

# Community Transport Services for Norfolk and Suffolk

## Public transport

Full details of timetables and a route planner to help plan your journey can be found here:

### Norfolk

<https://www.norfolk.gov.uk/roads-and-transport/public-transport>

Call: 0871 200 2233

### Suffolk:

[www.suffolkonboard.com](http://www.suffolkonboard.com)

Call: 0345 606 6171

### Norfolk

#### Centre 81 (Great Yarmouth area)

A community bus service provided in Great Yarmouth for people with disabilities who are unable to use public transport. A fare is charged and there is an annual membership charge. For further information, or to book transport: 01493 332253.

#### Transport Plus (Norfolk)

Opening hours are 9-5 and patients must book at least three working days in advance of their journey. You can find out more including eligibility criteria at:

<https://www.norfolk.gov.uk/roads-and-transport/public-transport/community-transport/what-is-transport-plus> or call 0344 800 8020

#### Flexibus service (Norfolk)

This is a 'ring and ride' service, which anyone can use. There is no fixed timetable; instead the bus follows a route set by the pre-booked requests of passengers. Find out more here:

<https://www.norfolk.gov.uk/roads-and-transport/public-transport/buses/flexibus> or call 0344 800 8020

#### Voluntary car service

This is available for people who have difficulty travelling to essential services. There is a charge and booking requests can be made 9 am until 4pm Monday to Friday by telephoning: 0344 800 8020.

Visit our website at:

[www.greatyarmouthandwaveneyccg.nhs.uk](http://www.greatyarmouthandwaveneyccg.nhs.uk)

## **Suffolk**

### **Community transport services**

These are provided by volunteers, using their own vehicles on a non-profit making basis.

Beccles and Bungay: 01986 895665

Belton, Browston and surrounding area: 07767063986

Halesworth area community car: 01986 874290

Southwold community car services: 01502 724549

### **Door to Door Services: Suffolk Waveney**

These services offer door to door transport using fully accessible minibuses for people who are unable to access conventional bus services because of where they live, or because they have mobility difficulties.

For more information call: 01986 896896 or <http://www.bactcommunitytransport.org.uk/suffolk-waveney-door-to-door-service/>

### **Flexible bus**

Services available to anyone who is not able to access bus services directly. For more information call 0345 6066171 or: [www.suffolkonboard.com](http://www.suffolkonboard.com)

### **Concessionary travel**

You may be eligible for an Age Related Free Travel Bus Pass or a disabled person free travel bus pass. Those eligible for a bus pass but unable to access the benefits of free travel on conventional buses can waive their right to a bus pass in favour of receiving vouchers to the value of £100 per year (1 April-31 March) to use on community travel, taxis or private hire vehicles. These vouchers can be used on participating operators only. For more information you can contact:

Norfolk County Council on 0344 800 8020 or visit: <https://www.norfolk.gov.uk/roads-and-transport/public-transport/buses/concessionary-travel-pass>

Suffolk County Council on 0345 600 0659 or visit: <https://www.suffolkonboard.com/concessionary-travel/free-travel-bus-pass-voucher-scheme/travel-voucher-scheme>

### **Support with travel costs**

You may be able to get help with some of the extra costs caused by long term ill-health or disability. If you're aged 16 to 64 you could get between £22 and £141.10 a week by claiming Personal Independence Payment (PIP).

The amount you get depends on how your condition affects you, not the condition itself.

You'll be assessed by a health professional to work out the level of help you can get. Your rate will be regularly reviewed to make sure you're getting the right support.

For support to make a claim for PIP contact your local Citizens Advice Bureau:

<https://www.citizensadvice.org.uk> or call: 0344 411 1444

Visit our website at:

[www.greatyarmouthandwaveneyccg.nhs.uk](http://www.greatyarmouthandwaveneyccg.nhs.uk)