

Getting places

This factsheet gives information on transport options in Uttlesford, including non-emergency transport to hospital and medical appointments. It also provides information on the help available to pay for travel to medical appointments.

Social Car Schemes

These organisations are volunteer led and therefore appreciate as much notice as possible. Always confirm the cost of the service before booking a journey. Also remember that these telephone lines are manned by volunteers so calls in the evenings and weekends are not usually appropriate.

Ashdon Volunteer Car Service - Ashdon area - medical problems only.
01799 584510

Dunmow Christian Care Group - A few days' notice preferred - weekday appointments only. Charge for petrol. Clients must be able get in and out of the car. Call between 9-5 on weekdays. 07958 496 387

Royston and District Community Services - Journeys in volunteer drivers' own vehicles, passengers are asked to make a contribution of 50p per mile, paid to the driver at the end of the journey, with a minimum charge of £4.50. Journeys in minibuses and MPV charged at a higher rate. Call or text 01763 245228

Saffron Walden Social Car Service - Saffron Walden Area - call at least 24 hours in advance. 01799 520254

Stansted Helpline - Drivers are volunteers so expect a contribution towards petrol and payment of any car parking charges. 24 hours' notice needed.
07704 553727

Uttlesford Community Travel - Transport for residents of Uttlesford who find it difficult to access normal public transport – the over 60's, the disabled or those who are rurally isolated. The service covers all types of medical appointments, travel to day centres, hair appointments, days out or visits to friends. You will need to become a member to use the service and there is a charge made. For more information call: 01371 875787; 01799 519008; 01245 279052; or go to www.uttlesfordcommunitytravel.org

Demand Responsive Transport (DaRT)

Demand Responsive Transport (DaRT) is an alternative way of providing access to key services in rural areas. Instead of using fixed routes with fixed stops and times, DaRT customers book journeys with the operator in advance and are picked up from an agreed point – often their own home, a bus stop or local place of interest.

You can use it:

- To go shopping
- Attend a health appointment
- Get to/from work, school or college
- Visit friends

You can request a journey at any time between 06:00 to 20:00 Monday to Saturday; passengers are asked to be flexible so bookings can be grouped together. Outward and return journeys are usually booked at the same time; if you need to alter the time of your return journey, for example because of a late running medical appointment, you have the option to change it but if it is less than 2 hours' notice you may need to be flexible. Concessionary bus passes are accepted. If you have access issues you will need to give details when you book your journey.

To book a journey call Arrow Taxis Essex Ltd on 01621 874411. Travel costs for adults range from £2.50 for a single journey of 2 miles or less to £8.00 for a return journey of 5 miles or more.

DaRT 1

Operates in Arkesden, Berden, Chrishall, Clavering, Elmdon, Farnham, Langley, Littlebury, Manuden, Quendon and Rickling, Strethall, Wenden Lofts and Wicken Bonhunt.

Passengers can travel to and from anywhere within the parishes, between the parishes and also direct to Saffron Walden town, Bishop's Stortford town, healthcare facilities in Royston & Barley, Essex and Herts Hospitals as well as the closest train stations.

DaRT 2

Operates in Bardfield Saling, Chickney, Debden, Great Bardfield, Great Easton, Great Saling, Great Sampford, Lindsell, Little Bardfield, Little Easton, Little Sampford, Radwinter, Stebbing, Thaxted, Tilty and Wimbish.

Passengers can travel to and from anywhere within the parishes, between the parishes and also direct to Saffron Walden, Great Dunmow and Braintree town centres, including Braintree train station, Braintree Community Hospital and Braintree College.

For detailed information and maps visit <http://www.essexhighways.org/>

Non-emergency patient transport service

This free service is available for patients in west Essex travelling to hospital appointments if;

- They have a medical condition that means they need the skill and support of medical staff during the journey
- They have a medical condition that affects their mobility to the extent that they would not be able to get to their appointment by other means
- Other forms of transport would be detrimental to their condition or recovery.

You will need to have an assessment to determine your medical need. This can be done face to face by a doctor or nurse or may be done over the phone by the transport bookings team. Call west Essex transport advice line on 0300 123 2295.

If your appointment changes you must call to rearrange your transport.

Help with travel costs to hospital

You can claim help with the cost of travel if you are on a low income and have made an extra journey to receive NHS care after being referred by a doctor (GP or hospital doctor), ophthalmic practitioner or dentist.

When you go for treatment, tell the hospital (or place where you are being treated) that you want to claim back the cost of your journey. If your place of treatment issues payments, you will be able to claim your money back during your visit. They will ask you to show proof of your entitlement, such as your award notice, your NHS Tax Credit Exemption Certificate. You will need to keep any tickets or receipts you have as proof of the cost.

If your place of treatment does not issue payments (for example, a GP practice or dental surgery where you have been referred for specialist treatment), you will need to claim your expenses using claim form HC5(T). For further information pick up leaflet HC11 from your GP surgery.

Public Transport

Traveline is a useful website that enables you to plan your journey from door-to-door. <http://www.travelineeastanglia.org.uk/> . The website also gives information about the type of bus that is normally used on a service – a picture of a downward arrow signifies a ‘low floor’ bus and a picture of a wheelchair and user signifies a wheelchair accessible bus. You can also call Traveline on 0871 200223. Calls cost 10pence per minute.

Travelling by bus - If you are of retirement age or an eligible disabled person (for example if you have a physical health problem or learning disability), you are entitled to an English National Concessionary Bus Pass. You can download an application form from www.essexhighways.org or pick one up from your local library. An Essex companion pass is available for those who have difficulty travelling without assistance. For more information call 0345 200 0388 or email buspass.team@essex.gov.uk.

Travelling by train – Greater Anglia offer assisted travel for passengers with restricted mobility or those who need extra help. For example staff can meet you at the station or ramps can be provided to help people using wheelchairs to get on and off trains easily. Call 0800 028 2878 (free of charge), Monday to Sunday 08:00 - 20:00 or email assistedtravel@greateranglia.co.uk

Travel Training

Travel Trainers work with clients who have behavioural difficulties, physical difficulties and additional needs to enable them to use public transport. This service is provided by Essex County Council. For more information call 0345 603 2200 or email travel.training@essex.gov.uk.

Blue Badge Scheme

The Blue Badge scheme helps you park closer to your destination if you're disabled or have a health condition that affects your mobility. You can also apply for a badge if you care for a child with a health condition.

The Blue Badge is linked to you rather than a vehicle, so you can use it with any car. This includes taxis and hire cars that you're driving, or travelling in as a passenger. You can apply for your Blue Badge online on www.gov.uk or www.essexhighways.org, alternatively you can contact Essex County Council on 0345 603 7630 or email blue.badge@essex.gov.uk

Stansted Airport

Travelling through an airport can be stressful for children on the Autistic Spectrum. The Airport Awareness scheme allows the person needing special assistance and immediate family to access the fast track lane free of charge in order to reduce the waiting and queuing times going through security. 5 days' notice of your trip is required. Email AutismAwareness@stanstedairport.com

To book assistance at the airport, contact your travel agent, tour operator or airline no less than 48 hours before departure. You must advise the airline if you wish to take your own mobility aid, such as wheelchair or scooter with you.

Taxi Services

There are a number of local taxi services, some of which have accessible vehicles.

Useful Contacts

Uttlesford Citizens Advice (for general advice and signposting to other support organisations)	01799 618840
Essex County Council Bus Passes	0345 200 0388
Travel Training	0345 603 2200
Blue Badge Applications	0345 603 7630
Princess Alexandra Cashiers' Office (for questions about help with cost of travel to hospital)	01279 827362
Addenbrookes Outpatient Healthcare Travel Scheme Desk (for help with travel costs to Addenbrookes)	01223 216 357
West Essex Patient Transport Service (for booking non-emergency hospital transport)	0300 123 2295
Greater Anglia assisted travel	0800 028 2878
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Royston and District Community Services	01763 245228
Saffron Walden Social Car Service	01799 520254
Stansted Helpline	07704 553727
Uttlesford Community Travel	01371 875787
Traveline (for useful public transport information)	0871 200223