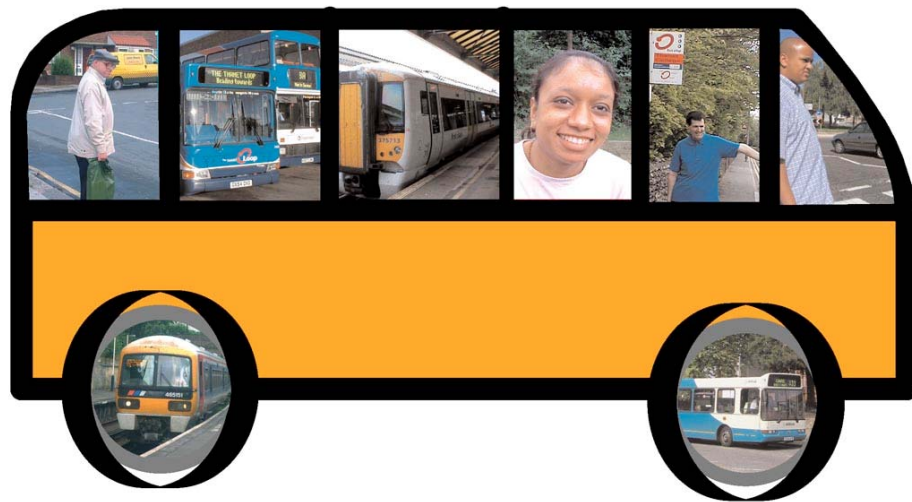


Transport Guide



A guide to getting out and about in
Southampton for people with learning
disabilities



Thank you

Thanks to everyone who has helped with this learning to travel pack and to Kent County Council for sharing their work.

How to use this pack

This pack covers all the different areas of travelling in Southampton:

- How to use this pack 4
- Learning to travel 5
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How to use this pack

You can get this pack on a **CD ROM**. This is so you can change the pack to suit **your** needs. For example, you can take out the leaflets about travel by train if you do not need them. You can add pictures of you and the journeys you make and change the words so **you** can best understand them.



It is **your** pack so change it the way you want!

If you want to know more, speak to your keyworker, tutor or the person who supports you.

Learning to travel

Supporting you to travel independently

You can get help at your college or day service - ask the person who supports you.



Talk to your keyworker or tutor. Tell your parents or carers that you want to learn to travel.

You will first learn how to do **one** route. This might be to your day service or to your college.



Staff will travel with you and tell you the safe places to cross roads and to get on and off buses or trains.

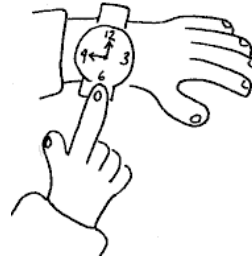
When they are happy - you can do the journey on your own!



Before you go out

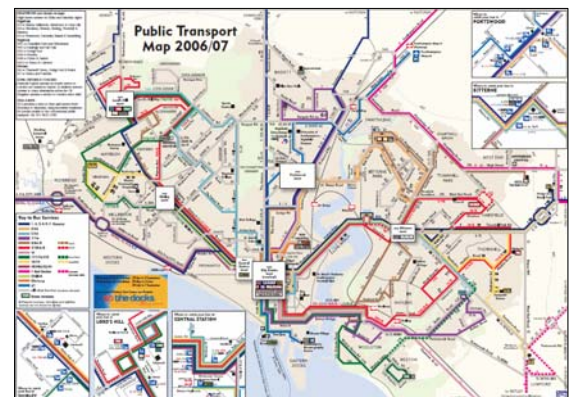
Always tell someone:

- **where** you are going
- **which** way you will go
- **how** you will **get there**
- **how** you will **get back**
- **what time** you will be back



Plan your journey

Where are you going?



How will you get there and back?

How much money will you need?



Things to take with you

Keys

Keep them in a **safe place**.
Keep your name and address
in a **different place** to your keys.



Money

Take some **extra money** to make a phone call or pay for the bus.
Keep it **separate** from your wallet or purse.
If you're out at night you should carry enough extra money for a **taxi home**.



Bus pass / Smartcities card

Keep it in a **safe place**.



Bus ticket



Medication

Take any **medication** you need with you.



Things to take with you

Phone numbers

Carry a list of phone numbers. These might be your parent/carer, day centre, college or work. Southampton Mencap can provide you with an **Emergency Key Ring**.



Keep a **taxi number** that you know and trust with you.



Personal alarms

You might feel safer if you carry a personal alarm, especially if you go out when it's dark.



Mobile phone

If you have a mobile phone keep it with you and make sure it's **charged** and has **credit** to make a phone call.



Meditag

If you have diabetes or epilepsy you can wear a Meditag bracelet or necklace.

This lets others know if you need help.

Don't forget to wear it when you go out.



Using the Green Cross Code

When you cross side roads -
Use the Green Cross Code. Find a safe place to cross where you can see the traffic in **all** directions.
It is **not** safe to cross:



- near a **junction**



- near a **bend**



- on the **brow of a hill**



Try not to cross where there are **parked cars**.



Using the Green Cross Code

Stop **before** you get to the kerb.



Look **all around** and **listen** for traffic.
Let traffic pass.



When the road is clear go **straight** across. **Don't run**. Look and listen as you cross.



Parked cars

If you **have** to cross near parked cars, make sure the cars are not going to **move**.

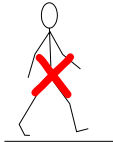
Stand in the road between the parked cars. Use the **edge of the cars like the kerb**. Use the **Green Cross Code**.



Using a pedestrian crossing

Push the button.

The **WAIT** sign will light.



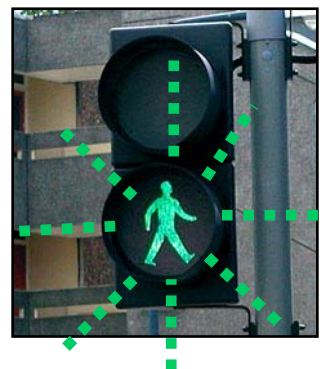
Don't cross when the **red man** is alight.



When the **Green Man** lights, make sure the traffic has stopped. **Then** carefully cross the road.

If the **Green Man** is **flashing** do not start to cross the road.

Keep **looking and listening** for traffic while you cross.



Using Zebra Crossings

Stand on the **pavement** next to the Zebra Crossing.



Look right and left.

Wait until the traffic has **stopped** in **both** directions **before** you cross.



Keep looking and listening while you cross the road.



Others ways to cross roads

Traffic Islands

If there is no crossing, use a **traffic island** to cross.

Cross each side like its **2 separate roads**.

Use the **Green Cross Code** to cross.

Cars **do not have to stop** for you when you are crossing at a traffic island.



Footbridges

Use these to cross **busy roads** like motorways.



Subways

Subways may not be a good way to cross the road. You may be at risk of crime.



Try to find a **pedestrian crossing**.



Other things to look out for

Emergency vehicles

Police cars, fire engines and ambulances have flashing lights and sirens.



If you see or hear them **do not cross the road.**

They go fast and **won't** be able to stop.

Look out for **bike riders**. You may not hear them. They may use the **pavement**.



Bus Lanes

Buses may move **faster** than other traffic.



Other things to look out for

Look out for **mobility scooters**. These are for people who find it hard to get around. **Move** to make it easier for them to get past you.



Skateboarders often use the pavement. Try to move out of the way but **stay on the pavement**.

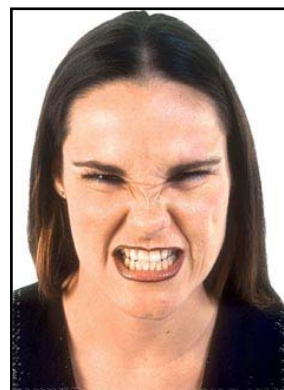


Dogs are usually well looked after. You may need to move out of the way.



Most people are friendly. Treat them as you like them to treat you.

If you are worried about somebody, **stay calm** and **move away from them**. If they give you more trouble, **go to a library or shop and ask for help**.



Using a pay phone

Find a **phone box**



Pick up **receiver**



Put in **money**



Using a phone box

Dial number and speak clearly



Put down receiver when you have finished



You may get change



Getting a bus pass

Free bus travel.

If you live in Southampton and are aged over 60 or receive the Disability Living Allowance, you can apply for free off-peak local bus travel.

In Southampton to get free off-peak local bus travel you will need your own Smartcities card.

You can get application forms for a Smartcities card on First, Solent Blue Line and Uni-Link buses, at the bus companies' ticket offices, the city council's Gateway one stop shop and main reception in the Civic Centre, local housing offices, libraries and leisure venues. If you use Southampton Day Services they can get and help you fill in your application form.

Your carer, keyworker or tutor can help you with this.



Planning your bus journey

You need to know:

What **number** bus you need to catch



Where the **nearest bus stop** is

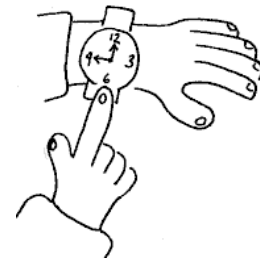


Where to **get off** the bus



Always tell someone:

- **where** you are going
- **how** you are getting there and back
- **what time** you will be back
- **who** you're going with



At the bus stop

Hold your arm out to stop the bus.



Shelters

Some bus stops have a shelter.
Stand or sit where the driver can see you.



Queues

Wait in the queue at the bus stop. **Take your turn** to get on the bus.



Have your **bus pass** ready.



If you are using money to pay your fare **have it ready** before the bus comes.



On the Bus

Show your **pass** to the driver or **pay your fare**. You may need to do **both**.



Sit **downstairs** near the **driver** if you can.



If anyone bothers you - **tell the driver** when it is safe to do so.



If the bus breaks down or changes its route ask **the driver to help you**.

If you find the bus too crowded with school children, try to wait until after school hours.



On the Bus

Some buses have a space for people who use a **wheelchair**.



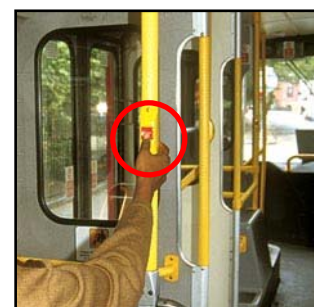
People with **children in pushchairs** can use this space too.



You **can** sit here. If someone gets on the bus that needs this space, **move**.

Getting off

When you are near your stop, **ring the bell**.



Most buses have a **Bus stopping sign** which will light up.



Stay in your seat until the bus stops.

On the trains

There is a sign like this outside all train stations.



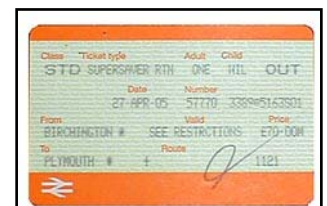
Find out the **time** of your train before you travel. Ask friends or family to help you. You can print out the details of your journey on www.thetrainline.com or ask the ticket office to print them out if you buy a ticket from there.



There is information on **timetables** at stations. It helps to know the final stop for the train you want.



This is what the ticket will look like



Allow plenty of time to buy your ticket. You may need to **queue**.



Getting the right train

You can get your ticket from this **ticket machine**; make sure you know where you are going, and when you will be coming back. **Ask for help** if you are not sure.



If the ticket machine is not working or you are not sure how to use it, get on the train and find the guard. Tell the guard where you got on and where you are going and they will help you pay for your journey.



There is information on **boards** over the platform. This helps you to make sure you are on the **right platform**.



Getting the right train

Listen for **announcements**. If you cannot understand, **ask staff**.

Check whether you need to change trains. If you cannot see a member of staff, ask someone on the station. If you are traveling around Southampton there are guards on all the trains.

There is written and speaking information about where the train is going on the train. If you find you are on the wrong train talk to the guard and show him your card.

The next train is the 0820 to Southampton.



At the train station

There are **video cameras** to protect you on stations and most trains.



Make sure you are on the right platform. Wait on a **bright** part of the platform where there are other people.



Keep **well back** until the train stops.



Most train doors slide open. You will have to press a button to open the doors.

Mind the **gap** when you get on.



On the train

Look around before you sit down. Sit near **other people**.



If you don't like the look of someone, or they are bothering you, **move away**. If you still feel unsafe find the guard who will help you.

Getting off the train

Remember the name of the station **before** you need to get off, then you will be ready when you get to your station.



Make sure you keep your ticket until you leave the station

Taxis

You can phone up and book cabs. You can also go into a **taxi office** and book a cab.

Taxis may be black like the picture or may be a normal car with numbers on the side or the taxi name.



Remember - taxis can be expensive.

Always carry the number of a taxi firm you trust whenever you go out.



If you need support, you can take a piece of paper with the address of where you are going on it.

Taxis

When you book a cab:

- tell them **what time** you want the cab
- where you are and where you want to go
- tell them if you use a wheelchair or have difficulty getting into a car
- tell them they need to come to the door
- ask how much the fare will be.



When your cab arrives:

- Ask the driver for their **ID**.
- Sit in the **back** of the cab.
- **Don't** talk to the driver about private things.
- **Have your money ready** when you get out.
- Ask the driver to wait until you are in the house.



Ferries

There are 2 ferry companies that go from Town Quay Southampton they are called Red Funnel Ferries and Hythe Ferry.



There is a free bus from the Town Centre to Town Quay.



The Hythe Ferry goes to Hythe



You can buy a ticket for the Hythe Ferry from the ticket machine at Town Quay. If you have a disability you will pay the OAP fare, make sure you have the right money for the machine. You will need to call the ferry company on 023 8084 0722 or go to their website www.hytheferry.co.uk to check the cost of a ticket and the times of the ferry.

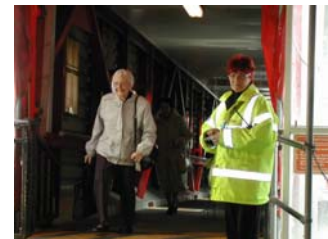


Ferries

When the ferry arrives



You need to wait by the ticket machine until a staff member comes along who will make sure you get the right ferry.



There is a short walk down to the ferry

Look around before you sit down. Sit near **other people**.



If you don't like the look of someone, or they are bothering you, **move away**. If you still feel unsafe find the ticket collector who will help you.

At Hythe there is a free train ride along the pier into the town or you could walk.



Ferries

The Red Funnel Ferry goes to the Isle of Wight.

We hope to have more information in the near future.

Dial-a-ride

SCA Southampton Care Services is a dial-a-ride service which takes its members door to door. They can carry people who use wheelchairs.



It's **easy** to join your local scheme. You can join if you have a medical condition that makes using public transport hard. There is a small charge for membership and you pay a fare every time you travel.

Book your journey by phone **at least a day before** you want to travel. Your carer can travel with you and does not have to be a member. They pay a fare.

The driver will give you any help you need. **Have your fare** ready.

Phone **023 8036 6663** and they will post a form to you.

When you're out

Be confident - look like you know where you're going.



Be aware of what is happening around you.

Don't listen to a personal stereo while you're out.



Keep your mobile phone **out of sight**.



Don't wear lots of **jewellery**



When you're out

Make sure your bag is **done up**.

Keep it **close to you**.



Carry your keys in a **pocket** in case you lose your bag.



Don't use **subways** except on train stations.

On a train station you may need to use a subway to change platforms



Don't use **short cuts** that go across waste ground or alleyways.



Keeping your money safe

Don't carry too much money.



Keep your money in a **purse or wallet**.
Keep it in a safe place.



Don't get your purse or wallet out in the street.



When you buy something in a shop **always** put your purse or wallet away.



Be careful when you're leaving a bank or post office.



Before using a cash machine, look around you. Put your money away before you walk away.



Someone's following me!

If you think someone is following you:

Go into a shop or busy place and **ask for help.**



Don't hide somewhere quiet.



Don't get into a stranger's car!

If someone stops to talk to you **never** get into the car with them.



If someone bothers you say 'I'm meeting a friend in a minute'.

I'm meeting my friend in a minute!



If they keep bothering you, **shout** as loud as you can to get help.

Help! Leave me alone!



When you're out at night

Be careful when out on your own at night.



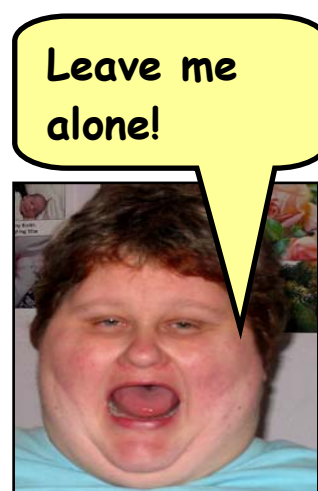
Carry a **personal alarm**. Buy them in shops or ask at a police station.



Travel with a friend at night. If you have to travel on your own **book a taxi**.



If someone tries to touch you, **shout loudly**. Tell the people near you what is happening.



If you're on a bus **tell the driver**.

When you're out at night

Some bus stops have **shelters with lights**. When it's dark wait where it is **bright** and there are people around.



Wear **bright clothes** or **carry something bright**.



Drivers see you if you wear something bright and **reflective**.



When Things Go Wrong

What if someone bothers you?

If someone calls you names, threatens you or tries to touch you in a way you don't like, this is **harassment**. It is a **crime**.



People more at risk of being harassed are:

- people from ethnic minorities
- women
- young men
- disabled people

If someone calls you names or threatens you:

- ignore them
- **don't shout** back
- **stay calm**
- **go somewhere busy** like a shop or library



- if you're on the bus, **tell the driver**

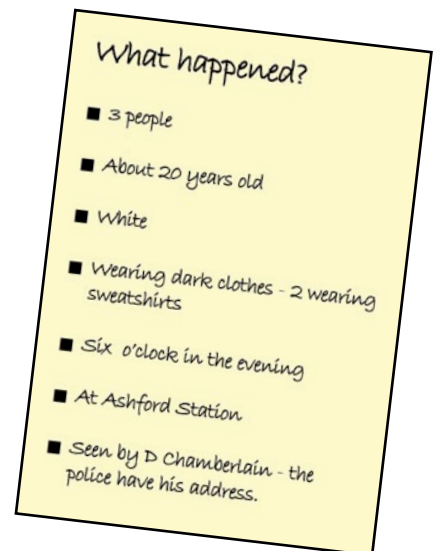


When Things Go Wrong

If something does go wrong remember as much as you can. This will help the police. If you are happy about how you were helped remember as much as possible

Try to remember:

- **where** it happened
- **what time** of day
- **how many people** were involved
- **what they looked like**
- **what they were wearing**
- **what order** things happened in
- Did **anyone else** see it happen?



Ask someone to help you write it down

You might want to use this letter to help you

When things go wrong

Write your address
Write your phone number
Write today's date



Dear Manager,

I want to complain about something that happened on one of your **bus or train**.

On (**write the day, the date and the time**) I tried to get on the (**write the bus /train**).

This **bus or train** goes from (**write where you get the bus or train and where you get off**).

I have a learning disability and do not read. I need help to know when to get off and time to sit down.

Write down if you need help for other things like you use a wheelchair and if you got the help you needed.

Write what happened that you are not happy with.

I do not think that this is a good way to treat your passengers.

Please tell me what you will do to make things better for people with learning disabilities.

Yours faithfully

When things go right

Write your address

Write the phone number

Write today's date



Dear Manager,

On (write the day and the date) I went to (write the name of where you went)

I have a learning disability and need information to be easy to understand.

Write what you were happy about. Perhaps the staff were good at explaining things or made time for you to get on and off. If you know the name of the person who was helpful write it down.

I wanted you to know that it made my journey much better. It was easier for me as someone with learning disabilities.

Yours faithfully

Who can help?

If you need help, it's best to talk to someone in **uniform** like:

- **A policeman or policewoman**



- **A traffic warden**



- **A bus driver**



People in uniforms are trained to help.
If you can't find someone in uniform **go into a shop or library and ask the staff to help you.**

Contacts

Smartcities Card
Southampton City Council
023 8083 4222



Emergency Keyrings
Southampton Mencap
023 8058 4088



Getting Around
A "one stop" transport website
www.gettingaround.info



Traveline
For all travelling
0870 608 2608
www.traveline.org.uk



Contacts

Local Bus maps

Get these from your local library,
Southampton City Council or a bus
company

Trains

Free phone number for assisted travel is
0800 5282100

Customer service
08456 000650

www.thetrainline.com

Tell us what you think!

Write to us with your ideas about travel in Southampton to:

Simon Bell,
Principal Public Transport Manager,
Marlands House,
Southampton
SO14 7SL
023 8083 3814
Email simon.bell@southampton.gov.uk

Sue Harris
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Email sue.harris@southampton.gov.uk

Hilary Linssen
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