

# Community and public transport



Active



Independent



East Cambridgeshire  
District Council

## Community Transport

Community transport is for anyone of any age who does not have their own transport and who cannot access public transport services easily.

In East Cambridgeshire, the people who use these services are generally older people, those with a disability and those who are isolated because of the rural nature of the district.

Payment may vary from one provider to another. Service users may contribute towards the cost of fuel, join as a member or pay a subsidised cost for the journey. This leaflet provides information on schemes that are run in East Cambridgeshire.

Under 16s must be accompanied by an adult.



## Community Car Schemes

Many of the community car schemes provide transport for social and medical purposes, such as GP appointments, opticians, dentists, picking up prescriptions, visiting friends, and shopping.

They can also undertake journeys to visit friends and family in hospital, and outpatient department appointments, although drivers may not be able to wait long for return visits. Ask your local scheme for more details.

### East Cambs Social Car Scheme

Community car scheme for people in Ely and surrounding areas.

**01353 666553**

**[carscheme@vcaec.org.uk](mailto:carscheme@vcaec.org.uk)**

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



### Driving Miss Daisy Newmarket

Community car service covering Newmarket and surrounding area including East Cambridgeshire and West Suffolk.

**0333 014 6211**

**07525 872 936**

**[newmarket@drivingmissdaisy.co.uk](mailto:newmarket@drivingmissdaisy.co.uk)**

**[www.drivingmissdaisy.co.uk/Newmarket](http://www.drivingmissdaisy.co.uk/Newmarket)**

### Burwell Village Help Scheme

Community car scheme for residents of Burwell and Reach.

**07399 154913**

### Three Rivers Car Scheme

Community car scheme covering Chippenham, Fordham, Isleham, Kennett and Snailwell.

**07549 892322**

### Community Car Service – East Cambs

Community car service covering Fordham, Burwell, the Swaffhams, Dullingham, Stetchworth, Ashley and Cheveley.

**01638 664304**

**[info@thevoluntarynetwork.org](mailto:info@thevoluntarynetwork.org)**

**[www.thevoluntarynetwork.org](http://www.thevoluntarynetwork.org)**

## Voluntary and dial-a-ride services

### FACT – Dial-a-car

FACT Community Transport is a charity serving the East Cambridgeshire, Fenland and Huntingdon areas, for people who have no other means of transport. This service is based on your needs and can be used to take you to appointments, shopping, or anywhere you need to go that you cannot get to.

All cars are specially adapted to accommodate one wheelchair user and up to three passengers and have been designed to ensure every passenger feels safe, secure and enjoys their journey. This is a pre-bookable service and is unable to take same day bookings.

You must be a member of FACT to use this service.

**01354 661234**

**[info@cotransport.org](mailto:info@cotransport.org)**

**[www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)**

### Dial-A-Ride Service – East Cambs

Offers a Connecting Communities service in many areas of the district; for longer journeys, the service will connect you to other bus or train services.

Connecting Communities can be used for social, appointments, study, shopping or work.

All journeys are pre-booked.

**01638 664304**

**[info@thevoluntarynetwork.org](mailto:info@thevoluntarynetwork.org)**

**[www.thevoluntarynetwork.org](http://www.thevoluntarynetwork.org)**

### Minibus hire

Ely and Newmarket areas

Both FACT and The Voluntary Network in Newmarket have 12 to 16-seat wheelchair-accessible minibuses. Community groups and clubs, as well as not-for-profit organisations, can hire these vehicles with a driver supplied.

Please contact FACT on **01354 661234** and The Voluntary Network on **01638 608080**.



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## Public transport

The Traveline website provides comprehensive information for all local public transport services and offers door-to-door journey planning across the whole of England, Scotland and Wales.

**0871 200 2233 [www.traveline.info](http://www.traveline.info)**

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## Bus services

### Stephensons of Essex

Stephensons of Essex operate the 8A, 9A, 11, 12, 12A and 112 (formerly 12) services.

**01702 541511**

**[www.stephensonsofessex.com](http://www.stephensonsofessex.com)**

Timetables: [stephensonsofessex.com/service-timetables/](http://stephensonsofessex.com/service-timetables/)

### Ely Zipper

Dews Coaches run the Ely Zipper and Ely Zipper 2 services Monday-Saturday. The Ely Zipper service runs between Ely, Lancaster Way Business Park, Witcham, Haddenham, Wilburton, Stretham and Little Thetford.

The Ely Zipper 2 service runs between Ely, Lancaster Way Business Park, Witchford, Sutton, Mepal and Chatteris.

**01487 740241 [sales@dews-coaches.com](mailto:sales@dews-coaches.com)**

**[www.dews-coaches.com](http://www.dews-coaches.com)**

Timetables: [www.dews-coaches.com/local-bus-service.php](http://www.dews-coaches.com/local-bus-service.php)

### Stagecoach East

The Stagecoach East number 9 service links Littleport, Ely, Stretham and Cambridge with an hourly frequency at peak times.

**0345 241 8000 [www.stagecoachbus.com](http://www.stagecoachbus.com)**

**[customer.service@stagecoachbus.com](mailto:customer.service@stagecoachbus.com)**

Timetables: [www.stagecoachbus.com/timetables](http://www.stagecoachbus.com/timetables)

### Free bus pass (concessionary bus pass)

Visit the Cambridgeshire and Peterborough Combined Authority Transport website to check if you are eligible for a free bus pass and how you can apply. Your local library staff can help you to apply, they will take your picture, upload your documents and help complete your application. Ask your local library for more details.

## Trains

The district is well served by railway, with Ely acting as the main junction linking with London King's Cross, Stansted Airport, Cambridge, King's Lynn, Peterborough, Norwich and Birmingham.

There is a taxi rank at Ely station.

Other stations in the district include: Kennett, Dullingham, Newmarket, Soham and Littleport.

For timetables and other information contact National Rail on **03457 484 950**, **[www.nationalrail.co.uk](http://www.nationalrail.co.uk)**

The main train operators in East Cambridgeshire are

- Greater Anglia **[www.greateranglia.co.uk](http://www.greateranglia.co.uk)**  
**0345 600 7245**
- Great Northern **[www.greatnorthernrail.com](http://www.greatnorthernrail.com)** **0345 026 4700**
- East Midlands Railways **0345 712 5678**,  
**[www.eastmidlandsrailway.co.uk](http://www.eastmidlandsrailway.co.uk)**
- Cross Country **[www.crosscountrytrains.co.uk](http://www.crosscountrytrains.co.uk)** **03447 369123**

If you would like assistance when making a journey, such as help getting on or off a train, or ramps for a wheelchair, you can book this in advance. It is advisable to pre-book at least two hours before you travel, you can find out more information on your train company website or on National Rail: **[www.nationalrail.co.uk/stations\\_destinations/passenger-assist.aspx](http://www.nationalrail.co.uk/stations_destinations/passenger-assist.aspx)**

## Railcards

A Railcard saves you money on almost every journey you take. Take one long journey, or a few shorter ones, and you'll already have made your money back. And no matter who you are, there's a Railcard for you.

**[www.railcard.co.uk](http://www.railcard.co.uk)**  
**0345 3000 250**  
or visit a staffed train station.



## Taxi services

Local taxi services, provided in Ely and surrounding areas, which are able to accommodate wheelchairs are below.

Journeys need to be pre-booked and availability of services may be limited.

### Fencabs

**01353 669966**

The family-run company operates with new eco-friendly hybrid cars and minibuses among its fleet of vehicles.

### A2B Taxi cabs

**01353 661010**

Purpose-built vehicles are fitted with the latest equipment to assist with the loading/unloading and safe fastening of wheelchairs into the taxis.

## Shopmobility

Shopmobility schemes can lend manual wheelchairs and powered scooters to members of the public with limited mobility to shop or visit leisure and other facilities within the town or shopping centre.

### Ely

Ely Museum, The Old Gaol,  
Market Street, Ely, Cambs CB7 4LS

**01353 666655**

### Newmarket

Newmarket Shopmobility  
Customer Information Office,  
The Guineas Shopping Centre,  
Newmarket, Suffolk, CB8 8EQ

**01638 719749**



## Blue Badges

Blue Badge permits provide parking concessions if you have severe mobility problems and have difficulty using public transport. Blue Badge holders can either be the driver or the passenger of the vehicle they are travelling in.

You can apply for or renew a Blue Badge at [www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge) or **0343 100 1000**

More information about who is eligible for a Blue Badge can be found on Cambridgeshire County Council's website.

People with disabilities can park free of charge in all the District Council's car parks for an unlimited period of time as long as:

- ▶ a valid Blue Badge is displayed on the dashboard of the vehicle
- ▶ the registered disabled person is either driving or a passenger
- ▶ the vehicle is parked within a bay (not double yellow lines)

## Need more help?

East Cambridgeshire District Council  
The Grange, Nutholt Lane,  
Ely, Cambridgeshire,  
CB7 4EE

**01353 665555**

**[customerservices@eastcambs.gov.uk](mailto:customerservices@eastcambs.gov.uk)**

**[www.eastcambs.gov.uk](http://www.eastcambs.gov.uk)**

If you require this document in different formats such as Braille, large print, audiotape/ CD or other languages please contact the Council's main reception or email **[translate@eastcambs.gov.uk](mailto:translate@eastcambs.gov.uk)**





