

# Suffolk Coastal Disability Forum Guide to Accessible Transport in Suffolk Coastal



We are aware that being able to access suitable transport is very important to people with mobility impairments. The information in this guide has been prepared by the Suffolk Coastal Disability Forum to provide contacts for public transport services that are accessible to people with mobility impairments including wheelchair users. It is necessary to book journeys with the operators listed in advance of your journey.

This guide does not include information on public bus services which do provide easy access buses.

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Using wheelchair-accessible minibuses, multi-purpose vehicles and private cars, the Coastal Accessible Transport Services (CATS) provides transport services for the general public and for community groups and charities. Their drivers are specialists in supporting frail, elderly or mobility-impaired passengers and can provide a door-to-door service on some services.

**Details of services are listed below:**

## **Booking**

**Tel:** 01728 635938 (Monday – Friday 8.30am – 4pm)

**Website:** <http://www.cats-paws.co.uk/index.php?pid=222>

**Email:** [community.transport@cats-paws.co.uk](mailto:community.transport@cats-paws.co.uk)

This Transport Service operates easy access minibuses which have low steps, handrails, and a lift for wheelchair access.

### **Available Services:**

#### **Bus Service**

- Operates Monday – Saturday 07.00 to 19.00 (not Bank Holidays)
- Available to the public
- Pre-booking is strongly advised (you can book up to 14 days in advance)
- Same day bookings are sometimes available
- Bus fare rates – concessionary bus passes accepted
- Endeavour Card accepted
- Connection to trains and onward buses available
- Start to finish journeys may be available where no alternative public transport is available
- Wheelchair accessible (advise on booking)

#### **Door to Door service**

- Based in Leiston, Woodbridge, Felixstowe & surrounding areas
- Home to shops, surgeries, friends etc.
- Disabled, mobility-impaired or elderly & rurally-isolated people eligible
- Membership registration required
- Minimum 24 hours' notice of journey
- Book up to 14 days in advance
- Fixed price Zones up to 15 miles
- Travel Vouchers accepted (no concessionary bus passes accepted)
- All vehicles wheelchair accessible

#### **Community Car**

- Available for people unable to use public transport and without own vehicle
- Home to shops, hospital, surgeries, social visits, etc.
- Not wheelchair accessible (uses drivers' private cars)
- Cost 45p per mile from drivers address
- Minimum of 48 hours' notice

### **Wheels within Wheels**

- Wheelchair accessible multi-purpose vehicle (MPV)
- Home to hospital, holiday, respite, shopping, or social visits, etc.
- Cost 45p per mile
- Minimum 48 hours' notice

### **Outings**

- Programme of day trips throughout the year
- CATS registered members eligible – see Members page for details
- Programme and costs available now from 01728 830516

### **Vehicles are also available for hire (Phone 01728 830516)**

- For local community groups
- Wheelchair accessible MPVs and minibuses (max 16 seats)
- Days, evenings, and weekends
- CATS volunteer drivers may be available
- You can use your own driver (subject to training and approval)



### **FACTS – Felixstowe Area Community Transport Service (part of CATS as above but just covering the Felixstowe Area)**

**Tel:** 01394 282857/270339

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

**Email:** [admin@factsbus.org.uk](mailto:admin@factsbus.org.uk)



## **Hour Community Framlingham**

**Tel:** 01728 440511

**Website:** <http://www.hourcommunity.co.uk/>

**Email:** [Stanford.stuart@gmail.com](mailto:Stanford.stuart@gmail.com)

Offer a hospital transport service

The Hour Community Hospital Transport Service is designed to get people directly to the hospital from door to door.

- 11-seater minibus runs three times a week – on Mondays, Wednesdays, and Fridays
- Fully wheelchair accessible

They also operate a regular programme of days out, to places or events less easily reached by public transport.

Register with them to find out more and to access services.

## **Suffolk Links – Suffolkonboard.com (Countywide)**

<http://communities.suffolkonboard.com/my-area/>

You can also find out more about which services are available from this website, just click on Suffolk Coastal and you can find out about various connecting routes. There is also an app for mobile phones.



## Accessible Taxis

### Helpful Cabs in Felixstowe

**Tel:** 01394 200127

**Website:** [www.helpfulcabs.co.uk](http://www.helpfulcabs.co.uk)

**Email:** [helpfulcabs@hotmail.co.uk](mailto:helpfulcabs@hotmail.co.uk)

Helpful Cabs offers various services as below, they have a wheelchair accessible cab and can supply a wheelchair if required. Helpful Cabs also welcome pets & offer vet transport.

- Airport transfers
- Seaports
- Hospital Runs
- Doctor Visits
- School Runs
- Vet Appointments
- Train Station Runs
- Hen & stag nights
- Mini buses
- Party buses
- Prom nights
- Day trips

They specialise in helping people to be more independent and mobile.

### M & R Cars in Woodbridge

**Tel:** 01394 386661

**Website:** [www.mandrcars.co.uk](http://www.mandrcars.co.uk)

**Email:** [info@mandrcars.co.uk](mailto:info@mandrcars.co.uk)

Have an 8 seater bus that can take 8 people or 5 people plus 3 wheelchairs

- Airport transfers
- Online booking for journeys more than 24 hours in advance
- Cab tracker app

### **Travel Safe in Swiland**

**Tel:** 01473 784570

**Website:** <https://www.travelsafelimited.com/>

**Email:** Forms on the website

- 8 seater minibus with hydraulic lift (up to 3 wheelchairs)
- 4 8 seater minibuses with rear ramp (up to 3 wheelchairs)
- All the usual services offered including days out and airport transfers

### **Hart Cars in Saxmundham**

**Tel:** 01728 602009

**Website:** <http://saxhartcars.co.uk/>

**Email:** [hartcarsprivatehire@gmail.com](mailto:hartcarsprivatehire@gmail.com)

### **Avenue Taxis in Ipswich**

**(covers Ipswich, Kesgrave, Woodbridge, Felixstowe, and surrounding areas)**

**Tel:** 01473 888888

**Website:** <http://www.avenue-taxis.co.uk/>

App available for mobile phones

They have wheelchair accessible taxis and some of the services offered are:

- Days/trips out
- Airport transfers

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### **Want to view this online or get further copies?**

Please follow this link to our pages on the east Suffolk website:

<http://www.eastsuffolk.gov.uk/community/disability-forums/suffolk-coastal-disability-forum/>

The information within this guide does not constitute a recommendation of the operator listed – it simply provides contact details.

The information was collated in November, 2017. If you have any comments to make concerning the information within it please contact Suffolk Coastal Disability Forum via the Secretary.

**Secretary:**

Margaret Morris

[margaretamorris@hotmail.com](mailto:margaretamorris@hotmail.com)

**Tel:** 01394 274345

# Suffolk Coastal Disability Forum

The Suffolk Coastal Disability Forum is set up as a reference group to assist Suffolk Coastal District Council to listen, learn and consult with disabled people.

It creates opportunities for disabled people, their families, and disability organisations in Suffolk Coastal district to come together to:

- Consult directly with Suffolk Coastal District Council services and facilities
- Provide a collective and stronger voice on all issues of disability
- Make a difference
- Improve lives

It meets 4 times a year in January, April, July and October and further details concerning dates and venues can be obtained from the secretary.

**You can also find out more information from our web pages at:**

<http://www.eastsuffolk.gov.uk/community/disability-forums/suffolk-coastal-disability-forum/>

