



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Guide to Stockport Disability Aware Transport Providers

**Stockport Council working in
partnership with Disability
Stockport**



March 2015

www.stockport.gov.uk

INTRODUCTION

This guide has been produced by Stockport Council's Licensing Team in partnership with Disability Stockport to provide:

- Contact details of licensed drivers who have successfully completed disability awareness training provided by Disability Stockport and Solutions SK and funded by Stockport Council.
- Information to enable disabled passengers to book transport with providers who best suit their needs.
- Guidance to passengers on the types of licensed vehicles available for hire in Stockport.
- Guidance to disabled passengers on how to hire a licensed vehicle in Stockport and what service they should expect.
- Advice to licensed drivers on how to assist disabled passengers.
- Guidance to licensed drivers on what is expected of them further to their disability awareness training.
- Information on how to improve the service and awareness of it.

Please take the time to read all of the information in this guide. It is useful to both licensed drivers and passengers.

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The types of Licensed Vehicles available for hire in Stockport

There are 2 main types of licensed vehicle in Stockport.

- Taxi
- Private Hire Vehicle (PHV)

Both the vehicle and driver must be licensed by Stockport Council to drive passengers. The following information gives details of both types of vehicle.

What is a Stockport Taxi?



A Taxi is a vehicle usually in the style shown in the picture above, and has a maximum of 8 seats. All Stockport Taxis can carry a minimum of one individual wheelchair.

You can recognise a licensed Taxi by the white licence plate on the back of the vehicle. The plate gives the details of the owner of the vehicle and the vehicle licence number. These details must be correct at all times.

Licensed Taxis in Stockport can wait for customers at Taxi ranks, ply for hire and/or take a telephone booking through a Private Hire Operator. An explanation of a Private Hire Operator is given on page 7 of this guide.

Taxi ranks are designated areas where Taxis can wait in a queue for customers. A taxi is 'plying for hire' when the driver stops and picks up a passenger on the street without a prior booking.

As a customer, you can go to a rank for a Taxi or hail / flag down an empty Taxi by raising your hand as it drives by. If the Taxi stops you should ask whether they are free to take you to your destination.

This guide provides passengers with another way of accessing Stockport Taxis by providing a direct contact number for those drivers who have received disability awareness training. This means you are able to book a Taxi by telephone for a pick you up.

Taxis have a Taximeter installed to show you and the driver the fare (cost) of your journey.

What is a Stockport Private Hire Vehicle (PHV)?



A Private Hire Vehicle can be most types of car or a people carrier type vehicle with a maximum of 8 seats, however they are usually a saloon type vehicle.

You can recognise a licensed PHV by the yellow licence plate on the front and the back of the vehicle. The plate gives the details of the owner of the vehicle and the vehicle licence number. These details must be correct at all times.

A PHV can only take passengers who have pre-booked the journey directly with the private hire operator company who they work for. It is illegal for a PHV to ply for hire or use a rank like a Taxi. We advise you not to get in a PHV unless the journey has been pre-booked with the private hire operator

company. The driver is not insured to take such journeys, which could have serious implications for passengers should the vehicle be involved in a road traffic collision.

What is a Private Hire Operator?

PHV drivers work for a private hire operator company or for themselves. To take bookings from passengers they must be licensed by Stockport Council as a Hire Car Operator, commonly known as an 'operator'. There are a number of operators listed in this guide. They range from those who work on their own to those with lots of drivers with many different types of vehicle.

How are Taxis, Private Hire Vehicles and Drivers Regulated?

All Stockport Licensed Taxis and Private Hire Vehicles (PHV) and their drivers are regulated by the Licensing Team at Stockport Council. Both the vehicle and the driver must be licensed by Stockport Council.

Every Taxi and PHV is subject to 2 mechanical tests per year to ensure roadworthiness and they are also subject to enforcement spot checks to ensure they are complying with the law.

To apply to become a Taxi or PHV Driver, a person must have held a full driving licence for a minimum of three years prior to applying.

Before the licence to drive a Taxi or PHV is issued, drivers must successfully complete a driving test and a knowledge test. They are also required to undertake a medical examination and a Criminal Record check.

Licences are issued for 12 months or less. Licences will only be issued for longer than 12 months after a driver has been licensed for 2 years. The Council has the power to suspend, revoke or refuse to renew a driver's licence if there has been a breach of licence conditions or where they are found not to be a fit or proper person to hold a licence.

Drivers are issued with a licensed driver badge which they must wear at all times when they are working. The badge has a photo of the driver and the driver's personal badge number.

Drivers, vehicles and hire car operators are continuously checked for compliance with all the rules, regulations and conditions of licence.

What about Minibuses/Buses?

A minibus is a vehicle with 9 or more seats. Unlike Stockport Taxis and PHVs, the vehicle and the drivers are not regulated or inspected by the Council.

To legally drive a minibus for hire or reward, a driver must hold a valid Passenger Carrying Vehicle (PCV) driving licence. This licence is issued by Vehicle and Operator Services Agency (VOSA) not the Council.

Some minibuses are listed with Taxi and PHV drivers in this guide as they have completed our Disability Awareness training.

Advice for Drivers to assist disabled passengers

Blind or visually impaired passengers

- On arrival at the pick up point announce your presence. If it is a house or private dwelling, knock on the door. It is a good idea to say 'hello, it is XXXXX, your taxi driver'.
- Guide the passenger to the vehicle if necessary, and describe:
 - which way the vehicle is facing
 - the type of car
 - any other useful information.
- Inform the passenger of what is ahead (e.g. whether there is a kerb or if they must cross the road).
- At the end of the journey, read out the price from the meter (if there is one) and count any change into the passenger's hand so they know that they have received the correct amount.
- Offer to guide the passenger out of the vehicle to their destination.
- By law both Taxis and PHVs are required to be able to carry Guide and Hearing Dogs, as well as dogs

trained by Dogs for the Disabled, Support Dogs and Canine Partners. The dog must be allowed to stay with their owners and be carried at no extra charge.

- These dogs can be identified by their harness or jacket showing the name of the training charity.
- The only drivers who can be exempt from this law are those with a proven medical condition, such as asthma, which is made worse by contact with dogs. In these cases the driver must apply to the Licensing Team (contact details are given on page 18) for a 'Notice of Exemption' certificate.
- The Licensing Team will only issue a Notice of Exemption once they are satisfied that there is sufficient reason to do so.
- Any valid Notice of Exemption must be displayed on the windscreen or dashboard of the vehicle.

Deaf or hearing impaired passengers

- On arrival at the pick up point, announce your presence if it is a public premises or knock on the door if it is a house or other private dwelling.
- Where possible, maintain eye contact and allow the passenger to see your mouth when you address them. Maps, a pen and paper should be kept in the car to allow for clear communication between driver and passenger.

- For hearing impaired people who use a hearing aid, all new London-style 'black cabs' such as the TX4 as well as the older TX1 and 2 have an induction loop and intercom fitted.

Passengers with a speech impediment or disorder

- Patience is paramount if the passenger has difficulties speaking.
- Do not second guess what is trying to be said, and never be afraid to ask again if they have not been understood fully, rather than setting off and hoping for the best.

Passengers with learning difficulties

- Particular patience and clarity are required when driving passengers with learning difficulties.
- Speak clearly and plainly to the customer, and count change into their hand.
- It is always a good idea to check that you have been correctly understood, particularly when giving safety instructions.
- While queries and complicated sentences from the driver should be kept to a minimum, do not speak to the passenger like a child.

What is expected of a disability aware trained driver?

- Ensure that the person taking the booking always asks what the access needs of those travelling are.
- Strive to provide disability equality in all their customer services.
- On arrival always ask what assistance is needed by customers and aim to provide it.
- Ensure they know how to operate and safely transport any access equipment and maintain it effectively.
- Know how to correctly secure and transport someone travelling in their wheelchair.
- Communicate effectively with all passengers.
- Agree to remain aware of technological developments and changes in legislation which relate to disability, Taxi and PHV transport provision.
- Ensure that the fare for each journey starts when all passengers are safely secured in the vehicle and ends when the vehicle reaches the destination. The time taken for customers to safely access and exit the vehicle is not part of the fare.
- Drive with a high standard of care and attention.

- Accept bookings from customers accompanied by assistance dogs and notify them of the location of vehicle air bags (unless the driver holds a current exemption certificate).
- Explain clearly to customers the reasons for any changes to the journey which may become necessary en-route.
- Take the disability aware course every 3 years.

Advice to wheelchair users

- If you need to travel in your wheelchair, it is important that you never travel sideways in the Taxi or PHV.
- It is a legal requirement that you wear a vehicle passenger seatbelt throughout the journey if you are able.
- The driver should always use the wheelchair restraints to secure the chair in the vehicle and ask if you need help putting the passenger seatbelt on.
- If you are exempt from wearing a seatbelt please ensure that you carry your exemption certificate with you as the driver will need to see it.

- Make sure the lap part of the passenger seatbelt is positioned across your hips, this will give you the best protection in case of an accident.
- If your wheelchair is of the powered variety make sure that the power unit has been switched off and the wheelchair is not in freewheel mode.
- For manual chairs make sure that the brake of the wheelchair is on.
- The driver will arrive alone and assist you into the vehicle. If this usually requires more than one person please mention this when booking. The driver or operator will be able to advise on the most suitable vehicle, perhaps one with a tail lift if the driver is unable to get you into their vehicle and manoeuvred into a safe position without risking injury.
- When making the booking, it is advisable to specify the type of wheelchair used and confirm that the driver can transport it.

How to make a complaint about a Taxi or PHV driver

If possible, make a note of the following information:

- Date and time of your journey
- Collection point and drop off point
- The vehicle registration number of the taxi or PHV
- Taxi or PHV licence plate number
- Driver badge number (normally shown on their badge)
- Operator name

The more information you have regarding the journey and the sooner you report it, the easier it will be to investigate.

If your complaint is about a PHV, we advise that you first try to resolve the complaint with the operator. If you are not happy with the outcome or if you consider the matter is serious, please contact Stockport Council's Licensing Team. Contact details are given on page 18.

If your complaint is regarding a Taxi please contact Stockport Council's Licensing Team.

Comments and Suggestions

If you have questions about a disability friendly transport provider in this guide which is not a Taxi or a PHV please contact them directly.

If you have any other comments or suggestions, good or bad, please contact Stockport Licensing Team, contact details are given on page 18.

Please also contact the Licensing Team if you are a Taxi or PHV driver or if you provide another type of transportation service and you want to be included in the next directory.

Every effort has been made to make sure that the information in this booklet is accurate at the time of printing. However, we cannot accept any liability for the accuracy of content.

Stockport Council's Licensing Team contact details

You can call us: 0161 474 3264 / 3286

Write to us at this address: Licensing Team
Stockport Council
Fred Perry House
Edward Street
Stockport
SK1 3XE

Email us: taxi.licensing@stockport.gov.uk

Send us a fax: 0161 474 4369 - for the
attention of Taxi Licensing.

How to use the driver listings

Please take the time to read through all of the information in this guide. It is here to help you get the services you require.

Look through the Taxi and PHV drivers listed in the following pages. Symbols and information show what facilities each vehicle has and what times the driver works.

If a driver or operator is listed below under 'Stockport Disability Awareness Trained Drivers', it is because they, or drivers working with them, have completed

Solutions SK/ Disability Stockport Disability Awareness training.

Keep this guide handy and use it when you need to book a journey.

An electronic copy of this guide is also available on the Stockport Council website for you to view or download at:

www.stockport.gov.uk/taxilicensing

Alternative formats in braille/textphone/tape or CD available on request.

How do I book a vehicle using this guide?

Choose the driver/vehicle that you want to use from the following list and telephone them to book your journey. If you are able, make your booking in advance of when you need it. Please tell the driver you got their number from this guide.

What information do I need to make a booking?

It is useful to have the following information to hand when booking your journey:

- Date and time you want your lift.
- The address/location that you want the driver to pick you up from and the destination.

- Let them know if you will need help from the driver to get to and from and/or in and out of the car.
- Ask how much your journey will cost.
- Ask what the car will look like and the name of the driver.
- If you have a wheelchair, let the driver know what kind it is.
- Tell them how many people and/or children will be travelling with you.
- If you have an assistance dog travelling with you, confirm that the driver is able to carry it too. Unless the driver has a current exemption certificate, they must transport your dog.
- Offer a contact phone number if possible. If there is a problem in supplying your vehicle on time, the operator or the driver will contact you.
- Note: The operator or driver should confirm with you the details of your booking to ensure it has been recorded accurately. If they don't do this, ask them to.
- Make a note somewhere to remind you of who you have booked the lift with, the telephone

number and the time and date of the booked journey.

Asking for a Fixed Fee

If you wish to negotiate a fixed fee for your journey you must tell the operator or driver BEFORE the journey commence. Please note that operators or drivers are not bound to agree a fixed fee and may insist that the fare is calculated using the taximeter.

How do I change or cancel a Taxi/PHV I have booked?

If you no longer require the booking, you need to inform the operator / driver with whom the booking was made as soon as you can. Call the operator / driver or get someone to call them on your behalf to cancel the booking.

If you want to change anything about a lift you have booked, call the Taxi or PHV driver and let them know as soon as you can.

Passenger Assistants

Where a passenger is considered vulnerable (e.g. due to age, disability, etc) a “passenger assistant” may be required (particularly if they are travelling alone) to provide support and assistance as necessary. If you

require a passenger assistant please make this clear to the operator at the time of booking.

Key to symbols used in the driver listings

FACILITY	SYMBOL
Single manual wheelchair accessible	
More than one manual wheelchair accessible	
Works day time	
Works day time and evening	
Works evening	
Works 24 hours	
Taxi	

Private Hire Vehicle (PHV)	
Female driver available on request	
Minibus	
Text booking available	
Call back	

Stockport Council Disability Aware Trained Drivers

	Contact Details	Other Information
A	<p>Shaid Akhter 07762 095914</p> 	 
	<p>Chaudhry Akram 07429 094679</p> 	 <p>Evenings at weekends only</p>

	Contact Details	Other Information
B	Gary Beardsell 07954 995244 	 Black cab - wheelchair friendly Built in ramp
	Alan Burgesss 0161 480 5204 	 5 seats

	Contact Details	Other Information
C	K. John Capener 07892 680221 	    5 seats – not electric wheelchairs
	Allan Crosthwaite 07773 801145 	  5 seats
	C N Taxis 0161 292 8211 07773 953126 	    Tail lift bus – 6 seats, 1 wheelchair, female driver Black cab taxi – 1 wheelchair, male driver

	Contact Details	Other Information
D	Stuart Dunkerley 07931 312737 	    7 seater long wheel base

	Contact Details	Other Information
E	Michael English 07939 902624 	 

	Contact Details	Other Information
F	Gary Firth 07974 770011 	   

	Contact Details	Other Information
H	Ian Hinchcliffe 07874 208944 	  6 seats Air conditioned Based in Offerton
	Gareth Hoskins 07976 903649  No weekends	 

	Contact Details	Other Information
J	Paul Johnson 07788 420260 	 7 seats

	Contact Details	Other Information
K	Mark Kennedy 07831 436509 	  Electric steps, ramp Cheadle area

	Contact Details	Other Information
M	Alan Murray 0161 442 6677 07790 786746 	

	Contact Details	Other Information
O	Alex Ogden 07719 478708	8 seater minibus, not adapted but large boot for wheelchair for people who can transfer

	Contact Details	Other Information
R	Maurice Ross 07514 463237 	 7 seater 24/7 CCTV audio/video

	Contact Details	Other Information
S	<p>Suresh Sharma 07943 790123</p> 	 
	<p>Robert Shaw 07838 378520</p> 	 <p>6 Seats Female escort Based Cheadle Hulme</p>
	<p>Ronnie Shaw 0161 612 0693</p> 	 <p>5 seats Based in Bredbury</p>

	Contact Details	Other Information
T	Taxi Team Ltd Mohammed Ullah	 Fixed prices, accessible vehicle specialists, credit cards accepted, accounts welcome.

	Contact Details	Other Information
W	Danny Walker 07716 660306 	    Hackney vehicle, wheelchair access for 1 plus 3 passengers
	Paul Walker 07886 365258 	   8 seats Based in Hazel Grove
	Alan Watson 07802 430022 	   Mercedes Vito 8 seats

SOME OTHER TYPES OF STOCKPORT DISABILITY FRIENDLY TRANSPORT PROVIDERS

Bramhall and Woodford Christian Communicare

Tel: 0161 439 6000

Web: www.cheadlehulmecomunicare.org.uk

Available 9:00am – 5:00pm

Monday, Tuesday, Thursday and Friday

Transport available for elderly/disabled people living in Bramhall and Woodford area to and from health centres, local hospitals and dentists visits.

More volunteer drivers and telephonists (working from home) are needed to keep the service running. If you or someone you know can help, please call the booking number.

Cheadle Hulme Communicare

54 Woodford Road
Cheadle Hulme
Stockport
SK8 7JS

Tel: 0161 485 5353
Available 9:00am – 3:00pm
Monday to Friday

Web: www.cheadlehulmecommunicare.org.uk

Transport available for elderly/disabled people living in Cheadle Hulme area, to and from health centres, local hospitals, dentists, shopping and visits.

More volunteer drivers and telephonists (can work from home) are needed to keep the service running. If you or someone you know can help, please call the booking number.

Easy-go Community Transport (Stockport)

Oak House
Newby Road Industrial Estate
Hazel Grove
Stockport
SK7 5DA

Tel: 0161 419 3580

Email: info@easygoct.org.uk

Web : www.easygoct.org.uk

Easy Go Community Transport has been providing accessible transport solutions to Stockport residents and “not for profit “Groups for over 30 years.

The Individual Travel Service is for Stockport residents who have a mobility difficulties, we can travel to anywhere within Stockport or further afield if you wish.

Group Travel is available to “not for profit” organisations, so if you’re a Community, Voluntary or Statutory organisation you can use our service.

With a fleet of 13 accessible vehicles which range in size from 4 to 16 seats, our Drivers and Passenger Assistants are friendly, courteous and professional.

Our primary consideration is the safety and comfort of our passengers.

Stockport Car Scheme

Tel: 0161 476 2812

Email: susan.peck@stockportcarscheme.org.uk

Web: www.stockportcarscheme.org.uk

Stockport Car Scheme provide volunteer drivers to help people who struggle to use public transport and disabled people and their carers with shopping trips, social groups, day centres, visiting and health appointments. We cover the whole of Stockport.

A minimum donation towards the cost is required.

Transport is provided by volunteers who use their own cars.

Community Transport Manchester (CTM)

1 Hope Street
Oldfield Road
Salford
M5 4WW

Tel: 08450 772246

MiDAS driver training booking Tel: 0161 736 8852

Email: Manchester@communitytransport.org

Opening times: Mon-Thurs 08.00-4.00, Fri 08.00-3.30,
Sat & Sun closed

A mixed fleet of 13 accessible and standard minibuses. Provision of transport for community groups where one member or more are disadvantaged either by age, disability or social exclusion. MiDAS driver training is also available.

Stockport Ring & Ride

Ring and Ride Bookings
20th Floor Manchester One
53 Portland Street
Manchester
M1 3LD

Tel: 0161 200 6011 or 0845 688 3989

Email: enquiries@ringandride.info

Operating times: 8:00am – 10:45pm Mon - Sat
8:00am – 10:10pm Sun

Registration is free. Provision of door-to-door accessible transport service to people of all ages who find it difficult to use public transport.

The booking lines are open between 8am – 4pm Mon – Fri. You can book your journey up to seven days in advance and up to one hour before you want to travel. If you want a return journey, please remember to book it at the same time.

SolutionsSK Transport Services (Passenger Transport)

Enterprise House
Oakhurst Drive
Stockport
SK3 0XT

Tel: 0161 474 3756

Email: transport@solutionsk.co.uk

Web: www.solutionsk.co.uk

Transport for adults to and from day care and residential service.

Transport to and from School for children with special educational needs.

Intermediate care for adults.

Children social care transport.

Post 16 transport for students with learning difficulties.

SOME OTHER USEFUL INFORMATION:

Disability Stockport

23 High Street
Stockport
SK1 1EG

Tel: 0161 480 7248

Email: email@disabilitystockport.org.uk

Web: www.disabilitystockport.org.uk

Provides information and advice on issues related to physical and sensory disability. The organisation also campaigns for improved service provision for disabled people. Newsletter available and information booklet. Disability awareness and discrimination training.

Disability Stockport is there to advise both the transport user and provider.

Hold a monthly transport/access forum open to anyone. Further details can be obtained through Disability Stockport.

Disabled Persons Transport Advisory Committee (DPTAC)

Web: www.gov.uk/government/organisations/disabled-persons-transport-advisory-committee

The Disabled Persons Transport Advisory Committee (DPTAC) advises the government on transport legislation, regulations and guidance and on the transport needs of disabled people, ensuring disabled people have the same access to transport as everyone else. On 12 June 2013, it was decided to retain DPTAC to advise DfT on accessibility issues relating to disabled people.

DPTAC is an advisory non-departmental public body, sponsored by the Department for Transport.

Stockport Metropolitan Borough Council

www.stockport.gov.uk/disabilityaccess

Disabled People's Network Manchester

Tel and Text phone: 0161 273 5033

Email: info@dpnsg.org.uk

Fax: 0161 273 2637

Website: <http://www.dpnsg.org.uk/>

A network of organisations in Manchester, run by disabled people, and part of the Community Network for Manchester

DisabledGo

Ardent House
Gates Way
Stevenage
SG1 3HG

Tel: 01438 842 710

Email: enquiries@disabledgo.com

Web: www.disabledgo.com

Stockport Council has contributed to this service which offers free detailed access guides to goods and services for disabled people across the UK.

Walthew House

Tel: 0161 480 2612

Fax: 0161 480 2612

Confidential fax line: 0161 477 4441

Email: admin.walthewhouse@ntlbusiness.com

Walthew House is an independent local charity supporting people in Stockport who are blind, visually impaired, Deaf or hard of hearing or who have dual sensory loss. Registered Charity No 215469.

A free interpreting service is available, if you need help with this information. Please telephone Stockport Interpreting Unit on 0161 477 9000.
Email: eds.admin@stockport.gov.uk

如果你需要他人為你解釋這份資料的內容，我們可以提供免費的傳譯服務，請致電 0161 477 9000 史托波特傳譯部。

W przypadku gdybyś potrzebował pomocy odnośnie tej informacji, dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting Unit pod numer 0161 477 9000.

যদি এই স্ববরগুলি সম্পর্কে আপনার কোন সাহায্য দরকার হয় তবে বিনা খরচে আপনার জন্য দোতখীর ব্যবস্থা করা হতে পারে। মেহেরবানী করে স্টকপোর্ট ইন্টারপ্রিটিং ইউনিটে ফোন করুন টেলিফোন নম্বর, 0161 477 9000.

اگر آپ کو ان معلومات کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹرپرائٹنگ یونٹ کو 0161 477 9000 پر فون کریں۔

خدمات مترجمی رایگان موجود است اگر جهت این اطلاعات احتیاج به کمک داشتید

با شماره تلفن اداره ترجمه استاکپورت تماس بگیرید 01614779000

تنوفر خدمة ترجمة شفوية اذا تطلبت مساعدة في فهم هذا المعلومات. نرجو الاتصال ارين رينيول على رقم الهاتف: 0161 477 9000