

**Midlothian  
Transport Guide  
for  
Disabled People  
and People  
with  
Long-Term  
Conditions**

**2024**



# Forward Mid guide to Transport and Travel in Midlothian Autumn 2024

## Equality - Diversity - Inclusion

**Forward Mid** - helping you to be aware of the travel options you have, allowing you to plan ahead, stay connected and travel safe.

This guide to transport in Midlothian has been produced by **Forward Mid**



Transport can be such an essential component in determining the day to day quality of people's lives. Whether it be a trip to see a good friend, getting along to a local group or club, attending an appointment at the hospital or GP surgery, getting there efficiently and safely is important. Suitable transport can be a contributor to overall good health and well-being. Every person's needs differ so we have collated as much information from individual companies and their services as we can. It's not easy to find all the correct information in one place, Forward Mid have brought together all the various transport options and choices that are available across Midlothian.

Our hope is that having a copy of this newsletter to hand will allow disabled people and other citizens in Midlothian to have a much better understanding of the transport choices available to them, and to use them well!

Continue reading and you'll see all that's available! If you know of other transport options that we haven't included here, please get in touch and let us know. Any updates to the services we have listed will be added to the online version.

Wishing you safe, happy and rewarding travelling!  
Jeff Adamson Chair of Forward Mid, September 2024

### What's inside

<b>Human Rights Expert Panel – Transport.....</b>	<b>3</b>
<b>Transport for Disabled People in Midlothian.....</b>	<b>4</b>
<b>Lothian Community Transport Services.....</b>	<b>4</b>
<b>Buses Across Midlothian.....</b>	<b>6</b>
<b>Transport To Hospitals.....</b>	<b>12</b>
<b>Patient Transport.....</b>	<b>13</b>
<b>Dial-a-Bus Midlothian HcL.....</b>	<b>13</b>
<b>Dial-A-Ride.....</b>	<b>15</b>
<b>National Entitlement Card.....</b>	<b>15</b>
<b>Wheelchairs on Public Transport.....</b>	<b>17</b>
<b>The Thistle Assistance Card Scheme.....</b>	<b>17</b>
<b>Ring &amp; Go.....</b>	<b>18</b>
<b>Taxis.....</b>	<b>18</b>
<b>The Borders Railway.....</b>	<b>20</b>
<b>Disabled Persons Railcard.....</b>	<b>21</b>
<b>Concessionary Travel for Blind Persons.....</b>	<b>21</b>
<b>Veterans Rail Card .....</b>	<b>22</b>
<b>The Blue Badge Scheme.....</b>	<b>22</b>
<b>A Word from Edinburgh Trams.....</b>	<b>24</b>
<b>Nimbus Disability.....</b>	<b>26</b>
<b>Long Distance Coaches.....</b>	<b>26</b>
<b>One Dalkeith.....</b>	<b>27</b>

## Human Rights Expert Panel – Transport

The Human Rights panel meet quarterly to discuss a variety of topics, the purpose of this is for people that have the lived experience to have the opportunity to share any difficulties or concerns. This then feeds back into the action plan from Midlothian council. One of the topics people chose was around transport.

We started off by having conversation on what issues there are and created some questions to be put to Lothian Transport. These were sent to Tawanda Mukada (Inclusion and Accessibility Officer) where he kindly replied to the questions and offered to come along to the next meeting.

During the first meeting we shared with some people the Transport Newsletter from Forward Mid. from 2021 There was great feedback from people on this and found it useful as it was covering all types of transport. This was beneficial for some individuals as they were able to travel further afield and have the contacts to make enquiries and arrangements before travelling.



Tawanda, came along to the next meeting and was able to answer a lot of questions, let people know about plans from Lothian Buses, explain why some bus routes had changed. Also letting people know that there was funding came available for local authorities to update their visual timetables at bus stops, this was good to hear as people depend on these to know when the bus is due.

Tawanda also brought along some Thistle Assistance cards for people to use, (See Page 17) some of the group had heard of these but never used them. Each person got a card and lanyard and supported to look at what best sticker would be appropriate for them.

We have spoke with several people after getting the assistance card, and they have said that they feel more confident in travelling to places with this, as it enables the drivers/staff to support people in the way they need. Individuals from the group are also looking forward to receiving the new Travel Newsletter from Forward Mid.

It has also been discussed that making a short promotional film about disabled people and travel would be good. We have mentioned this to Tawanda, and he is keen for Lothian Buses to be involved with this.

Thank to Midlothian Local Area Coordination Team (Enable Scotland) for this Article

## Accessible Transport for Disabled People in Midlothian

Public transport services in Midlothian are operated by buses that are considerably easier to use than in the past. Lothian Buses has been 100% low-floor since 2009, both Lothian buses and Borders buses take one standard size wheelchair per bus. A standard wheelchair must not exceed 700mm wide by 1500mm long. Smaller vehicles, such as those operated by HcL and LCTS, mostly have special access facilities such as lifts.

Midlothian Council helps to fund Dial-a-Ride, a special door-to-door service for people who have mobility restrictions. This includes those who cannot physically manage to board a standard bus vehicle, as well as those who live too far from a standard bus service to reach it comfortably. Dial-a-Ride services are operated by HcL. For Dial-a-Ride bookings and enquiries Tel: ☎ 0131 447 9949

Dial-a-Bus offers once-a-week trips to selected shopping centres from most towns and villages. An easy-to-board bus calls at your door, and brings you back after your shopping trip. You can have a carer with you. There is a flat rate fare for these trips and Concessionary passes are now accepted. Dial-a-Bus services are operated by HcL. See page 14 for journey details. For Dial-a-Bus bookings and enquiries Tel: ☎ 0131 447 1718

24/3A Dryden Road

Bilston Glen Industrial Estate

Loanhead, EH20 9HX.

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

## Lothian Community Transport Services (LCTS)

### Accessible Transport for Disabled People in Midlothian

Midlothian Council also supports Lothian Community Transport Services [LCTS] which provides six community bus routes R1, R2, R3, R4, R5 and R6 [shown below]. If you are a non-profit making voluntary or community group and need to arrange transport, LCTS can hire you a minibus for up to 15 passengers. All vehicles can take wheelchair users, although seats will need to be removed as space is created for a wheelchair, reducing the maximum number of passengers. Vehicles can be with-driver or self-drive. For LCTS vehicle bookings and community bus network enquiries, contact LCTS on 0131 669 9959



Email :  [info@lcts.org.uk](mailto:info@lcts.org.uk)  [www.lcts.org.uk/](http://www.lcts.org.uk/)

For more information and enquiries contact Lothian Community Transport Services:  
LCTS, 6b Newmills Road, Dalkeith EH22 1DU Tel: ☎ 0131 669 9959 Email:  [info@lcts.org.uk](mailto:info@lcts.org.uk)  [www.lcts.org.uk/](http://www.lcts.org.uk/)

Lothian Community Transport Services is an independent organisation that provides, promotes and supports high-quality passenger transport services including:

- Accessible minibus hire services to around 160 member organisations;
- High quality training for transport operators;
- Support services for transport providers.

Lothian Community Transport Services minibus hire services operate from bases in Edinburgh and



Dalkeith and are available to not-for-profit organisations. All groups who hire LCTS Minibuses must register as a member organisation. All LCTS minibuses are available for hire on both a “Self-Drive” and “With-Driver” basis and their charges are mostly mileage-based. Bookings are subject to vehicle and driver availability. Anyone driving a vehicle in the LCTS fleet must have completed MiDAS training (which LCTS can provide) and be registered with LCTS. Bookings are subject to vehicle and driver availability. Minibuses can only be hired by member organisations and full details are available in their Vehicle Hire Policy. Anyone driving a vehicle in the LCTS fleet must be on the LCTS Register of Approved Drivers.



LCTS Community Bus Routes will stop at all bus stops on the route. In streets without a bus stop, the minibus stops to pick you up on a hail and ride basis.

The Community bus routes run every Monday except for Easter, Christmas and New Year Bank Holidays.

LCTS accept the National Entitlement Card [NEC] for concessionary travel, please have the card ready when boarding. For the latest ticket prices please visit [www.lcts.org.uk/](http://www.lcts.org.uk/)

### Important information for wheelchair users

If you are a wheelchair user, LCTS may be able to arrange for the Community Bus to pick you up at your door. If you require this service, you must let LCTS know by Friday for the following Monday.

## LCTS Community Bus Routes

### R1 Monday Only

Departs Dalkeith 09:30 hrs



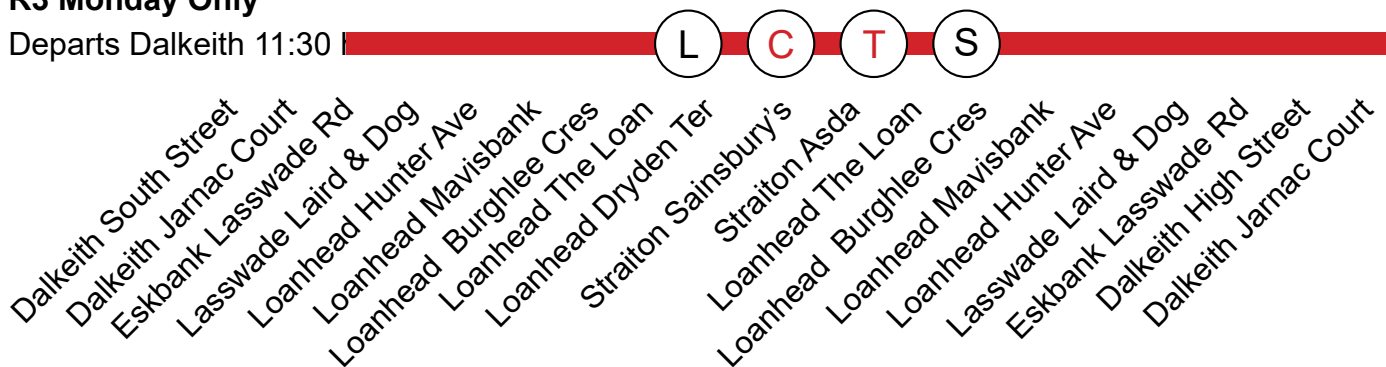
### R2 Monday Only

Departs Asda 10:15 hrs



### R3 Monday Only

Departs Dalkeith 11:30



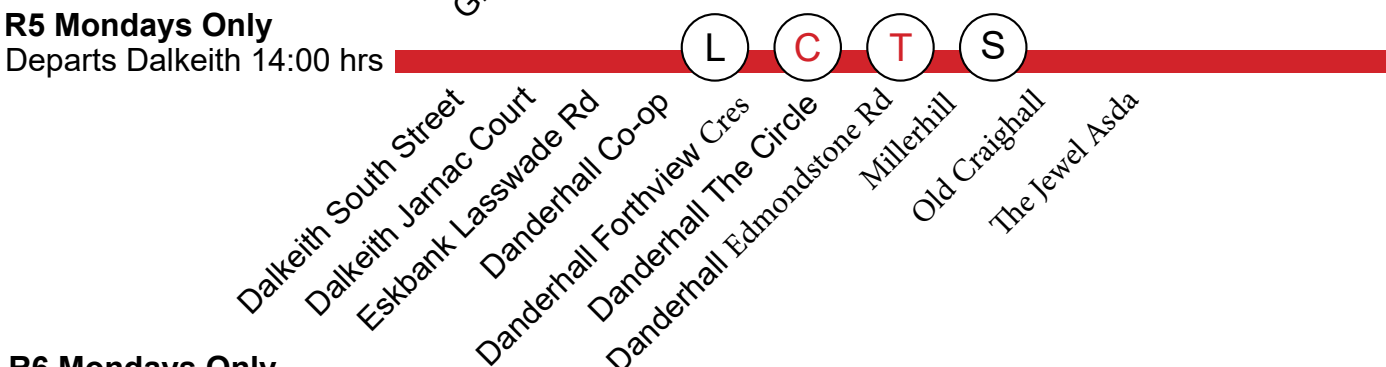
### R4 Mondays Only

Departs Dalkeith 12:40 hrs



### R5 Mondays Only

Departs Dalkeith 14:00 hrs



### R6 Mondays Only

Departs Asda 15:20 hrs




## Buses Across Midlothian

In 2024 5 bus companies run buses across or through Midlothian. The biggest bus company is Lothian Buses. 100% of the fleet is now wheelchair accessible. Lothian Buses can carry one wheelchair passenger at a time. If a person with a wheelchair is already aboard the next bus will only be a short while behind. For more information and a complete timetable please visit [www.lothianbuses.com/](http://www.lothianbuses.com/) or Tel: ☎ 0131 555 6363

### Travelling as a wheelchair user or with a wheelchair user on Lothian Buses:

A wheelchair user will not be able to board a bus if the bus is full, or if there is already a wheelchair user occupying the wheelchair space. Wheelchairs which are in a condition which could endanger other passengers or damage their belongings will not be carried. Wheelchair users and/or carers must ensure that the wheelchair is positioned against the "ironing board" backrest, facing the rear of the bus with the brakes ON. Ask the driver for assistance if necessary. Whenever the wheelchair space is needed by a wheelchair user, other passengers must move to make it available unless

the bus is full. New to a wheelchair and worried about using public transport contact  [www.lothianbuses.com/](http://www.lothianbuses.com/) and request to try a bus.

### **Respect your driver and any other authority**

Public transport companies are doing everything to protect their drivers by providing them with face coverings, gloves, hand sanitiser and anti-bacterial disinfectant wipes. Drivers are reminded of frequent hand washing and to keep their distance where they can.

### **Should I travel?**

You should not travel if you experiencing fever or feeling unwell.

### **Plan your journey**

Make time to plan your journey using our journey planner or through the mobile app. Please be patient when travelling at busy times. Your journey may take longer than normal due roadworks or to heavy traffic cogestion.

### **Payment**

Please consider how you plan to pay for your journey. All buses accept contactless payments or you can buy tickets in advance using our m-ticket app. Please avoid paying by cash but where this isn't possible, cash can be paid directly into the hopper. Please note all of our services are exact fare only – our drivers can't dispense change.

### **Boarding the bus**

At the bus stop

When waiting at the bus stop please make your presence known that you wish to travel on the bus. Please have your fare, pass, ticket or m-ticket ready when the bus arrives to minimise the time it takes to board. Avoid paying cash where possible.

### **Boarding the bus**

When your bus arrives, please wait for people to get off the bus before you board and only board the bus one at a time. Please allow disabled people to board first as they may need more time to get seated.

### **On the bus**

#### **Where to sit**

There is dedicated seating for elderly and infirm passengers, dedicated space for baby buggy and wheelchair please vacate thesespaces for those that need them.

#### **Increase airflow**

Please leave windows open to increase airflow. Some buses will also have air conditioning turned on to help air flow freely through the vehicle.

#### **Show kindness and consideration**

Please be patient and kind to all other customers. Remember, not all conditions or disabilities are visible. Please try to refrain from eating or drinking on board buses and please take all your belongings and rubbish off the bus with you.

### **Getting off the bus**

#### **Behind the line**

Buses have been fitted with a line on the floor. Please remain behind the line until the bus has stopped and the doors are opened. When getting off the bus, customers who travel in a wheelchair should press the bell and wait in the bay until the driver has deployed the ramp

Remember to wash your hands thoroughly with soap and water or use a hand sanitiser before and after every journey.

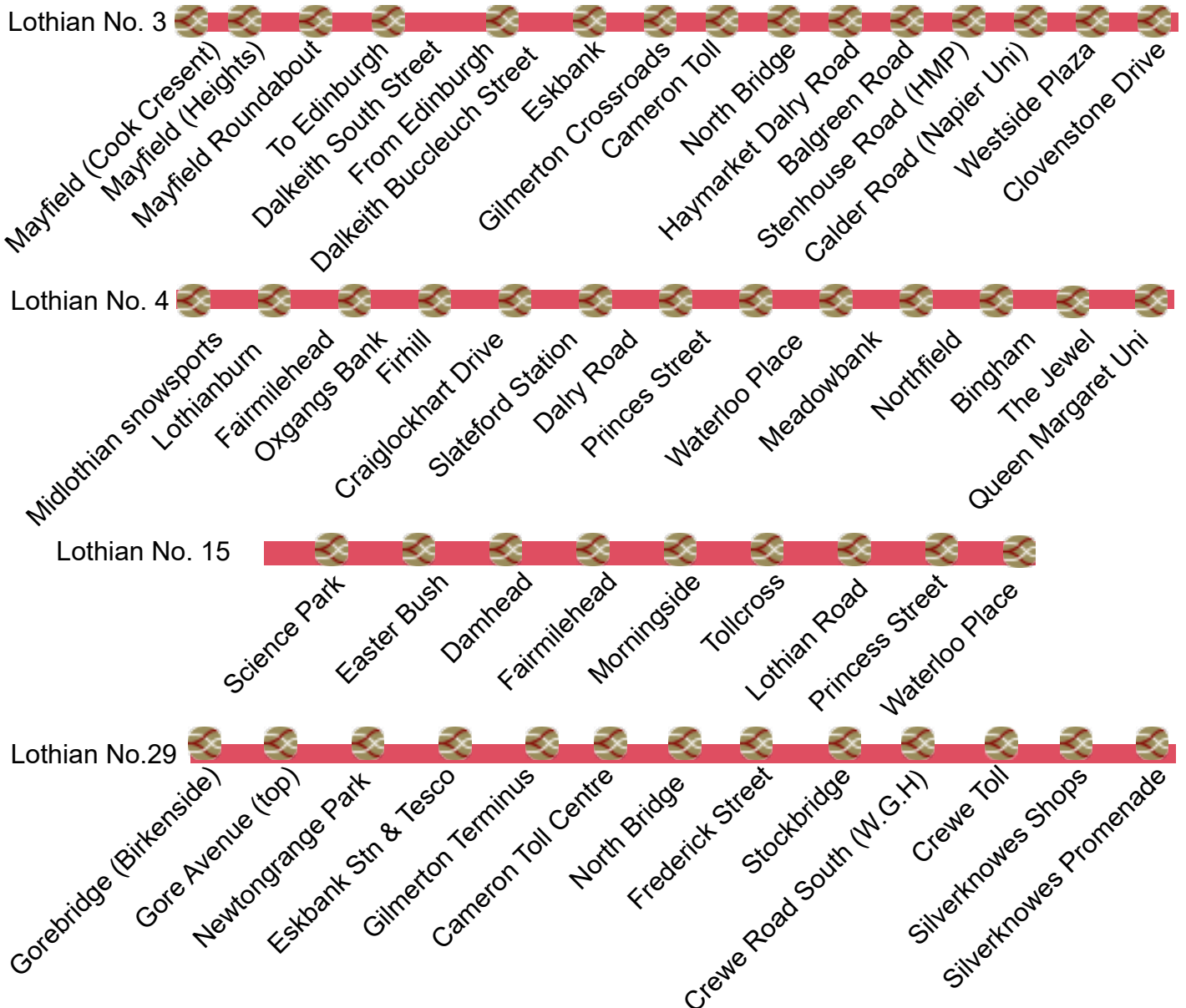


One-Ticket has partnered with Edinburgh Trams to allow all One-Ticket ticket holders eligible to travel in Edinburgh SmartZone access to the city’s tram system.

Ticket customers can now use the city’s tramway from all stops in the Tram city fare zone between Ingliston Park & Ride and the City Centre.

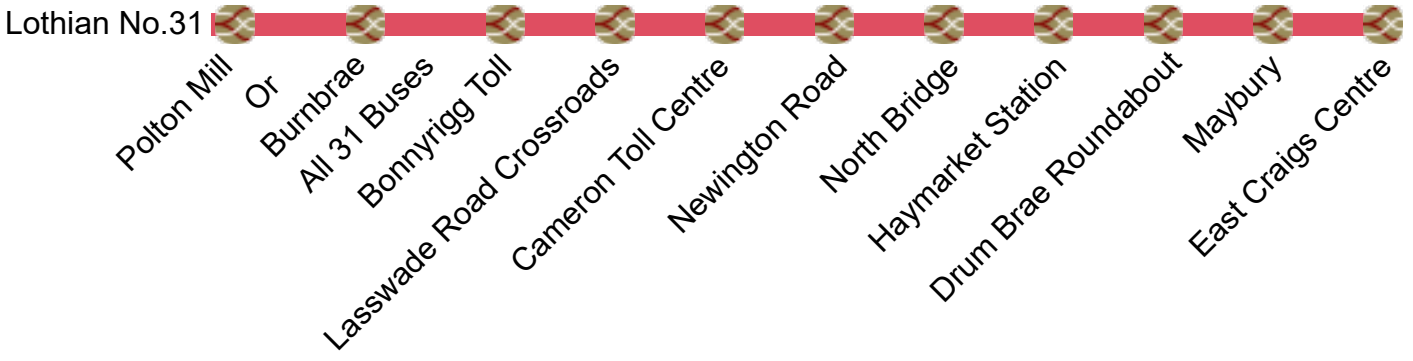
One-Ticket enables customers to conveniently travel between bus, train and tram on eligible tickets. To find out more, visit [www.one-ticket.co.uk](http://www.one-ticket.co.uk) Once you’ve purchased your One-Ticket ticket, simply present to the Tram on board Ticket Inspector.

**Lothian Buses**





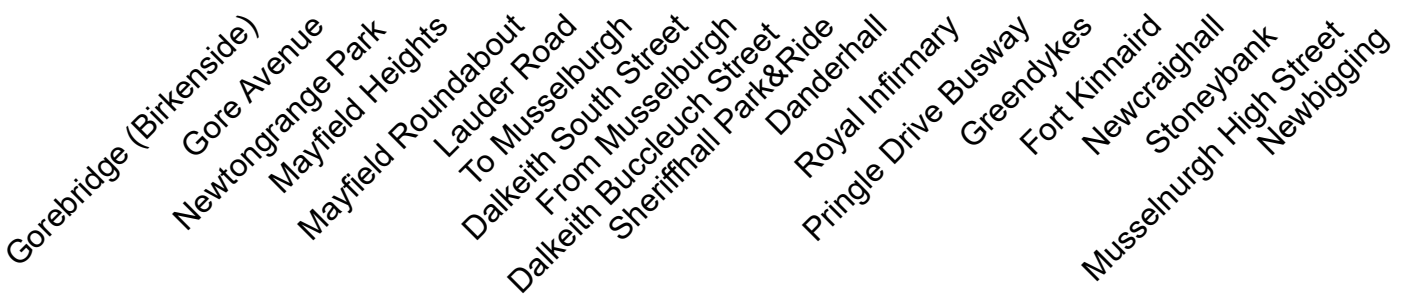
**Alternative terminus for Lothian No. 31** Burnbrae or Polton Mill Sunday all buses Hopefield.



**Alternative routes for No. 37:** A selection of number 37 buses run from Silverknowes to Easter Bush Campus. Day time services only, between 07.00 hrs until 18.00 hrs.

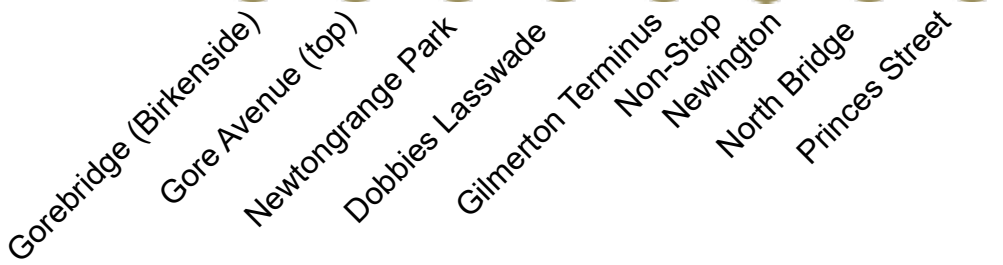


Lothian No.48

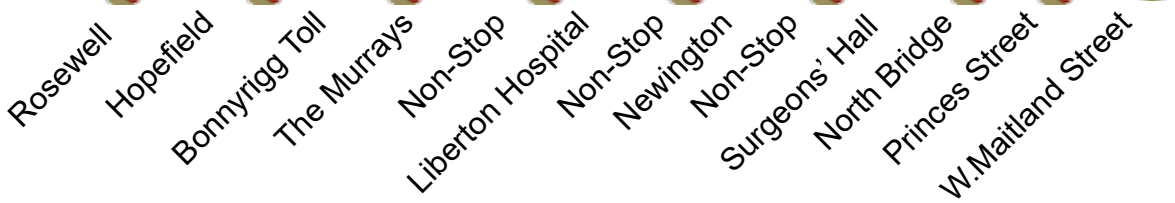


**Lothian Buses Express Buses**

Lothian No.X29



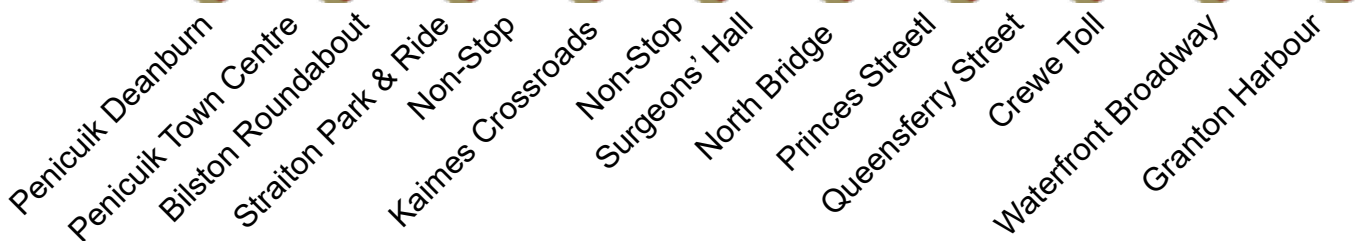
Lothian No.X31



Lothian No.X33



Lothian No.X37

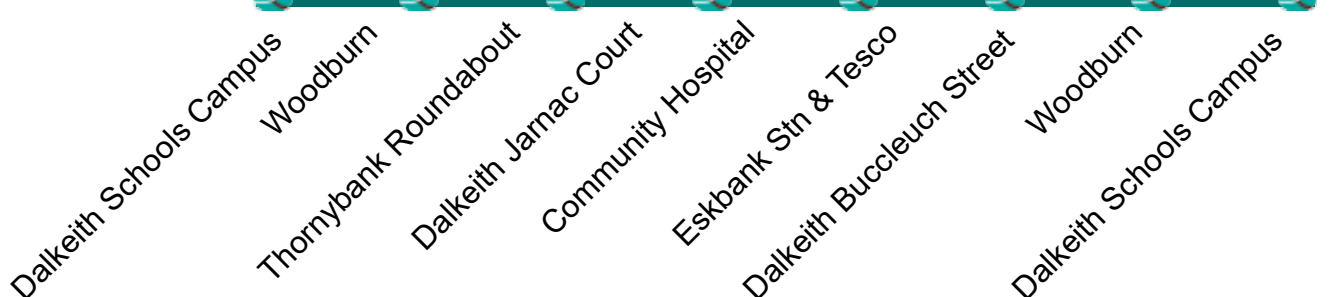



**Night Buses.**


Lothian Buses also run Night Buses. The N3, N31 and N37 serve Midlothian. For times please visit [www.lothianbuses.com/timetables/](http://www.lothianbuses.com/timetables/)

**East Coast Buses**

East Coast No.139

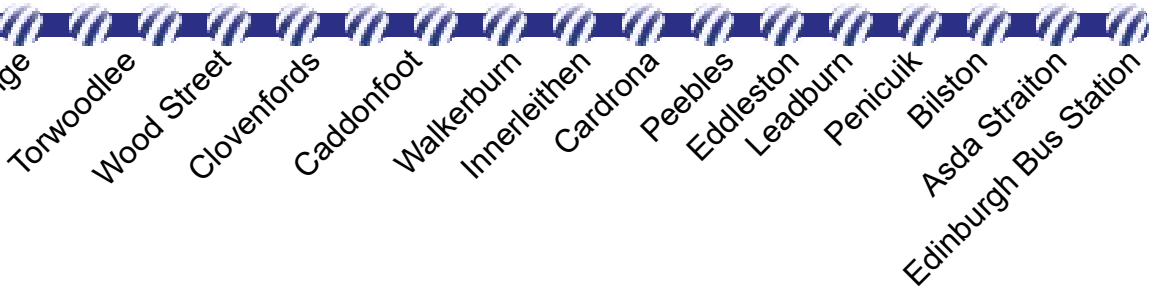


East Coast No. 140 
 Penicuik Roslin Loanhead Lasswade Bonnyrigg Eskbank Dalkeith Musselburgh

East Coast No. 141 
 Penicuik Bush Estate Loanhead Lasswade Bonnyrigg Eskbank Dalkeith Musselburgh

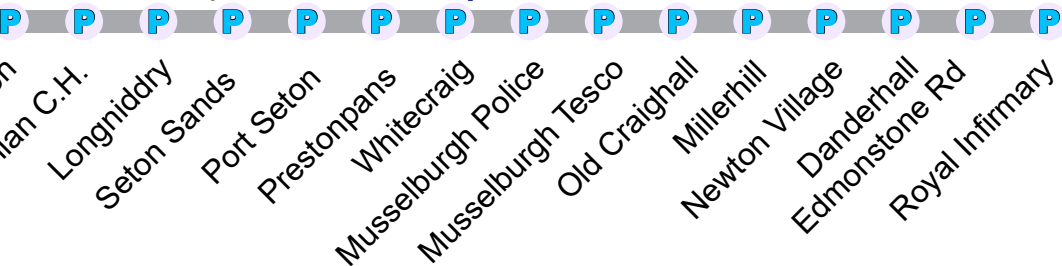
Borders Buses. For time tables please visit [www.bordersbuses.co.uk](http://www.bordersbuses.co.uk)

Borders No 51 
 Transport Interchangen Borders Hospital St. Boswells Newtown Leaderfoot Earlston Lauder Oxton Pathhead Edgehead Dalkeith Danderhall Cameron Toll Dalkeith Rd Edinburgh Bus Station

Borders No X62 
 Transport interchange Torwoodlee Wood Street Clovenfords Caddonfoot Walkerburn Innerleithen Cardrona Peebles Eddleston Leadburn Penicuik Bilston Asda Straiton Edinburgh Bus Station

Borders No X95 
 Halston Hotel(Carlisle) Kingstown Rd Longtown Canonbie Langholm MossPaul Hawick Ashkirk Bannerfield Selkirk Tweedbank Borders General Hospital Kingsknowes Transport Interchange Stow Heriot North Middleton Newtongrange Old Dalkeith Rd Dalkeith Rd Edinburgh Bus Station

Prentice Of Haddington: For times please visit [www.prentice.info/](http://www.prentice.info/)

Prentice 111/ 111A 
 Haddington East Lothian C.H. Longniddry Seton Sands Port Seton Prestonpans Whitecraig Musselburgh Police Musselburgh Tesco Old Craighall Millerhill Newton Village Danderhall Edmonstone Rd Royal Infirmary

111A Alternate route via Fort Kinnaird

## Buses and Trains at Midlothian Community Hospital

East Coast Buses 139 is the only bus services that enter the hospital grounds and stop at the main entrance to the hospital. Lothian Buses 46, East Coast Buses 140/141 and LCTS R1 and R2, all call at bus stops on Eskbank Road from where there are both stepped and step-free access to the hospital main entrance.

Walk south from the hospital main entrance and join the footpath that runs from Bonnyrigg to Eskbank Station. Turn East and the path crosses the A7 via a footbridge that leads to the bus stop at Tesco and Eskbank Station. **NOT** recommended for wheelchairs. Alternatively take 139 and change at Tesco for Lothian Buses 29 and 46, and LCTS R1, R2 and Eskbank Rail Station. Eskbank Toll for Borders Buses X95.

Midlothian Council produces a map showing the buses and pathways around the Community Hospital, Tesco and Eskbank Station. Printed copies are available at all Midlothian libraries, main offices and Midlothian Community Hospital.

## Buses To and From Edinburgh Royal Infirmary

There is a six bay bus hub on the southern side of the ERI between the hospital and the new Bio Quarter. Three bus services link the ERI directly with parts of Midlothian.

**Lothian Buses 48 to Dalkeith, Mayfield, Newtongrange & Gorebridge;**  
**Lothian Buses 46 to Dalkeith, Bonnyrigg, & Rosewell;**  
**Prentice 111 to Danderhall (Edmonstone Road) Newton Village, Millerhill, Musselburgh, East Lothian Community Hospital & Haddington.**

Other bus services run from the ERI Hub giving a choice of links from Midlothian via the ERI to points across Edinburgh and beyond.

Lothian Buses 7 to Newhaven

Lothian Buses 33 to Wester Hailes

Lothian Buses 400 Skylink to Airport

Horsburgh 40/X40 to St John's Livingston

NHS Shuttle to the Sick Kids Hospital and the Western General Hospital.

Lothian Buses 8 to Muirhouse

Lothian Buses 24 to West Granton

Lothian Buses 38 to Granton via Western General

Lothian Buses 46 to Musselburgh

Lothian Buses 48 to Musselburgh

Two services do not enter the ERI grounds, but call at bus stops on the main road:

Borders Buses 51 – Edinburgh to Dalkeith, Pathhead, Lauder & Jedburgh/Kelso;

Borders buses X95 – Edinburgh to Newtongrange, Galashiels, Selkirk, Hawick & Carlisle.

There is a diagram of the ERI stops on the Sheriffhall Park and Ride leaflet published by Midlothian Council and is available from libraries, main Council offices and some health centres.

## Buses To and From Edinburgh Western General

Two bus stops within the grounds of the Western General Hospital are served by

Lothian Buses 38 [Granton-WGH-ERI] & East Coast Buses 113 [WGH-City-Pencaitland]

NHS Shuttle to Sick Kids and the ERI.

Other services call at bus stops on Crewe Road South. Three of these bus services link the WGH directly with parts of Midlothian

Lothian Buses 29 to Gorebridge

Lothian Buses 47 to Penicuik Ladywood

Lothian Buses 37 to Penicuik Deanburn

Other bus services run from the WGH giving a choice of links from Midlothian via WGH to points across Edinburgh and beyond

Lothian Buses 19 to Granton Square

Lothian Buses 24 to West Granton

Lothian Buses 29 & 37 to Silverknowes

Lothian Buses 19 to King's Road

Lothian Buses 24 to ERI

Lothian Buses 47 to Granton Waterfront/Harbour



# Patient Transport

The Patient Transport Service takes patients who have a medical or mobility need to and from their pre-arranged hospital appointments, or for their admission and discharge to hospital.

Patients are normally picked up from their home and taken to and from their hospital appointment.

## Do I qualify?

Having a healthcare appointment does not mean that you will automatically be provided with ambulance transport. This service is available for patients whose medical or mobility needs prevent them from travelling independently and who require the assistance of ambulance staff during the journey.

For more information please visit the Scottish Ambulance Service website at:  
[www.scottishambulance.com/](http://www.scottishambulance.com/)



## Transport types

The service operates with a wide range of different vehicles appropriate to the different types of patient we serve.

## Bookings/cancellations

To request ambulance transport to and from your healthcare appointment up to 28 days in advance, you can now phone the Scottish Ambulance Service direct booking line number: ☎ 0300 123 1236 (charged at local rates from landlines and mobiles). You will be asked a few questions to see if you are eligible for patient transport and to ensure that the correct transport is booked, according to your needs.

If you are hard of hearing, deaf or speech impaired, you can contact the Service through Text Relay on: 📞 18001-0300 123 1236.

We really need to know if you no longer need ambulance transport, or if your mobility improves, so that the right type of ambulance is sent to you. If you need to cancel a journey which has been booked, please call ☎ 0800 389 1333 (freephone from landlines).

For more information please visit the Scottish Ambulance Service web site at:  
[www.scottishambulance.com/our-services/support-with-appointments/](http://www.scottishambulance.com/our-services/support-with-appointments/)

If you need to cancel your clinic appointment, please call the number on your appointment card or letter.

## Important Message

Patient Transport are still operating limited capacity journeys and our trained call handlers will endeavour to get to your call as soon as possible. If you are unable to get through, we would ask you please fill out the form on [www.scottishambulance.com/contact-us/requesting-an-ambulance/](http://www.scottishambulance.com/contact-us/requesting-an-ambulance/) and Patient Transport team will respond in due course. When we call you, we will take you through an assessment to help us understand your requirements and if you need to use our service. Thanks for your understanding.



All routes in Midlothian are supported by Midlothian Council. All Dial-a-Bus transport is wheelchair accessible. **You need to be registered with HcL to use this service**

## How Does it Work?

You need to book a place by telephoning your local office, Monday to Friday. Their bus will then

pick you up at your door (if necessary the driver will escort you to the bus) and will set you down at the shopping location. You will have between 1 to 2 hours at the shopping centre and then return home. The driver will take you and your shopping to your door if you need help.

Edinburgh, Midlothian and East Lothian HcL

Dial-a-Bus - ☎ 0131 447 1718

24/3A Dryden Road  
Bilston Glen Industrial Estate  
Loanhead, EH20 9HX.

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

**Special Offer**  
First time user  
**Dial-a -Bus FREE Round Trip**  
**Dial-a-Ride £6 Discount**



## Dial-a-Bus Schedule

DAY	ROUTE	DEPARTURE	RETURN	PICK-UP-AREA	DESTINATION
Tuesday	ML1	09:00 hrs	11:00 hrs	Gorebridge - Newtongrange - Easthouses - Mayfield - Woodburn - Newbattle	Cameron Toll
Tuesday	ML2	10:00 hrs	12:00 hrs	Old Craighall - Millerhill - Newton Hilltown - Danderhall	Cameron Toll
Tuesday	ML3	13:30 hrs	16:15 hrs	Newtongrange - Easthouses - Mayfield - Woodburn - Newbattle	Tesco Eskbank
Wednesday	ML4	09:45 hrs	11:45 hrs	Gorebridge - Newtongrange - Easthouses - Mayfield - Woodburn - Newbattle	Tesco Eskbank
Wednesday	ML5	13:30 hrs	15:30 hrs	Penicuik - Auchendinny - Roslin - Bilston - Loanhead	Asda/Sainsbury Straiton
Wednesday	ML6	14:30 hrs	16:30 hrs	Rosewell, Bonnyrigg, Lasswade, Eskbank, Newbattle	Asda/Sainsbury Straiton
Thursday	ML7	09:00 hrs	11:00 hrs	Roslin, Bilston, Loanhead	Asda/Sainsbury Straiton
Thursday	ML8	10:00 hrs	12:00 hrs	Old Craighall, Millerhill, Newton, Hilltown, Danderhall	Morrisons - Gilmerton
Thursday	ML9	13:30 hrs	15:45 hrs	Penicuik, Auchendinny	Cameron Toll
Friday	M10	10:00 hrs	12:00 hrs	Rosewell, Bonnyrigg, Lasswade, Eskbank, Newbattle	Morrisons - Gilmerton
Friday	M11	13:30 hrs	15:30 hrs	Old Craighall - Millerhill - Newton Hilltown - Danderhall	Morrisons - Dalkeith
Friday	M12	14:30hrs	16:30 hrs	Gorebridge - Newtongrange - Easthouses - Mayfield - Woodburn - Dalkeith- Eskbank- Newbattle	Morrisons - Dalkeith

**Concessionary passes are NOW valid on these services**

## Dial-A-Ride

The Dial-A-Bus and Dial-A-Ride services continue to be operated by HcL on behalf of Midlothian Council. Dial-A-Bus provides transport from home to local shopping centres for people with limited mobility who cannot manage by ordinary bus. Dial-A-Ride provides a door-to-door transport service for people with limited mobility who are unable to use ordinary buses or who are isolated because of where they live or other factors.

HcL services support people of any age who have mobility challenges. This includes older people; people with disabilities, additional support needs, health issues (long term or short term) affecting mobility; and geographic remoteness. Dial-A-Ride will take you wherever you want or need to go. The service operates 7 days a week and is available in the evenings. Each journey has a cost attached. For more information and to register with us please call ☎ : 0131 447 9949

## National Entitlement Card

The Scotland National Entitlement Card also known as a bus pass gives those aged 60+ and disabled people free bus travel throughout Scotland.

Application forms are available at all Midlothian libraries. There are different forms for those 60+ years of age, disabled persons and Young Scots – make sure you pick up the appropriate form for your circumstances. Completed forms with relevant proofs and a colour passport-style photo must be taken by the applicant in person to any Midlothian Library for processing. The verification process requires the librarian to confirm that the photo submitted is a true likeness of the applicant. If the application form is handed in by anyone other than the applicant, it will be rejected.

Your bus pass is printed in Hull, England, and sent by second class Royal Mail from there direct to your home address. On the front of your card will be your name and 16-digit card number, your photo and the oakleaf logo of Midlothian Council.

The expiry date is shown on cards issued to the disabled and this will continue. Expiry dates used to be printed on cards for those 60+ years old. However, once you have proved you are 60 or over, you will never fall out of eligibility [you won't be 59 again] and so cards for the over 60s issued during the past couple of years no longer have an expiry date. The bus pass is not transferable and can only be used by the cardholder.



Various symbols can appear on the lower right side of the card. The symbols most likely to be seen on a Midlothian card are:-



“C” in orange stands for **“Concessionary Travel”**

“+1” with the “1” in black, and the “+” in orange superimposed on the “1” stands for **“plus one”** and tells the bus driver that you are entitled to have a companion travel free with you on your bus journey



An “eye” symbol in black indicates that the cardholder is blind or partially sighted and is entitled to the additional travel concessions of the Scottish Blind Scheme in addition to free bus travel.

- Free train travel within Scotland and across the border as far as Berwick-upon-Tweed in the east or Carlisle in the west,
- Free travel on Edinburgh Trams & on the Glasgow Subway,
- Free travel on most ferries within Scotland such as the Clyde and Hebridean services.



## Local buses that accept this card:

<b>Borders buses Ltd</b>	☎ 01896 754 350	<a href="http://www.bordersbuses.co.uk">www.bordersbuses.co.uk</a>
<b>East Coast Buses</b>	☎ 0131 554 4494	<a href="http://www.lothianbuses.com/">www.lothianbuses.com/</a>
<b>LCTS</b>	☎ 0131 663 0176	<a href="http://www.lcts.org.uk">www.lcts.org.uk</a>
<b>Lothian Buses</b>	☎ 0131 555 6363	<a href="http://www.lothianbuses.com/">www.lothianbuses.com/</a>
<b>Prentice Coaches</b>	☎ 01620 822620	<a href="http://www.prentice.info">www.prentice.info</a>

Long distance coach services within Scotland also accept this card. Some coach companies offer seat reservation but charge for this. The seat reservation cost is not included in the concession, but may well be worth paying if you need to travel on a particular journey and cannot wait for a later departure if your chosen trip is already full when you arrive to board without a reservation.

<b>Flixbus</b>	Online booking	<a href="http://www.flixbus.co.uk/">www.flixbus.co.uk/</a>
<b>Houstron Coaches</b>	☎ 01576 203 874	<a href="http://www.houstroncoaches.co.uk/">www.houstroncoaches.co.uk/</a>
<b>Megabus</b>	✉ <a href="mailto:enquiries@megabus.com">enquiries@megabus.com</a>	<a href="http://www.ukmegabus.com">www.ukmegabus.com</a>
<b>National Express</b>	☎ 03717 81 81 81	<a href="http://www.nationalexpress.com">www.nationalexpress.com</a>
<b>Scottish Citylink</b>	Online Booking	<a href="http://www.citylink.co.uk">www.citylink.co.uk</a>
<b>Stagecoach</b>	Online Booking	<a href="http://www.stagecoachbus.com">www.stagecoachbus.com</a>

## Renewal of NEC

NEC elderly concessionary cards issued with no expiry date printed on the card are currently valid until 2041. The Midlothian Travel Permits and Passes Team send out a reminder letter and renewal form to holders of cards for disabled people 4 to 6 weeks before the expiry date.

The renewal form plus any supporting written evidence must be presented to any Midlothian library. Photocopies of proofs will be taken and then sent by internal mail to the Travel Permits and Passes Team in Dalkeith. The database is updated and an order sent digitally to Hull for a fresh card to be printed and despatched by second class mail to your home address. Blank renewal forms are available in all Midlothian libraries if you mislay the one sent by post.



The renewal form plus any supporting written evidence must be presented to any Midlothian library. Photocopies of proofs will be taken and then sent by internal mail to the Travel Permits and Passes Team in Dalkeith. The database is updated and an order sent digitally to Hull for a fresh card to be printed and despatched by second class mail to your home address. Blank renewal forms are available in all Midlothian libraries if you mislay the one sent by post.

## Replacement of a Lost or Stolen NEC

You can go to any Midlothian library in person and ask the librarian to order a replacement of a card that has already been issued to you, but is now lost or stolen. Part of the verification process is that the librarian will check that you are the person whose photo image is held in the database. This cannot be done if you do not call at the library personally.

## Changes

Online application process have been introduced nationally across Scotland [at getyournec.scot/nec/pages/eligibility/applying-for](http://www.getyournec.scot/nec/pages/eligibility/applying-for) The paper application method described above will



continue to be offered for those who are not online.

For the most up to date information [www.midlothian.gov.uk/libraries](http://www.midlothian.gov.uk/libraries) or call Dalkeith Library on ☎ 0131 663 2083.

Midlothian Council Travel Permits and Passes Team  
2nd Floor, Midlothian House  
Buccleuch Street  
Dalkeith, EH22 1DN  
Tel: ☎ 0131 561 5455 or  
Email: [ptu@midlothian.gov.uk](mailto:ptu@midlothian.gov.uk) .

**Thanks to Midlothian Travel Permits and Passes Team for this information.**

## Wheelchairs on Public Transport

### Before you Travel!

The majority of wheelchair users will be able to travel on public transport. Wheelchairs that cannot fit on public transport include:

- If your chair is more than 700mm wide by 1500mm length. The Average chair is approx 660mm wide by 1065mm length when you are in it,
- If your chair is very heavy and chair and passenger exceed 220 kilograms.
- Public Transport do not carry scales it is the wheelchair user's responsibility to know the combined weight. Scales can be found in most hospitals,
- If you need to travel with your legs fully extended or the backrest reclined,
- If you use a scooter that is difficult to manoeuvre and may be unstable in a vehicle.

### You must ensure that your wheelchair is in a safe condition to travel.

This means, for example, making sure that it is correctly maintained, that the tyres are properly inflated, that you have not overloaded the back of the chair with bags (this can cause the chair to tip over backwards on a ramp). If you have a powered chair you must ensure that the battery is secure. If your chair has adjustable kerb climbers you should check that they are set so that they do not catch on the ramp.

The transport operator has the right to refuse to let you travel if he believes that your wheelchair is not in a safe condition.

Class 2 scooters can now travel on Edinburgh Trams with the correct certificate - see the [tram section](#).

## The Thistle Assistance Card Scheme

The Thistle Assistance Card is available to help anyone who has difficulty in using public transport because of age, disability or illness. If you prefer the card to place in your purse or Wallet you can apply at [www.thistleassistance.com/get-the-card/](http://www.thistleassistance.com/get-the-card/) Complete the section at the foot of the page then press the submit button and the card will arrive by post.

For people with a smart phone or a tablet use the device to access the Google Play Store or for Apple users access the App Store, use the search function to search for the Thistle Assistance Card then install on device then customise for your own requirements.

The Thistle assistance card is designed to make using public transport easier for older people

or disabled people or illness. The card, which is supported by a wide variety of voluntary organisations in South East Scotland and by most bus operators, is credit-card sized and comes with a supply of peel-off stickers which advise the driver of your impairment and the help you need in an easy-to-read format.



The [www.thistleassistance.com/](http://www.thistleassistance.com/) looks pretty and some of the functions work. However, screen readers struggle with this website with elements not used correctly and duplicate navigation in the footer. For a service aimed at people with a disability the usability was of no concern. Content management systems lack some design standards for accessibility use.

## Ring & Go.

The Ring & Go scheme, a demand responsive taxi service for communities affected by the withdrawal of regular bus services, is continuing as normal..

### Ring & Go

Midlothian Council funds a Ring & Go taxi service to communities that have been isolated following the withdrawal of regular bus services. Ring & Go taxis run only when booked by the scheme members. The Council agrees a contract price for each taxi run. Users pay a fixed rate per single journey, and the Council tops up the payment to the agreed contract price. National Entitlement Card bus passes are not valid for use on Ring & Go. Four schemes operate in Midlothian Operated by Swift Taxis. ☎ 0131 660 5000..


















Scheme	Single Fare price	Operator	Area Covered
Auchendinny	£2.00	Swift Taxis	Milton Bridge - Penicuik
Cousland	£2.00	Swift Taxis	Dalkeith - Pathhead
Howgate	£2.00	Swift Taxis	Loanstone - Maybank - Penicuik
Pathhead -	£3.70 Single £6.70 Return	Swift Taxis	Edgehead-Whitehill,-Dalkeith

You must register with the Council Travel Permits and Passes Team if you wish to use this service. Application forms are available in carousels at all Midlothian libraries etc. Completed forms should be sent with a colour passport-style photo to the address below where you will also get more information.

Travel Permits and Passes Team,  
Midlothian House,  
Buccleuch Street, Dalkeith, EH22 1DN.

Contact Travel Permits and Passes Team ☎ 0131 561 5455, Email: [ptu@midlothian.gov.uk](mailto:ptu@midlothian.gov.uk)

Midlothian Taxi Companies		
Bonnyrigg		
555 Taxis		☎ 07999 555481
Bonnyrigg Taxis		☎ 07761 075528
PJ's Kabs Private Hire		☎ 0131 654 0154
Town & Country ♿	1 wheelchair vehicle. When booking state you need a wheelchair accessible cab.	☎ 0131 660 2666 ☎ 0131 663 2666
Tooters Travel		☎ 07746 608644
United Private Hire	<a href="#">Facebook</a>	☎ 0131 660 0011

<b>Dalkeith</b>		
1212 Taxis 	1 wheelchair vehicle. Must be booked in advance and state you need a wheelchair accessible cab.	☎ 0131 654 1212
Abbey Cabs	 <a href="http://www.abbeycabsdalkeith.co.uk/">www.abbeycabsdalkeith.co.uk/</a>	☎ 0131 357 7444
Academy Cabs	<b>Facebook</b>	☎ 0131 454 9444
Aerial ABW Cabs 	28 wheelchair taxi cab vehicles. When booking state you need a wheelchair accessible cab.  <a href="http://aerialabwcabs.co.uk/">aerialabwcabs.co.uk/</a>	☎ 0131 663 2000 ☎ 0131 663 3232 ☎ 0131 663 9666
Freewheeler Taxis		☎ 0131 660 3880
Midlothian Private Hire		☎ 0131 660 0090
Soave Minibus Hire	<b>Facebook</b>	☎ 0131 654 1295
<b>Gorebridge</b>		
D & D Private Hire 	1 wheelchair vehicle. When booking state you need a wheelchair accessible cab.	☎ 01875 820477
Gore Cabs	Carry a small step to assist people getting in and out of minibus. The step in can be quite high for elderly/disabled people.	☎ 01875 822233
<b>Loanhead</b>		
Chauffeur Drive 	 <a href="http://www.chauffeur-drive.net/">www.chauffeur-drive.net/</a>	☎ 0131 440 1192
Fountain Private Hire 	<b>Facebook</b>	☎ 0131 440 1688
I & M Taxis Ltd		☎ 0131 440 0362
Pentland Private Hire		☎ 0131 215 1000
<b>Newtongrange</b>		
Grange Cabs		☎ 0131 663 9220
Swift Taxis 	1 wheelchair vehicle. Must be booked in advance. Midlothian Council Ring & Go services  <a href="http://swiftprivatehire.co.uk/">swiftprivatehire.co.uk/</a>	☎ 0131 660 5000 ☎ 0131 654 1004 ☎ 0131 660 1031
<b>Penicuik</b>		
Call-A-Car		☎ 01968 679999
FM Transport	 <a href="http://www.edinburghairport-taxis.com/">www.edinburghairport-taxis.com/</a>	☎ 01968 677370
G.B. Taxis		☎ 01968 676677
JC Taxis		☎ 01968 676161
Penicuik Taxis 	Wheelchair accessible cab must be booked in advance.	☎ 01968 675 484
Rabs Cabs	 <a href="http://www.rabscabs.uk/">www.rabscabs.uk/</a>	☎ 01968 678212
Simons Taxis		☎ 01968 672229
<b>Edinburgh</b>		
All Edinburgh cabs charge a surcharge when they leave the Edinburgh District boundary.		
Central Taxis 	All Taxis wheelchair accessible.  <a href="http://www.taxis-edinburgh.co.uk/">www.taxis-edinburgh.co.uk/</a>	☎ 0131 229 2468
City Cabs 	All Taxis wheelchair accessible.  <a href="http://www.citycabs.co.uk/">www.citycabs.co.uk/</a>	☎ 0131 228 1211

Key:  Can carry one wheelchair please specify when booking. Important


# The Borders Railway

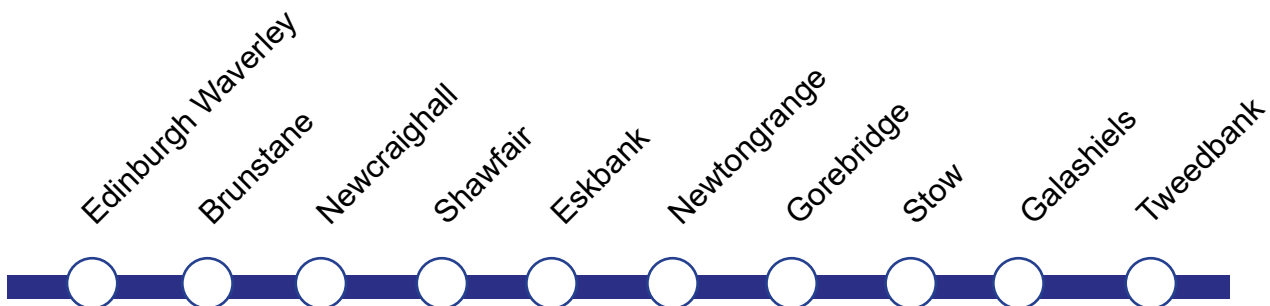
The railway operates a half hourly service between Tweedbank and Edinburgh Waverley. Edinburgh Waverley connects to the rest of the rail network.

Tickets can be bought in advance from  [www.scotrail.co.uk](http://www.scotrail.co.uk), by calling the ScotRail Telesales team on ☎ 0344 811 0141 between 0700 and 2200 hrs, seven days a week.



**Disabled Assistance:** If you would benefit from a little extra help when using the trains, you can arrange disabled assistance by advising ScotRail at least 2 hours if travelling solely on a ScotRail service or 24 hours if travelling wider on other train services:

- Calling ☎ 0800 912 2901,
- Calling Textphone: 📞 18001 0800 912 2901 if you are hard of hearing,
- Completing an online assistance request form on  [www.scotrail.co.uk/form/assisted-travel](http://www.scotrail.co.uk/form/assisted-travel)
- Making arrangements with a member of staff at Edinburgh Waverley railway station.



## On the trains

### Passenger Assist

Most services in Scotland are operated by ScotRail. If you require assistance getting on to the train, or from the station door to the platform, or with luggage you can use Passenger Assist. Other train companies similarly participate, if using other services you merely have to make one Assist booking. 24 hours notice is required to fulfil your request. However, if your journey is exclusively by ScotRail, you can now book up to 2 hours before travelling. Assistance maybe available without booking but cannot be guaranteed.

The first time you book (can be done by phone or on-line) you will be asked for basic information and details of what help you need (including dimensions and weight of wheelchair if you use one) – so this is generally best done by phone. On subsequent bookings, they have your requirements on their computer and the process is much quicker. What they will ask is:

*Post-code, first line of address, name, phone number, email address [all these they have from previous bookings, but it checks that you are you and that they are correct]*

*Start station, destination station, date of travel, time of train, where in the station do you want to meet the escort, do you have luggage, is there a return journey.*

You need to arrive at the agreed meeting-point 15-20' before the train leaves. If you have to make



changes of trains for the journey, someone at the intermediate station will get you from one train to the other. It obviously helps if you have planned your journey allowing time for changes and worked out the time of the train(s) you want to get, as this may affect the price.

## Midlothian Stations

All are unstaffed, but on-board staff should have been notified if you have booked. If you get to a station but haven't booked assistance, you can use the Help-Point phone on the platform so the on-board staff can be alerted to your presence. There are ticket-machines on the platform at all the stations – if you are at Shawfair and the machine is on the opposite platform, don't worry – the conductor can issue a ticket on the train.



## ScotRail Train Types (as they affect wheelchair users)

Note: Chairs larger than the reference chair may be refused or be larger than can get into the spaces. You can never be sure what model will be used for any one journey.

## LNER

A handful of our trains have a slightly different seating layout with the wheelchair space and accessible toilet being located in First Class rather than Standard. If you have reserved a wheelchair space on one of these trains, or require a wheelchair space and one is available, we'll upgrade you to the First Class on the train for free. Our teams at the station can advise what type of train you are due to travel on.

## Disabled Persons Railcard

If you are a disabled person and find travelling by train difficult you might qualify for the Disabled Persons Railcard. The Disabled Persons Railcard allows you to get 1/3 off most rail fares throughout Great Britain. If you're travelling with an adult companion they also can get 1/3 off their rail fare. It costs £20 for a one-year Railcard. £54 for a three-year Railcard.

Apply online at [www.disabledpersons-railcard.co.uk/](http://www.disabledpersons-railcard.co.uk/)

Email: [railcardhelp@nationalrail.co.uk](mailto:railcardhelp@nationalrail.co.uk)

Tel: 0345 605 0525

Minicom/Textphone: 0345 601 0132

Letter: National Railcards

PO Box 10776

Ashby-de-la-Zouch

LE65 9FA



## National (Scotland) Concessionary Travel for Blind Persons

This card is available for travel by blind persons. It should be in the style shown below, with an 'eye' symbol next to the C.

Card Holders may travel Free of Charge in Standard Class accommodation (no ticket to be issued) on the following services at any time:-  
All train services between stations within Scotland and as far as Carlisle and Berwick upon Tweed, by



all operators. To apply see National Entitlement Card section

## Veterans Rail Card

Sample of a Veterans rail card. Scottish veterans can now benefit from a new rail card which not only allows a 34% discount on travel but also sees an introductory discount scheme.

The veterans rail card being introduced for purchase from today, initially priced at £21 per year, allows holders to travel across the country at reduced fares.



To apply for a veterans rail card go to [www.veterans-railcard.co.uk/where-to-buy/](http://www.veterans-railcard.co.uk/where-to-buy/) to buy online or to download the application form from [www.veterans-railcard.co.uk/where-to-buy/](http://www.veterans-railcard.co.uk/where-to-buy/) and click the application form in the by post section.

## The Blue Badge Scheme

The Blue Badge Scheme provides parking concessions nationally and across Europe for people with a permanent and substantial disability, whether that person is the driver or a passenger. The holder of a Blue Badge is permitted to park in areas normally subject to restrictions and benefits those who are unable to walk great distances.

Online application is done via [www.mygov.scot/apply-blue-badge](http://www.mygov.scot/apply-blue-badge). You will be able to enter personal details and scan in required documentation. You will need **electronic copies** of your award, passport/driving licence, proof of address and a passport size photograph and answer an array of questions including your National Insurance number and arrange payment by credit/debit card.

Brand new applicants for a Blue Badge can apply either online or by paper application form [BB 001]. If you use the printed form, you can send the completed form [with one colour passport-style photo with your name printed on the back] along with the supporting documents and £20 fee [except for those completing Section 3 payment is taken later] direct to the Travel Permits and Passes Team at Midlothian House.



The fee can be paid by cheque or postal order if sent with your completed form by post to the Travel Permits and Passes Team. The fee can be paid by cheque, postal order or credit/debit card if you personally hand in the form at the counter at Buccleuch House in Dalkeith. You can apply and pay by credit card at Newbattle Library, 1 Newbattle Way, Easthouses, Dalkeith, EH22 4SX. You can also hand it in with any supporting documents to any Midlothian library. Cheques must be made payable to "Midlothian Council".

For Blue Badge replacements [for lost, stolen or damaged cards] use form BB 005. If the Blue Badge has been lost or stolen, this fact must be reported to Police Scotland. Contact a local police station or Phone ☎ 112. You will be required to make a statement. The Police will give you a reference number to be quoted on the BB 005 form. The Blue Badge is a legal document. Should it reappear you must inform the police, do not use the rediscovered Blue Badge if it is longer valid. If your Blue Badge has been damaged, it **must** be handed in with the BB 005 form.

If you move address, then there is a form for that too! You need a "Change or Circumstances" form [CC 001]. Use this to advise any changes in your personal details, from a change of address, to a change of name [getting married or divorced, for example]. Please use this form as soon as the

circumstances change – do not wait until you need a Blue Badge renewal, for instance, before sending in the “Change of Circumstances” form. Complete and return your form and the Travel Permits and Passes Team will update records for your Blue Badge, Bus Pass and Ring & Go.

### **ALL APPLICANTS COMPLETE SECTIONS 1 AND 7 ON THE FORM.**

Applicants will be automatically eligible for a Blue Badge if they can produce appropriate documentation dated within the previous 12 months. Complete sections 1, 2 and 7 if any of the following apply:

1. Registered blind;
2. High Rate of Mobility Component of Disability Living Allowance [DLA];
3. Personal Independence Payment [PIP] 8, 10 or 12 points in the “Moving Around” category;
4. PIP – 12 points in the “Planning and Following Journeys” category;
5. War Pensioner’s Mobility Supplement;
6. Armed Forces and Reserve Forces Compensation Scheme Tariffs 1-8;
7. Special arrangements for those in transition from DLA to PIP.

Applicants should bring the original documents with their form if handing them in personally at Buccleuch House. Original documents will be handed back to you after being checked by staff. Arrange for a certified photocopy of the documentation if you are posting the application form direct to the Travel Permits and Passes Team at Midlothian House as originals sent by post will not be returned.

For those with a disability in both arms who have difficulty using parking meters or pay machines, please complete sections 1, 4 and 7.

For parents or guardians of applicants under the age of three who have a specific condition as detailed in the form, please complete sections 1, 5 and 7.

Further assessment will be needed for all applicants who do not fall within one of the above categories. Please complete sections 1, 3 and 7.

Circumstances covered by Section 3 “Subject to Further Assessment” include:

- If you have a temporary mobility impairment which makes it impossible or unreasonably difficult for you to walk and which is likely to last for a period of at least 12 months;
- If you have been supplied with a wheelchair by the NHS;
- If your disability is substantial and means you are unable to walk or you experience considerable difficulty in walking;
- If you cannot walk far without severe discomfort, stopping or receiving support from another person.

Applicants completing Section 3 may be invited to an “Independent Mobility Assessment” with a medical professional appointed by the Council. Assessments do not involve any physical examination. The applicant can take a spouse or companion with them for support.

You will receive a letter from the Travel Permits and Passes Team giving you a date and time to attend the assessment. If you cannot make the appointment, please let the Travel Permits and Passes Team know as soon as possible as they may be able to offer your time slot to someone else. A couple of assessment sessions are held each month and most Section 3 applicants are seen within four to six weeks although at certain times of the year there is a higher demand and possibly a longer wait for your appointment.

The Medical Professional will decide to accept or reject the application. You will be notified of the result by the Travel Permits and Passes Team by email, phone or letter. If your application is accepted, you will need to make arrangements to pay the £20 Blue Badge fee. If the application is rejected, you will be advised of the appeal procedure if you are unhappy with the outcome.

Extension of the Blue Badge scheme to include those with a Mental Disorder or Cognitive Impairment by the Scottish Government in 2016. Use the separate form for this Blue Badge which is available at all Midlothian libraries, main Council offices, health centres at Pathhead and Penicuik, the Midlothian Community Hospital and the Rosewell Development Trust.

Assistance in filling out the Blue Badge scheme forms can be obtained from Citizens Advice Bureau

The Midlothian Council Travel Permits and Passes Team maybe able to send out the application form, Tel: ☎ 0131 561 5455 or Email: [ptu@midlothian.gov.uk](mailto:ptu@midlothian.gov.uk)

## A Word from Edinburgh Trams

We want as many people as possible to be able to use our trams in safety and comfort. All our trams have dedicated wheelchair spaces. If there is no wheelchair user occupying or requiring to occupy a wheelchair space, other passengers including those travelling with a buggy or with bulky luggage may occupy a wheelchair space. Any passenger using a wheelchair space must vacate that seat if requested to do so by a Company official.



Our trams have certain seats which are designated as 'priority seats' and are intended for use by those passengers who are less able to stand throughout their journey. Any passenger using a 'priority seat' must vacate that seat if requested to do so by a company official.

### Travelling as a wheelchair user or with a wheelchair user

All of our trams have dedicated wheelchair spaces. These spaces are designed for wheelchairs which are no bigger than 700mm wide, 1200mm long and 1350mm high.

### Mobility scooters on tram

Customers are able to travel with certain mobility scooters on our tram services. To ensure the safe operation of mobility scooters, a permit scheme is in place. There are two disabled priority bays per tram and carriage of mobility scooters is at the discretion of on board staff. If you hold a valid Scottish National Entitlement Card (SNEC) or a Disabled Person's Blue Badge parking permit you are eligible to apply for a permit. If you are unsure and would like to check if you qualify, please contact Customer Relations on ☎ 0131 338 5780.

To ensure the safe operation of mobility scooters, a permit scheme will be introduced - applications can be downloaded [edinburghtrams.com/sites/default/files/2019-11/Scooter\\_Application\\_Form\\_2018\\_ONEPAGE\\_ONLINE\\_OB120117v3\\_ELECTRONIC\\_FORM4.pdf](https://www.edinburghtrams.com/sites/default/files/2019-11/Scooter_Application_Form_2018_ONEPAGE_ONLINE_OB120117v3_ELECTRONIC_FORM4.pdf)

The form should be completed and returned to [customer@edinburghtrams.com](mailto:customer@edinburghtrams.com)

- Class 2 mobility scooter only,
- Maximum 1,000mm long and 600mm wide,
- Maximum 1,200mm turning radius.

Upon successful assessment of your mobility scooter your permit will be processed and posted directly to your home address free of charge within 10 working days. The permit will take the form of a pass that should be presented to the Ticketing Services Assistant on board your tram.

### Guidance on Using the Tram

There is guidance on how to use your mobility scooter when boarding, on-board, and alighting trams in a safe and easy manner. The guide will show you the best way to manoeuvre your mobility scooter on the tram and the ideal positioning at tram stops and where to park once on



board.

Please note that there are only two disabled priority bays per tram, if these are occupied, you may need to wait for the next available tram.

## Platform Positioning

When you arrive at the tram stop, look for the wheelchair symbol located in the middle of the platform. Position your scooter near the tile, with your scooter facing onto the track. This will make access onto the tram much easier. For your safety, make sure you are behind the white line.

Due to platform layout it may be difficult to reach the 'open doors' button when the tram arrives. In order to prepare for this, if you are travelling alone, please press the green help point button to contact tram control. Advise them of your location and your destination, and that you wish to board the next tram.

## Boarding the Tram

When boarding the tram, please ensure that you are entering through the doors at the centre of the tram displaying the wheelchair symbol – this is the only section of the tram which contains the designated disability priority bays.

Please board safely by driving forward onto the tram. Be aware of other passengers and tram furniture (i.e. seats, grab rails and panels).

Upon entering the tram, please park in one of the priority disabled access bays, ensuring that you are not blocking the gangway. Apply the brake on your scooter. Take extra care when doing this as the tram may now be in motion. Once parked, please have your permit ready for inspection by the tram crew.

## Alighting the Tram

When you wish to disembark, please press the stop button prior to the tram stop – this will let the driver know to allow extra time for you to disembark.

Please disembark the tram in a forward motion. For safety reasons, it is strictly prohibited to reverse out of the tram.

Once you are out of the tram, please ensure you keep away from the platform edge. If you need to cross the tracks, remember to look both ways for oncoming trams and listen out for the bell.

Scottish National Entitlement Cards that do not have City of Edinburgh Council as the issuing Local Authority are **NOT valid on tram services**. Scottish Blind Scheme card holders can travel on the Edinburgh Trams free of charge.

As part of the Scottish Blind Scheme [SBS]. This scheme was created in the year 2000 and applies to blind persons resident anywhere in Scotland including Midlothian. Cardholders enjoy free travel on Edinburgh Trams for themselves. There is free travel for a companion on buses [denoted by the two symbols of an eye and a "+1" on the card], but this companion entitlement does not extend to the other modes.





# Nimbus Disability

## The Access Card

Nimbus, a disability consultancy service, developed the Access Card in response to frustrations shared by disabled people and a major live music promoter in how disability was evidenced and needs for reasonable adjustments communicated

For disabled people, the frustration was in repeatedly sending in personal documents which bore no direct relation to the needs of the individual.

For the venues, it was frustration in interpreting these documents and the additional admin burden it placed on their staff.

Nimbus Disability goal was to produce a single consistent method of communicating between customer and provider; therefore simplifying the process for both.

Since its initial development, the card is now widely accepted at major event venues across the UK and beyond, and even more widely taken simply at face value.

The technological development behind the card now means that an unprecedented technical response to disabled peoples' needs is now possible and a live API allows for online ticket sales (and more) to be genuinely achievable for the first time for disabled people.

The Access Card scheme continues to evolve and I hope that once you have read this document you will join us in communicating how your services can meet the needs of Access Card Holders.

## What is The Access Card?

The Access Card means different things to different people; these are a few of the uses which vary between individuals and context used.

It is basically an ID card for disabled people that indicates what their legal rights might be and gives businesses an indication of the support they need to provide

Forward Mid have been informed this card is accepted in Scotland to see what is available [www.accesscard.org.uk/find-a-credible-provider/map-of-providers/](https://www.accesscard.org.uk/find-a-credible-provider/map-of-providers/). For more information or to apply for the card [www.nimbusdisability.com/](https://www.nimbusdisability.com/) ☎ 0330 808 5108 or [cards@accesscard.org.uk](mailto:cards@accesscard.org.uk)

## Long Distance Coaches

Most long distance coach travel have only one space available, To travel on these coaches you have to book at least 36 hours before you travel at present as many things are required to verified. Model and design of your wheelchair, Space availability for through journeys especially if journey requires more than one coach.

It will take some time for the stops long distance coaches service to be redesigned for wheelchair accessibility, which means that long distance coaches are not yet in a position to offer a comprehensive nationwide network of accessible stops. Since stops are operated by local councils long distance coaches cannot currently provide detailed information on their infrastructure. It is recommend that you contact the local stop operator about the current facilities before your trip.

MegaBus If you use a collapsible wheelchair (max weight 23kg) or mobility scooter and are able to



climb the few steps into the bus, we will store your mobility device in the luggage bay.

Megabus will accept lightweight mobility scooters for storage and carriage in the coach luggage hold. The mobility scooter must break down into separate parts each weighing no more than 23kg. You or a companion must be able to dismantle and reassemble the mobility scooter for carriage in our luggage hold.

Megabus are sorry, we are unable to carry customers seated in mobility scooters.

Scottish Citylink coaches have a safe working limit of 300kg, If you think the combined weight of wheelchair and passenger is near this limit please contact the smart centre ☎ 0131 537 9177 and option 1 and request to be weighed.

National Express have produced a an assistance card it can be found at [www.nationalexpress.com/en/help/accessibility](http://www.nationalexpress.com/en/help/accessibility)

**Flixbus** is a global Bus company with coach links all over the United Kingdom and Europe [www.flixbus.co.uk/](http://www.flixbus.co.uk/)



**Houston's Coaches** provide travel to Dumfries and Galloway and the Scottish Borders [www.houstonscoaches.co.uk/](http://www.houstonscoaches.co.uk/)

Most of the long distance coaches have switched to online booking system, this puts the onus on the passenger if anything should go wrong. It pays to read the Terms and Conditions thoroughly.

## One Dalkeith

Transport, at it's best, enables people to participate and explore their local communities. Here is a recent positive discovery by Sheree Muir from Forward mid.

One Dalkeith Community Development Trust is a voluntary led organisation that connects community groups, third sector organisations, funders, local businesses, and social enterprises.

The first part of my visit I met the shop manager of Corner Shop Collective. Her passion and positive energy of running the shop and supporting local businesses is clear to see and she welcomes any new local business to come and visit the shop manager at One Dalkeith. The shop is a non-profit boutique that supports and sells over 70 local businesses from jewellery to food items to books and artwork, and they are from 8 years to 80-year-old. They sell a wide variety of local products. Lynette helps people to set up their business and sell their products to the community. By doing this any profit goes straight back into the community.

If you are interested selling your products in the shop, which is free of charge to have a space, please contact Lynette on the information below to discuss with her.

The next part of my visit I met Jill who is Community Development Manager. The building is like a Tardis with a variety of different rooms that offer space to hire, once again this purpose-built community building hub aim is to connect people and organisations to offer variation of activities

and is run by a mixture of local community groups, private tutors, charities, and social enterprises and directly by One Dalkeith.

Going through the front door, which has a button to automatically open I was greeted at the Welcome space, this is a nice and bright friendly space. There are several information points with all the relevant information about all the activities taking place at One Dalkeith. I was pleasantly surprised. There are so many workshops, events, and activities to do and cover all ages, from Dalkeith's Men Shed, Taste Kitchen Academy, to Tech Club. There is even a photography studio and a sewing room.

The Corrie café is open every Friday 12:00-14:00 hrs, once again this can be hired out with the working kitchen which has everything you need to cook with – you just need to bring the ingredients.

### **The different rooms consist of:**

The Green, The Servedy, The Workshop, The Circle, The Club Room, The Study & Meeting Room, The Kitchen Business Incubators Co-Working Space Outer space.

These rooms can be hired out, not just for business but for anyone. This area has got a great space for a party or baby shower or event. The toilet facilities are very accessible and have wide doors that I could get my wheelchair through into the toilet. All rooms also have wide doors and I managed to get into every room stress free!!

The Circle is a large area that is set out with a stage and projector making it a great area to hold an event which can seat 150 people or can be set out with tables. One Dalkeith uses this area to host cinema days. The overall impression and feeling I got from my visit – all staff are very friendly, and all have the same buzz and excitement about the hub. They want One Dalkeith to be used for the community, for people to enjoy this great place and use the workshops and activities they offer each week. I can really see the potential One Dalkeith has to offer. With the great planning they did for each space, there is something for everyone. All the rooms are there to be hired and taken advantage of.

Free membership of One Dalkeith: Apply on the website under '[onedalkeith.info/memberships/](http://onedalkeith.info/memberships/)' this will give you the full description, it is free to join and entitles you to one free hot drink from the café each calendar month.

For more information:

**Address:** 21 Eskdail Court, Midlothian EH22 1AG




 **One Dalkeith**

 [onedalkeith.info/](http://onedalkeith.info/)



## **Alternative Publications**

Please like us on Facebook [www.facebook.com/forwardmid/](http://www.facebook.com/forwardmid/) 

Forward Mid newsletters are available in large print by request to Eric Johnstone. ☎ 0131-663-9471 or  [eric.johnstone@mvacvs.org.uk](mailto:eric.johnstone@mvacvs.org.uk) Write to him at MVA, 4-6 White Hart Street, Dalkeith, EH22 1AE with your request. Electronic copies can be found on [www.forwardmid.org.uk](http://www.forwardmid.org.uk). The latest Firefox browser has the reader symbol  in the address bar, click and select narrate from the left menu. The latest Safari browser has the reader symbol  but does not read aloud. These only work on websites without errors. If you require help please contact Forward Mid and we will arrange to help you.

**Edited by Iain Tait for Forward Mid**