Information NOW
Information for people in Newcastle upon Tyne

Community transport or minibus services

Community transport is the name for minibus services that are provided by not-for-profit or social enterprise organisations for the benefit of the local community. Individuals or groups can pay to hire a mini bus or a mini bus and a driver.

The buses provide access for disabled people and for people with mobility problems by means of tail lifts or low-level suspension. All buses should be fully compliant with the Disability Discrimination Act and all drivers should be trained to provide the necessary support for passengers to meet their specific needs.

Who provides community transport services in Newcastle?

Community Transport is a city-wide organisation operating throughout Newcastle which can also offer advice with travel arrangements.

Community Transport makes minibuses with drivers available to community groups at reasonable rates.

The services that Community Transport provides include:

- 16 seater minibuses; most with accessible lifts and wheelchair-friendly interiors. These can be converted to carry wheelchairs only or a mixture of seats and spaces for wheelchairs.
- Accessible mini buses
- Drivers who are trained to the Minibus Driver Awareness Scheme (MiDAS) standard and who are subject to Disclosure and Barring Service checks (DBS)

Where else can I hire an accessible minibus?

There may also be other services available in your particular area. For example:

Gosforth and Jesmond Community Minibus has a 12 seater minibus for hire by local groups. They can provide volunteer drivers and passenger escorts if needed or you can use your own driver. Their minibus has a tail lift to give access for people with restricted mobility. They also arrange regular monthly shopping and library trips, trips to the coast or countryside.

Silverline Memories has a minibus is available for use by other non-profit making organisations for a daily charge of £50. It holds 16 passengers plus a driver, but has no lift or wheelchair spaces. Drivers must be over the age of 25 and either have the D1 entitlement on their driving licence or have driven a car for more than two years. The organisation must also hold a Section

19 permit to transport users of their service. The bus also has a Disabled Badge for ease of parking.

You could try the **Coach and Minibus comparison site in Newcastle.**

Some private hire companies also have accessible minibuses. The following have been used by not-for-profit organisations in Newcastle:

- **Keith's Coaches**
- **Walton Quality Coaches**
- **Stanley Travel**

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Useful Organisations

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: http://www.newcastle.gov.uk/AdultSocialCare

Telephone: 0191 278 7878

Address: Adult Social CarePoint Newcastle City Council, NE4 9LU

Community Transport (Newcastle)

Email: NCPassenger@communitytransport.org

Website: https://www.communitytransport.org/newcastle

Telephone: 0191 265 9267

Address: 6 Heaton Terrace, NE6 1JR

Gosforth and Jesmond Community Minibus

Email: info@gosforthcommunityminibus.co.uk

Website: https://www.gosforthcommunityminibus.co.uk

Telephone: 07926563160

Address: Gosforth and Jesmond Community Minibus, NE2 3AP

Stanley Travel

Email: sales@stanley-travel.com

Website: https://stanley-travel.com/

Telephone: 0191 242 3232

Address: Eden Terrace, DH9 7LL

Keith's Coaches

Email: sales@keithscoaches.com

Website: www.keithscoaches.com

Telephone: 0191 229 0202

Address: The Coach House, NE15 9SN

Walton Quality Coaches

Website: www.davewaltoncoaches.co.uk

Telephone: 0191 245 3846

Address: 3 Renfrew Green, NE5 3TY

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