

City of York Council



List of Approved Adult Transport Providers

Introduction

City of York Council is adopting a personalised approach to meeting adult's transport requirements, enabling more people to exercise independence, choice and control over their transportation needs via **Transport Direct Payments**.

Adult customers who have been offered a **Transport Direct Payment** will be able to choose their support from a List of CYC Approved Providers within this document. (Customers are able to pursue other creative transport options or to purchase support from providers not included on the list if they wish to do so).

Please note that there is no direct contractual relationship between the Council and the providers on this Approved List. However, providers who have been included on this list have evidenced standards of good practice to the Council in terms of vehicle and driver safety and customer awareness.

The Council will investigate complaints where a Provider does not appear to meet these standards and may remove the Provider from the Approved List where these complaints are upheld.

On the following pages you will find details of providers. For each provider you will find contact details, and a brief description of the transport services they are able to offer.

Fleetways Taxis

9-10 Queen Street York. YO24 1AD

Contact: Christine Greensmith / Denise Sessay

T: 01904 631023

E: fleetways@btconnect.com

W: www.fleetways.co.uk

Fleetways is an established taxi provider in the city with a reputation for providing a reliable quality service to all our customers.

The company prides itself on the quality of our vehicles, which are all licensed by the City of York Council and undergo their rigorous annual inspection. In addition to this, regular company inspections ensure our vehicles adhere to the high standards of cleanliness which our customers deserve.

Customers should expect all our drivers to be courteous and helpful at all times and as with our vehicles the Fleetways dress code ensures your driver will complete the high standard of our service. The majority of our drivers have now completed an NVQ 2 in Road Passenger Service, Transporting Children and Young Persons, and dealing with Emergency Situations.

Fleetways is currently successfully transporting a number of adult customers with physical and learning disabilities.

All drivers have also under gone an Enhanced Police Check of the Criminal Records Bureau.

ACCESS TRAVEL

Contact: Jenny / Neil Chadwick 82 Chestnut Grove, New Earswick, York, YO32 4BX

T: 07487687354 / 07740628662

E: accesstravelyork@gmail.com

Access Travel is a friendly, professional and highly experienced transport provider who specialise in transporting customers with disabilities.

We are a husband and wife team (Neil and Jenny Chadwick) based in New Earswick, and have a long track record of supporting customers with disabilities, having previously transported adults and children with both physical and learning disabilities on behalf of City of York Council.

For the past few years we have also delivered specialist transport for Renal Unit patients on behalf of York Hospital Trust.

Access Travel can guarantee a safe, reliable and thoroughly professional service for all our customers.

GETAWAY CARS

7, 14 Redeness St, York YO31 7UU

Contact: Peter Hills

T: 01904 707070

E: hillsp@talk21.com

W: www.taxis-in-york.co.uk/getaway-cars-taxis-york/

Established in the autumn of 2009, Getaway Cars opened its doors to the people of York with an ambition of offering a fairly priced, friendly, genuine local taxi service.

We set out on our mission with a small fleet of hand picked, friendly and experienced local drivers, with the intention of establishing ourselves a reputation that reflected our aim. Having worked in the industry for a number of years, we understood that the key to building a strong relationship with our customers was based on honesty and trust.

Having kept this firmly in mind, we have established ourselves in York with a reputation to match our passion.

CJS Travel

Equinox House, Clifton Park Avenue, York YO30 5PA

Contact: Chris / Lynne Stables

T: 01904 766366

E: cjstravelyork@aol.com

CJS Travel is a family run taxi company formed in 1994 with a long track record of supporting vulnerable customers.

As a company our primary aim is to provide a professional and specialised service for children with special needs and vulnerable adults. We have gradually built up the service over a number of years and yet still provide a personal and professional approach.

We have established good working relationships with both City of York and North Yorkshire County Council and we are successfully transporting a number of adult customers with physical and learning disabilities

Over the years we feel we have provided an excellent service to all our customers, all our staff have engaged in training as and when required to enhance our service.

Ryecat Ltd. (Ryedale Community Transport)

Unit 2 Minster Court, Norton Grove Industrial Estate, Norton, Malton YO17 9NJ

Contact: Ken Gill, Manager

T: 01653 699059

E: post@rydalect.org

W: www.rydalect.org

Ryecat's mission is to improve the quality of life for communities by enabling independence, inclusion and participation through the provision of transport services.

Ryecat strives at all times to offer an excellent quality of service that is in tune with the needs of individuals, groups and communities. It is an example of a successful social enterprise and charity that is able to deliver social value.

Ryecat has several years of experience in the field of transporting vulnerable individuals to day centres, special schools and centres for independent living.

Ryecat has also worked with elderly, frail and infirm passengers, providing them with essential door-to-door transport.

Age UK York

Norman Collinson House, 70 Walmgate, York YO1 9TL

Contact Jan Hunter, Finance and Admin Manager

T: 01904 866071

E: ageukyork@ageukyork.org.uk

W: www.ageuk.org.uk/york

Age UK York specialise in transporting older people to a number of day activities across the city, using minibuses and cars, volunteers and paid workers. A shopping and appointments service for people using minibuses and cars, volunteers and paid workers.

Age UK York possesses a long track record and significant experience in this area of work and has recently taken over the previous Red Cross transport activity in the city.

Availability is likely to initially be limited to the times when AgeUK is transporting other adult customers to day centres. Please contact AgeUK for further details.

