

This booklet has been produced by:



www.westberks.gov.uk/transport

West Berkshire Council acknowledges with thanks the assistance provided in the publication of this booklet by West Berkshire Disability Alliance, 'It's My Life' Independent Self Advocacy Group and the West Berkshire Learning Disability Partnership Board.

Although every effort has been made to ensure all information in this booklet is correct at the time of going to print, West Berkshire Council cannot be held responsible for any loss or inconvenience caused by inaccuracies or omissions.

TRANSPORT GUIDE

Getting There!

Passenger Transport in West Berkshire























Including services for people with restricted mobility



April 2008

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INTRODUCTION

This guide is designed to overcome some of the barriers to using public transport by introducing the various choices.

Telephone numbers are given for the service providers so that you can talk to them about your particular requirements and find out how they can meet your needs. Information can be accessed electronically via the Internet or email. Computers can be used at public libraries.

It is especially hoped that this guide will widen horizons for people who have restricted mobility and for their friends and relatives.

Please tell us whether you think it is easy to use, and also if you find the information has gaps or details have become out of date.



write to:
Transport Services Team
West Berkshire Council,
Faraday Road,
Newbury
RG14 2AF

01635 503248
Email: transport@westberks.gov.uk

BLUE BADGE PARKING SCHEME



The familiar orange badge has been replaced by a new European-style blue badge. (Orange badges expired on 31 March 2003). The European Union Disabled Parking Blue Badge Scheme provides parking concessions for people with severe walking difficulties who travel either as drivers or as passengers.

The scheme also applies to registered blind people and to people with severe upper limb disabilities that regularly drive a vehicle but cannot turn a steering wheel by hand.

Blue badges are issued by local Community Services departments and they usually enable holders to park closer to shops, and in some restricted areas.

Applicants do not need to own a car, or even to hold a driving licence, in order to get a badge. The Blue Badge is issued to an individual so that other people may drive them and display the badge when parking.

**For further information please telephone
West Berkshire Community Services:**

**Newbury
0845 601 4726
or
Theale
0118 930 2777**

CAR & MINIBUS SCHEMES IN WEST BERKSHIRE

COMMUNITY CAR SCHEMES

Volunteers, using their own cars, work to help elderly and disabled people who are unable to use public services and who do not have access to private transport.



These are not taxi services and at least 48 hours notice should be given when making a booking.

Contributions are requested to cover the running cost of the vehicle. Often travel tokens can be accepted.

I have a wheelchair!

Mostly the cars are privately owned. Some will take a foldaway chair. You will need to discuss your requirements with the operator before they take your booking.

COMMUNITY MINIBUS SERVICES

Community minibus schemes are often assisted financially by the local Council. They are primarily intended for group bookings, although if space is available individual bookings may also be taken. Whilst the focus is on the elderly and mobility impaired people, these schemes tend to provide specific solutions that complement the public bus services.






Snags

Community Minibus Services are provided by voluntary organisations. They are committed to providing this service, but are only able to help where volunteer drivers are available.

LIST OF ALL WEST BERKSHIRE COMMUNITY TRANSPORT SERVICES

The following symbols are used on this page to represent different services:

	Car scheme		Minibus group travel
	Accessible car scheme		Minibus with passenger lift
			24-hour answering service

Please note that all operators listed, with the exception of Readibus, need a few days notice to prepare for a particular journey request. Readibus provide a 'dial-a-ride' service which means that you can book your journey on the day you wish to travel.

British Red Cross:

90 Eastern Avenue, Reading RG1 5SF

Telephone: **0118 929 0519**

Fax: **0118 966 6689**

Times: **Mon-Fri 0900 – 1700**   + Ambulance

Area covered: Greater Reading, Newbury, Thatcham and further afield.

Burghfield and Mortimer Volunteer Bureau:

Contact: Elaine Lombard on

0118 983 1814

Times: **Mon-Fri 0930 – 1130**

Area covered: Burghfield & Mortimer.  

Burghfield and Mortimer Handybus:

Contact: Martyn Sheppard on

0118 983 6611

Area covered: Burghfield & Mortimer.   

Carebus Volunteer Group:





52 Parkers Corner, Englefield,

Reading RG7 5JR

Telephone: **0118 930 4837**

E-mail: **carebusvg@aol.com**

Contact: **Graham Reeves**


Area covered: Aldworth, Ashampstead, Basildon, Beenham, Bradfield, Bucklebury, Englefield, Holybrook, Pangbourne, Purley, Stanford Dingley, Streatley, Sulham, Tidmarsh, Tilehurst, Theale & Yattendon.    

Chapel Row Community Service Group:

Telephone: **0118 971 3334**

Contact: **Georgina Cardy**

Times: **Mon, Wed, Fri 0930 – 1130**

Area covered: Bucklebury, Upper Bucklebury, Woolhampton, Midgham, Lower Padworth, Beenham & Brimpton. 

Downland Volunteer Group:

c/o The Surgery, High Street,

Compton RG20 0AJ

Handybus: **01635 202519**

Car scheme: **01635 578394**  

Times: **Mon-Fri 1000 – 1200**

Area covered: Within the area generally bounded by Winterbourne, Fawley, Aldworth, Ashampstead, Frilsham & Chieveley.

Hungerford Chain:

Unit 9, Kennet House, 19 High Street

(enter by Church Street),

Hungerford RG17 ONL

Handybus: **01488 683304 or 682747**

Car scheme: **01488 683727**    

Contact: **Office Staff**

Times: **Mon-Fri 0900 – 1100**

Area covered: Eddington, Leverton, Froxfield, Hungerford & Hungerford Newtown.

Kintbury Volunteer Group:

2 Thatchers Yard, Kintbury RG17 OJG

Telephone: **01488 657119**

Contact: **Heather Turner**

Times: **Mon-Fri 0900 – 1100**



Area covered: Kintbury locality and catchment area of Kintbury Surgery.

Minibuses with passenger lifts are also available through an agreement with Hungerford Chain.

Lambourn Volunteer Group:

Telephone: **01488 71536 or 72119**

Contact: **Mrs J McCarthy**

Times: **Mon and Thurs 1000 – 1200**



Area covered: Aldbourne, Lambourn, Upper Lambourn, Welford, Great Shefford, Wickham, Eastbury & East Garston.

Pangbourne and District Volunteer Centre:

The Village Hall, Station Road,

Pangbourne RG8 7DY

Telephone: **0118 984 4586**

Times: **Mon, Wed, Thurs, Fri 0930 – 1130**



Area covered: Purley, Whitchurch, Sulham, Upper Basildon, Lower Basildon, Ashampstead, Pangbourne & Tidmarsh. Hospitals / Shopping.

ReadiBus:

Cradock Road, Reading RG2 0QX

Telephone: **0118 931 0000 (bookings & enquiries)**

Fax/Answerphone: **0118 987 6373**

E-mail: **info@readibus.co.uk**

Website: **www.readibus.co.uk**

Times: **Booking 0900 – 1500; enquiries 0900 – 1700**

Area covered includes: Brimpton, Burghfield, Crookham, Greater Reading, Hermitage, Lower Basildon, Mortimer, Newbury, Pangbourne, Streatley, Thatcham, Greenham, Woolhampton & Yattendon.



Standby Volunteer Group:

The Surgery, Cock Lane, Southend Bradfield,

Reading RG7 6HR

Telephone: **0118 974 4972**

Contact: **Fred Syrett**

Times: **Mon and Wed 1000 – 1200**



Area covered: Bradfield, Theale, Englefield, Stanford Dingley, and westward journeys from Calcot.

Thatcham Volunteer Bureau:

20 Gilbert Court, Thatcham, RG18 3AG

Car scheme: **01635 862306**

Handybus: **01635 874666**

Times: **Mon-Fri 1000 – 1200**



Area covered: Thatcham, Cold Ash, Ashmore Green & Woolhampton.

Thatcham Volunteer Centre also has a Chairman Car available (a people carrier modified to provide accommodation for a wheelchair and easy access for disabled people). To request this vehicle, call the Handybus number: **01635 874666**

Volunteer Centre West Berkshire:

1 Bolton Place, Newbury RG14 1AJ

Website: **www.volunteerwestberks.org.uk**

E-mail: **newbury@volunteerbureau141.fsnet.co.uk**

Car scheme: **01635 49004**

Mon - Thur 1000 - 1300, Fri 1000 - 1230

Handybus: **01635 37111 Mon - Fri 0930 - 1230**

Shopmobility: **01635 523854**

Tues-Sat 0930 – 1600

Area covered:

Newbury, Bagnor, Curridge,

Donnington, Greenham, Shaw, Speen, Stockcross and further afield.



VOLUNTEER DRIVERS NEEDED

If you or someone you know has a little spare time, say a couple of hours a week, volunteer driving is a very enjoyable, rewarding and valuable way of helping your community. Please contact your Local Voluntary Community transport scheme to become involved or the Volunteer Centre West Berkshire on **01635 49004**.

DIAL A RIDE

The Readibus West Berkshire Dial-a-Ride provides a door-to-door service for people with restricted mobility that cannot use ordinary public transport.

Weekday bookings are accepted the previous day and weekend bookings can be made anytime the previous week.

In either case telephone:

Readibus



0118 931 0000

On the day bookings, advance bookings, cancellations and information

Bookings accepted on a “first come, first served” basis.

The Falkland Surgery Monk's Lane, Newbury

Readibus provide door-to-door transport to the surgery on Monday, Wednesday and Friday mornings.

Book your transport to the surgery at the same time you make your doctor's appointment. It can all be done in one phone call

01635 279972

www.falklandsurgery.co.uk

SCHEDULED SERVICES

Readibus also operates scheduled weekday services for villages in the Reading to Newbury corridor. These services collect people from their home for shopping in Newbury or Reading or visiting someone in hospital. Calcot Savacentre and Calcot Coachway are also served, but it should be noted that connections with specific long distance buses cannot be guaranteed.



Services are scheduled for Thursday to arrive at their destination (from the Goring, Streatley and Pangbourne areas), subject to the number of pick-ups, by 1030 – 1100 hrs.

They then depart for the return journey between 1300 & 1400 hrs.

For details of services:

0118 931 0000

www.readibus.co.uk

Email: bookings@readibus.co.uk



Hospital Travel BENEFIT

If your travel is to a hospital and you are in receipt of Income Support, Family Credit, Jobseekers or Disability Working Allowance, or part or full NHS Certification, and you have the relevant documents with you, the cost of public transport, private car, or voluntary car service travel can be refunded at the hospital.

A leaflet entitled 'Help with Health Costs' (HC11), is available from the Post Office with information on travel to hospital for NHS treatments and other health costs.

For more details please ring 08701 555 455 and ask for 'HC11' or visit www.dh.gov.uk



Berkshire Disability Information Network (bdin) has unfortunately been forced to close. The Ark

Trust Ltd has now taken over the running of the Information Database. All the services offered by bdin will now be provided through Dis:Course which is a new project supported by The Ark. It is run by disabled people and carers and provides a free confidential information service to anyone disabled or associated with disability.

bdin Head Office
01344 483311

E-mail: info@discourse.org.uk

Web: www.bdin.org.uk



WHY USE THE BUS?

"USE IT! OR LOSE IT!"

If more of us catch a bus instead of using our cars then we can be part of the solution to reducing traffic congestion. Buses can also help reduce pollution as their engines are required to meet demanding regulations on cleaner exhaust emissions. Quite simply, the Bus is the 'green' choice.

CAN I GET THERE BY BUS?

Contact Traveline for information on bus routes and times (Traveline also gives information on coach and rail services).

Most bus companies offer a range of tickets affording greater value for money over the basic single fare for travelling around West Berkshire and further afield.

For example, Newbury Buses, who have the largest route network in West Berkshire, offer a BusAbout ticket that allows a day's unlimited travel on any Newbury or Reading Buses service; currently prices are £7.00 for adults, £5.00 for children, and £14 for a family. A cheaper variant offers a day's unlimited travel in the Newbury local zone only; currently these cost £4.50 for adults, and £1.50 for children. Weekly tickets are available for regular users.

Please contact operators for details of their fares and any special tickets they may offer; full contact details can be found on pages 12-13.

Redi id offers savings on bus travel on Reading/Newbury Buses for 14 - 19 year olds in full time education. For further information/application form, please contact Reading Buses on: **01189 59400**






BUS SERVICE OPERATORS


L - Low Floor Buses tend to be used on these services


Barnes Coaches 01793 821303
Great Shefford – Wantage (Service 82)
www.barnescoaches.co.uk **BARNES COACHES LTD.**

Jacs Travel 01635 582929
Hungerford Town Service (H1)
Hungerford – Lambourn (90) L
Newbury – Baydon (95) L
Jacs Travel


Tourist Coaches 01722 338359
Marlborough – Hungerford & Newbury (222)


Horseman Coaches 0118 975 3811
Beech Hill – Reading (154)
**HORSEMAN COACHES**

Newbury Buses 01635 567500
Newbury – Thatcham Town Services **Some L**
Newbury – New Greenham Park (3A, 3B, 3C) L
Newbury – Great Shefford – Lambourn (4)
Newbury – East Ilsley (6 & 9) L
Newbury – Kintbury – Hungerford (13) L
Newbury – Greenham – Basingstoke (32)
Newbury – Bradfield – Reading (101)
Newbury – Woolhampton – Reading (102)
Newbury – Tadley – Calcot (104 & 105) L
Beenham – Hermitage – Newbury (118) L
Beenham – Ufton Nervet – Reading (73)
Newbury – Yattendon – Ashampstead (99)
Newbury – Brightwalton – Peasemore (107)
www.reading-buses.co.uk 


National Express 08705 808080
Calcot Coachway (M4 J12) to:
Heathrow/Gatwick & other national destinations.
Newbury Bus Station to:
Bournemouth & Edinburgh (539). Frome & London
(402) (the latter also stops at Hungerford A4)
www.nationalexpress.com 

Reading Buses 0118 959 4000
Greater Reading Town Services **Majority L**
Reading – Burghfield – Mortimer – Tadley (143,
148, 149)
Purley – Tilehurst – Calcot – Reading (17, 18, 25,
26, 31, 33, 37, 38)
www.reading-buses.co.uk 


Stagecoach Hampshire Bus 01256 464501
Tadley – Basingstoke (1) L
Newbury – Penwood – Andover (20, X20)
Newbury – Greenham – Basingstoke (32A)
Tadley – Basingstoke (44A)
Newbury – Burghclere – Woolton Hill (Cango) L
Newbury – Ecchinswell – Burghclere – Kingsclere
(Cango) L
www.stagecoachbus.com 

Stewarts of Mortimer 0118 983 1231
Mortimer Church –
Mortimer Railway Station (ST)
www.somph.co.uk 

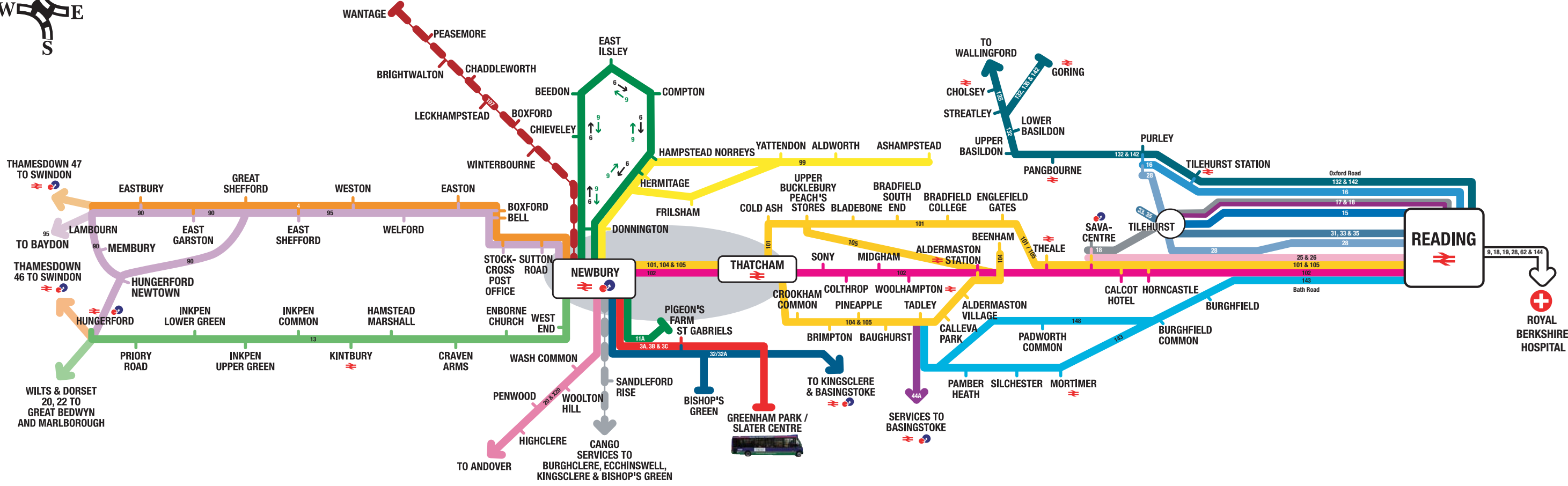
Thamesdown Transport 01793 428428
Hungerford – Aldbourne – Swindon (46)
Swindon – Lambourn (47)
www.thamesdown-transport.co.uk 

Thames Travel 01491 837 988
Wallingford – Streatley – Goring (135)
Goring & Streatley – Upper Basildon – Reading (132) L
Woodcote – Pangbourne –
Reading (142) L
www.thames-travel.co.uk 

Weavaway Travel 01635 820 028
Newbury – Thatcham Evening Town Services
Mon-Thur (10 & 12) L
West Ilsley – Upper Basildon –
Reading (74)
WEAWAY

Wilts & Dorset 01722 336 855
Hungerford – Great Bedwyn – Marlborough (20A,
22, 22A, X2)
www.wdbus.co.uk 

West Berkshire Public Service Bus Transport Map



- | | | | | | | | | | | | |
|--|--|---|--|-------------------------------------|---|---|--|---|---|------------------------------------|------------------------------------|
| SERVICES 1 & 44A
Stagecoach | SERVICES 3A, 3B & 3C
Newbury Buses | SERVICE 4
Newbury Buses | SERVICE 6, 9 & 11A
Newbury Buses | SERVICE 13
Newbury Buses | SERVICE 20 & X20
Stagecoach | SERVICES 20 & 22
Wilts & Dorset | SERVICES 32 & 32A
Newbury Buses/
Stagecoach | SERVICES 46 & 47
Thamesdown | SERVICES 31 33 & 38
Reading Buses | SERVICE 17
Reading Buses | SERVICE 15
Reading Buses |
| SERVICES 90 & 95
Jacs Travel | SERVICE 99
Newbury Buses | SERVICES 101, 104 & 105
Newbury Buses | SERVICE 102
Newbury Buses | SERVICE 107
Newbury Buses | SERVICES 135, 132 & 142
Thames Travel | SERVICES 143, 148 & 149
Reading Buses | CANGO
Stagecoach
Hampshire Bus | SERVICE 28
Reading Buses | SERVICES 25 & 26
Reading Buses | SERVICE 18
Reading Buses | SERVICE 16
Reading Buses |

SOLID LINE = Service operates at least once every 2 hours Monday to Saturday
 DOTTED LINE = Service operates at least once per day Monday to Saturday
 Other less frequent services also operate in West Berkshire.
 For full details call Traveline on 0871 200 2233



NATIONAL RAIL CONNECTIONS
 08457 48 49 50
 www.nationalrail.co.uk
 Textphone: 0845 60 50 600

NATIONAL COACH CONNECTIONS
 08705 808 080
 www.nationalexpress.com
 Disabled Persons Helpline: 0121 423 847
 Textphone: 0121 455 00 86

National coach tickets sold at the Tourist Information Centre, The Wharf, Newbury.

CONCESSIONARY FARES SCHEME



West Berkshire Council operates two concessionary schemes to help people over the age of 60, and those over the age of 16 (for travel tokens) who are affected by one or more of the disabilities listed below. Applicants must reside permanently in the West Berkshire area. The scheme entitles individuals to choose between a national local off-peak bus pass or a supply of travel tokens.

- Is blind or partially sighted
- Is profoundly or severely deaf
- Is without speech
- Has a disability, or has suffered an injury, which has substantial and long-term adverse effect on the ability to walk
- Does not have arms or has long-term loss of the use of both arms
- Has a learning disability, that is, a state of arrested or incomplete development of mind which includes significant impairment of intelligence and social functioning
- Would, if she or he applied for the grant of a licence to drive a motor vehicle be refused on medical grounds other than on the grounds of persistent misuse of drugs or alcohol.

For a free national bus pass please return the completed application with suitable documents of identification (proof of age and address) with one colour passport size photograph to the address below:

Concessionary Fares Team,
West Berkshire Council,
Market Street,
Newbury,
Berkshire
RG14 5LD

Application forms can be downloaded from the website address below or obtained from one of the centres listed on the opposite page, or by ringing the Concessionary Fares Team.

Please allow up to 10 working days for delivery of your new pass.

www.westberks.gov.uk/transport

01635 519800

Customers who require the help of a carer when travelling on the buses can apply for a Companion Bus Pass, which entitles the customer and their assistant to travel free only within West Berkshire, as it is a local enhanced scheme.



The new National Bus Concession -

Your questions answered.

From 1st April 2008 if you are 60 or over, or registered disabled and live in England, your concessionary bus pass is changing. The new pass will allow you to enjoy free off-peak travel on local buses anywhere in England – make sure you have arranged yours so you don't miss out.

Over the next few pages you'll find more information about the changes to the National Bus Concession. If there's anything else you need to know, visit www.direct.gov.uk/buspass

Some authorities choose to fund additional benefits to their residents, e.g. in West Berkshire, residents are allowed to use their pass on Readibus and West Berkshire Handybus services.

West Berkshire Council allows their pass holders to travel within West Berkshire from 9.00am to 11pm.



Q. What is the new National Bus Concession?

A. Since 1st April 2006, eligible bus users have been guaranteed a minimum of free off-peak local bus travel within the local authority area in which they live. But from 1st April 2008, the new National Bus Concession will enable eligible users to get free off-peak travel on local buses anywhere in England.

Q. Who is eligible for the new concession?

A. If you are aged 60 or over, or registered disabled and live in England, you are eligible. For more information about eligibility, visit www.direct.gov.uk/buspass

Q. When exactly is off-peak travel?

A. Off peak hours are 9.30am until 11pm Monday – Friday, and all day weekends and bank holidays.

Q. What is the definition of a 'local' bus?

A. The definition of a 'local' bus will be self-evident in most cases, but in a few instances could include some longer distance buses and coach services where part of their route is registered as a local bus service. If in doubt, pass holders can check with the service operator or local authority that issued the pass.

Q. Will I be able to enjoy free travel everywhere within the UK?

A. No, the concession will only apply within England.

Q. Is it only applicable to buses?

A. The new concession applies just to bus travel but some authorities offer additional services like trains or trams or travel before 9.30am. Check with your local authority to find out exactly what services are covered in your area.

Q. If I visit an area that offers additional services will I be entitled to them?

A. Probably not. As a general rule local authorities will only provide additional services for their own residents. Some authorities, however, may

provide them – check with the relevant authority in the area to which you intend to travel.

Q. I don't live in London, but I visit relatives there occasionally. Will I be able to enjoy the same benefits as a Freedom Pass holder if I travel there?

A. No. Because those benefits are paid for by the London authorities. Only London Freedom Pass holders will be able to enjoy additional local travel on the tube, trains and trams. You will, however, be able to enjoy the statutory national concession of free off-peak bus travel when visiting the capital.

Q. Lost/stolen pass?

A. A fee of £15 will be charged for lost passes. This fee will be waived if a crime reference number is quoted which can be checked. Please allow up to 10 working days for replacement.

TRAVEL TOKENS

The travel tokens are a local West Berkshire Council scheme. They can be used on local buses, trains, community transport, taxis and certain coaches on journeys made within West Berkshire. Please check with individual operators if they accept travel tokens before making your journey.

To obtain your travel tokens, an application form can be collected from West Berkshire Council Offices in Market Street, Newbury; your local West Berkshire library (not Newbury) or Community Information Centre. Please take along with you suitable documents of identification (proof of age and address) in order to collect your travel tokens. Please note travel tokens are reduced on a quarterly basis with the scheme year starting in April of each year.



SHOPMOBILITY

Shopmobility loans out electric scooters and both powered and manual wheelchairs – in main town centres – to people who need them for their shopping, personal business and/or leisure.

Depending upon the location a small charge may be made for the loan, or a donation may be accepted.

This service is aimed at people who have a mobility problem today. It is just as much for people who have a short-term mobility problem, as it is for registered disabled people.

Please note if you would like to register with any Shopmobility Centres in Newbury, Reading, Basingstoke or Swindon, you will need two forms of identification with your name and address on.

Longer-term loans can sometimes be arranged.

NEWBURY

Northbrook multi-storey car park (ground floor).

01635 523854

**Tuesday – Saturday
09.30 – 16.00**

READING (The Oracle)

**Monday – Saturday 10.00 – 17.00
Sunday 11.00 – 15.00**

Also for information on shoppers assistants phone:

0118 959 2020

OTHER NEARBY SCHEMES

Basingstoke

(Lower Church Street, by the foot-bridge)

Monday – Friday 09.00 – 16.30

Saturday 09.00 – 16.00

Sunday 11.00 – 16.00

01256 476066

Swindon (Wyvern Car Park, Islington Street)

01793 512621

BUSES TO HOSPITALS

IN NEWBURY



To West Berkshire Community Hospital

Newbury Buses 11, 11A & 12, Weavaway Travel 10 & 12. All depart from Newbury Bus Station & Thatcham Broadway.



Please note: There is a new guide with timings from Newbury bus station and Thatcham Broadway.

Visit www.westberks.gov.uk or call 01635 503248 for a copy.

IN READING

All buses in Reading Town Centre follow the one-way bus loop, and serve specific stops around the loop. The stops in Reading are identifiable by a two letter code. The tables below list the bus stops at some key streets on the loop.



To Royal Berkshire Hospital

Service	Station Hill	Friar Street	Market Place	Kings Road
9 Reading Buses	SK	MA	MF
18 Reading Buses	SJ	FL, FS	MF
19 Reading Buses	SJ	FS	ME
28 Reading Buses	FL, FS	MF
42 Reading Buses	SC	FS	MF
144 Thames Travel	SK	MA	MF

Please note: Services 18 and 28 serve parts of Calcot, Tilehurst and Purley and may avoid a change of bus in central Reading.

CALL-A-BUS



Call-A-Bus is a different type of bus service operating within West Berkshire.

Like the bus services you are familiar with it has its own route and timetable. However, it differs in that in certain areas you can ask the driver to divert from the usual route to collect you, or drop you off. You will need to pre-book these arrangements (for which there is no additional fare!) on **0118 975 3070**.

Call-A-Bus 90 & 95 operate between Hungerford and Lambourn and Upper Lambourn. The areas where the bus will divert from its route to collect/drop you include Upper Lambourn, Lambourn, Eastbury, East Garston, Membury, Great Shefford, Shefford Woodlands & Hungerford Newtown.

Call-A-Bus is funded by the Government's Rural Bus Challenge Scheme.

VILLAGE SHOPPER CLUB

West Berkshire Council is trialing a "Village Shopper Club" to help those who do not have access to a local bus service to take them to Newbury for shopping, etc.

The scheme is currently in its infancy so full details are not yet available. To register your interest, or to receive a membership form, or just for up to date information, contact the Transport Services team at West Berkshire on **01635 503248**.

It should be noted that it will not be possible to provide a personal taxi-like service. Also, areas will only be served on one day per week or fortnight, and that because of the popularity of Thursday for shopping, it will not be possible to serve all areas on that day. Timings will not be negotiable, the service will run to a timetable just as a bus service does.

Aldworth and West Woodhay are the two villages taking part in the trial, and as the scheme is expanded, the local parish councils will be informed.



COMMUNITY CARE TRANSPORT

West Berkshire Council's Community Services and Community Care Departments provide transport to clients living independently in the community, or in residential or nursing homes.

Specialised vehicles are used with staff who are friendly, helpful and sensitive to your specific needs.

Transport is provided for a variety of activities including visits to day care centres, medical centres and outings further afield. It is also provided on behalf of a wide variety of organisations including the Stroke Club, Friendship Clubs, Dementia Club and Mencap.

To find out if you are eligible for help please phone Monday to Friday (0900 to 1700), the respective section:

- **Community Care (disabled, elderly or frail adults): 0845 601 4726**
- **Children, Young People and Families: 01635 503090**
- **People with Learning Disabilities: 01635 520120**
- **People with Mental Health Problems: 01635 292020**
- **Physical Disability Team: 01635 523108**

More information is available on the Council's website www.westberks.gov.uk

TAXIS & PRIVATE HIRE CARS



For contact details of Taxis and Private Hire Cars please refer to Yellow Pages, or phone any of the new Directory Enquiry providers.

Taxi Ranks in West Berkshire are located at:

- **Newbury Rail Station (both sides)**
- **Newbury Market Place**
- **Newbury Northbrook Street (by the Clock Tower)**
- **Thatcham Broadway**

Most local taxis and private hire cars will accept West Berkshire Travel Tokens without a premium being charged. However, do please confirm this before making your journey.



Wheelchair accessible taxis

65 Special	01635 33200 www.65specialtaxi.com
Crown Wheelchair Travel	0118 987 6002
Porter's Taxis	07721 404914 (Mobile)
Taffs Taxi	07818 426011 (Mobile)



BRITISH RED CROSS

The British Red Cross offers three types of Transport to people who cannot use public services.

1. Volunteers, using their own cars, offer a service to those able to walk to and from a car.
2. Disabled Passenger Vehicles are able to carry people in their wheelchairs together with seated passengers.
3. Ambulances are available for those requiring a stretcher or specialist medical equipment

Group trips and outings can be arranged. Long distance journeys to and from anywhere in the country can be provided. Because of the need to co-ordinate volunteer drivers, at least one week's notice should be given.

All transport needs are booked and co-ordinated from the Berkshire Branch HQ in Reading:

0118 929 0500

Mondays-Fridays

09.00 – 17.00

www.redcross.org.uk



South Central Ambulance Service **NHS**
NHS Trust

SOUTH CENTRAL AMBULANCE SERVICE NHS TRUST

As well as providing the emergency ambulance service, The South Central Ambulance Service NHS Trust also provides a home-to-hospital service, based on medical need, for people attending appointments.



Wherever possible patients should use public transport or ask a friend to help. Ambulances are much in demand and hence only people with very specific needs can be helped in this way.

The booking of an ambulance is made by your doctor's practice or by your hospital clinic and at least 24 hours notice must be given.

Escorts can be carried but only if there is a medical need for a patient to be accompanied.

If, for any reason, a patient cannot travel when arranged, the doctor's practice or the hospital clinic should be told. They can then cancel this booking.

More information can be found at
www.southcentralambulance.nhs.uk

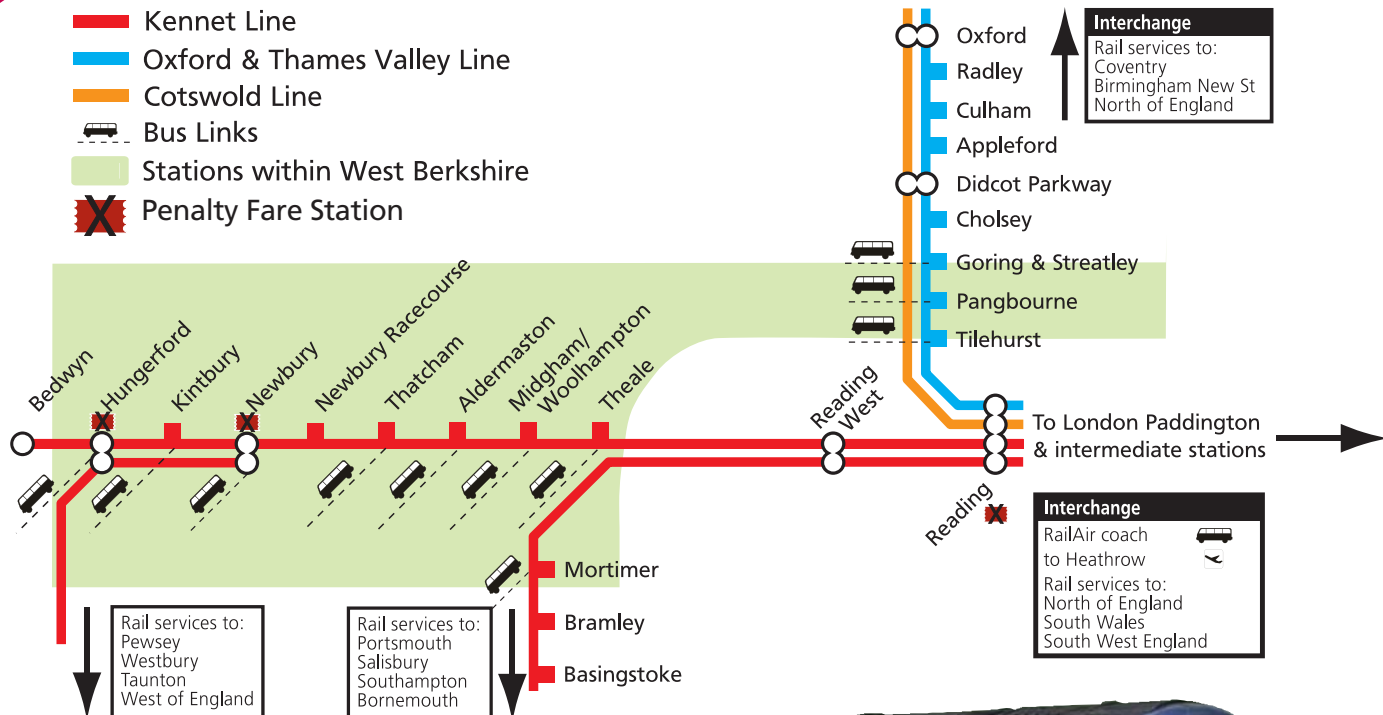
or

0118 936 5500

RAIL SERVICES



- Kennet Line
- Oxford & Thames Valley Line
- Cotswold Line
- Bus Links
- Stations within West Berkshire
- Penalty Fare Station



Train information

National Rail Enquiries:
08457 48 49 50

National Rail Enquiries Minicom service:
0845 60 50 600
(24 Hours, Local Call)



TrainTracker Text

Real-time information to your mobile. See the website below for more details.

www.nationalrail.co.uk

Combined 'TrainBus' tickets are now available for travel by train and on local buses in Newbury/Thatcham, Reading and Basingstoke. For details ask at the ticket office. Or phone:

0845 7000 125
(First Great Western)
www.firstgreatwestern.co.uk



For more information on combined 'TrainBus' tickets go to
www.plusbus.info

Continued overleaf...

ACCESSIBLE RAILWAY STATIONS

- Aldermaston (Level access to all platforms),
- Bedwyn (Ramp from Reading direction platform),
- Didcot Parkway (Lifts to platforms 2, 3, 4 & 5. Platform 1 little used),
- Goring & Streatley
(Level access to Reading bound platform only),
- Hungerford (Ramp to Reading direction platform),
- Kintbury (Ramp to Bedwyn direction platform),
- Midgham
(Level access to Reading bound platform only),
- Mortimer
(Level access to Reading bound platform only),
- Newbury (Level access to platform 3 adjacent to platform 2),
- Pangbourne
(Level access to Reading Bound platform only),
- Reading (Lifts to all platforms),
- Thatcham (Ramp to Reading bound platform)

24 hours notice is required from all passengers needing assistance at manned stations and on trains.

Due to the difference in height between platforms and trains, wheelchair bound passengers need a ramp from the platform to enter and leave a train.

Disabled Customer Help:
First Great Western
0800 197 1329



USEFUL TRANSPORT TELEPHONE NUMBERS

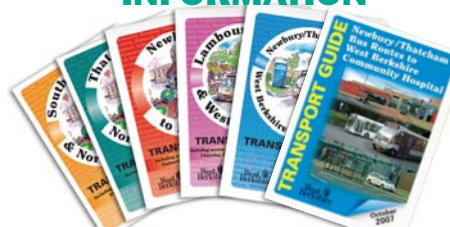


USEFUL TRANSPORT TELEPHONE NUMBERS

- **Traveline**..... **0871 200 2233**
Public transport & timetable information
www.traveline.info
- 🚆 **National Rail Enquires**.... **0845 748 4950**
(Textphone) **0845 605 0600**
www.nationalrail.co.uk
- 🚌 **National Express Coach**.. **0870 580 8080**
(Minicom users) **0121 455 0086**
www.nationalexpress.com



OTHER TRANSPORT PUBLIC ACCESS INFORMATION



Bus timetables, cycling maps and walking guides are available from West Berkshire Council offices, libraries, Tourist information Centre and other outlets.

