

Accessible Transport in and around Glasgow

Accessible transport is one of the 'Seven Needs' identified by disabled people as being essential for independent living. Unfortunately, at the present time there is only limited accessible public transport operating within the Greater Glasgow area.

Many railway stations within the area are not fully accessible and, in addition, the bus services are not accessible. This means that disabled people who cannot use public services and who do not have their own transport have a limited number of choices.

This factsheet contains information on accessible services that are provided by the local authority, voluntary organisations and commercial organisations. It also contains information on the concessionary schemes run by the Scottish Executive and by Strathclyde Partnership for Transport.

Scottish Government

Scotland-wide Concessionary Bus Service

This scheme allows disabled people to travel free on any local bus service, or scheduled long distance coach service, anywhere in Scotland at any time, including during the rush hour (the scheme is also available to all people aged 60 and over but the information here relates solely to disabled people). The scheme does not allow free travel on buses that charge premium fares, City Sightseeing Buses, tours or excursions.

Disabled people living on the Western Isles, Orkney and Shetland are entitled to two free return ferry journeys to the Scottish mainland every financial year. The ferry vouchers will be issued separately from the National Entitlement Card and will be automatically reissued every year.

A Scottish Citizens' National Entitlement Card (Entitlement Card), which is free, is needed to use the scheme. Everyone who applies for an Entitlement Card, whether they are applying on the basis of age or disability, must live in Scotland. To qualify for an Entitlement Card a person must be 60 years old or over, or are of fare paying age (under 60) and meet the criteria.

People aged 5 years and over, whose mobility is so bad that they need someone to help them when they travel, can apply for an Entitlement Card with companion. These allow the eligible person and one companion to travel free of charge, together for the same journey by bus. The companion can be a different person from journey to journey providing they get on and off the bus at the same places as the card holder.

There is no need for a companion cardholder to be accompanied on all journeys they make. They have the choice of whether to travel on their own or whether to have a companion with them. You qualify for a companion card if you meet the qualifying criteria. You:

- ❖ receive the higher or middle rate of the care component of Disability Living Allowance;
- ❖ receive Attendance Allowance;
- ❖ receive War Pensions Constant Attendance Allowance;
- ❖ are registered as blind;
- ❖ live in a residential home or hospital and are eligible for the higher or middle rate of the care component of DLA or attendance allowance

People who live in the area covered by Strathclyde's Concessionary Travel Scheme can also use their Entitlement Card to get cheaper fares on First ScotRail trains and the Glasgow Subway within the area covered by the Strathclyde Scheme.

Disabled people can obtain an application form from their local social work office. Information on where a person should apply can be obtained by contacting the Travel Card Unit at Strathclyde Partnership for Transport.

Strathclyde Partnership for Transport (SPT)

Strathclyde Concessionary Travel Scheme

This scheme is available to disabled people who are permanently resident in the scheme area (the former Strathclyde Regional Council area) and who meet the criteria (the scheme is also available to older people but the information here relates solely to disabled people).

The Strathclyde Concessionary Travel Scheme offers reduced fares on First ScotRail services, which start and finish within the Scheme's boundaries, and on Glasgow's Subway. Free travel is also available on named, local ferry routes serving a person's place of residence if they are permanently resident on one of the islands in the area of the Scheme or on the Cowal or Rosneath peninsulas.

The bus part element of the Strathclyde Scheme has been replaced by the new, Scotland-wide Free Bus Travel Scheme. An Entitlement Card is needed to obtain free bus travel and reduced fares on trains and the Subway.

As a result of the changes, the only public transport that still needs a Strathclyde Concessionary Travel Scheme Card for is the ferry. Any existing Strathclyde scheme cards with a ferry entitlement on it should be kept. A Companion Travel Card will also be needed for use on ferries if there is a ferry entitlement named on it. The companion must be five years old or over and must start and end their journey with the person they are helping.

Dial-a-Bus

Dial-a-Bus is available to people who are unable to use, or have difficulty in using, standard buses to access their local community. It can be used for most purposes including shopping, visiting friends, attending local clubs, doctor and health centre appointments and hospital visiting.

However, Dial-a-Bus cannot be used for hospital appointments and anyone who has difficulty attending hospital appointments should contact their GP surgery.

All vehicles are wheelchair-accessible with low-floor ramp access at the front of the vehicle. The vehicle will pick up and drop off as

near as possible to a person's home and chosen destination. The driver will assist passengers on and off the bus but not into or out of their homes. Passengers can take an escort with them if they wish.

It is at a driver's discretion to provide assistance carrying shopping for passengers. Therefore, passengers should only take on as much shopping as they are able to comfortably carry themselves.

People must hold a valid National Concessionary Entitlement Card before they can access the Dial-a-Bus service. Anyone who does not hold a card should contact the SPT Travel Card unit on 0141 333 3211. Information about the service is also on the SPT website at www.spt.co.uk

Voluntary Organisations

British Red Cross Transport & Escort Service

2 Swan Street

Glasgow

G4 0AX

Tel: 0141 332 1607

Fax: 0141 332 5948

Email: emagee@redcross.org.uk

Website: www.redcross.org.uk

The Glasgow & Renfrewshire branch operates a Transport & Escort Service and has two accessible minibuses. These minibuses are provided with a driver, and an escort if required, on a voluntary basis. There is a mileage charge based on the distance from the pick-up point to the destination and bookings must be made well in advance. Please contact Ena Magee for further information and for bookings.

Community Transport

There are a number of community transport projects operating in the Glasgow area. These projects offer local organisations access to a low cost transport solution that allows people a greater mobility and access to services that they would otherwise find difficult to use. The projects operating in the area at the present time are as follows:

1. Castlemilk

Castlemilk Community Transport Ltd
Glenwood Business Centre
45 Glenwood Place
Block B, Unit 12
Glasgow G45 9UH
Tel: 0141 630 1300
Fax: 0141 630 1363
Email: info@castlemilkcommunitytransport.org.uk
Website: www.castlemilkcommunitytransport.org.uk

2. Drumchapel

Drumchapel Community Transport
c/o Stonedyke Neighbourhood Centre
9 Belsyde Avenue
Drumchapel
Glasgow G15 6AW
Tel: 0141 944 8288

3. East End

Bringing East End Together (BEET)
PO Box 2440
Glasgow G40 9AA
Tel: 07725 571843
Email: beet_2004@yahoo.co.uk
Website: www.beetglasgow.org.uk

4. North Glasgow

North Area Transport Association (NATA)
31 Glentinar Road
Balmore Industrial Estate
Glasgow G22 7XS
Tel: 0141 336 4415
Email: info@natatransport.co.uk
Website: www.natatransport.co.uk

5. Pollok

Greater Pollok Community Transport
c/o Pollok Community Centre
134 Langton Road
Pollok
Glasgow G53 5DP
Tel: 0141 880 9981

Commercial Organisations

All of the following have some accessible transport and details of availability and costs can be obtained by contacting the provider. However the following companies, Allied Vehicles Ltd and Autobility Ltd., are the only ones in Scotland (as far as we are aware) that supply wheelchair accessible vehicles for self-drive hire and their details are as follows:

Allied Vehicles Ltd.

230 Balmore Road
Glasgow G22 6LJ
Freehone: 0800 587 9611
Tel: 0141 336 1152
Email: openroad@alliedvehicles.co.uk
Website: www.alliedvehicles.co.uk

Open Road is a new rental service for accessible cars, MPVs and minibuses from Allied Vehicles. The service has a range of wheelchair accessible vehicles that can be delivered directly to your door and are available for one day or several months.

Autobility Ltd.

Tower Garage
Main Road
Abernethy
Perth PH2 9JN
Freephone: 08002 989290
Mobile: 07775 943939
Email: info@autobility.co.uk
Website: www.autobility.co.uk

Hire vehicles are available for short, medium or long-term hire and details can be viewed on the website or by contacting the company directly. They also have used vehicles for sale, mainly ex Motability contract and these are supplied with a comprehensive warranty.

- 1. Access Travel**
13 Mosshall Grove
Newarthill
Motherwell ML1 5HW
Tel/Fax: 01698 861661
Mobile: 07973 789363
Email: Sales@accesstravel.org.uk
Website: www.accesstravel.org.uk

This company has one bus that is wheelchair accessible.

- 2. Arthurlie Taxis**
168 Cross Arthurlie Street
Barrhead
Glasgow G78 1EY
Freephone: 0800 880011
Tel: 0141 881 6565/6161/9191/0000
Fax: 0141 881 8462

This company has one minibus that is wheelchair accessible.

- 3. J W Bradley Contracts Ltd**
9 Gertrude Place
Barrhead
Glasgow G78 1JY
Tel: 0141 583 4933
Fax: 0141 560 5416

This company has a number of wheelchair accessible vehicles.

- 4. Canniesburn Taxis**
17 Carbeth Road
Milngavie
Glasgow G62 7PR
Tel: 0141 956 3333 or 942 5555
Fax: 0141 570 0058
Email: info@www.canniesburntaxis.com
Website: www.canniesburntaxis.com

This company has a number of wheelchair accessible vehicles.

5. E.D.D. Taxis & Coach Hire

68 –74 Queen Elizabeth Avenue
Hillington
Glasgow G52 4NQ
Tel: 0141 880 9191
Fax: 0141 880 9192

This company has a range of taxis and minibuses that are wheelchair accessible.

6. Glasgow Taxis Ltd.

21 Lawmoor Road
Glasgow G5 0UG
Tel: 0141 429 7070 (Taxis)
Tel: 0141 429 2900 (Administration)
Fax: 0141 420 3535
Email: office@glasgowtaxisltd.co.uk
Website: www.glasgowtaxisltd.co.uk

This is the main contact for black cabs in Glasgow. The vast majority of the cabs have ramped access for wheelchair users.

7. Hall's Coaches

Unit 2a Pickerings Corner
Castlehill Road
Wishaw ML2 0EQ
Tel: 01698 374981
Fax: 01698 374995
Mobile: 07710 559289
Email: hallscoaches@aol.com
Website: www.hallscoaches.co.uk

This company has a range of minibuses that are wheelchair accessible.

8. McDade's Coaches

John Hendry Road
Bothwell Park Industrial Estate
Uddingston

Glasgow G71 7EJ
Tel: 01698 818509

This company has a number of minibuses that are wheelchair accessible by means of a tail lift.

9. MCT Group Travel Ltd.

Nethan Street Depot
Nethan Street
Motherwell ML1 3TF
Freephone: 0800 298 5883
Tel: 01698 253091/269301
Fax: 01698 259208
Email: mctgrouptravel@hotmail.com

This company has a range of coaches and minibuses that are wheelchair accessible.

10. Marleigh Hire Services

36 Back Sneddon Street
Paisley PA3 2DD
Tel/Fax: 0141 848 1682
Mobile: 07831 380307

This company has a number of minibuses that are wheelchair accessible.

11. Rank Taxis

6D Netherdale Road
Netherton Industrial Estate
Wishaw ML2 0ER
Tel. 01698 740770

Rank Taxis has a number of black cabs that are wheelchair accessible.

12. Rays Cars & Coaches

Shawrigg Nursery
Ayr Road
Larkhall ML9 2TZ
Tel/Fax: 01698 886510

This company has a number of taxis and minibuses that are wheelchair accessible.

13. Village Cars

The Cut
Uddingston
Glasgow G71 7LT
Tel: 01698 812222/813333/814308/817171
Fax: 01698 812007

This company has a number of minibuses that are wheelchair accessible.

If you are aware of other providers of accessible transport please let us know.

GCIL does not currently have the funding or staff to carry out audits on these providers. They have all stated that they have accessible transport.

This factsheet is available in other formats, including large print, Braille, tape and computer disk. The information is also available to people on our website: www.gcil.org.uk

Glasgow Centre for Inclusive Living
117-127 Brook Street Glasgow G40 3AP
Tel: 0141 550 4455 Fax: 0141 550 4858
Textphone: 0141 554 6482

Factsheet: Accessible Transport – November 2008

GCIL is a charity registered in Scotland, charity number
SCO24299.

Registered in Scotland – company registration 161693