



Your easy guide to getting about

NHS
Ashton, Leigh and Wigan



active
travelwigan
Walking • Cycling • Public Transport



Electronic copies available at: <http://mylifemychoices.wigan.gov.uk/i-need-help-with/getting-out-and-about/transport.aspx>

WIGAN AND LEIGH DISABILITY PARTNERSHIP

This directory was brought to you in association with “Wigan & Leigh Disability Partnership”. “Wigan & Leigh Disability Partnership” is the borough’s centre for Independent Living which provides support to people with all types of disabilities including physical disabilities, learning disabilities, and sensory disabilities and acquired brain injury. People who attend contribute to the running of the enterprise and are working towards being a user-led organisation. We also provide a service to the wider community and several disabled clubs use the building in the evening. We are based in the stadium building at Leigh Sports Village. We provide information and advice, computer research, adult community learning, volunteering opportunities, conference facilities, a craft shop, library and coffee and info club. Other services also work alongside us; PASS (Personal Assistant Support Service).



INTRODUCTION

Welcome to “Your easy guide to getting about”. Getting out and about, visiting friends, shopping and leisure activities is very good for your health and well-being.

Getting out and about for people with disabilities or health problems can present difficulties for people travelling alone or using public transport. This directory hopes to assist people who may be wheelchair bound, hard of hearing, visually impaired, have learning difficulties or are experiencing certain mental health problems. There are many different ways of getting around Wigan Borough, yet people still experience problems getting the transport they need. “Your easy guide to getting about” is one step towards improving access for everyone in our area.

This pocket guide provides advice, information and helplines to those needing extra care. In “Your easy guide to getting about” you will find the best and simple way of using transport around the Wigan Borough, this pocket guide is easy to use and full of important information to help you find your local transport.

ACKNOWLEDGEMENTS

The background research for this directory was undertaken by Richard Armitage Transport Consultancy.

The full research document, “Accessible Transport Directory” is available from Julie.hotchkiss@alwpct.nhs.uk on request

The project was funded by Ashton, Leigh & Wigan Primary Care Trust (ALWPCT).

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KEY



Buses



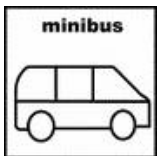
Coaches



Wheelchair accessibility



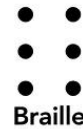
Scooter



Mini Buses



Access for individuals who are blind



Braille

Braille symbol



Audio description



Sign language interpretation



Guide Dogs



Hackney cab



Telephone to place order



CRB Checked by the criminal records bureau



MiDAS Trained to MiDAS Passenger Assistant Training Standards



D/A Trained in disability awareness



C/C Trained in customer care

TRAVEL INFO



Active Travel Wigan is a web portal, www.activetravelwigan.co.uk it has been designed to enable you to plan walking, cycling and public transport journeys in your local area. By helping you to walk or cycle if you are able, as part of your daily routine, we hope to help you to lead a healthier lifestyle without having to embark on an expensive exercise programme.

Active Travel Wigan is part of the “*Living Well in Wigan Borough*” Public Health Strategy to promote healthy lifestyles by supporting people to manage their own health and well-being. From the website you can order your own personalised travel pack with the maps, leaflets and timetables you may require.

Web: www.activetravelwigan.co.uk

Active Travel Wigan is brought to you by **Ashton, Leigh and Wigan NHS** in co-operation with **Wigan Council**.

PLANNING A JOURNEY BY BUS

Traveline

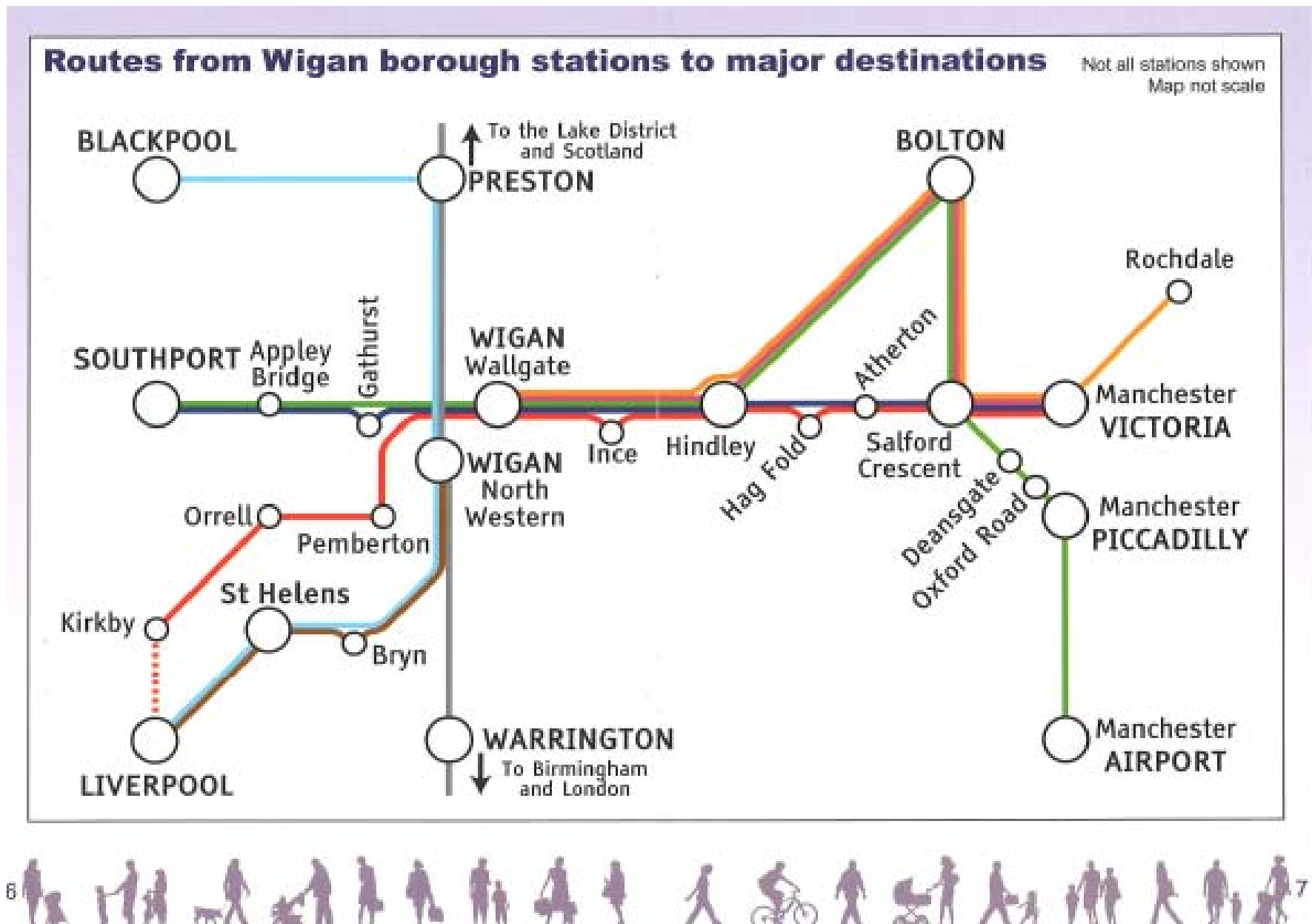
Tel: 08712002233 (7am – 8pm weekdays, 8am -8pm weekends & bank holidays)

Web: www.transportdirect.info/web2/

Wigan Bus Operators

Operator	Telephone Number	Website
Arriva	0844 8004411	www.arrivabus.co.uk
First	08457 881155	www.firstgroup.com
Jim Stones	01925 766465	www.jimstonescoaches.com
South Lancs Travel	01942 888893	www.southlancs.com
General Enquiries for Greater Manchester Transport	0161 244 1000	www.gmpte.com

PLANNING A JOURNEY BY RAIL



National Rail Enquiries

Tel: 08457 48 49 50

Text: 0845 6050 600

Web: www.nationalrail.co.uk

Northern Rail

Tel: 08456 008 008

Virgin Trains

Tel: 08457 443 367

You can order timetables for train services in this leaflet, free of charge from

Web: www.activetravelwigan.co.uk

If you are making a journey by rail it is advisable to book assistance in advance, as station staff can then be allocated to help you onto the platform and onto the correct train by using a wheelchair ramp that all main stations have. When making a longer journey by rail it is advisable to book tickets in advance to ensure wheelchair space.

Assistance during your train journey



Wheelchair Size on trains

Trains can carry standard sized manual and electric wheelchairs. If you have a larger wheelchair, check with the relevant train company whether you will be able to access their trains.

Mobility Scooters on trains

If you use a mobility scooter, you must check in advance whether it can be carried on the train you wish to travel on. Train companies have restrictions on the size and weight of scooters that can be conveyed by rail. At the same time, check there are no engineering works on the days you wish to travel; on occasions train services can often be replaced by buses or coaches, not all of which can carry wheelchairs or a passenger seated in a wheelchair. Virgin Trains will only allow scooters up to 1200mm long and 700mm wide.

COUNCIL TRANSPORT



CRB



MiDAS

Special Education Needs

Wigan Council may provide free **home-to-school** transport for children with special educational needs.

Eligibility is based on assessment of individual needs.

Are you eligible?

- You are eligible if your child has:
 - Learning disabilities
 - Physical disabilities
 - Sensory impairments
 - Emotional, behavioural and social difficulties
- Assessment is undertaken by the Access & Inclusion Team
 - Tel: 01942 486145**
 - Web:
www.wigan.gov.uk/Services/EducationLearning/SEN/SpecialEducationNeedsAssessment.html

- The decision whether transport will be provided is made by Wigan Integrated Transport Unit
Tel: 01942 749602
Web:
www.wigan.gov.uk/Services/HealthSocialCareDayServices/TransportDayCentres

About the staff & Vehicles

The Transport Team has contacts with local companies who have a range of vehicles to meet your child's needs. The driver or passenger assistant will be told about any special requirements your child may have that could affect their journey.

Journeys to school booked for your child by the Access & Inclusion Team are provided free of charge.

ADULT SERVICES TRANSPORT



CRB



MIDAS

Adult services provide transport **to day centres, college, work, training and respite care** for adults following an assessment by a social worker. This is negotiated as part of a person's care package.

Transport is provided by either the in-house team or by other providers who are on the adult social care approved providers list.

Are you eligible?

You may be eligible for transport to access services offered by Adult Services if you have:

- Learning disabilities
- Physical disabilities
- Sensory disabilities
- Mental health problems, or
- Problems with drug or alcohol dependency
- Access to the Central Duty Care Team

Tel: 01942 828777

Web: www.wigan.gov.uk/Services/HealthSocialCare/DayServices

- Transport provider, Integrated Transport Unit

Tel: 01942 749602

Web: www.wigan.gov.uk/Services/HealthSocialCare/DayServices/TransportDay

There is a nominal charge for these journeys

WIGAN COUNCIL ADULT SERVICES INTEGRATED TRANSPORT UNIT



CRB

Wigan Council Adult Services Integrated Transport Unit can provide accessible vehicles and a driver for meetings or trips for meetings or trips for community and voluntary groups based in the Wigan Borough.

Booking Information

Booking can be placed between 8:45am and 5pm Monday to Friday

Tel: 01942 749602

Web: www.wigan.gov.uk/NR/rdonlyres

Costs of the journey are provided in advance.

RING & RIDE SERVICES



CRB

MiDAS

Ring and Ride provides a door-to-door accessible minibus service for people of all ages who find it difficult using ordinary public transport. It is designed to offer short journeys, with some additional day trips and evenings out.

Are you eligible?

Ring & Ride is available to Greater Manchester residents who find it difficult to use public transport. Across the Wigan borough the service is available for cross-border into Bolton and Salford MBC areas. You need to register with Ring & Ride to use the service.

Booking Services

Tel: 01942 829444 (Wigan)

Tel: 01942 829400 (Leigh/Atherton/Tyldesley)

Journeys must be booked between:

9:30am - 12:45pm Monday to Saturday

8:15am - 10:10pm Sunday

- Journeys can be pre-booked for groups of people who would like to make regular journeys to the same destination.
- Please advise when placing booking if you require the use of wheelchairs, walking frames, trolleys or children's car seats so the driver can allow space.
- If you require return pick please advise when placing booking.
- You may bring a friend, relative or carer with you on your journey. They do not need to be registered as a member of Ring & Ride.

GROUP TRAVEL

Eavesway Travel Ltd

Tel: 01942 727985



CRB

Eavesway Travel Ltd runs a private coach operator with wheelchair accessible coaches. The company runs tours and links into a variety of holiday packages and is available for trips and outings. All drivers have been fully trained and have Driver Certificate of Professional competence.

About the vehicles

Eavesway Van Hool T915 Alicon coach

- Coach seats up to 48 passengers
- In full disability mode 4 passengers in wheelchairs + 4 transfer passengers + 32 passenger seats
- Access to coach is by a PLS lift

Eavesway Van Hool T921 Altano Coach

- Coach seats up to 57 passengers
- 1 wheelchair passenger + further 55 passengers
- Access from pavement is via a demountable ramp
- Wheelchair is accommodated in lower seating area by the driver
- A further 3 passengers can be seated to enable a carer to accompany the wheelchair passenger
- The main seating area is accessible via six shallow steps
- The vehicles can accommodate 52 passengers
- Coach fitted with hearing loop

WIGAN & DISTRICT COMMUNITY TRANSPORT



CRB

MIDAS

Wigan & District Community Transport is a non – profit making organisation that provides low cost accessible transport for community and voluntary groups based in Wigan and the surrounding areas. Individuals can use the service but they have to pay to hire the vehicles. To use your own driver they must be **MiDAS** trained. W&DCT has a group of volunteer drivers who are all **CRB checked** and trained to **MiDAS standards (which includes disability awareness)**. W&DCT can provide a volunteer driver for your journey subject to availability, for an additional charge. You can find out about costs when placing your booking.

Are you eligible?

To book a W&DCT service you or your organisation must be based in the Wigan Council area and your organisation must register to be a member. Membership is free.

Booking Services

To make a provisional booking,

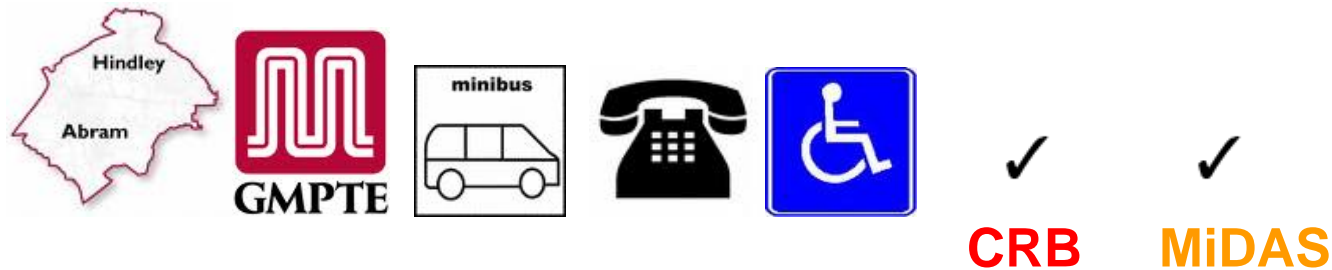
Tel: **01942 768811** (Monday to Friday 7am – 4pm).

You will then receive a booking form by post, which must be completed and returned to confirm booking. Bookings must be made in advance so the most suitable vehicle can be arranged. Cancellations must be made with 24 hours notice.

About the vehicles

- W&DCT has 9 vehicles
- Accessible via front step and a rear passenger lift
- Vehicles can carry up to 16 people
- Vehicles to carry between 2 and 6 wheelchairs
- You lose 2 standard seats for every wheelchair carried

HINDLEY DOOR-TO-DOOR SERVICES



Hindley Local Link is an accessible door-to-door transport service that can be booked in advance. The service is funded by **GMPTE** and run by Wigan Community Transport. Local link services are available to all people who want to travel within designated geographical areas. This service provides transport in areas where it would be uneconomical to run a bus service.

Are you eligible?

To book a Hindley Local Link service you must be travelling within the following designated areas:

- Hindley
- Castle Hill
- Hindley Green
- Ladies Lane
- Bolton Road

- Scot Lane
- Border with Bolton
- Liverpool Road (evenings & Sundays only)
- Platt Bridge (evenings & Sundays only)

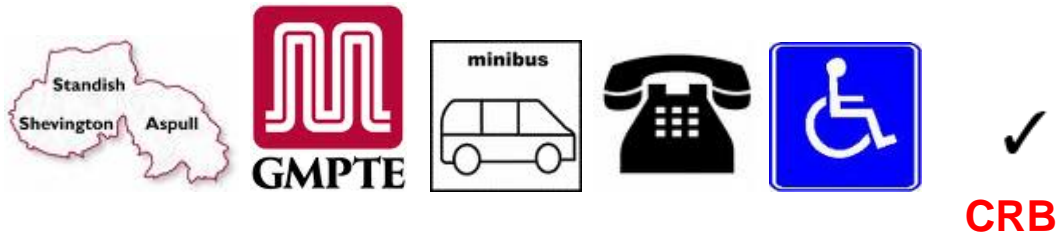
Booking Services

All bookings should be placed at least one hour before you wish to travel. Please inform the booking staff if you require a particular vehicle for wheelchair access, or if you require a return pick up.

Tel: **08456 055 505** (8am-8pm everyday)

Tel: **0871 200 2233** (If you require info in other formats)

STANDISH & SHEVINGTON DOOR-TO-DOOR SERVICES



Standish & Shevington Local Link is an accessible door-to-door transport service that you book in advance. The service is funded by **GMPTe** and run by Horwich Private Hire. Local link services are available to all people who want to travel within designated geographical areas. This service provides transport in areas where it would be uneconomical to run a bus service.

Are you eligible?

To book a Standish & Shevington Local Link service you must be travelling within the following designated areas:

- Standish
- Appley Bridge
- Shevington Vale, Shevington, Gathurst
- Orrell Post, Orrell, Winstanley, Higher End, Brownlow
- Red Rock, Hampson Green, Haigh, Aspull

Booking Services

All bookings should be placed at least one hour before you want to travel. You can book up to a week in advance. Please advise early if you want a return pick up or if you use a wheelchair or child's buggy. This to ensure a suitable vehicle can be provided.

Tel: **0800 389 6812** (7:30am-10:30pm everyday)



North West Ambulance Service **NHS**
NHS Trust



Ashton, Leigh and Wigan

HEALTHCARE TRANSPORT

Patient Transport Services

Patient Transport Services provide free transport for eligible patients to hospitals and other health appointments that you're GP or dentist refers you to. The service is provided by North West Ambulance Service using a range of vehicles including ambulances. ALWPCT operates the booking system for this service.

Ashton, Leigh & Wigan PCT

Tel: **01942 482990**

North West Ambulance Service

Tel: **01204 498400**

Are you eligible?

You must be attending a health appointment booked by a GP, dentist, midwife or a follow up appointment at the hospital or healthcare centre.

Patient transport services are only provided if:

- Your medical condition means that you need the skills or support of PTS staff on/after the journey
- Or where it would be detrimental to your condition or recovery if they were to travel by other means
- Your medical condition impacts on your mobility to such an extent that you would be unable to access healthcare
- Or it would be detrimental to your condition or recovery to travel by other means
- You are the parent or guardian of a child being carried in the ambulance
- PTS could also be provided to your escort or carer where their particular skills are needed

TAXI SERVICES & PRIVATE HIRE



CRB

All hackney carriage and private hire drivers licensed by Wigan Council are checked with the Criminal Records Bureau.

Making a booking

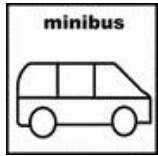
When you are ringing up for a taxi or private hire vehicle, always offer your complete address with post code. Away from home, always be precise about where you will be waiting for the vehicle. If you have any particular personal requirements, you need to give this important information when you book, such as:

- Please tell the driver to ring the doorbell
- I am a wheelchair user and need an accessible vehicle
- I prefer a saloon car
- I have a visual or hearing impairment

Accessible taxi services in Wigan borough

Neville J Strefford

Tel: 01942 675530



CRB



MiDAS

- 14 vehicles
- Wheelchair access from the rear via either tail lift or ramp
- Several vehicles can accommodate oversized chairs
- Lifts can carry up to 350 kilos
- All vehicles carry heavy duty strapping and D rings for modern broad framed wheelchair and unwind split reel double passenger restraints
- All vehicles have low steps at the side with yellow hand rails to assist visually impaired
- Assisting dogs and any other aids that the passenger may require are accommodated
- Drivers take part in 'hazard awareness' training to PVC standard using DSA disks

- The Director is a qualified SRN Nursing Sister, who has nursed paraplegics, spina bifida, motor neurone, MS, spinal and head injury patients, and therefore provides advice on such matters
- Recognised as a safe mode of transport for vulnerable persons by The Social Services Health & Safety Officer
- Sole supplier of special needs transport for Oakfield School and college
- They undergo MiDAS training and NVQ Level 2 with special needs awareness training, this training is ongoing throughout employment

About the vehicles

- All vehicles are of the PTS ambulance type and are fitted with PCV seats
- The vehicles can carry between 3 and 5 wheelchairs
- All types of wheelchairs can be carried including over sized and heavy powered
- Can carry passengers who need to travel in the prone or supine positions
- Can accommodate both 3 and 4 wheeled scooters
- All vehicles are rear loading and have low side steps for those requiring easy walking access

Anthony Aspinall

Tel: 07903779397



CRB

D/A

- Individual – Hackney carriage
- Carries 1 standard or 1 large wheelchair
- Wheelchair access by side ramp

Paul Buckley

Tel: 07772567774



CRB

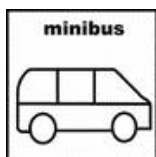
D/A

C/C

- 8 seated mini bus
- Carries 2 standard or large wheelchairs
- Wheelchair access by side ramp

Jeff Ellis

Tel: 01257 4015485



CRB



D/A

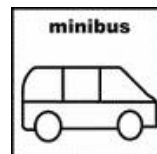


C/C

- Vehicles (3 wheelchair buses)
- Wheelchair buses can carry a maximum of 2 wheelchairs + passengers
- Wheelchair accessible by 2 rear lifts and one side ramp

Colin Frost

Tel: 07951 130262



CRB



D/A



C/C

- 1 hackney, 1 minibus
- Black cab can carry 1 standard or large wheelchair
- Minibus can carry 4 wheelchairs when seats are removed
- Cab wheelchair accessible by side ramp

- Minibus wheelchair access via rear lift

William Hancock

Tel: 07762944544



CRB

- 8 seated minibus
- Minibus carries 1 standard and 1 large wheelchair
- Access to minibus via side ramp
- Swivel seat

Paul Robert Heyes

Tel: 01695 624939



CRB

- Individual – Hackney taxi
- Carries 1 standard or 1 large wheelchair

- Swivel seat
- Wheelchair access via side ramp

Richard Heyes

Tel: 01257 400821



CRB



D/A



C/C

- Individual - Hackney taxi
- Carries 1 standard or 1 large wheelchair and electric wheelchair
- Wheelchair access via side ramp
- Swivel seat

Norman Lowe

Tel: 01942 864999 or 01942 865511



CRB



D/A



C/C

- Street cars – private hire operator
- Minibus converted to hold 2 standard wheelchairs
- Can carry 2 standard , or 1 large wheelchairs
- Wheelchair access via rear loading ramp

Norman Percival

Tel: 01257 401497



CRB



D/A



C/C

- Individual – Hackney cab
- Can carry 1 standard or 1 large wheelchair
- Access via side ramp

D Smith

Tel: 01744 895033



CRB

- Individual - Hackney cab
- Can carry 1 standard or large wheelchair
- Access via side ramp

Peter Sweeney

Tel: 01942 681168



CRB



D/A

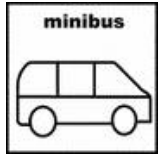


C/C

- Private hire operator
- Have a variety of vehicles with varying capacities
- Access via 4 rear lifts and 1 rear ramp

Dave & Sue Ward

Tel: 07942 732411



CRB



D/A



C/C

- Private hire operator
- Able to transport 1 or 2 standard or large wheelchairs
- Accessible via rear ramp
- Standard wheelchair provided on request

USEFUL INFORMATION

Carer's helpline

Tel: **01942 606086**

E-mail: info@carershelpline

Web: www.carershelpline.co.uk

Carers centre

Tel: **01942 705983**

Leigh Citizens Advice Bureau

6 The Avenue

Leigh

WN7 1ES

Wigan Citizens Advice Bureau

Gerrard Winstanley House

Crawford Street

Wigan

WN1 1NA

Department for Transport

Web: www.dft.gov.uk/transportforyou/access/

Disability Alliance

Tel: **020 7247 8776**

Email: office.da@dial.pipex.com

Web: www.disabilityalliance.org

Disability Persons Transport Advisory Committee (DPTAC)

Tel: **020 7944 8011**

Text: **020 7944 3277**

Email: dptac@dft.gsi.gov.uk

Web: www.dptac.gov.uk

National Centre for Independent Living (NCIL)

Tel: **0207 587 1663**

Text: **0207 587 1177**

Email: info@ncil.org.uk

Web: www.ncil.org.uk

Ricability

Tel: 020 7427 2460

Text: 020 7427 2469

Email: mail@ricability.org.uk

Web: www.ricability.org.uk

COMPLIMENTS, COMMENTS OR COMPLAINTS

Public Transport

Greater Manchester Transport Executive (GMPTE)

Tel: 0161 244 1000

Email: customer.relations@gmpte.gov.uk

Web: www.gmpte.com

Arriva Customer Services

Tel: 0844 800 4411

Web: www.arrivabus.co.uk

First

Tel: 08457 881155

Web: www.firstgroup.com/ukbus/northwest/manchester/home/index.php

Jim Stones Coaches

Tel: 01925 766465

Email: jimstones@ic24.net

Web: www.jimstonescoaches.com

South Lancs Travel

Tel: **01942 888893**

Email: info@southlancs.com

Web: www.southlancs.com

Traffic Commissioner

Tel: **0870 606 0440**

Passenger Focus

Tel: **0300 123 2350**

Email: info@passengersfocus.org.uk

Web: www.passengerfocus.org.uk

Rail Regulator

Tel: **020 7282 2000**

Email: contact.cct@orr.gsi.gov.uk

Web: www.rail-reg.gov.uk

NHS Healthcare Transport

PALS Team

Ashton, Leigh & Wigan PCT Trust

Tel: **01942 482956**

Email: pals@alwpct.nhs.uk

Patient Relations Department

Wrightington, Wigan & Leigh NHS Trust

Tel: **01942 822376 or 01942 773343**

Email: pals@wwl.nhs.uk

Taxis

The Taxi Licensing Officer

Tel: **01942 404627**

Email: licensing@wigan.gov.uk

Information on benefits for travel

Greater Manchester Travel Vouchers 0161 244 1050

Travel vouchers are for people who are not able to use ordinary buses, trains or Metrolink and who have serious walking difficulties or are registered blind. They can be used to pay for taxis and for travel on accessible bus services such as Ring and Ride and community transport.

Concessionary travel pass 0161 244 1050

Wigan residents get a Greater Manchester pass. This covers bus journeys anywhere in the country. Eligible older and disabled people are entitled to free off-peak travel on local buses anywhere in England.

Disabled Person's Railcard 0845 605 0525

If you have a disability that makes travelling by train difficult you may qualify for the Disabled Persons Railcard. The Railcard allows you to get a 1/3 off most rail fares throughout the UK.

Motability 0845 675 0009

The Motability Scheme enables disabled people to lease a car, powered wheelchair or scooter simply by using their government-funded mobility allowances.

Mobility Allowance 0800 882 200

Disability Living Allowance has two parts a **care component** - if you need help looking after yourself or supervision to keep you safe and a **mobility component** - if you can't walk or find it very hard to walk, or you need help getting around
The care component and mobility component are paid at different rates depending on how your disability affects you.

Email: www.direct.gov.uk/en/disabledpeople



www.activetravelwigan.co.uk