

London Assembly Transport Committee

Individual submissions to Door-to-Door transport
investigation

From: [REDACTED]
To: [Transport Committee](#)
Date: 26 November 2016 19:18:11

The taxicard should be open to
All ybs and gbs theres no need
For comcab this now can be done
Via app I'm waiting 3yrs to
Join Comcab its not fair
A Taxicard App is the way forward
For Customers/Drivers
Many thanks [REDACTED]

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Taxicard
Date: 27 November 2016 10:54:31

Dear Sir/Madam

I feel the Taxicard system should be made available to every Taxi cab - as, on many occasions a passenger requiring the Taxicard service cannot get into a cab at a rank as no Taxicard cabs are there - this would also mean that all Taxi drivers then have exactly the same credit card facilities within there cabs.....also, this would mean all Taxis would be truly accessible to all passengers.

Many thanks and best regards

[REDACTED]
[REDACTED]
[REDACTED]

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Re: Door to Door Transport Services
Date: 29 November 2016 17:46:18
Attachments: [Document 14.pdf](#)
[downloadfile.pdf](#)
[Enfield Adult Social Care Transport Policy Draft.pdf](#)
[FinalDisabilityConnectresponse11-10-07.doc](#)
[lip_2011_eia.pdf](#)
[Prof-David-Begg-The-Impact-of-Congestion-on-Bus-Passengers-Digital-1.pdf](#)
[SNT3 - App 3.pdf](#)
[TAG report v1.0.pdf](#)
[Trans report GB_web_v1.pdf](#)

Refer attached. Revised. Please disregard first email.

Thank you.

Sent from Samsung tablet

----- Original message -----

From: [REDACTED]
Date: 29/11/2016 17:23 (GMT+00:00)
To: transportcommittee@london.gov.uk
Subject: Door to Door Transport Services

Dear Chair,

For your consideration, the attached impact assessments on Door to Door Transport Services in London. Refer attached.

Sent from Samsung tablet

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Re: Door to Door Transport Services
Date: 30 November 2016 06:52:35
Attachments: [Adult social care transport policy.pdf](#)
[Cabinet Report -Fairer Contributions Policy App 5.pdf](#)
[DEIA Adult Social Care Draft Transport Policy Appendix D 26 January 2016 2.pdf](#)
[door-to-door-transport-consultation-document.pdf](#)
[Enfield Adult Social Care Transport Policy Draft.pdf](#)
[reports_cabinet_member_for_service_improvement_kd02797ra.pdf](#)
[sen-travel.pdf](#)
[Taxicard Service - response to consultation.doc](#)

Dear Chair,

Attached are various London Councils Impact Assessments found on Door to Door Transport Services, Personal Budgets, this consultation might wish to seek and ask the City of London and the remaining of the 32 London Authorities for their impact assessments, also Health, Cost, Equality, Risk IA if completed might be of interest?

I raise the point that with Direct Payments/Personal Budgets the local authorities will complete a financial assessment to access a contribution to the service, will this service be excluded? LA do exclude the mobility allowance in full.

Sent from Samsung tablet

----- Original message -----

From [REDACTED]
Date: 29/11/2016 17:40 (GMT+00:00)
To transportcommittee@london.gov.uk
Subject Re: Door to Door Transport Services

Refer attached. Revised. Please disregard first email.

Thank you.

Sent from Samsung tablet

----- Original message -----

From [REDACTED]
Date: 29/11/2016 17:23 (GMT+00:00)
To transportcommittee@london.gov.uk
Subject Door to Door Transport Services

Dear Chair,

For your consideration, the attached impact assessments on Door to Door Transport Services in London. Refer attached.

Sent from Samsung tablet

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From: [REDACTED]
To: [Transport Committee](#)
Subject: Re: Door to Door Transport Services
Date: 30 November 2016 12:27:03
Attachments: [Item 9. Taxicard Scheme Progress Report for 23-03-16.docx](#)
[ReductionTaxicardAllocationEqIA.doc](#)

Enclosed London Councils and 1 extra Local Authorities IA, further information for reference and use.

<http://www.londoncouncils.gov.uk/node/28858> and attached.

Sent from Samsung tablet

----- Original message -----

From: [REDACTED]
Date: 30/11/2016 06:47 (GMT+00:00)
To: transportcommittee@london.gov.uk
Subject: Re: Door to Door Transport Services

Dear Chair,

Attached are various London Councils Impact Assessments found on Door to Door Transport Services, Personal Budgets, this consultation might wish to seek and ask the City of London and the remaining of the 32 London Authorities for their impact assessments, also Health, Cost, Equality, Risk IA if completed might be of interest?

I raise the point that with Direct Payments/Personal Budgets the local authorities will complete a financial assessment to access a contribution to the service, will this service be excluded? LA do exclude the mobility allowance in full.

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Thank you.

From: [REDACTED]
To: [Transport Committee](#)
Subject: Consultation: Door-to-Door Transport Services
Date: 01 December 2016 11:23:19

Dear Madam or Sir,

Door-to-Door Transport Services

My disability is visual vertigo, so I am always having balance problems to one degree or another, and any movement around me will sooner or later cause an actual vertigo attack. Sooner or later means from a few minutes to half an hour, depending on how much movement, and how many moving shadows and reflections there are.

My partner does not drive. I cannot travel on public transport at all, nor use the usual minibus type of travel services. I can just about manage to be in a black cab for half an hour as long as they take corners slowly - cars are much more difficult for me to travel in.

Hospital appointments are a nightmare, as hospitals are full of movement - rotating doors, people in the foyer, in the lifts and in the waiting room, shiny reflective floors. It is very rare indeed for a hospital outpatients clinic to have an unused room that I can wait in away from movements and reflections.

So I have to book hospital appointments at the quietest time possible, but avoiding rush hour traffic, and time my arrival so that I spend as little time as possible waiting.

Otherwise I end up having a vertigo attack, which leaves me folded up on the floor for about four or so hours, then having to be black cabbied back home.

For some of my hospital appointments, it costs up to £35 each way. £70 per trip. Just under one week's pension.

This is because the journey takes so long, even if it is not the rush hour. The taxi drivers always explain that it is the cycle routes and the road works combined that are slowing the traffic down.

Even with the 25% discount cab card, this is a lot of money. I guess that this kind of disability is less common than some others, but I am not the only one who suffers from visual vertigo. We could do with a bigger discount!

With regards,

[REDACTED]

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From: [REDACTED]
To: [Transport Committee](#)
Date: 04 January 2017 09:19:00

Dear Caroline & Keith.

I have contacted 80 Dial a Ride members, three quarters of whom were over 65 years of age. The overwhelming majority made it clear, that for various reasons, they have no interest in having the responsibility of managing their own budget for their door-to-door services. However, what they do want is for Dial a ride to be more efficient.

My personal concern is if personal budgets are introduced it will lead to money being taken out of Dial a Ride's operational budget. It also raises other specific issues

- What happens if a member exceeds their budget ?
(Does this mean they cannot travel until the next financial year?)
- By introducing budgets for individuals a two tier system would be created where the budget holder will take priority as the providers are guaranteed payment from TFL.

DaR has consistently failed to deliver on their 2007 investment programme objectives to reduce refusals to 45,000 each year across London due to the inadequacies of the Trapeze scheduling system. In 2008/9 they actually refused 145,014 for that year. Year-on-year DaR refusals are 200% over their 45,000 each year investment programme target. For the last year 2015/16 they refused 163,996 trips which equates to 10% of all requests across London.

- In 2004/5 DaR completed trips was 1,260,669 and refusals 99,821
- In 2015/16 DaR completed trips was 1,245,141 and refusals 163,966

As can be seen from DaR statistics above the number of completed trips has fallen by 15,528 (1.2%) whilst refusals have increased by 64,145 (64.3%). The 2015/16 figures would be even worse were it not for the 71,553 trips completed on their behalf across London by City Fleet (black London Taxis). It should be noted that this additional resource was not available to DaR in 2004/5.

I strongly believe TFL should get back to focusing on making the Dial a Ride service efficient and I have been campaigning for this since 2009.

If you require any further information or would like to ask any questions please don't hesitate to contact me ([REDACTED])
Yours sincerely,

[REDACTED]

[REDACTED]

General questions

1. What would be the main advantages and disadvantages of introducing personal travel budgets in door-to-door services?

In theory a personal budget should allow for greater service user control of which transport provider they want to use and lead to greater flexibility. However, my experience of personal budgets in social care leads me to suspect this may not happen. First the benefit of the current system is that at least in theory providers have some idea of what kind of income they are likely to receive. If service users are getting budgets to use whatever service they wish people will be using different firms in different parts of the capital. This may mean that there is a decline in the overall number of transport providers and so less choice for users.

Second how will users be assessed to determine the budget they will receive? The current system for social services mean that some users who are assessed as having a lesser need get little, if any, support. Someone who is blind may be able to make some of their journeys using public transport. They may therefore be assessed as not needing a personal budget for transport at all. However, my own experience is that on occasion my taxi card has been invaluable when I am going to an unfamiliar location, or in inclement weather when I don't wish to walk and risk getting wet and muddy.

Third, what kind of monitoring will be undertaken to ensure that money is used for transport purposes? Under the current system door to door services are subsidised and so monitoring does not involve the service user at all. If a personal budget was introduced this would presumably have to change and service users may have to keep receipts placing a burden on service users and particularly those who are blind.

2. How would introducing personal budgets affect the financial efficiency of door-to-door services?

3. How would introducing personal budgets affect the quality of service received by service users?

It may well lead to a decline in providers as service users use different taxi firms in different parts of London. This may mean it being harder to find accessible taxis.

Service user views

4. To what extent do door-to-door service users want to be

able to use a personal budget for these services?

I think before we move to this type of option we need to fix the current problems with the system. Difficulties in making bookings, reliability of service, poorly trained drivers, accessibility of vehicles etc. are all issues which will be unaffected by a move to Personal Budgets. I am concerned that moving to Personal Budgets will mean that these more important issues will continue.

5. What are the challenges of personal budgets for more vulnerable service users, such as those with a cognitive impairment, and how could these be overcome?

Managing money can present difficulties for some service users. Another Personal Budget will only add to this. If this option is adopted the same safeguarding measures which are used in Social Care will have to be adopted. These include a nominated person to manage the money, advocacy etc.

Good practice

6. What lessons can be learned about personal budgets from their use in other sectors, particularly social care?

One lesson which could be learned from Social Care is that sufficient funding has to be put in place to ensure that all those who need support receive it. Sufficient capacity has to be in place so that service users can actually find transport providers when they want to use them. Furthermore regulations have to be flexible enough so that people can qualify for something even if their need is defined as not being extreme. My experience of attempting to get a Personal Budget from Social Services has shown that they are not flexible and due to lack of funds only support those deemed to have the most need. If Personal Budgets are not implemented properly the risk is that fewer people will be able to leave their homes risking social isolation.

7. Are there any other cities that have introduced personal budgets for door-to-door services? What lessons have been learned?

Implementation

8. What would be the main challenges of implementing personal budgets in door-to-door services, and how could these be addressed?

9. To what extent would implementing personal budgets rely on greater integration of service provision than currently exists?

Demand for services

10. To what extent would providing all service users with a personal budget increase demand for services, including from those who currently use services infrequently?

I'm not at all sure it would make much difference.

11. To what extent would the introduction of personal budgets affect usage of bus-based services like Dial-a-Ride and community transport?

Other issues to consider

One significant problem I have experienced when booking a taxi using my Taxi Card has been the accessibility of the web booking form. I found it complex to use and not very accessible with speech software. When I tried to find someone to speak to about this I got nowhere. I am currently involved in user testing the proposed Taxi Card App but again am experiencing accessibility issues. It is very disappointing that proper accessibility testing was not done prior to public testing.

Consistency of regulations. Different boroughs have set different provisions in place for how Taxi Cards can be used. In Croydon, for example, double swiping is not allowed which means that travelling from one side of the borough to the other, Waddon to Norbury will cost on average around £5.00, double the standard £2.50. It would be preferable to have greater consistency across London.