



**Headway North Cumbria**

[www.headwaynorthcumbria.org.uk](http://www.headwaynorthcumbria.org.uk)

the brain injury association

## **HEADWAY NORTH CUMBRIA HOW TO APPLY FOR A JOURNEY ASSISTANCE CARD**

### **INTRODUCTION**

1. The Confederation of Passenger Transport (CPT UK) runs a scheme to help passengers with hidden disabilities. Journey Assistance Cards are made available to passengers via local bus operators following discussion with local disability groups and individual passengers. The cards are not a ticket to travel, but when presented to the driver the cards indicate that the passenger requires specific assistance.
2. The scheme aims to improve the interaction between passengers with hidden disabilities and bus drivers, as well as passenger's overall journey experience by:
  - a. Introducing a range of Journey Assistance Cards which reflect different passenger requirements.
  - b. Delivering improved driver training regarding different passenger requirements and how to deal sympathetically when presented with a card.
  - c. Having a standard format of cards and messages across the bus industry making them instantly recognisable across the UK<sup>1</sup>.
3. The aim of the Journey Assistance Cards is to enable bus journeys to be more accessible for customers with hidden disabilities. Presentation of the card will allow customers to discreetly obtain help from the bus driver relevant to their hidden disability, thereby making their bus a more pleasant and rewarding experience.

### **AIM OF THE INSTRUCTION**

4. The aim of this instruction is to explain the process by which eligible Headway members can obtain a Journey Assistance Card from local bus operators.

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<sup>1</sup> The use of generic consistent messages on the Journey Assistance Cards by all operators is intended to ensure that they are recognised by drivers when presented with any Journey Assistance Card, including ones bearing another company's logo.

## WHAT IS A JOURNEY ASSISTANCE CARD ?

5. Journey Assistance Cards are available for passengers to use if they need a bit more help when using the bus. They make it easier for passengers to let bus drivers know what extra help is needed with specific cards indicating exactly what sort of help will be necessary. The cards can be used at any time of the day, seven days a week, on any of the card provider's bus services.

## WHO CAN APPLY FOR JOURNEY ASSISTANCE CARDS

5. You can apply for Journey Assistance Cards if you have:
- limited vision or hearing.
  - difficulty in communicating.
  - special educational needs.

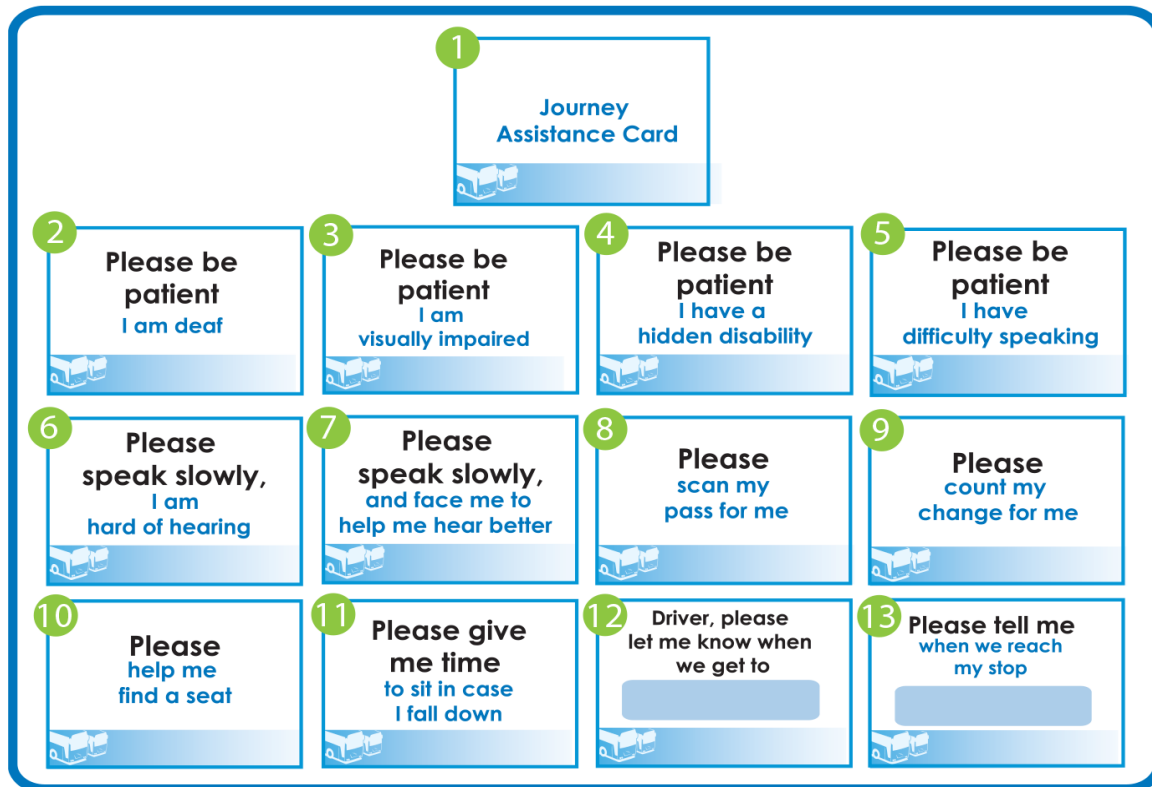
or if:

- English is not your first language.
- you need extra time or help to find a seat.

## TYPES OF JOURNEY ASSISTANCE CARDS

6. Journey Assistance Cards are issued by individual bus operators but have been developed jointly with the trade body, the Confederation of Passenger Transport (CPT). Participating operators offer a range of cards selected from the following:

- Please be patient I am deaf
- Please be patient I am visually impaired
- Please be patient I have a hidden disability
- Please be patient I have difficulty speaking
- Please speak slowly, I am hard of hearing
- Please speak slowly and face me to help me hear better
- Please scan my pass for me
- Please count my change for me
- Please help me find a seat
- Please give me time to sit in case I fall down
- Driver, please let me know when we get to...
- Please tell me when we reach my stop...



*Examples of Journey Assistance cards*

## HOW TO APPLY FOR A JOURNEY ASSISTANCE CARD

7. Since Journey Assistance Cards are issued by individual bus operators the procedure for applying for a Journey Assistance Card will vary from bus operator to bus operator. Within the Headway North Cumbria catchment area the application procedures for the major operators are provided below.

8. **Stagecoach.** Download and fill in a Journey Assistance Cards application form and send it back to the nearest Stagecoach office<sup>2</sup>. The following should be noted:

- a. The form should be completed requesting any and all of the assistance cards required. The ones selected will be dependent on the needs of the individual traveller.

<sup>2</sup> A link to the form along with a link to Stagecoach offices can be found at the stagecoach website <https://www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards>



## 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...

Name  Title

Address  Postcode

Telephone number  Email

*Example of Journey Assistance Card Request*

b. For Headway North Cumbria members the nearest Stagecoach Office will be:

Stagecoach Cumbria and North Lancashire,  
Second Floor,  
Broadacre House,  
16-20 Lowther Street,  
Carlisle  
CA3 8DA

- b. **Arriva.** Arriva offer their Journey Assistance Cards as a free download from their website<sup>3</sup>. Passengers can then cut out and keep any card or cards that they may require. Alternatively the Arriva Customer Services team can be contacted to have them sent to the individual – send an email to [customerservice@arriva.co.uk](mailto:customerservice@arriva.co.uk) or call them on 0344 800 44 11.



*Examples of Arriva Journey Assistance Cards*

<sup>3</sup> <https://www.arrivabus.co.uk/travel-help-and-accessibility/how-to-obtain-assistance-cards>