

Age Friendly Transport Guide is created by Ageing Better Middlesbrough, a National Lottery Community Fund programme that is finding ways to reduce loneliness and isolation for people aged 50 and over.

TRANSPORT GUIDE 2022

Getting around Middlesbrough - an age friendly transport guide



Ageing Better Middlesbrough has supported local initiatives that have improved our town for people of all ages.

We know that accessible, cheap, and convenient transport is essential not only for our older residents but for people of all ages.

That is why we worked with older people, a variety of organisations and local services to put together this guide.

Getting around Middlesbrough provides useful information on different transportation options and support available in the town.

We hope it will help you choose the best option and direct you to the right support.



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Tees Valley Rural Action (TVRA) Volunteer Car Service – THIS IS CURRENTLY ON HOLD WITH NO RESTART DATE YET DUE TO COVID – POSSIBLY AUTUMN.

Companion Membership Scheme

About: Door to door volunteer car service for individuals. This needs to be pre-booked at least two days in advance. Journeys can be arranged for medical appointments, or social activities. Our volunteer driver can support you in and out of the car and getting to your appointments. This scheme is targeted at those who may struggle to access mainstream transport services and is operated by volunteers, who are fully trained, and DBS checked.

Cost: Annual membership to the scheme £20. A cost of each journey is then calculated based on miles travelled.

Contact:
info@teesvalleyruralaction.co.uk;
01642 213852

Tees Valley Rural Action (TVRA)

Community Minibus Membership Scheme

About: Two, 16-seater fully wheelchair accessible minibuses. Minibuses can be booked with or without a volunteer driver. Membership of the scheme is open to any group with a social community purpose like churches, youth groups, charities, and sports clubs.

Minibuses are available to book 7 days a week including evenings. You can register your own group's volunteer driver who will undergo a short induction. Driving licence conditions apply.

Cost: Annual membership to the scheme for the group £30. A cost of each journey is then calculated based on miles travelled.

Please contact Tees Valley Rural Action for more information.

Contact:
info@teesvalleyruralaction.co.uk,
01642 213852

Newport Settlement Minibus Moors Bus - affordable transport to and around the North York Moors

About: 16-seater minibus, available for community groups. The driver needs to be provided by the community group. The nominated driver must be over 25 and register with the Newport Settlement Hub and have a clean driving licence.

Cost: 85p per mile (includes fuel and insurance) + £2 cleaning fee, minimum £15 per day/journey. Long-term booking available (deposit minimum £15 per day)

It is easy to register your nominated driver with the Newport Settlement Hub. Call, email or visit the Hub to find out more.

Contact: 01642 802892, newport_hub@middlesbrough.gov.uk

Subject: Bus Hire

About: Moors Bus is a network of local bus services to and within the North York Moors and the surrounding area.

Cost: Concessionary passes are accepted on all Moors Bus services.

Local fares are available. Contact Moors Bus for more information.

Visit www.moorsbus.org to check the timetable, maps and suggestions of walks, days out and other attractions in the North York Moors.

Contact: 01751 477216

Email: friendsofmoorsbus@outlook.com

Website: www.moorsbus.org

Parkway Community Bus

Coulby Newham
Free bus to the Parkway Shopping Centre every Monday and Friday.

Route 1

10:30 am - Blue Bell Acklam Rd
10:30 am - Jack Simon Way
10:40 am - Maltby Village
10:43 am - Thornton Village
10:45 am - Stainton Village
10:48 am - Hemlington Hall Rd
10:55 am - Coulby Farm
11:00 am - Parkway Centre

Return 1:15 pm

Route 2

11:05 am - Turnberry Way
11:08 am - Fulford Way
11:10 am - Brass Castle Lane
11:13 am - Guisborough Rd
11:15 am - Marton Moor Road
11:17 am - Connaught Road
11:19 am - The Avenue

11:23 am - Cypress Road
11:28 am - Gunnergate Lane
11:35 am - Parkway Centre

Return 1:50 pm

Any questions about this service you can contact The Parkway on 01642 595221



Tees Flex

Tees Flex is the on-demand bus service connecting rural communities across Tees Valley.

Popular destinations include transport hubs, healthcare facilities, educational establishments and major retail clusters. The app's clever algorithms match your trip with others nearby, enabling multiple passengers to seamlessly share the journey, whether it's a single trip or a return. The technology directs you to a nearby 'virtual bus stop' (within a short walking distance) for your pick-up and drop-off points, allowing for quick and efficient shared trips - without lengthy detours!

How do I get started?

1. Download the Tees Flex app or visit teesflex.co.uk
2. Create your account
3. Register your credit or debit card, or pay via PayPal

Where can I travel with Tees Flex?

Zone 1 - Redcar & Cleveland

Zone 2 – Hartlepool

Zone 3 - Stockton & Darlington

For a full list of destinations, visit teesflex.co.uk

If you have any questions, please don't hesitate to get in touch.

Don't forget, you can also book by phone or by using the booking site.

0330 678 1545 (Mon-Sat from 7am to 8pm)

tees.flex@stagecoachbus.com

Public transport - planning your journey

Traveline

Call Traveline for bus information on 0871 200 2233

or visit www.travelinenortheast.info or email:
info@travelinenortheast.info

Connect Tees Valley

You can visit Connect Tees Valley website to plan your journey by car, bus, train, bike or on foot www.connectteesvalley.com.

Let's Go Tees Valley

Advice and info on your travel choices
www.letsготeesvalley.co.uk

You can also plan your journey by downloading the phone applications or going on the website of your local transport provider.

Public transport

Older person bus pass frequently asked questions

When and where can I use my bus pass?

Pass holders can travel free of charge after 9.30am within Tees Valley on weekdays and at any time on weekends.

How can I apply for an older person bus pass?

To apply for the bus pass, go to the Customer Centre at Middlesbrough, Elm Street, Middlesbrough TS1 2DA. Check the



opening times before you make your visit.

You need to provide three forms of identification to prove your eligibility.

Contact: 01642 726053

How much is it to use my bus pass before 9:30am on weekdays?

In the Tees Valley, pass holders only need to pay a fixed fare of 30p for journey starting before 9.30am, Mondays to Fridays.

Public transport

Journey Assistance Cards

Journey Assistance Cards are a great way to let the bus driver know that you might need help. Show the card when you get on the bus and the driver will know that you require/need some extra support.



How to get a laminated card?

Pick up points:

Hope Foundation (1 Grange Rd, Middlesbrough TS1 5BA)

Live Well Centre (Dundas Shopping Centre, Dundas St. Middlesbrough, TS11HR)

or from your local community hub

Are cards available online?

Yes, Journey Assistance Cards are available on your local bus provider's websites. You can print the card and use it on the bus. You can also apply through the stagecoach website, www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards

Who can order the card?

Anyone who feels that they need extra support when using public transport. For example, if they need more time to sit down, have difficulties talking to the driver, have limited vision, or hearing or are living with hidden disabilities.





Can I use the card on any bus?



Yes, all local bus providers support Journey Assistance Cards scheme.


Can I use the card in other towns?

There is no restriction on using the card in different towns. Within the next few pages, you can find a few examples of the Journey Assistance Cards. You can cut the right one out and put it in your wallet or purse. You can also order a laminated version of the card.

| | |
|---|---|
| <p>Please be patient I am deaf Thank you!</p> <p></p> | <p>Please be patient I am visually impaired Thank you!</p> <p></p> |
| <p>Please be patient I have a hidden disability Thank you!</p> <p></p> | <p>Please be patient I have difficulty speaking Thank you!</p> <p></p> |
| <p>Please speak slowly I am hard of hearing Thank you!</p> <p></p> | <p>Please speak slowly and face me to help me hear better Thank you!</p> <p></p> |
| <p>Please scan my pass for me Thank you!</p> <p></p> | <p>Please count my change for me Thank you!</p> <p></p> |

| | |
|--|--|
| <p>Please give me time to sit down, in case I fall down.</p> <p>Thank you </p> | <p>Please be patient, I have difficulty speaking.</p> <p>Thank you </p> |
| <p>Please allow me to stand in the wheelchair space if it is available.</p> <p>Thank you </p> | <p>Please speak slowly, I am hard of hearing.</p> <p>Thank you </p> |

| | |
|---|---|
| <p>Please speak slowly and face me to help me hear better.</p> <p>Thank you </p> | <p>Please count my change for me.</p> <p>Thank you </p> |
|---|---|

Priority seating 
required.

Please call out 
my stop.

Please wait 
until seated

Helping Hand 

My name:

For assistance/in emergency:



Journey Assistance Card Request

Please send this form to your local bus company who will arrange for cards to be sent to you.

Please send me the following cards:

1. Journey Assistance Card Cover
2. Please be patient I am deaf
3. Please be patient I am visually impaired
4. Please be patient I have a hidden disability
5. Please be patient I have difficulty speaking
6. Please speak slowly, I am hard of hearing
7. Please speak slowly and face me to help me hear better
8. Please scan my pass for me
9. Please count my change for me
10. Please help me find a seat
11. Please give me time to sit in case I fall down
12. Driver, please let me know when we get to...
13. Please tell me when we reach my stop...

To obtain a Journey Assistance Card contact Emma McInnes on 01642 728756 or you can get copies from the Live Well Centre in Dundas Arcade, Middlesbrough.

Public transport - accessibility

Stagecoach, or Go North East buses.

Guide dogs and assistance dogs

Any guide or assistance dogs are welcomed on Arriva,

Mobility scooters

Some smaller mobility scooters are allowed on low floor buses (the ones without steps). You

will need a Mobility Scooter Permit Card to prove to the driver that you can travel with your scooter on the bus. The Permit cards are obtainable by contacting one of the local bus operators. All operators follow the CPT mobility scooter code. Details of which are available on the operator's websites.

Wheelchairs

Most buses are accessible for wheelchairs users; however, the bus companies do not guarantee this. For example, Go North East will order and pay for your taxi if you are unable to board with them. Stagecoach will ensure a space is available on the next bus or will arrange for a taxi where it is more appropriate. Check with your local bus company.

Public transport

Middlesbrough Bus Station

The bus station is in the centre

of town, on Newport Road. There are entrances from Newport Road and Captain Cook Square, both of which are fully accessible.

To use accessible toilets, Changing Places, or the Quiet Room, approach a staff member at the Bus Station.

Lost property: call 01642 728103

The Quiet Room has been designed for people who need to take some time out to be away from a busy environment.

Changing Places Toilets

Changing Places toilets are bigger than wheelchair accessible toilets, provide a shower, hoist, toilet, changing bench and have plenty of space for more than one carer.

Changing Places are located at the bus station, the Rainbow Centre, The Orchard Resource Centre, Neptune Leisure Centre, James Cook University Hospital, Myplace (Customs House), Cumberland Resource Centre, Stewart Park and Middlesbrough Sports Village.

Access to the other Changing Places facilities in Middlesbrough is either by RADAR key or through reception staff at the venue.

To apply for a RADAR key or find out more **information:** call 01642 245432 or visit the Customer Centre at: Middlesbrough House

Shopmobility

Located in the Middlesbrough Bus Station is Middlesbrough Cycle Centre. You can loan scooters, manual wheelchairs, and walkers.

The yearly membership is £10 per year and entitles you to reduced hire fees.

Members can hire for £1 per hour, whereas non-members pay £1.50.

For more info call: 01642 219620

Opening times:

Monday to Friday (9am to 4.30pm) Saturday (9am to 5pm)

Public Transport

Middlesbrough Train Station

Two platforms are in use at the station, and both can be accessed from either side of the building.

The main concourse can be found next to platform 1, with toilets, baby changing facilities, a large waiting room, a cafe and cycle racks.

Both platforms have step-free access provided by lifts at either end of the subway.

A footpath at the end of platform 1 leads to a car park.

Helpline: 0800 107 2149

Assisted travel: call 0800 107 2149 to book assistance at this station.

Lost Property: 0345 600 1672



Taxis FAQ

How to book a wheelchair accessible taxi?

Middlesbrough Council has a list of companies offering wheelchair accessible taxis. Call 01642 728010 or visit www.middlesbrough.gov.uk.

Can a designated wheelchair accessible taxi driver charge me extra for a wheelchair?

No, it is their duty under Section 165 of the Equality Act 2010. They must also give the passenger mobility assistance as is reasonably required.

Can I travel with my guide dog?

Taxi Drivers are under a duty to carry any assistance dogs free of charge.

Are Taxi drivers Dementia Friendly?

Taxi drivers can attend Dementia Friendly Training and would receive a Dementia Friendly status. You can check with your taxi provider

I lost something on a taxi, what should I do?

Contact the police as drivers are advised to hand in any lost property at their local police station. You can contact the office of the taxi company used and ask for their lost property office.

I didn't have a good service, how I can complain?

To make a complaint: call the taxi licensing office on 01642 728010 or email licensing@middlesbrough.gov.uk.

Travel by Car - Blue Badge FAQ

What is the Blue Badge scheme?

The Blue Badge scheme provides parking for people with disabilities who travel as either drivers or passengers.

Who can apply for a Blue Badge?

People with disability, hidden disabilities (dementia, autism), mobility issues.

How can I apply for a Blue Badge?

To apply online visit: www.gov.uk/apply-blue-badge.

Do I need to pay for a Blue Badge?

Your Blue Badge will cost £10.

I need help to apply for a Blue Badge.

Contact Middlesbrough Council for more information and support

Age Friendly Middlesbrough

With around 16% of residents aged 65 years or older, we understand the importance of a proactive approach to meet the needs of an ageing population.

Age Friendly Middlesbrough creates opportunities for community groups, organisations, and decision-makers to work together with local people to help make Middlesbrough an age-friendly place.

Transport to medical appointments

North East Ambulance Service

About: The North East Ambulance Service provides pre-planned non-emergency transport. This is for patients who have a medical condition that would prevent them from travelling to a treatment centre.

Transport to and from home to out-patient appointments, clinics, physiotherapy, or non-urgent hospital transfers. Accessible for wheelchairs users.

You will be asked a series of questions, when making a booking, to help assess your needs.

Contact: 01642 263122 phone assessment when making a booking

Refund of hospital transport costs

Under the Hospital Travel Costs Scheme, you may be refunded the cost of travelling to and from a hospital or clinic to receive NHS treatment.

Fares can be refunded in full if you are entitled to health benefits or have exemption certificate HC2. If you have exemption certificate HC3, you may get some help towards the cost of your fares.

Further information is available from your GP.

Contact: 0300 330 1343 to speak to an adviser