

Public Consultation on Wheelchair Accessible Vehicles for Taxis

South Gloucestershire Council's Regulatory Committee wishes to provide users of the licensed taxi and private hire service in South Gloucestershire with as much information as they can to enable an informed decision on how best to travel.

Please complete this survey by **8th December 2019**

Q1 Are you responding as? (please tick all that apply)

- A local resident
- A taxi user
- Licensed taxi driver
- Private hire driver
- Operator / manager of a taxi firm
- A parish or town council
- A local business
- Representing a disability organisation
- A voluntary, community sector organisation
- Other
- Prefer not to say

If you are responding on behalf of an organisation, please tell us its name.

The Council is proposing to publish the following details of all licensed vehicles on the web site:

- A. Make and model of the vehicle
- B. Whether the vehicle is a Hackney carriage taxi or private hire vehicle
- C. The name of the vehicle operator
- D. Their contact details
- E. Information about the size and weight of wheelchair that can be accommodated, and whether wheelchairs that are larger than a "reference wheelchair" can be accommodated

Q2 Would you use this service?

- Yes
- No
- Not sure

Q3 If this list was available, how would you prefer to access it?

- Online
- Hard copy

Q4 In addition to the proposed list of details above, would it be helpful to you if a description and/or picture of each vehicle was included in the list?

- Picture
- Description
- Both
- Neither

Q5 Would you find it useful if the published list included details on how to book each taxi?

- Yes
- No
- Not sure

Q6 Is there anything else you would like to see added to the proposed list of details to be published?

- Yes
- No

Q7 If yes, what would you like to see added?

Q8 Some passengers have access requirements which do not involve wheelchair access. Would a separate list of vehicles which have a wider range of accessibility features be useful for you? (e.g. the operator has received 'autism awareness training', the vehicle incorporates a swivel seat etc.)

- Yes
- No
- Not sure

Q9 Have you experienced any negative accessibility issues when using taxis/private hire vehicles in the past?

- Yes
- No Go to Q12

Q10 Please detail the issues you experienced?

Q11 Do you think a list of vehicles would help overcome any negative issues you have experienced?

- Yes
 No
 Not sure

Q12 Please detail any positive experiences you have had when using taxis/private hire

The Council is also consulting on a specification for wheelchair accessible vehicles. Statutory guidance states that a vehicle should only be included in the authority's list of wheelchair accessible vehicles if it would be possible for the user of a "reference wheelchair" to enter, leave and travel in the passenger compartment in safety and reasonable comfort whilst seated in their wheelchair. The definition of "reference wheelchair" is set out in detail in the specification.

Q13 Do you agree with the proposed reference wheelchair specification for accessible taxis? (Refer to consultation documents)

- Yes
 No
 Not sure

Q14 If no, what changes would you require to this specification?

Q15 If you have any other comments about the reference wheelchair specification, the list of wheelchair accessible vehicles or the separate list of vehicles with accessibility features, please let us know:

Questions for taxi and private hire drivers

Q16 to Q19 apply to taxi and private hire drivers only. All other respondents please proceed to Q20

Q16 As a driver, does the reference wheelchair specification present any barriers to you? Please detail

Q17 As a driver, does the published list of details present any barriers to you? Please detail

Q18 Would the proposed list of vehicles with accessibility features present any barriers to you? Please detail

Q19 What can be done, and by whom, to enhance access across the fleet in South Gloucestershire to residents with accessibility needs?

About You

This section is really important as it helps us to gain a better understanding of the needs of different service users, the views of different people and how they could be impacted by any changes. This information will remain confidential and will be used for analysis purposes only. Your personal information will not be published and individuals will not be identified.

Q20 To help us ensure our reports are representing people in your local area, please tell us your full postcode:

If you are responding on behalf of an organisation you do not need to answer these questions.

Q21 Do you consider yourself to be disabled? (please tick any that apply)

- No
- Prefer not to say
- Yes - Physical impairment, such as difficulty using arms or mobility issues which may mean using a wheelchair or crutches
- Yes - Sensory impairment such as being blind/ having serious visual impairment, or being deaf/ having a serious hearing impairment
- Yes - Mental health condition, such as depression, anxiety or schizophrenia
- Yes - Learning disability/ difficulty (such as Down's Syndrome, dyslexia, dyspraxia) or cognitive impairment (such as autistic spectrum disorder)
- Yes - Long standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy
- Yes - Other (please state)

Please tell us how your disability impacts you and your use of taxi vehicles

Q22 Your age:

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- Over 75
- Prefer not to say

Q23 Your gender:

- Female
- Male
- Other
- Prefer not to say

If other, please specify

Q24 Your ethnicity:

- | | |
|--|--|
| <input type="radio"/> Arab / Arab British | <input type="radio"/> Mixed/Multiple Ethnic Groups – White & Asian |
| <input type="radio"/> Asian/Asian British – Bangladeshi | <input type="radio"/> Mixed/Multiple Ethnic Groups – White & Black African |
| <input type="radio"/> Asian/Asian British – Indian | <input type="radio"/> Mixed/Multiple Ethnic Groups – White & Black Caribbean |
| <input type="radio"/> Asian/Asian British – Pakistani | <input type="radio"/> Mixed/Multiple Ethnic Groups – Other (please state) |
| <input type="radio"/> Asian/Asian British – Chinese | <input type="radio"/> White – English/Welsh/Scottish/Northern Irish/British |
| <input type="radio"/> Asian/Asian British – Other (please state) | <input type="radio"/> White – Irish |
| <input type="radio"/> Black/African/Caribbean/Black British – African | <input type="radio"/> White – Other (please state) |
| <input type="radio"/> Black/African/Caribbean/Black British – Caribbean | <input type="radio"/> Other ethnic group (please state) |
| <input type="radio"/> Black/African/Caribbean/Black British – Other (please state) | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Gypsy or Traveller of Irish Heritage | |

Other, please tell us:

Thank you for taking the time to respond to this survey. Please return this survey or any comments before 8th December 2019 by post to:
FREEPOST SGC