

Your Guide To Transport Offers In South Manchester

Information to help
you get around



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Welcome and Introduction

What is this booklet?

This booklet is your guide to transport offers in South Manchester. It covers all ages and accessible transport options.

We hope that this will be a useful tool for all residents in South Manchester.

Thank you to all the people and organisations who have supported the production of this information guide.

Whose idea was this?

This booklet has been co-developed with members of the South Manchester Transport Working Group. Members include: people who live in South Manchester, Manchester Local Care Organisation, Withington Assist, Age Friendly Wythenshawe, Manchester Active, Carers Manchester South, Manchester City Councils Age Friendly Neighbourhoods Team, Primary Care Staff, Transport for Greater Manchester.

Why was this booklet needed?

The South Manchester Transport Working Group spoke to many people and services in South Manchester. Lots of people shared that:

- There is a lack of accessible information in the community to support people in understanding transport options.
- Most information is online. This can exclude some people, making it difficult to access information on public transport.
- It can be challenging to access medical appointments, community-based services and activities because of poor knowledge or availability of transport.



BEE NETWORK

How to get to hospital using public transport

We're here to help you plan your journey or find the right ticket.

- Visit our website beenetwork.com/hospitals
- Call us on **0161 244 1000**
Monday to Friday: 7am to 8pm and weekends: 8am to 8pm
- Speak to a member of staff at a bus station or interchange

Support for non-English speakers is available on **0161 244 1000**
(Monday to Friday: 7am to 8pm and weekends: 8am to 8pm).

Say yellow to our app

Plan your journey, buy a ticket, see live departure times, track your bus, get alerts when it's time to get off – all in one place.

Download now



Transport for
Greater Manchester

The following pages explain the different passes that you might be able to use to travel around Greater Manchester.

Information correct as of August 2024. Check before you travel.

Free bus travel for care leavers



You may qualify for free travel on buses in Greater Manchester and benefit from membership of Our Pass Exclusives if you're:

- aged 18–21
- live in Greater Manchester and
- were previously in the care system* (for example, foster care or residential care)

You will need to apply for a Bee Photocard and pay a one-off administration fee.

This is also a smart card that will have a travelcard loaded, giving you free travel on most Greater Manchester buses up to your 21st birthday.

Find out more and apply online: beenetwork.com/care-leavers

If you need any help, please talk to your personal adviser or call our customer service team on 0161 244 1000 (7am to 8pm Monday to Friday and 8am to 8pm at weekends).

* **You must be classed as a relevant, former relevant or qualifying care leaver** under the care of one of the 10 Greater Manchester local authorities.



Our Pass

Our Pass offers eligible 16–18-year-olds:

- free bus travel on most local bus services across Greater Manchester
- access to 'Exclusives' offers, discounts and experiences

The Our Pass is for young people who live in Greater Manchester. The travel pass can be used for up to two years, starting from 1 September after your 16th birthday, until 31 August after your 18th birthday (or until your 18th birthday, if this is 31 August). You can continue to use your igo card until you become eligible for Our Pass (igo cards expire on 31 August after your 16th birthday).

You will need to apply for an Our Pass card and pay a one-off administration fee.

Find out more and apply online at: ourpass.co.uk/get-our-pass

If you need any help, please call our customer service team on 0161 244 1000 (7am to 8pm Monday to Friday and 8am to 8pm at weekends).

Travel Pass for older people



If you qualify for a state pension, you could be eligible for free travel across the country as part of the English National Concessionary Travel Scheme.

To get a travel pass for older people you must:

- live in Greater Manchester, (if you live outside Greater Manchester, apply for a pass in your own area but you cannot add tram and train travel within Greater Manchester to passes issued by other areas); and
- qualify for a state pension. It doesn't matter if you are taking your pension or still working.

The age you qualify for a state pension isn't the same for everyone. You may need to be up to 66 to qualify depending on when you were born.

Within Greater Manchester:

Travel for free on all buses within Greater Manchester between 9.30am and midnight, Monday to Friday, and all day at weekends and on public holidays.

You can also choose to pay to add tram and train to your pass, for a year's unlimited off-peak travel on Metrolink and trains within Greater Manchester. You can then travel on Metrolink trams and in trains after 9.30am on Monday to Friday, and all day on weekends and public holidays.

If you travel outside of these times, you must pay the full adult fare.

If you live outside Greater Manchester, you can apply for a pass in your own area:

- travel for free on all local buses between 9.30am and 11pm Monday to Friday, and all day at weekends and on public holidays
- if you travel outside of these times, you must pay the full adult fare
- you cannot add tram and train travel within Greater Manchester to passes issued by other areas

The pass is free for any Greater Manchester resident at state pension age or over. The pass lasts for five years.

Find out more and download an application form at: **[beenetwork.com/tickets-and-passes](https://www.beenetwork.com/tickets-and-passes)** or pick up an application form from your nearest Bee Network Information and Ticket Office.

If you need any help, please call our customer service team on 0161 244 1000 (7am to 8pm Monday to Friday and 8am to 8pm at weekends).

Travel Pass for disabled people



If you are disabled, you could be eligible for a pass that gives you free and low-cost travel in Greater Manchester and the rest of England under the English National Concessionary Travel Scheme.

Depending on your disability, you could qualify for either a travel pass for disabled people or a travel plus pass for disabled people:

- travel for free on all buses and Metrolink trams within Greater Manchester between 9.30am and midnight, Monday to Friday, and all day at weekends and on public holidays
- travel for free on trains within Greater Manchester on journeys scheduled to run at or after 9.30am, Monday to Friday, and all day at weekends and on public holidays

If you travel outside of these times you must pay for a concessionary fare where available or otherwise the full adult fare. Find information on concessionary fares.

Who is eligible?

If one of the below applies to you, you could qualify for either a travel pass for disabled people or a travel plus pass for disabled people:

- you are without natural speech, the use of both arms (including profoundly deaf and without speech, or profoundly deaf with speech that cannot be readily understood by a person who can hear normally).

- you are unable to walk 110 yards without stopping, severe discomfort or help from another person
- you are a partially sighted person or have a profound or severe hearing loss
- you would qualify to be registered as severely sight impaired (blind)
- you have a learning disability that must have started before adulthood and have a lasting effect on development. The person should be able to qualify for specialist services and he or she may have had special educational provision.
- you have severe enduring mental health issues which are likely to cause the driving of vehicles by them to be a source of danger to the public
- you suffer from epilepsy, dizziness or fainting, sight impairment or any other disability which are likely to cause the driving of vehicles by them to be a source of danger to the public

You will need to apply for a pass and the pass is free and lasts between one and five years depending on your disability.

Find out more at **[beenetwork.com/travel-pass-for-disabled-people](https://www.beenetwork.com/travel-pass-for-disabled-people)**

If you need any help, please call our customer service team on 0161 244 1000 (7am to 8pm Monday to Friday and 8am to 8pm at weekends).

Travel Vouchers for disabled people



If you can't use ordinary buses because you're blind or have serious walking disabilities you could be eligible to buy vouchers for discounted travel in taxis, private hire vehicles and community transport schemes like Ring & Ride.

To qualify for travel vouchers you must:

- be registered as blind; or
- get Disability Living Allowance (DLA) with the higher rate mobility component; or
- get Personal Independence Payment (PIP) with 8 points or more for moving around; or
- get higher rate Attendance Allowance; or
- get War Pensioners Mobility Supplement; or
- if you don't get any of those benefits, but you can't walk 100 metres, or climb steps of 30 centimetres – as long as a doctor confirms this.

You can't use vouchers if you already have a travel pass or travel plus pass for disabled people.

You can buy travel vouchers and use them instead of cash to pay for taxis, private hire vehicles and community transport schemes anywhere in Greater Manchester.

A cheaper way to travel

Using travel vouchers works out as a quarter of the normal travel cost:

- you can buy up to a maximum of £120 worth of vouchers per year (to use from April to March).
- the validity period of the vouchers is from the 1 April until the 31 March the following year
- the cut-off date for purchasing vouchers within the period above is the last day of the 28th February

If you need any help, please call our customer service team on 0161 244 1000 (7am to 8pm Monday to Friday and 8am to 8pm at weekends).

Ring & Ride accessible minibuses

Ring & Ride provide accessible, low cost transport to disabled people and older people with walking difficulties. If you qualify, you can book a Ring & Ride accessible minibus to take you, and an accompanying adult, door to door for journeys of up to 6 miles in Greater Manchester.

There are some exceptions where registered users may travel more than 6 miles from their home address as long as the destination is within Greater Manchester.

Trips which may be considered include:

- travel to the nearest local hospital
- travel to the nearest town centre or accessible transport facility

Ring & Ride minibuses are suitable for taking wheelchairs, and all drivers have had special accessibility and disability-awareness training.

This service runs between 8am to 10.45pm Monday to Saturday and 8am to 10.25pm on Sundays.

To use Ring & Ride you must travel with one of the following:

- a TfGM travel pass for disabled people; or
- a TfGM travel plus pass for disabled people; or
- a TfGM travel pass for older people, be 70 or over and have difficulty walking; or
- use TfGM travel vouchers for disabled people

Before you can book your first journey, you will need to register. It's free to register, and you can join in a number of ways:

- online: beenetwork.com/ring-and-ride
- phone: **0161 244 1000** and select option 2 for Ring and Ride

Once you have registered, you can book your journey. You can do this from between seven days to an hour before you travel. You can book journeys by calling 0161 244 1000. The Ring and Ride booking line is open Monday to Friday, 8am to 4pm for bookings and cancellations.

Information correct as of August 2024. Check before you travel.

Free Safer Driving for Longer course

Our **FREE** Safer Driving for Longer course can help experienced older drivers to:

- Drive with more confidence.
- Get the best performance and efficiency from your car.
- Save on your running costs.

Each session is built around your needs. Our friendly trainers will get to know you and make sure you leave as a better, more confident driver.

Why not book yourself on one of these **FREE** sessions and enjoy an interactive driving discussion? You'll also have the option to put your skills to work in a **FREE** driving session.

Find out more at: beenetwork.com/safer-driving-course

Eligibility

- Live in Greater Manchester
- Hold a full UK driving license
- Aged 60+

To book your place, please call: 0300 123 1518 (option 3)

- We're open Monday to Friday 8:30am–3pm.
- Please quote 'safer driving for longer'.
- Please have your driving licence number to hand.



Disabled Person's Railcard

This card can be purchased by anyone with a disability who meets the eligibility criteria. It entitles the card holder and an accompanying adult to one third off the price of most rail tickets.



How much does the railcard cost?

- £20 for 1 year card
- £54 for 3 year card

How to find out more information



Call: 0345 605 0525



Minicom/Textphone: 0345 601 0132



Office open hours: 7 days a week 7am to 10pm



Email: railcardhelp@nationalrail.co.uk



Website: disabledpersons-railcard.co.uk

Eligibility

You are eligible for a Disabled Persons Railcard if you:

- Receive Personal Independence Payment (PIP) or Adult Disability Payment (ADP)
- Receive Disability Living Allowance (DLA) or Child Disability Payment (CDP) 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 Payment (PADP)
- Receive War Pensioner's Mobility Supplement
- Receive War or Service Disablement Pension for 80% or more disability
- Have a vehicle through the Motability scheme

Proof of eligibility

You will need to provide proof of your eligibility. Find out what you need via:

disabledpersons-railcard.co.uk/are-you-eligible

Healthcare Travel Costs Scheme

If you're referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a health professional, you may be able to get a refund for your travel costs. Health professionals can be a doctor, a dentist or in primary care. You may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

Costs

This is a FREE service.
Your costs will be reimbursed.



How to apply

Apply online or by telephone.



0300 330 1343



nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs



Eligibility

To qualify for help with travel costs under the HTCS, you must meet three conditions:

1. At the time of your appointment, you or your partner (including civil partners) must receive one of the qualifying benefits or allowances listed below* or meet the eligibility criteria for the NHS Low Income Scheme.

2. You must have a referral from a healthcare professional to a specialist or a hospital for further NHS treatment or tests (often referred to as secondary care).

3. 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 the GP or another health professional issued the referral.

*qualifying benefits or allowances:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit
- You receive Universal Credit and meet the criteria.

HTCS exemptions

You cannot claim help with travel costs if you're visiting someone in hospital.

You also cannot claim if you're visiting an NHS service for routine check-ups or other services, such as vaccinations or cervical cancer screening, as these are excluded from the scheme.

Urgent primary care services during out-of-hours periods are also excluded.

What form of transport can I use?

The NHS organisation handling your claim will normally base any refund on what would have been the cheapest suitable mode of transport for your circumstances. Circumstances can include your age, medical condition or any other relevant factors, such as the availability of public transport.

This means you should use the cheapest, most appropriate means of transport, which in most cases will be public transport.

If you travelled by car and your claim was approved, you'll be reimbursed for the cost of fuel at the mileage rate used by your local integrated care board (ICB). You may also be able to claim for unavoidable car parking and toll charges.



Being There

Transport to hospital appointments for people with life limiting illnesses, carers and family members.

Their support is not for emergency or last minute transport and they will need to assess your eligibility.

The service is free, though donations are welcome.

Call us Monday to Friday 9am to 4pm: **0845 123 23 29**

Visit: **beingthere.org.uk/hospital-transport**



Patient Transport Service (PTS)

PTS is a non-emergency service for people who need special support getting to and from their healthcare appointments.

You may be eligible for PTS if you have a medical condition which could stop you getting to your appointment by any other means.

To find out if you're eligible you will need to contact the freephone PTS number. They will ask you some simple questions about your medical condition and your mobility. The questions are designed to match the best transport for your medical needs if you are eligible for the service.

When you contact PTS make sure you have your NHS number ready – you can get this from your GP or clinic.

Freephone (free from landline telephones only) **0800 032 3240**

Website: **www.nwas.nhs.uk/services/patient-transport-service-pts**



Good Neighbours Groups

If you are aged 50+ contact your local good neighbours group to see if they can offer volunteer drivers to help you get to community activities and/or appointments.

Local groups include:

- www.didsburygoodneighbours.org.uk
- www.wythenshawegoodneighbours.com
- www.burnagegoodneighbours.org.uk
- www.chorltongoodneighbours.org



Driving Miss Daisy

Driving Miss Daisy Stockport is a transportation and companion service covering Stockport, Manchester, Trafford and beyond. It is a pre-booked and pre-quoted service.

Their specially adapted wheelchair assisted vehicle means they can transport people to wherever they need to travel to such as medical appointments, days out, outings to meet family members and shopping trips to name but a few.



If the passenger stays in their wheelchair for the journey, it leaves an additional 2 seats available. They can be taken by a carer or a loved one if someone needs to come along on the journey.

All of their drivers are level 2 First Aid trained, a dementia friend, enhanced DBS checked and are fully licensed by Stockport MBC.

Eligibility

Open to all.

Costs

Costs are dependent on each specific journey, location and if companionship/waiting time is required. The cost is always agreed prior to any journey being made.

How to find out more information



Call: 0333 014 6211



Email: Stockport@drivingmissdaisy.co.uk



Visit: www.drivingmissdaisy.co.uk



Driving
Miss Daisy®

We're There For You

Transport for Sick Children

Transport for Sick Children is charity with an incredible team of volunteers who give up their time and use their own cars to drive accompanied children to and from hospital and clinic appointments.

Eligibility

All of the below criteria must be met. This service is for:

- Children under the age of 16.
- Travel to and from the child's hospital and clinic appointments.
- Families without transport.
- Families on a low, fixed income or benefits.

Costs

The service is FREE, though donations are welcome.

How to find out more information



Call: 0161 443 4122



Email: to@transportforsickchildren.org



Website: transportforsickchildren.org

SEND Home to School Transport Team

Travel assistance for pupils with special educational needs and disabilities (SEND).

The Home to School Transport team is responsible for travel solutions between home and school for children and young people with special educational needs and/or disabilities.

Their travel support is tailored to meet each child's need. Travel options include: walking bus, personal travel budget, independent travel training, minibus, specialist vehicle, taxi or private hire vehicle. It will depend on individual circumstances.

Eligibility

This service is available for pupils with special educational needs and disabilities (SEND).

The service will access your application and make a decision on what support is needed.

For more information and applications

Apply online: www.manchester.gov.uk/xfp/form/1912

Call: 0161 219 6400 (Environment on Call will answer)

Email: hometoschool@manchester.gov.uk

Blue Badge

Blue Badges help people with disabilities or health conditions park closer to their destination.

With a Blue Badge you can:

- park for up to three hours on a single or double yellow line as long as there are no loading restrictions. The clock on the badge must be set to show your time of arrival.
- park - free of charge and without time limit - at any on-street pay and display parking bay or designated on-street accessible bay. You must display your Blue Badge and the blue parking clock if the bay is time-limited.
- park on resident parking permit bays without a time limit.

Limits of using a Blue Badge

The badge can only be used where the holder is a passenger to or from the parking location.

If you move out of Manchester you can still use the badge until it expires. When your badge needs renewing you should contact the Council where you now live.

You should not hold more than one blue badge at any given time or share your blue badge.

Blue Badge Eligibility

You **automatically qualify** if you are aged 3 or over and at least one of the following applies:

- You receive the higher rate of the mobility component of Disability Living Allowance (DLA)
- You receive a Personal Independence Payment (PIP) because you can't walk more than 50 metres
- You are registered blind (severely sight impaired)
- You receive a War Pensioners' Mobility Supplement
- You have received a lump sum benefit within tariff levels 1 to 8 of the Armed Forces and Reserve Forces (Compensation) Scheme and have been certified as having a permanent and substantial disability that causes inability to walk or very considerable difficulty in walking
- You receive the mobility component of PIP and have obtained 10 points specifically for descriptor E under the 'planning and following journeys' activity, on the grounds that you are unable to undertake any journey because it would cause you overwhelming psychological distress

You **may be eligible** for a blue badge if one or more of the following applies:

- You cannot walk at all or cannot walk without help from someone else or using mobility aids
- You find walking very difficult due to pain, breathlessness or the time it takes
- Walking is dangerous to your health and safety
- You have a severe disability in both arms and drive regularly, but cannot operate pay-and-display parking machines
- You have a child under the age of 3 with a medical condition that means the child must always be kept near a vehicle in case they need emergency medical treatment or bulky medical equipment
- You are constantly a significant risk to yourself or others near vehicles, in traffic or car parks
- You struggle severely to plan or follow a journey
- You find it difficult or impossible to control your actions and lack awareness of the impact you could have on others
- You frequently become extremely anxious or fearful of public/open spaces.

How to apply and find out more information



Call: 0161 277 5919



Email: bluebadge@manchester.gov.uk



Apply for or renew a blue badge online:
www.gov.uk/apply-blue-badge

You can apply for a badge for yourself, on behalf of somebody else or an organisation that transports people that need a Blue Badge.

If you can't do this yourself, and don't have anyone who can apply for you, or if you need the Blue Badge information in braille or large print, please call or email Manchester City Council's Blue Badge Team (Manchester residents only). If you live in another authority, please contact them for advice.

Costs

£10



Motability Scheme

The Motability Scheme allows anyone in receipt of a qualifying mobility allowance to lease a car, scooter, powered wheelchair or wheelchair-accessible vehicle.

Eligibility

Those in receipt of qualifying mobility allowance.

Contact us



Call: 0300 456 4566 / 0300 037 0100



Website: www.motability.co.uk



Web messenger: You can talk to us on our website. The green web messenger button will show on the right hand side of the screen when one of our team members is available, just click the button to start.

