

Subject: Assisted Transport Services

Report to: Transport Committee

Report of: Executive Director of Secretariat

Date: 12 September 2018

This report will be considered in public

1. Summary

- 1.1 This paper provides an update on the recommendations of the Committee's recent report on door-to-door services, which are also known as Assisted Transport Services.

2. Recommendation

- 2.1 **That the Committee notes the update from Transport for London on progress implementing the recommendations of the Committee's report, *Door-to-door transport in London: Delivering a user-led service.***

3. Background

- 3.1 The Transport Committee published a report on door-to-door services in April 2017, following a rapporteurship investigation by Keith Prince AM.
- 3.2 The report recommended that Transport for London (TfL):
- Pilot a personal budgets scheme for service users in a London borough; and
 - Take further steps to integrate door-to-door services such as Dial-a-Ride, Taxicard and Capital Call.
- 3.3 The Committee asked TfL for six-monthly updates on service integration during the current Mayoral term.
- 3.4 Since the Committee's report was published, TfL now uses the term 'Assisted Transport Services' rather than door-to-door services.

4. Issues for Consideration

- 4.1 The Committee has received its second update from TfL, attached at **Appendix 1**. This was also submitted to TfL's Customer Service and Operational Performance Panel in June 2018. This includes a covering paper and three appendices.

5. Legal Implications

- 5.1 The Committee has the power to do what is recommended in this report.

6. Financial Implications

- 6.1 There are no financial implications arising from this report.

List of appendices to this report:

Appendix 1 - Update from TfL on Assisted Transport Services

Local Government (Access to Information) Act 1985
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List of Background Papers: None

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