

Passenger Transport in West Berkshire



Including services for people with restricted mobility

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 Telephone
  Email
  Write to
  Website
 Fax/Answerphone
  Minicom Users

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tell us whether you think it is easy to use, and also if you find the information has gaps or details have become out of date.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,
Market Street,
Newbury, Berkshire
RG14 5LD**

 **01635 503248**

 **Email: transport@westberks.gov.uk**

BLUE BADGE PARKING SCHEME



The 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** who regularly drive a vehicle but cannot turn a steering wheel by hand.

Blue badges are issued by the Parking Team and they 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 Council
Blue Badge Team:

 **01635 503276/7**

CAR & MINIBUS SCHEMES IN WEST BERKSHIRE

COMMUNITY CAR SCHEMES

Volunteers, using their own cars, help the 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.



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.

Please note:

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. (Please see pages 8-9 for more details)

BURGHFIELD AND MORTIMER VOLUNTEER BUREAU:

Contact: Monica Clark on
 **0118 983 1814**
 
 Times: **Mon-Fri 0930 – 1130**
 Area covered: Burghfield, Mortimer, Stratfield Mortimer, Sulhamstead & Upton Nervet.

BURGHFIELD AND MORTIMER HANDYBUS:

Contact: Martyn Sheppard on
 **0118 983 6611**
  
 Area covered: Burghfield, Mortimer, Stratfield Mortimer, Sulhamstead & Upton Nervet.

CAREBUS VOLUNTEER GROUP:

52 Parkers Corner, Englefield,
 Reading RG7 5JR
 Telephone: **0118 930 4837**    
 E-mail: **carebus@btconnect.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 0NL    
 Handybus:  **01488 683304**
 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 0JG

☎ Telephone: 01488 657119

Contact: **John Head**

Times: **Mon-Fri 0900 – 1100**

Area covered: Kintbury, Inkpen, West Woodhay, Stockcross & Wickham.

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



STANDBY VOLUNTEER GROUP:

The Surgery, Cock Lane,
Southend Bradfield, Reading RG7 6HR

☎ Telephone: 0118 974 4972

Contact: **Peter Moulder**

Times: **Mon and Wed 1000 – 1200**

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



LAMBOURN VOLUNTEER GROUP:

☎ Telephone: 01488 71536

Contact: **Jane McCarthy**

Times: **Mon and Thurs 1000 – 1200**

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



THATCHAM VOLUNTEER BUREAU:

20 Gilbert Court, Thatcham, RG18 3AG

Car scheme: ☎ 01635 862306

Handybus: ☎ 01635 874666

🌐 Website: www.thatchamvolunteering.org.uk

Times: **Mon-Fri 1000 – 1200**

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



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 & Tilehurst (Denefield ward only). 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.



VOLUNTEER CENTRE WEST BERKSHIRE:

1 Bolton Place, Newbury RG14 1AJ

🌐 Website: www.volunteerwestberks.org.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 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.

time, say a couple of hours a week, volunteer transport scheme to become involved or the Berkshire on ☎ 01635 49004.

The ReadiBus West Berkshire Dial-a-Ride provides a door-to-door service for people with restricted mobility who cannot use conventional public transport.

Please note prior to using the ReadiBus service you will need to register with them directly on ☎ 0118 931 000 or @info@readibus.co.uk

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 Sainsbury's 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: info@readibus.co.uk



Hospital Travel BENEFIT

If your travel is to a hospital and you are in receipt of Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance and Pension Credit, 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 doctors surgeries and hospitals (Patient Information Point) with information on travel to hospital for NHS treatments and other health costs.

For more details please ring Department of Health Customer Services Centre ☎ 020 7210 4850 (Minicom users 📠 020 7210 5025) and ask for 'HC11' or visit 🌐 www.dh.gov.uk



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.

The Ark Trust

☎ **01344 755528**

🌐 www.theark.org.uk

✉ email: info@theark.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.



add bus travel around town to your train ticket

A PLUSBUS ticket can save you money, and is more convenient than buying separate tickets for several journeys. You pay a set amount for each day's unlimited bus travel, in addition to your train fare.



"What is PLUSBUS?"

PLUSBUS is a bus ticket that you buy with your train ticket. PLUSBUS gives you **unlimited bus travel** around town, at the start, the finish, or both ends of your train journey. With a valid PLUSBUS ticket you can make as many journeys as you like on all participating bus operators services. PLUSBUS is now available to 216 towns and cities across Britain.

A PLUSBUS ticket is **great value** and can **save you money**. It is also **more convenient** than buying separate tickets for several journeys. A PLUSBUS ticket costs a set amount each day, in addition to your train fare.

For bus travel at the start of your journey, please buy your PLUSBUS ticket in advance from a station (or by phone and have it posted to you).

Ask for PLUSBUS when buying your train ticket. It can save you money and is more convenient.

"How does it work?"

Ask for PLUSBUS when buying your train ticket at the station (or by phone) and say whether you want bus travel at the start, the finish, or both ends of your train journey. You will be issued with one (or more) tickets for your train and bus travel in one convenient transaction. The ticket(s) that are valid for bus travel will have either an origin or destination station name with '+BUS' printed after it for example: **NEWBURY+BUS**. Simply show this ticket to the driver as you get on the bus.

Each town with a PLUSBUS ticket has **one zone covering the whole urban area**. You can travel as much as you like on participating bus operators services within this zone. Zone maps for all PLUSBUS served towns and cities are now available on the PLUSBUS website. To see the Zone map for your town, go to the '**Towns & Cities**' and search for your town. PLUSBUS is currently available to customers travelling by train to Newbury and Reading stations.



For more information go to 🌐 www.plusbus.info



BUS SERVICE OPERATORS



Low floor buses

Barnes Coaches

☎ 01793 821303

Great Shefford – Wantage (Service 82)
East Grafton – Hungerford – Newbury (222)

🌐 www.barnescoaches.co.uk **BARNES COACHES LTD.**

DJ Travel

☎ 0118 933 3725

West Ilsley – Aldworth – Tidmarsh – Reading (74)
Beech Hill – Mortimer – Beenham – Newbury (75/75A)

🌐 www.dj-travel.co.uk

GoRide

☎ 0844 870 8397

North Newbury circular (5, 5A)
Lambourn – Hungerford (90)
Lambourn – Newbury (95)

🌐 www.goridebus.co.uk

goride

Heyfordian Travel - All

☎ 01869 241500

Newbury – Great Shefford – Lambourn (4)
Newbury – Kintbury – Hungerford (13)
Goring – Streatley – Cholsey – Moulsoford –
Wallingford (135)

🌐 www.heyfordian.travel

Heyfordian

Horseman Coaches

☎ 0118 975 3811

Beech Hill – Reading (154)

HORSEMAN COACHES

Jacs Travel

☎ 01635 582929

Stanford Dingley – Reading (73)
Stanford Dingley – Newbury (76) *Jacs Travel*

National Express

☎ 08717 818178

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

national express

Newbury Buses

☎ 0118 959 4000

Newbury – The Ilsleys (6, 6A)

🌐 www.newbury-buses.co.uk

Newbury **buses**

🌐 www.westberks.gov.uk/transport

Newbury & District - All

☎ 01635 33855

Newbury – Wash Common (2)
Newbury – Greenham – Tesco (8)
Newbury – Thatcham evening service (100)
Newbury – Cold Ash – Bradfield – Tilehurst (101)
Newbury – Kennet Heath-Thatcham (102)
Newbury – New Greenham Park – Bishop's Green (103)
Newbury – Tadley-Tilehurst (104/105)
Newbury – Brightwalton – Peasemore (107)

🌐 www.newburyanddistrict.co.uk **newbury & district**

Reading Buses - All

☎ 0118 959 4000

Greater Reading Town Services

Newbury – Woolhampton – Reading (JetBlack 1)
Mortimer – Burghfield – Reading (Vitality 2, 2A)
Tadley – Burghfield – Reading (Vitality 2A)
Purley/Tilehurst/Calcot – Reading
(15, 16, 17, 26, 28, 33, 33A)

🌐 www.reading-buses.co.uk

Reading **times**

Stagecoach Hampshire Bus

☎ 0871 200 2233

Tadley – Basingstoke (Jazz 2)
Newbury – Penwood – Andover (7)
Newbury – Greenham – Basingstoke (The Link)
Tadley – Basingstoke (14/15)
Newbury – Burghclere – Woolton Hill
Newbury – Ecchinswell – Burghclere
– Kingsclere (21/22/23/24)

Stagecoach

Stewarts of Mortimer

☎ 0118 983 1231

Mortimer Church – Mortimer Railway Station

🌐 www.somph.co.uk

Stewarts

Thamesdown Transport

☎ 01793 428428

Hungerford – Aldbourne – Swindon (46)
Swindon – Lambourn (47)

🌐 www.thamesdown-transport.co.uk **Thamesdown**

Thames Travel

☎ 01491 837 988

Goring & Streatley – Upper Basildon – Pangbourne –
Reading (132 & 133)

🌐 www.thames-travel.co.uk

Thames Travel

Wiltshire Bus

☎ 01380 722393

Hungerford – Great Bedwyn – Marlborough
(20, 20A, 22, X2)

Wiltshire



CONCESSIONARY FARES SCHEME

West Berkshire Council operates concessionary schemes as follows: People of eligible age qualify for a National Off-Peak Bus Pass. Also any person with a disability who is 5+ years will be eligible for a disabled National Off-Peak Bus Pass or Local Companion Pass. Applicants must reside permanently in the West Berkshire area.

- Is blind or partially sighted.
- Is profoundly or severely deaf.
- Is without speech (in any language).
- Has a disability, or has suffered an injury, which has substantial and long-term adverse effect on the ability to walk. Degree of impairment should be at comparable level to that required to claim the higher rate mobility component of Disability Living Allowance.
- 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. Disability must have started before adulthood and the person should be able to qualify for specialist services and receive / received special educational provision.
- Would be refused a licence to drive a motor vehicle, on grounds other than persistent misuse of drugs or alcohol.
- Has been diagnosed with a severe long term mental health problem that has already existed for twelve months or based on confirmed expert opinion is likely to exist for twelve months. Required to be registered with the Council's Community Mental Health Team or written confirmation from the DVLA refusing the issue of a driving licence on the grounds of mental health other than persistent misuse of drugs or alcohol. If or when either of these conditions no longer apply, the pass must immediately be returned to the Council.

For a Free National Off-Peak 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, Council Offices, Market Street, Newbury, Berkshire, RG14 5LD**

Application forms can be downloaded from the website address below or obtained from West Berkshire Council Offices in Market Street, Newbury; or your local West Berkshire library (not Newbury), or by ringing the Concessionary Fares Team.

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

🌐 www.westberks.gov.uk/concessionaryfares



📞 **01635 519800**

Customers who require the help of a carer when travelling on the buses at all times 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.

Change to the age of eligibility for National Bus Pass as of 6 April 2010

A person is entitled for concessionary bus travel when they reach the eligible age, which is: People born before 6 April 1950 are eligible for concessionary bus travel from their 60th birthday.

People born after 5 April 1950 and before 6 April 1955 will become eligible for concessionary bus travel between their 60th and 65th birthdays. Their precise age of eligibility will depend on their individual date of birth. Men will be eligible when they reach the pensionable age of a woman born on the same day.

People born after 5 April 1955 will not become eligible for concessionary bus travel until they are 65 or older (in line with future planned changes to the state pension age).

For more information about eligibility, visit

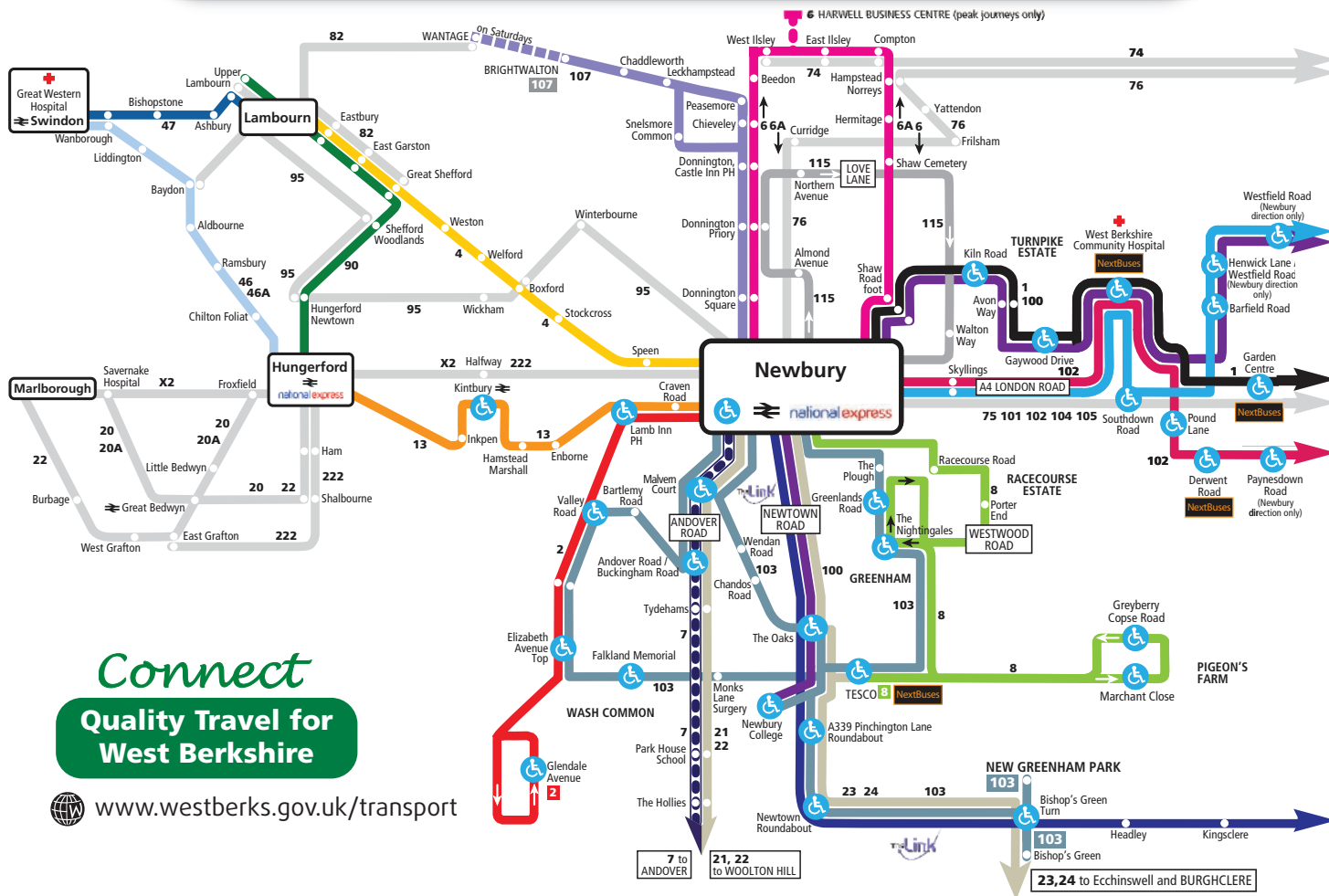
🌐 www.westberks.gov.uk/concessionaryfares

THE NATIONAL BUS CONCESSION

[illegible]

A. A fee of £15 will be charged for lost passes. This fee will be waived if you can provide a letter from the Police Crime Incident Management Unit with a valid crime reference number. Please allow up to 10 working days for replacement.

WEST BERKSHIRE LOCAL BUS SERVICES MAP



Connect
Quality Travel for
West Berkshire

 www.westberks.gov.uk/transport

 Real Time bus information display at stop

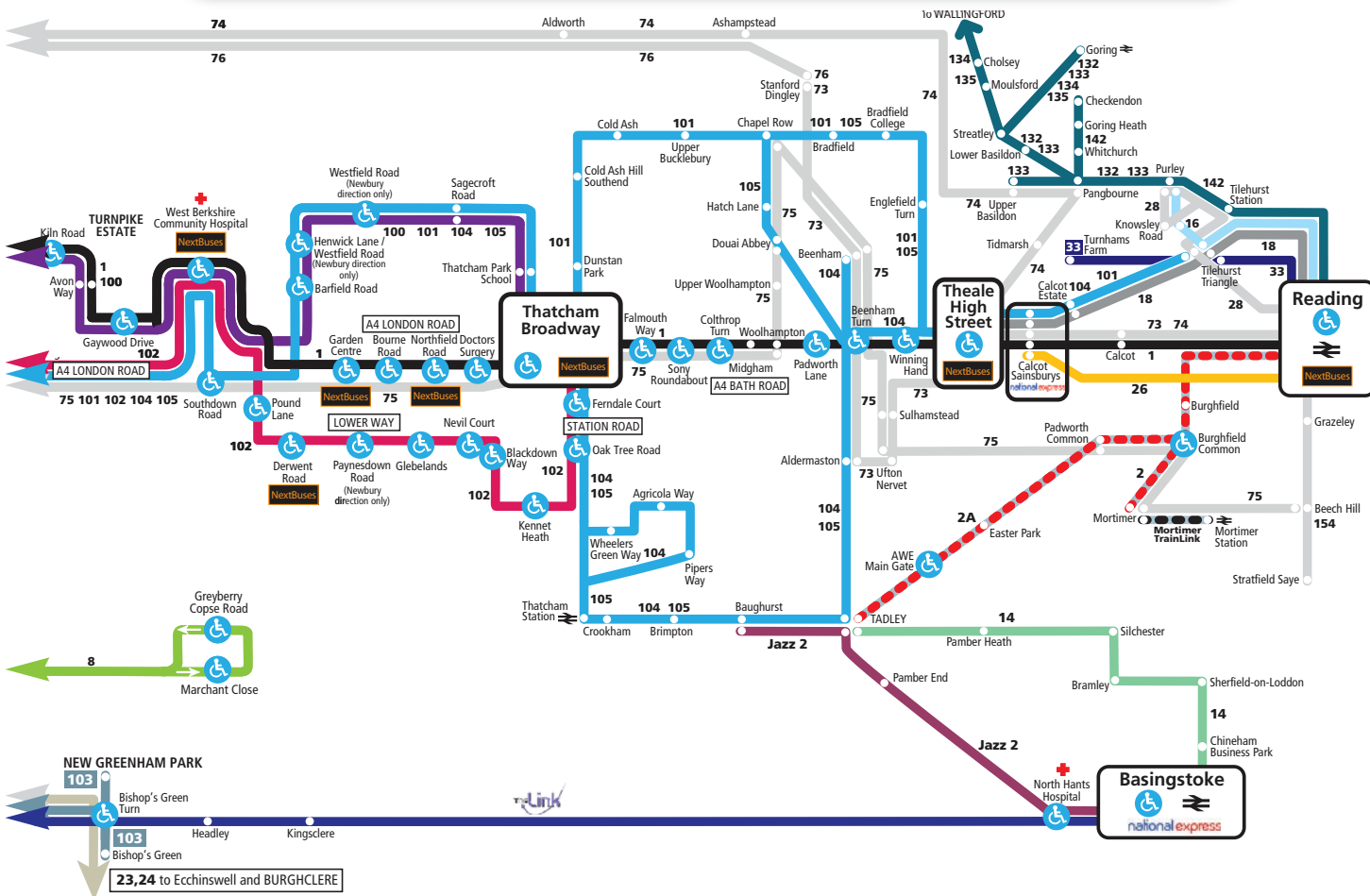


Wheelchair accessible stops

 Rail interchange nearby

Service jetblack 1	Service 2	Services 2, 2A	Service 13 (to become 3)	Service 4	Services 6, 6A	Service 7	Service 8	Service 14	Service 16
Reading transport	Newbury & district	Reading transport	Heyfordian	Heyfordian	Reading transport	Stagecoach	Newbury & district	Stagecoach	Reading transport
Service 18	Services 21, 22, 23, 24	Service 26	Service 28	Service 33	Services 73, 76	Services 74, 75	Service 100	Services 101, 104, 105	Service 102
Reading transport	Stagecoach	Reading transport	Reading transport	Reading transport	Jazz Travel	DJ Travel	Newbury & district	Newbury & district	Newbury & district
Service 103	Service 107	Service 115	Services 132, 133	Service 154	Service Link	Service Jazz 2			
Newbury & district	Newbury & district	Newbury & district	Thames Travel	THAMES VALLEY	Stagecoach	Stagecoach			

WEST BERKSHIRE LOCAL BUS SERVICES MAP



NextBuses Real Time bus information display at stop

Wheelchair accessible stops

Rail interchange nearby

national express

08717 818178

www.nationalexpress.com

Disabled Persons Helpline: 08717 818179

Minicom users: 0121 455 00 86

NATIONAL RAIL CONNECTIONS

08457 48 49 50

www.nationalrail.co.uk

Minicom users: 0845 60 50 600

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

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**
Monday – Saturday
09.30 – 16.00

READING (The Oracle)

Monday – Saturday 10.00 – 17.00
Sunday 11.00 – 17.00

Also for information on shoppers assistants phone:

 **0118 965 9008**

OTHER NEARBY SCHEMES

Basingstoke

(Lower Church Street, by the foot-bridge)

Monday – Friday 09.00 – 16.30

Saturday 09.00 – 16.00

 **01256 476066**

Swindon (Wyvern Car Park, Islington Street)

Monday – Saturday 09.00 – 16.30

 **01793 512621**

MINICOM USERS

 **01793 512625**

BUSES TO HOSPITALS



IN NEWBURY

To West Berkshire
Community Hospital

Reading Buses
(JetBlack 1),
Newbury & District
100, 101, 102, 104 &
105. These depart
from Newbury Bus
Station & Thatcham
Broadway.



IN READING

The table below
details the bus
services in Reading
that go to the Royal
Berkshire Hospital.
Bus stops in
Reading are
identifiable by a
two letter code.
The tables below
list the bus stops at
some key streets in
the town.

To Royal Berkshire
Hospital

Service	Station Area	Friar Street	Market Place	Kings Road
9	Reading Buses	EA		MA MF
19/19A	Reading Buses	EP	FM	MA MF
144	Thames Travel	EB		MA MF
N9	Reading Buses	EA		MA MF

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.

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.

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

- Adult Social Care (ASC) (disabled, elderly or frail adults): ☎ 01635 503050
- Children, Young People and Families: ☎ 01635 503090
- People with Learning Disabilities (CTPLD): ☎ 01635 503551
- Community Mental Health Team (CMHT): ☎ 01635 292020
- Physical Disability Team (PD): ☎ 01635 503550

Personal budgets were introduced in April 2011. So please see if you are eligible for assistance.

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:

- Northbrook Street - East and West sides at the northern end
- The Wharf
- Market Street
- Thatcham High Street - West side
- Hungerford High Street

Ranks on private land:

- Newbury Railway Station - North and South sides
- Thatcham Railway Station



South Central Ambulance Service **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.

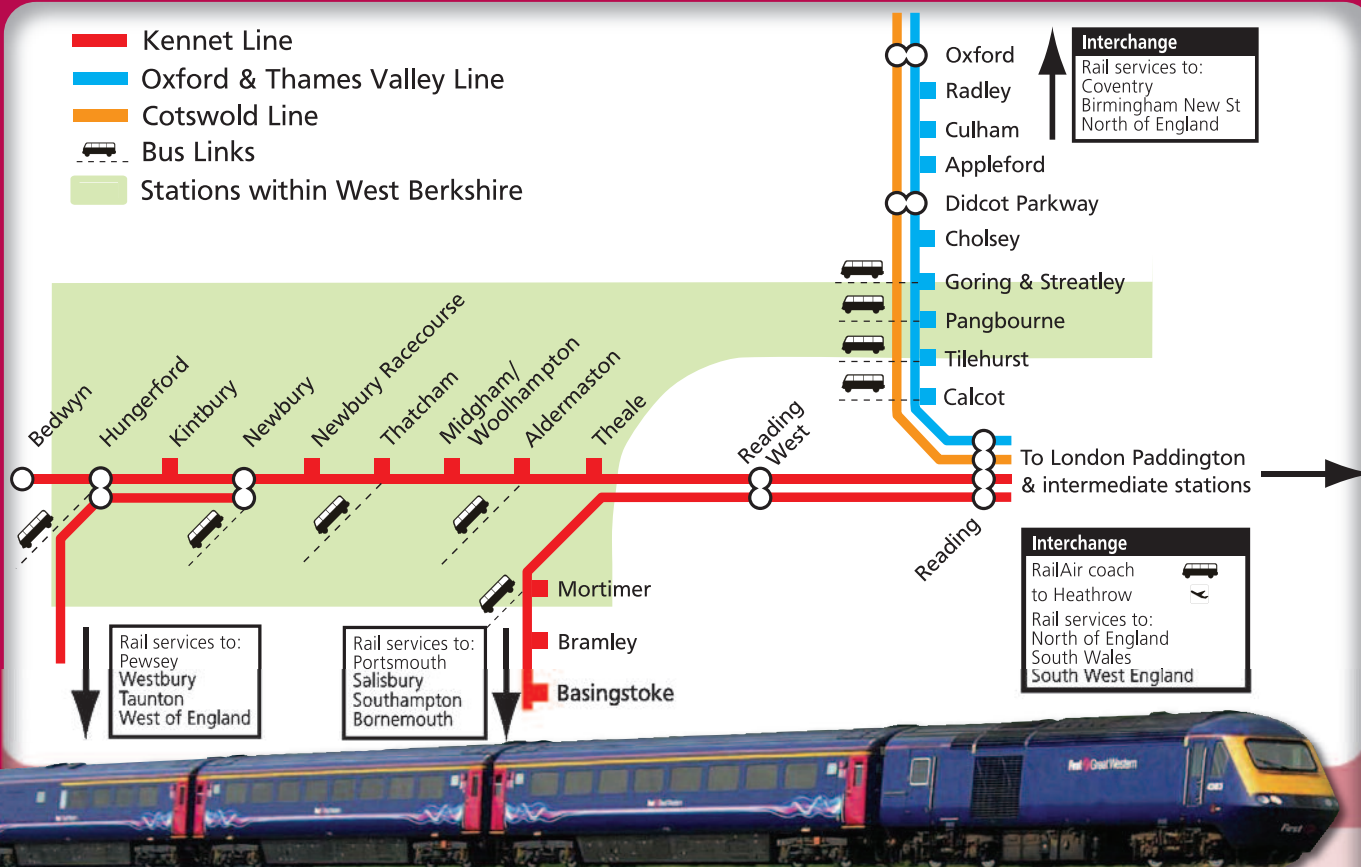
More information can be found at www.southcentralambulance.nhs.uk

or

☎ **0300 100 0024**

Option 1

RAIL SERVICES



Train information

National Rail Enquiries:

08457 48 49 50

National Rail Enquiries Minicom service:

0845 60 50 600

(24 Hours, Local Call)



TrainTracker Text

0871 200 49 50

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

www.nationalrail.co.uk

Combined train and bus 'PLUSBUS' 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:

First Great Western

0845 7000 125

Minicom users: 18001 0800 197 1329

www.firstgreatwestern.co.uk



For more information on combined 'TrainBus' tickets go to

www.plusbus.info

Continued overleaf...

ACCESS TO RAILWAY STATIONS

- **Aldermaston** (Level access on either side of station from adjoining roadway)
- **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 direction platform, ramp access with handrails to Bedwyn direction platform)
- **Mortimer** (Level access to Reading bound platform only)
- **Newbury** (Level access on either side of station from adjoining roadway)
- **Newbury Racecourse** (No step free access to any part of the station)
- **Pangbourne** (Level access to Reading Bound platform only)
- **Reading** (Lifts to all platforms) [Redevelopment to April 2013]
- **Thatcham** (Ramp to Reading bound platform)
- **Theale** (No step free access to any part of the station)

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 users need a ramp from the platform to enter and leave a train.

First Great Western

Disabled Customer Help:

 **0800 197 1329**

USEFUL TRANSPORT TELEPHONE NUMBERS



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 **Traveline**..... **0871 200 2233**
Public transport & timetable information
 www.traveline.info

 **National Rail Enquiries**..... **0845 748 4950**
(Minicom users)  **0845 605 0600**
 www.nationalrail.co.uk

 **National Express Coach**..... **08717 81 81 78**
(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.



This booklet has been produced by:



 www.westberks.gov.uk/transport

 01635 503248

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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.

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