

## Transport Services (P20)



**Torbay Disability Information Service**  
Torbay and South Devon NHS Foundation Trust  
4<sup>th</sup> Floor, Union House  
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Torquay  
TQ1 3YA

Tel: 0300 456 8373  
Email: [dis.torbay@nhs.net](mailto:dis.torbay@nhs.net)

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*On receipt of a new version, please destroy all previous versions.*

## Document Information

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**Important:** Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at

[www.torbayandsouthdevon.nhs.uk/disinfosheets](http://www.torbayandsouthdevon.nhs.uk/disinfosheets) or call the Disability Information Service on 0300 456 8373

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## About this information sheet

This is one of a series of regularly updated local information sheets that aim to meet the most common information needs of people with disabilities and carers in Torbay.

Where possible, we try to keep our information up to date. However, we cannot guarantee that all our information is constantly up to date - details change often and there may be changes to services of which we are not aware. If you know of a change to any of the services listed, please advise us of this so that we can amend the details.

The information should be used as a guide only, as it may not cover all the organisations that can help with your needs. Torbay Disability Information Service (part of Torbay and South Devon NHS Foundation Trust) cannot guarantee the accuracy of the information, or the quality of service provided by the organisations. No liability can be accepted for loss, damage, or injury arising out of any contract made by a private individual with any of the organisations listed.

Details change often, so please make sure you are using the current edition. Latest copies of the sheets are published on the following website page:

[www.torbayandsouthdevon.nhs.uk/disinfosheets](http://www.torbayandsouthdevon.nhs.uk/disinfosheets)

If you do not have Internet access, you can ask for single copies from our office.

A full list of our other information sheet titles can be found at the end of this sheet.

**Information can be made available in other formats and languages. Please let us know what your needs are.**

Torbay Disability Information Service  
4<sup>th</sup> Floor, Union House, Union Street, Torquay, TQ1 3YA  
Telephone: 0300 456 8373 Email: [dis.torbay@nhs.net](mailto:dis.torbay@nhs.net)

## Public Transport

### Accessible Buses

Most Stagecoach Devon buses are low floor and wheelchair accessible.

### Journey Assistance Cards and Access Schemes

Standard Journey Assistance Cards are available for those who need a bit more help when using the bus. They are designed to make it easier for you to let your bus driver know what extra help you need and can be used at any time of the day, 7 days a week on any bus service. You can apply for a Card if you have:

- Limited vision or hearing
- Difficulty in communicating.
- Special educational needs

or if:

- English is not your first language.
- You need extra time or help to find a seat.

To apply, or for further information, contact the Journey Assistance cards page on the Stagecoach website at [www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards](http://www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards) or contact Stagecoach South West Customer Experience Team on (01392) 427711 or you can email them at: [southwest.enquiries@stagecoachbus.com](mailto:southwest.enquiries@stagecoachbus.com)

### Devon Access Wallet Scheme

If you live in the Devon County Council area you may also be interested in the above scheme. The access wallet is a bright orange wallet that contains information about the help that the person travelling needs to show to transport staff. The wallet can be used on Devon bus services and Great Western Railway train

services. For further information visit [www.traveldevon.info/accessibility/devon-access-wallet](http://www.traveldevon.info/accessibility/devon-access-wallet) or contact Devon County Council Transport Co-ordination Service on (01392) 382123 or [accesswallet@devon.gov.uk](mailto:accesswallet@devon.gov.uk)

### **Mobility Scooter Permit Scheme**

Some smaller mobility scooters can be taken on low-floor buses. For further advice, contact the Stagecoach South West Customer Experience Team on (01392) 427711. You can also find out more about the Scheme by visiting [www.independentliving.co.uk/advice/can-your-scooter-go-on-public-transport/](http://www.independentliving.co.uk/advice/can-your-scooter-go-on-public-transport/)

### **Changes in age eligibility for concessionary travel**

To check the date on which you will become eligible for a bus pass by reason of age, visit <https://www.gov.uk/state-pension-age/y/bus-pass>

For further information see:

<http://www.torbay.gov.uk/concessionaryfares>

and <http://www.gov.uk/apply-for-elderly-person-bus-pass>

or: contact Torbay Council's Concessionary Fares on (01803) 207766 or email [buspass@torbay.gov.uk](mailto:buspass@torbay.gov.uk) Applications should be sent to: Concessionary Fares, Town Hall, Castle Circus, Torquay TQ1 3DR

### **Stagecoach Discount Tickets and Services**

Visit the Stagecoach Bus website at

[www.stagecoachbus.com/tickets](http://www.stagecoachbus.com/tickets) for further details.

### **Stations Made Easy**

An interactive website guide within the National Rail Enquiries website that is designed to help people with disabilities to plan their railway journey.

To access Stations Made Easy, visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk), select 'Stations and Destinations', then select the station that you want to know about and click on the Stations made Easy feature.

## Traveline

(0871) 200 22 33 (calls cost 12p per minute), text 84268

Website: [www.traveline.info](http://www.traveline.info)

Traveline is a public transport information service, which gives information on journey planning and timetables. Call centre staff can also help with travel for people with disabilities, lost property, complaints, fares and concessionary fares information. However, this may involve giving callers a different number to contact for further information.

## Concessionary Fare Schemes

- National Bus Pass

Torbay Council Concessionary Fares Team

Telephone: (01803) 207766

Email: [buspass@torbay.gov.uk](mailto:buspass@torbay.gov.uk)

Website: [www.torbay.gov.uk/roads/travel/bus-pass/](http://www.torbay.gov.uk/roads/travel/bus-pass/)

Pass giving free travel on local bus services anywhere in England. It can be used in Torbay during the off-peak times of 9.30 am to 11.00 pm on weekdays and at any time during weekends and Bank Holidays.

A pass is available to people who have reached the female state pension age (whether they are a man or a woman). A pass is also available to anyone over 5-years-old who has a disability that is permanent or long-term (likely to last for more than a year).

For full details, please refer to:

<https://www.torbay.gov.uk/roads/travel/bus-pass/disabled-bus-pass/>

To apply for a pass visit: [www.torbay.gov.uk/roads/travel/bus-pass](http://www.torbay.gov.uk/roads/travel/bus-pass) or contact the Concessionary Fares Team on (01803) 207766 for further details.

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- National Express

Assisted Travel Team, National Express, National Express House, Mill Lane, Digbeth, Birmingham, B5 6DD

Assisted Travel Team: 03717 818181

Email: [adtl@nationalexpress.com](mailto:adtl@nationalexpress.com)

Website: [www.nationalexpress.com](http://www.nationalexpress.com)

National Express sells Disabled Coachcards and Senior Coachcards. Coachcards last for a year and enable Cardholders to save a third on standard adult fares. They can be purchased in a travel agent or travel shop, online or by phone. If purchasing by phone or online there will be an additional cost.

Most National Express coaches are wheelchair-accessible. For advice about wheelchair access and assistance, or to reserve a place, contact the Assisted Travel Team at least 36 hours in advance on contact details above.

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- National Rail

National Rail Enquiries: 03457 484950

Great Western Railway: 0345 7000 125

South Western Railway: 0345 6000 650 Text: 0800 6920 792

Transport for Wales: 03333 211 202

Disabled Person's Railcard: 0345 605 0525

Textphone: 0345 601 0132

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

Website DPR: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

Website SR: [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)

The Disabled Persons Railcard allows a disabled person and an adult travelling with them to get a third off most fares.

If you are 60 years old or over you can apply for a Senior Railcard, which provides a discount of a third off Standard and First Class Anytime, Off-Peak and Advance rail fares throughout Britain.



*NB. You can find Information about rail travel schemes at local railway stations in Paignton and Torquay*

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- Tolls

Tamar Bridge:(01752) 361577 Torpoint Ferry: (01752) 812233

Email: [enquiries@tamarcrossings.org.uk](mailto:enquiries@tamarcrossings.org.uk)

Website: [www.tamarcrossings.org.uk](http://www.tamarcrossings.org.uk)

Disabled people may not have to pay the full fare at some river crossings, bridges and tunnels. In most cases you have to apply in advance to get a concession.

Mobility Pass Smartcards are available for travellers with disabilities who use Tamar Bridge and Torpoint Ferry - these entitle the holder to use the Tamar Bridge and Torpoint Ferry free of charge up to 100 times a year.

For details of toll concessions in other areas, call providers direct (see contact details in the column on the left) or refer to the GOV.UK website at: <https://www.gov.uk/toll-concessions>

*NB. Toll concessions can change – it is advisable to check before you travel.*

## **Ambulance Services**

Please note that this section gives details of ambulance services, where ambulances are available locally. For ambulance services in other areas of Devon, visit Professional Ambulance Services: [www.ambulanceservices.co.uk](http://www.ambulanceservices.co.uk) or Pinpoint Devon at [www.pinpointdevon.co.uk](http://www.pinpointdevon.co.uk)

- Devon EMS Ambulance and First Aid Services  
4 Orkney Close, Torquay, TQ2 7DS  
Telephone: (01803) 315251 or (01626) 437480  
Email: [services@devonems.org](mailto:services@devonems.org)  
Website: [www.devonems.org](http://www.devonems.org)

CQC registered patient transport service provided by Devon Ambulance and First Aid Services CIC. The service has double crewed ambulance crew plus single crewed wheelchair ambulance/car. All crew have appropriate PTS training. The service has a few wheelchair accessible, and stretcher carrying vehicles and offers patient transport (to hospital, GP and dental appointments, etc.) in a single crewed car (which can be wheelchair accessible) or an ambulance-based transfer service which may be local or over a longer distance.

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- First Care Ambulance Ltd.  
Unit 16/17 Kestrel Business Park,  
Kestrel Way, Sowton, Exeter, EX2 7JS  
Telephone: (01392) 438522  
Email: [office@firstcareambulance.net](mailto:office@firstcareambulance.net)  
Website: <https://firstcareambulance.net>

CQC registered ambulance service offering a range of services, including non-emergency patient transport. All staff have enhanced DBS checks prior to employment and renewed as per company policy. Operates across the county (including Torbay) and nationwide and operates a 24/7 Monday to Sunday service.

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- South West Region St John Ambulance - Patient Transport  
Head Office: St John Ambulance, St. John House, 5 Broadfield Close, Sheffield, S8 0XN  
Telephone: 0370 0104 950  
Website: [www.sja.org.uk](http://www.sja.org.uk)

CQC registered service offering a range of transport solutions, tailored to meet patient needs. Costs are based on mileage. Quotes given when enquiring about transport.

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### **Wheelchair-accessible Taxi Services**

Note: for assistance with travel to your G.P. surgery, please contact your surgery's patient support group, if it has one.

- Brixham Taxis  
6A Fore St. Brixham, TQ5 8DS  
Telephone: (01803) 853000  
Email: [brixhamtaxis@btconnect.com](mailto:brixhamtaxis@btconnect.com)  
Operates one 6-seater wheelchair-accessible vehicle, which can carry electric wheelchairs and scooters. It is adapted with ramps and wide doorways. All drivers are DBS (previously CRB) checked. Booking service is available each day until 1 am. The wheelchair accessible taxi can be booked for local journeys. Advance booking is needed.
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- RTK A1 Mobility Cars

Telephone: (01803) 266662 or 07796 264925

Email: [rknapman@aol.com](mailto:rknapman@aol.com)

Operates 2 wheelchair-accessible vehicles, each of which can carry 1 wheelchair and 2 passengers. Taxis can carry electric and manual wheelchairs and scooters. They are adapted with hydraulic lifts, ramps, wide doorways, wheelchair clamps and sliding equipment. All drivers are DBS (previously CRB) checked. Booking service is available 24/7. Wheelchair accessible taxis can be booked for any time. Taxis can be booked for short or long distances.

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- The Wheelchair Taxi Company

The Strand, Torquay, TQ1 2AA

Contact Name: Nick Holtom, Owner

Telephone: (01803) 644644

Email: [enquiries@wheelchair.taxi](mailto:enquiries@wheelchair.taxi)

Website: [www.wheelchair.taxi](http://www.wheelchair.taxi)

Operates 6 wheelchair-accessible taxis, which are able to carry from 1 wheelchair and 2 passengers to 2 wheelchairs and 6 passengers. Taxis can carry electric and manual wheelchairs and scooters. They are adapted with hydraulic lifts, ramps, wide doorways, wheelchair clamps and sliding equipment. All drivers are DBS (previously CRB) checked. Booking service is available from Monday to Friday 9.00 am - 5.00 pm. Availability outside these hours requires advance notice but cannot be guaranteed. Taxis can be booked for short or long distances.

## Community and Voluntary Transport

Please note that there is no organisation offering free door to door transport in Torbay.

### Car Sharing Schemes

- Carshare Devon; Liftshare

Website: [www.devon.liftshare.com](http://www.devon.liftshare.com) or [www.liftshare.com](http://www.liftshare.com)

Part of the national Liftshare network, Carshare Devon offers a free online service that links drivers and passengers to share car journeys. Car share to work, school, the shops or leisure trips anywhere in Devon and beyond. You don't have to own a car to take part.

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### Voluntary Groups

- Karing Voluntary Group

260 Torquay Road, Preston, Paignton, TQ3 2EZ

Telephone: (01803) 524799

Email: [office@karing.org.uk](mailto:office@karing.org.uk) Website: [www.karing.org.uk](http://www.karing.org.uk)

Charity that provides a range of services for older people and people with disabilities in Torbay, including transport to medical appointments.

*NB. Transport is not wheelchair accessible (although a wheelchair may be carried in the car boot) and help to get in and out of the car is not available as transport is provided by volunteers.*

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- Newton Abbot Community Transport (includes Shopmobility)

Multi-storey Car Park (near Bus Station)  
Sherborne Road, Newton Abbot, TQ12 2QY  
Telephone: (01626) 335775  
Email: [manager@newtonabbotcta.org](mailto:manager@newtonabbotcta.org)  
Website: [www.newtonabbotcta.org](http://www.newtonabbotcta.org)

Provides a range of transport options, particularly for less mobile people. Please contact Newton Abbot CTA for more details.

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## Private Accessible Vehicle Hire Services

### Self-Drive

- Adapted Vehicle Hire Ltd.

Unit 508, Stone Close, West Drayton, Middlesex, UB7 8JU  
Telephone: 01895 439 111  
Email: [info@adaptedvehiclehire.com](mailto:info@adaptedvehiclehire.com)  
Website: [www.adaptedvehiclehire.com](http://www.adaptedvehiclehire.com)

Provides adapted vehicles for disabled drivers, including road tax and licence fees, theft cover (excess may apply), unlimited mileage and breakdown cover.

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- Brotherwood Automobility Ltd.  
Lambert House, Pillar Box Lane  
Beer Hackett, Sherborne, Dorset, DT9 6QP  
Telephone: 0330 1747 555  
Email: via website  
Website: [www.brotherwood.com](http://www.brotherwood.com)

Converted wheelchair-accessible vehicles available for short or long-term hire. Vehicles can be collected from the factory in Beer Hackett, Dorset or delivered at an extra cost – contact service for details.

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- GM Coachwork Group  
Teign Valley, Trusham, Newton Abbot, TQ13 0NX  
For Cars: (01626) 855057      For Minibuses: (01626) 855050  
Website: [www.gmselect.co.uk](http://www.gmselect.co.uk)

GM Coachwork has a few used wheelchair accessible vehicles for hire (under its GM Select brand), available from 3 days upwards.

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## Hire with Driver

- Torbay Minibuses  
Telephone: (01803) 883311  
Email: [contact@torbayminibuses.co.uk](mailto:contact@torbayminibuses.co.uk)  
Website: [www.torbayminibuses.co.uk](http://www.torbayminibuses.co.uk)

Minibus hire service for people with disabilities, providing a vehicle and driver. All drivers are DBS (previously CRB) checked. Offers escorted trips and excursions.

Service can be provided at any time, but please note that journeys need to be pre-booked.

## Transport to Hospital

### NHS Healthcare Travel Costs Scheme

Under this Scheme, patients on certain benefits may be able to receive help with travel costs. In most cases you are expected to pay for your travel and claim back the costs from the hospital cashier - you will need to show your travel receipts, appointment letter and proof of benefits. Advance payments can be applied for if needed. Claims can be made up to 3 months after the appointment by using the form HC5(T), available on the NHS website at: <https://www.nhs.uk/nhs-services/help-with-health-costs/healthcare-travel-costs-scheme-htcs/> or from hospitals or Jobcentre Plus offices. You can also request a copy by calling 0300 123 0849. For help with the form call 0300 330 1343.

Help with costs is available to patients who meet the criteria, regardless of where treatment is given. Qualifying benefits: Income Support, income-based Job Seeker's Allowance, income related Employment and Support Allowance, Tax Credits, Pension Credit Guarantee Credit and Universal Credit (if criteria met). Patients on very low incomes may also qualify for help via the NHS Low Income Scheme. For details, see HC1, 'Help with Health Costs', available on the NHS website at <https://www.nhs.uk/nhs-services/help-with-health-costs/help-with-health-costs-for-people-getting-universal-credit/> or call the helpline on 0300 330 1343.

- Patient Transport Service – Hospital Car Service  
Torbay Hospital, Newton Road Torquay, TQ2 7AA  
Telephone: (01803) 656777  
Query appointments: (01803) 656555  
Website: [www.torbayandsouthdevon.nhs.uk](http://www.torbayandsouthdevon.nhs.uk)

### Other Titles in this Series

Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p.4).



<b>For Disability Support Series</b>	
Bathing and Showering	P02
Domiciliary Care Agencies	P05
Equipment Centres	P07
Equipment Hire and Loan Services (including wheelchair hire)	P08
Finding Funding for Extra Needs	P12
Home Maintenance Services and Building Adaptations	P10
Home Visiting Services	P23
Housework, Domestic Help and Laundry Services	P11
Housing Options for Older People	P25
Keeping Safe and Warm at Home	P13
Leisure and Day Opportunities	P28
Meal Delivery Services	P14
Shop Delivery Services	P16
Telecare (includes community alarm systems)	P04
Transport Services	P20
<b>Care Home Series</b>	
Care Homes: Assisted Living Torbay	C03
Care Homes: Nursing, Torbay	C02
Care Homes: Residential Torbay	C01

*If you have any concerns or require further support with topics that are not mentioned above and are not sure where to go or who to contact, please contact Disability Information Service and we will try our best to help you.*

### **Further Information and Advice**

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 21 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

No referral is necessary. Simply call us on **0300 456 8373** or email us at **[dis.torbay@nhs.net](mailto:dis.torbay@nhs.net)**

We offer:

- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and guidance on disability-related social security issues, including benefit checks.
- Over 40 web-based information sheets covering the questions that we get asked most frequently.

**Opening hours:** Monday to Friday, 9.00am to 4.00pm

- **Signposts for Carers**

*Signposts for Carers* is Torbay's dedicated telephone support service providing specialist information and advice to unpaid carers in Torbay. Contact *Signposts* in confidence to find out about services, equipment, benefits and rights. Support is available on a short or long-term basis.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

Telephone: (01803) 666620

Email: [signposts@nhs.net](mailto:signposts@nhs.net)

## Feedback Sheet

### Was this information sheet useful?

We are keen to ensure that this information sheet is relevant to your needs and clear. We would be grateful if you would take a moment to answer the questions below and send your response to us either by email at [dis.torbay@nhs.net](mailto:dis.torbay@nhs.net) or by post.

### Our address is:

Torbay Disability Information Service  
4<sup>th</sup> Floor, Union House

Union Street  
Torquay TQ1 3YA

**Q: Where did you get this information sheet from?**

**Q: How old are you?**

**Q: Was the information easy to read and helpful? (Please tick one box only)**

- Very Easy
- Fairly Easy
- Undecided
- Fairly Difficult
- Very Difficult

**Q: How might we improve it?**

**Q: What local disability related support do you struggle to find out about?**

***Note: Please contact us on 0300 456 8373 if you need help or have questions about the contents of this information sheet.***



**Partners in Care** Ref: DIS, P20 – November 2023

This document can be available in other languages and formats.

For more information telephone 0300 456 8373.