

Moving on ...



a guide to getting out and about in Kent for
people with learning disabilities

Thank you

Thanks to everyone who has helped with this learning to travel pack:

Groups

- Working with Words
- Greenwich Social Services
- Thanet College
- Skillnet
- Thanet Independent Living Scheme
- Westgate College
- Stagecoach
- Arriva
- Kent Transport Partnership
- Strategic Development Team for Learning Disability - Transport Focus Group
- T.R.A.C.S

Publications

- Getting There
- Out and About
- Arrive Alive
- How to use this pack

What's in this pack?

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

	How to use this pack	5
	Learning to travel	6
	Before you go out	7
	Things to take with you	8
	Road safety	10
	Using a pay phone	18
	Using the buses	20
	Using the trains	26
	Taxis	30
	Dial-a-Ride	32
	When you're out	34
	When you're out at night	40
	When things go wrong	42
	Who can help	44
	Making travel better	45
	Contacts	46
	Tell us what you think	47

How to use this pack

You should 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
- 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.



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

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. 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

Keep your mobile phone 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.



Roads: 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.



Roads: 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.



Roads: using a pedestrian crossing

Push the button (if there is one).
The **WAIT** sign will light.



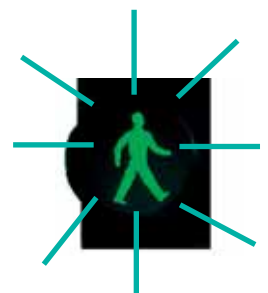
Don't cross when the red man is alight.



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.

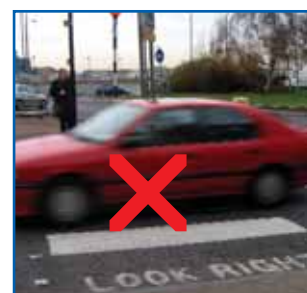
Roads: using zebra crossings

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.



Roads: others ways to cross

Traffic Islands

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

Cross each side like it's 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**.



Roads: 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.



Bikes

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



Bus Lanes

Buses may move faster than other traffic.



Roads: other things to look out for

Mobility scooters

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

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



Dogs

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



Other people

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 pay phone



Pick up receiver



Put in money



Using a pay phone

Dial number and speak clearly



Put down receiver when you have finished



You may get change



Buses: getting a bus pass

All local councils take part in the Kent half-fare bus scheme.

- People aged 60 and over
- registered blind
- disabled people



Phone your local council and ask for the Concessionary Fares department.

They will ask you to fill in a **form**.



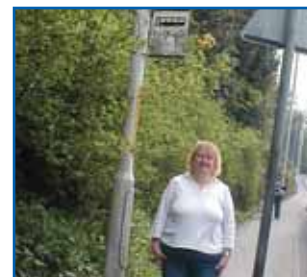
Your carer, keyworker or tutor can help you to get in touch with your council.



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.



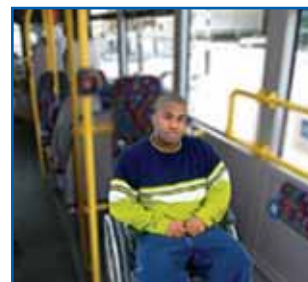
If the bus breaks down or changes its route **ask the driver to help you**.

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 the bus

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.



Getting the right train

Find out the time of your train **before** you travel.
Ask friends or family to help you.



There is information on timetables at stations.

There is information on boards over the platform. This helps you see if you are on the right platform.



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



Check whether you need to change trains. If there are no staff, **ask someone** on the station.

There are **video cameras** to protect you on stations.



Ask someone as soon as you get on the train if it is going to the right place.

At the train station

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



Stand **behind** the yellow line.



When the train comes, **stand back** until it has stopped.



Most train doors slide open. You may 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**.

In an **emergency**, use the emergency alarm.



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.



Taxis

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



You can stop a taxi in the street by holding out your arm.



Remember - cabs can be expensive.



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



If you need support, you can carry 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**
- 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.



Dial-a-ride

Kent Karrier, Sun and Dart are **dial-a-ride services** which take their members from their door to the town centre. 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.

Phone 01622 605349 and they will post a form to you.

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.

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.



Don't wear lots of **jewellery**.



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



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**.



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.



Keeping your money safe

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.**



I'm meeting a friend in a minute!

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



Help!
Leave me alone!

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



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.



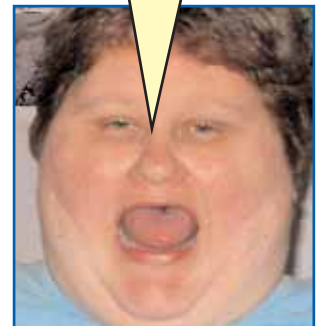
Travel with a **friend** at night. If you have to travel on your own **book a taxi**.



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

Leave me alone!

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 **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
- 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.

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.

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.

Making travel better

- **More training** for drivers to tell them about people with disabilities. ✓
- Drivers to **meet people with learning disabilities** in colleges and centres. ✓
- More chances to travel by train. **More college courses** - for older people too. ✓
- Improve access and support for **people who use a wheelchair**. ✓

Everyone working together ✓

- People with learning disabilities
- Parents and carers
- Colleges
- Day services
- Bus and train companies
- People working together to make travel safer and easier.
- Helping parents and carers worryless about us travelling independently.

Contacts

Department for Transport

020 7944 8300

www.dft.gov.uk

Traveline

0870 608 2608

www.traveline.org.uk

Suzy Lamplugh Trust

This website is about safer daily living - they provide talks, courses and conferences.

020 8876 0305

www.suzylamplugh.org

Local Bus maps

Get these from your local library,
Kent County Council or bus company

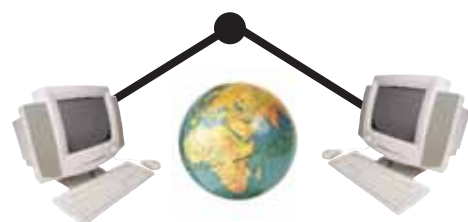
Tell us what you think!

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

Julia Seaward,
Transport Integration,
Gibson Drive,
West Malling
ME19 4QG



Email julia.seaward@kent.gov.uk



Helping Hand



Please hand this form to the driver when you get on the bus.

I wish to travel to _____

Please tell me when we are there or when I need to change.

* I need to pay a fare: single/return.

* I have a concessionary pass and I need to pay a fare: single/return.

* I am carrying a free travel permit / a travel ticket which I have in my hand.

* Cross out as appropriate.

THIS FORM IS MEANT TO HELP PASSENGERS AND STAFF – IT IS NOT A TICKET

Further copies of this pad can be obtained from Kent County Council, Passenger Transport Unit, Gibson Drive, Kings Hill, West Malling, Kent ME19 4QG. Telephone: 01622 605481.

