



## **Vista's Travel Guide for Rutland**

Welcome to Vista's travel guide.

The purpose of this guide is to assist those with sight loss to make trips by bus, community transport, train and taxi, locally and across the UK, and raise awareness of the travel options available. This guide has been designed to particularly help those that live in Rutland. It has been produced with funding received from the Department for Transport.

If you need any assistance with accessing **online information** or require an alternative format, please contact Vista at **0116 249 8839**. This document is produced in multiple formats by Vista.

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## 1. Planning your journey

### Traveline

You can use Traveline's online journey planner to plan your route. This will show you routes and times for your travel. Visit **[www.traveline.info](http://www.traveline.info)** to get planning.

Traveline also has a telephone and text service which you can use if you require support when planning your journey. Telephone service: **0871 200 22 33**

Calls cost 12 pence per minute from landlines and mobiles. Text service: **84268**

Your mobile operator may charge you for your text. Traveline will charge you for their responding text.

### Moovit

You can plan your journey using the Moovit app. This also provides taxi options. Search Moovit in the Apple App Store or Google Play Store.

### Google Maps

Google also has a journey planner. It provides bus and train times. Visit **[www.google.co.uk/maps](http://www.google.co.uk/maps)**

## 2. Overview of networks

There are different travel networks available for you to view when choosing your mode of transport.

For an overview of bus and coach networks, visit page 6-7.

For an overview of train networks, visit page 10-11.

### **3. Paying for travel**

If you need to pay for your bus and train travel, you can pay cash when you travel or make payments online or via the transport provider's app. Check with the operator beforehand whether they accept cash.

For coach travel, bookings need to be made and paid for in advance.

For taxis, payment arrangements vary. Please check with the operator.

### **Personal Independence Payment (PIP)**

You may qualify for assistance with your travel costs through Personal Independence Payments (PIP).

Visit [www.gov.uk/pip](http://www.gov.uk/pip) for more information.

### **Bus passes and concessionary travel**

**Rutland County Council** offers an **Access Travel Scheme**. Residents of Rutland who are blind or partially sighted can register for concessionary travel. Currently, they offer travel tokens as an alternative to a free bus pass to those eligible via the Access Travel Scheme.



To apply for a concessionary bus pass, call **01572 722 577**. To request a form by post or email, contact **[transport@rutland.gov.uk](mailto:transport@rutland.gov.uk)**

For more information on the Access Travel Scheme and how to apply, visit **[www.rutland.gov.uk/my-community/transport/bus-passes/](http://www.rutland.gov.uk/my-community/transport/bus-passes/)**

## **Bus fares and tickets**

If you do not qualify for a free bus pass, then there is a range of different bus tickets available. For information on fares, contact your bus operator:

**Centrebus:** 0844 351 1120

**CallConnect:** 0345 263 8153

**Delaine Buses:** 01778 422866

**Mark Bland Travel:** 01780 751671

## **Disabled Person's Railcard**

A Disabled Person's Railcard is for people with a disability that makes travelling by train difficult. Purchase of this railcard will provide you with 1/3 off train travel.

## **Railcard prices**

- 1-year Railcard – £20
- 3-year Railcard – £54



To find out more information and to purchase your railcard, visit [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) or call **0345 605 0525**.

## **4. Transport options**

### **Travelling by bus and coach**

#### **Bus service providers**

There is a range of different bus service providers within Rutland. All buses have low-level access.

The main service providers are:

#### **Centrebus**

Website: [www.centrebus.info](http://www.centrebus.info)

Telephone: **0844 351 1120**

App: Search **Centrebus** in the Apple App Store or Google Play Store. With the Centrebus app you can buy tickets, track live buses and stay up to date with service announcements.

Twitter (service updates):

[www.twitter.com/centrebuslive](https://www.twitter.com/centrebuslive)

Facebook (service updates):

[www.facebook.com/centrebus/](http://www.facebook.com/centrebus/)



## **ConnectBus**

Website: [www.lincsbus.info/connectbus-app/](http://www.lincsbus.info/connectbus-app/)

Telephone: **0345 263 8153**

App: Search **ConnectBus** in the Apple App Store or Google Play Store. You can book your journey with the ConnectBus app.

Twitter (service updates): [www.twitter.com/Lincsbus](https://www.twitter.com/Lincsbus)

ConnectBus offer a limited fixed timetable service from Stamford to Oakham. Call **0345 263 8153** to find out more.

## **Delaine Buses**

Website: [www.delainebuses.com](http://www.delainebuses.com)

Telephone: **01778 422866**

Twitter (service updates):  
[www.twitter.com/delainebuses](https://www.twitter.com/delainebuses)

## **Mark Bland Travel**

Website: [www.blands.info](http://www.blands.info)

Telephone: **01780 751671**

Twitter (service updates):  
[www.twitter.com/BlandsRutland](https://www.twitter.com/BlandsRutland)



For further details on services, visit  
**[www.rutland.gov.uk/my-community/transport/bus-times-and-travel](http://www.rutland.gov.uk/my-community/transport/bus-times-and-travel)**

Contact **Rutland's Transport Team** to request enlarged copies of timetables and for any other transport enquiries by calling **01572 722577** or emailing **[transport@rutland.gov.uk](mailto:transport@rutland.gov.uk)**

## **Bus stations**

### **Oakham Bus Station**

John Street  
Oakham  
LE15 6BH

## **Accessibility**

The bus station and waiting room are all one level with seating. The waiting room is accessed by automatic doors. There is no taxi rank or customer help point.

The opening hours for the waiting room are:

Monday – Saturday: 07:00 – 19:00

Sunday: Closed



## **Bus service updates**

For live service updates, please visit the service provider's website or social media. Details can be found on page 6-7.

## **Coach service providers**

For information on local, regional and national services, visit **[www.traveline.info](http://www.traveline.info)** or call Traveline on **0871 200 22 33**.

Leicester is the nearest location that is served by the national operators of coaches.

## **Travelling by community transport**

### **Community transport providers**

Community transport is a passenger transport service owned and operated by local community groups. There are three main community transport providers for Rutland.

### **ConnectBus**

ConnectBus is a community bus service that provides door-to-door transport for people who cannot access normal public transport.



To make a journey request call **0345 263 8153** or download the **ConnectBus** app in the Apple App Store or Google Play Store.

**[www.lincsbus.info/callconnect/](http://www.lincsbus.info/callconnect/)**

### **Voluntary Action Rutland**

Voluntary Action Rutland provides social car schemes, ambulance and social transport for elderly residents and people with disabilities living in Rutland. To book or find out more, call **01572 724 705**.

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

### **Whissendine Good Neighbours Scheme**

Whissendine village operates its own volunteer-led car scheme. To book or find out more, call **0750 059 9635**.

### **Travelling by train**

#### **Rail service providers**

##### **Cross Country**

Cross Country trains run services between Birmingham New Street and Stansted Airport, via Leicester, Melton Mowbray, Stamford and Peterborough. There is one train station in Rutland at Oakham.

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



This website contains an Accessibility Menu where you can choose from a screen reader, bigger text, and more.

Telephone: **03447 369 123**

App: Search **CrossCountry Train Tickets** in the Apple App Store or Google Play Store. You can view live train times, up to date travel information and platform information using the app.

Twitter (service updates):

**[www.twitter.com/crosscountryuk](https://www.twitter.com/crosscountryuk)**

Facebook (service updates):

**[www.facebook.com/CrossCountrytrains/](https://www.facebook.com/CrossCountrytrains/)**

To make bookings, request travel information and timetables in large print and X-large print, call **03447 369 123**.

### **Rail fares, tickets and live updates**

To plan your journey, look up fares, live departures, arrivals and station information, visit

**[www.nationalrail.co.uk](http://www.nationalrail.co.uk)** or call **03457 48 49 50**.

For information on train and bus times combined, visit

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

**[www.google.co.uk/maps](http://www.google.co.uk/maps)**

## **Passenger assistance**

Passenger Assist allows you to request assistance on your train journey.

### **Passenger Assist includes:**

- offering a helping hand to navigate the station
- support when boarding the train
- meeting you from your train and taking you to your next train or the exit
- arranging a ramp on or off your train
- assistance relating to a non-visible impairment
- carrying your bag(s) – up to three items of luggage as per the National Rail Conditions of Travel

The train company you are travelling with will organise assistance for your journey, even if you travel with another train company as part of your journey.

### **How to request Passenger Assist**

Telephone: **0800 0223720**

Text: **60083**

Textphone/minicom: **0845 60 50 600**

App: **Passenger Assistance** by **Transreport**. The app is available on iOS and Android mobile devices and can be downloaded to your phone by visiting the Apple App Store or Google Play Store.

To find out more about Passenger Assist, visit [www.nationalrail.co.uk/stations\\_destinations/passenger-assist.aspx](http://www.nationalrail.co.uk/stations_destinations/passenger-assist.aspx)

## Train stations

The train station in Rutland is:

Oakham Train Station  
Station Road  
Oakham  
Rutland  
LE15 6QT

Station information:

<b>Taxi Rank</b>	<b>Staffed</b>	<b>Customer Help points</b>
Yes	Yes – information point, ticket point	Yes – platform 1 only

Ticket office opening hours:

Monday – Friday: 06:30 – 14:15  
Saturday: 07:30 – 13:45  
Sunday: Closed



Here are contact details for local taxi firms below.  
Please note that this is not a full list of all available taxi firms.

**A Line Independent Taxis – 01572 770200**

**Berridge Taxis of Oakham – 01572 756088**

**Rutland Cabs – 01572 757891**

Some train journeys may require request stops. To plan your journey and find out where these are required, call National Rail on **03457 48 49 50**.

For full station information, including facilities, accessibility and more, visit

**[www.nationalrail.co.uk/stations\\_destinations/default.aspx](http://www.nationalrail.co.uk/stations_destinations/default.aspx)**

### **Overview of train network**

To view the National Rail Network Map, showing main routes and stations, visit

**[www.nationalrail.co.uk/stations\\_destinations/rail-maps.aspx](http://www.nationalrail.co.uk/stations_destinations/rail-maps.aspx)**

To view the National Rail Accessibility Map showing the accessibility and features for all National Rail served stations, visit **[accessmap.nationalrail.co.uk](http://accessmap.nationalrail.co.uk)**

## **Travelling by taxi**

There is a range of taxi services based in Rutland. You are best having a prebooked taxi if required.

## **5. Summary of contacts**

### **Centrebus**

**[www.centrebus.info](http://www.centrebus.info)**

**0844 351 1120**

### **ConnectBus**

**[www.lincsbus.info/connectbus/](http://www.lincsbus.info/connectbus/)**

**0345 263 8153**

### **Delaine Buses**

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

**01778 422866**

### **Mark Bland Travel**

**[www.blands.info](http://www.blands.info)**

**01780 751671**

### **National Rail**

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

**0800 022 3720**



**Traveline**

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

**0871 200 22 33**

**Vista**

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

**0116 249 8839**