

Isle of Wight Travel Training Transport Guide



**A Guide to getting out and about
on the Isle of Wight
for people with learning difficulties**

Island Transport Guide



Isle of Wight
Learning Disability
Partnership Board

We would like to thank everyone who has helped to bring together this learning to travel pack, especially Kent County Council and Southampton City Council for sharing their original work with us here on the Island, also the Travel Training Focus Group, and People First on the Isle of Wight.

Useful web sites for you to find out more information on how you can access services mentioned in this guide are

Isle of Wight Council

www.iwight.com



Learning Disabilities Partnership Board

www.iwight.com/council/ldpb/

Isle of Wight
Learning Disability
Partnership Board



just click on the of the blue link you require, if you wish to access a web site in this guide.

How to use this pack

This pack covers all the different areas of travelling on the Isle of Wight:

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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.



To get a CD ROM please contact either:
Maureen Sutton



maureen.sutton@iow.gov.uk



01983 520600

Or

Suzanne Wixey



suzanne.wixey@iow.gov.uk



01983 520600

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

You can also access this pack from the internet on the Islands Learning Disability Partnership Boards Website



www.iwight.com/council/ldpb/

Learning to travel

Supporting you to travel independently

Where you can get help to learn

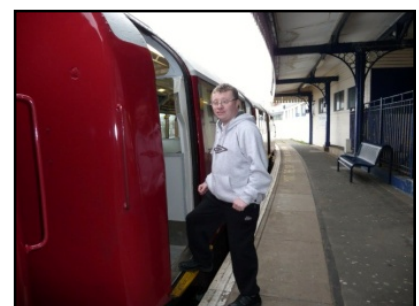
You can get help at your college or day service - ask the person who supports you.

Talk to your key worker 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.

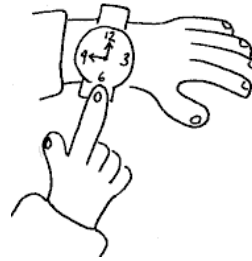
When they are happy - you can do the journey on your own!



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 are 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

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.



Road Safety

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.

Be more careful when you 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**.

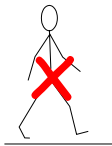


Using a pedestrian crossing

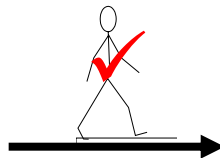
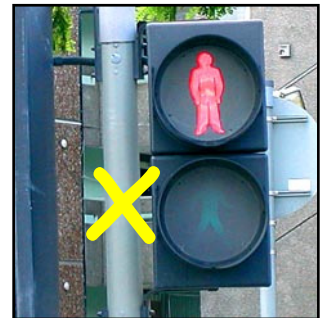
Push the button.

The **WAIT** sign will light.

This may take a little time to work



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

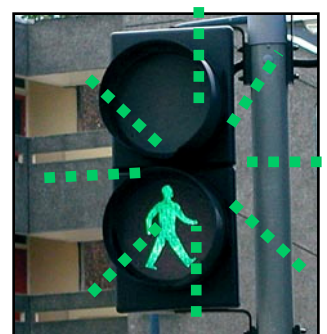


When the **Green Man** lights, make sure the traffic has stopped. **Then** carefully cross the road.



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 Island

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

Cross each side like it is **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 main roads.



Subways

Subways can be a safe way to cross the road. Be more careful at night.



Try to find a **pedestrian crossing**.



Other things to look out for

Emergency vehicles

Ambulances, Fire Engines and Police Cars all 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. Check bus lanes as buses can come from both ways.



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 but you may need to move out of the way.



If someone upsets you, **stay calm** and **move away from them**. If they upset you again, go to a **shop, cafe or library** and **ask for help**.

Report any problems that have happened to your carer and key worker.



Using a pay phone

Find a **phone box**



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



If you have a phone card or credit card you can use these instead of money

Using a bus pass

Free bus and train travel.

If you live on the Island and are aged over 60 or have a disability described on the application form you can apply for free local bus and train travel.



On the Island to get free local bus travel you will need your own National Bus Travel Card.

You can pick up an application form for a free bus and train pass at the bus station ticket office, the council offices in County Hall, local post offices or at any library. If you attend a Day Centre or the College they can also get an application form, which they will help you fill in if you require. You can also apply through the internet at the IW Council. You can also use your bus pass (for bus travel only) on mainland England. Time restrictions may apply for free travel. Your family, carer, key worker or tutor can help you with this form.



Planning your bus journey

You need to know:

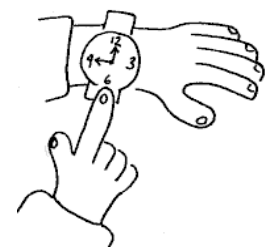
What **number** bus you need to catch

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 are going with
- **Let someone know you have arrived safely**



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. If you have the right money it will save you time.



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.



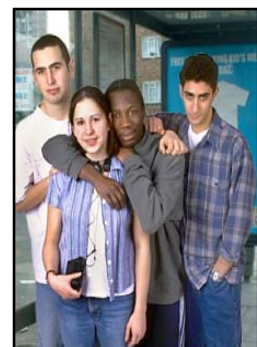
If anyone upsets you - move away from them or change your seat.

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 in future to wait until after school hours to travel.



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, but if someone gets on the bus and needs this space, move to another seat.



Getting off

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



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

Stay in your seat until the bus stops. If you miss your stop stay calm.



At the train station

There is a sign like this outside all train stations.



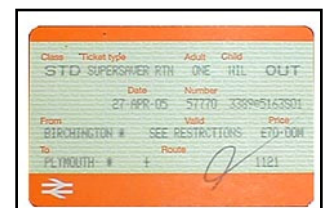
Find out the **time** of your train before you travel. Ask friends or family to help you. You can print out the details of your journey on www.thetrainline.com or ask the ticket office to print them out if you buy a ticket from there.



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

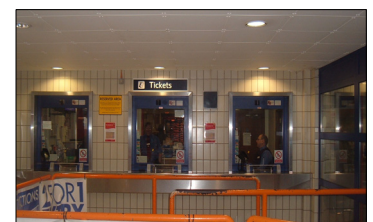


This is what the ticket will look like



Allow plenty of time to buy your ticket

You may need to **queue**.



Using the trains

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 wait for 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** on the platform. This helps you to make sure you are on the **right platform**.



Getting the right train on the mainland

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

Check whether you need to change trains. If you cannot see a member of staff, ask someone on the station. When travelling on the mainland, there are guards on the trains who will help you.

On most of the mainland trains there is written and spoken information about where the train is going and stopping. If you find you are on the wrong train talk to the guard and show him your card.

You can use your free bus pass on the mainland buses, **but not on the mainland trains**. (time restrictions apply on free bus pass travel on mainland buses, check these out before you travel)

The next train is the 0820 to Ryde.



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 where there are other people.
At night wait in a bright part of the platform.



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



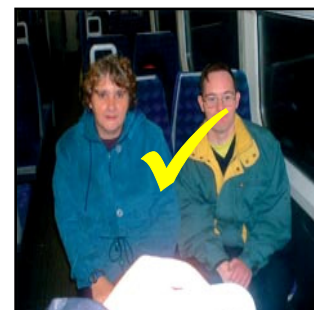
Most train doors slide open. You will sometimes have to press a button to open the doors.

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



On the train

Find a seat in a carriage with other people



If a person upsets you, **move away**, and find another seat. 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 don't forget you will need to show it on the way back if you have bought a return ticket.



Taxis

You can phone up and book a taxi. You can also go to a **taxi office** and book a taxi.

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

Remember - Taxis can cost a lot of money; always ask how much your journey will cost before you travel.

If you need support, you can fill in the telephone number and the address of where you are going. A planner to help you is at the end of this guide.



Taxis

When you book a Taxi:

- tell them **what time** you want the taxi
- 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 them **how much** the fare will be.



When your taxi arrives:

- Before you get into the Taxi, ask the driver for their identification.
- Sit in the **back** of the taxi.
- **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 or where you want to get to.



Ferries

There are 2 ferry companies they are called Red Funnel Ferries and Wightlink. Red Funnel ferries travel to Southampton. Wightlink ferries travel to Portsmouth and also Lymington in the New Forest.

A Wightlink ferry sails from Yarmouth on the Island to Lymington which is in the New Forest. This where you catch the ferry from Yarmouth to the mainland.

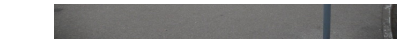
You can buy a ticket for the ferry from the ticket office at the port. Make sure you have enough money to buy your ticket.

If you need a wheelchair ask at the ticket office when buying a ticket

You can book tickets on the ferry company websites



www.wightlink.co.uk and www.redfunnel.co.uk to check the cost of your ticket and for the times of the ferry.



Ferries

When the ferry arrives, be ready to give your ticket to the ticket collector.



Look around before you sit down. Sit near **other people**. If you don't like the look of someone, or they are upsetting you, **move away to another seat**. If you still feel unsafe find a member of staff or someone who will help you.



This is where you get the ferry or Red Jet to and from the Isle of Wight.



This is where you catch the ferry from Cowes to Southampton.

This is where you catch the ferry in Southampton back to Cowes.



This is where you queue to come back to the Island from Southampton.



Ferries

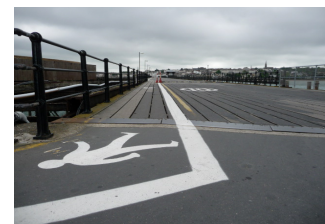
This is where to get on the ferry, or Fast Cat to and from the Isle of Wight



You may need to queue to board the ferry from Ryde to Portsmouth.



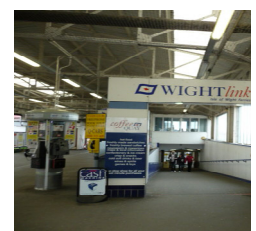
At Ryde there is a train for ferry passengers along the pier to and from the town, or you could walk. Keep inside the white line when walking



There is a free bus to and from the ferry at Southampton, to the shops, theatre and the train station



This is where you catch the ferry back to the Island from Portsmouth



Hovertravel

You can also travel on the Hovercraft.

The Hovercraft is run by Hovertravel and goes from Ryde to Southsea. There is a bus to and from Portsmouth City Centre and the train station.



You can book your tickets online at

 www.hovertravel.co.uk/

Here you can also see what time the hovercraft travels to help you plan your journey, and how much it will cost.

This is the place you catch the Hovercraft.

If you have or need a Wheelchair ask here, as staff will give you assistance onto the wheelchair ramp



Hovercrafts are very noisy. Be prepared for this when you travel.

Isle of Wight Ambulance Service

If you think you need transport to get you to a hospital or clinic appointment ask your doctor or nurse.



Your doctor, nurse, or dentist can book this transport for you. If you need someone to travel with you they can organise this too.

Transport can be a car driven by a voluntary driver, an ambulance service car or an ambulance.



This service is for people who have a planned hospital visit and not for emergencies.

When you're out

Be confident - look like you know where you are going.



Be aware of what is happening around you.

Do not listen to a personal stereo while you are travelling, as you may miss your stop.



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



Do not 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.



On a train station you may need to use a subway or a lift to change platforms
At night only use the subways if they are brightly lit



Don't use short cuts that go across waste ground or alleyways, unless avoiding busy roads and it is safe to do so



Keeping your money safe

Do not carry too much money.



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



Do not get your purse or wallet out in the street.



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



Be careful when you are leaving a bank or post office. Put your money away safely before you leave the bank or post office.



Before using a cash machine, look around you. Hide your pin number from other people. **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.



Do not get into a strangers car!

If someone stops to talk to you **never get into the car with them.**
Never get into a car with someone you do not know.



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

I'm meeting my friend in a minute!



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

Help! Leave me alone!



When you are out at night

Be careful when out on your own at night.

Make sure you can be seen

If you wish to, buy a **personal alarm**. You can find them in large bicycle shops or you can ask your community police officer or call into the police station, for information on which local shops will stock them.



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.

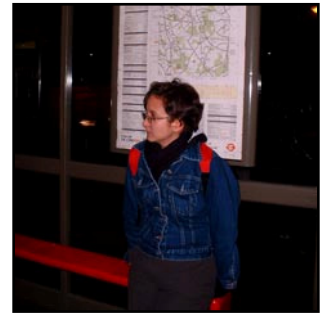
Leave me alone!



If you are on a bus **tell the driver**.

When you are out at night

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



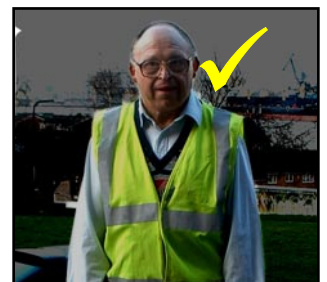
When walking on the road that does not have a pavement always walk facing the traffic.

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



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

You can purchase reflective clothing from large bicycle stores.



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 do not like, this is called **harassment** and it is a **crime** for which the person responsible will be in trouble.



If someone calls you names or threatens you:

- ignore them
- **don't shout** back
- stay **calm**
- go **somewhere busy** like a shop or a cafe
- If they start to upset you tell someone
- if you are on the bus, **tell the driver**
- If you are on a train or a ferry tell a member of staff.



When Things Go Wrong

If something serious happens remember as much as you can. This will help the police.

Remember also to contact the Safeguarding Adults

☎ 019838 23340 or

Isle of Wight Council ☎ 01983 821000

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 the letter on the next page 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, Wightbus, Ferry or Train**.

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

This **bus ferry or train** goes from (**write where you get the bus ferry 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.

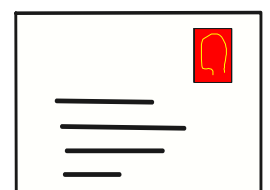
Write down if you need help for other things like you use a wheelchair and if you got the help you needed.

Write what happened that you are not happy with.

I do not think that this is a good way for you 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,

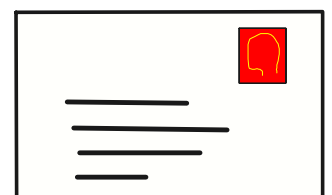
On (write the day and the date) I went to (write the name of where you went)

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

Write what you were happy about. Perhaps the staffs 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, cafe or library** and ask the staff to help you.



Contacts

Travel Card

Isle of Wight Council

 01983 821000



Getting Around

A "one stop" transport website.
You can plan and print out your
journey here




www.gettingaround.info



Traveline

For all travelling, this site will plan
walking journeys as well as public
transport.

 0871 200 2233



www.traveline.org.uk



Contacts

Local Bus maps

Get these from your local your library, Isle of Wight Council, Southern Vectis Bus Station or at the Tourist board. You can view Southern Vectis maps inline at www.islandbuses.info



Trains

Free phone number for assisted travel is



0800 5282100

Customer service



08456 000650



www.thetrainline.com



Safeguarding Adults Team



01983 823340



Emergency out of hours



01983 821105

Tell us what you think

Write to us with your ideas about travel on the Island to:

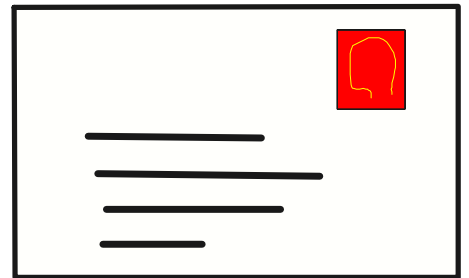
Maureen Sutton,
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Suzanne Wixey
Manager, LD Day Services
Fairlee Rd, Newport
PO30 2EA



01983 520600



suzanne.wixey@iow.gov.uk



Your own route planner

You can use this section to plan your journeys

My bus journey from home:

I get on the number.....bus

I get the bus at.....

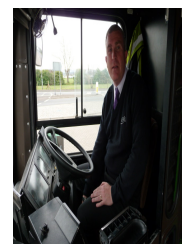
The bus goes past.....
landmark

I get off the bus at:

Tick the box if you need to remember to:

Ask the driver, could you tell me please when I have arrived at my stop

I need to ring someone to say I have arrived safely



Your own route planner

My second bus journey

My second bus number is:

My journey takes aboutminutes

The bus stop I need to get off at is at:

.....

I get to the place I am going to
at:(time)



Write here anything else about my bus
journey:

.....
.....
.....
.....
.....
.....
.....
.....



Useful notes

My contact person will ring at me at
.....time on my mobile to make sure
I have arrived OK

Or

My contact person will ring the place of
my destination..... to make sure
I have arrived OK

My contact person is.....in an
emergency please ring..

.....
.....

Taxi 



Where I am going to by taxi

Address.....
.....

The time the taxi will meet me to bring
me home.....



My walk from my stop

Fill in your information in the spaces below.

It takes:minutes to walk from my stop to where I am going which is :.....



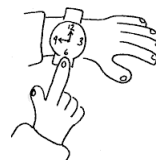
I cross:roads to get there.



I use:zebra crossings andpedestrian crossings.



I arrive at:..... (time).....



Other journeys

You can use this page to plan other journeys:

The place I am going to is:.....



I am travelling by:.....

The phone number of where I am going

is:



I am seeing :

I need to set off at:(time)

I will get there at:(time)



I will need to take £..... for my journey

I will need to take £..... for my journey home again.

