

What is Helping Hand?

The **Helping Hand Scheme** is designed to give our passengers a helping hand when using our bus services; a simple way to help our drivers to help you.

We have produced a credit card sized information card that can hold a brief written instruction for the driver.

The passenger simply shows the card to the driver when they board the bus.

The driver is therefore made aware of the passenger's needs or requirements quickly, directly and discreetly without the passenger having to verbally communicate it. For example, **"Please wait until seated"** for passengers that may be unsteady on their feet.

The **Helping Hand Scheme** is administered by:



In partnership with:



What sort of instructions can be held on the card?

We can accommodate any short instruction, but below are a few examples:

- **"Please wait until seated"** - For the passenger that may need time to find a seat in priority seating before the bus pulls away and the card can inform the driver of this.
- **"Call out my bus stop please"** (as they board they will inform the driver of which stop) - For passengers that are blind or are partially sighted the card could inform the driver that they will need to be told when it is their stop.
- **"Lower the ramp and step"** - The passenger may require the ramp to be put down to allow easier boarding as well as the step being lowered.
- **"Pushchair cannot be folded"** - We also have passengers that have extra special requirements such as a pushchair that has oxygen being carried.
- **"Priority seating required"** - We have a passenger in his early 20's who suffers from a debilitating condition. His card will advise that he needs a priority seat so that he doesn't have to explain why it is essential he has one of the seats.

We provide a list of further examples on our website - www.buses.co.uk, however, we will be able to discuss with the passenger personally their requirements, and create bespoke cards as required.

Alternatively we will discuss a passenger's needs with a parent, foster parent, social worker, teacher or carer.

What does the card look like?

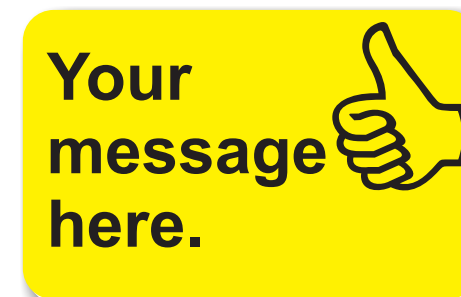
The **Helping Hand** card is double sided, with one side clearly showing the instruction to the driver.

The reverse of the card can display, if required, the passenger's name and emergency contact number. This is optional and may be of benefit to passengers that suffer from conditions such as epilepsy, Alzheimer's or dementia.

The card is bright yellow, easily seen, and can be used as a hailing card to an approaching bus.

We can provide a transparent wallet with the card for ease of use. The wallet can also be used to carry a passenger's concessionary card if required. Wallets on lanyards are also available.

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How do I apply for Helping Hand?

The card is for free, and anyone can apply for it. Please complete the attached application form and return to:

**Helping Hand Scheme,
43 Conway Street,
Hove,
BN3 3LT.**

or apply online at

www.buses.co.uk

We will post your card to the address given on the application form **for free**.

There is no need to send a stamped addressed envelope.

There is no need to come to the Travel Offices to pick up the card.

If you require any more information about the **Helping Hand Scheme** please visit our website or give us a call.

We will be pleased to help you.

