

**LONDON COUNCILS EQUALITIES IMPACT ASSESSMENT
FORM A : Relevance Test**

Name of policy, service or function being assessed:

Taxicard

Mark on the grid below whether the policy/function might have an adverse impact on any of the grounds indicated.

Equality Area	No adverse impact	Low adverse impact	Medium adverse impact	High adverse impact
Age			x	
Disability			x	
Gender reassignment	x			
Marriage and civil partnership	x			
Pregnancy and maternity	x			
Race	x			
Religion/belief	x			
Sex	x			
Sexual orientation	x			

Relevance test completed by: [] Chief Contracts Officer

NAME []

DIVISION Transport and Mobility

DATE 09/12/2016

If a medium or high adverse impact has been identified for any area then a full impact assessment must be undertaken using Form B.

**LONDON COUNCILS EQUALITIES IMPACT ASSESSMENT
FORM B - Full Assessment**

<p>Policy, service or function being assessed:</p> <p>Taxicard: Taxi supply contract</p>
<p>Is this a new policy/function, or a review of an existing one?</p> <p>An existing one.</p>
<p>What is the purpose/aim of the policy/function?</p> <p>Taxicard provides subsidised journeys in licensed taxis and private hire vehicles for London residents who have serious mobility or visual impairments.</p> <p>It is funded by the London boroughs and Transport for London and managed by London Councils on their behalf.</p>
<p>What needs or priorities is it designed to meet?</p> <p>To be eligible for a Taxicard, applicants must meet one of the following criteria:</p> <ul style="list-style-type: none">• Receive the Higher Rate Mobility Component of the Disability Living Allowance• Receive 8 points or more for the Moving Around Activity component of Personal Independence Payment• Are registered severely sight impaired or blind (not partially sighted)• Receive a War Pension Mobility Supplement• Receive Higher Rate Attendance Allowance (only in Hackney, Sutton, Barnet, Redbridge, Newham, Islington and Westminster)• Have a Blue Badge (only in Hammersmith & Fulham) <p>People not in one of the above categories may still be eligible, but may need to provide medical evidence or have a mobility assessment.</p> <p>This scheme is designed to increase the mobility of people who qualify.</p>
<p>What processes are/will be involved in its implementation?</p> <p>London Councils and TfL are considering joint procurement of the Taxicard supply and TfL's Dial-a-Ride (DaR) taxi consolidator contracts. The ultimate aim of this is to reduce costs and align (where desirable), the service offer open to scheme members. While integration of the services is not being considered, in order to drive efficiencies, some aspects of how the services are procured and managed could impact on the way services are delivered to customers.</p>

Further information is available in the public domain and was present to elected members at the Transport and Environment Committee meeting on 8 December 2016 <http://www.londoncouncils.gov.uk/node/30852>

These are summarised below.

1. **The nature of the contract:** The Taxicard and DaR contracts are currently standalone. London Councils and TfL are considering joint contracting arrangements (the form of these is to be decided). To facilitate this, one possibility could be to split the street hailing element of the Taxicard service into a separate lot for the purposes of tendering (as this is not required for DaR).

In doing so, there is the potential for awarding contracts to two different suppliers, which could in turn mean that service users, who currently access the service through a single supplier, would use one of two suppliers depending on whether they street hailed or booked a trip.

Splitting the lots could also change the proportions of types of vehicles on offer. Service users that are used to predominantly receiving black taxis may begin to receive other types of suitably accessible vehicles. The service impacts of such a move need further consideration.

2. **The nature of the service:** Taxicard is a kerb to kerb service, whereas DaR is a door to door service. Officers believe that TfL currently pays something of a premium for this additional benefit, but that there is latent demand for this amongst Taxicard members.

One option under consideration is to upgrade the Taxicard scheme to a door to door service. However, there are potentially cost implications of doing this and its introduction could potentially mean that there are few journeys available overall to scheme members. The impact of such a move on scheme members needs further consideration.

3. **Definition of ASAP bookings:** Taxicard sets a service level agreement for its current provider that ASAP bookings must be fulfilled within 30 minutes. The figure for DaR is 15 minutes. One option under consideration is to align Taxicard with DaR. However, there are potentially cost implications of doing this and its introduction could potentially mean that there are few journeys available overall to scheme members. The impact of such a move on scheme members needs further consideration.
4. **Complaint handling:** Taxicard and DaR currently have different SLAs and metrics regarding complaint handling. London Councils and TfL are considering aligning this element of the service. This could mean changes for the way in which customers complaints are handled compared to the status quo. The impact of such a move on scheme members needs further consideration.

Might they result in different outcomes for different groups (eg higher or lower uptake/failure to access/inferior service)?

See above.

If yes, which aspects of the policy or function contribute to inequality?

Both Taxicard and DaR designed to lessen inequality for their members in respect of mobility, the potential changes (outlined above) to the ways in which the schemes are managed could impact on the way in which disabled and older users access the scheme. Some users may be adversely affected by the following:

1. Nature of the contract – changes in the types of vehicle offered could have an impact on the accessibility of the scheme. NB while officers believe the procurement process can be used to minimise potential impacts, officers are sensitive to the possibility that unless members are consulted on a potential change, perceptions of the quality of service may be affected.
2. The nature of the service – were Taxicard to be offered on a door to door basis and were this to mean fewer trips were available to the scheme overall, some users that use the maximum number of trips allowable by their borough, may receive fewer in the future. For these users, in such a scenario, the scheme would be less beneficial and contribute to increased inequality.
3. Definition of ASAP bookings – were Taxicard to redefine ASAP to mean 15 minutes and were this to mean fewer trips were available to the scheme overall, some users that use the maximum number of trips allowable by their borough, may receive fewer in the future. For these users, in such a scenario, the scheme would be less beneficial and contribute to increased inequality.
4. Complaint handling – any changes to the complaints policy that meant users were less able to feedback concerns and ultimately improve the service they receive could lead to fewer people using the scheme and increased inequality.

What evidence do you have for coming to your conclusion (eg statistics, consultation, monitoring)?

At this stage, no conclusions have been drawn (see below).

What action will be taken as a result of this Equality Impact Assessment to address any adverse impacts or meet previously unidentified need?

London Councils and TfL will undertake a consultation of Taxicard Users to understand their preferences with regard to the issues outlined above. The consultation will also be used to get wider feedback on other areas of the service.

Assessment completed by:

NAME []

DIVISION Transport and Mobility

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