Information NOW
Information for people in Newcastle upon Tyne

Help to get out and about

There are a number of schemes to help you get out and about in Newcastle. Use the Quick links on the right to jump to the section further down the page.

Blue badge scheme

The Blue Badge scheme is for people who have difficulty getting about, to park in disabled parking bays. This means you are closer to the entrance of buildings that you want to visit. You can apply for a blue badge if you meet 1 of 9 criteria listed in the **Blue Badge Scheme.**

Criteria includes: registered blind, receipt of PIP, disability, receipt of higher rate of DLA.

If you do not meet the criteria above you will need to be assessed by Newcastle City Council.

How to apply for a Blue badge

Contact **Blue Badge Scheme** at Newcastle City Council.

Apply online at **www.gov.uk.**

Older people concessionary travel pass

A concessionary travel pass allows you to travel for free on public transport. You are eligible for a concessionary travel pass, also known as a free bus pass, once you reach Pension Age, whether you are a man or a woman. Calculate your State Pension age and the age you will get a free bus pass on **Gov.uk**.

Concessionary travel for disabled people

You can apply for a concessionary travel pass if you meet one of the following criteria:

- chronically sick or disabled which permanently and seriously impairs your ability to walk
- blind or partially sighted
- have a learning disability
- profoundly deaf, with or without speech
- do not have the use of both arms, whether through the absence of limbs or otherwise
- unable to drive having had a driving license refused or revoked on medical grounds

Apply through **Newcastle City Council.**

Disabled Person's Railcard

The **Disabled Person's Railcard** is available to disabled people and provides 1/3 off most rail fares across Britain for you and a companion. You can apply on their website or download an application form to return in the post.

Senior Railcard

The **Senior Railcard** is available to anyone aged 60 years old or over and will save you 1/3 of the cost of most rail fares to almost anywhere in Great Britain, including certain fares on various rail/sea journeys.

Motability car scheme

Motability is a charity which provides mobility solutions for disabled people. This includes help to lease a car, powered wheelchair or scooter.

How do I join the Motability Scheme?

To be eligible for the Motability scheme you must be in receipt of one of the following benefits:

- Higher Rate Mobility Component of **Disability Living Allowance**
- Enhanced Rate of the Mobility Component of **Personal Independence Payment (PIP)**
- War Pensioners' Mobility Supplement
- or the Armed Forces Independence Payment (AFIP)

No waiting lists, credit checks or medical assessments are needed. Even if you don't drive, you can apply for a car as a passenger and propose two other suitable people as drivers. Parents and carers can also make an application on behalf of a child aged three years old or older.

Nexus TaxiCard Scheme

Nexus provide an accessible travel service in Tyne and Wear called TaxiCard. The TaxiCard scheme is for those who have a disability or impairment that means using public transport is difficult.

What is the TaxiCard?

The TaxiCard is a smartcard which is the same size as a credit card. You use it to pay for part of your journeys by taxi. There are two opportunities each year to join the TaxiCard scheme: in February and August.

You can pay up to £3 (or half your taxi fare if the fare is less than £6) using your TaxiCard. You will then need to pay the rest of the fare yourself.

Shopmobility

Newcastle Shopmobility provides battery-powered scooters and wheelchairs for people with mobility issues. This gives you freedom and independence to travel around the city centre; to shop or to use the range of attractions that are available in Newcastle, including Eldon Square, Eldon Gardens, part of Northumberland Street and the Grainger Market. To use the service you need to register as a member.

What do I get as a member of Shopmobility?

Membership costs £25 a year and you do not have to be registered disabled to use it.

Hop to the Shops

Hop to the shops aims to help older people living in Newcastle with their essential food shopping, who otherwise would struggle because they have difficulty using public transport.

The scheme provides a **fortnightly** minibus service for older people to do their shopping at a supermarket. Minibuses can pick people up from their own homes and there are also pick-up points from various sheltered housing locations around Newcastle.

How much does it cost?

Each journey costs £1.50 so if you are using the minibus to go to the supermarket and back again, it will cost you £3. If you need a carer to accompany you on the trip, they travel for free.

Read more on help with shopping and prescriptions.

Help to plan your trip to Newcastle City Centre

How Busy Is Toon ? gives you information to help understand how busy the buses, roads and city centre is. So you feel safe and prepared when planning to visit Newcastle city centre. Visit the website to see:

- Street images of: Northumberland Street, Grey Street, Barrack Road and Blackett Street, updated every 5 minutes
- Images of key roads into the city, updated every 15 minutes
- A real-time map showing the location of every bus operating across Newcastle, searchable by route number
- Car park spaces available
- Up-to-date traffic and travel information
- Information on Electric vehicle (EV) charging locations

- Walking and cycling routes to help you plan your journey
- Up-to-date coronavirus rules and safety guidance

Equipment to help you get out and about

Read more on InformationNOW equipment that you can buy to help you to stay active and be mobile:

Wheelchairs, mobility scooters and powered wheelchairs

Home adaptations, equipment and aids

Telecare and personal alarms

Last updated: July 19, 2024

Useful Organisations

Meals at Home – Newcastle City Council service

Email: meals@newcastle.gov.uk

Website: https://new.newcastle.gov.uk/adult-social-care/help-live-home/meals-home-service

Telephone: 0191 277 3978

Address: Adult Services Directorate, NE1 8PB

Newcastle Shopmobility

Email: shopmobility@newcastle.gov.uk

Website: https://www.newcastle.gov.uk/social-care-and-health/care-and-support-adults/getting-out-and-about/shopmobility

Telephone: 0191 261 6176

Address: Eldon Garden Shopping Centre, NE1 7RA

Community Transport – Hop to the Shops

Email: info@communitytransport.org

Website: communitytransport.org

Telephone: 0191 265 9267

Address: 6 Heaton Terrace, NE6 1JR

Nexus Taxi Card

Email: customerservices@nexus.org.uk

Website: http://www.nexus.org.uk/taxicard

Telephone: 0191 202 0747

Address: Nexus House, NE1 4AX

Nexus

Email: customerservices@nexus.org.uk

Website: www.nexus.org.uk

Address: The Spark, NE4 5DE

Senior Railcard

Email: railcardhelp@railcards-online.co.uk

Website: http://www.senior-railcard.co.uk/

Telephone: 0345 3000 250

Address: National Railcards, LE65 9FA

How Busy is Toon ?

Website: https://howbusyistoon.com/

Related Articles

Concessionary travel

Motability: car scheme for disabled people.

Nexus TaxiCard Scheme – Accessible Transport

Shopmobility

Help with shopping and prescriptions

Meals at home

Telecare, telehealth and personal alarm systems

Wheelchairs, mobility scooters and powered wheelchairs

Home adaptations, equipment and aids