

CREDABILITY SCHEME FOR LICENSED DRIVERS

SUMMARY

- 1.1 CredAbility is a voluntary quality assurance scheme designed to allow providers of goods and services to demonstrate that they are suitably qualified and experienced to deliver first class services to disabled and older people.
- 1.2 The scheme has been developed and will be administered by Disability Direct, a local user-led charitable organisation.
- 1.3 Being accredited to the scheme means disabled and older people can have confidence that their needs are being met by the service provider.
- 1.4 Accreditation lasts for two years.
- 1.5 The scheme will involve licensed drivers attending a short training course. On successful completion of the course, each driver will become accredited under the scheme. Their details will appear in the 'Do What You Want Resource Directory' and they will be able to use a Kite Mark in all promotional materials.

RECOMMENDATION

- 2.1 To consider the report and its contents.
- 2.2 To support the introduction of the voluntary scheme for licensed drivers in Derby.

REASONS FOR RECOMMENDATION

- 3.1 The scheme designed to allow providers of goods and services to demonstrate that they are suitably qualified and experienced to deliver first class services to disabled and older people.
- 3.2 Licensed drivers in Derby will be a CredAbility Assured Licensed driver with a listing in the 'Do What You Want Resource Directory' and the ability to use the Kite Mark in all promotional materials on successful completion of the course.

SUPPORTING INFORMATION

- 4.1 The scheme allows those with access needs resulting from disability to choose providers who have evidenced that they are able to provide services that meet their needs.
- 4.2 The scheme will require drivers to attend a short training session that covers Disability Equality, Disability Etiquette, Entry & Exit of Licensed Vehicles and Legal Obligations.
- 4.3 Ongoing quality assurance of accreditation will be completed by: Performance against the CredAbility Customer Charter and Performance against the CredAbility Feedback System.
- 4.4 Further details of the proposed scheme have been provided by Disability Direct and are set out at Appendix 2 for information.
- 4.5 Comments have been sought from the Disabled People's Diversity Forum and officers and any feedback received will be provided verbally at the meeting.

OTHER OPTIONS CONSIDERED

- 5.1 Not applicable.

This report has been approved by the following officers:

Legal officer	Olu Idowu
Financial officer	-
Human Resources officer	-
Service Director(s)	-
Other(s)	-

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Background papers:	None
List of appendices:	Appendix 1 – Implications Appendix 2 – Disability Direct CredAbility Scheme

IMPLICATIONS

Financial

- 1.1 None directly arising.

Legal

- 2.1 None directly arising.

Personnel

- 3.1 None directly arising.

Equalities Impact

- 4.1 As set out in the report and appendices.

Health and Safety

- 5.1 None directly arising.

Carbon commitment

- 6.1 None directly arising.

Value for money

- 7.1 None directly arising.

Corporate objectives and priorities for change

- 8.1 The proposal supports the corporate priorities to ensure the people in Derby will enjoy **good quality services that meet local needs** and **being safe and feeling safe**.



Quality Assuring Taxi Drivers in Derby



Exec Summary

Disability Direct is proposing to develop a short sharp training session costing £20 per head to Licenced Taxi Drivers in Derby looking at transporting disable passengers.

Successful completion of this session will lead to being listed as a CredAbility Quality Assured Taxi Driver and their subsequent listing on the Do What You Want Resource Directory. They will also be granted use of the Kite Mark in all promotional materials.

On-going quality assurance will consist of a refresher course and satisfactory levels of positive feedback via the CredAbility Feedback System.

Introduction

CredAbility is the new quality assurance system developed by Disability Direct. The system currently covers accreditation and on-going quality assurance for:



Brokers working within Personalisation



Service Providers



Personal Assistants

The system allows those with access needs resulting from disability the ability to choose providers that have evidenced the fact that they are able to provide an adequate service which meets their needs.

We strongly believe that there is a case for extending this existing offer to create a new mark specifically designed to ensure Taxi Drivers and Companies are able to provide a service which not only meets the minimum legal requirements but also offers peace of mind to their Disabled client base.

Shaping a CredAbility Scheme

The creation of each scheme starts in the same way – a carefully selected group of disabled and non-disabled stakeholders are invited to be involved in the co-production scheme. The basic starting remit being; “describe the perfect provider for disabled people”.

This broad wish list is then refined over time to create the accreditation criteria for each specific scheme.

We would expect a Taxi Accreditation scheme to result in response, and subsequent accreditation criteria such as:

- ☒ Taxi Drivers understand disability equality
- ☒ Taxi Drivers understand the legal requirements on transporting disabled passengers and access equipment
- ☒ Taxi companies have appropriate policies and procedures
- ☒ Booking Taxis is accessible to all

Signing up to the scheme

We think that signing up to the scheme should be quick and simple. For other schemes we have an application process which we feel will pose a barrier to the uptake of Accreditation of Taxi Drivers.

As such we are proposing that Accreditation will be granted on completion of a short training session covering areas identified in co-production which we expect to include:

- ☒ Disability Equality
- ☒ Disability Etiquette
- ☒ Entry / Exit of Taxi
- ☒ Legal Obligations

We would be able to deliver this course for just £20 per person

Ongoing Quality Assurance

Once a provider has been accredited we then look at on-going quality assurance – ensuring that they continue to meet the needs of their disabled customers.

This is done via two main systems:

- ☒ Performance against the CredAbility Customer Charter
 - The initial accreditation will seek for sign up to the CredAbility customer charter which outlines a series of commitments the provider will make to ensuring good quality of service
- ☒ Performance against the CredAbility Feedback System
 - We host a third party feedback system which will collate and analyse feedback received about providers from disabled customers

Promoting a service to disabled people

At the cornerstone of CredAbility is the Do What You Want directory – an online resource used to source suitable services and provision for disabled customers. Successfully accredited Taxi Drivers will automatically be entered free of charge as an accredited provider and will automatically be a more attractive prospect for a disabled customer

The Do What You Want DIRECTORY

Quick Search

Home | About Us | Add Your Organisation | Contact Us

Welcome to **The Do What You Want Directory**

Welcome to the Do What You Want Directory! This is a brand new and very local service that gives you all you need to know about what's available for purchase in Derby and the surrounding areas! Some activities are even free of charge!

One of the great things about this site is that you can actually rate the activity or service you received, giving you the chance to leave some constructive feedback.

There will be more additions to the Directory in the coming months, feel free to recommend it to anyone and everyone including any groups or activities you think should be listed!

Activities

- Sports
- Leisure
- Education
- Training
- Alternative Therapies
- Social Activities
- Creative Arts

Services

- Domestic Services
- Care Services
- Home Maintenance
- Transport
- Personal Grooming
- Payroll services

Information and Support

- Information and Support
- Equipment and Aids to Independent Living

News and Events

Disability Direct Roadshows
The DD team will be attending an information Roadshow at the Falls Awareness day... [read more...](#)

Wanted! Cleaners!
Chores 4 You is looking for people interested in doing a few hours cleaning or other... [read more...](#)

Chores 4 You
Disability Direct is pleased to announce the launch of Chores 4 You, a cleaning... [read more...](#)

Have you been affected by Stroke? Or do you know anyone who has?
NEW Stroke Activities Project
As part of Derby City Council Life... [read more...](#)

The Disability Synagogue
Disability Direct | DOPayroll | EnabledAd | The Stuff | Magic-T | Chores4You | DERBY CITY COUNCIL

Disability Direct has taken care to ensure that the information entered on this Directory is correct and up to date; however, the descriptions of an organisation or individual are not the words of Disability Direct. We in no way endorse or recommend any of the listings on this Directory, nor do we check the qualifications of any practitioners, tutors, teachers or service providers. It is therefore advisable that anyone interested in any of the entries makes contact themselves to ensure it is suitable for their needs.

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