

Accessible Transport Guide

produced by the
Local Spelthorne Partnership



A guide to accessible transport
and concessions available for people
of all ages around Spelthorne including

■ ASHFORD ■ SHEPPERTON ■
STAINES ■ STANWELL ■ SUNBURY

Second edition



Local
Spelthorne
Partnership

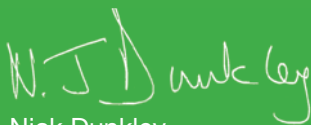
Together, improving Spelthorne.

Introduction

This is the second Accessible Transport Guide for Spelthorne. The first was produced in May 2004 by the Local Spelthorne Partnership to help tackle the challenge of getting around the area, especially for the young, disabled and older people.

I am pleased that the guide has now been updated so that it may continue to be of use to the local community. It provides information on the range of services and schemes designed to make transport more accessible, with a particular emphasis on access to local health services.

I hope that you will find it a useful resource.



Nick Dunkley
Chair
Local Spelthorne Partnership

November 2006

Key

- ☎: telephone
- @: e-mail address
- 🌐: website address

About the Local Spelthorne Partnership

The Local Spelthorne Partnership (LSP) is made up of public, private, voluntary and community organisations who are, together, committed to improving Spelthorne. The LSP's priorities are set out in the Spelthorne Community Plan and include issues relating to health and transport.

For more information, visit www.spelweb.com



**Local
Spelthorne
Partnership**

Together, improving Spelthorne.

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Assisted transport and lifts

This section gives information about a number of organisations offering lifts to people.

British Red Cross

British Red Cross has volunteers who provide a transport service for people who need little or no help in and out of the car for shopping, trips to the doctor or hospital etc.

☎: 0845 054 7222

Good neighbour schemes

These are organisations with caring volunteers able to help in your local area with things such as shopping, befriending etc. Please contact the individual group for more information on what transport they may be able to offer.

Ashford Helping Hands

Bookings taken Monday to Friday 10am-12 noon.

☎: 01784 423222

Care in Shepperton

Bookings taken Monday to Friday 9.15am-1.30pm (sometimes unavailable).

☎: 01932 254604

Stanwell Good Neighbour Scheme (SIGNS)

Bookings taken Monday to Friday, 10am-12 noon.

☎: 01784 244378

Sunbury Neighbours

Bookings taken Monday to Friday, 10am-12 noon.

☎: 01932 779867

Spelride

Spelride is a door-to-door transport service using specially adapted minibuses to carry passengers with a mobility problem in Spelthorne. The service is available Monday to Friday between the hours of 9am-11am and 2pm-4pm for transport to local day centres within Spelthorne and 11am-2pm for other journeys such as shopping. Telephone bookings can be made between 9am-12pm Monday to Friday.

☎: 01784 446253

@: spelride@spelthorne.gov.uk

💻: www.spelthorne.gov.uk

Spelthorne Volunteer Drivers

Volunteers who provide a variety of journeys such as shopping, doctor and hospital appointments etc. Bookings taken Monday to Friday 10am-12pm.

☎: 07817 926736

Concessionary travel

This section deals with schemes that offer a range of concessions for travel.

Hospital Travel Costs Scheme

Patients on a low income who receive NHS treatment under the care of a consultant may be entitled to help with travelling costs to and from hospital. Further information is available in leaflet **HC11: Help with Health Costs**, which is available from hospitals and health centres or from the Department of Health.

☎: 08701 555455

🌐: www.dh.gov.uk

For more information about help with health costs:

☎: 0845 8501166

London Buses

Children under 16 can travel for free on services operated by London Buses, including those that cross into Surrey. The services which enter Spelthorne are: 116, 117, 203, 216, 235 and 290. Children aged 14 or 15 (or those who are younger but may appear to be 14 or 15) must be in possession of an Under 16 Oyster photocard in order to gain free travel. 16-17 year olds are able to travel at half the adult fare if they are in possession of 16-17 Oyster photocard. For further information, contact Transport for London.

☎: 0207 222 1234 or 0207 918 3015 (textphone)

🌐: www.tfl.gov.uk

Surrey bus permits

Spelthorne residents who are aged 60 and over or who are disabled can apply for a bus pass that entitles them to free travel on bus services in Surrey. Senior citizens' permits are valid for journeys along the entire route of any service which runs within the administrative county of Surrey at some point. They are accepted after 9am Mondays to Fridays and any time at weekends and on bank/public holidays. Disabled permits are accepted at any time. Proof of eligibility is required for the permits, which are available free from Spelthorne Borough Council.

☎: 01784 446464

@: buspasses@spelthorne.gov.uk

🌐: www.spelthorne.gov.uk

Railcards

Various railcards can be purchased, which entitle the cardholder to 1/3 off rail fares (subject to certain exclusions). Railcards (except the Disabled Person's Railcard) can be purchased in person at a railway station or from South West Trains on 08456 000 650 or 0800 692 0792 (textphone).

Disabled Persons Railcard

This card entitles both the holder and an adult travelling with them to reduced rail fares. Certain criteria must be met to be eligible to purchase a card.

☎: 0845 6050525 or 0845 6010132 (textphone)

🌐: www.disabledpersons-railcard.co.uk

Family Railcard

The Family Railcard gives children 60% off and adults 1/3 off most rail fares. Up to four adults and four children can travel on one card.

🌐: www.family-railcard.co.uk

Network Railcard

This card offers discounts on most rail fares in the south east. The card holder and up to three adults can save 1/3 and children can save 60%.

🌐: www.railcard.co.uk

Senior Railcard

Those aged 60 and over can purchase a Senior Railcard to qualify for 1/3 off most rail fares.

🌐: www.senior-railcard.co.uk

Young Person's Railcard

Young people aged between 16 and 25 can buy a Young Person's Railcard which entitles them to 1/3 off most rail services

🌐: www.youngpersons-railcard.co.uk

Student fare cards

Rail

A train student fare card enables 16 to 18 year old Surrey students attending full-time education to buy season tickets at half the adult rate for their home to school/college train journey. The card currently costs £10 for the academic year.

☎: 020 8541 9187

🌐: www.surreycc.gov.uk

Bus

A bus student fare card enables 16 to 18 year olds living in the administrative county of Surrey and attending full time education to travel on buses at the same fare as under 16s. The card currently costs £10 and can be used at any time on virtually all bus services in Surrey. Student fare cards are not valid on London Buses services in Spelthorne (see above). For further information, contact the Surrey County Council Passenger Transport Group:

☎: 020 8541 9187

🌐: www.surreycc.gov.uk

Wheels to Work and Wheels to Learn

This scheme loans mopeds to young people aged 16+ who have an offer of employment, education or training, which they are unable to reach by public or private transport. A monthly administration fee is charged, half of which is reimbursed when the moped is returned in good condition.

For further information, contact East Surrey Rural Transport Partnership:

☎: 01883 732791

✉: rtp@tandridge.gov.uk

🌐: www.eastsurreyrtp.org.uk

Public transport

This section provides information on bus and rail services.

Bus services

Accessibility

On the main local bus services, approximately 75% of vehicles are low floor accessible (all of London Buses services are operated by accessible buses). These make it easier for people in wheelchairs, with buggies, with mobility impairments or carrying heavy shopping.

Services in the Spelthorne area that are normally operated by low floor buses are:

41/43	116	203	305	400	555	950
	117	216		(Saturdays)	556	
		218		426/446	557	
		235		438	566/567	
		290		441	570	
				451	571	
				461	572	
					574	

Due to operational requirements, it may sometimes be necessary to use non low floor buses so it is recommended that passengers check direct with the operator before travelling to establish if low floor vehicles will be operating on the journeys they require (see page 12 for operator details).

Details of accessibility of buses in other areas can be found in the Surrey County Council bus and train guide for that area. These are available from Surrey County Council:

☎: 08456 009 009

@: passenger.transport@surreycc.gov.uk

Bus routes

A quick reference to bus services in Spelthorne and others mentioned in this guide follows. Some of the details listed are subject to change; please check before travelling. Some services run less frequently in the evenings or not at all.

Bus routes - quick reference guide

No.	Start and Times	Destination	Operator*
H28	Bulls Bridge Mon to Sat every 20 mins, Sun every 30 mins	Osterley	London Buses
41, 43	Staines Mon to Sat every 30 mins	Slough	First
116	Ashford Hospital Mon to Sat every 15 mins, Sun every 20 mins	Hounslow	London Buses
117	Staines Mon to Sat every 20mins Sun every 30 mins	West Middlesex Hospital	London Buses
203	Staines Mon to Sat every 20 mins Sunday every 30 mins	Hounslow	London Buses
216	Staines Mon to Sat every 20 mins, Sunday every 30 mins	Kingston	London Buses
218	Staines Mon to Sat every hour	Kingston	London Buses
235	Sunbury Mon to Sat every 8 mins, Sun every 12 mins	Brentford	London Buses
237	Hounslow Heath Mon to Fri every 5-8 mins, Sat every 8-12 mins, Sun every 12 mins	Sheppard's Bush Green	London Buses
290	Staines Mon to Sun every 20 mins	Twickenham	London Buses
305	Staines Mon to Sat irregular times	Poyle	Ashford Luxury Coaches
400	Shepperton Mon to Sat irregular times	Staines	Surrey Connect, London Buses
438	Staines Mon to Sat every hour	Shepperton	London Buses
441	Heathrow Airport Mon to Sat every 30mins Sun every hour	Englefield Green	London Buses

No.	Start and Times	Destination	Operator*
426	Staines	Woking	Surrey Connect
446	Mon to Sat every 30 mins, Sun five journeys		
451	Staines	Kingston	London Buses
	Mon to Sat every hour		
461	Staines	Kingston	London Buses
	Mon to Sat every hour		
471	Woking	Kingston	London Buses
	Mon to Sat every hour		
500	Staines	Camberley	Dicksons Travel
	Mon to Sat irregular times		
551 593	Woking	Ottershaw	Carlone Buses
	Mon to Fri irregular times		
555	Walton	Heathrow Airport	London Buses
	Mon to Sun every hour		
556	Walton	Heathrow Airport	London Buses
	Mon to Sun every hour		
557	Addlestone	Heathrow Airport	London Buses
	Mon to Sat every hour		
570	Grovebarns	Staines/Ashford Tesco	Surrey Connect
	One journey each way Mon, Wed and Fri		
571 572	Grange Farm/ Sunbury Common	Tesco Sunbury/ Staines	Surrey Connect
	One journey, Mon, Tues, Wed, Fri		
574	Royal Estate	Sunbury Tesco	Surrey Connect
	One journey Tues only		
591	Stanwell Moor	Staines	Carlone Buses
	Mon to Fri irregular times		
950	Staines	Thorpe Park	Sullivan Buses
	Mon to Sun every 15-20 mins. No service when Thorpe Park is closed.		

**Please note that bus operators are subject to change.*

For further information

Bus operators

Operator	☎	💻
Ashford Luxury Coaches	020 8890 6394	
Carlone Buses	01784 488009	
Dicksons Travel	01252 344117	
First	01753 524144	www.firstgroup.com
London Buses	020 7222 1234	www.tfl.gov.uk/buses
Sullivan Buses	01707 646803	www.sullivanbuses.com
Surrey Connect	01932 859250	www.flightshallmark.com
Wiltax	01932 856655	www.wiltaxbuses.com

Egham, Staines and Ashford Bus and Train Guide

For detailed bus timetables, use the Egham, Staines and Ashford Bus and Train Guide. This is available free from various community venues such as the Council Offices and local libraries, or from Surrey County Council:

☎ : 08456 009 009

@ : passenger.transport@surreycc.gov.uk

You can also view the latest bus timetables and maps at:

💻 : www.surreycc.gov.uk/passenger_transport

London Buses Travel Information Line

Passengers can telephone this line 24 hours a day for details of delays and timetables for London Buses.

☎ : 020 7222 1234

Traveline

Traveline gives impartial information on planning your journey, by bus, coach or train. Lines are open daily 7am to 10pm.

☎ : 0870 608 2 608

💻 : www.traveline.org.uk

Rail services

Accessibility

The entries below give brief information on accessibility at each station in Spelthorne. In addition, all stations in the Borough have a hearing loop and customer help points on the platforms. For further information on facilities at local railway stations, contact South West Trains.

☎: 0845 6000 650 or 0800 692 0792 (textphone)

🌐: www.southwesttrains.co.uk.

Guide to Spelthorne railway stations

Ashford railway station

Access: Through the side gate on the down platform and then into the main station building via the step-free platform

Ticket office: Monday to Friday 6.25am-8.05pm,
Saturday 7am-1.50pm, Sunday 8.55am-4.25pm

Access to trains: Both platforms have mobile disabled ramps, which can be unfolded and laid at the foot of the train door to assist access from the train to the platform

Platform to platform: A pedestrian footbridge links the two platforms. The step free route from the up to the down platform is via Station Road, Church Road and up the footpath leading to the platform

Bus connections: 216, 400, 555-7 (from Royal Hart)

Up platform

Access: Via a long paved path from Church Road

Destinations: London Waterloo via Hounslow and Richmond

Facilities: Benches, ticket machine

Toilets: None

Car park: None

Down platform

Access: Via a gate (beside ticket office) from Station Approach

Destinations: Weybridge, Windsor and Eton Riverside, Reading

Facilities: Benches, waiting room, ticket machine (outside station)

Toilets: Men and ladies

Car park: 92 spaces (two spaces reserved for disabled drivers)

Shepperton railway station

Access	Via a dropped curb from the drop off point and a wide glass door
Ticket office	Monday to Friday 6.55am-6pm, Saturday 6.55am-1.45pm, Sunday 8.55am-4.25pm
Access to trains	Train guard can assist with a ramp
Platform to platform	N/A
Bus connections	218, 400, 438, 555-7, 574 (from Station Approach)

Up platform

Access	Via the station or direct from Station Approach
Destinations	London Waterloo via Kingston
Facilities	Benches, ticket machine (outside station)
Toilets	None
Car park	7 spaces (one reserved for disabled drivers)

Staines railway station

Access	The main entrance to the station is not wheelchair accessible. Access can be gained via the up platform.
Ticket office	Monday to Friday 6.15am-8pm, Saturday 6.10am-7.55pm, Sunday 7.10am-6.40pm
Access to trains	Both platforms have mobile disabled ramps, which can be unfolded and laid at the foot of the train door to assist access from the train to the platform
Platform to platform	Only a pedestrian footbridge is available at the station. To get from the up platform to the down involves leaving the station completely and going via Station Approach, Kingston Road and Gresham Road (~25 minute walk)
Bus connections	117, 290, 438, 571, 572 (from Kingston Road)

Up platform

Access	Via a path leading from Station Approach
Destinations	London Waterloo via Hounslow and Richmond
Facilities	Benches, waiting room, ticket machine (outside station)
Toilets	Men
Car park	None

Down platform

Access	Via a ramped path from Gresham Road. Quite narrow with two difficult turns and comes out at the bottom of footbridge
Destinations	Weybridge, Windsor and Eton Riverside, Reading
Facilities	Benches, small waiting room, ticket machine
Toilets	Ladies and disabled
Car park	64 spaces (one space reserved for disabled drivers)

Sunbury railway station

Access	The main station building is on the up platform. Sunbury is inaccessible to wheelchair users who are advised to join services at Kingston
Ticket office	Monday to Friday 6.55am-1.45pm, Saturday 7.55am-2.45pm Sunday not open
Access to trains	Inaccessible to wheelchair users
Platform to platform	There is only a pedestrian footbridge within the station.
Bus connections	216, 235, 555-7 (from Sunbury Cross)

Up platform

Access	Directly through a side gate from Station Road or via the ticket office
Destinations	London Waterloo via Teddington, Kingston and Wimbledon.
Facilities	Benches, ticket machine (outside station)
Toilets	None
Car park	65 spaces (two spaces reserved for disabled drivers)

Down platform

Access	Directly from Downside, through wide ramped gateway
Destinations	Upper Halliford and Shepperton
Facilities	Benches
Toilets	None
Car park	None

Upper Halliford railway station

Access	The main station building is on the down platform. Upper Halliford is inaccessible to wheelchair users who are advised to use Shepperton. There is no direct vehicular access to this station
Ticket office	Monday to Saturday 6.10am-1.30pm, Sunday not open
Access to trains	No ramp access to trains
Platform to platform	Via footbridge only
Bus connections	556 (from Upper Halliford Road/Nursery Road)

Up platform

Access	Via the footbridge from the down platform
Destinations	London Waterloo via Teddington, Kingston and Wimbledon
Facilities	Benches
Toilets	None
Car park	None

Down platform

Access	Via paths from Nursery Road, Windmill Road and Kelly Close
Destinations	Shepperton
Facilities	Ticket machine
Toilets	None
Car park	None

For further information

Egham, Staines and Ashford Bus and Train Guide

For detailed train timetables, use the Egham, Staines and Ashford Bus and Train Guide. This is available free from various community venues such as the Council Offices and local libraries, or from Surrey County Council:

☎: 08456 009 009

@: passenger.transport@surreycc.gov.uk

National Rail Enquiries

National Rail Enquiries gives information on train times and fares as well as destinations, stations and train companies.

☎: 08457 48 49 50 or 0845 60 50 600 (textphone)

🌐: www.nationalrail.co.uk

South West Trains

Information on station facilities and train services is available from South West Trains who operate trains in the Spelthorne area.

☎: 0845 6000 650 or 0800 692 0792 (textphone)

🌐: www.southwesttrains.co.uk

Traveline

Traveline gives impartial information on planning your journey, by bus, coach or train. Lines are open daily 7am to 10pm.

☎: 0870 608 2 608

🌐: www.traveline.org.uk

Getting to local health services

Hospitals For bus frequencies and operators, see pages 10-12.

To	Ashford Hospital	Bus no.
From	Ashford	216, 400, 555-7
	Ashford Common	216, 400, 555-7
	Charlton	400
	Shepperton	400, 555-7
	Staines	203, 216, 400, 441
	Stanwell	203, 441, 555-7
	Stanwell Moor	441
	Sunbury Cross	216, 555-7
Nearest station:	<i>Ashford (use buses 216, 400, 555-7 from Royal Hart or 10 min. walk)</i>	

To	Princess Alice Hospice, Esher	Bus no.
From	Staines	218
	Laleham	218
	Shepperton	218
Nearest station:	<i>Esher (use bus 218 or 471 from Portsmouth Road); or Walton-on-Thames (use bus 218)</i>	

To	St Peter's Hospital	Bus no.
From	Ashford	557
	Shepperton	557
	Staines	426, 446, 461
	Stanwell	557
	Sunbury	557
	Upper Halliford	557
Nearest station:	<i>Chertsey (use buses 426, 446, 461, 557 from Guildford Road or 20 minute walk)</i>	

To	Walton Communiy Hospital	Bus no.
From	Staines	461
Nearest station:	<i>Walton-on-Thames (use bus 461 or 20 minute walk)</i>	

To	West Middlesex University Hospital	Bus no.
From	Ashford	117
	Staines	117
	Sunbury	235
Nearest station:	<i>Isleworth (use buses 235, 237 or H28 or 14 minute walk)</i>	

To	Weybridge Community Hospital and Sam Beare Hospice	Bus no.
From	Staines	451, 461
Nearest station:	<i>Weybridge (use bus 451 or 20 minute walk)</i>	

Hospital Hopper

The Hospital Hopper is a free service travelling between the Ashford and St. Peter's Hospitals sites. The first bus departs from St Peter's Hospital at 6am and the journey time to Ashford Hospital is approximately 30 minutes. The first bus from Ashford Hospital is 6.30am and the last is 10pm. The last bus departs from St Peter's Hospital at 9.30pm. Detailed public transport guides for Ashford and St Peter's Hospitals, including a full timetable for the Hospital Hopper, are available from the hospitals and by visiting their website.

🌐: www.ashfordstpeters.nhs.uk

Hospital parking

Parking	Total spaces	Disabled bays	Drop off zones
Ashford Hospital	155	17	At the hospital entrance; in front of West Wing Entrance
Princess Alice Hospice	93	6	At the front of the hospice
St Peter's Hospital	496	30	Near Outpatients, Duchess of Kent Wing, Accident Centre, Abbey Wing
Walton Community Hospital (parking at the hospital and nearby health centre)	95	6	Outside the main entrance
West Middlesex University Hospital	353	24	At the front of the hospital
Weybridge Community Hospital and Sam Beare Hospice	37	4	At the front of the hospital

For further information, contact the relevant hospital.

For further information

Ashford and St Peter's Hospitals

☎: 01932 872000

@: comments@asph.nhs.uk

🌐: www.ashfordstpeters.nhs.uk

Princess Alice Hospice

☎: 01372 468811

@: enquiries@pah.org.uk

🌐: www.princess-alice-hospice.org.uk

Walton Community Hospital

☎: 01932 220060

West Middlesex University Hospital

☎: 020 8560 2121

🌐: www.west-middlesex-hospital.nhs.uk

Weybridge Community Hospital and Sam Beare Hospice

☎: 01932 852931

Health centres and GP surgeries

For bus frequencies and operators, see pages 10-12.

Ashford	①	Nearest buses
Ashford Clinic, Stanwell Road	01784 253565	216, 400, 555-7
Dr Carter, Stanwell Road Surgery	01784 253565	216, 400, 555-7
Dr Das and Dr Draper Fordbridge Medical Centre	01784 242251	290
Kandela Practice Feltham Hill Road	01784 252027	216, 290, 400, 555-7, 572
Studholme Medical Centre Church Road	01784 420700	117, 216, 290, 400, 555-7
Shepperton	①	Nearest buses
Dr Candappa Upper Halliford Medical Centre	01932 785496	555-557
Shepperton Health Centre Shepperton Court Drive	01932 220524	218, 400, 438, 574
Staines	①	Nearest buses
Dr Mills Knowle Green Surgery	01784 883654	117, 290, 438, 571-2
Dr Solahuddin Staines Health Centre	01784 456619 or 01784 454965	117, 290, 438, 571-2
Dr Palmer Staines Health Group	01784 465229,	117, 290, 438, 571-2
Dr Pittard and Partners Chertsey Lane	01784 454164	426, 446, 451, 461
Dr Jadalizadeh Staines Health Centre	01784 883670	117, 290, 438, 571-2
Stanwell	①	Nearest buses
St David's Health Centre Hadrian Way	01784 883933	441
Sunbury	①	Nearest buses
Sunbury Health Centre Green Street	01932 713399	216, 235, 555, 557
Homewaters Practice Green Street	01932 784004	216, 235, 555, 557

Car parking

This section provides information on car parking in Spelthorne. Details about hospital parking are on page 19.

Spelthorne Borough Council's car parks

This table gives information on the Council's main public car parks.

Location	Total spaces	Disabled bays	Opening hours
Short stay			
Ashford multistory	274	5	Monday to Saturday 7am-7pm
Elmsleigh surface, Staines	349	23	24 hours a day, seven days a week. Charging hours are 8am-7pm
Elmsleigh multistory, Staines	512	20	Monday to Saturday 8am-7pm Sunday 10am-5pm
Elmsleigh Road, Staines	21	4	24 hours a day, seven days a week Charging hours are 8am-7pm
Riverside underground, Staines	165	None	Saturday only 8am-7pm
South Street, Staines	33	None	Saturday only 8am-7pm
Long stay			
Bridge Street, Staines	207	2	24 hours a day, seven days a week Charging hours are 8am-7pm
Kingston Road, Staines	183	3	24 hours a day, seven days a week Charging hours are 8am-7pm
Tothill multistory, Staines	464	7	Monday to Saturday 8am-7pm Sunday 10.30am-5pm
Maximum stay			
Riverside surface car park, Staines	84	8	24 hours a day, seven days a week Charging hours are 8am-7pm

For further information about the Council's car parks:

☎: 01784 451499

@: car.parks@spelthorne.gov.uk

🌐: www.spelthorne.gov.uk

Blue badge permit

Drivers with blue badges can purchase reduced price season tickets for the Elmsleigh surface and multistory car parks. The current cost is £10 per month and £100 per year.

☎: 01784 462536

@: car.parks@spelthorne.gov.uk

🌐: www.spelthorne.gov.uk

Private car parks

Location	Total spaces	Disabled bays	Opening hours
Two Rivers Retail Park, Staines	965	54	24 hours Charging hours are 8am-6pm

For further information:

☎: 01784 493300

🌐: www.tworiverstaines.com

Blue Badge Scheme

The scheme helps registered blind people and people with certain disabilities park closer to shops and services they need to access. The badge applies whether they are the driver or a passenger in the vehicle. For further information, contact Surrey County Council:

☎: 08456 009 009

🌐: www.surreycc.gov.uk

Other useful information

This section contains other information, which you may find useful.

Access Guide to Staines

This guide was produced by Spelthorne Committee for Access Now (SCAN) to help people with disabilities when visiting Staines. It includes details on getting around, where to stay, public toilets and accessibility information for the main shops, bars and restaurants in the town centre. The guide is available at the Shopmobility office in Staines and on SCAN's website. For more information, contact Lesley Windle, Vice Chair, SCAN.

☎: 07967 499829

@: info@scanweb.org

🌐: www.scanweb.org

Accessible taxi operators

Currently there are two accessible taxi operators in the Spelthorne area.

Victor Hughes

Black car bodies with up to 11 wheelchairs in one vehicle with notice.

☎: 020 8831 0770

Steve Roberts

White Metrocab

☎: 07932 162469 or 07768 567249

Age Concern Spelthorne

Age Concern Spelthorne offer independent, confidential advice and information. Services provided vary from a 'Handyman Scheme' to the 'Road to Recovery Service', which offers short-term practical help to people who are unwell or have returned home from hospital. Services also include a visiting service, outings and tea dances, the short-term loan of wheelchairs and also a Library Scheme for the housebound. Service available Monday to Friday 9.30am-1.30pm.

☎: 01784 444200

@: ageconcern@spelthorne.gov.uk

🌐: www.ageconcernspelthorne.org.uk

Age Concern Surrey

Age Concern Surrey offers a wide range of services to help older people in Surrey make the most of life. Services include: Information and Advice; Advocacy; Counselling; Hometime (help with housework, laundry, shopping, pension and prescription collection and cooking light snacks); GO50 (healthy living activities); and Products and Services (including insurance, energy services and personal alarms).

☎: 01483 503414

@: admin@acsurrey.org.uk

🌐: www.acsurrey.org.uk

NHS Direct

NHS Direct is a 24 hour nurse led telephone helpline providing advice if a person or a family member is unwell. It has listings for local health services, such as dentists, pharmacies etc. It is not a service that people travel to in order to access but could prevent unnecessary journeys to use health services.

☎: 0845 4647

🌐: www.nhsdirect.nhs.uk

Staines Shopmobility

Staines Shopmobility is located on the ground floor of the Two Rivers Shopping Centre (next to the Waitrose store). It aims to provide freedom and independence, allowing for people of all ages with limited mobility to participate in shopping, leisure and other activities in Staines town centre.

The service enables people to use a range of mobility vehicles, including scooters and powered or manual wheelchairs. An escorted shopping service enables visually impaired people to enjoy shopping and leisure activities in the town. Please pre book this service. RADAR keys, giving entry to accessible toilet facilities locally and nationally, are available for purchase at £4 each. Opening times: Monday to Saturday (no bank holidays) 9.30am-4.15pm. Please call for more details or to book services.

☎: 01784 459416

🌐: <http://freespace.virgin.net/shopmo.staines/shopmo.htm>

Surrey Student Transport Partnership

The Surrey Student Transport Partnership's website provides students with advice on transport assistance and support, and up to date travel information for all public transport providers servicing schools and colleges in Surrey.

: www.sstp.org.uk

Voluntary Association for Surrey Disabled

The Association has two adapted Renault Kangoos with ramps that can be loaned to transport a wheelchair bound passenger plus two other passengers. Drivers have to be over the age of 25 with a clean driving license. We would ask for a donation of £25.00 per day plus petrol towards the upkeep of the vehicles.

☎: 01306 741500

@: transport@vasd.org.uk

: www.vasd.org.uk

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Local Spelthorne Partnership

Together, improving Spelthorne.

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Comments?

We hope you have found this guide useful. However, if you would like to make any comments about it, please let us know so that we can make improvements when it is next updated.

Additional help

A cassette and large print version of this guide is available for partially sighted and blind residents. For a copy, contact Spelthorne Borough Council. If you need help in understanding this guide, please contact us as we may be able to offer some assistance with interpretation.

Contact

To discuss this guide or the LSP, please contact Spelthorne Borough Council on 01784 451499 or e-mail partnerships@spelthorne.gov.uk.

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