Cheshire West & Chester Council

Information about Alternative Transport

Community and Voluntary Transport Schemes in the borough of Cheshire West and Chester

Throughout Cheshire West and Chester, including its rural areas, the Council promotes their Community and Voluntary Transport schemes. The providers over the years have increased their coverage of these key services across the borough. These schemes offer accessible transport to individuals who are unable to use conventional public transport and for people with disabilities.

Community Transport and Voluntary Transport is recognised for providing crucial services to residents who are less able to access key services and for those people with disabilities. These door-to-door services ensure people get out and about, helping to address social isolation issues and encouraging people to join in community activities. Travel on these services to doctors, dentist and hospital appointments, shopping, visiting friends and much more.

To help residents within the borough gain a better understanding of the transport options available and areas covered, the Council has produced this leaflet capturing the transport schemes offered including alternative options for consideration.

The schemes available are as follows:

Community Transport - Operates Borough wide

Community Car Schemes - Operates Borough wide

Evening Safe Transport - Chester and Ellesmere Port areas

Concessionary Bus Pass

Approved Taxi Operator List

Cheshire West and Chester

Throughout Cheshire West and Chester, including its rural areas, the Council promotes many different community and voluntary transport schemes. These include services for people with disabilities.

Chester, Ellesmere Port and Neston area

PlusBus for Chester, Ellesmere Port and Neston

About: PlusBus is a door-to-door minibus service for those who have mobility difficulties and cannot use public transport. PlusBus can be used for going shopping, visiting friends, attending social clubs, going to the doctor and many other reasons. Journeys are available between 9am to 11pm, Monday to Saturday, and between 9am to 6pm on Sundays. PlusBus is provided by ECT charity.

Cost: A single journey costs £3.00 and a return costs £5.00. Charges are per person and apply to all passengers including companions.

Telephone: For general enquiries, registration and bookings, call **0151 357 4420**. Lines are open 9am to 4.30pm Monday to Friday.

Evening Safe Transport Chester: Monday to Saturday 6pm to 10.30pm. Bookings are accepted one day in advance on **0151 357 4423**. The telephone line is open 11am to 1pm Monday to Friday. Same charges apply £3.00 single, £5.00 return.

Ellesmere Port and Neston Community Car Scheme

About: The Community Car Scheme offers transport to doctors appointments, dentist appointments, hospital appointments and social visits.

The Community Group Transport offers an affordable service, taking many local community groups to meetings and social events including transportation to luncheon clubs.

You must register with the company before using their services and booking in advance is required.

Cost: £3.00 up to three miles then 50p per mile thereafter.

Evening Safe Transport Ellesmere Port: Tuesday, Thursday and Saturday: £3.00 single/£5.00 return. **Telephone: 0151 355 3739**.

* Chester Area Community Car Scheme

About: This service is available to people who are without private transport and unable to access public transport to make their journey. Cheshire Community Car Scheme can help you with your journey to appointments such as dental, opticians, doctors, and social activities such as visiting friends or relatives and to trips to the supermarket. With a group of car owners each volunteering a little of their time, they are able to help you, your neighbours and friends with transport. The service covers the old district boundaries for Chester and parts of Ellesmere Port, so extends as far as Malpas in the south and up to Ledsham in the north. The service is run by Cheshire Communiy Action. In busy periods, the scheme prioritises health care appointments and as the drivers are volunteers there is no guarantee of transport but every endeavour is made to fulfill requests for journeys.

You must register with the scheme before using their services and booking in advance is required. There is an annual registration fee of £20 payable and a registration from can be obtained by calling Cheshire Community Action on **01244 400222**.

Cost: £2.50 up to 5 miles then 50p per mile thereafter.

More information can be found on the website **www.cheshireaction.org.uk**.

* This service is subject to availability of volunteers.

Vale Royal area

Community Transport

About: The Dial a Ride scheme is a door-to-door transport scheme for people who find using public transport difficult. All the minibuses used are wheelchair accessible and bookings are taken the day before the passenger wishes to travel. To use this service you must complete a membership form and become a registered user. The service is run by the Cheshire Community Development Trust.

Cost: Northwich and Frodsham £3.00 single £5.00 return / Winsford £2.00 single £3.00 return.

Telephone: 01606 784100.

Rural Community Transport

About: This transport scheme is available to anyone living in the rural areas around Northwich and Winsford, including Oakmere, Wincham, Plumley, Anderton, Delamere and Tarporley. The service operates Wednesday to Friday. Bookings are taken the day before you wish to travel. To use this service you must complete a membership form and become a registered user. The service is run by the Cheshire Community Development Trust.

Cost: £3.00 charge before 9.30am, thereafter eligible members can use their concessionary bus pass for free travel.

Telephone: 01606 784100.

* Community Car Scheme

About: Using volunteer drivers, the scheme takes passengers to appointments. The service asks for two or three days notice and a small charge will apply. For more information telephone the number below.

Cost: Minimum charge £2.50 per journey up to five miles then 50p per mile.

Telephone: 01606 784100.

* This service is subject to availability of volunteers.

Please note: Community Transport is a door-to-door multi drop-off service. Availability varies throughout the day.

The English National Concessionary Bus Pass

English National Concessionary Bus Passes are offered to permanent residents of Cheshire West and Chester of eligible age (in line with the state pensionable age) and eligible disabled residents.

On journeys starting in Cheshire West and Chester, Halton or Warrington:

- Monday - Friday between 9.30am and last bus: **Free fare** (full fare before 9.30am)
- Saturday, Sunday and Bank Holidays: **Free fare**.

On journeys starting in Cheshire East:

- Monday - Friday before 9.30am: **Half fare** (Cheshire Concessionary Card holders only)
- Monday - Friday between 9.30am and last bus: **Free fare**
- Saturday, Sunday and Bank Holidays: **Free fare**
- These same concessions apply to bus services going into Wales providing the journey starts or ends in Cheshire boundary.

In the rest of England:

- Monday - Friday between 9.30am - 11pm: **Free fare**
- Saturday, Sunday and Bank Holidays: **Free fare**.

Telephone: 0871 200 22 33, Traveline for more information on local bus services.

Telephone the concessionary travel team **01244 973353**, for details on how to apply and general enquiries.

Taxi Operator List

If you'd prefer to continue to use a Taxi Service and pay for transport yourself, we can provide you with an approved Taxi Operator list that has been certified as safe and reputable.

If you would like this list or for more information, please contact the concessionary travel team.
Telephone: 01244 973353

Accessing Cheshire West and Chester Council information and services.

Council information is also available in audio, braille, large print or other formats.
If you would like a copy in a different format, in another language or require a British Sign Language interpreter, please email us at: **equalities@cheshirewestandchester.gov.uk**

Telephone: 0300 123 8 123 **Textphone:** 18001 01606 867 670
Email: equalities@cheshirewestandchester.gov.uk
Web: www.cheshirewestandchester.gov.uk

Please be aware that all information contained in this booklet is subject to change.
Please contact the relevant operators for the latest details.