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This booklet provides guidance on making private hire services (sometimes referred to as minicab services but which will be referred to throughout this document as PHV services; in Scotland they are referred to as private hire cars) easier to use for disabled people. The focus is on customer care and customer service, rather than the type of vehicles used and their physical characteristics. Among the issues covered are training of drivers and booking staff, the personal security of passengers and the setting up of voucher schemes to make PHVs more affordable. Guidance presented here is based on best practice. There are also examples of some novel products and devices which should make services available and convenient for more people.

Whilst the prime objective of this publication is to improve mobility opportunities for disabled people, it should be pointed out that better understanding of customers' needs will save time, reduce the likelihood of accidents occurring, increase patronage of the private hire sector and generally make the job of staff within the industry more rewarding as a result of providing a better service.

The booklet has been commissioned by the Disabled Persons Transport Advisory Committee (DPTAC), in collaboration with the Disability Rights Commission (DRC). In analysing the guidance, DPTAC has consulted representatives of the PHV industry and organisations representing the interests of disabled people. This publication is aimed at both operators, who provide a service to the public, and Licensing Authorities, who can improve the accessibility of PHVs by encouraging best practice.

Accessibility is a term that is interpreted differently by different audiences. By accessibility for disabled people we are seeking inclusive transport systems and built environments which are easy to reach, use and understand in safety and comfort.



Booking a PHV

Responsibilities of Booking Staff



By far the most common means of booking a PHV is by telephone. The attitude and manner of the person receiving calls are extremely important, since this person is the first point of contact for the company. It is therefore just as important for relevant training to be given to booking staff, as to drivers.

For telephone bookings, the person receiving a call should be trained to obtain as much information as possible about the passenger's needs at the point that a trip is booked, and provide any information about the designated vehicle that is necessary. Where only one type of vehicle is available, the caller should be informed as to the type, make, model and colour of vehicle that will be sent. In all cases, the customer should be told the name and sex of the driver that will meet them, and the person booking the trip should take the caller's name, so that the driver can ask for them by that name.

Generally, staff should be aware that some callers have difficulties understanding information that is given by telephone, so should be prepared to speak slowly and succinctly, and avoid "information overload". For callers with

a speech impairment, booking staff should be patient when trying to understand what is being said, giving the caller the time that they need.

It is possible that a caller has a learning disability, so finds it difficult to understand what is said, and to make clear responses and ask questions. They might also find it difficult to cope with an unfamiliar situation, or to deal with someone they do not know. For callers with learning disabilities, it is especially important for staff to be patient and approachable, to use plain and simple language, and to allow plenty of time for understanding. It might be necessary to check that the caller has understood, by saying something like: "Would it help if I said that again?". Staff should avoid suggesting an answer at the end of a question, and should not patronise adults with learning disabilities by treating them like children.



Callers who have a disability which might make them particularly vulnerable should be given priority over non-disabled customers, to minimise the anxiety that is caused by waiting. It is important that they are informed immediately in the event of the vehicle being delayed.

Booking staff should know which of the firm's vehicles have, say, swivel seats, and should be aware that, from spring 2004, assistance dogs must be carried in all vehicles (subject only to exemptions on medical grounds). They should also know of the training that the firm's drivers have undergone, so that they are able to pass this information on to the caller.

Callers who are deaf or hard of hearing might wish to communicate by Minicom. This is a service that allows callers to make enquiries through a keyboard linked to a telephone, using an operator as an intermediary, and is a general alternative to voice communication.

Other means of booking a PHV

People with access to the internet will increasingly have opportunities to find a PHV firm on-line - an example of a site that enables them to do this is 'www.Taxi2Go.co.uk'. The user enters his or her location, or post code, and is



provided with a list of taxi and PHV firms' telephone numbers – this facility includes the means to specify whether, for example, a wheelchair accessible vehicle is required. A related site, offered by the same company, is 'www.whoflies2where.com', which focuses on passengers travelling to and from an airport. Both internet sites can also be accessed using a WAP enabled 'phone.

Another way for a disabled person to order a PHV, which is currently under development in London, is by using a kerb-side terminal such as the one shown in Figure 1. These terminals, which will be strategically placed outside restaurants and other frequently used locations, will enable people to order a PHV using a touch pad. This might help people who are unable to communicate verbally.

Identifying the vehicle and driver

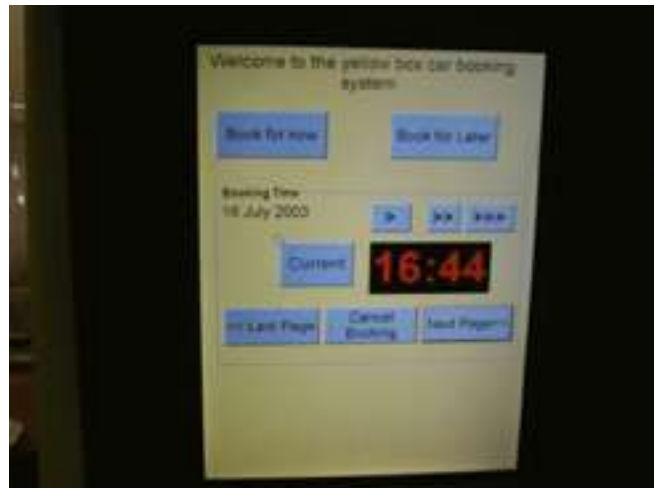


Figure 1: Kerbside booking terminal, (currently under development in London).

Identifying the vehicle

A PHV must be easily and visibly identifiable as a PHV, as distinct from an ordinary saloon car. There is no single way in which this might be done, and there are some legal restrictions on PHVs, precluding the use of some words, such as "Taxi". However, as a minimum, the name of the company should be clearly and prominently displayed on both sides of the car, and it would also be an advantage for cars to bear a distinctive livery. The licensing authority's logo or coat of arms would also give vehicles added credibility, and increase customers' confidence. The licence plate carried by PHVs in England, Scotland and Wales should also be displayed in a prominent position.

Identifying the driver

It is very important that a driver coming to collect a client should have a means of identification, so that he or she not only becomes immediately identifiable as a PHV company driver, but also has some way of naming the client that is to be collected. When calling at a house, or

speaking through an intercom, this can be done by the driver announcing his or her arrival, quoting his or her name, the name of the company and the name of the client.

Visual confirmation can be achieved using a product called "Briteboard" – this consists of a wipe-clean, acrylic panel, slightly larger than an A4 sheet of paper, that can be hand-held or fixed in the vehicle's window (see Figure 2). Whilst one section of the panel can show "Private Hire" and/or the company's logo, a fluorescent marker pen, in a variety of colours, can be used to write the name of the client on the section below. A really important feature of this messaging



Figure 2: "Briteboard", a means of identifying a PHV driver

system is that it illuminates, using a rechargeable power pack that is integrated into the board, so that the client's name can be seen clearly at night, from outside of the vehicle. Whilst this high level of clarity is of benefit to all

passengers, it is particularly helpful to people who are partially sighted. Use of such a device projects an image of professionalism and attention to detail that can help to engender confidence in the travelling public.



Preferably, disabled people should be involved in the training process. This will give attendees first-hand experience of working with, and relating to, disabled people.

Items that should be covered

Generally:

Drivers should ask if any assistance is needed, and not assume the passenger isn't disabled because their disability is not apparent. They should pull up as close to the kerb as possible; this will help all passengers, not just those who are disabled.

Sudden braking and acceleration should be avoided – not only might this cause alarm, but this might also be painful for people with certain types of condition (e.g. arthritis, back problems etc.). Drivers should be polite, courteous and patient at all times, and avoid being patronising. Most of these general attitudinal issues

can be covered in “Disability Awareness Training”. Basic principles, from DPTAC's own guidelines are:

- 1) the disabled person is the expert on his or her own disability, so the driver should ask what sort of assistance, if any, is required;
- 2) disabled people are not all the same, so assumptions and generalisations should not be made;
- 3) consider the importance of PHVs to disabled people (why do so many disabled people use them?). It is worth remembering that disabled people make more private hire journeys per person than non-disabled people.

Blind and Partially Sighted People:

When meeting a blind or partially sighted person, the driver must not simply wait outside, but should knock on the door, or enter the premises, to announce his or her arrival. As much information as is necessary should be given to the passenger (e.g. the type of vehicle, which way it is facing, which way the door opens etc.). The driver should offer to guide the passenger to the vehicle's door, and place one hand on the open door whilst indicating the position of the roof (having remembered, beforehand, to ask whether such assistance is needed). When guiding a blind or partially sighted person, it is important to not push or pull them,

but to inform them of what is ahead (e.g. steps, doorways, inclines etc.).



Once inside the vehicle, the driver should offer to help the passenger with the seat belt, and not set off until the

passenger is seated and secure. During the journey, the passenger should be informed about any delays, or deviation to the route that he or she might have expected to take. The driver should be aware that a partially sighted person might not be able to read the vehicle's meter, so should be prepared to tell the passenger what the meter reading is. This situation might be avoided using a "talking" meter.

At the end of the journey, when giving change, it is important to count out coins and notes into the passenger's hand. The driver should ask whether the passenger would prefer change in the form of coins, since it is sometimes more difficult for blind and partially sighted people to distinguish £10 notes from £20 notes, for example. Finally, the driver should be prepared, if necessary, to guide the passenger to his or her final destination.

The carriage of assistance dogs should be permitted in all PHVs, except when

the driver has a medical exemption. It should be noted that assistance dogs are trained to sit on the floor of the vehicle and not the seat. The assistance dog user should be consulted as to whether he or she would prefer the dog to sit in the front or back of the vehicle.

The Government intends to proceed with the implementation of Section 37A of the Disability Discrimination Act 1995 (DDA), which places a duty on licensed PHV operators and drivers to carry guide, hearing and other prescribed assistance dogs, and to do so without charge. Similar provisions have been in place for taxi drivers (under Section 37 of the DDA) since 31 March 2001. The Act also makes provision for PHV drivers to seek exemption from this requirement on medical grounds only. The Act should be in place by spring 2004; in Northern Ireland these requirements will be in place in summer 2004.

Deaf or Hearing Impaired People:



Visual material (including maps) should be available in vehicles, in order to help the driver to communicate with a deaf or hearing impaired passenger. Drivers should be prepared to write down information, so should always have a pen and paper available; they should

make eye contact and speak clearly to enable the passenger to lip-read. If a passenger is accompanied by a sign language interpreter, it is important for the driver to speak to the person, not the interpreter.

For people with impaired hearing it is especially important that the driver properly announces his or her arrival, and does not simply sound the horn of the vehicle, as this may not be heard by the customer.

Speech Impairments:

If a person has a speech impairment, then the driver must be patient, and, if not understanding what the customer says straight away, say so, rather than pretend to have understood, or merely guess what the person is trying to say.

Wheelchair Users:



For wheelchair users who wish to transfer from a wheelchair in order to travel in a PHV, the driver should ask what assistance the passenger requires, before touching either the passenger or the wheelchair. The driver should also be familiar with the operation of ramps and swivel seats etc. that might be used to help the passenger to get into the vehicle.

Ambulant Disabled People:

For passengers who have difficulty walking or with getting in and out of vehicles, the driver should be prepared to get out of the vehicle and hold the door open, help with luggage, provide an arm to hold on to, adjust the seat, if necessary, etc.. Many Multipurpose Passenger Vehicles (MPV) or people carriers are equipped with a step that can be used to reduce the height of the step up from the kerbside. As with other devices designed to help passengers to get into and out of the vehicle, where such a step is available, the driver should be aware that it is there, and should be familiar with its functionality.

People with Learning Disabilities:

Many people with learning disabilities are helped in having the confidence to travel independently by undergoing "travel training". It might be useful for people who work in the transport industry, including PHV drivers, to attend such courses, in order to encourage a better understanding of the problems that people with learning disabilities face. When considering how best to help people with learning disabilities, it is difficult to generalise, since behavioural and learning disabilities can be manifested in many different ways; however, there are some ways in which

the driver can ease communication; for example:

- 1) Allow plenty of time for understanding to take place;
- 2) Make a special effort to be calm and patient;
- 3) Do not suggest an answer at the end of a question;
- 4) Use clear and unambiguous language (i.e. avoid jargon, and do not over-complicate issues);
- 5) Do not patronise adults with learning disabilities by treating them as children;
- 6) Be aware that many people with learning disabilities have problems with cash transactions, so make an effort to count cash slowly, into their hand. It is important that the passenger is confident of having received the correct sum of change.

People with Mental Health

Problems:

Some people are restricted in their freedom to travel as a result of having mental health problems. This might entail the taking of medication that might affect the person's behaviour or demeanour, and drivers should be aware that they might, for example, appear to instead be under the influence of alcohol. Because of other people's reactions to them, therefore, people with mental health problems are often discouraged from

travelling by mainstream public transport, so the private hire sector provides a convenient alternative. How to relate to such passengers should clearly be included in disability awareness training.

One in four of us at some time in our life will experience mental ill health. To ignore this statistic is to blatantly discriminate against this body of people; yet the needs of people with mental health difficulties are often ignored within disability awareness training programmes.

People who might be Disfigured:

Similarly, people who have a disfigurement of some kind might feel limited in their desire to use mainstream public transport, and so might prefer the door-to-door service offered by PHVs. Again, drivers should be courteous, patient and understanding, and, of course, should avoid staring.

The safe carriage of wheelchair users in vehicles

These issues are relevant in the context of larger, MPV-type PHV vehicles. It is most important that drivers do not cause wheelchair users to travel sideways in their wheelchair, and that they are trained in the use of all relevant belts and other

restraint and locking mechanisms. The operator should make sure that such training is up-to-date, so that drivers are aware of new research concerning the safe carriage of passengers in wheelchairs. Drivers need to be aware of the correct use of swivel seats, if fitted; when used, drivers should ensure that the seat is correctly locked in position when it is back inside the vehicle.



Setting up a training scheme

When setting up a training scheme



It would be an advantage for licensing authorities to make training of drivers compulsory – this is achievable with sufficient consultation, and provided that it is made clear that training helps to make the driver a “fit and proper person”. Consultation is needed with all parties, including Licensing Officers, trade representatives, disability groups, equality officers, social services staff etc.. It may be useful to run training as a two-tier activity, for newly-licensed drivers, and for existing licence holders.

It is essential that a convenient time and location for training – a convenient venue, equipped with a flip-chart, white board, a means of showing presentation slides from a lap-top, video player etc.. – should be found. The venue should be



accessible, in as much as it should be well sign-posted and easy to find, provide level, obstacle-free access throughout, be well-lit internally and externally, be equipped with induction loop facilities for people whose hearing is impaired, and include accessible toilet facilities etc.. The site needs to be suitable for practical training (i.e. a site in which a vehicle and wheelchair(s) can be organised) should also be provided.

At the end of training

It is important to include a means for monitoring and review, i.e. feedback forms from attendees. This might include the issuing of an attendance / pass certificate. The course provider should compile and distribute the names of drivers who have successfully attended the course, among the public and other bodies, in order to promote their services, and to encourage attendance on the course by other drivers. Once a driver has undergone a training programme, there should be some means of publicising the fact that he has been trained, as this will enhance passengers’ confidence in the level of service that they are receiving. This might be done by providing the driver with a badge, and by providing an appropriate logo in publicity and advertising material.

Consideration should also be given to providing periodic refresher courses, to both reinforce the training that has been given, and to provide the driver with updates on changes in legislation & regulations, the introduction of new equipment etc..

Examples of training schemes

Training schemes are available that can be used by both licensing authorities and operators, and as models for the establishment of new programmes. Some existing schemes are listed below.

Kirklees Metropolitan Council operates a compulsory training scheme for all new Taxi and PHV drivers, which requires licence applicants to attend a training course and pass a multiple choice examination. The course is conducted at Huddersfield Technical College and covers legal requirements, health and safety, good communication, road safety and equal opportunities. A major focus of the course is customer care and providing a personal service to disabled passengers. Drivers are taught how to deal with people with different impairments and provide assistance to passengers outside the vehicle whilst enabling them to maintain their independence as much as possible. This

might, for example, entail helping a disabled person to enter the vehicle, or carrying a passenger’s shopping into the house. Drivers are also encouraged to talk to disabled passengers to make them feel more comfortable during their journey.

Warrington Borough Council introduced a requirement that all taxi and PHV licence applicants must undertake a disability awareness test, as part of their licensing conditions in 2002. The “Taxi and Private Hire Drivers Knowledge Test” comprises five questions which applicants are required to answer, having studied a distance learning pack produced, on behalf of Warrington Borough Council, by the Warrington Community NHS Trust and the Warrington Disability Information Service. This pack has an emphasis on promoting an inclusive society, and there is a discussion of how disabled people are often perceived by non-disabled people, and of the common myths, misconceptions and stereotypes that give rise to negative attitudes. Practical advice is given on the role that language can play in reinforcing prejudices and, very often, causing offence.

Edinburgh City Council requires taxi drivers to undertake a compulsory training

course as part of their licence conditions; although this does not currently extend to PHV drivers in the city, there is no reason why this course can not be used as an example of what might be administered in the PHV sector elsewhere. The course is operated by Telford College, Edinburgh, and covers six elements: conditions of licence and road safety issues, wheelchair accessibility and disability awareness, first aid, handling conflict and stress, vehicle maintenance and customer care. General professional etiquette and passenger awareness guidance is given, followed by specific assistance information for partially sighted passengers, passengers with hearing loss, passengers with walking difficulties and wheelchair users. Practical sessions showing how to assist a partially sighted person and how to manoeuvre a wheelchair are included.

Phoenix Training operates a course for PHV drivers in assisting disabled passengers and has provided training for a number of local authorities. This is based on an established course provided for Education and Social Service sector drivers and escorts. The course consists of two days, the first concentrating on theory, and the second on practical training. The theory module includes

medical issues, such as dealing with epilepsy, asthma and autism. Additional conditions can also be included if needed (e.g. dementia). Understanding the needs of passengers is part of the theory course and this includes conduct which enables the preservation of the dignity, respect and independence of the passenger. Each successful candidate is entered on the National Register of Trained Escorts, which can be accessed by councils and the Health and Safety Executive. The scheme is recommended by the National Association for Council Contract Community Transport.

The Public Carriage Office will shortly introduce a “Small Vehicles Professional Drivers’ Additional Skills” programme. Modules will include “Recognising and responding to passengers with special needs” and “Awareness of disability issues”.

The Community Transport Association (CTA) promotes training in the form of the Passenger Assistant Training Scheme (PATS) and Minibus Driver Awareness Scheme (MiDAS). PATS is designed for staff or volunteers who are involved in the care or supervision of passengers travelling in cars, taxis or buses. PATS is for anyone who has care or supervision of passengers when

travelling by road, whether as a non-driving Passenger Assistant or as a Driver / Passenger Assistant. The course includes training on disability awareness, supervising children with special needs and working with adults who require care and supervision. MiDAS, a scheme that is becoming increasingly well-established in the Community Transport sector,

comprises a combination of disability awareness training and practical driving assessment. The disability awareness classroom session includes dealing with people with sensory impairments, people with physical disabilities, wheelchair users and being able to safely use equipment such as restraints and ramps for wheelchairs.

The personal security of passengers

Checking the integrity of drivers

It is important to carry out checks with the Criminal Records Bureau. These checks are called Disclosures, and there are two types that a Licensing Authority can request drivers to undertake. The Standard Disclosure contains details of all convictions held on the Police National Computer (PNC), including current and 'spent' convictions, as well as details of any cautions, reprimands or final warnings. An Enhanced Disclosure is for posts which involve a far greater degree of contact with children or vulnerable adults, such as a teacher, scout or guide leader. In addition to the content of a Standard Disclosure, Enhanced Disclosures involve an extra level of checking with local police force records. In Northern Ireland applicants for both taxi/PHV driver and vehicle licences have to satisfy the licensing authority as to their good repute. An integral part of this process is the checking of applicant details with the Police Service of Northern Ireland records.

The London Private Hire Car Association grades companies using an ISO9001 accredited process which uses a rating scale from one to five stars. All graded companies must meet mandatory requirements, which include the keeping

of drivers' photographs on file and the wearing of identification giving details of the driver and the company. The grading is based on examination of the premises of the operator, the booking systems, customer care / complaints procedures and the training and development of staff.

Making the passenger feel safe



First-time callers might ask to be 'phoned back, for reassurance; if this is

the case, then the call handler should be prepared to do this, if asked. Ideally, female customers should be given the option of having a female driver. For example, Ladycabs (based in North London) is a PHV service run by women which employs mainly women drivers.

Another way of addressing the security of passengers and drivers is to install CCTV cameras in vehicles, a measure that has been taken by one particular PHV firm. 49ers Taxi and Private Hire, which operates PHVs in Luton, is in the process of installing CCTV in all of its vehicles, having trialed the equipment in two of them. The system is based on digital imaging, and is robust and maintenance-free. There is no prospect of infringing the public's civil rights, since

the digital images captured can only be accessed using software that is only available to the relevant Local Authority Licensing Office and the Police. Unlike video images, still digital images are tamper-proof, so are admissible as evidence in a Court of Law.

It is important that these systems should be accompanied by in-vehicle signage that informs passengers that cameras have been installed for both their, and the driver's, protection.

Taxi and PHV quality partnership

The issue of how a Licensing Authority might encourage compliance with measures to improve the availability of private hire services for disabled people, either by compulsion or coercion, has so far been discussed briefly, in relation to training. One example of a scheme that is currently being used successfully is that of Southampton City Council's Taxi Quality Partnership – this is the first example of a TQP being included in a Local Authority's Local Transport Plan (LTP). The partnership between the local authority and the city's taxi and private hire industries is based on a forum which meets four times a year. This forum enables open and frank discussions between the city's Licensing Panel and elected representatives of the four sectors of the industry – the Private Hire Association, the Southampton Hackney Association, the Owners' Association and the Transport & General Workers' Union. Two of the four meetings are designated for invitations to other



interested parties and stakeholders (e.g. the Highways Agency). An agenda for each meeting is agreed between the two parties, offering the chance for any concerns or uncertainties to be aired. An important item of feedback from the TQP is that it has been instrumental in overcoming the “them & us” mentality that often exists between the licensing authorities and the trades.

From the licensing authority's point of view, the forum enables new policy initiatives – such as measures to improve the availability of both taxis and PHVs to disabled people - to be introduced, discussed and implemented. For example, the LA has recently begun the process of introducing the Driving Standards Agency's Private Hire Vehicle/Taxi Driver Test; it is intended that this test will be phased in, with the ultimate objective of all taxi and private hire drivers in Southampton eventually being obliged to take this test. The forum has offered the Licensing Panel the opportunity to raise this issue with the industry, and to explain the aims and objectives of such a move – industry representatives then have the chance to consult their members on the proposals, and then respond to the panel within 28 days.

Affordability issues

A general principle is that disabled passengers should not be charged extra, nor should there be an additional charge for carrying mobility equipment, (including a wheelchair or an assistance dog). Similarly, when larger vehicles, such as MPVs or “people carriers” are included in the fleet, there should be no additional charge for use of these vehicles.

There is also a sound business case for the PHV industry for the promotion and encouragement of schemes that make this form of transport affordable to more people, since this is a means for increasing travel by PHV.

Setting up voucher schemes



A voucher scheme will require some level of funding; therefore, before setting up such a scheme, the operator should ensure that long-term (i.e. 3 to 5 years) funding is secured. Funding might be sought both locally, or nationally, through the National Lotteries Charities Board. The operator should be prepared for the following cost items: reimbursement to operators for the cost of subsidised travel, personnel costs of



a full-time or part-time Transport Administrator, training costs for Transport Administrator (if needed), printing costs for membership cards, tokens and other publicity material, rental for office space, and miscellaneous office equipment costs and other running costs.

Consideration should be given to the production of additional printed materials, such as membership application forms, member feedback forms, complaint forms (for both passengers and operators) and various pro formas for claiming reimbursement, drivers' trip log sheets etc. All printed material intended for members of the public should be in an accessible format, ensuring, for example, that all fonts used are of at least 14pt in size, with Arial or sans serif being the preferred font types.

Membership of such a scheme usually entails an annual fee whose collection may have significant administrative

Bibliography

implications. The scheme's administrator will also need to compile and maintain a list of all participating operators involved, and draw up a formal statement that can serve as a definition of the conditions of the scheme for participating operators. Such a statement should include a description of the population groups that the scheme seeks to benefit, a definition of the geographical boundaries of the scheme etc.

It is important that local community groups should be consulted during the setting up of a voucher scheme, in order to ensure that the nature of the service meets the needs and aspirations of the people for whom it is intended.

An operator's participation in such a scheme implies that it should be able, and prepared, to offer a high quality, accessible service for the membership, so participants would be expected to ensure that their staff are adequately trained in disability awareness, passenger assistance skills and customer care issues. The administrator should monitor the extent to which standards of courtesy and time-keeping are maintained – using

feedback from members – in addition to routine checks on the safety, comfort and cleanliness of vehicles. Similarly, there might be a need, particularly when setting up a scheme, for some research to be done on the availability of accessible vehicles and radio circuits, and the type and number of vehicles that might be available. Such an inventory of the accessible vehicle parc available might need to be repeated during the course of the scheme.

The scheme will need membership criteria. Normally, eligibility will be on a self-certification basis, the core criterion being that the applicant is unable, reasonably, to use mainstream public transport, due to a permanent physical, sensory, cognitive or mental health impairment. It is possible, however, to extend this general criterion to people who have a temporary impairment (e.g. after an accident, or a stroke etc.), pregnant women, people on low income, people with a mental health problem or any other person who might, for some other reason, not be able to use conventional public transport.

“Meeting the needs of disabled passengers: Advice for taxi drivers.” (DPTAC Leaflet).

“Meeting the needs of passengers with a disability – A code of practice for taxi drivers” (The Northern Ireland Transport Advisory Committee).

“Guidance on training for taxi and Private Hire drivers in disability issues” (DPTAC)

“Disabled people – charity or business – A distance learning pack on disability issues for Warrington Taxi and Private Hire Drivers” (Warrington BC)

“Taxi Card Schemes in Powys – A Good Practice Guide”

“Guidelines for the Establishment of Taxicard Schemes” (DPTAC)

“Am I making myself clear?” (MENCAP)

“Taxi Driver Training Pack” at www.ddsg.org.uk/taxi

“Have Dog, Will Travel” (Video available from Kirklees Metropolitan Council)

“Carriage of Guide, Hearing and other Assistance Dogs in PHVs: Guidance for Licensing Authorities” (DfT) Free Literature Code DPPHV1 (www.dft.gov.uk)

“Carriage of Guide, Hearing and other Assistance Dogs in PHVs: Advice for Operators and Drivers” (DfT) Free Literature Code DPPHV2 (www.dft.gov.uk)

Some useful contacts

The Disabled Persons Transport Advisory Committee (DPTAC)
Zone 1/14, Great Minster House,
76 Marsham Street,
LONDON. SW1P 4DR
Telephone: 020 7944 8011
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Mobility and Inclusion Unit
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Telephone: 020 7944 6100
Minicom: 020 7944 3277
Email: miu@dft.gsi.gov.uk

Department for Transport free literature
PO Box 236
WETHERBY. LS23 7NB
Telephone: 0870 1226 236
Fax: 0870 1226 237
Email: dft@twoten.press.net

Briteboard
Unit 1, Fortune Way,
Triangle Business Centre,
LONDON. NW10 6UF
Telephone: 020 8964 5300
Email: briteboard@aol.com

Centre for Accessible Environments
Nutmeg House, 60 Gainsford Street,
LONDON. SE1 2NY
Telephone: 020 7357 8182
Email: info@cae.org.uk

CHANGE
Units 18-20, Unity Business Centre,
26 Roundhay Road,
LEEDS. LS7 1AB
Telephone: 0113 243 0202
Email: changepeople@excite.co.uk

Community Transport Association
Highbank, Halton Street,
HYDE, Cheshire. SK14 2NY
Telephone: 0870 774 3586
Email: ctau@communitytransport.com

Deafblind UK
100 Bridge Street, PETERBOROUGH,
Cambridgeshire. PE1 1DY
Telephone: 01733 358100
Minicom: 01733 358858
Email: info@deafblind.org.uk

Disability Rights Commission
7th Floor, 222 Gray's Inn Road,
LONDON. WC1X 8HL
Telephone: 08457 622633
Minicom: 08457 622644
Email: enquiry@drc-gb.org

Guide Dogs for the Blind Association
(GDBA)
Burghfield Common, READING. RG7 3YG
Telephone: 0870 600 2323
Email: guidedogs@guidedogs.org.uk

Kirklees Metropolitan Council
Building Controls and Licensing Service
Rooms 8-10 Estate Buildings,
Railway Street, HUDDERSFIELD.
Telephone: 01484 223470

The London Private Hire Car Association
213 Kenton Road, HARROW,
Middlesex. HA3 0HD
Telephone: 07956 329288
Fax: 020 7723 0609
Email: lphca@btinternet.com

Mobility & Access Committee for Scotland
(MACS)
Forsyth House, Rosyth Europarc
ROSYTH. KY11 2UU
Telephone: 01383 428031
E-mail macs@ednet.co.uk

The Mental Health and Transport Group,
c/o Lambeth Mind, The Co-op Centre,
Unit 2a, 11 Mowll Street,
LONDON. SW9 6BG
Email: mh.transportgroup@talk21.com

The Multiple Sclerosis Society, MS
National Centre, 372 Edgware Road,
Staples Corner, LONDON. NW2 6ND
Telephone: 020 8438 0700
Email: info@mssociety.org.uk

The National Association of Taxi and
Private Hire Licensing and Enforcement
Officers
Mr David Blurton (NATPHLEO Training
Co-ordinator)
9 Sedgefield Close, Llwyn Onn Park
Cefn Road, WREXHAM. LL13 0PZ.

The National Private Hire Association
(NPHA)
8 Silver Street, BURY,
Lancashire. BL9 0EX
Telephone: 0161 280 2800
Email: info@npha.co.uk

Road Transport Regulation Branch
Department of the Environment
Room G-20, Clarence Court
10-18 Adelaide Street,
BELFAST. BT2 8GB
Telephone: 028 9025 4100

The Royal Association for Disability and
Rehabilitation (RADAR)
12 City Forum, 250 City Road,
LONDON. EC1V 8AF
Telephone: 020 7250 3222
Minicom: 020 7250 4119
Email: radar@radar.org.uk

Royal National Institute for the Blind
(RNIB)
105 Judd Street,
LONDON. WC1H 9NE
Telephone: 020 7388 1266
Email: helpline@rnib.org.uk

The Royal National Institute for Deaf
People (RNID)
19-23 Featherstone Street,
LONDON. EC1Y 8SL
Telephone: 020 7296 8199
Email: helpline@rnid.org.uk

Royal Society for Mentally Handicapped
Children and Adults (MENCAP)
123 Golden Lane,
LONDON. EC1Y 0RT
Telephone: 020 7454 0454

SCOPE
6 Market Road,
LONDON. N7 9PW
Telephone: 020 7619 7100

Transport & Travel Research Ltd, Minster
House, Minster Pool Walk, LICHFIELD.
WS13 6QT
Telephone: 01543 416416
Email: enquiries@ttr-ltd.com

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