week for 6 months or more. This must be on official letterhead, be dated within the last 3 months and must not be a photocopy.
- If you are applying for a replacement/damaged pass £5, (by cheque or postal order made payable to Nexus if applying by post; cash or credit card if via a TravelShop).

Where do I send my application?

Either hand it in at any Nexus TravelShop or post it to Nexus at:

Concessionary Travel
Nexus
Nexus House
St James Boulevard
Newcastle upon Tyne
NE1 4AX

Companion card: for more information call: 0191 20 20 747

Bridge Card

The Nexus Bridge Card explains to Staff that you have additional needs and may need extra help during a journey because of disability, age or illness.

Bridge cards can be ordered through Nexus by contacting 0191 20 20 747

Or by visiting a Nexus TravelShop

- Central Station Metro station
- Gateshead Interchange
- Haymarket Metro station
- North Shields Metro station
- Park Lane Interchange
- South Shields 34-36 Fowler Street

Disabled Persons Railcard

<https://www.disabledpersons-railcard.co.uk/>

The Disabled Persons Railcard is for people with a disability that makes travelling by train difficult.

Journey Clients qualify if they:

- receive Personal Independence Payments (PIP) or Adult Disability Payment (ADP)
- receive Disability Living Allowance (DLA) at either:
 - the higher or lower rate for the mobility component, or
 - the higher or middle rate for the care component
- have a visual impairment
- have a hearing impairment
- have epilepsy
- receive Attendance Allowance, Severe Disablement Allowance or Pension Age Disability Allowance
- buy or lease a vehicle through the Motability scheme

(other qualifying conditions are listed on the website)

Proof of Eligibility

You would need to provide one of the below as evidence of your eligibility with your application as detailed in the following table:

If you:

You will need to provide:

- Receive Disability Living Allowance at either the higher rate or lower rate for getting around (mobility); or the higher or middle rate for help with personal care
 - A copy of your award letter showing receipt of Disability Living Allowance in the past 12 months
- Receive Personal Independence Payments (PIP) at any rate.
 - A copy of your award letter

Taxi Card: Tyne & Wear

<https://www.nexus.org.uk/ticket-information/concessions/taxicard>

The TaxiCard scheme can help people with mobility difficulties travel independently. It allows them to travel with one of the Scheme's approved taxi companies at a discounted price. Members are issued with a card which is credited with a set amount of money every year - they use the money on their card to help pay towards each journey they make.

How do you join the scheme?

TaxiCard is an annual scheme - the table below sets out the application deadline dates:

Deadlines:

Friday 23 February 2024: valid from 25 March 2024 to 30 March 2025
Taxicard credit you receive: £225 (via 2 topups). Admin fee: £10** for full 12 month period

You are issued with a card, the same size as a credit card, which will be credited with an annual amount of £225.

You can use your TaxiCard to pay towards your taxi fares with one of the Scheme's approved taxi companies.

A flat fare of £3 is deducted from your TaxiCard each time you travel, regardless of the price of the journey (even if it is less than £3*). However, if the taxi fare is more than £3 you have to pay the extra amount yourself.

Booking a Journey

You will need to ring one of the Scheme's approved taxi companies (which will be listed in the 'User handbook' you receive with your card). Simply book your journey directly with them. You can only use one taxi company – the one which operates in the area you live in. You can book journeys in advance or just before you travel, as long as the taxi company has a car available.

Paying for your Journey

When you arrive at your destination you give your TaxiCard to the driver. They will put it into a machine, which will automatically deduct £3 from your card. You can also check the amount of credit left on your card when you're in the taxi - just ask the driver.

When a journey is less than £3 (for example only £2.70) you will lose 30p on your card. You can, if you prefer, pay the driver cash instead of losing any value on your card. You will need to decide how you wish to pay for your journey before you hand over your TaxiCard to the driver. The decision is entirely yours.

The Travel Area

Your journey must start and/or finish in Tyne and Wear. There are no restrictions otherwise on where or when you can travel with your TaxiCard. Visit friends, go shopping, go to a hospital appointment or wherever you like.

Getabout Northumberland

<https://adapt-ne.org.uk/index.php/getabout-car-scheme/>

Getabout is a scheme for people who have difficulty getting around Northumberland, operated by Adapt (NE) in partnership with Northumberland County Council. The scheme is there for you if you:

- Do not drive, either because you are too young, have never driven or are no longer able to;
- Have no access or limited access to a car as it is not affordable or not there during the day;
- Have a mobility difficulty which prevents you from using public transport.

Getabout will seek to find the most appropriate way of solving your transport problems which could include connecting you to existing public or community transport services, shared affordable taxi services, local lift share and Getabout volunteer drivers.

To access a volunteer driver you will need to register for the service. There is a fee of £6 which lasts for a six-month period. The cost for your journey once you have registered is 50p per mile.

To find out more about Getabout or discuss your needs call: 03333 441 740.

Please allow seven days' notice to allow plenty of time to arrange appropriate support.

Link2 – Durham Dial a Ride Bus Service

<https://www.durham.gov.uk/article/1991/Link2-Dial-a-Ride-bus-service>

Link2 is an accessible dial-a-ride bus service for people who do not have a suitable bus service, or are unable to access regular bus services due to mobility issues.

It can be booked by anyone as long as:

- Your journey starts or ends in County Durham;
- You do not have a bus stop within 600 metres/10 minutes' walk;
- You do not have a bus service available within one hour of when you want to travel;
- The journey would require a change of bus.

Link2 will pick you up from an address specified by you, for example your home.

Link2 can be used for shopping, work, training, health appointments or anywhere else you want to go. Link2 will pick you up and set you down at your address if the journey is up to 5 miles. For journeys over 5 miles, Link2 will take you to the nearest transport hub allowing you to continue your journey from there.

Fares are the same as regular bus services and are paid when you get on the bus. Concessionary bus travel passes can also be used.

All vehicles are fully accessible for people who are disabled or have mobility problems. Drivers will assist you on and off the vehicle if necessary.

A carer or companion can also travel with you if you need someone to accompany you. You must include them when you make your booking.

Link2 buses operate Monday to Friday from 8.00am to 6.00pm. Journeys can be booked to start at any time within these hours if there is a bus available. Your journey may be shared with other users.

To book the service, contact the Travel Response Centre on 03000 269 999. The booking line is open Monday to Friday 8.30am to 5.00pm.

Bookings can be made up to two weeks in advance and up to one hour before the time of intended travel. However bookings are made on a first come, first served basis so it's best to book as early as possible.

Newcastle Community Transport (NCT)

<https://newcastlecommunitytransport.org.uk/>

NCT provide a wheelchair-friendly, door-to-door transport service covering Newcastle and the surrounding area.

Public buses and taxis often provide only a kerb to kerb service, and this can be a problem if you have mobility issues. Newcastle Community Transport (NCT) is different. Our friendly drivers can help you get to and from our minibuses. For the elderly and disabled, our door-to-door service can be a much-needed lifeline.

Customers are able to:

- go shopping again
- enjoy meals out
- visit day centres, churches and social clubs
- enjoy day trips further afield, to destinations like Llandudno

To book your trip call: 01782 627 770. The office is open weekday mornings between 9.00 am and 1.00 pm. If they can't get to the phone when you call, please leave a message and they will get back to you.

The service is available seven days a week throughout the year depending on the availability of volunteer drivers and minibuses.

Please get in touch at least 7 days before any planned trip. All our drivers are volunteers, so NCT try to give them advance warning of when they need their help. If you have to make a last minute booking, call 01782 627 770 and they will try to help if possible.

Customer fees are designed to be affordable and easy to pay. They will send you a bill a few weeks into the following month after your trip. This can be paid by cheque or through your bank electronically. If neither of these options works for you, they can pop round at a later date to collect the payment.

Charges: For passengers travelling as a group, £1.53 per mile per bus based on the return journey to our depot, currently M Club Spa & Fitness Centre, Trent Vale. For someone travelling as a single independent passenger, £1.53 per mile based on the return journey to their home, with a minimum charge of £4.60.

Compass Community Transport – Sunderland / South Tyneside

<https://compasscommunitytransport.org.uk/>

T: 0191 523 5383

Compass Community Transport is a registered charity based in Sunderland. The company has been providing community transport since 2003. They provide door to door transport services which are aimed at improving access to health, education, social and economic opportunities for all sectors.

They offer a range of 16 – 51 seat vehicles which are regularly serviced. Minibuses may only be used by groups involved in one or more of the following:

- education
- recreation
- religion
- social welfare
- other activities of benefit to the community

You need to become a member to be able to use the transport however, the annual membership fee is only £15.

Motability Scheme

Clients receiving a higher rate DLA or PIP award for mobility are eligible for the Motability Scheme. The Motability Scheme provides either a vehicle or Motability scooter. These are leased out as a contract hire to the Client for a three-year period. The Client's mobility element of their benefits award is paid directly to Motability for the duration of the contract hire period. The Scheme covers the car's insurance, all servicing and repairs and the cost of any replacement vehicles needed.

Whilst Journey's Clients are not drivers, the vehicle may be driven by another nominated driver. The nominated driver should live in the same household as the DLA/PIP recipient.

Motability vehicles are only provided for the benefit of the person for whom the disability award has been made, and must be used for that person's needs. Where a Client has a Motability vehicle, driven on their behalf, this vehicle should be used to transport the Client to/from their day service.

Motability has a significantly reduced range of vehicles currently due to the shortage of new car stock following the COVID-19 outbreak. Many of the major car manufacturers are not supplying the Scheme presently. A substantial ratio of vehicles available are electric and this is expected to increase as we move towards 2030.

For information on the Scheme please visit:

<https://www.motability.co.uk/about-the-scheme/who-can-join/>

T 0300 456 4566

Journey Minibuses

Journey has a small fleet of minibuses which are principally used for Clients to take part in activities in community such as shopping, using local sports centres and volunteering.

We are able to offer transportation to/from Day Service for Clients who live within 5-10 miles of their nearest Journey Hub and who have no alternative means of transportation. Spaces are offered subject to availability and current Journey transport routes.

From 1st April 2022 charges for transportation are based on HMRC rates at £0.45/mile. A reduction is applied for Clients in Day Service for 3+ days/week as shown in the table below.

Transportation Charges from 1st April 2022	
1-2 days/week attendance	£0.45/mile
3 days/week attendance	£0.36/mile
4 days/week attendance	£0.31/mile
5 days/week attendance	£0.23/mile

As a small charity, we are regrettably unable to provide funding assistance for Clients to meet their own transportation costs. We are not able to offer any alternative transport solutions e.g. taxis/private hire.

Taxi and Car Buddying Scheme

We would like to be able to link families & carers of Clients attending our service who may want to create a shared taxi or car sharing group.

This would enable up to four Clients living in proximity to share the cost of a taxi to/from service or to share a domestic car, including families who have Motability vehicles. We also hope it will introduce families & carers to each other.

If you would like us to share your contact details with Clients' families living within your local area, please complete the attached form and return it to Network House, Acomb, Hexham, Northumberland NE46 4SA marked for the attention of the Operations Manager.

Travel Training – In your Community and to/from Work

Journey's Life Skills Coaches are able to support Clients to use public transport with more confidence. We will work with Clients to practise routes, understand how to travel safely, ask for help and what to do if transport is delayed, cancelled or changed. Where possible this work will be done with groups of Clients who live in proximity of one another.

Clients who are hoping to secure employment in their local area will be shown how to apply for Access to Work (Department for Work & Pensions) as part of their work entry preparation. Access to Work is able to provide assistance with travel to/from work as well as adaptations and any wider support required within the workplace.

<https://www.gov.uk/access-to-work>

Journey Enterprises 2023

Taxi and Car Buddying 2023

I give permission for Journey Enterprises to share my name and contact details provided on this form with other Clients' families/carers living within my local area who have expressed an interest in taxi or car sharing.

I understand that Journey Enterprises will not be involved in setting up, or coordinating, the taxi/car sharing group, and that Journey accepts no liability for Clients travelling to/from service independently through taxis or car sharing groups.

I am interested in: (please tick)

- Taxi sharing
- Car sharing

Please indicate which days/travel times you are interested in: [please cricle]

Monday	Tuesday	Wednesday	Thursday	Friday
a.m.	a.m.	a.m.	a.m.	a.m.
p.m.	p.m.	p.m.	p.m.	p.m.

Client Name	
Hub(s) attended	Acomb <input type="checkbox"/> Blyth <input type="checkbox"/> Coundon <input type="checkbox"/> Newcastle <input type="checkbox"/>
Family/Carer Name	
Contact details you wish to share	
Signature	
Date	

Please return to Journey Enterprises, Network House, Acomb, Hexham, Northumberland NE46 4SA, marking the envelope for the attention of the Operations Manager, Maggie Leadbeater.

Thank you