

Tameside Community Transport Information

*What is Community Transport (CT)?*¹

The problem: social exclusion

Social exclusion is recognised today as a major problem by both local and central government across the UK. Individuals or groups find themselves unable to do the everyday things that the majority take for granted. Exclusion can take many forms, and result from a variety of causes. A major factor is lack of access to transport. Many people take transport for granted. But those with no transport may find it difficult or impossible to get to work, shopping, health facilities or social events. They may include disabled or elderly people, or people on low incomes, with no car, and limited (or non-existent) public transport.

An answer - CT

The first community transport organisations (CTs) were set up to solve problems caused by social exclusion back in the 1970s, years before the term was ever thought of. CTs continue to combat social exclusion today. They do this mainly by providing safe, accessible and affordable transport solutions to their local community that enable people to access work, training and social activities they might not otherwise be able to.

CTs are...

- Independent of private or public organisations
- Non-profit making
- Local community organisations
- Community owned and managed by committees elected by and from local people.

There are CTs in nearly every part of the UK including in Tameside. Locally-run and managed community transport operators have the skills, experience and desire to reach the parts of the community other transport providers cannot reach. The challenges facing Community Transport provision across the Borough of Tameside have long been recognised and T3SC have been part of local meetings and discussion on the subject since 2003. During 2009 a number of networks and Voice meetings have highlighted the importance of this issue and T3SC have had the opportunity to get more involved. We have done this with the support of the Greater Manchester Centre for Voluntary Organisation's (GMCVO) Transport Unit and have organised meetings with the main players from:

- Greater Manchester Passenger Transport Executive (GMPTE)
- Volunteer Centre Tameside
- Point 2 Point
- Greater Manchester Accessible Transport Limited (GMATL)
- POPPS – Opening Doors for Older People
- Adult Services at Tameside Council

Together we are joining forces to move the Community Transport agenda forward. If you have information to share or want to find out more please get in touch with the Policy and Participation Team at Tameside 3rd Sector Coalition (0161 339 4985; voice@t3sc.org). We hope the list of Community Transport providers, and related services, that follows will be of help to you...

¹ Source: http://www.transportforcommunities.co.uk/what_is_CT.htm

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Miles Of Smiles - Volunteer Centre Tameside

Many people find it difficult to get to hospitals, dentist's surgeries, chiropodists, health centres, or even their GP's surgeries on time as they cannot use public transport easily, yet do not qualify for the ambulance service. In order to meet this very real need, Volunteer Centre Tameside has been funded by NHS Tameside and Glossop to develop a Volunteer Car Scheme called Miles of Smiles to ensure that appointments are met and patients receive the medical attention they desperately need.

The scheme involves volunteers using their own vehicles to take patients to and from various health related appointments. Car scheme passengers have to meet certain criteria to be able to use the service. The scheme is only be open to patients who, due to illness, age or disability are unable to use public transport to get about, would struggle to use taxis, or would find using public transport too stressful due to mental ill-health. Also it can be used by patients going to hospital for a medical procedure which would leave them unable to travel home alone and people (who meet our criteria) wishing to visit relatives and friends in nursing homes or hospitals.

Passengers must live in Tameside but the service is available for a wide range of appointments – including hospitals, dentists, chiropodists, clinics, and opticians. The appointments can be anywhere, and while they are usually in Tameside, the service also attends Christie's, Royal Oldham, Stepping Hill hospital, and Manchester Royal Infirmary to name just a few. Miles of Smiles operates with volunteer drivers who use their own cars.

The scheme is enormously popular with its regular users, who frequently write letters of thanks for the excellent service they receive from drivers. There are currently 22 registered drivers, serving over 500 registered regular patients, making thousands of journeys a year. With support from Help the Aged/Age Concern, Miles of Smiles have secured funding from London Clubs International to purchase an accessible vehicle to enhance the service for wheelchair users. This people-carrier can seat up to seven passengers, and is accessible for people with disabilities. For people with mobility difficulties, the journey to hospitals, GPs and other medical appointments can be an added inconvenience they could do without.

Miles of Smiles provides a fantastic service in getting them where they need in a comfortable and friendly way. For more information about becoming a member of Miles of Smiles or to volunteer, contact David or Julliette on 0161 339 2345.

Point 2 Point

Point 2 Point is a not for profit organisation with charitable status. They have been providing low cost transport related services to the people of Hattersley and Tameside since October 2005. P2P is a community led transport scheme putting the needs of local groups and individuals first. They aim to meet all group and individual travel requirements through their community minibuses and Local Link services. Their minibuses are available 7 days a week and can be used by any community group based within the Tameside district.

Services offered

- Minibus Group Transport - 2 Accessible Mini-buses up to 14 seats with wheelchair access
- Hattersley Local Link

Telephone bookings and information number: 0161 367 8014

Fax: 0161 368 5051

Email address: p2p@btconnect.com

Operating area: Tameside & Hattersley

Eligibility criteria: P2P aim to meet all group and individual travel requirements through their services within the Tameside district. Please call them for more details.

Community Transport Manchester

Minibus hire for voluntary and community groups

CTM have a mixed fleet of 27 accessible and standard minibuses. Community and voluntary groups can hire CTM minibuses and can use either CTM drivers/volunteers or their own driver. Contact the central booking team for details of current rates and to book a minibus: manchester@communitytransport.org or 0845 077 2246

Training Services

CTM deliver MIDAS, minibus driver training, and other transport-related training to community groups. For further details, visit www.communitytransport.org/training/ or contact Stuart Needham (Regional Training Manager) on 0161 633 0040.

Denton And Area Minibus

Organisations can become a member of this scheme so that they are able to use the minibus for trips and events. There is an initial fee of £30.00 for the first year, for registration purposes, then every year the subscription fee is £15.00, which all goes to the costs of keeping the minibus on the road. All drivers have to be M.I.D.A.S. trained and have a valid certificate.

Costs are:

- £35.00 for the day (7am until 10.00pm)
- £70.00 for the weekend (£95.00 if you want to take it Friday night)
- £245.00 for the full week.

The booking times are:

- Monday to Saturday 9am to 8pm
- Sunday 10am to 4pm

If you have any Questions or Queries please contact Fran on 0161 612 9861.

Would You Like To Use Public Transport, But You're Not Sure How?

There are lots of reasons why older people don't use public transport:

- It may seem difficult because you've always travelled by car.
- You may have had a fall or a bad experience while travelling on a bus or a train.
- You may feel unsure about going out on your own.

Age Concern Manchester is working with GMPTE to help older people with a project called 'Travel Training'. We are training volunteers to work with older people across Greater Manchester, giving them the confidence to use public transport for days out, shopping or appointments. If you would like to start using public transport and need someone to help you, or you would like to volunteer to be a Travel Trainer please contact:

Julie Hussey at Age Concern Manchester
Tel: 0161 223 6062
Email: Julie.hussey@silverservice.org.uk

Ring & Ride

Ring & Ride provides a door-to-door, accessible minibus service for people of all ages who find it very difficult to use ordinary public transport and children may also be eligible to use the service. For example, you may have:

- difficulties getting to and from main public transport routes and services;
- difficulties getting on and off public transport; or
- a fear or phobia of using ordinary public transport.

In some cases, you may be eligible to use Ring & Ride as a temporary measure - for example, if you have broken an arm or leg or have a short-term illness which is making it very difficult for you to use ordinary public transport. The Ring & Ride service operates throughout Greater Manchester. Before you use ring and ride you have to be registered with them.

Registering and general enquiries: To register or to receive more information about the service phone the enquiry line on **0161 343 1404**.

Operating times

8am - 10.45pm (Monday - Saturday)

8.15am - 10.10pm (Sunday) - times vary so please contact Ring & Ride for details

Booking your journey

You must book your journey between 9.30am and 12.45pm the day before you want to travel. If you want a return journey it needs to be booked at the same time.

Booking line: 0161 343 1808

Email: tameside@ringandride.info

Contact details: If individuals have difficulties using a phone, they can book a journey by writing to - Ring & Ride, Unit 1, Plantation Industrial Estate, Whitelands Road, Ashton, OL6 6UZ

Local Link

Local Link is a service which allows passengers living in the areas where the service has been introduced to ring and book a journey, door to door, within the local area. Anyone living in the area can use the service, as there are no age or disability restrictions on users, such as apply to Ring & Ride services. Costs are based on local bus fares and GMPTE passes and Travel Vouchers are valid. The vehicles used are either taxis or minibuses. A Local Link service is available in the following areas:

- Dane Bank - www.gmpte.com/upload/library/Dane_Bank_LL_221008.pdf
- Gee Cross / Hyde South / Newton / Backbower - www.gmpte.com/upload/library/Gee_Cross_050808.pdf
- Hattersley - www.gmpte.com/upload/library/Hattersley_LL_030709.pdf
- Mossley / Saddleworth - www.gmpte.com/upload/library/Mossley_110507.pdf
- Tame valley (Dukinfield) / Mottram Rise / Broadbottom - www.gmpte.com/upload/library/Tame_Valley_050808.pdf

Tel: **08456 05 55 05** (local call rate)

For the list of Tameside services above please also visit www.gmpte.com/buses/local_link.cfm and click on the Tameside tab.

Tameside Council

The Council have a dedicated team of driver-attendants who operate a modern fleet of 16 and 24 seat welfare buses which are specially adapted and have tail-lift access for wheelchair dependant service users and those with restricted mobility.

The service provides transport for eligible clients with a variety of special needs, including physical disabilities, learning disabilities, visually and sensory impairments, and children from early years onwards. It is mainly used in house for day care centre users etc.

It is also possible for community groups to hire their minibuses when they are not in use (mainly 10.30am-2pm and in the evening) – please contact T3SC for more details.

Other Useful Information

Ways to travel to...Ashton Primary Care Centre by walking, cycling, bus and train (online leaflet and copies also available from T3SC):

www.tamesideandglossop.nhs.uk/upload/Documents/Ashton%20PCC/AshtonPCCTravelInformationLeaflet.pdf

Other Transport Providers Locally

Glossop Community Transport

Glossop Community Transport was established in 1982 and was the first of its kind in Derbyshire. They have nine vehicles of various sizes six with 16 seats one with 15 seats and one with 12 seats as well as an MPV sized vehicle which carries four people including a wheelchair. All their vehicles are accessible and have either passenger lifts or are low floored.

Tel: **01457 861635**

www.glossopct.co.uk

Glossop Voluntary Car Scheme

A team of volunteer drivers help people with disabilities, older people, sick children, people with learning disabilities and people with mental health problems to attend medical and similar appointments. Generally the driver stays with the passenger and brings them home again if required. A charge is made to the passenger to cover the cost of the volunteer's petrol. If you'd like more details, contact Tina or Julia on 01457 890904.

Tel: **01457 865722**

<http://vcglossop.org.uk/index.asp?ID=167>

If you have any queries, updates or additions regarding the above information please get in touch with the Policy and Participation Team at T3SC:



Tel: 0161 339 4985 Fax: 0161 339 0881 www.t3sc.org

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