APPENDIX ONE

Consultation on the Taxicard service

1. Introduction
1.1 In Lambeth Adults’ and Community Services (ACS), we consulted on proposals to alter the taxicard scheme, asking what people currently used the taxicard for, what aspects of the scheme that they most valued, and the impact it would have on them if changes were made.
1.2 The consultation process was carried out between 6 May 2011 and 8 July 2011.
1.3 This report provides details of how we have consulted and the feedback we received.

2. Consultation methods
2.1 We used a number of different methods to obtain comments and feedback on the proposals. These included:
2.2 two public consultation meetings (BSL interpreter available at one meeting; induction loop for people with hearing aids available at both meetings)
2.3 two focus group meetings
2.4 consultation questionnaire – which could be completed and sent back in a pre-paid envelope or using the ACS Consultation Freepost address
2.5 online consultation questionnaire - the questionnaire could also be completed online via the council’s website (www.lambeth.gov.uk/taxicard).
2.6 In additional to meetings and the questionnaire, we provided a range of ways for people to give us their feedback and comments:
   o by sending an email to acs-consultation@lambeth.gov.uk
   o by sending a text to us using 07772 103 628
   o by calling Freephone 0800 013 1497 to give comments verbally over the telephone or request assistance to complete the consultation feedback form.
   o by sending a letter using the ACS consultation Freepost address provided.

3. How we told people about the consultation
3.1 We used a variety of ways to make sure that people knew about the consultation and how to take part.
3.2 Service users: we sent letters to current holders of the taxicard, and included copies of the consultation documents
3.3 Carers: we sent information to local organisations working with carers
3.4 Lambeth residents: we posted information about the consultation on the council’s website, including access to all relevant consultation documents. We also publicised information about the consultation in Lambeth Life, distributed to all households in the borough.
3.5 Councillors: we emailed the relevant information and documents to all Lambeth Councillors
3.6 Staff: we sent information to staff working in social care and mental health teams.
3.7 **Partner organisations:** we distributed information widely by email to all relevant stakeholders including partner, voluntary and community sector organisations, and private sector providers. We used the GIFTs database to send information to around 900 voluntary and community groups, including local BME groups, health and social care groups, and faith groups. Using NHS mailing lists, we provided information to GPs and clinics. All local providers also got information on the consultation via our contracts register. Some of the voluntary organisations also included details of the consultation in their newsletters and websites.

3.8 **Local Involvement Network:** information about the consultation was provided to the LINk, and included on their website.

3.9 **Scrutiny Committee:** the proposal was discussed at Health and Adult Services Scrutiny Commission, and their comments are attached to the Cabinet paper.

4. **Consultation documents**

4.1 A number of documents were available as part of the consultation:

4.2 Information and guidance on the proposals

4.3 Consultation questionnaire – this was made available as an online questionnaire (using SNAP), in paper and printable versions, as well as in easy read version

4.4 Flyer of meeting dates – providing full details of the public consultation meetings

4.5 Discussion questions, for use at the public meetings and at the smaller groups

4.6 Powerpoint presentation, for use at the public meetings

5. **Other formats and community languages**

5.1 This information was offered and made available in a range of formats and community languages

5.2 We made the questionnaire available in online and paper formats

5.3 We offered documents in a range of community languages

5.4 We offered documents in large print and audio versions.

5.5 We advertised a Freephone telephone number (0800 013 1497) to offer further information and advice on the proposals, and take down feedback over the telephone

5.6 We provided BSL interpretation at one meeting and an induction loop at both public meetings, for people who were hard of hearing

6. **Consultation meetings**

6.1 We arranged two public consultation meetings during May and June 2011.

6.2 The first meeting was on Friday 27 May from 10.30am to 12.30pm and was held in the Assembly Hall in Lambeth Town Hall. 21 people attended

6.3 The second meeting was on Friday 10 June from 2.00pm to 4.30pm and was held in the Assembly Hall in Lambeth Town Hall. 28 people attended.

6.4 At the meetings, we first presented information on the proposed changes and answered questions about the proposals.

6.5 In the second part of the meeting, we conducted a number of smaller round table discussions to ask people about the proposals and take down their views and comments. We had a facilitator
and note taker at each table. These round table discussions allowed the participants to go through each proposal in turn to discuss these in greater depth.

6.6 Information was presented by Divisional Directors, Heads of Service and Service Managers. The Cabinet Member for Health and Wellbeing attended one of the meetings, and the Deputy Cabinet Member for Older People attended the other meeting.

7. Discussion groups

7.1 We held two focus groups and invited some taxicard holders who had returned a completed questionnaire.

7.2 The first was held on Monday 4 July from 2.00pm to 4.00pm in Room 8 at the Town Hall, and 13 people attended.

7.3 The second was held on Tuesday 5 July from 2.00pm to 4.00pm in Room 8 at the Town Hall, and 6 people attended.

7.4 Each meeting was attended by an Assistant Director from social care, and a member of staff from the consultation and involvement team.

7.5 At the meetings, there was an introduction to the proposals, followed by information, question and answers and discussion.

8. Consultation responses received

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<thead>
<tr>
<th>Response Type</th>
<th>Count</th>
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<tbody>
<tr>
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<tr>
<td>Numbers attending focus groups</td>
<td>19</td>
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<tr>
<td>Telephone calls to the Freephone line</td>
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<tr>
<td>Numbers attending the public meetings</td>
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<td>Emails received</td>
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<td>Letters received</td>
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9. Equalities information

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<tr>
<td>Requests for translation into community languages</td>
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We also asked people for equalities data on the completed questionnaires, and included the details in the table below.

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<table>
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<tr>
<td>18-24</td>
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<td>25-34</td>
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<tr>
<td>35-44</td>
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<td>45-54</td>
<td>14%</td>
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<td>55-60</td>
<td>5%</td>
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<td>61-70</td>
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<td>71-80</td>
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<tr>
<td>Over 80 years</td>
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<tr>
<td>Buddhist</td>
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<td>Hindu</td>
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<tr>
<td>Jewish</td>
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<tr>
<td>Muslim</td>
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<tr>
<td>Pagan</td>
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<tr>
<td>Rastafarian</td>
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<tr>
<td>Sikh</td>
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<tr>
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<tr>
<td>Asian or Asian British</td>
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</tr>
<tr>
<td>Black or Black British</td>
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<tr>
<td>Chinese</td>
<td>1.1%</td>
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<tr>
<td>Prefer not to say</td>
<td>4.4%</td>
</tr>
<tr>
<td>Any other ethnic group</td>
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<table>
<thead>
<tr>
<th>Disability (people could select as many as applied)</th>
<th>Percentage</th>
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<td>Physical disability</td>
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<tr>
<td>Sensory disability</td>
<td>28.5%</td>
</tr>
<tr>
<td>Mental ill health</td>
<td>11.3%</td>
</tr>
<tr>
<td>Learning disability</td>
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<tr>
<td>Long term condition</td>
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<tr>
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</tr>
<tr>
<td>Prefer not to say</td>
<td>1.2%</td>
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<tr>
<td>Other</td>
<td>2.3%</td>
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</table>

<table>
<thead>
<tr>
<th>Sexuality</th>
<th>Percentage</th>
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<td>Heterosexual</td>
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<tr>
<td>Gay or Lesbian</td>
<td>2.7%</td>
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<tr>
<td>Bisexual</td>
<td>1.4%</td>
</tr>
<tr>
<td>Other</td>
<td>3.1%</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>19%</td>
</tr>
</tbody>
</table>
10. Feedback from consultation

10.1 This report provides details of all the feedback and comments received during the consultation period. It includes feedback from public meetings, questionnaires, discussion groups, emails, letters, and phone calls.

10.2 Once feedback, comments and data had been gathered, we then sorted data into themes for analysis and interpretation.

10.3 The first part of this report includes key issues identified by people who took part in the consultation, with some examples of the comments received. The second part of this report includes a full list of all the feedback received during the consultation.

10.4 We have included quotes taken direct from questionnaires, from the notes at the various meetings and from emails and letters submitted.

10.5 In order to maintain confidentiality, where relevant, we have removed personal details that might identify someone.

11. What types of travel do you mainly use your taxicard for?

11.1 We asked people to choose two options from a list. Of the options given, 67% said that they used the taxicard when going to and from hospital, which was by far the highest area of use. The next highest, at 39%, was going to the shops, bank, post office, and so on.

11.2 A very close third choice, at over 38% was visiting friends and family, followed by going to doctor’s appointments at 36%.

11.3 Much lower down the list of choices were going to a day centre (7.2%), getting to work, college or training (4.2%), going to a volunteer placement (1.1%).

11.4 We asked people an open question to tell us about other uses that they made of their taxicard. Common responses were for a range of social activities – going to the theatre, social clubs, galleries and sports. Some used the taxicard to go to places of worship. Many said that the taxicard was useful when going to a train station or to the airport, as the driver could drop them off at the entrance.

‘I would just like to keep the taxis going for my health it is so very important to me in my life, as my health is very bad and all that comes with it. I rely on the Taxicabs for most of what or where I need to go and to get me home on my really bad times when my illness becomes bad and hard to deal with, when I am out and about as my illness strikes and attacks me at any given time it wants, I have no control over it and need to get home quickly’.

‘The theatre, as this is apart from medical appointments, the only time I leave the house, this is of great importance’.

‘I use the taxicard because of my blindness’.

‘Because of my disability, I need the taxi service to get me to the hospital or doctor’s appointment on time. Also when I need to do my shopping’.
‘Going to places in Westminster where my blue badge is little or no use’.

‘Going to the hospital for appointments and pharmacies’.

‘My wife X is chair bound and has eight carers a day. So it is so important to us to get out of the house for a few hours to be with our family’.

‘Sunday mornings to church every week’.

‘Mainly for safety when coming home either late or in the dark as I am blind and 10mins brisk walk to nearest transport lines’.

‘Going to see friend a for lunch - hospital check ups’.

‘Going on outings and day trips that would otherwise be inaccessible to a wheelchair user’.

‘Getting heavy good back from the shops in a bag, Launderette back to go up the ramp at the back’.

‘I feel the taxi is a god send for me. I only use it in emergencies and during bad weather’.

‘What I like about the taxicard service is it allows me to create my individual independence and do the social things that non disabled people take for granted in life’.

‘The scheme is important and vital for the old sick people like me. I suffer from cancer, high blood pressure, osteoporosis, arthritis, so the taxicard is my lifeline’.

‘I am nearly 80 years old and disabled and need to do normal things that other fit people can. I don’t want to lose contact with family who don’t live close’.

‘My son is 15 years, 6ft. 2ins. weighing 17 stone with tendon problems. He is not over weight. He is a big lad and the only way I can possibly take him out on my own is the taxi card. I have not long had the card and have been looking forward to using it to get out and about come the school summer holidays. I take no respite, no direct payments, no outreach … I would sooner have the number of trips reduced but still able to carry over unused. No one knows when an emergency will arise. Thank you’.

12. How often do you use the Taxicard?

12.1 Again from a range of options, we asked people to choose one option. The highest number of people (35%) chose once or twice a month, closely followed by 31.4% who chose once or twice
a week. 13.5% chose once or twice a week, and 11.2% chose once every two months. 2.3% said that they used the taxicard at least once a day.

12.2 In their comments on this question, people said that every week was different, and some weeks they used the taxicard more than others. Some mentioned the weather, saying that they used the taxicard more when the weather was poor; others said that winter weather kept them at home, and they were less likely then to use the taxicard.

12.3 People also talked about their health affecting their use of the taxicard. Some, if they were feeling well, would use other methods of transport; others did not have this option, and said that they would use the taxicard when they felt well enough to go out. Some added that the amount they used the taxicard depended on how many hospital appointments they had each week.

12.4 Some also said that it was difficult to get the taxi to come to where they lived, which led to them using the taxicard less than they would choose to do.

'I now have a Motability Car, so only use the Taxi Card when parking is difficult'.

'Just use the Taxicard service to get to and from work/hospital appointments when the weather is bad and I am unable to drive myself'.

'Sometimes 4-6 times in a week and other times none because I cannot walk or sit long enough to use'.

'Three times a week and Sundays'.

'Sometimes I need to make 12-14 journeys a week. Mostly for hospital and GP visits'.

'Once a week or sometimes twice or more. Because there are only 12 rides they finish before the month is up'.

'I have ticked several times but my usage does not fit into rather limiting categories provided - sometimes it is less if I am particularly not well - other times I will use more in a week to compensate for other mobility problems'.

'Not used on a regular basis, very helpful getting to and from hospital instead of waiting for hospital transport with help from friends use public transport'.

'Varies depending on whether dial a ride can do my trips'.

'I only use it to travel considerable distances (which is why double swiping is so important) or in emergencies. If the distance is not too great I can use regular public transport, then I do'. 
'I have no need to use the taxi card scheme currently as I am well enough to drive. I would only use it if it was necessary and I was too ill to drive. It’s nice to know it’s there to use should I need it'.

'This depends on where I need to go some months I go to the hospital 3 times'.

'I use it very few and far between when I feel I can afford the service since I always have a double swipe done. The incessant ticking of the meter at traffic jams and traffic lights make me very feel anxious and uncomfortable about the amount to be paid'.

'I would use more often however it is often difficult to get a taxi card to pick up in Herne Hill'.

'Only occasionally when family support is not available'.

13. Question 3. What distance of journeys to you MOSTLY use your Taxicard for?

13.1 Again, we asked people to choose one option from a list. The highest by far was three to five miles, which was chosen by 53%. This was followed by six to ten miles, chosen by 27%, and one to two miles which was chosen by 14%. 46 people (6.7%) chose eleven to twenty miles, and 2.3% chose more than twenty miles.

'They all live 14-40 miles away, if I need help. Unable to visit relatives once a year'.

'Visits to hospital which are longer journeys'.

'Would not be able to visit friends or family living further away'.

'I travel a longer distance to visit the national hospital at Holborn'.

14. Having a Taxicard can help people in lots of ways in their daily lives. In what ways has having a Taxicard made a difference to your quality of life?

14.1 Again from a list of options, we asked people to choose the three most important. The main option chosen by 458 people (65.7%) was that the taxicard makes them feel safer and more secure. This was followed by just over 50% who said that it gave them more choices and control in their life.

14.2 The next two options were having more opportunities for social contact (44.2%) and being able to get out and about (40.3%). 32.7% said that it helped them to travel to get support from services, and 20.5% said that it meant they were able to spend more time doing the things they enjoy. 15.6% said that having a taxicard meant they were able to spend money on things other than transport.

14.3 Only 2% said that the taxicard had made no difference to their lives.

14.4 Safety was mentioned in their comments by many people. Some people who are blind said that they felt safe when coming home at night in a taxi. People also talked about feeling safe when
travelling further from home, as they knew that they could rely on the taxicard. Independence was also seen as important, with people saying that they valued not having to rely on friends or family all the time. People also mentioned that the taxicard helped to stop them being isolated, and gave them confidence to go out, describing it as a lifeline.

14.5 People told us about the difficulties that they faced as wheelchair users, trying to negotiate public transport. This was also mentioned by those people with disabled children and the difficulties of travelling with a pram. Others too talked about public transport and how it affected their health, for example causing pain in people with conditions such as arthritis, problems for people with breathing difficulties, and the impact on people’s immune systems. And some older people told us that they simply got very tired when trying to travel distances on public transport.

14.6 People also mentioned some very practical uses they made of the taxicard, including using it to carry home heavy shopping, luggage when going away, taking pets to the vet and transporting bags of laundry. Financial issues were also seen as important, as people said they could travel to places that they would not otherwise be able to afford.

14.7 Some people talked about being able to plan activities, such as going on holiday, because they had the taxicard. Others spoke about its value in an emergency, and that they felt secure simply knowing that the taxicard was there, should they need it.

14.8 When talking about using the taxicards for hospital appointments, people mentioned reliability so that they didn’t miss appointments. They also said that it was much better than relying on transport arranged by the hospital. People told us that they can bring someone with them in the taxi when they use the taxicard, which they wanted to do when going to the hospital. If they use the hospital transport, this is not an option.

‘As I use a wheelchair and need a carer I can get from my home to hospital or shops with no worry’.

‘As I get older, I find public transport harder to negotiate and have a few regular destinations that are hard and tiring to get to’.

‘Having the security of knowing that I can get to the appointment on time and no need to take down the pram- can get straight in the taxi with it’.

‘Since I have had my taxi card I have been able to be more independent and not rely on my family so much or impose on their own lives as much as I would have to if I did not have my own freedom by using the taxi card. I also have a sight impairment (Glaucoma) in both eyes as well as a mobility problem’.

‘A suffer of dementia she is able to access the world in safety. Opportunities to escape from her prison are greater as she is unable to walk far. She does not understand the concept of time and becomes very agitated when travelling by public transport, often becoming confused and upset with tears. It is neither pleasant for her, her carer, family or fellow passengers to have to witness her behaviours. She may shout, swear, use inappropriate gestures or cross the line in
terms of boundaries and personal space. By using the taxi card I can minimise the stasis that I and others who care for her, encounter and is less of strain on my arthritic and osteoporosis mother’s legs. Basically she is free to travel in a calm and stress free fashion minimising the usual negative outcomes on public transport but enhancing her own outing experience but enhancing her daily life outcomes. Before my mother became ill, she used to be a very active lady and never stayed in, she frequented every part of London, to be without appropriate transport would be a killer for her’.

‘As a totally blind person it has allowed me the opportunity to be social to be part of society. Without the taxi card I would find it extremely difficult to have any form of social mobility independence. I have find taxi card made huge difference in my life as a disabled person’.

‘A taxi card is quite invaluable. Being almost completely housebound - the only time I get out of the house is by using my taxi card - I simply don't know what life would be like without it. I only wish it were easier to get from my house (in SW8) to other parts of London’.

‘Yes when I feel I need to get home quickly due to my illness I feel I can with the taxicabs. Rather than wait for along time at bus stops or crowded buses and trains then having to walk all the way home from the transport stops which has left me feeling extremely tired and in pain and ill’.

‘I am blind and taxi cards help me to feel safe and I am given attention by the drivers which makes me more confident’.

‘I would not be able to leave my home without my taxi card it is a lifeline’.

‘I cannot get out at all except by taxi. Without it I would be totally housebound and the services which I use would have to be provided and inevitably would be more expensive. My quality of life, already limited, would be destroyed altogether’.

‘I have two children with special needs. When I was pregnant with my daughter without the taxicard I would have been isolated. Now it’s going to be used so I can allow my son’s carer to take him places’.

‘Since the lost of my husband, I feel more secure travelling by taxi because I am alone’.

‘If I am out and about whether locally or further afield, I know that if I get into difficulties (i.e. if my disability flares up) I can get home safely and quickly. This has made a huge difference to my confidence and freedom of movement. The double swipe is central to this’.

‘I can shop at Sainsbury’s for heavy shopping which otherwise I could not carry home. All my family live well outside London and I can take a taxi to railway stations with my luggage’.
‘No walking is involved, it’s a door to door service which is great, no having to wait for transport so much for half filled buses and finding a seat. Bus stops are not door to door, tube stations are not mobility friendly with so much stairs to enter the station or to exit, long walks to platforms’.

‘Because it is very economical and I believe that I would not have enough money on my pension without it’.

‘Taxicard scheme has been a great help to us in caring for our daughter with acute myeloid leukaemia and as we live in central London it is essential for getting to her clinics and appointments for treatment. Also has provided her with cultural experiences she needs’.

‘I do not have to get up at silly o clock for hospitals and wait for hours to get home and I can go to the bigger shops’.

‘Before taxicard I had to wait for someone to take me out and about which was very depressing’.

‘I have walking problems my daughter is my carer and has to take me everywhere but taxicard has been a God send as I can get out’.

‘By having a taxi card has made my life a big difference because I could able to go to the Mosque which I found it difficult to go because of walking and standing’.

‘In emergencies it’s been wonderful and means all the world to me. I am hopeless without it. it is like a health insurance a comprehensive one. My health and happiness depends on it. During the winter was too scared to leave my home as I had already broken my hip. The taxicard service is wonderful because it comes right up to your house and they escort you to the cab. The service stops me from being isolated’.

‘Our daughter is immuno-compromised, so cannot travel on public transport (in crowds), also cannot walk long distances, so taxi card makes a big difference’.
15 How important is it to you to have a large number of trips? What impact would it have on you if Lambeth made changes to the number of trips?

15.1 40% (293 people) said that this was very important. Almost 27% said that it was fairly important, 22% said not very important, and 5% said not at all important. Five per cent said that they didn’t know.

15.2 Again, people told us about the range of different ways that they used their taxicard – hospital visits, social activities, shopping, and so on.

15.3 Some said that they did not currently use all the trips they were allocated, so would not be affected by any reduction. Others did feel that this would impact on them, and they would have to consider carefully how to use their allocation. Some said that too much of a reduction in the number of trips would be unfair.

15.4 For some, they said that if the number of trips were reduced, they would have to use the taxicard for hospital visits only, which would impact on their social life, and lead to them becoming more isolated.

15.5 Other people made the link with double-swiping, and how this used up the number of trips faster, and said that this would have to make them reconsider when planning a longer journey, so that they did not run out of trips.

15.6 Some told us that it would limit their independence if the number of trips were reduced. Those with friends and family said that they would have to rely more on them, which they didn’t want to do. Others who did not have any support from family or friends said that they would find it very difficult to go out at all.

15.7 A number of people asked about carrying trips over from one month to the next and wanted this option to be maintained. Some also asked about carrying the number of trips over from one year to the next. Some also asked to have all their trips available at the start of the year, whilst others preferred them to be allocated across the months, so that they didn’t run out.
‘My life would be drastically affected I would become a prisoner in my home. I would not be able to visit my husband’s grave I couldn’t get to and from hospital for regular appointments. I would suffer socially as I couldn’t get to my day centre as often and I couldn’t get out to meet friends and family’.

‘Visiting family / friends in North London and seeing specialist therapists and counsellors at a centre in North London. I couldn’t visit as often’.

‘Personally I get 12 swipes a year which I get through before my hospital appointments are even finished. I would like to apply for more trips and my doctor would support this I would appreciate you replying me to be thing me know if I would be worthwhile’.

‘Maintain the service as it currently stands or even increase the number of trips’.

‘Hospital appointments that require sedation - Live on my own. Leisure time. Getting to railway stations - Hospital appointments out of my district. Security for vulnerability’.

‘It wouldn’t be the end of the world, but I would have to think carefully how I used the trips’.

‘Getting to and from hospital/doctors appointments, seeing Family and friends and being to get out and about to go shopping as I cannot use buses/trains on my own due to low vision problems’.

‘This would limit the number of hospital appointments that I attend and visits to my close friends and family’.

‘Trips to hospital physio’.

‘It would depend on how much the trips were to be reduced by’.

‘As I am almost 84 years of age with severe mobility problem, health problems have increased so the number of hospital appointments have also duly increased. There is no accessible public transport in my area’.

‘At present the cost would be quite a lot of my income to pay a cab/taxi for appointments. I also have to pay carer who comes with me. It can get very expensive’.

‘I would be unable to go to St Christophers Hospice once or twice a week which gives me support in my cancer care’.

‘I would have to pay for a private taxi or wait for ambulance. I have no family or friends to help’.
'I enjoy shopping as it get me out and I can choose for myself what I would like to buy’.

‘My daughter needs a lot of hospital and health related appointments and she is in a specially designed wheel chair. It is important for us to use a taxi by taxi-card. It is the only means of transport if we have to travel together’.

‘I will always find a way to go to the hospital, dentist etc but it will be more stressful. The extra little pleasure trips to shops, friends etc, will be gone’.

‘Financially - because I am a scooter user it’s very hard to get on a bus and if trips were reduced I would have to order a taxi extra large therefore cost more’.

‘Mindful of the Council’s and the countries position today. I strongly believe that a little reduction - say 144 to 104 is tolerable. This is 33% reduction, the police and all government departments only 20-25%’.

‘If it is reduced to 72 trips a year, I could tolerate that at the original rates’.

‘Unused taxicard rides should be carried into the next financial year and the rides for that next year be reduced accordingly’.

‘It would mean that I would have to travel by bus and sometimes that it is difficult because standing up hurts my legs a lot’.

‘I use the card about 2 times a month so my life would not be affected if you only gave me lets say 5 a month. That should be enough for my GP and going out with my wife late evening’.

‘Our daughter’s social life as we would have to save Com Cab for hospital and clinic appointments’

‘Ability to access holiday activities and make new friends and enjoy getting out of the house’.

‘Currently all of my life is being affected. Due to the fact that I have so many medical appointments, I am having to save my 12 trips per month exclusively for those and fork out for minicabs when I have used up my trips. This means that social or other things cost me extra money’.
How important to you is having the ability to double-swipe? What impact would it have on you if Lambeth made changes to double-swiping?

542 people (78.6%) told us that they did double swipe. The others said they did not.

Almost 60% (421 people) said that it was very important to be able to double-swipe. 20% said that it was fairly important. This was followed by 8% who said that it was not very important, and 6% who said that it was not at all important. For this option, just over 7% said that they didn’t know.

We asked people about how they used the double-swipe and asked them to choose two options from a list. Going to and from hospital was chosen by 60.5% of people, followed by visiting friends and family which was chosen by 46.6%. Next was going to the shops, bank and so on, chosen by 31.3%. Going to and from a doctor’s appointment was chosen by over 20%. Smaller
numbers chose going to and from a day centre (5.3%), going to and from work, college or training (4.7%) and getting to and from a volunteer placement (1.1%).

16.4 Double-swiping was the aspect of the scheme that the majority of people said that they valued more than others. Some said that they kept the taxicard specifically for longer trips, as that was the only way they could afford them. They said that if they were not able to double-swipe, it would have an impact on all aspects of their usage.

16.5 They talked about the impact that this would have on their finances, as they would have to pay the additional charge. Some mentioned the short period at the start of 2011, when Lambeth had suspended use of double-swiping in order to stay within budget. They said that this caused them financial hardship, and that they had to stop using the taxicard for those longer trips.

‘Going out with her family to places where she used to live (as a dementia sufferer they live in the past, for my mother that means visiting places in North West London and around Oxford Street and Marble Arch) and enjoy visiting before I became ill. Parks over London, Oxford Street, South Bank, along the Thames’.

‘I lost my husband recently after almost 60 years so I want to visit his grave and this would be impossible by public transport’.

‘Going into Westminster during the day (I cannot get on or off buses)’.

‘Into London for the Theatre’.

‘Going to railway stations to visit my family’.

‘I very rarely use the card for very short trips’.

‘Going to and from train stations with luggage’.

‘Most journeys in London require a double swipe if the traffic is heavy’.

‘Going to get groceries because I cannot carry anything as my balance is very bad due to my illness’.

‘Very occasionally I visit Fairfield Halls for an event. That’s a double swipe each way’.

‘Go hospital with me because I need help at the hospital and my carer cannot travel with me in hospital transport. They say she must meet me at the hospital which is no help to me as we arrive different times and also missed each other’.

‘It would be two journeys to get to my husband’s grave. Please don’t deprive me of that’.
‘The cost and getting to my destination. Taxicard rides provide jobs for drivers. London starts to become inaccessible. I went out less when it was stopped and ended up with a £28 bill on top of one swipe’.

‘I will not be able to get to mosque or hospital. I will have to rely on hospital transport which is very inefficient’.

‘Most black cabs have approx £4.80 on meter to start with so double swipes essential for even shorter trips’.

‘I use the taxicard very occasionally but when I do it is important to me to double swipe, as this reduces a huge fare’.

‘Journeys to railway stations (Kings Cross, Victoria mostly) to stay with my family and friends none of which live in or around London’.

‘Ability to shop in different types of stores (bigger) e.g. retail parks, which are not local like big Homebase /B&Q/Ikea’.

‘I will be much more affected if Lambeth stopped the options for double swiping which means I have to pay more for my service and this could really affect the social part of my life as this means that I would stay more indoors instead of socialising with my friends’.

‘I would not be able to go and visit my family and also some specialised services for the blind is a long way from where I live so it would stop me from going there’.

‘With that experiment when double swiping was removed it cost me at least £100 a month’.

‘I would not be able to afford to attend all my hospital appointments. I would not be able to afford to attend non-urgent treatments such as physiotherapy. I currently use the card about twice a year to visit my sister in Stoke Newington. I would not be able to afford to do this’.

‘I wouldn’t be able to go and visit friends it takes double swipe just to get there’.

‘Nearly all my trips are slightly under or over 6 miles, each trip would be much more expensive especially when we get caught up in London traffic jams!’

‘As most of my trips are double swipes for necessary trips which I will still have to make, the main impact will be cost’.

‘London is too big for single-swipe and the cost-savings meant I couldn’t afford it’.
‘Before I had the taxicard I never went out for 5 years. But if I lose the double swipe I will be a hermit again, cause I won’t be able to visit my distant relatives cause I won’t be able to afford the fare’.

‘Because of the nature and level of my disability I would become house bound. What is left of my independence would disappear and I would become even more isolated. My increased dependence would increase costs to other services. I would feel it as an assault on my dignity as I would constantly have to ask people to do things for me’.

17 How important to you is the amount that you pay towards the cost of each trip? What impact would it have on you if Lambeth made changes to the cost of each trip?

17.1 Over 55% (400 people) said that it was very important, and 30% said that it was fairly important. 59 people (8%) said that it was not very important, followed by 2% of people who said that it was not at all important. Eight people said that they didn’t know.

17.2 For those who don’t use the taxicard much, they said that they didn’t mind a small increase in price.

17.3 Others said that they were already on low income, so felt that this was another financial burden. They said that in order to continue to use the taxicard, should the cost increase significantly, they would have to reduce other areas of spend, including food, bills, and social activities.

17.4 People made some comments on the meter in the black cab, saying that it had often clocked up a significant amount before the journey even started. They were concerned that this needed to be monitored, particularly if they were being asked to pay more.

17.5 They also talked about the cost of fares when travelling in traffic jams or during rush hours, and that this sometimes pushed them into double-swiping, or having to pay even more towards the cost of the journey.
‘As I only use the card a few times per year, it wouldn’t affect me too much if it was to increase in price, but knowing it was there to use would ease my mind’.

‘An increase of £1 - £1.50 per trip would still allow me to use taxicard. Any more would curtail my usage and bite into my budget’.

‘Yet another expense for an 84 year old (me) who lives on a pension’.

‘I wouldn’t mind paying extra money towards my trips, as the taxicabs are very important to me in my life and are needed by me’.

‘It depends on how much the increase is. If not a lot then it wouldn't make too much of an effect, but if a lot then it would make things a bit more difficult’.

‘I would continue using it and cut down on something else’.

‘Money is very short in my house - me and the kids live from hand to mouth’.

‘This has been of concern mainly because before you step foot into the cabs the meter already has more than £3.50 on display so cabs are ultimately charging customers before their journey!’

‘Why I would be happy to pay the increase depending how much it is’.

‘It would cost me more but I would be willing to do this if the increase was reasonable. I would have to try to spend less on other things the taxicard is at the upmost importance to me’.

‘Increased payments would not affect me much, but it would have a negative effect for those on limited incomes’.

‘If it went too high I would have to try to make economies sometimes for my limited finances’.

‘This is fair as on ordinary mini cabs quite a lot’.

‘My allowance for personal spending when in a care home is very small. I spend more than 50% of it on having a phone, I would be isolated from friends and family without the card’.

‘I would stop tipping the taxi driver the £1’.

‘I am receiving benefits because of my health conditions so I am living on a shoestring already and thus would severely affect me financially’.
‘Well with everything on the increase is happening all over and we have to adhere to these changes I am hoping if they are to increase charges that they will be to a reasonable rate and affordable for all’.

‘If the increase is reasonable it can be managed, but if it increase substantially then again the impact on reduce freedom, independence would be great. I cannot be expressed how taxicard is vital to the quality of life, of freedom, of actually being able to be part of society’.

‘Cut back on what you spend so you can try and meet costs’.

‘Less to spend, concern about paying what is due, concern about safety’.

‘It would not affect me, but some users respectively the more severely disabled. Completely dependent on the service used daily it would be devastating’.

‘As I am a pensioner it will affect me as I have gas, electricity and phone bills to pay and food and not much left then’.

‘It would be hard but if the cost needed to be increased - I think most people that use the taxicard service would understand’.

‘I am willing to pay £2.50 per trip with a “double-swiping” option in order to keep the taxicard service as and when I require it’.

‘I am an old age pensioner and disabled. I can’t travel in a bus without an escort. I will be forced to stay home because I won’t be able to pay £2.50 for a short trip’.

‘I don’t think it is a good idea to put the price up because everyone is struggling with money. It’s not just the government’.

‘If the increase is reasonable, e.g. £1.50 - £2.50, I think it will be okay’.

‘It might deter or prevent me from being able to use the taxicard as it is I am very sparing with its use’.

‘Up to £2.50 no worry, up to £3.50 ok, more is pointless to use’.
18 How important to you is the amount that Lambeth pays as a subsidy to the taxi company? What impact would it have on you if Lambeth made changes to the subsidy?

18.1 For this option, 50.5% said that it was very important, and 30.3% said that it was fairly important. 40 people (6.6%) said that it was not very important, and 1.4% said that it was not at all important. For this option, 6.2% said that they didn’t know.

Q6d. How important is the amount that Lambeth pays as as subsidy to the taxi company?

18.2 Some people were not aware that Lambeth paid a subsidy towards the service. They hadn’t heard about it before the consultation, and were not aware of how the Taxicard service was paid for. Because of this, some didn’t feel they could comment on the potential impact that any reduction might have.

18.3 Some people felt that this was the least important option, as they mainly took shorter trips. Others who took longer trips said that this would have an impact. Some felt that it had to be considered as part of the service as a whole, and that a change in one aspect of the services would have an impact on others, such as an increase in cost to the individual.

18.4 Some asked whether this would have an impact on the taxi companies, and questioned whether this would mean a poorer service, or fewer taxis available to provide trips. Others said that they felt that the taxi companies were already being paid too much, and that a reduction in the subsidy would be preferable to other changes.

18.5 Many spoke about the waiting time when they called a cab, and raised their concerns about the money on the meter before they even got into the cab.

18.6 Again the traffic problems were raised as an issue, as people felt that London traffic meant that journeys were always going to take longer, and therefore the reduced subsidy may not be enough.

‘This wouldn’t affect me greatly’.

‘My siblings and I, who tend to pay for my mother’s care would be further adversely affected’. 
‘Holiday’s and social activities would probably be curtailed. The use of an ambulance instead of a taxi might be more expensive for Lambeth’.

‘A lot of people like me would feel the changes and will reduce the chances of people getting to hospitals on time’.

‘Long distance trips act with friends and family to the theatre or cinema would be affected. Short trips would be less impacted on. Although the issue related to the waiting time displayed when the cab arrives is a very important issue’.

‘I don’t really understand this’.

‘I don’t believe this would have an impact on me but I hope the taxi company do not take this out on the passengers/residents’.

‘Unsure what a reduced subsidy to the taxi company would entail. Perhaps they are being paid too much already’.

‘Taking away and reducing the subsidy does greatly affect my ability to get to my regular hospital appointments’.

‘This would have a dramatic effect as a lot of journeys are impossible to do in the cost allowed. Reducing it would make it impossible for some people especially with the traffic and grid lock’.

‘Finance, normal short journeys, the first swipe finish quickly. Especially since many cabs have already started the meter before you’ve even got in the cab’.

‘I think a lot of journeys cost less than £10.30 and the cab firms are having a laugh’.

‘I think the taxi drivers deserve and are worth every penny they get’.

‘I can’t answer this. Would the number of Com Cab vehicles (black cabs or minicabs) be reduces by this? If no, it would affect my (and every other user’s) life. Would the taxi companies refuse a lower offer’?

‘This would depend on the amount of subsidy reduced. However, I believe a small reduction in the trips to would solve the council’s problem’.

‘Reduction in subsidy again would impact on the overall cost and again difficult decision would have to be taken whether to go out or be a prisoner of my home’.
‘I think less cab drivers will join the scheme so this will affect all who are lucky enough to have a taxicard’.

‘It would make our visits to doctors and hospitals difficult’.

‘If this impacts on the passengers’ fares, it would mean that the scheme does not remain affordable’.

‘I do not understand this question. Sorry’.

‘I do not understand what effect on me reducing the subsidy would have’.

‘Taxicabs/ComCabs would be harder to book and less available as it would not be viable for the taxi drivers’.

‘My concern would be if Lambeth’s subsidy was reduced, for hospital and rehabilitation centre visits’.

‘I have a good relationship with my taxi company and I would not like to see them out of this scheme because their money is cut’.

‘I would have to pay more and already I find it hard to find £1.50’.
Out of these options, is there a particular feature that you think is more important than the others?

19.1 The ability to double-swipe was chosen as the most important option by 330 people (48%). This was followed by the amount that people pay towards the cost of the trip, which was chosen by 210 people (28%). Some distance behind was the option of having a large number of trips, which was chosen by 72 people (11%), followed by the amount that Lambeth pays to the taxi company (7%). For this question, 5% said that they didn't know.

'Everyone put your hands up. Double-swiping is what 99% of users want'.

'All four are important to me'.
20 We may need to make a number of changes to the taxicard scheme. Which three options would you most support?

20.1 For this question, we gave people a range of options on the various aspects of the scheme, including reducing the number of trips, removing the ‘double-swipe’ option, increasing the amount that people pay, and reducing the subsidy.

20.2 In relation to reducing the number of trips, 51.9% chose reduce to 104 trips per year, almost 22% chose reduce to 92 trips per year, 17.4% chose reduce to 82 trips per year, and 16% chose reduce to 72 trips per year.

20.3 Only 15.5% (105 people) picked to lose the double-swipe option. 31% picked the option to keep the double-swipe, but increase the cost of each trip to £5.

20.4 In relation to the cost of each trip, 450 people (66.4%) said that they felt Lambeth should increase the amount that people pay from £1.50 to £2.50. with the suggestion that the cost should increase to £3.50, the numbers dropped to 12.5%, with a further drop to 2.7% for those who would want to increase the cost to £5.

20.5 24.3% of people who responded said that they would choose the option to reduce the subsidy that Lambeth pays to the taxi company.

<table>
<thead>
<tr>
<th>Possible options people support in making changes to the Taxi card scheme</th>
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<tr>
<td>Increase amount people pay from £1.50 to £5.00</td>
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<tr>
<td>Increase amount people pay from £1.50 to £3.50</td>
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<tr>
<td>Remove the option to double-swipe</td>
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<tr>
<td>Reduce number of trips from 144 to 72 each year</td>
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<tr>
<td>Reduce the number of trips from 144 to 82</td>
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<tr>
<td>Reduce number of trips from 144 to 92</td>
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<tr>
<td>Reduce subsidy that we pay by £2 per trip</td>
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<tr>
<td>Allow the use of ‘double-swipes’ but increase amount to £5.00</td>
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<tr>
<td>Reduce number of trips from 144 to 104</td>
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<tr>
<td>Increase amount from £1.50 to £2.50</td>
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20.6 People had given this area a lot of consideration, and many noted that they appreciated the difficulty of trying to put in place a service that suited everyone. People provided lots of feedback on why they had chosen the options that they had, and why they preferred one option to another.

20.7 As with previous comments, the vast majority said that they much preferred to keep double-swiping. Even those who rarely used it, said that they valued the option being there, rather than being caught out in an emergency and having to pay a large taxi fare.

20.8 Others spoke about the cost, and how they could cope with a small increase, but most did not want to see a significant increase to the price that they had to pay. Some who personally felt that they could afford to pay more, said that it would be unfair on others who were not able to afford a big increase in costs. They were prepared to make other changes, rather than exclude others from the service.

20.9 Again, the question on subsidies was a more popular choice for a change, with some people noting that this could however impact on longer journeys.

20.10 When commenting on the number of trips, most people wanted to keep as many trips as possible. However, people did weight this against the other options, in particular double-swiping, and commented that they would prefer to lose some trips, if it meant that double-swiping would stay.

‘The mount of trips per month does not really affect me but double swipes being stopped would restrict my movement from my home’.

‘If it is reduced to 72 trips a year, I could tolerate that at the original rates’.

‘Longer distance trips - but this would be less damaging than a reduction in number of trips’.

‘Cannot understand how stopping double swiping can cost you money - surely how I use my journeys is up to me - If I have no more trips that is my business’

‘Most trips are longer and need double swiping. Would rather have less trips or a maximum per month in any combination’.

‘I don’t do double swipe because it shortens your points for that month. I would rather pay the little extra’.

‘Personal: I would rather Lambeth council at least increase the amount to pay from £1.50 to £2.50 and keep the double swiping to balance the council books towards the cost of the taxicard. Rather the council even considered this option of a proposal’.

‘Better to pay a bit more than have no rides. I would not want to be paying more than £3.50 per ride as double swipe return would be £14’. 
‘I am willing to pay £2.50 per trip with a "double-swiping" option in order to keep the taxicard service as and when I require it’.

‘Lambeth should not increase the amount I pay. Lambeth should keep the subsidy as it was before. They should cut down the number of trips and remove the double swiping’.

‘I don’t think the taxi company should be reduced because it’s not a lot of money anyway and to reduce it more is not good and plus they do a good job. I think the fares should increase because it’s still a small amount and the taxi company should stay the same’.

‘I think that keeping the cost as low as possible to me is more important than double-swiping or trip allocation’.

‘In my opinion, allowing double-swiping should remain, but instead of paying £3 towards the trip, this should be increased to £5. The current rate of £1.50 for each trip should be increased to £2.50. The total number of trips should also be reduced reasonably, though I prefer the amount I contribute to go up rather than the number of trips reducing’.

21 What help or information would you need if Lambeth made changes to the Taxicard scheme?

21.1 For this question, 62% said that they would want advice on how to apply for other travel options. Health travel got a high response, with 55.5% saying that they wanted information on travelling to hospital appointments, and almost 51% saying that they wanted information on claiming their travel expenses for hospital appointments.

21.2 A much smaller number (10.1%) said that they would want information on applying for a freedom pass.

21.3 Again people said that, even with other options, there was nothing that could replace the taxicard.

21.4 People talked about the difficulty caused by the Blue Badge scheme not being easily available to them in Westminster, which meant that they had to use their Taxicard when going across the river, as they weren’t able to park.

21.5 Many people at the public meetings used the opportunity to share their knowledge of services, and let others know about things that might help them.

21.6 People talked about Capital Call, with some saying that this was a good alternative to taxicards, and others saying that it wasn’t as good a service. Many people were not aware of this service.

21.7 Some asked if Lambeth could recommend some minicab firms, so that people could book them and know that they were getting a reputable firm. Volunteer drivers were suggested, and the possibility of people sharing cabs for specific visits.

21.8 Some people who used Dial-a-Ride said that it was very difficult to get an appointment and that it was not as good a service as the taxicard.

‘Clear communication re: exactly how the scheme was to work - whatever it was’.
‘If I am eligible for the freedom pass and how to apply’.

‘Extension of Blue Badge scheme to Westminster or increase in their no of BB parking places. Also Kensington and Chelsea’.

‘More blue badge areas in other boroughs so that this could offset people using the taxicard’.

‘I don’t know of any. I have tried ‘Dial-a-ride’ but found them very unreliable. Often after standing by for three days I still could not get a booking. This is not practical’.

‘Regular updates of changes to the scheme reports and decisions made from this survey to all users of the scheme’.

‘No, the taxicard service is unique and irreplaceable, thank you’.

‘Why change something that is working well and providing what is needed’?

‘Having a telephone number for cab firms. Info about free or subsidised parking if someone has to pick me up in their car’.

‘The taxicard system which is of great value. Thank you’.

‘The names of good minicabs who would have a good standard of safety and competitive prices and not take advantage of us elderly people’.

‘Help in understanding how much a trip would cost before setting out’.

‘That buses should lower their entrance step so I could lift my walker and not always need help’.

‘To get control to get address correct as time of booking and to make sure the drivers are have road knowledge. Would help save time plus Lambeth’s money’.

‘I have a guide dog. I prefer to travel in a London taxi because there is more space for the dog. Also, many cab drivers are difficult about taking the dog in their cars. This makes travelling by minicab both awkward and stressful’.

‘I really value the Taxicard scheme. I believe it offers equitable service to disabled people. I am a tax payer, I do not claim benefits and I feel this is an essential service for health and well-being for disabled residents in Lambeth. The Taxicard service is about independent living’.
‘Are there still volunteer drivers who take people to hospital appointments? If so they could be brought in to help?’

‘The help from Capital Call could be used to pay taxicard scheme for each person - £200.00 will be a great help to pay for trips by taxicard’.

‘We could do multiple pick ups. Some people doing same journey i.e. Brixton / Wandsworth maybe large groups to supermarkets’.

‘I know of all the other options - but these methods of transport are not suitable for disabled people - only the taxicard scheme fulfils this need’.

‘My daughter is completely immobile. There is so much equipment to carry everywhere with her. Travel by taxi is the safest, cleanest, quickest and most convenient way to transport her’.

‘At the moment I sometimes use dial-a-ride but the unreliable to book a trip in advance it must be done after 12 noon. Remember it’s advance booking and sometimes they haven’t got a slot for me for three weeks’.

22. Please tell us what other travel option you currently use

22.1 For this question, we gave people a list of options. Almost 52% said that they used a Blue Badge and 45% said that they had an older person’s freedom pass. 34.4% have a disabled person’s freedom pass, and 1.6% have a discretionary freedom pass. 43.3% said that they got travel support from friends and family.

23. Any further comments

23.1 We asked people whether there was anything else that they wanted to tell us. People used this opportunity to reiterate the importance of the taxicard to their lives, and how they wanted to ensure that they could continue to use the service.

23.2 People also us that they felt the proposed reductions to services were wrong, and that other services should be targeted rather than the Taxicard. Some were grateful to be consulted on the options and asked that they were kept informed when decisions were being made.

23.3 Some told us again about the use that they made of the Taxicard for visits to hospitals and other health appointments, and that the health transport was not as good as using Taxicard.

23.4 People also made a range of comments on the way that the current scheme operates, and made suggestions about how they felt improvements could be made. There were a number of comments about people feeling that they were overcharged, particularly referring to the meter on the black cab starting before the journey had started. Some also said that often the minicab drivers were not sure how to get to various places, which added to the cost. Others spoke highly of the drivers, and commented on how well they looked after them.

23.5 Some also suggested that different level of service should be available to different people, depending on their individual need. Some other suggested that Lambeth should introduce a
small membership charge for the scheme, and that this would help to cover a proportion of the cost of the scheme. Some also mentioned the contract with the taxi companies, and that this should be looked at in more detail.

23.6 Some suggested that cabs could be shared, if people knew about others in the area who perhaps wanted to do their shopping together.

23.7 **Value of the service**

'Please, Please, Please do not get rid of double swipe as the taxicard would be useless to me. I only make long journeys with it. Though these are not often, they have improved my quality of life immensely and have reduced my social isolation. Going to the mosque enables me to meet my friends from 'back home' and my community. I don't mind paying a little bit more but please don't take away double swipe. Thank you'.

'Taxicard has been a God send after my stroke. I felt very depressed as I could no longer get out without the help of my poor daughter who looks after me 24/7. It not only gives me a bit of independence but it gives her a break too. Thanks to taxicard I have my life back and at 83 years old it's important'.

'I cannot use public transport. I can only rely on family but they work so I cannot rely on them all the time. I have my independence with the taxi card. I use it at least twice a week'.

'The taxi card scheme allows me to have some form of social life. Without the scheme I would be unable to go out much. Public transport is not accessible to me and many other disabled people'.

'You are providing a very good and much needed service. Please try hard to continue providing it.

'A taxicard is very important for disabled people. The current scheme is fantastic and I thank you so much for this service. I do hope the changes won't be a great different so that I still can enjoy going more places like other disabled people in Lambeth'.

'Elderly people have a limited amount of time left of our lives. To have our quality of life diminished would be a heavy penalty on people whose pensions from employers have had no increase, whose savings have had no interest for several years and who have already been penalised for a deficit which their generation have not contributed to by borrowing and who have paid taxes all our lives to support following generations. I feel very strongly that we should be left the little support we have by the use of taxicard which makes the difference between being able to go out or being permanently confined to home. For many disabled people taxicard makes the difference between getting to work or not. This is in essence and essential service'.
‘I feel very safe, they are very helpful and I love the freedom. I have had two strokes and couldn’t cope without it’.

‘The taxi card scheme change my life complete because I am more safe, confident to go out and be in more contact with the family and the community’.

‘Although I don’t use the taxicard a lot, the things I do use it for every week are very important to me mentally and physically. My husband works during the day and I can get out without him or someone else helping me. Independence is very important’.

23.8 Service reductions

‘I would like the council to make greater savings elsewhere and not always hit the vulnerable’.

‘Taxis are a vital service to the elderly and should be prioritises. Savings can be made on other things’.

‘We feel you provide a good service which we are very grateful for. But understand that in the situation of this country cuts have to be made which affects everyone’.

‘The taxicard scheme is a lifeline to me. One of my daughters is my unpaid carer and she cannot drive. My other daughter and grand daughter help me with transport from time to time. I do not get any other benefits from the State and I rely heavily on the taxi-scheme. it is very important that the Council find a way to keep this scheme going for housebound people like me and keep it affordable’.

‘In view of the high court ruling that says Birmingham City Council broke the law when they attempted to cut services for disabled people, and in fact were told disabled people should be receiving more favourable treatment by Birmingham City Council, Lambeth Council should reconsider any plans they have to reduce services to disabled users - precedent has now been set’.

‘The government should provide etc money to assist disabled people and the elderly, instead of wasting money on starting new wars … This country isn’t broke, we will always find money to start another war’.

‘Service users are being asked to pay for more and more services, but our income is not increased, and there is no interest on our savings; the older generation are being asked to pay for debts they have had no part in incurring’.

‘It seems that we are losing all the good things these days in life because of money. Is the world coming to a close? Where is all the money gone?’
‘The government should not be cutting money away from old, vulnerable, disabled users. This is one area which should be ringfenced as there are many, many people who will suffer greatly if rates are increased as a result’.

‘In fact the Council is doing a lot for the old and disabled. However, to increase the fee a bit from £1.50 to £2.50 will be fine or even £3.50 but to £5.00 will look as if the increase will be over 400 per cent and it will be too much on the customer or the consumer because we also suffer the cuts which is a general issue and not the Council alone’.

‘I don’t agree with any of these proposals, reduce the CEO (for Lambeth’s) salary to £100,000, so that it’s closer to the Prime Ministers salary. We’d probably be able to maintain the number of trips’.

‘Taxicards have increased by about 17%, we do understand the funding issue. People are using their cards more and more because of the restrictions on public transport’.

23.9 Consultation and decision making

‘I would just like to thank you for listening’.

‘Is it councillors that will be making the decision? I hope among those members there is someone who uses a taxi card’.

‘I find the questions on this form loaded and no real opportunity to tick boxes which oppose this action. This should be available to us or the consultation process is not obtaining the full range of views’.

‘Regular updates of changes to the scheme reports and decisions made from this survey to all users of the scheme’.

‘Users need to meet with Lambeth to monitor what is going on’.

‘To be kept informed of what Lambeth are doing. Once you’ve had the meeting in July another should be set up in September. We must have time before implementation’.

‘Thanks to Lambeth for holding a series of meetings to get peoples views on this’.

‘I think these questions may confuse some people and appear to overlap and are thus a waste in terms of assessing the input results and therefore the response conclusion’.
I must first congratulate the Council officers who wrote the very clear introductory notes to this survey and who designed the survey. It is very comprehensive and easy to complete. The large font is a gift!

In closing I can only hope and pray that this letter will be one of those that you pick up and choose to read through – despite its five pages. Then I pray that, having read it, someone somewhere will make the right decision.

23.10 Travelling to health appointments

‘To ask pensioners who are like me on guaranteed income support to pay up to £5 that is £10 a day to go to St Thomas and Guys say four times or three times a month as I do mean spending £40 every month. The alternative is even if you opt for hospital transport you may even be infected while waiting hours on end at least 5 hours each time plus the discomfort and the uncertainty also matters’.

‘The new hospital ambulances cars are very hard to get in and out of. Sometimes it takes hours to pick up in the morning and on insulin I end up not getting food or drink in time’.

‘Taxi card is very important to me as it is the only regularly available form of transport accessible to me. The full costs of a round trip from my home in Lambeth to the Royal London hospital is around £50. I need to attend this hospital several times a month. Without taxi card and double swipes I cannot afford to attend my hospital appointments’.

‘I don’t use my taxi card very often but it is a real life saver when I needed it for attending hospital at the inpatient department. When I used the hospital transportation it went all round the houses and it was freezing cold. The driver was from Tunbridge Wells the elderly person that he was meant to drop off did not know where she lived. I arrived home not feeling very well and in fact felt unwell for a number of days’.

‘The proposals to change the scheme will put extra strain on the council and on the NHS – instead of us using the Taxicard to travel to the GP we will have to call the GP out’.

23.11 Suggested service improvements

‘More availability of taxis from SW8 to other London areas. Usually very little difficulty in getting a taxi for the return journey’.

‘When I ring to book a taxi (com cab) it is a constant fight to get a low step taxi as I have a fused knee and cannot get in and out of cars easily so taxis have more space for me and are more comfortable. I seem to be sent a normal car (mini cab) which do not cater to my needs which the
council are fully aware of and should have evidence on file. Taxicard customers should just be allocated a Taxi and not just a normal car and cater to everyone’s individual needs.’

‘Reduce trips for people like myself who have cars and the blue badge - not to take this service away as it is invaluable to me at times. This would allow you to allocate trips to people who do not have cars and rely on this service. Maybe charge more for leisure trips - to keep the charge down for people who require this service to get to work. Once a member has no car - the trips could go up’.

‘It’s vital that cab drivers are fully up to speed on the correct tariffs and when they apply. Often different cabs charge different rates, meaning there is no consistency. They arrive displaying an amount even though they have not been waiting. I hope this will also be looked into as part of the process in order to address the service provided to us, the consumer. The questions I pose - do cabs charge for turning up at your door?? Shouldn’t the clock start once you enter? Thank you for this opportunity’.

‘Thank you very much to asking us for give our comments and open a chance to tell our proposals like - Put the map in front of taxi card or at the back we can possible travelling with cost of trip instead of asking the driver for each trip costing and will be very easy for people’.

‘Some minicab drivers do not provide a competent service for people with disability e.g. asking a blind person to direct them to Waterloo, dropping off in safe locations. Minicabs companies should only send drivers who can understand and meet the needs of people with disabilities. No problem with black cabs’.

‘I have noticed that before starting a journey a certain amount e.g. £4-5 is already on the clock thus necessitating a double-swipe later. (Is the certain amount at the start of the journey allowed?)’

‘Sometimes the cab does not turn up. They need to call to say they are not coming’.

‘I am quite happy with the present service, there is always politeness on the phone also from the drivers Thank you’.

‘I find the service at the moment very good, but we do need more cabs to join the taxi cab service. One has to stand quite a long time in the street waiting for a cam cab’.

‘I am extremely grateful for this service. I think it’s amazing to give such help. I would not get out at night without it. My only criticism is that, if you have an appointment, the time of arrival of the taxis is uncertain. Can be ½ hour early or ½ late - or not turn up at all - due to over demand: but I’m sure this can’t be helped! I suggest you reduce the number of trips allowed’.
‘Regular minicab drivers refuse to park outside the house {although black cabs do. No
restrictions which makes the walk 100-200 metres along the road around the corner cross the
road. This happens also in bad weather. It would be nice if they could match the service
provided by the majority of their colleagues and black cab drivers’.

‘Negotiate low prices with service providers. Stop run in allowance on each trip for cab drivers.
Because when you get into the cab, meter usually has more than 4+. Meter should be zero.
Get service providers to phone customers when cab on route to reduce fare cost. Set fare per
distance travelled not metered fares. Stop cab drivers abusing the system’.

‘Introduce a scheme whereby disable people can call on the assistance of an able-bodies
neighbour or friend for help. Introduce a ‘buddy’ system where person who is reliable can assist
in times of emergency instead of always relying on the emergency services which are
overstretched’.

‘Make the scheme fair. Do not try to change all aspects of the costings as you are doing.
Perhaps you could have a two -tiered scheme - those that have 50 trips a year only pay the
nominal cost of £1.50 and no double-swiping. Those that had 50-75 pay £2.00 and those that
had £75.00 upwards pay £2.50. Also, if a person drops below a certain number in the year take
away their taxi card. Also take away taxicards that are being abused and used by other family
members’.

‘I think that the benefits of the service are very important to people who have difficulty walking or
getting on buses or trains etc, but I feel that extra passengers could be charged a minimal
amount towards the cost of the taxi, with the exception of carers or users who have to be
accompanied on their journey’.

‘It is unsettling not knowing before you start the journey how much it will cost you. Apart from
this small criticism I have nothing but praise for the service’.

‘Sometimes when I use the taxi service the driver charges more than they should. Sometimes a
lot more for the same journey’.

‘Employ local drivers who are familiar with the area  2) Satnav in all taxis could help’.

‘Check out your contracts with the Cab Cos. These are what are causing financial overload.
Your problem would be easily solved by the private sector. Work on it’.

‘Go out to tender to encourage other taxi companies to use Taxicard scheme’.
‘I cannot think of anything else but I would just like to say how very helpful the taxi drivers are. I like to give them a tip, I feel they deserve it’.

‘Online booking is very efficient, but there is always difficulty when phoning for a booking, there are occasions that bookings are cancelled without explanation, by comcab. Also when waiting for cab is always a difficult time, there are times when the taxi leaves without notify the user that is there, so costing money 1 making booking easier and more efficient 2 some type of card, such a coloured squared card so that driver can identify user 3 the message system often doesn’t work which leaves the user waiting and waiting while the taxi comes and goes’.

‘We would rather you stop the £200.00 from the capital call services and pay that money to the taxicard services. Capital Call Cars charge more than the taxicard cars for the same distances so we disabled people lose out’.

‘Maybe a taxi driver could do multiple trips collect 2 / 3 others and save on petrol If we don’t mind sharing, or collect on the way back? Why just one way journey, if a driver is willing to accept one journey say to a station or college and time a journey back another collection or take 4 elderly to the shops weekly’.

‘The London councils should all get together to re-negotiate a new contract’.

‘Another suggestion – which won’t be too popular – Why doesn’t the council have a membership charge?’

‘As suggested previously I think exploring the ability of the user to choose the system they require i.e. basic or enhanced. This may cause savings for the Council. A network of users who could co-operate with each other to arrange joint journeys to places like local hospitals and day centres’.

‘An annual membership fee sounds like a reasonable idea; changes to the Taxicard would impact on people’s quality of life’

24 Response to the consultation
24.1 We would like to thank all the people and organisations who took time to respond to the consultation, whether by coming to meetings, completing questionnaires, or writing or phoning us.
24.2 We would particularly like to acknowledge that people shared personal information about their health and wellbeing, in order to explain their use of the taxicard.
24.3 We will put this final report on the Lambeth website, and will send copies to individuals and organisations who have asked us for a copy.
APPENDIX A

Responses to the questionnaires and from meetings and discussion groups

Question 1a
1 Disability campaigning, trade union events, Labour Party meetings, events to do with the area in which I live
6 It's my only way of getting to/from the West End 4 or 5 times pa
7 For going to places after the Tubes/trains have stopped for the evening - Business & Commercial London
8 Stations and airports
13 Social outings
14 To the park or other recreational trips, out to see a bit of life or change of scenery i.e. trip to Southbank or Dulwich park, trip to oxford street, marble ach and church street market - all areas where my mother lived as a child etc
20 Going to meetings at disability advice centre Brixton and other disability functions.
23 The theatre, as this is apart from medical appointments - the only time I leave the house, this is of great importance.
27 Court
28 A & E (Accident and Emergency)
33 Special occasion trips out to theatre/concert/social events where parking is difficult
34 Church 1/12 Theatre 3/12
35 (1) Occasional social accessions e.g. weddings, funerals etc. (2) To travel to and from a station or airport.
37 Going to places in Westminster where my blue badge is little or no use.
45 Going out in the evening. Family and dinner.
54 Due to my different sick problems.
59 Going out for a meal or to a theatre occasionally and sometimes to Croydon for a shopping trip.
60 Sometimes used to visit social events i.e. Christmas party (charity) or special church events.
70 Trips into town where parking is difficult.
75 Bank. Camden Town Hall.
82 It is important that I can get local cab service. I would like to go to the shops.
83 Going to china town at Leicester square for Chinese food and buying groceries. Also to Chinese library at Charing Cross. Seeing more friends at China Town.
100 To museums, art galleries
111 Church
114 Concerts/theatre
115 Theatre e.g. Albert Hall.
118 And occasional appointments
119 Longer trips, for example to North London
120 Going to and from church.
130 Visiting church
135 I go twice a month to sewing and crafts group, sometimes to go shopping in the West end and the Southbank cinema.
139 I have a support line based in east London who as part of my rehabilitation takes me out places to help me interact with people and also going to the park to help with relaxation / interaction / social
145 Going to sports, theatre and social events
146 Getting to and from main line status with luggage.
151 Any other appointment, trips, i.e. social worker, etc.
155 To and from railway stations. To and from supermarket.
161 To church on Sundays
169 Going to the Festival Hall
176 Hair dressers
185 Church meeting
187 London Termine Stations
190 When I am going to the train stations
193 Hardly use it anymore.
204 Support groups (1) Stroke (2) Head injury.
207 Social club, hairdressers
208 Attending social and charity functions
216 Lat time I called to go to hospital taxi never turned up
221 Sports venues i.e. Crystal Palace
Vet, train stations
At present only hospital
Due to road accident I have not been able to go out for a while
School
Sometimes to get home after collecting my son from school
Often only way to see some good friends and family
I am a member of the Trefoil Guild (part of the girl guiding meeting), and have to attend meetings in Wandsworth
Going to church on Sundays.
I am not using the card for anything - too much trouble and unreliable.
I will like to go shopping but I can’t get you on my way back.
Usually special occasions only - airports, outings.
To and from stations when I have luggage.
Going to the hospital for appointments and pharmacies.
Going to church.
When I’m unwell I make daily trips to and from hospital.
It varies on agendas
Mosque
Friends and family
Going to a club, over 50’s, which I belong to.
Occasionally I take a short course of adult studies at City Literary Institute in Holborn
Sunday mornings to church every week.
Very difficult. I do not have a car I can not use the bus or train so the taxi card is very useful.
Going to Ismail Centre every Friday.
To the gym - for my exercise to keep supple. I don’t do physio any more.
To mainline stations
Swimming exercise
See my sister once a month
Attending group social gatherings i.e. church and salvation army centres.
Going to where I do physical exercise.
Railway stations, Euston, Waterloo & Victoria
I would have much difficulty and expense visiting my family and friends at Beckenham, Norwood, Lewisham and Catford.
Going to and from church
Theatre
Going to the hairdressers, also launderette
Going to railway stations for holiday with luggage
Going to Church
Making visits to art exhibitions and museums
Museums, theatre, art galleries and hairdressers
Going to concert or theatre.
Going to hospital and take the bus back
Chiropodist, Service women’s meetings
Church
I use the taxi card to get to and from church
Little sisters of the poor, 2a Meadow Road, SW8 2QH
Visits outside the borough e.g. Tooting, Camden and Wandsworth
Going to the dentist
Shopping visiting family and friends.
Accessing the community whether the shops or entertainment/events
To and from the airport
Going to railway station with luggage. Going to places I do not know or is difficult to reach
Visit to husband’s grave in Beckenham (2 swipes each way and £14 extra each journey)
Rail stations
In cold season to visit American Organisation at Golders Green, North London
Also going to a pensioners’ club 2 afternoons a week
Doctor's appointment
Whenever I have medical appointments to keep
Going to community centre Senior Citizens Club
Going to church
Train station, visit friends/family
Going out with friends
To exhibitions/ antique fairs or similar
Airports, Hospitals, GP Appointments
Railway station
Coffee shops, restaurants with friends. Visiting ill friends
Going to church, Streatham - Walworth Road. Going to and return home at night from a function
Mainly for safety when coming home either late or in the dark as I am blind and 10mins brisk walk to nearest transport lines
Legal advocates
To church when I can
Museums and art galleries as I am an artist
Going and coming from church on Sundays and other worship days
I have used it to visit my dad in a care home but because I use a disability scooter, I cannot use it very much as the drivers are not allowed to lift it.
Going to meetings of interest including the U3A where I worked for 8 years as a volunteer and conferences at the British Museum etc etc
Going to and from shops, banks, post offices and so forth.
Going to see friend a for lunch Hospital check ups
Going to the clinic
Going to my club every Wednesday
Mosque
We are going every place or same places is good for my son who likes football and swimming
Going to church
Going to and from church
I envisage that as I get older hospital and doctors appointments might become more important and more used - see 2 below
The occasional outing for our little girl.
Going on outings and day trips that would otherwise be inaccessible to a wheelchair user
Some evening take taxi home from my dad's nursing home
Getting heavy good back from the shops in a bag, Launderette back to go up the ramp at the back. Staff drivers more helpful
Church
Chelsea Football Club
Going to my son's house
Galleries and museum and shops. Going to and from adult classes which I attend. At the only local gallery.
Going to railway stations
I would use it for these but I have only just got a card and I've been unwell and so haven't used it.
Going to and from Doctors appointment
Medical appointments – hospital, doctor, dentist, physio
Seeing family, particularly those living out of borough
Shopping
Socialising
Leisure
Going to the library
Theatre
College
Going out with the family (otherwise they'd have to go out without me)
Lambeth Resource Centre
Hairdressers
Lunch
I don’t use it, my legs were bad. My sick husband passed away in 2007. I managed here and there. I haven’t used the Taxicard since 2006. A taxi driver said to me ‘you don’t need it’.
I use it for volunteer work, going to meetings. I do about 12 trips a month. I go to 336 Brixton Road for meetings.
I use it for church every Sunday and I go to a centre for older people every week. I use it for exercise at the Lambeth Resource Centre...
For hospital, surgery and doctor.
I’ve asked service users what they use their Taxicard for and they’ve said that they use it for shopping, visiting family and friends, relatives, social occasions, going to the Southbank and for cultural reasons.
Question 2a

2 I now have a Motability Car, So only use the Taxi Card when parking is difficult.
5 Just use the Taxicard service to get to and from work/hospital appointments when the weather is bad and I am unable to drive myself.
14 But not exclusively the same pattern each week.
27 When I cannot get to places that do not provide a transport service which means travelling on London transport.
28 Sometimes 4-6 times in a week and other times none because I cannot walk or sit long enough to use.
30 Depending on how many appointments I have per month, also taxis are normally busy and can't get them when required.
38 Depends on the type of day I am having.
46 As and when.
54 Maybe I required more time to use taxi (Due to my body problem.)
55 As I need during a year or month. Sometimes various trips.
59 I try not to use it more than necessary as it is very difficult to get into a black cab. I more or less have to use Capital Call.
60 Not used on a regular basis, very helpful getting to and from hospital instead of waiting for hospital transport with help from friends use public transport.
71 Mostly for hospital and doctor’s appointments. Occasionally for shopping.
91 May slightly increase in future. Depends on my mobility.
108 Once every three months
115 Special occasions
118 Sometimes more often
126 Don't use much in winter or when no hospital/dentist appointments
130 Not often but would like to use more.
140 I have stated my uses of my taxi card above. Sometimes I don't use it for a whole month.
145 special occasions
146 Depending how often I visit family in the north and south of England.
153 Depending on my health
155 I only use it to travel considerable distances (which is why double swiping is so important) or in emergencies. If the distance is not too great I can use regular public transport, then I do.
162 I call for transport
169 2 or 3 times a month
185 3 timer per week and Sundays
186 8- 10 times a week, most weeks
194 Once every 3 months to Kings College hospital and just when I have Dr. appointment.
195 I do appreciate the taxi card and it's a great help but now I have lost my husband. I am 88. I use it when I can. Thank you very much.
200 Would like to use more but living in SE21 taxis do not like coming to this area.
202 6-8 times
204 Varies depending on whether dial a ride can do my trips.
214 I only use it to travel considerable distances (which is why double swiping is so important) or in emergencies. If the distance is not too great I can use regular public transport, then I do.
216 I have no need to use the taxi card scheme currently as I am well enough to drive. I would only use it if it was necessary and I was too ill to drive. It's nice to know it's there to use should I need it.
237 I have used it once.
244 Very rarely
245 I only use mine twice but am in agony most time.
251 Haven't used for about 18 months. Trying very hard not to use this service.
255 About every 3-4 months
258 Very seldom
259 For emergency hospital appointments that may come up unexpectedly. For my class session at Lambeth college every Friday.
260 I haven't used it for about 4 years as for a adult education class they either got me there too late (1 hour) or came to get me late or early.
265 Depending on hospital appointments being diabetic and not being able to climb stairs.
269 This depends on where I need to go some months I go to the hospital 3 times.
300 This depends where I need to go some months I go to the hospital three times.
302 As and when needed.
312 As of yet I have not been able to book a taxi.
315 Very rarely
316  Maybe more sometimes
319  Varies on hospital appointments, visit quite a lot
327  It varies as occasion permits
328  Security and emergencies make me feel safe having one.
333  Sometimes more all up to my health
336  This is an average use. Some weeks I might not use it at all, other weeks several times
340  When going to hospital or doctors appointments
341  Sporadically dependent on how ill/well I am. Generally though 4-8 times a year.
342  I get crush fractures in my spine. I have Osteoporoses. I had an operation in Feb 2010 and now I have to have another operation for a fracture in my spine.
358  I use it mostly in the winter when I feel more ill than in the summer
368  Going to bank, post office, shops and also hospital
376  Try to use taxi in same area as I need to take taxi home again
381  Only on important occasions
382  Sometimes I do have a lot of hospital appointments close together and therefore is more.
397  It can vary on how often I am able to go out or when I have a hospital appointment. Once a week to once a month or sometimes very other day.
412  Depends upon hospital appointment
424  Varies according to unscheduled hospital app.
433  Sometimes I need to make 12-14 journeys a week. Mostly for hospital and GP visits.
446  Depends on number of appointments
483  Visit to Beckenham Cemetery once a month, (2 swipes and cash each way)
495  Winter time when it is raining and have to travel evening and night
497  I try not to use the taxi card unless no way out as I know the government has reduced funding. I will try to use dial-a-ride instead. But taxi is very prompt especially when finished treatment from hospitals. Taxi card is very helpful and essential when weather is bad in the winter.
500  Depends on hospital dates
503  Twice in one day for hospital appointment
521  I am now more mobile and hoping to use the service more frequently. I have never considered using the service for hospital visits but will do so in the future
526  The service does not work well for me. I would like to use it more but the unreliable pick up times cause me problems
534  I have used the taxi card at a reasonable times when I need to but I was also shocked that the taxi driver takes you the longest route and double swipe the card and charge me £20 for two trips to Richmond
541  I use it very few and far between when I fee I can afford the service since I always have a double swipe done. The incessant ticking of the meter at traffic jams and traffic lights make me very feel anxious and uncomfortable about the amount to be paid.
543  I would use more often however it is often difficult to get a taxi card to pick up in Herne hill
554  Hospital appointment socialising and shopping
558  Sometimes often I try not to use it too much but it really helps me
559  Mainly used at weekends and school holidays
564  Being very disabled and having cancer and heart problems, I haven't used my card for some time as an ambulance takes me to and from hospital regularly.
565  20 times per year
566  I have been very ill with my chronic back condition, and I have been laid up in bed recently and unable to get out, but would be using taxi card much more often about once a month.
571  Once a week or sometimes twice or more, because there are only 12 rides they finish before the month is up.
577  I haven't used it yet but its useful
578  Only occasionally when family support is not available.
612  Depends on hospital appointments sometimes 4 to 6 months.
615  I get the taxi to visit my parent's graves on their anniversary and birthdays
623  Long trips to Essex and airports per year. 1 trip to friends and Surrey.
638  I use my taxi card minimally - for doctors or hospital appointments mainly when it is impossible for me to get to these by public transport because of severe illness or disability. However this is not
generally the case. During the last 3 years since I've had my taxi card I've used it for approximately 10-12 times, I think.

642. To college, I finish at 9:30 in atrocious weather sometimes
661. About 4-5 times a year
672. Three or four times on average a month. 8 at the most
677. Three times a week
684. Once per fortnight
689. I have ticked several times but my usage does not fit into rather limiting categories provided - sometimes it is less if I am particularly not well - other times I will use more in a week to compensate for other mobility problems
695. As much as the taxi card system will allow, which do few trips
708. I don't use it often as the places I would like to go I can't afford such as colleges and visiting family and friends.
719. When I tick boxes its what I would like to do if I was well and using the taxi card
720. Long Journey's only. 11 miles door to door.
721. It's easier to use relatives.
722. I haven't used them yet. I will use them to visit friends and relatives I use dial a ride for shopping.
723. What do you mean by longer trips?
724. Anything over 4 miles.
725. Most service users use different forms of rehabilitation.
726. I have one social outing every Friday when there is five Friday's in a month I have got to pay and that costs me £18.
727. That allowance makes my life a lot easier.

Question 4b
3. I have more energy to do the things I want to do.
5. In snowy conditions to get a taxi to Fenstanton Primary School when I am not confident driving.
8. A budgetary aid in hard times
14. my mother suffers from dementia she needs to be able to access the community, this is very difficult
15. it would be impossible to travel on public transport
17. Able to visit theatres, etc. Going out at night. Not relying on friends and family, therefore making
185. Mum has dementia and benefits greatly from prayer meetings and attendance at ageing cafe in Stockwell
208. Attending meetings some distance away
263. I don't like crowded buses or public transport
509. I have no worries about getting out to receive help, something I was so afraid of.
541. None of the above as I never know the exact amount to be paid in advance
546. Every area of life
612. As I use a wheelchair and need a carer I can get from my home to hospital or shops with no worry.
673. Safe and secure, more independent, self-worth, self esteem and social contact.
708. To know it's there if there is no other way to travel.

Question 4c
1. I am dependent on the goodwill of others. This day and age of people working until they drop means that the well of goodwill is rapidly drying up. My friends are losing their jobs; thus giving up their cars; and so I find myself increasingly stuck at home. Those friends who are still working are seeing their Ts & Cs eroding to such an extent they no longer have the time to devote to a disabled friend in need - I fully understand their dilemma. If Labour in Lambeth insists on acting as this government's axe man on cuts the voter will remember this in a few years; and, if you're not careful you could be destined to the wilderness of the political world as Lambeth residents look towards the more progressive Left elements that are finding their feet and voices in our communities. Maybe by 2015 the electorate of Lambeth will say to the three main parties a plague on all your houses and ring in an era of Socialist governance - because, New Labour has woefully let down the working classes of Lambeth.
2. When I first got my taxi card, I never had a Motorbility Car, so used it for shopping, visiting family and friends, and this was much easier than travelling on Buses or Tubes. Now I have the car, I only use the card on very little occasions.
3. As I get older, I find public transport harder to negotiate and have a few regular destinations that are hard and tiring to get to.
I am unable to use public transport and taxi card is essential to me to get out and about when my carer cannot take me out when required.

Having the taxi card has meant that I have been able to get to work when it has snowed so Lambeth Council does not have to pay me for staying at home.

Spend less than would otherwise on transport.

A level of reassurance to know that if need be the service is always there.

It serves as a very useful tool in one's life.

I am able to get out and about.

Having the security of knowing that I can get to the appointment on time and no need to take down the pram- can get straight in the taxi with it.

Since I have had my taxi card I have been able to be more independent and not rely on my family so much or impose on their own lives as much as I would have to if I did not have my own freedom by using the taxi card. I also have a sight impairment (Glaucoma) in both eyes as well as a mobility problem.

Our local bus stop is too far for me to walk so Taxi card is ideal for me to get about without having to drive.

A suffer of dementia she is able to access the world in safety. Opportunities to escape from her prison are greater as she is unable to walk far. She does not understand the concept of time and becomes very agitated when travelling by public transport, often becoming confused and upset with tears. It is neither pleasant for her, her carer, family or fellow passengers to have to witness her behaviours. She may shout, swear, use inappropriate gestures or cross the line in terms of boundaries and personal space. By using the taxi card I can minimise the stress and is less of strain on my arthritic and osteoporosis mothers legs. Basically she is free to travel in a clam and stress free fashion minimising the usual negative outcomes on public transport but enhancing her own outing experience but enhancing her daily life outcomes. Before my mother became ill, she used to be a very active lady and never stayed in, she frequented every part of London, to be without appropriate transport would be a killer for her.

I am able, with a carer to go to places that I would not have been able to go to without the taxi card. This has boosted my self esteem and confidence and made me less depressed as I am now able to get out of the house a couple of times each week. Without the taxi card life would cut me off from the world outside. This is a very worthwhile asset to me and gives me a some dignity and freedom.

It is safe and closer to location.

Going out on social occasions. Visiting my Senior Club.

Attending counselling and having shiatsu treatments for the first time in years.

As a totally blind person it has allowed me the opportunity to be social and to be part of society. Without the taxi card I would find it extremely difficult to have any form of social mobility independence. I have find taxi card made huge difference in my life as a disabled person.

Being pushed in wheelchair on roads hurts my bones; taxi gets me from door to door. It saves time, taxi cost me a fortune otherwise. I'm not out in the rain and cold.

Make me go out and about to see and get the things I want and need. As a person. Have a disability. It made me feel alive. Thank you.

Visiting my husband who had been ill in and out of hospitals. Help getting large bags shopping home and getting to railway stations to visit family.

A taxi card is quite invaluable. Being almost completely housebound - the only time I get out of the house is by using my taxi card - I simply don't know what life would be like without it. I only wish it were easier to get from my house (in SW8) to other parts of London. Usually home is available.

Yes when I feel I need to get home quickly due to my illness I feel I can with the taxicabs. Rather than wait for along time at bus stops or crowded buses and trains then having to walk all the way home from the transport stops which has left me feeling extremely tired and in pain and ill.

Security taxi card gives me for distances I am unable to get to. No pain being jostled about - help with my wheelchair etc. Reduced fares - knowing if my health fails me I am in safe hands - door to door service when required on bad pain days.

To be able to visit GP surgery - go to places much further than local and secure my safe journey home. take my wheelchair and being helped with it.

I can get out more often and not fret about too much expenses. I can now go to church without sitting around depending on other people. Thank God for this service and social services.

I am able to get to and from the hospital more reliably.

Huge weight off my mind when I don't have to worry about general parking/driver fatigue at night.

It has provided essential transport without which I would not have been able to travel as I am blind and have a major lack of mobility.

It has given me confidence to go out in the evening and get home safely.

Helps me in socialising with friends.

I have been able to get to hospital appointments without worrying about the transport.
Not having to wait for public transport to and from hospital appointments. The taxi is always on time and I am able to travel in safety. I have Parkinson's disease and I am not able sometimes to get on a bus.

I'm able to go and travel with the family.

There are several areas: - Being collected from station - For arriving from out of town trip. - The fact they are able to wait in order to allow you to shop etc. - I can be accommodation with friends and family especially if there are non drivers in the group.

Seeing my family more regularly has helped improve my mental health significantly.

Safe mode of transport.

I am blind and taxi cards help me to feel safe and I am given attention by the drivers which makes me more confident.

The taxicard helps give me a quality of life to compensate my age and infirmity.

Due to my illness I'm required to have and use taxicard for many years.

More opportunities further areas.

A travel card has made a great difference to me. I feel I can see my family and great grandchildren and friends but most of all I can go to my classes (dressmaking and computer studies) I don't feel trapped in my home and obligated to others.

Knowing that it is accessible transport available gives me real peace of mind. It is both awkward and frustrating if I order a private mini cab that cannot stow my wheelchair.

I can accept invitations that I otherwise cannot do.

Although I use a walking stick and am slow in moving around. I have peace of mind knowing that I can use the taxicard if necessary.

Increases my independence and quality of life.

It can be a relief not dealing with the stress of public transport.

It is safe and closer to location.

More freedom a major thing.

I would not be able to leave my home without my taxi card it is a lifeline.

Able to get to St Thomas' hospital.

I am housebound and can only keep medical appts. with this taxi help.

After a hospital visit I feel very tired so catching a taxi home is important also going to events I feel very tired after and so catch a taxi back.

I cannot use buses because of my eyesight (suffer from Macular Degeneration)

I feel more in charge of my life.

It is safe and closer to location.

It has been wonderful for me, I have been very independent all my life I hope to continue that way.

I can go to more places to enjoy my life. It's really a great benefit to the disabled people who can't go out without a taxicard.

Attending counselling and having shiatsu treatments for the first time in years.

More independent.

It is a door to door service. If I used public transport it is not door to door and would involve changing buses.

I cannot get out at all except by taxi. Without it I would be totally housebound and the services which I use would have to be provided and inevitably would be more expensive. My quality of life, already limited, would be destroyed altogether.

Travelling long distances and it is knowing that I don't have to rely on anyone or burden anyone. I have complete freedom and choice.

I have two children with special needs. When I was pregnant with my daughter without the taxicard I would have been isolated. Now its going to be used so I can allow my sons carer to take him places.

The taxicard gives me a quality of life to compensate for my age and disability.

I would not be able to get out without this service. I feel more independent.

I see the need for the card in the future as my disability continues.

By having the taxi card, I can be more independent and do not have to rely on my family having to take time off work to take me to the shops and the hospital for my appointments.

Set out for appointments and visits when needed. Don't have to rely on others who are working.

When it works it's brilliant cost wise as I have three disabled children and travelling is hard.

Some days I can't walk very far at all, and going door to door in a cab is a God send. Thank you.

Since the loss of my husband, I feel more secure travelling by taxi because I am alone.

If I am out and about whether locally or further afield, I know that if I get into difficulties (ie if my disability flares up) I can get home safely and quickly. This has made a huge difference to my confidence and freedom of movement. The double swipe is central to this.
135 It has improved my life greatly. Being disabled - I am able to get to my appointments without having to rely on other people.
136 Having mobility problems impacts how you travel. Bus routes / stops not near to home.
137 I am able to travel to places where a wheelchair friendly is still not in place i.e. some tube stations
138 I am housebound, cannot walk very well. So to go to anywhere out of the house I am very happy to have the taxicard. Thank you.
139 I am so happy for the taxicard as a cancer person and suffer from diabetics so having treatment the body is weak and the long standing I could not cope with and I could not do much walking when ever drops in my eye I cannot see much.
140 I feel very secure and safe and my quality of life has improved.
141 In particular to get to main line station to meet my children, grand children and great grandchildren.
142 It has given me a freedom as well as giving me independence to get about on my own.
143 Times when my disable son has become ill at school and I have to take him to the doctors. I have the peace of mind that I am able to get about.
144 I am unable to walk very far and having this facilities helps me at hospital appointments etc.
145 Taxis were easier to use and more convenient.
146 1. I can shop at Sainsbury’s for heavy shopping which otherwise I could not carry home. 2. All my family live well outside London and I can take a taxi to railway stations with my luggage.
147 It enables me to visit friends which means my social life can benefit. I am unable to travel by public transport due to a heart condition etc.
148 It helps me when there is no easy transport and I have heavy luggage.
149 Being able to see family, otherwise I am stuck at home all day alone.
150 less pain as I cannot walk very far.
151 Yes being able to have a life a normal life like other people.
152 Taxis were easier to use and more convenient.
153 Visiting other disabled people who sometimes don’t get out at all.
154 One of the social aspects is having independence.
155 Can travel to family, shops, hospital appointments without being accompanied.
156 It enables me to visit friends which means my social life can benefit. I am unable to travel by public transport due to a heart condition etc.
157 1. I can shop at Sainsbury’s for heavy shopping which otherwise I could not carry home. 2. All my family live well outside London and I can take a taxi to railway stations with my luggage.
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159 It helps me when there is no easy transport and I have heavy luggage.
160 Visiting other disabled people who sometimes don’t get out at all.
161 yes, visit relatives late evening
162 Can travel to family, shops, hospital appointments without being accompanied.
163 It enables me to visit friends which means my social life can benefit. I am unable to travel by public transport due to a heart condition etc.
164 It helps me when there is no easy transport and I have heavy luggage.
165 Being able to visit friends, otherwise I am stuck at home all day alone.
166 less pain as I cannot walk very far.
167 Being able to see family, otherwise I am stuck at home all day alone.
168 It helps me when there is no easy transport and I have heavy luggage.
169 Visiting other disabled people who sometimes don’t get out at all.
170 Yes being able to have a life a normal life like other people.
171 It gives me transport direct to major railway stations in central London, As I am unable to use escalators and many outer London Stations wave stairs but no lifts. My family live in Kent, Cornwall and Scotland. Taxicard enabled me to spend more time with them.
172 I can go to appointments i.e. doctors, day care, shop without having to be dependent on friends.
173 As I am disabled it is really the only way I can get about. Otherwise I would be housebound.
174 I am unable to walk very far and it enables me to make a few extra journey’s.
175 Basically getting back my life, I have been able to help other people again now.
176 I can visit my family on special occasions. It is a safe way to travel. I can visit my friends, whereas before was much too expensive by taxi and could not see my family or friends.
177 I do not have to ask for people’s help. It gives me autonomy, gets me in control of my appointment and punctuality.
178 Mum gets very confused and distressed but massively enjoys her time at prayer meetings which have a social aspect to them. She also likes the Ageing Cafe but fares to attend this are £18.00. The taxi card is of benefit but she still pays approximately £30 per week in cab fares.
179 I can go out more often as I cannot use the bus.
180 Visiting family
181 No walking is involved, it’s a door to door service which is great, no having to wait for transport so much for half filled buses and finding a set. Bus stops are not door to door, tube stations are not mobility friendly with so much stairs to enter the station or to exit, long walks to platforms.
182 Visiting family
183 A great help and a good idea.
184 To put flowers on my mothers grave
185 The once a week trip to the Alzheimers Cafe is the only outside activity I can still enjoy and I can only get there with a taxi card.
186 Am able to keep appointments on time without relying on poor public transport.
187 I don’t have to think twice about going out to visit people
188 The taxi card gives me choices and makes me feel less isolated
189 I no longer worry that I am going to find myself a long way from home and not able to get back.
190 Knowing that I have transport needed as I have difficulty using public transport especially when the journey involves more than one bus.
Yes, I enjoy doing things like going to singing for my friends house and huge gatherings at social clubs etc. It allows me to live a more normal life by seeing friends and family as I did before my disability affected me. Only good for hospital appointments and further away. Has given me more independence to be able to do the things I enjoy and makes me feel safe and secure using a taxi. Ability to get out and about i.e. cinema, friends etc. As I have large ulcers on my right leg I am unable to travel on the bus. Not being a burden to others. Not being stuck within 4 walls of my home. Living in a care home can make you feel a bit stuck in one place. Getting out, even if infrequent, is great and connects me to people and places outside. The most important thing for me is that it allows me to be independent and not to have to rely on my friends with cars. I can also keep up with my activities in the local area. Able to socialise with friends and family whenever is necessary. None, I have not had to use it. My daughter is using a special designed wheelchair, it is convenient taking her to attend hospital/health-related appointments using taxi. Unable to use the tube so taxicard is safe and when I feel ill I know a taxi is better. Some days am really ill so I am not sure when I can call. Independence. It is great to know what it is there. Because it is very economical and I believe that I would not have enough money on my pension without it. Without the taxi card I would have to depend on my family more. As I am housebound and will have to wait for someone to take time off work to take me to appointments. As driving becomes more difficult/painful/tiring it can be very helpful to use taxicard services so that I don't feel obliged to drive. After my operation I was unable to travel to see family as I am now wheelchair bound and for a while was unable to go to church and socialise. It has help with my rehabilitation and recovery to engage with the outside world and not be a prisoner in my own home. Eases my panic when my legs cease to work alleviates the fear of being stuck away from home gets me home quick when in severe pain. My husband and I are pensioners. We don't own a car or drive. Local taxis are expensive for longer journey. I can only get about outside by using my roll on (4 wheel walker) and it goes everywhere with me and fits easily into a Concab. I don't have to worry about how I am going to get places eg the hospital because it's a door to door service. I feel more independent with my taxi card. Being able to contact with family. Having a taxicard has made a difference to my life because I feel safe and comfortable whenever I have a long journey. and it has really been a big benefit for me and more easy for my career. It means that I can travel to and from destinations which otherwise would not be possible by public transport with my mum and my 5 year old brother. The journey are much less stressful. Busy buses and trains set off seizures for me, I do not have to wait ages in bus stops/platforms and catch chest infections which I am prone to. Sense of freedom. Taxicard has made a big change in my life. I can get out and about, I am not stuck in the house. It will pick me up and wait and take me back home again for such little money. I used this service twice last year but I do not trust it as they have let me down in the past. The last time I used the service they charged me £20 for the same journey that I paid £6 for previously. Attending health appointments. The taxicard enables us to go places even when the weather is cold. The taxicard is also cost effective and a great benefit to our daily lives. I do not have to get up at silly o clock for hospitals and wait for hours to get home and I can go to the bigger shops. Made my life easier and all the taxis are so helpful and understanding I don't know what would happen if I lost them. Improved social life. Safety. Independence. Being registered blind limits where I go to. With a taxicard I have access to anywhere in London and I am not so reliant on other people to get me there even so I shall need someone to accompany me.
I am able to visit my best friend who lived in Bromley without physical discomfort.

Taxicard has made a lot of difference to me as I cannot walk unless I have somebody with me as I fall over very easily.

When carrying luggage

Support daughter in law with dementia.

Well due to having one terminal illness for 12 years now have a secondary illness and awaiting a liver transplant so using the benefit of the taxi card is the upmost way of attending frequent appointments etc

By having a taxi card has made my life a big difference because I could able to go to the Mosque which I found it difficult to go because of walking and standing.

Hospitals for my illness, and easy transport for me and safe for me.

I would not be able to visit family as regularly without a taxi card.

If it was not for the taxicard I would hardly go anywhere as I have a fear of going outside

Buy me independency

Although I am grateful for the services I have not used it at all. I am able to use my freedom pass and use public transport.

Able to do more things I enjoy

Mostly I use Taxicard for medical reasons. One health centre I regularly visit is within a single swipe, the other is a double swipe. Enabled me to keep my brain active by taking courses at City Literary Institute in Holborn and to meet there with people of similar interests (of all ages)

I've had the taxicard just over 1 year and at first it was on time or early. It has become quite unreliable and today after 3 calls (still looking for a cab) it was too late and I had to cancel. Very disappointing.

I would not be able to get out otherwise.

I'm able to visit people I wouldn't otherwise be able to afford to see so frequently.

I feel safe with the black cabs they help me, not the local cabs they do not help me get in or out.

I was house bound for over 18mths now with my taxicard I can get out and about. Also the cost to and from normal taxis made it very hard with limited monies left.

I had a stroke 3 years ago. It's left me unable to walk unaided (I now walk with a stick). This means I'm housebound. I cannot use public transport because of getting on and off.

My disability and use of the Taxicard make a very big difference to my life.

I can go to the gym and other places without my husband. I feel like a separate person rather than a disabled person who always needs someone else with me.

As a paraplegic taxicard has been invaluable to me. To see my specialist / hospital / important outing to bank and post office and occasionally to a chemist (when let down by my regular one)

A lot of difference to my life. I am able to go out again and socialise, which was difficult for me as I have cancer, I feel that I have a life again. Thank you taxicard.

Can travel longer distances, as Dial- a- Ride only goes to limited area.

All of the above

I find it very difficult to travel on buses unless accompanied. A taxi card gives me freedom and independence.

I have better mobility.

Taxi card has made a big difference to my life as I am unable to walk and have been able to keep appointments in a safe and secure manner and also the great benefit in the fares i.e. double swipe is absolutely helpful.

Before taxicard I had to wait for someone to take me out and about which was very depressing. I have walking problems my daughter is my carer and has to take me everywhere but taxicard has been a God send as I can get out.

As I am partially sighted, it is of great help especially - I think it is important for double swiping.

Without taxicard I could not visit my family.

I feel better than when I have not got taxi card because then, I was in doors.

In emergencies it's been wonderful and means all the world to me. I am hopeless without it. It is like a health insurance a comprehensive one. My health and happiness depends on it.

Visits to family at Catford, Norwood, Beckenham, Bromley etc. Hospital St Thomas, Guys and Kings College. Shopping Bromley, Lewisham, Catford etc. Without this wonderful services I would be virtually house bound.

I'm unable to travel by train or bus as I lose my balance.

As I need a 3 wheeled walker because my balance is so poor I can only use the bus if a friend or family can help me. I cannot use a train because of the stairs. A taxi card gives me freedom and I can go further than walking in this area and can stay with my family who I could only reach by train.

Getting out and about what I cant do without taxicard
379 I suffer from Osteoarthritis on both knees. Taxi cabs allow me to get around with less strain on my knees.
380 I am disabled, have agoraphobia, but now with the taxi card am able to go shopping, visit friends, which has given me a better life outside my house. Else I would be house bound
381 If I didn’t have my Taxicard I would not be able to go out, as my walking is so bad.
382 Only use if I need it necessary or urgent
383 I don’t have to worry about how I get to places. It is less costly for me. It gives me a sense of security. It enables me to keep in touch with friends and family. It allows me to get out of the house.
384 I can afford to attend all of my hospital appointments. Without a taxi cab, or without double swiping I have to ration the amount of hospital appointments I can attend.
385 I can get to where I need to go with taxicard to hospital, to visit friends
386 I have no friends or neighbours who can take me. After 2 foot operations a then a broken ankle I have been housebound for 4 months at a time and unable to even get to my kitchen. The Taxicard has been a godsend just to get to hospital and make a few trips out to the museums which I love and a celebration meal.
387 It is very comforting and re-assuring to know that wherever I am, whatever may happen, I can call a black taxi and it will be safe and meet me accordingly. I especially like the “step” as I have broken my leg and find it difficult otherwise getting in the car.
388 Work and study
389 Vital as my health is deteriorating, not safe to travel at night on public transport
390 I could not attend the clinics which have provided me with needed therapy, osteopathy, acupuncture and physiotherapy
391 It has given me some freedom and flexibility
392 A massive saving on cab fares
393 Going to and from hospital helps me a lot because I am unable to walk for long periods.
394 I have benefitted from having a taxi card.
395 When it is dark at winter time I feel safe when I need to go out.
396 Due to my disability I am unable to walk very far. By using my taxicard I am able to make the short distance from my door to the taxi and from the taxi to my destination.
397 I am very pleased with my taxicard it gets me out now and then
398 It makes me safe and sound
399 Visiting hospital for cancer treatment and being able to travel late back from hospital or doctors.
400 No
401 Manage my own life although living alone. Otherwise would be difficult.
402 Without my taxicard I would not be able to go anywhere. I feel vulnerable and when I use to use public transport. I use my taxicard to get to the GO and go shopping.
403 Yes, by seeing friends and family.
404 Being unable to use public transport would be house bound.
405 I sometime go to Greenford Middlesex to see family
406 I have trouble travelling on bus and can’t travel on the tube. As I am afraid of enclosed spaces.
407 Having the taxicard enables me to attend my church services and social gathering in the church which I very much enjoy. It also helps me to get to hospital appointments on time.
408 Healthwise, it has relieved me of anxiety and stress which in my poor state of health is of great importance.
409 Because of my limited walking ability it has benefited me greatly.
410 I feel proud taxi card drivers calls at my flat to pick me up to where I want to go. My life has been benefitted in several areas.
411 To railway stations and return journeys. Also national express coach station (To and return)
412 It has aided me with the difficult parts of my life, for example facilitate with making life easier.
413 Facilitated me and my family by making things like going doctors appointment/shopping easier and affordable.
414 My mobility varies. The card is vital to me. There are journeys that wouldn’t be possible without it.
415 The Taxicard helps me to get out and meet people
416 I am able to go places that are far from my house
417 Taxi driver always makes sure I have settled in my taxi comfortably also I have entered my door safely - makes me feel secure.
418 before being a taxicard user, hardly left home. Taxicard has given me freedom, safety and independence but above all the opportunity to experience so much that before I would not attempt because of transport, engage with people which before it was not possible, to participate in life; because of taxicard my life is less isolated and know wonderful places that helps me feel part of society not just a
prisoner of my home; it allowed to experience what most able people take for granted. Its been a life saver
469  I have only just received my taxicard
473  Yes I can get out more and feel safe travelling in a radio taxi.
475  Able to see my consultant with no difficulty and in time - never late to my appointments
476  I feel more safe because the low the step if I want to get in the car or out.
477  Able to go to events or places difficult to reach for me because of my sight, and makes my life easier and simpler
478  As I suffer from MS, I can't use public transport so I do save you money by not having a Freedom Pass the Taxicard is great for me.
479  It helps me to get places as I am disabled.
480  I have more confidence, using the taxicard has abled me to get out and about a lot more.
481  I am able to leave the house and go somewhere I choose.
482  No near relatives. Can't get shopping by bus - unable to get on buses. Need to get back and forth to hospital regularly. Glaucoma operation necessary.
485  I feel more confident in myself as I am able to do more things by having a taxicard
486  Having this card, has given me a quality independent life, instead of depending on other people for mobility based on my minimal resources as am elderly, disabled pensioner. To me is like having my own car and can't stop being grateful to Lambeth for affording us such privileges.
489  I need the Taxicard for going to hospital when I am sick and not able to go by myself Sometimes I need to visit my family and friends
492  Both legs are paralysed, cannot carry heavy load
497  During the winter was too scared to leave my home as I had already broken my hip. The taxicard service is wonderful because it comes right up to your house and they escort you to the cab. The service stops me from being isolated.
498  Registered blind. Travel at night/winter especially when tired can be a nightmare - crowds, hazards, access etc. Taxicard makes mobility affordable.
500  I cannot walk properly and having the taxicard I get to keep my appointments. The bus stop is too far away for me if I want to go to the shops. It's nice to know that the taxi is here for me.
501  VERY IMPORTANT because I can be taken to my front door at night.
502  I like using the taxicard as I feel safe and secure and because of my mobility. This is why I love my taxicard.
503  Black cabs are safer than minicabs
504  Regular visits to hospital/doctors are made much easier
505  When I visit family it is OK coming home in the dark. The taxi drivers all wait until I am indoors and that is really good.
506  It is reliable and convenient as I am able to meet my appointments on time.
508  I have more chance of meeting my friends and I feel happy and enjoy meeting them
511  As a disabled person I am not restricted to being stuck in my house, all the time. I can visit family and friends and also access shops and meet friends socially and access my hospital appointment and not have to wait for hours for the ambulance. I have family and friend all over the place.
514  I am able to get out and about safely
515  Partially sighted, nice to have escort when travelling
518  If I don't want to go by bus on then taxis are very good. In the winter it's a must. Thank you
519  Feeling of safety, especially after dark, mobility, freedom
526  If the scheme worked as it should (it doesn't), I would be much less stressed and more willing and able to get our and do things and meet people
528  Yes - I have to carry heavy shopping and I can come home a bit later as its not safe for people of my age to go out a bit later in the evening.
530  Without taxicard my life would be more contained at home. I do my best to get around but being 85yrs old it is getting harder to do things on my own.
531  The people who arrive are always nice and polite
533  live on hill, can get home without effort by taxi
534  I honestly believe that taxi card is only helpful when I need to get somewhere urgently. I also have a freedom pass and if I had the choice- 2 items the freedom pass offers more options for transport my honest opinion is that the taxi card should only be offer or give a choice of 1 or the other.
536  Its made a difference financially, mentally, assurance that I will get to and back to my home after visiting the hosp or visit to friend/family and encourages mobility.
538  I am able to go to hospital appointments. Also, due to having a sick husband, I am able to visit him in hospital
539 It benefits a lot because if any time I intend to go to hospital, the fee paid helps financially. From home to St. George's it will cost a lot on other hiring cabs as I cannot walk properly but the subsidy giving helps a lot. Also I feel more safe and secure.

540 More able to socialise with old friends living further away

541 None so far as I had hoped using this device would have solved my problem of ever having to stand (sometimes) in buses because of suffering from chronic limbo- severe backbone for over 30 years.

542 I feel less restricted in my choices. It is good to know I have options. Moreover it means I can get home safely and go to places unfamiliar to me safe and securely

543 Help me to visit my mother who cannot come to visit me because of her age and difficulties managing local transport.

544 There are things I could simply NEVER do otherwise, including bringing papers and bags where I go.

545 It is the only way, I can visit my daughter, son and grand children.

546 Without this service we would literally be housebound we are most grateful.

547 I am able to visit and support my elderly parents who live approx. 5 miles away, and it is a complicated journey by bus/ tube. If I go out at night, I go out at night, I do not feel as anxious returning home alone. Taxicard is very helpful, when I am going somewhere for the first time and do not know the way.

548 I am disabled so the Taxicard is very helpful to me. I cannot go on the bus or a car and cannot walk,

549 I was not able to go to different hospitals when my husband was dying. I also have to go to different hospitals myself for treatment

550 All family live quite a distance, nearest is Wimbledon, Southfields. This lets me get to family get-togethers and days out with my friends from school in Morden

551 I am very happy to use this service. It changes my life totally as I am housebound for several years.

552 As I registered blind the taxi card is my only means of going out alone.

553 Yes I am able to keep my hospital appointments on time as I have great ill health and would not be able to make the trips or attend in time and my health would suffer badly.

554 Because of the reasons on the previous page. I have not used it as I would like to. But the security of having one is appreciated especially now that my son-in-law has had to hand back his licence due to glaucoma. I will keep a wheelchair at my daughter's and once I feel well enough I will use my taxi to get to her house for a change.

555 Getting a lift door to door to my destination is most helpful

556 Taxicard has enabled me to be more independent and given me choices as to when I want to travel to carry out important and necessary appointments and has mostly to have treatments for the care of my painful back and to afford longer journeys, perhaps is like the theatre or catch up with friends

557 It was very useful when I wasn’t able to use a bus.

558 I use it for the necessities of life and don’t know what I’d do without it.

559 The taxicard has helped me as I 68 years old and on benefits. This means I cannot afford minicabs and therefore use the taxicard system to assist with my shopping. As I cannot afford this too often either I do rely from time to time on neighbours if they need to go in the same direction as myself. Without the taxicard I would really have great difficulties as I shouldn’t use public transport and walking with shopping is nearly impossible due to my ailments.

560 I have a carer who is my sister and she accompanies me in the comcab on some long journeys. But I like to be able to go to the bank, post office and the shops on my own!

561 So I can see friends

562 I think it is very handy because if I am not well I can benefit from it

563 I suffer from severe arthritis and my husband can no longer drive because of poor eyesight. But I can meet up occasionally with family or keep an appointment (normally medical)

564 I had 2 sticks and a the taxicard help me to get out because I can’t use my left side much I am also blind

565 I Have been able to be a part of the Muslim community my parents used to belong to and which is culturally more appreciative

566 Yes there are because sometimes we go long distances we need to take taxicards, because my son is vomiting everywhere.

567 It means I can go out in the evenings and meet up with friends

568 I feel less of a burden on my children when they invite me to their houses if I can travel to / from them independently

569 Provides me with some level of independence

570 I cannot use other public transport sometimes because of my mobility problem
601 Getting to hospital
602 Given me the independence and less stressful to myself as I do not need family members to come and drive me to appointments themselves.
604 I am often able to keep my appointments for better with the doctor and to get home quicker if I don’t feel well. Its also better for going out with my wife late in the evening to the cinema and a meal out as well as being safer to get home.
606 Our daughter is immuno-compromised, so cannot travel on public transport {in crowds}, also cannot walk long distances, so taxi card makes a big difference.
607 Some journeys are simply NOT accessible for a wheelchair user, therefore taxicard makes these journeys possible.
608 The drivers always help me in and out of the taxi and if I have shopping they take the bags to my door. Also they wait until I have entered my home before driving off.
610 It helps lift my depression from being socially isolated.
611 I don’t have to rely on my daughters who both work and have families, to take me shopping or visit my doctor. The taxi drivers are so good helping with my shopping e.g. taking it to the doorstep.
612 My taxicard gives me independence
613 I have more confident to manager my life in my own way. I can travel independently.
614 I am often too tired to drive myself, because of chemotherapy and I can’t use public transport because of the high risk of exposure to communicable illnesses. I live alone. The taxi card scheme means I can afford to visit friends/ family and get to the hospital.
625 You use the word ‘more’ on most of your questions. In my case and many others the taxi card is the only means of getting out.
626 Being unsteady on my feet and weakness of legs and hands having a taxicard made a difference as taking public transport not good for me. They move before settling.
630 I am a disabled person and use taxicard. It helps me a lot to get around to do things I never did before getting taxicard.
631 If I am out late at night I know I can phone for the taxi to take me home and I don’t need to say I cant afford it because the price is reasonable.
632 I have more opportunities for social contact.
633 Having a taxicard give me independence so I do not have to rely on friends to take me out which is not always convenient for them.
642 Meeting other disabled people and elderly people, the company being buckled in the gratitude shown when I give them a cup of tea (money tip). I always give a tip. I always try to colourful / upbeat (I hope)
643 Gives me more independence
645 Just to know it is there is a really big help. I try not to over use it - but when I do need it, it is invaluable.
647 I have opportunity for social contact.
653 As I am completely wheelchair bound, I can no longer transfer into a normal car so without taxicard I would be totally isolated.
655 No
658 I use this service exclusively to go and return from hospital. Having this service means that I can go for hospital treatment and I don’t need to worry with transport. When in treatment I get very tired.
660 I have been able to visit family, go further than I could using public transport when my pain is at its worst.
665 I am able to do things able-bodied people can do, such as taking a trip to the Theatre and being able to return home safely.
670 The taxicard does mean that I am more independent than I have been before in terms of my illness. So much of my life has changed drastically since diagnosis. Taxicard helps me to feel less of a recluse, although predominantly it’s used for medical appointments.
675 It has made me feel safer travelling about London. It has enabled me to care better for my pet cat as I am able to get to a vet.
680 Having the taxicard has given me a lot of confidence. It means I can also be able to go out with my family and do things with my grandchildren.
681 Stops the panic about travelling.
684 I am 82 and have mobility problems. I cannot carry shopping on buses. The taxicard helps me to get to appointments for the GP and podiatrist. I visit my daughter also.
686 shopping as I have mobility difficulties and cannot carry everything.
I have developed old interests since my retirement. I feel more independent I can go out alone without depending on friends. I use the card for minor clinic appointments. e.g. footcare or visiting the opticians or GP

The service user is able to see his family more often when his transport fares are subsided. (He is confined to a wheelchair). Having this service is literally a life changing tool.

Freedom

Being able to have a friend travelling with me - I can give them a lift

I am on my own and very ill and without a taxicard, my life would become unliveable.

It has been a great help when I have a big shopping to do, that the drivers are polite and put my shopping near my door and also help me in and out of the car.

Taxi driver always make sure I have settled in the taxi comfortably also I have entered my door safely - makes me feel secure.

Getting home quickly late at night when it was snowing and icy it was only way to get out of my road which is on a hill.

It helps take a little bit of stress out of my very stressful and difficult life.

I can not use medical transport which remains totally inaccessible. Taxicard is my only means of transport.

Please see previous notes

I have more appointments for social contact

I can make positive arrangements and plan to be somewhere on time.

It saves time – you have to wait a long time with hospital transport

I feel safe with black cab drivers

It's difficult to get a taxi at weekends, so I use Dial a Ride

I feel vulnerable waiting in the street in my wheelchair

The Taxicard scheme is efficient and comfortable

Addressing social isolation

It's difficult to get a cab to and from the Oval where I live

Sometimes you book a return journey but they don't turn up

After I had my accident, I was terrified to go out; using the Taxicard enabled me to attend college to retrain – it gave me security and confidence

Self-esteem

Independence – I’m grateful for the Taxicard

The drivers are very helpful – very warm, very nice

When my leg was bad it made it difficult to go to college in Wandsworth.

I use it every week for church on Sunday.

I live on my own and to cut down the Taxicard is depressing.

It’s easier for me, for meetings at the Town Hall.

It makes a difference to your independence, not relying on family, going to places for socially, with your social network. Without it you’d go out once in a blue moon, you wouldn’t visit places. I’m able to get out with my card, it helps with depression and reduces isolation.

It does make things better.

It helps me, I’m happy with it.

Confidence and happiness.

Use it for hospital because patient transport is so bad. If people have a 9am appointment, they have to be ready by 6am. It's really bad. London Councils look at patient transport across London. Only one third of people (who should be using it) use it because it is so bad. It should be better. What are local authorities doing about patient transport because it is so bad?

Of course it means that people are able get out for social outings so it would make a massive difference to quality of life.

My sister is a taxicard users- on the buses she sometimes get bullied by mothers with prams and pushchairs and she is unable to go on the underground being in a wheelchair. The taxicard is her only viable means of transport. It is sometimes the case that disabled people get bullied in their local communities.

I’d be poorer; I couldn’t buy essential things for me, food and clothing. I couldn’t afford it. I don’t mind, but I can’t go out as much, I’d be less independent to go out.

I would find it difficult to pay more.

If you stop the card, you have to pay more. Having the card helps me to get well quicker. I don’t want to lose it.

Question 5c

Going to disability campaign meetings and trade union events.
6 Getting into the centre of London
8 Stations and airports
13 Going further afield other than to local areas
14 going out with her family to places where she used to live (as a dementia sufferer they live in the past, for my mother that means visiting places in North West London and around Oxford Street and Marble Arch) and enjoy visiting before I became ill. Parks over London, Oxford Street, South Bank, along the Thames.
15 I lost my husband recently after almost 60 years so I want to visit his grave and this would be impossible by public transport.
17 Going out on social occasions. Visiting my Senior club
19 If I have to attend an important meeting at an disabled focus group or see my DEA officer that's where the double swipe comes into place.
20 Visiting physiotherapist for treatment going to train stations.
27 Court for past 4 years on going.
34 Main line rail stations 6 trips per year.
35 Getting to and from train stations or airports.
37 Going into Westminster during the day (I cannot get on or off buses)
49 Social events, theatres, films, West End trips, stations.
54 Due to my disable problem and other sickness I need more.
59 Going to Croydon or to a theatre.
75 Going with my dancing friends as I know a lot of ladies and gentlemen as I danced until the operation on my back.
98 Theatre
100 Central London for Museums, bookshops etc.
102 Going for social contact with family or friends.
105 Development groups.
114 Theatre
115 Into London for the Theatre
119 Longer journeys and to social events.
134 See 4b
147 Going to theatres, Wimbledon and train stations for onward journey’s
155 Going to railway stations to visit my family.
181 meetings which are volunteering with the commando veterans association.
185 Not so much now the allowance runs out too quickly if double swipes used.
186 Rail station journeys
190 When I had to get the train from Victoria
195 Depending on the traffic
197 Church
200 To airport
203 Knowing I can visit my son in Redhill if he cannot fetch me.
204 Going to central London mainly to go to my support group and also social.
208 Attending charity functions at a distance
209 I very rarely use the card for very short trips.
215 Southwark primary care trust rehabilitation centre, Bowley Centre London
221 Going to a concert, football match etc.
224 Mainline train stations.
236 Going to church on Sundays
250 Sometimes driver said he have to double swipe, never ask why.
251 Going further afield.
258 Leisure outings e.g. Kew Gardens
267 Going to visit family
287 Visiting the cemetery to see my late wife's grave.
300 Going to see my son.
305 Visiting a blind home travelling from Brixton Hill to Roehampton.
311 Going to and from train stations with luggage
321 Mosque
327 Church services meetings
338 Commando veteran association events and meetings.
348 To the station.
355 Funerals etc.
356 Getting to mainline railway stations e.g. - Victoria, London Bridge etc
357 To train station - occasionally. Also get caught in traffic jam.
358 Most journeys in London require a double swipe if the traffic is heavy
Attending salvation army centres mainly at Sunbury-On-Thames
Also to Railway Stations to visit family a real blessing
Sport Venues
Visiting grandchildren, which are my life.
Shopping occasionally
Dentist
Hospital, shopping visiting family and friends, Bromley, Beckenham, Lewisham, Chislehurst.
or to go into London, that is why we need double swipe or to go to hospital because of all the
tax we need to have double swipe
Stations
Art exhibitions and museums in central London
Visiting Euston to travel to family in North of England
Museums, theatre, art galleries and hairdressers
Going to concerts and theatre
Do not know what double swiping means
Shopping
Longer journeys like conferences.
Bus and railway stations as I cannot walk far
To a friend’s funeral
Going to central London
To and from the airport
To joy of sound which I do attend every Friday
Going to places that are difficult to reach. Going to or coming from places which are unfamiliar
especially at night.
Cemetery - Double swipe and cash each way
Rail stations
Chelsea and Westminster hospital - takes a double swipe.
Doctor's appointment
Going to coach or train station
Socialising
I go every 6 months to St. Georges, about 7 miles from home
Social outings
As already stated I currently mainly use my card to get to exhibitions, all my journeys are double
swiped
It seems dependent upon traffic as to whether my card is 'double swiped'
socialising with friends, cafes/restaurants
Going to and from church at Walworth Road. Going to and from a social function anytime from
dusk to night times.
Legal advocates
To library and retired members coffee morning once a month
going to get groceries because I cannot carry anything as my balance is very bad due to my
illness.
Going to major stations either to make a journey North or to go on holiday or if I go somewhere
say a gallery and I am too tired out
How is it possible to know if the double swipe is necessary.
Once to a lawyer in Kensington
To go to celebrations with my friends and family such as birthdays and social functions which are
important to me
I request the driver to double swipe only on longer journeys and when I have many roll overs to
use.
Going to places of interest
Visit libraries, day centre in the morning if no other transport. Indian and Pakistani shops.
Friends and family are in Surrey
Mosque
We go same weekdays, same where they like children specially my son
Going to church
Going to and from church
Getting home from an evening entertainment e.g. concerts at South Bank
When I go to the cinema at Marble Arch about once every 2/3 months
going on an outing to visit a friend/park/museum
Outings and day trips in the school holidays
My son and daughter-in-law and grand children
Travelling to airport for holidays
When I go to the cemetery to my parents graves
Going to train/coach station
Going to railway station for holiday because these often take place in rush hour
Going Chelsea Football club
Getting to a railway station
An outing perhaps to the Theatre or shopping
As previously stated much of my monthly trips allocation is used for medical visits. Very occasionally I visit Fairfield Halls for an event. That's a double wipe each way.
also going to vet's
Go hospital with me because I need help at the hospital and my carer cannot travel with me in hospital transport. They say she must meet me at the hospital which is no help to me as we arrive different times and also missed each other.
Galleries, museums, theatre, adult classes.
Stations
Going to train stations
To meet with a group of old friends - SW6, who meet 3-4 times a year.
Visiting Friends and Family
Social isolation.
I use it for holidays only I am lucky I have a family network. I believe in family.
If I have a hospital visit I have got to have a cab luckily I can use it but then I am two trips short at the day centre.
Mainly social i.e. going to see friends, family etc.
The taxicard is not meant for hospital transport as that that is already provided so people are not meant to use them for going to hospital appointments.
Yes it's mainly social.
Shopping & friends.
Socialising and education.
Church, shopping, hospital, club (exercise), don’t use it with my family.
Gym, I had to use the gym after my accident, college and shopping.
I use it for socialising and to see the Queen. I’m a hereditary Lord but they got rid of us. I'll be seeing the Queen tomorrow. I use for social occasions.
Volunteering at Mencap, Carers Hub, Lambeth Link and lots of different meetings, that’s why I need the Taxicard.
Five or four miles.
It enables her to be punctual for attending church.
It’s very important to get out of the house for your confidence and to be occupied. I’ve done presentation speeches at the Partnership meetings.
Yes, if I go far, like the West End I need to use taxis if I’m carrying heavy objects.
Accessibility to the outside world.
It makes a massive difference. When I had my accident ten years ago, I was stuck inside depressed. I started using it (Taxicard) and I didn’t have to worry, it’s a massive help to confidence. Access isn’t too bad (when using a wheelchair), on pavements there are dropped kerbs. I can go to MacDonalds. I started using buses, the tube and working. It helps physically and mentally. It’s very safe, very prompt and I don’t miss appointments.
Based on feedback that people would not be able to go out, if they didn’t have a taxicard, how would you deal with that?

Question 6f

They all important to me.
Double swiping is he most important but would like to see that option to carry over taxi card useage over.
Cheats
They are all important.
They are all very important.
And Lambeth subsidy
None is important to me I am happy with what I have
Varies: double swipe and the amount Lambeth pay
Having a large number of trips and the ability to double swipe.
All the above
No matter how far
Sometime the taxi turns up with a huge amount of money on the meter.

We should not be restricted on the amount of trips we have.

Occasional long trips

The taxi co. subsidy is a grey area. e.g. exactly how far does one swipe entitle you to? Robbery is going on out there.

The ability to double swipe is as important

I attend a hospital in Holborn for brain tumour

Some months I need more cabs for hosp. app.

Maintaining the services even if changes have to be made

Sometimes when I phone for a taxi I am told that I have used my 12

Cannot afford only one swipe for long journeys

I am in need of a Taxicard when I have to go to the hospital

Double swipe means you can go on longer journeys

Having a service that works

Also the amount on trips

I cannot go out without the taxicard

Main stations are 2 swipes away

The reliability, timing and comfort

The most important thing is to me that you can get from A to B quick and I don't miss my appointments

RE: double swipe, please see accompanying letter

Question 8
1. You'd be imprisoning us. It's really as simple as that. You can over complicate it with your consultation. At the end of the day you are going to imprison people. You are going to deprive people of some very basic human rights, including the right to go to the hospital, the right to get to work, the right to socialise etc. But then, this isn't going to impact on you, is it? you're not going to be locked away in a flat for weeks on end with no human contact, denied the loving touch of another.

2. I would have to travel via Bus to visit Hospital, and being on Crutches and in severe pain at all times make this very hard for me to do, I would have to get a Taxi or have someone drive me to my appointments.

3. It wouldn't be the end of the world, but I would have to think carefully how I used the trips.

4. No effect as I never reach the maximum number of trips

5. Just being able to use the taxicard for emergencies. I feel I do not need as many as 144 and would not mind if this were reduced to 104. This would allow for quite a few days of bad weather.

6. Hospital appointments Social visits into London

8. No change.

10. It wouldn't affect me

11. Getting to and from hospital/doctors appointments, seeing Family and friends and being to get out and about to go shopping as I cannot use buses/trains on my own due to low vision problems.

13. I wouldn't be overly affected as I generally only do short journeys

14. My mother would be trapped inside her home particularly in colder weather as her transport options are limited due to her frailty and disposition through dementia.

15. My life would be drastically affected I would become a prisoner in my home. I would not be able to visit my husband's grave. I couldn't get to and from hospital for regular appointments. I would suffer socially as I couldn't get to my day centre as often and I couldn't get out to meet friends and family.

16. I would be more housebound. I will need a dependent to take me to shops, banks etc.

17. My independence to shop, socialise, visit friends and family. Attend clubs e.g. social, keep fit etc but could accommodate reduction in trips.

18. Visiting family / friends in North London & seeing specialists therapists and counsellors at a centre in North London. I couldn't visit as often.

19. How it would affected me if Lambeth reduce the number of trips that I would able to undertake. It would mean that I couldn't go out as frequently as I would like to and enable me as an blind person into grant effective.

20. In winter it would be miserable for wheelchair bound people it makes a difference. Buggies are taking over the buses. I would be more housebound and visiting friends and physio become more costly. My safety is jeopardised. The extra comfort of a taxi.

21. The doctors and hospital trips.

22. Would not fancy getting on two buses before I can get to a train station to visit family and friends. Would have to go food shopping etc only once a week.

23. Because of the difficulty in getting around I hardly even leave my house. as it is, I only use the taxi card service very infrequently. If it were easier to get a cab from SW5 to other areas, I would use it more frequently.
My life would be most affected simply because I could not go out by taxi cab as often as I would like. This would almost certainly have a bad affect on my mental health.

The hospitals the Doctors or nurses and doing my weekly shopping trips and visit family.

Hospital appointments that require sedation - Live on my own. Leisure time? Getting to railway stations - Hospital appointments out of my district. Security for vulnerability.

The ability to keep appointments and get to the shop or bank etc This I would not manage at all too well.

test

Going to and from hospital. Going out to visit friends. And shopping.

None

It would affect my access to get back and forth to the doctors and the hospital.

Ability to choose social engagements - restricted to being able to park only.

Hospital or doctors visits when my wife is not available. Occasional holidays when needing transport to station or airport, also for family weddings and funerals.

It will affect my social integration in the local/wider community. I will feel very bored staying at home.

I would not be able to go out so often after dark.

Would not be able to attend support groups which would isolate me.

Hospital visits and doctors appointments. Also shopping.

Hospital and doctor appointments would be affected in my life.

Attending hospital appointments and visiting friends and family.

I would have to find. My husband is unable to travel on London Transport because of his Parkinson’s.

Would not have the option to come and go on a large scale.

Social and attending same clinic appointments. I rarely go out now - if I didn't have a taxi card it would make life even more difficult.

Visits to the hospital and my independence.

I would be relegated to further isolation, less options and choices and would have to consider alternative means of travel.

I would be able to see family/friends less frequently and this would impinge on my mental well being.

This would limit the number of hospital appointments that I attend and visits to my close friends and family.

In certain circumstances if there is no family member to help me I will be housebound. This will isolate me form social life and missing hospital appointments.

All areas.


I would not be able to see my children and go to my courses as I go to Sutton. I kill two birds with one stone.

Meeting my healthy appointments and socialisations.

It would mean I would not leave the house as often and would not visit family and friends.

What ever you reduce the number of trips to is hardly likely to affect me.

As I do not use the taxi service often when I do use it I find it very reassuring that it is a food service.

Any one.

Difficulty with attending medical appointments.

Ability to go to hospital.

I have only used it three times so far.

Doctor visits. Hospital visits.

I would not be able to do my shopping because I can’t lift any heavy shopping.

Getting out among people to prevent being lonely.

None at the moment.

Less able to go out.

Financially having to use mini cabs.

I would be more housebound. I will need a dependent to take me to shops, banks etc.

Not much affected.

I would not leave my home so often. I got o exercise classes each week I would miss these. I could not visit my doctors so often.

Trips to hospital physio.

Actually none - I don't use my whole allowance.

It would keep me more housebound.

I would not be able to go to the places that I go.
I would be more housebound. I will need a dependent to take me to shops, banks etc.

Reducing the trips means restricting me going out when I want to.

Visiting family / friends in North London & seeing specialist therapists and counsellors at a centre in North London - couldn't visit as often.

Less of a life, although at moment most trips are hospital the occasional social trip are essential

Getting to appointments and losing independence.

I only use the cab to go every month to a clinic for vital treatment and also to doctors surgery.

Not.

Re calling the cab service it's very handy for my soon that means we would have to take cab and it's double the price.

I have never abused the amount of trips my priorities are hospital and doctors and an odd trip to family.

Doctor & hospital appointments.

Shopping

Not visiting family. Shopping.

Could affect my social contacts.

Hospital GP dental appointments would not be possible. Occasional social outings would be out all together. In fact it would put an end to any contact outside my house. This would be psychologically very damaging as I would value the opportunities to get out. Although I am restricted physically because of my disability. For people with minimum lifespan this would be disastrous to be virtually imprisoned in one place.

Would become housebound.

If the number of trips was reduced to 104 this would be acceptable. Lesser nos. of trips would start to cause problems.

Social contact. Going out in my local area. Going to and from shops.

Reductions in activity i.e. doctors/hospital appointment, shopping, socialising etc. My safety would be compromised.

I would have to rely on others for transport, which I don't like to ask for.

Being able to care for my daughter whilst the carer takes my son out.

All areas.

None. Not apply.

Hospital visits and visits to the opticians.

I would have trouble keeping my Hospital appointments and getting to the bank

I would stay home more often.

More time spent alone at home.

Unable to get out and socialise.

As I have not used the service often I feel I cannot comment.

As I am almost 84 years of age with severe mobility problem, health problems have increased so the number of hospital appointments have also duly increased. There is no accessible public transport in my area.

At present the cost would be quite a lot of my income to pay a cab/taxi for appointments. I also have to pay carer who comes with me. It can get very expensive.

Social life

Inability to socialise.

After going to my volunteer placement and work.

My whole life

Visiting family and friends.

Only accepting invitations to friends. The real need is hospital or doctors

I would not be able to visit my daughter and grandson as often as I do now once a week.

It would not affect my life

Hospital GP Post Office Shopping Bank

My ability to visit my husband's grave and shopping.

Can not visit family often.

Ability to attend hospital appointments. Freedom of movement generally. Ability to attend adult education courses. Ability to go to Theatre, Concerts and Museums.

I will not be able to get around and my independence will be taken away.

Less freedom to get around to do things able - bodies people do daily. Would result in being more house-bound and isolated.

I would be happy with this is it was not to be reduced by a drastic amount.

All - registered blind.

Going to see my family

I get 12 trips a month which means I can go out 6 times a month and I do no use all my trips.

My back and my legs for I can not do long standing and walk very far.
My hospital trip because I have to go to hospital often.
Trips to the hospital, doctors appointments, shopping friends and family
Restrict ones pleasure of enjoying social / sporting events
Visit family
It would take away some of my independence and would have to rely more on friends.
Shopping, taking my son or myself to the doctor/ hospital. visiting family and friends.
Going to hospital and visiting places in am unfamiliar with and don not know how to get to without a taxicard.
Visiting family and friends and hospital trips
As long as I can attend my appointments!
1. It could cut the number of times I have a taxi to my GP or hospital. 2. It would cut the number of times I go to a supermarket. 3. It would cut the number of visits to my family.
Going to church, the bank and job centre
I only use my card to visit hospitals as I am registered partially sighted and I feel safe as I am usually dropped off in the hospital.
I would be unable to go to St Christopher’s Hospice once or twice a week which gives me support in my cancer care.
I would not go out too much.
Shopping, late evening, travel and church
I would be unable to go to St Christopher’s Hospice once or twice a week which gives me support in my cancer care.
Shopping, library, Battersea and Croydon
A lot of areas.
I go to my sons only once a month so feel I would be OK.
I would have to pay for a private taxi or wait for ambulance. I have no family or friends to help.
The ability to go out when I need to
My daily life going to college and support centres.
None
Not being able to enjoy having the ability to do many things without having to try and get people to do it for me.
From my house to the hospital and to from Home to Streatham post office and back.
It would affect my ability to go to hospital as often as I could or go out.
Unable to make short journey's from A to B and back again.
The number of trips is not such an issue.
Not too many as my husband gets me around when he can.
Would not be able to get to hospital or shopping and get to church and see my family.
Hospital visits, visits to family and friends to keep up personal contact.
Nothing to spend due to the number of trips I use each month.
See previous comments - mum suffers with Dementia and highly values her prayer meeting and church clubs without which she would be even more distressed.
Less train journeys
Probably my social life
none
I enjoy shopping as it get me out and I can choose for myself what I would like to buy
Wouldn't be able to visit family as often as I would like to
Mobility being less independent.
Not affected do not currently use all allocation
Going to and from hospital
If double-swiping is removed I would hardly use my taxicard, so little effect.
I would not be able to do so much visiting
It would make it hard for me to get about my local area. Banks and hospital and social contact.
I would be able to go out less and feel more isolated
Difficulty in attending social and charity meetings
It would make difficult access to hospital and doctor (whose surgery is not on a bus route)
I cannot travel to visit my friends and family
I would have no access to professional organisations that assist me in living a more normal life or to friends and family beyond a local distance. Having said this I only use my taxicard for important situations.
Because of my condition I can’t use this facility to the full.
Getting to and from doctors, being able to have a social life and visiting friends and family
I would be unable to go out to places like the cinema, football, etc
Trips to the doctors as needed and flexibility to get my family
Hospital appointments
Hospital appointments. Going shopping with my wife as she's a heart condition - Angina - need help with shopping.

Seeing friends and family

I would lose the option for peace of mind

Visiting friends and family

Probably none.

Reducing the number of trips would mean not always having enough trips to get where I need to go, and this would mean not going to the day centre if I had to many hospital trips that month for example.

Getting to and from shops, bank, etc

Being able to see some of my oldest and closest friends and family. They are also old and can't come and see me easily. My daughter hasn't got a car.

My visits to Guys and St Thomas' hospital for various appointments, i.e. checks on my replacement hips, blood tests etc.

Less to go out.

My daughter needs a lot of hospital and health related appointments and she is in a specially designed wheel chair. It is important for us to sue a taxi by taxi-card. It is the only means of transport if we have to travel together.

Hospital and shopping trips.

If you cut or reduce the number of trips it would affect my life drastically because I wouldn't be able to go out to visit anyone or hospital visits or do my shopping or go to pay my bills.

It's not too bad if I get at least 70 per year.

Would not make much difference.

Reducing the amount of trips doesn't really affect me to that extent as I don't make even up to 50 trips per year. But everyone's circumstances are different.

I am not take what is due to me.

Would not be able to go far can not walk far

Would have no effect I never reach the limit.

Trips to the family and friends.

I would struggle to get around.

Visiting family, parks, shops, hospitals

Hamper social visits

It would be difficult for me as I won't be able to visit my family as easily as now because I am not comfortable using public transport.

I am wheelchair bound and rely on the accessibility of the taxicard service as it helps me to be able to socialise with friends and family and to allow me to continue to attend church every Sunday.

none

Nothing would really be affected as I only use the service once or twice a month.

Not affected a great deal as I personally use it approx 28-30 times a year.

My independence.

I would not be able to visit my family and friends.

Going to the hospital. Social visits will be reduced.

Appointments to Doctor, to hospital, to chiropodist things to bank essential as I am confined to my home. The drivers have always been courteous and attentive making the effort to travel lighter.

Hospital trips. Visiting family friends.

With cost of giving desisting the reduced number of trips would make shopping experience.

I have to attend hospital weekly plus other hospital trips so the taxi card is a life line for me.

I have to attend my class at Lambeth college every Friday and I have to attend my monthly link trip which help me to socialise with my friends in the community. I also sometimes have to attend my doctor's appointment.

It would make it difficult for me to travel to and from my numerous hospital appointments and it would make it impossible for me to travel to and from the hospice with my luggage.

I would not be able to go to many places to see friends and family or places of social contact.

I would not be able to visit many places.

To hospitals

Not getting out and if I have to go out paying so much money by taking a cab. And cabs are so small. I'm a big person taxicab is so much easier getting in and out.

My health hospital and doctors visits are essential.

Not being able to get out and about in Lambeth.

At the moment I have low numbers of trips I would like to go out more.

Means that I will spend more time at home.

Lack of social contact.

Going to the hospital.
I think one return journey a week is good.

Visiting friends. Shopping.

On average I use 8 trips per month hospital alone. That is broken down into 4 trips double swipe.

I would not be able to go out.

Isolation from solid interaction.

My physical and mental well being. My social and independent life will be affected.

Trips to and from doctors appointments and hospital.

I wouldn't be able to go out much. I would be house bound and isolated as I am blind.

I use the Taxicard only for medical purposes.

Not going out

It would affect me in a lot of ways as I wouldn't be able to get around without help from someone.

Lack of exercise and loneliness

None - I never use all my trips

Social life.

My financial status and my mobility!

N/A

I don't know.

My family life.

Well as I depend on transport from getting me to appointments on regular basis having to love the taxi card benefit would unable for me to get to appointments on time and safer back from hospital etc. But if they were reduced to a reasonable amount I'm sure that would enable everyone the opportunity and benefit of it.

Very little

Going and coming to the hospital

Going and coming to the mosque for prayers

Going and coming from shopping

Forest Hill

It would mean that I wouldn't be able to travel as often to family, but I would still have the opportunity once in a while.

I would not go out as much

Calling on housebound

SE21, SE1, Hospitals

At the moment I think that I would be OK. What concerns me is how you issue this money. Business model PLEASE. I will be making enquiries to satisfy my own concerns.

Visiting friends

Being safe when I travel and getting my walking chair with me, and independent I would have and if I needed to go hospital more, as I often have to.

Getting to the shops, post office and my club (over 50's)

Hospital visits. Seeing my friend and family

Health care

I would find it difficult to do the things I use my card for, and in the winter impossible.

I would not get out so much.

I would feel devastated as I can rely on taxicards for all my appointments as they are always on time.

I would not be able to go out as I do now.

I would go out less

I would become house bound again as I would not be able to pay the cost of normal cabs. I would have to get other people to do things for me.

Going to the hospital, RNIB and local centres

To repeat myself, I am housebound. It's my only way to getting to hospital safely.

Social contact, unable to go to hospital, going to the Mosque e.g. Ismaili Centres

My exercise and my social interaction with other people.

As a paraplegic to see GP / Consultant / Specialist. Important visit to bank and post office.

I only use taxicard once a week or if I go to hospital twice a week.

Going to the hospital, the doctor and visiting my friends.

I would not get out and feel very alone. I suffer with depression.

Going to hospitals.

Taxicard enables one to go out anytime of the day, in case of an emergency as Dial- a- Ride you have to pre-book your trip a day or more in advance

This doesn't affect me because I only use the scheme occasionally.

I will always find a way to go to the hospital, dentist etc but it will be more stressful. The extra little pleasure trips to shops, friends etc, will be gone
359 St Thomas hospital
360 Cut down number of trips I take.
361 Less trips would not really adversely affect me.
362 Mobility
363 The ability to travel will have a big impact on me as I am unable to use public transport easily, when the changes was made on 4/4/11 I did not use taxi card at all.
364 Would barely affect my usage of the scheme
365 Means I won’t be able to get out as much as I like to which would make me depressed.
366 Not affected as I use my car mostly. However, I feel it should reduced to 104 mps each year.
369 I would be unable to see my family and that would make me isolated and depressed. It is the only time I go out.
370 I will be unhappy because I will stay indoors. I will not be able to go out anymore
371 Financially: because I am a scooter user it’s very hard to get on a bus and if trips were reduced I would have to order a taxi extra large therefore cost more.
372 Most of my hosp. apps are over 3 miles.
373 Hospital appointments. Medical care.
374 Mindful of the Council's the Countries position today. I strongly believe that a little reduction - say 144 to 104 is tolerable. This is 33% reduction, the police and all government departments only 20- 25%
375 Visits to hospital, clinic, family and friends.
376 I will be house bound as I cannot travel by train on bus.
377 Ability to keep medical appointments
378 None - I do not use my full allowance
379 Going to and from hospital appointment.
380 The mount of trips per month does not really affect me but double swipes being stopped would restrict my movement from my home
381 I would not be so free to go out a little more if I wanted to
382 I will have to rely on friends and family to take me to the regular appointments with dentist, optician, hospitals, banks, chiropody etc, etc.
383 I don’t currently use all my trips so wouldn’t be affected unless the trips limit was cut drastically.
385 I wouldn’t be able to try and get out as much, but I do understand that some cuts have to be made
388 Going for hospital appointments Going to the GP Going for medical tests Visiting friends and families
389 With reference to cab fare - not so many social trips
390 Hospital appointments and any chance of going to the museum, gallery over the river
391 If it is reduced to 72 trips a year, I could tolerate that at the original rates
392 Travel within central London where there is inadequate disabled parking
393 I would have to see less of my parents and miss GP appointments
397 I feel the therapies I am able to access through Taxicard are critical to my health and wellbeing, as is having some independence. I can only walk a short distance.
400 Visiting family and friends social trips and visit to the hospital for appointments and my church
403 Social and health
404 Not much
405 Movements going to hospital or on a bad day and I have something important to do and cannot.
406 You would not go out as often as you may like.
407 At present I use taxicard for visits to hospitals doctors and specialists and unless I have to make more frequent visits I would not be affected. I am on crutches so I don’t go about much!
408 Money will need to be found to make essential journeys and there will be less opportunities to see family and friends.
409 Going to the hospital and to see family
410 Would not go out
411 East Dulwich
413 Getting to hospital appointments. Going to concerts and theatre.
414 My life would not be affected as at present I am not using my full allowance of trips
415 I would not be able to go shopping or go to the doctors
416 Hospital. Shopping.
417 Trips to hospital and doctors
419 I will not be able to keep my hospital appointments
420 Not much
421 not much
422 If the number of trips were reduced greatly I would be unable to attend a lot of important appointments.
Health. Wellbeing.

Wouldn't be able to go shopping or meet my friends or church.

I wouldn't be able to travel to the hospital due to my disability to walk.

I wouldn't be affected by a reduction in number of trips.

Would not be able to go out as I am 91 years old

Reducing would curtail the trips to all aspects mainly shopping.

My health and treatment - visits to hospital

Hospital and shopping

My hospital journeys could be greatly affected.

To get out and about

I will miss seeing my children and grandchildren. Be stuck indoors not having a social life.

Going out to shops and bank

I would not be able to attend church or get to hospital on time.

I would be unable to meet friends for lunch on Sundays. I don’t mind eating on my own all the week but Sundays I think it’s nice to be with friends or family

Visiting relatives and friends

Fewer leisure visits and family meetings

My health and disabilities

Going to and from hospitals for shopping.

It would affect my budget.

Less social contact.

My mobility problem would be very badly affected. Blindness is another area of disaster.

Food shopping

I have to rely on transport as I have osteoporosis and cannot walk far. DAR cannot always provide journeys and 4 swipes for to and from hospital, stations etc would soon run out - I'm 82 years of age

Affect social life and attending doctors/hospital appointments

None

Being able to get to and from college at weekends and holidays

Social life and doctors appointments

Education and hospital

Would be unable to go to various places

Takes away my options and freedom to get out and about

I would have difficulty getting to my hospital appointments and I would be stuck at home.

I can’t even think

Going to the hospital

Would mean not being able to go out and having no independence. Less social interaction will result in behavioural problems which would increase pressure on the family and social services. Also apart from buses, that is difficult to get on due to buggies other public transport systems are not wheelchair accessible!

It would be ok

I would have to revert to minicabs for shopping and hospital appointments

Ability to visit distant friend

Impact on my health and my ability to get to the hospital and shops

More difficult to attend hospital appointments

To reduce the amount of trip tat is given to each person

Attending hospitals to see my consultant

Cut my social life down.

Ability to go to places that are difficult to reach. This would make life extremely difficult

It would make me feel more housebound and because as I have said no freedom pass

Visiting Family

This would mean I will be at home more

For myself it would not matter too much

Health would not be able to get my husband to and from hospital

Couldn’t get to hospital/shopping/bank, couldn’t visit family and friends

Socially restricted and isolated from friends and community

Would not have enough trips to attend all my hospital, doctor appointments etc

My health will be most affected as I require constant health monitoring

No

This would affect my social integration in the local and wider community

I try not to use the service unless I have to go to hospital or visit my friends and family members.

Very much affected

Going to the hospital
492 Not no
493 Visiting GP and hospital as I am disabled and had knee operations.
494 Inability to travel distances as often
495 Visiting family and visiting day centre
496 hospital visits
497 I will have to accept whatever Lambeth decide around reduction of the number of trips
498 Especially social - contacts important - work also. We do use scheme to get home - especially in winter/at night. Journeys always exceed allowance.
499 I don't understand
500 We get 12 trips now - which if you have a long month of hospital appointments and cannot get on the bus, it is hard for a person to have to pay ordinary fares, would be very hard.
501 It depends. If hospital visits became a frequent necessity.
502 Going to hospital
503 I would have to use it only for hospital and doctor's appointments and less on visiting friends and family.
504 None
505 It would not affect any area of my life
506 All areas, I cannot use the bus anymore because I have poor mobility and have no access to friends with cars.
507 Visits to Westminster Cathedral, visits to St Thomas and Guy's Hospital. Visits to family and friends who live in Carshalton.
508 I would be far more housebound due to the comments I made to question 4b.
509 Less able to get out and about
510 would not affect
511 If they reduce it to 72 trips per year it would still be useful for me.
512 I would not be able to get out of my flat
513 I only use it when really needed and try and keep it to a minimum
514 Social, doctor's visits
515 Depends on how ill I am
516 At the moment, when I am still recovering I have not used the Taxicard scheme as much as I would like, and hoped to use it more so currently I would not be affected by the reduction of the number of trips
517 I would not be able to travel often
518 Don't Know
519 Activities Social contact
520 I wont get to my centre
521 Going shopping and hospital appointments and visiting friends and family as I live by myself and so need to see people.
522 As I use taxicard for only shopping once a week and hospital trips only now and then
523 It would mean that I would have to travel by bus and sometimes that it is difficult because standing up hurts my legs a lot.
524 None
525 none, do not use allowance
526 I think all these options are realistic and that the council has to do what is fair to themselves and users of the scheme.
527 There will be less outings, maybe
528 Would not effect me
529 Getting to and from hospital appointments and also visiting my husband whilst he is in hospital. Also, being able to go and do shopping for my household essentials
530 I do not normally travel much with exception of attending hospitals or some times I choose to visit friends or an important errand.
531 Travelling long distance as I'm petrified to travel by train or the underground. Escalators are all right but staircases long or short affect my back
532 I would not be able to travel by train to visit my family without the taxicard
533 social life volunteer training opportunities evening events and activities
534 Going to my work and coming back
535 when I want to go to hospital appointments and to go and see my mother very important
536 Every single area
537 A reduction would reduce my double-swipes and I might curtail my once-weekly volunteering post.
538 We would have to keep our trips for the hospital visits and the doctors and therefore would not be able to socialise.
Family commitments - my mother is old and unable to leave her house and I need accessible transport to visit her regularly. I also have to make work related journeys to venues where I have not been before. Here, the Taxicard is extremely helpful. Travelling home late at night after social or work related events.

I have to attend National Neurosurgery Hospital, Queens Square weekly. My appointments are between 9 and 9:30am and its very difficult to get on 59 bus in the morning.

Socialising

Not much for I cannot go out much hardly can go out.

It would affect me badly as I have to go the hospitals

I don't have problem of making reduced the number of trips. But decreasing the amount yes, because of my budget.

I would see my relatives less often as they live in the North

I only ever use the taxi card if my family are not able to take me, so I am not opposed to the number or trips being reduced.

I will be happy for a reduced amount to keep the service up and running.

It would make it very difficult to go anywhere.

My hospital trips would be reduced and would have to cancel my appointments as I would not be able to be on good health.

To see a doctor on appointment

As I use the service less than 72 trips per year, I will not be affected as much as some other people. This may, of course, change as I get older and less able to move about.

At the present time reducing my trips to 104 each year

As I can now use a bus, I need only use the service when public transport is not available.

I'll be flat broke paying minicabs and restricted in going out. I'd be nervous about travelling because minicabs aren't so care taking, e.g. coming up the drive, dropping you right on destination (I have a walking impediment).

My severe health will be mostly affected as the bulk of my journeys is needed for medical appointments and hospital trips, I suffer from various physical health problems.

At present it would affect me, but probably will in the near future. A slight reduction would be fine, but I would probably need more trips and at present if my fund allow.

I only get 12 trips. I like to be independent and go shopping to the post office and bank on my own, because it's difficult for me to go to the hospital and doctor on my own. I go with my carer. With 12 rides, I can go to some places in private. We need more rides per month to see family and friends.

Isolated, not able to go out and unable to attend hospitals

My severe health will be mostly affected as the bulk of my journeys is needed for medical appointments and hospital trips, I suffer from various physical health problems.

Hospital visits

I go to the hospital as I am a Cancer Patient

Visiting doctor's surgery and drop-in centre

not sure

Not at all

I go to college twice a week I would not have a lot of trip allowance left to visit friends, family and go shopping

Not going out

I would not get out much

We need same before

Doing shopping and going to church and appointment at GP

Not many

My social life would be greatly affected

I would miss more hospital appointments

Shopping would be a problem

I would be unable to make the number of trips that give me a chance to go to see family and friends

Freedom of movement / independence

Social life - and hospital appointments

It would not affect me because I do not use the amount given to me

It would be difficult for me as I wont be able to go on my GP appointments as I'm used to went regularly and I am not comfortable with public transport

would not get to the hospital in time for some of my appointments

The lack of opportunities to be able to get out and socialise as well as being able to keep hospital and other appointments.

I use the card about 2 times a month so my life would not be affected if you only gave me lets say 5 a month. That should be enough for my GP and going out with my wife late evening.
606 Our daughter’s social life as we would have to save ComCab for hospital and clinic appointments
607 Ability to access holiday activities and make new friends and enjoy getting out of the house
608 I would have the security of knowing I could get about more
610 We have not had the card long only had for hospital trips so far.
611 As my illness (cancer) progresses I would be looking to be using taxicard a lot. If the number of trips were to be reduced it would affect me greatly as I will be unable to get around.
613 Hospital appointments
614 Only use taxi card for essential trips so will not affect me (at the moment)
615 it would mean Claire could not visit most of her family
616 My ability to access healthcare, my social isolation will increase
617 It would not affect me at all because I do not use all the trips allocated to me
619 shops, bank and post office
620 Quality of life in terms of having a normal social life and family life while I am still well enough to be able to go out. Please note this is at present. As my cancer progresses I imagine I will increasingly find the taxi card helpful for shorter trips and day to day tasks.
624 As long as I have some trips to look forward to I will be happy
625 Closes my world down
626 Difficult to get to my family and friends.
627 To and From Guys and St Thomas’ hospital from Clapham area, also trips from supermarket weekly (2) with heavy Guys and St Thomas’ fruit and veg, and dairy products for my diets they are all very heavy.
629 I would have to work around it
630 Brixton, Camberwell, Streatham, Crystal Palace and Clapham!!!!!!!!!
631 In the winter evenings the taxi is very handy for me
632 Hospital appointments
633 Attending hospital and doctors appointments.
634 I would probably be able to go out less often
635 I would be unable to be independent. I care for my husband and myself to go shopping got food and other things.
639 Don’t affect
640 Not too much problem
642 Sometimes there is illness and one uses up the journeys
644 I would not be able to get to hospital as many times as I need to.
647 My health won’t be able to meet hospital appointments
648 My health, ability to move around, going to doctor’s appointments, etc.
650 Social life and effects to health
652 Would have less social life.
653 Going to hospital as I do several times a month would be impossible in a normal car for me. Also visiting my children and other family members would stop.
654 Church
656 Going to hospital
659 Hospital trips
660 None I only use it occasionally
663 All areas of my life would be affected. I would not go outside just stay at home and get depressed than get more ill.
665 Social life and going on holiday
666 socialising
672 As I am a disabled person (Alzheimer’s) I cannot use public transport
673 Attending voluntary work visiting hospital visiting friends and family.
674 I do not use my full allowance for trips. Therefore a reduction does not affect me.
675 Currently all of my life is being affected. Due to the fact that I have so many medical appointments, I am having to save my 12 trips per month exclusively for those and fork out for minicabs when I have used up my trips. This means that social or other things cost me extra money.
678 Financially all my money would go on minicabs to go most places when I do go out
680 I would be able to take up a course at college and also to be able to visit my family and to go out with my grandchildren. It means I can enjoy them more.
682 Not so important to me.
683 none
684 I would not get out as much but it would not affect me as much as the other cuts. However, I may need to use the taxi card more as I get older.
686 I am very aware of the high cost of this scheme and I would arrange my arrangements to put on with any reductions
I would try to keep up with my routine activities but would have to think very carefully before undertaking the trips.

Reduce my ability to get out in my area

As explained in the previous answer the service user currently only has the use of 3 return journeys (double swiped) a month. Any less would severely hamper his opportunity to keep in contact with close family.

Not much

Going out to community link

Speaking for myself at the moment, not a lot

Shopping in stores outside of the area I live in

I don't need that many trips

Hospital/Doctor visits would be more difficult

I suppose cuts has to be made, if the number of trips is not reduced drastically I can continue visiting friends and family which I enjoy.

The number of trips that I have is enough to meet all my needs so I would not be affected by the reduction of trips.

Re frequency with which I get out of my flat

Hospital is very important.

It means going out less i.e. travelling less it will be very isolated.

I estimate that my daughter has an average 100 appointments every year that I have to keep.

Visiting Doctors and hospital.

I understand that reduce in the number of trips people use. Can there not be an assessment of how often the taxicard is used.

Very little.

I don't use 144 trips each year but when I do use the service twice or three times per month and I double swipe on both outgoing and return journey.

don't know

Hospital appointments

104 will not affect me.

Limit what I can do socially

Some people don't use their full allocation of trips; if you reduce the number of trips, you're penalising people who need them all

Reducing the number of trips will reduce the quality of life for people who already have a limited quality of life

92 or 82 trips would mean less than one return journey per week

I've been told that we don't carry trips over. I need to go for a hearing test but I've been told that I don't have any trips left. Why is that?

It would not effect me at all.

It keeps people in doors longer.

It depends on the individual.

At the end of the day I am disabled I don't see why you are taking away my entitlement.

If I wanted to go to my club I would have to pay, it's my only social outlet I would have to pay £40 a week which I couldn't do no way.

If it was reduced to 104 for myself, it would be just-just. I would manage just-just.

I prefer 104, it should be 108 then it's nine journeys a month.

I'd say 104.

104

I'm not for 104 – nine rides per month. We're monthly, we're one of the very few that do that. You can carry it over if you don't use them all. It's reasonable, unlike Croydon. The number of trips – 9 a month can be carried over. At the moment we use 12 trips. It only goes from 1 month to the next month but not over the year – it would be too difficult for budgeting purposes.

Not a lot – by the end of the year I have around 30-40 left.

I think 104 / 12 - specifically it should be split into 12 and done monthly or we could have people using up all of their allowance in 5 months.

This depends on the individual and that is why people are asking if they can roll it over from year to year. I've been told that we don't carry trips over. I need to go for a hearing test but I've been told that I don't have any trips left. Why is that?

My sister has problems booking a taxi because she now requires support from the driver. She has only managed to go on 2 trips in total.

Would you consider varying the trips for individuals?

104 is not divisible by 12. Perhaps make the 104 available at the beginning of the year?
Some other London boroughs give all the trips at the start of the year, and then some people use them up too quickly, and then they have run out of trips part way through the year. I think that nine trips a month is reasonable, if there has to be some cuts. Will you look at different trip numbers for different people? 104 trips is not divisible by 12. We need to have the same number of trips each month. We also need to have all the trips available from the start of the year.

Question 9
1. You'd be imprisoning us. It's really as simple as that. You can over complicate it with your consultation. At the end of the day you are going to imprison people. You are going to deprive people of some very basic human rights, including the right to go to the hospital, the right to get to work, the right to socialise etc. But then, this isn't going to impact on you, is it? you're not going to be locked away in a flat for weeks on end with no human contact, denied the loving touch of another.
2. If I was to visit my sister in West Dulwich to a Family gathering, then I would have to take my car, and sometimes my disability doesn't allow me to drive due to the pain I suffer. she live on top of a hill and I could not even think of climbing the hill in my condition.
3. It pretty means I wouldn't be able to get anywhere I needed to go to, in particular being able to get to work when I feel tired or sore.
4. Would cost considerably more and would reduce my use of taxis
5. None as I do not use double swipe.
6. I'd be stuck in my home area
7. The ability to know that it would be easy to visit hospital.
8. No change.
9. I would have to pay more money
10. Getting to and from hospital/doctors appointments, seeing Family and friends and being to get out and about to go shopping as I cannot use buses/trains on my own due to low vision problems.
11. everything
12. It wouldn't really affect me
13. Going on longer journeys outside of the borough to areas where she used to live, this would be near impossible. To be able to go out and eat out of borough and to get to hospital appointments at Kings and Dulwich with ease. We have to try and break up my mothers day, since her dementia sent in she became alienated by all her friends, she was unable to participate in activities which she used to enjoy such as dancing, therefore all we can offer her is changes of scenery.
14. It would be two journeys to get to my husbands grave. please don't deprive me of that.
15. It will effect me to get around London visiting family and friends.
16. Would be confined top area within 3 miles - again all of above.
17. As above. Would hardly get to do the above as I mostly double swipe when I use the taxi card.
18. From what was read to me about the double swipe. If you are someone like myself who depend on such services (transport) to enable me to get around independently stopping the double swiping would be external emotional distress and I would be completely isolated.
19. The cost and getting to my destination. Taxicard rides provides jobs for drivers. London starts to become inaccessible. I went out less when it was stopped and ended up with a £28 bill on top of one swipe.
20. I can't go further than the limit which affected my social life.
21. Very upset as I don't live close to shopping centres.
22. This option would not effect me because I do not use double swiping so much.
23. I will not be able to get to mosque or hospital. I will have to rely on hospital transport which is very inefficient.
24. I wouldn't be able to do the above, it would be a big strain on my health, I would be stuck indoors all or every week and the hospitals are very important for my regular check ups on my health.
25. Less money for me to live on.
26. There are places I can go that I just would not be able to go etc. shopping centre across the river to get certain items and see grandchildren to travel with peace of mind.
27. test
28. Cannot travel as far as would like and also financially worse off.
29. Visiting my daughter.
30. It would make it very expensive.
31. None.
32. Hospital or doctors visits when my wife is not available. Occasional holidays when needing transport or airport, also for family weddings and funerals.
33. Going to college classes, cinemas, parties etc.
34. I would learn to live with it!
35. Getting to and from hospital appointments.
39 Having to pay a higher cost.
41 Depending on which hospital I need to visit.
42 My income is very low so that means that I would not be able to make longer car journeys.
44 Hospital visits doctors and the dentist.
45 I did not know that you could double swipe and how it works. I paid just under £20 to go to the hospital.
46 Cost me more.
48 Hospital visits.
49 Financially it would impact the number of trips I could take forcing me to reduce my travel to friends, family, or social events especially long distance trips.
51 This would have a massive impact on my income. I do not work and survive on my benefits.
52 Public transport is very expensive.
53 Some.
54 Due to my illness I required to use taxi, any time.
55 Wembley. -Surrey. -Sutton.
56 I would not be able to afford to make social trips or get into work.
59 It may limit where I try to go.
60 Does not apply to me.
61 To visit my family.
62 Attending hospital appointments.
64 Financial.
66 They all live 14-40 miles away. If I need help. Unable to visit relatives once a year.
68 Visits to hospital which are longer journeys.
69 I would not be able to use taxicard for the majority of journeys I take.
70 Less able to travel further.
71 Financially.
72 It will affect me to get around London visiting family and friends.
73 The freedom to plan longer trips and outings.
74 None as yet.
76 Unaffordable.
78 I have to double swipe every time I use it. So I'd spend more money.
79 Make it more expensive.
80 This would be so bad for all people.
81 It will affect me to get around London visiting family and friends.
83 Central London W1 is in the places I want to go most, without the double swiping means I can't enjoy my life by going there for my Chinese food, groceries, seeing friends and to the Chinese library near my. Its a great affection to me without the double swipe.
84 As above - I would hardly get to do the above as I mostly double swipe when I use the taxi card.
85 Most black cabs have approx £4.80 on meter to start with so double swipes essential for even shorter trips.
86 Attending hospital appointment.
87 The area of my life that will be affected is that I will have less money to use and to pay my bill.
88 It would not be good for me financially.
89 Could not travel to meet family and friends and have hospital appointments.
90 The long journeys that means bus and it's always packed.
92 Cost: I may not be able to pay.
93 Would not be able to visit friends and family living further away
94 Not visiting family.
95 Hospital appointments. Social trips with my family.
96 My financial side would be affected the most leaving me less money to spend for my needs.
97 Longer distance trips - but this would be less damaging than a reduction in number of trips.
98 Unable to travel far.
100 Restrict my use of the service as family and places of interest to me tend to be a double swipe away.
102 Going to hospital. Socialising.
104 Wouldn't use the card as virtually all my journeys are double swipes.
106 All areas.
107 Not concern about double swiping.
108 None
109 I would be financially worse off and my health would deteriorate as I'm under the care of the Hospital for treatment.
110 I could only go short distances.
111 None.
I would not be able to afford to go to concerts. I would have to use hospital transport for appointments. As I have to go to hospital, Chelsea and Westminster.

This is useful for longer journeys.

Those hospital appointments outside my local area.

I might not be able to make some appointments as the expense is more than I can manage. I need the double swiping.

Social life

My limited finance would mean that I would not be able to afford to go to church on Sunday limiting my main network of friends and support.

Visiting friends/family and volunteer placement.

My whole life.

This would affect me monthly budget. I would have to pay more for a single trip.

Visiting family or I would feel very isolated

As above, this is my main reason for double swiping.

none

Longer trips.

Shopping

It would cost too much to visit family.

Freedom of movement Ability to attend medical appointments, events (as stated before). Ability to get home if disability flares when I am out (see above). It would have a significant impact.

Cab fares are expensive. This would stop even the small journeys. Travel by bus is not safe for disabled people for many reasons.

All

I will not be able to go to my group.

The cost.

The amount I have to pay.

Can't go and visit friends and family when the need arrives

The scheme would become too expensive.

Visiting family

This would restrict me going to events such as Olympia, shows & travelling as I go to train stations.

I would have to pay more to get to my destination etc hospital and shopping

visiting my family.

I use the taxicard very occasionally but when I do it is important to me to double swipe, as this reduces a huge fare.

My independence and not always depending on others

I would have less money to live on

Journey's to railway stations (Kings Cross, Victoria mostly) to stay with my family & friends none of which live in or around London.

Going hospital and doctors appointments

None

I wouldn't be able to afford to use the service.

Sometimes I need a double swipe for hospital and St. Christopher's, depending on which route the transport takes.

It would be too costly to go anywhere on a long distance.

Shopping, late evening, travel and church

Increased costs - less money for food and utilities = Financial stress increased.

Sometimes I need a double swipe for hospital and St. Christopher's, depending on which route the transport takes.

Rarely used or know about double swiping

All of Lambeth

The cost of travel would mean I would have less of my pension left.

I can't afford to pay extra.

The ability to go to concerts in London as often as I might wish

My whole life, because it would affect my pocket.

Visiting my family and relatives.

Hospital and daycare

It would prohibit me from going on longer journeys

This option affecting me not give the opportunity to see my family. I will be very alone and it will be very depressing

Trips to hospital appointments which have been numerous in the last five years due to several key medical conditions would be very expensive as hospital in central London.
It wouldn't be too clever but so be it if that is what is needed.

I would have to stop some of the things I do.

Could not visit my family and some friends also a hospital visit.

Nothing to spend.

Minimal as Mum already pays £18.00 to go to the Ageing Cafe in Stockwell each Wednesday. I don't believe she uses her taxi card for this now but she has in the pass but her allocation ran out after 2 visits. So she now pays the total and uses her swipes for shorter journeys to church in SW16.

No train journeys

The trips that are most important and helpful to me are the slightly longer journeys

I would not be able to attend my hospital appointments.

I only use the double swipe when I go to the station to get a train

Would be restricted to a lot more shorter trips, financial loss to myself.

Sometimes the double swiping helps on early hospital appointments depending on traffic, it can be very difficult for the taxi drivers.

Trip becomes too expensive for me to attend day centre

Hospital appointments.

going to and from hospital

on limited income so could not afford trips

Would use taxicard only in emergency for short trips.

I would have to stop long distant visits

I would be able to go out less and feel more isolated

Difficulty in attending social and charity meetings

I would have less freedom to get out of my immediate locality. You cannot get very far on one swipe nowadays.

Have not used double swiping.

I cannot travel to visit my friends and family

I would have no access to professional organisations that assist me in living a more normal life of friends and family beyond a local/short distance.

I do not use this facility very much but double swiping help me very much when the cab is a black cab. They usually cost more than a private firm.

Visiting friends and family

I would be unable to afford a trip to Central London

Would have to pay more money.

I couldn't go to hospital

Visiting friends and family

My fare would be too expensive and I would not be able to visit my son at weekends.

If my daughter miss the school bus she goes to school in a taxi. The school is far from the house

Stopping double swiping, would mean expensive journeys for wherever I need to go.

Ability to shop in different types of stores (bigger) e.g. retail parks, which are not local like big Homebase /b&q/ Ikea.

Being able to see some of my oldest and closest friends and family. They are also old and can't come and see me easily, My daughter hasn't got a car.

This would not affect too much. I mostly only use the taxis for short journeys.

Going to church which is very important to me will be affected.

Not affecting my case.

If Lambeth stopped double swiping I wouldn't be able to go far distances.

Visiting friends and relations who do not live local.

Hospital and social visiting.

Not being able to double swipe would affect me, as this would mean having to pay two amounts for a journey going there and back with no money being taken off like a discount.

It all depends on the journey. I never go more than 2 miles.

Most trips are longer and need double swiping. Would rather have less trips or a maximum per month in any combination.

Would have no effect on my life

Financial burden might put me in a precarious position. This has happened before, when I got incapacitated away from home. The ability to make longer journey's.

As above

Less trips

Not many such trips occur but would miss occasional long ones

My visits to hospital and GP will become very expensive as I will have to take mini cabs.

shopping

none

Again nothing as I very rarely double swipe.
It would still become too expensive for me to use.
Visiting friends and family who live far away.
I would not be able to get them to hospital or my friends and family because it would cost too much.
As good shopping areas are quite far so double swipe is very near helpful.
My socialising with friends they live a distance and I will feel unsafe as I have problems with crowds / anxiety.
Longer trips
I will be much more affected if Lambeth stopped the options for double swiping which means I have to pay more for my service and this could really affect the social part of my life as this means that I would stay more indoors instead of socialising with my friends.
It would make it very difficult to travel to and from hospital and I would no longer be able to afford the journey to and from the hospice.
I would not be able to visit the amount of friends and family that I do now, or join in many service areas that are further away.
I couldn't afford to go on long journeys.
Seeing friends.
I don't do double swipe because it shortens your points for that month. I would rather pay the little extra.
I could not visit my wife's grave and some hospital visits.
Trips that I could not do anymore.
I would not be able to go out as a disabled person.
My ability to go to and from one place to another and feel secure.
None.
Stop going to see family.
Occasional journeys outside my local area.
I think to get to hospital trips return a year would be stopped.
Shopping.
Will not be able to make longer journey's.
I would need to be up at 5.30 am for hospital cars going all round the other houses picking up people who all like the front seat and have to wait hours to get home.
I don't know what I'd do.
My social network.
I would not be able to go and visit my family and also some specialised services for the blind is a long way from where I live so it would stop me from going there.
I don't know
With that experiment when double swiping was removed it cost me at least £100 a month.
That wouldn't affect me in anyway.
My finances, my ability to visit friends and family on public transport, my health if I had to carry my luggage on bus or tube.
Every area
I would not be able to go to church
This would increase the cost of travel and become financially more expensive which would cause further hardships in the current economic recession - when fuel, electricity and gas and other household expenses are all soaring - making one's existence much harder
My family life and my finances.
things are getting into a state of every thing being more expensive, especially transport and something the ill depend on more these days due to a lot of cut backs on NHS transport services and others such as yourselves.
Hospital Mosque Shopping
Forest Hill Wood Green Holloway Road
But if double swiping stopped I wouldn't be able to visit family at all.
Friends live quite far away so I probably would not visit as often I need double swipe to visit them
Become to expensive for disable
None
Trips to St Thomas' and Guys Hospitals. Occasional trips for pleasure to South London and to see an old friend in Beddington, Surrey
I would not be able to visit friends and doctors visit
Expenses to go hospital and back
All areas of my life
Hospital visits. Seeing my friend and family
Some health care
I would be unable to see off from Euston to Birmingham my 81 year old sister when she visits me (87yrs) a few times a year.
I would not get out so much.
None
It would remove the possibility of socialising outside of the radius covered by a single swipe.
I would find it more expensive.
It would prevent me from visiting my daughter and family at times that are convenient for me and gives me independence
Again the cost, I would not be able to go out because of the added cost.
None at the moment
As stated, £5 per trip (1 swipe) would be very fair. If you stopped doubleswiping it would effect me but I would still have to pay. There’s no other way.
Being pressurised with a big charge at the end of each trip. Long journeys are important as is the cost.
My social life.
Would be unable to visit my consultant / specialist and my main bank branch and to visit relatives.
Going to Guy’s Hospital or St Thomas’s hospital.
I would not be able to visit my sister and son as the journey there is too difficult and I can not afford the taxi journey!
The cost of paying the extra.
Visiting friends and relations
As a pensioner and disabled, financially unable to travel long distances.
It would cost me much more.
Trips to shops and friends mostly
Have to save money (for trips which is hard)
Long trips would be out.
I would not be able to travel
I would not have the same freedom to travel as often as I do at the present time, with your great help.
Would make occasion longer journeys fewer and less affordable.
Affordability.
Unable to visit relatives, go to grand children’s weddings or visit them in hospital etc.
I travel longer distance to visit the national hospital at Holborn and I occasionally stay over night. So I cannot park there all night and therefore I need to double swipe as the price would be too high for me to pay
As above - I could not afford to go without double-swiping.
It will affect me badly
Medical care.
All areas of my life that matter to me greatly is my health, safety and security. If you stopped double swiping that is the end of my using the taxi card because it will cost me a lot more and put my life in danger.
Great difficulty and much experience to pensioners like me 79 years disabled with blood pressure, arthritis, heart problems
I would have to pay more on the meter and cost me more to travel by other means.
The extra cost would limit my visits to my family
My social life
The payment may pay me too much.
Not being able to visit Friends and family
I don't think it would affect me
Do not use double swipe
It will be very costly for me as the basic single trip does not go far enough for me so often I have to double swipe. Otherwise I will end up paying top up fare which will be costly for me as a pensioner.
I would not be able to afford to attend all my hospital appointments. I would not be able to afford to attend non-urgent treatments such as physiotherapy. I currently use the card about twice a year to visit my sister in Stoke Newington. I would not be able to afford to do this.
I wouldn't be able to go and visit friends it takes double swipe just to get there
Going to appointments some distance from home
Double-swiping is the only method of going over the river into London. Also, it is sometimes needed to get into Kings College hospital even.
I would have to pay more just for going to somewhere like the hospital which is especially important for disabled users.
Getting to my parents and hospital
Trips to the hairdressers, and to the passport office and to meet friends.
They would affect our trips to hospital and mean that we couldn't use it
Financial, especially hospital and visiting family and friends
Longer journeys to hospital
Not much
Finances.
It would not get me to my destination one swipe would only take you half way in your journey. What would be the point of that?
Nearly all my trips are slightly under or over 6 miles, each trip would be much more expensive especially when we get caught up in London traffic jams!
As most of my trips are double swipes for necessary trips which I will still have to make, the main impact will be cost.
Very few outings
St Thomas & Guys hospital
Going to concerts and theatre.
Hospital. Shopping.
Will not be able to take long distance to hospital for treatment
There's none
not much
Become very expensive
I would be unable to attend hospital appointments or visit my sisters who are my only 'support network'.
My son's health will be in danger.
Going out.
It will affect my finances.
I would be unable to afford to go to my physio appointments and visit friends in West London.
Housebound
The same answer as stipulated.
My trips to hospital
Hospital and shopping
My hospital journeys would be very expensive because the hospitals I use. Both need double swipes and sometimes I make 10-12 journeys a month.
I f I went to visit family
The cost too myself
Impossible to travel to places I will like to go or visit
Going on long journeys
The cost of my trip would be much more
I don’t understand what double swiping means
Visiting my appointments, i.e. hospital etc
Fewer visits outside the borough
My mobility multiple arthritis, keep, elbows, shoulder and hips.
Going out more.
I would not go to my dentist (over 20 years) and paying from journey to and from the hospital would greatly affect my budget.
This would be more difficult and costly for me.
The worse I will ever think of in my life would happen.
Visiting friends the other side of London
I could not go out, I would have to pay full price of local cab to a bus stop and struggle on a bus. I've been caught 3 times in the bus doors. Very scary
Croydon.
Social life would be affected as well as attending hospital and doctors appointments.
Going to and from hospital appointments
Having enough money to get to and from college
Social life and doctor/hospital appointments
Education and hospital
With only 3 swipes a week I am unable to have double swipes
None
Attending hospital and shopping
I can't even think
The bill
It would reduce the number of destinations which again would have an impact on the quality of life and behaviour
It will cost too much to go to Guys Hospital and to go to the big stores - where I feel safe and stay in the one store.

Any longer journey would cost much more

inability to visit distant relatives

Much more expensive as my journeys are usually over 3 miles

To cut back on the amount of trips given to me.

Attending hospital to see my consultant

I would not be able to go to church and joy of sound which I enjoyed going every week.

Very difficult, as I need to have the option to double swipe die to my sight. I am partially sighted (heavily), thus this option to double swipe makes places more accessible for me.

I could handle this option OK

Well as I have already stated good shopping areas and doctors and hospital are quite far away so double swipe is very helpful

I would be unable to go as far

As we are 60th pensions would not be able to afford increase in fares

Couldnt afford to visit husband's grave in Beckenham. Couldn't visit bigger stores in West End.

Attending hospital appointments and visiting family and friends

My health, finance would be mostly affected in spending much on transport alone will definitely leave me with very little to meet my other life essentials e.g. bills, feeding etc.

I unable to use the taxicard to get to hospital or my doctors appointment

It would reduce the amount of hospital appointments I may have to attend

No. It would not affect my life because I would rather not use it.

A big loss

As above

Not no

I do not double- swipe because of my location

Relatives live quite a distance away (Kennington - Annerley - South Norwood etc)

Won't be able to afford cost

hospital visits

I will have to understand the councils decisions

Increase use of journeys considerably. Usually take long trips which exceed full 'double' allowance. This would make less easy to travel at night/in winter. Due to visual disability. Also feeling of vulnerability at night. White cane user.

Don't understand

Financial - and would not be going out on too many trips.

Visits to friends and college. I am a bit isolated because I m disabled and having a Taxi Card improves my quality of life because I can't walk very well and it means I can now go to friends and college.

Going to hospital and going shopping

On journeys back and forward to hospitals if not able to use normal transport

I would need to use mini-cabs as I cannot walk or use public transport

It would be harder for me to get to stations when visiting children and grandchildren and shopping.

it will not affect any area of my life as I rarely double swipe, however it is good to keep the cost low as possible would be preferable

I would not be able to afford the fare

My ability to get to St. Georges twice yearly

Being stuck in a taxi and hoping I have enough money in my purse

Not very important as I rarely use this facility.

Difficulties being able to visit family who live far away

would not affect

I could not afford to attend my appointments at Guys Hospital

doesnt affect me as yet

Social and West End shopping

Not really, I would simply have to pay more. I would still have the service provided by the black cabs- the best in the world.

it would be expensive

Don't Know

Some social opportunities

I wont get to my centre

I want to be able to go very far and it will stop me going too far and socialise and I can't walk too far without getting breathless.

Sometimes I have more longer journeys so double swiping is important
The trip cost could not get to destination
As Above
This will greatly affect me as my friends and family are miles away and I normally use double-swipes for my journey to visit
All my trips need double swiping, without this option I could not make the journey
Going to and from hospital appointments
Attending hospitals, visiting friends, shopping
socialising, visiting
Travelling long distance as I'm petrified to travel by train or the underground. Escalators are all right but staircases long or short affect my back
I would be greatly restricted. For me this would be the "biggest loss" and would significantly restrict my activities. A life that already has limited finances
My work
not very much
Every single area
It would kill it. Single swipes (trialled from Jan to March 2011 meant that I could not afford to go ANYWHERE I wanted to go... I had to stay home. London is too big for single-swipe and the cost-savings meant I couldn't afford it.
Seeing our family once a month
See the other answer
This would curtail all my trips because of financial constraints (I work part-time) and I am on a low income.
As Above, its a double swipe to the above hospital
Visits to meetings with friends and ex-workmates.
Hospital appointments and other trips in a day
I have to use the taxicard to go and come if I go with it I have to come back with it.
As I said, it would affect me as I have to go to the hospital regular. Specially Guy's and St Thomas' and it is always take 2 swipes
Double swiping is very important because every taxi driver makes my journey longer even less than half a mile to make me pay more and I had this problem several times for sure.
Getting to the station with luggage
Would not be worth me having the card. I attend school in Merton so that is where my social life is for days out my family are Wimbledon, Beckham, Epsom.
It would affect me financially for other taxi providers.
Not much because I rarely go long distances except to Guy's Hospital in Southwark or I have to attend the Kidney clinic for their appointments
To see a doctor on appointment
Going to visit family who live at a distance and to go to family and friends birthdays and other social get togethers
Same answer as before
Longer journeys would be limited.
I wouldn't be able to go to my usual shop.
Again my physical heal and well being will be affected as sometimes I have to travel to a specialist hospital which is not within my local area
At present I have only been asked to use this once but can foresee when I might need it from time to time in the future. On one occasion when the driver asked me to use it was when he couldn't see me and waited in the wrong part of the food stores car park. He then started my trip with £6.00, reaching a double swipe on arrival at my home. I refused to pay it as I had waited nearly an hour for the taxi and do not get a call from him when he had arrived.
If I double swipe my card, it means less rides, so I don't think its necessary because I need 12 rides to go out with my carer or on my own to socialise and see family.
It doesn't bother me and I wouldn't be affected
Again my physical health and well being will be affected as sometimes I have to travel to a specialist hospital which is not within my local area
None
Every area of my life will be affected.
this wouldn't affect me as I do not double swipe anyway
Not at all
I would not be able to go to my club which is in Tulse Hill which I have to swipe the card twice
My family live a long way from me so I would not see them as much
very important I double swipe to get to the hospital
I would not be able to go to the Mosque at night
589 No I don’t want to stop double swiping
590 Especially going to church which 3 miles away
592 None
593 I would only be able to take short journeys because of the cost
594 I could not afford to get to hospital or church
596 My appointments at the hospitals I have to attend would be greatly threatened because of extra
costs. I need a carer (usually my husband) to be with me but hospital transport no longer allow this. I
simply cannot get to hospital without this help.
597 Freedom of movement and independence
598 as above
599 I would not be able to go visiting my friends and family
600 My visits to hospital and GP will become very expensive as I will have to take minicabs
601 some tri[s I could not make
602 The cost of journeys made would be quite costly to me if double-swiping were stopped.
604 I that stopped I doubt it would do much harm but double swiping still helps people with less
money to spend and helps people to go out and enjoy themselves every so often.
606 The double swiping is very important as otherwise journeys are too expensive
607 Would be prevented from enjoying even local play provision e.g. Dulwich park - College Lodge is
too far away and too costly. Might need hospital appointments, very expensive
608 Being able to go further cheaper. Some taxi drivers take the long route so it costs more with
other taxis.
610 To visit family.
611 Visiting friends would be limited as they don’t live near me.
613 making my travelling plan uncomfortable and out of pocket by paying more for private
arrangement to carry on with my journey
614 Visits to hospital as it need two swipes to get me there.
615 it would mean X could not visit most of her family
616 I will be less able to see some members of my family
617 None
619 Social life
620 As above.
624 I have not used it to date, so I don’t really know.
625 Affordability
627 Life will be difficult for the above reasons of (8) stated as my disabilities and complex of
illnesses. I am on higher rate DLA
628 Financially
629 The double swiping is very important because sometimes you get caught up in trafficked jam
630 Streatham, Camberwell
631 I would suffer a lot in many areas
632 Visiting friends / family. My social life will reduce as I will have to pay for travel
634 Would not be able to go on longer journeys
635 Longer journeys having to pay extra fare (pensioner)
637 I would not be able to do what I am now doing.
639 Lambeth
640 Can’t get out to where I need to go. Would make it useless. Could not afford to use, very bad.
641 Going shopping and hospital visits.
642 Devastated, unable to do longer journeys
643 Hospital and shopping
644 Don't use double swiping for hospital visits.
645 To hospital
646 Specialist hospital trips
647 same as above
650 Visiting relations and hospitals
652 Wouldn't be able to go on journey to college when needed
653 My daughter and son live a bit further than a single swipe
654 Hospital appointment
656 going to hospital
658 I double swipe to go to and from hospital. If you stop this option I won't be able to go to hospital
for treatment / appointments etc. I will become more isolated need to go to hospital to stay alive.
659 None
660 I don’t know about double swiping
661 I think my journeys would be too expensive
662 would limit the number of Journey's.
I would have to pay more money that mean less shopping in the house. Where the journey is in peak time because even short journeys can exceed Lambeth's limit socialising Hospital appointments Hospital trips would be very expensive and I would struggle to afford taxi - may have to go on public transport which would be very difficult and take twice as long to get there. Not a lot Cannot travel will be to expensive. The ability to make many trips for sound reasons as well as out of necessity. The length of journey most people make is I imagine, going to cost more than £11 Medical appointments - especially hospital ones where currently it is 2 swipes each way or one swipe plus £15 each way, which is too much really. I would not be able to visit places that are outside my local area much due to the prices of mini cabs Before I had the taxicard I never went out for 5 years. But if I lose the double swipe I will be a hermit again, cause I wont be able to visit my distant relatives cause I wont be able to afford the fare Unable to pay for as many trips It would make getting to hospital appointments more expensive and difficult for me. it will cost more to me My independence. I would not be able to afford to visit my daughter. I would not be able to do my shopping or go to appointments. I require double swiping for shopping and visits, both of these would be affected if double swipe was stopped A problem - most of my journey's need double swipe. the ability to visit friends in more distant parts of London - I would still be able to go to one and two but less frequent. The ability to visit galleries and museums - mostly of which are in Central London. Nil Becomes expensive This would dramatically increase the cost of the services users trips Very little I will not be able to meet with my friends and family. It will affect my college A lot of it would be too far expensive. Sorry do not understand double swiping. Been to Tooting four times this year 5, 5, 9, 14. Travelling to coach and railway stations. Visiting friends I would not be able to visit my friends who live in North London. Using Taxicard for hospital/doctors visits would be too expensive. Cost Most of my trips need double swiping and I would prefer to keep this option. Getting to hospital appointments I have treatment at more than one hospital this will impact greatly on my ability to attend all my appointments. Getting to railway stations with heavy luggage. It would affect getting me to my church on Sunday's as the journey involves double swiping. MY financial situation would be impossible. It would bring pressure on me to meet my daughter's needs. I have to buy so many medical things for her that are not covered by prescriptions. Because of the nature and level of my disability I would become house bound. What is left of my independence would disappear and I would become even more isolated. My increased dependence would increase costs to other services. I would feel it as an assault on my dignity as I would constantly have to ask people to do things for me. I have a love for cricket and to travel to Lord's cricket ground would prove hugely costly over twenty pounds. I cannot afford to pay that. Not a great deal as I do not do many long distances. I wouldn't be able to take my son on long journey's. Don't know Hospital appointments Due to many of my hospital visits being critical and all double swipe, the financial burden would be tremendous. You need to look at the traffic and the length of the journey You've got no choice but to double swipe for long journeys even though the full amount of the double swipe may not be needed On the trip, they may double swipe automatically even though she doesn’t want to. I think the cab firms should always offer the customer the option to double swipe rather than automatically going ahead and doing this
Thanks to Lambeth for holding a series of meetings to get peoples views on this. Transport is inaccessible for people with disabilities and older people, so the taxicard scheme is a lifeline to these people. More help is needed to help them carry out day to day activities.

No, it's not fair on the council. I pay what's on the clock.

I use it to visit my daughters for longer trips.

I just use the one swipe.

What is a double swipe? Yes then, I think so for visiting my family.

The card would be no use to me (without double swipe)

I personally prefer less trips and we keep the double-swipe. In Croydon you only get 78.

Don't take the double-swipe, we really need it.

There are horror stories about patient transport. I'd like to see the local authorities make demands on the PCT.

My journey is just a few minutes to St Marys Church, they charge me double.

Dial-a-ride are not reliable, it's free, but you can't use it if you have appointments. So it puts more pressure on Taxicards because of patient transport and Dial-a-ride are not reliable.

Every time I go to church I have to double-swipe.

We should know the distance for one swipe.

It's metered for traffic. On the open road you could go a long way.

The council are losing a lot of money because it's only a fraction (of the distance) used for the second swipe.

The council should look at and have more influence over double-swiping.

I need to double-swipe for shopping.

I double-swipe when I go to Guys.

Can you swipe up to three times?

It would cost me more to get there. It would reduce my social contact. It would reduce the amount of journeys that I make. It would affect spending and I'd be paying more. I live on little income. Daily living would be affected by paying more. So something would suffer because there is not enough for heating and the food bills. It's my financial status.

It affects me for church as I double-swipe. They go slow just a little distance left, it's only a little extra.

I'd have to pay extra, so I'd stop going out. I don't want to pay more money.

Lambeth needs to know how many use the 144 trips. I'd rather have two swipes and less trips. Even by up to half – 72 trips, as long as I have two swipes.

I don't mind cutting down, keep it to two swipes, but don't cut by half. 104 or 92 trips.

The council must still pay £10.80 even if the rest of the double swipe isn't used. It's mainly double swipes where it is problematic. They should only pay what is on the meter"

Personally it would not affect my quality of life, but it would affect 80% of people in my opinion.

Ending double swiping should not be an option usually people use the taxicard for longer journey's.

Any number of trips and an increase of up to £2.50, that's fine. But the double-swipe is a must.

I think this will have a big impact on people who use longer trips.

For someone who uses it for longer journeys it would have an impact.

When we double swipe even if we don't go the full journey the cab company will still charge the council. The council should have put the option that they get your £8 from the cabs.

I double-swipe from the station to home. For shorter journeys, use Dial-a-Donkey.

I double-swipe. If I have to give that up I won't use the Taxicard service. I travel from my house to Waterloo station and it's exactly £23. I take the tube and bus to a Centre, which is really important to me. Without the double-swipe I wouldn't be able to go there.

For ten years since I had my accident, I've double-swiped twice. I go to hospital, my Church and the social club.

I have double-swiped. But I'm a bit confused about it. What I'm charged varies.

I have once. I didn't understand what the driver was saying to me.

I have, it's very important to double-swipe. I double-swipe when I come back from Mencap.

I have a matter for you. ComputaCab have three types of taxi. One takes the Taxicard and works seven days a week. Another only works at the weekend and they'll let you double-swipe. You have to be very careful with these if they write your number down you could end up losing your rights. For every journey they pay Computacab £1.

They (taxi driver) make a note of your number and use it. I know of a woman in Croydon who double-swiped to get to hospital. She had 108 rides on her card, but had rarely used it. She came out of hospital and there were no rides left. The driver had used up all her rides. You have to tell them how many rides you've got left when you book.

I don't know the driver does it for you.
With doubleswiping, if the journey is not completed, there should be an option for the council to get money back from the computer cab company.

And how much would the cost have to increase if we wanted to keep double swiping?

Question 10
1. You'd be imprisoning us. It's really as simple as that. You can over complicate it with your consultation. At the end of the day you are going to imprison people. You are going to deprive people of some very basic human rights, including the right to go to the hospital, the right to get to work, the right to socialise etc. But then, this isn’t going to impact on you, is it? you’re not going to be locked away in a flat for weeks on end with no human contact, denied the loving touch of another.
2. As I only use the card a few times per year, it wouldn't affect me to much if it was to increase in price, but knowing it was there to use would ease my mind.
3. This is the option I would prefer, to pay more.
4. Not much as my use is minimal
5. As I only work part-time this would be difficult to manage.
6. Not a lot
7. No real change.
8. Will cost me more financially.
9. Cost me more money
10. None
11. Ability to eat
12. As mentioned previously, I think that Lambeth should increase the amount we pay per trip as it has been static for 15 years now
13. My siblings and I, who tend to pay for my mother’s care would be further adversely affected.
14. I am on a limited budget but out of all the options a small increase I guess I could cope with.
15. I won't be able to do things as I am on low income. This will affect me.
16. An increase of £1 - £1.50 per trip would still allow me to use taxicard. Any more would curtail my usage and bite into my budget
17. This would make local trips, to shops and back, more expensive and therefore not able to do it as often.
18. Personal: I would rather Lambeth council and at least increase the amount to pay from £1.50 to £2.50 and keep the double swiping to balance the council books towards the cost of the taxicard. Rather the council even considered this option of a proposal.
19. Better to pay a bit more than have no rides. I would not want to be paying more than £3.50 per ride as double swipe return would be £14.
20. Less trips, it mean less using the taxi, less going out to hospital appointment and doctors.
22. Yet another expense for an 84 year old (me) who lives on a pension.
23. My life would be very much affected as I would not be able to go to the doctors or the hospital by taxi cab being afraid it would cost me too much and this in turn would have detrimental affect on my physical and mental health.
24. I wouldn't mind paying extra money towards my trips, as the taxicabs are very important to me in my life and are needed by me.
25. All areas if cost was too high.
26. It would be a wrench but I am preparing for it. Truthfully it would cut my journeys opportunities down.
27. I would be forced to take the bus and it's very uncomfortable.
28. If it's a small increase then nothing.
29. It depends on how much the increase is. If not a lot then it wouldn't make too much of an effects, but if a lot then it would make things a bit more difficult.
30. As above because of blindness and lack of mobility and limited income.
31. It will affect my income budget.
32. I would continue using it and cut down on something else.
33. My finances would be affected.
34. Due to my illness I need a special diet and I may need to cut back in the things I can buy to pay for taxi to the hospital.
35. My income is very low so this would affect the possibilities of me going places.
36. My finances.
37. I would pay as I find the taxi scheme very helpful.
38. Money is very short in my house - me and the kids live from hand to mouth.
39. N/A I support this option.
Most costs that I can not afford.

This has been of concern mainly because before you step foot into the cabs the meter already has more than £3.50 on display so cabs are ultimately charging customers before their journey! Why I would be happy to pay the increase depending how much it is.

If it was a small amount £1.50-£2.50 then I would agree with this.

I believe that I would not be able to afford a large increase. This would cause me additional stress.

I will face financial hardship.

I would have to make economies elsewhere in my limited budget.

Hospital, GP and other trips some time I need to use taxi.

- Surrey - Hammersmith and Fulham - Chelsea

All aspects of my life would be affected. That means I will be stuck indoors all the time.

It would make the journeys more expensive for me, and an unpalatable compromise.

Pleasure.

I don't think it would make much difference.

Affect my finances.

Would have difficulty meeting other house hold bills.

financial.

Devastating.

Would have to spend my days in the house and less social occasions.

Less able to go out.

I won't be able to do things as I am on low income. This will affect me.

Unaffordable.

None. I believe that you help us so we should pay a certain amount.

Financial increase in my costs.

I would be able to go out less times.

I won't be able to do things as I am on low income. This will affect me.

Increased the amount I pay better than the option of stopping the double swiping.

This would make local trips to shops and back more expensive, and therefore not able to do it as often.

The social events.

I would financially be affected and would have difficulty meeting other bills.

Less money for food.

If a large increase would have to take less journeys a smaller increase would be OK.

The money would be hard to find, am on low pay income.

If council increased costs I would have to budget accordingly.

See 9.

Don't know.

Shopping and visiting family.

I would not have enough money left to take on my personal hygiene, do hair and clothing shopping.

It would cost me more but I would be willing to do this if the increase was reasonable. I would have to try to spend less on other things the taxicard is at the upmost importance to me.

Increased payments would not affect me much, but it would have a negative effect for those on limited incomes.

This would affect me financially.

Socialising and safety would be compromised.

I am on a very strict budget, therefore I'd have even less money.

Would have to budget more closely.

If I went too high I would have to try to make economies sometimes for my limited finances.

It would depend on the cost increase.

I would not mind paying that little bit extra although I would be worse off money wise as I only have my pension

Less visits to my family.

It would prevent me from going out.

Less money to spend on this I enjoy.

Being housebound.

This is fair as on ordinary mini cabs quite a lot.

It would be an additional financial burden and since the majority of my trips are reasonably short distance, I would not want to be penalised for this fact.

Providing the increase is reasonable the effect would be minor.

Less able to use taxi card.

Volunteer placement/work and family or friends and visiting college.
My whole life
My finances and money would be affected - trips would cost much more.
I would prefer fewer trips per month
I am a pensioner and would not be able to afford to much of an increase.
None as it would be still cheaper than mini cabs.
Being asked to use taxicard would have to think twice being a pensioner.
As above
Ability to go out at all.
I am on a fixed income.
Accessibility to the service as I am on benefits at the moment.
As a pensioner my funds are budgeted and if the fare is increased I simply would not be able to pay.
Low income means less trips. Social isolation etc
This would not affect me at the moment.
All limited income
I would have to pay more
The same as above.
The money.
I don't think I can afford it.
Can't use the taxi as I would want to
None if done within reason.
Less visit to family
It is bad enough being disabled as this already costs enough but to put up the amount we pay would stop me taking some trips and I would have to think carefully before I took the camcab.
My ability to take my child out and about.
My day to day living are extremely stretched at the moment - I cannot even afford a bottle of wine as it is.
Cost of living, food
I would have less money to live on
As long as it is a small increase I could manage it.
Hospital and doctors
This will affect me as I am on fixed income.
No money to spend on food shopping.
Would not get out much more.
Shopping, late evening, travel and church
Shopping, library, Battersea and Croydon
all areas together
What I can afford to pay to eat.
I cannot afford this I would not be able to leave my home. I will be more depressed.
I would have to consider how often I use the Taxi card scheme
This would only affect me a little bit - only if the sum was increased a little bit.
Would depend on amount of increase.
I would just be able to do only doctor/hospital/daycentre/shops/no social visiting.
I would have to cut back on trips and other essentials
It will reduce the opportunity to have my social contacts.
Not such an issue as long as the amount was reasonable.
I don't drink or smoke so can afford a bit extra if needed.
As long as it was not increased too much that would be fine.
Hopefully if it not too much, not a lot.
It would affect my budget. With the increasing cost of living, I already have to be very careful in my spending on food and heating.
I only use taxicard for short trips, it wouldn't affect me specially.
As stated previously mum pays £30 P/W for cab fares to various activities that get her out of her flat and socialising with members from Church and benefitting from Ageing Cafe which is specially designed for older people with dementia.
Very little (if any)
Hospital appointments and visits to care centres would have to be the main reason I would be affected.
I only make necessary trips anyway
I would not go out do often.
I would not mind the increase as it is cheaper than a taxi
Wouldn't be able to afford to take the trips
Financial loss to myself. Less use of the scheme, so more infrequent travel.
193 Not many - Don't go out much.
196 could afford small increase to £2.50 if more I would have to limit attending day centre
199 going to and from hospital
201 Have even less money
203 It would matter if increased for short journey, doctor’s appointments etc.
204 May have to stay at home more and use taxicard for special occasion not regular trips.
205 I would still visit but reduce spending elsewhere
207 I would go out less as I can not afford to pay much more.
208 Less likely to attend social and charity events further away
209 None, really but I would have less to spend on other things.
210 Would not be affected.
211 I would be worst by financially
214 As I use my taxicard sparingly, this would probably have little effect on me unless the cost were increased so much that it became cheaper to use set price but less disable friendly mini cabs.
220 Finances
221 I am unemployed and I live on disability living allowance and support so I have a limited budget.
222 My income is already limited, it would mean that my money would not cover as much as I need
225 May do later id used more
226 I would have to have less trips.
227 Hard to say
228 I would have to reduce my food budget
229 Visiting friends and family
230 None if it was increased to £2.50
232 Increasing the amount I pay would mean it could be expensive to use the service to get where I need to go, hospital, day centre.
233 Finance available
234 My allowance for personal spending when in a care home is very small. I spend more than 50% of it on having a phone, I would be isolated from friends and family without the card
235 I would be very happy to pay an increased amount for this service
236 It will definitely restrict my movements in the community.
240 I am on benefits, any increase may be a burden on my finance.
242 It would affect my life because I would have to be paying out more money and that's why the taxi service should not be increased of payments.
243 £2.50 per trip and a lower subsidy for many people will be too expensive.
245 No effects providing it did not increase too much.
246 Not much difference.
249 As I have a lot of hospital appointments which are not situated local increasing the amount I would have to pay for each journey could cost me quite a lot for each month there not being able to make all my appointments due to the fees.
250 I don't have the money to pay more so I don't use the taxi much.
253 are on a very low budget.
254 Occasional pleasure trip
256 Financial burden.
258 As above.
259 Less trips
260 Recreation more limited
262 Food and heating. I will have less to pay for food and gas.
263 n/a
266 Hospital and doctors appointment.
268 As with anyone living on benefit it's difficult to stay on top of things bills etc
271 I won't use it as much might stay at home or use alternate transport.
272 It depends on the increase I would manage £2.50.
273 I wouldn't be able to get it to hospital and or other long journey's.
274 Money is already tight so increase in taxicard would make my daily living very hard.
276 I would loose out on being able to see friends as hospital is my priority and I cannot afford to do both if cost is raised.
278 It will effect me if I have to pay more for service charge.
282 Due to the number of journeys I may do in a month - can be anything from 1 return double swipe each way to 5 returns @ double swipe each way I would not be able to afford it.
283 I would not be able to go out as often as I do now because it would be too expensive so trips would have to be planned.
284 It would cost more to go out so I would not go so often.
285 Less journey's.
I think it's fine because it's still not a lot of money 32.50 or £3.50 it's affordable no matter the distance.
The amount of time I could attend hospital appointments.
Not so many trips.
Would not mind but not too high.
My outgoings would be more which means less money each week for shopping, bills etc
Rethink whether to use the service.
Try not to use so many cabs.
Nothing much affected.
This would matter least especially if I could still get to hospital (double swipe)
Visiting friends. Shopping.
I would stop tipping the taxi driver the £1.
I would mind if it went up but not too much.
Would have an impact on my budget and take away the security I get from using the above scheme.
My physical and mental well being my social and independence life will be affected.
Not be able to make as many trips to appointment doctors/hospital.
I am receiving benefits because of my health conditions so I am living on a shoestring already and thus would severely affect me financially.
Not very much
A lot more money to pay towards my fare.
would find it hard to pay more
It would not affect me in any way.
Left short of money.
My Finances
Every area, can't afford any additional costs!
I would no longer be able to use this service
The above comments apply socially unable to meet and be entertained and my social life would be severely restricted.
Finances
Well with everything on the increase is happening all over and we have to adhere to these changes I am hoping if they are to increase charges that they will be to a reasonable rate and affordable for all.
None
Mosque
None
I would not be able to travel as often as it would be too costly, as it is not a short trip to my family.
Would most probably go out less often
Reduce mobility causing inability
It would be worth it
I have no income from Government and a small pension of £50 tax paid. I also have DLA which is my saviour
I can get to more appointments
Visiting friends
Can't then I use it and I be sitting indoors and not see other people
In my pocket
Hospital visits. Seeing my friend and family
OK if it is £2.50 for one swipe trips (£5 for two swipes)
If the increase was a lot I'm afraid I would miss going to my church which I've done all my life and where most of my friends are.
I would not get out so much.
Would have to use hospital transport which means arriving far too early for appointments and waiting hours to get home afterwards.
Socialising, as travel costs would be more of a factor.
I would have to find the cost or not go out.
I would be house bound again and all the above.
Will affect my whole life
Whatever you do, the cost would mean I still have to pay. It would make a big difference in my budget but if you must (so be it)
As above people can't afford, like myself. Cost of life (electricity, water, gas etc) is rising, leaving me less income, so would be able to get about.
My money available for other things.
Would be unable to pay or to curtail some outings which are not essential
A very small increase I can cope with - but a larger one would be difficult and reduce the amounts of trips I can afford.
Cut back in other areas.
Financially, but one has no choice.
A small amount of financial hardship.
Perhaps I would make less use of the card, apart from necessities.
Again make a plan on the trips (most important one's which I take)
I am a 91 year old pensioner and live on a limited income.
I would have to budget more travel only where I could afford it cost Lambeth more where I should travel by ambulance. I do not claim for taxi travel.
It depends by 'how much' that will affect my ability to use taxi card as often as I do at the present time.
General cost of living
Affordability.
I would be unable to meet payment, so unable to travel.
On benefits its difficult to pay high costs of taxis so therefore needs to be of a reasonable amount for the disabled to afford.
I would have to stay indoors not see family as I could not afford it.
It will be difficult to pay the money and a such I will not be able to move out any more.
Care.
If trips are reduced from 144 to 104, that is almost a saving to Lambeth of about 25%. As a pensioner and disabled and in poor health an increase of more than 50p would be real near hell for me with regards to my health care and rebate of services £2 a trip is not bad.
Pension, visiting hospital, clinic, family and friends.
It would cost me more as I only have my pension and no other income.
Ability to stay with my family
None
I might have to attend more than 2 appointments in a week and the cost of each trip if increased might be unaffordable.
I would not mind paying an increased amount
It would make quite a big difference for my trips to the launderette. I found this quite expensive when it happened earlier this year.
If it is increased beyond the increase we get in pension then it will be detrimental for me.
I would have less money to spend on other things. Depending on the increase I might have to reduce my attendance at hospital appointments and physiotherapy.
It will be difficult for me to pay energy bills, telephone bills, water bills etc. I have to cut down on the amount I pay for food and other essential goods
Providing it is within reason i.e. affordable - No objection
A small increase would be possible but journeys of which I never use the allocation would be limited.
It would impact significantly, I think the current amount is just right and affordable for many as a result.
I am on benefits and receive minimum money. If I had to pay more I would have to cut back on other bills such as food
I would simply use it less
As in previous question
It will affect me financially
Finances.
Well I don't think you have much of an option, pay the increase or you would not be able to use the taxicard service.
Since I make limited use of this excellent scheme (for which I am very grateful) I do not think any areas of my life would be affected.
As mentioned above most of my trips are essential and due to my disabilities, which prevent me from using other methods of transport, I would have to find the money to go without other things.
Depends on the increase
St Thomas hospital
Going to concerts and theatre.
I would have to think twice about whether I can afford to take certain trips
None at all
A slight increase would be acceptable.
Will affect as an old age pensioner and being a cancer patient (wife) with me
419  None
420  Not much
421  Would depend upon the increase
422  I would here to reduce my shopping and utility bills.
423  Economic implication for the family/household will be great, due to number of times we need to visit the hospital.
424  It will affect the place I go to, I won't be able to go out much.
425  It would be difficult to go to the hospital or visit the doctor and family/friends.
426  I couldn't afford to use the service.
427  No affect
428  Being a pensioner would find things difficult.
429  My travel expense
430  I would be prepared to pay a slight increase
431  Visits to my GP and hospitals would be very expensive.
432  the cost to me
433  Will be hard, but "ha" that's life.
434  I will have to reduce the number of trips I go on.
435  It would strongly affect my very small budget
436  Would have to make cuts in other ways
437  Very much
438  Going out thus staying in more and trying to save money for future trips
439  My ability to live within my means.
440  My budget for food.
441  All areas, mainly the cost.
442  I would be very much financially incapacitated, I pray this will not happen
443  Running out of food and due to low income on benefits I will struggle to buy food.
444  I could not afford a double journey if the cost went too high and no double swipe. A big worry
445  W/end
446  All parts of life would be effected, especially financially
447  NONE
448  Getting to and from College
449  All parts/areas would be effected especially financially
450  Education and hospital
451  Would have to cut down on journeys
452  This would mean less money to do the things
453  I would have less to spend on food and other important things
454  I am not capable of thinking right now
455  Can't afford it
456  if the increase is reasonable it can be managed, but if it increase substantially then again the impact on reduce freedom, independence would be great. I cannot be expressed how taxicard is vital to the quality of life, of freedom, of actually being able to be part of society;
457  I think its fair to increase it and its been law for a long time
458  would cause greater demands on my modest income
459  Willing to pay a little more for this service
460  Less journeys as I couldn't afford extra costs
461  It would affect me very much on the cut back and the increase of fares.
462  Attending hospital to see my consultant
463  I would not be able to afford it. It would be too much from my budget
464  I wouldn't be able to afford to use it because I am on a low income and this increase would cause severe financial hardship for me.
465  I could handle this option OK
466  Again this would mean I would go out a lot less.
467  I would not mind paying a reasonable amount extra
468  We would have to cut down on living costs
469  Couldn't afford to visit husband's grave in Beckenham. Couldn't visit bigger stores in West End.
470  The most important aspect of my life would be to be denied the meeting of relatives and friends and isolated from the community
471  Financially, I would be worse off and have to think twice about the trips I take, including my hospital appointments
472  My health, finance would be mostly affected in spending much on transport alone will definitely leave me with very little to meet my other life essentials e.g. bills, feeding etc.
473  If the amount increased I unable to pay much for the trips
474  it would effect my income budget
Yes, it would definitely affect my life. It would affect my budgeting
May not be able to go out
None
Not no
I will have to reduce my expenditure and it will affect my funds and social life.
Depends on the amount. I cannot afford to travel by normal cab.
Don't have money to afford
it will affect my life if I cannot go to see my grandchild and also it will affect my visiting the hospital for treatment.
I think current rate is very reasonable and would not object to a reasonable increase e.g. £2.50 per swipe, event £3.50 if assuming necessary. I am aware some users will find any increase difficult due to personal circumstances. But price has been maintained for many years.
Don't understand
Cut back on what you spend so you can try and meet costs.
I am 79 years old and will be 80 in October 2011 I am on a very low permission. I would mean I would have to spend much more on transport.
Does not affect me that much as long as I can double swipe
None
I would find it difficult to afford
I would travel less and struggle shopping.
It would cause a great deal of inconvenience and anxiety if I have to struggle to get the bus/other. It is also likely that this would result in being seriously late for appointments. This would worry me.
My budget would be affected
I would have to miss out on many things immediately outside my area
My visits to the hospital as mentioned St Thomas and Guy’s. Westminster Cathedral and visits to family and friends who live outside my locality in Carshalton
I think that £1.50 is far too low and to increase this amount would be acceptable to most people providing it was reasonable.
Would have to restrict my journeys
pensioner, would have to manage on smaller budget
I would not be able to attend some of my hospital appointments
As long as it doesn’t increase by to much.
As I’m a pensioner and disabled the cost counts
Less to spend, concern about paying what is due, concern about safety
Can’t afford food
It would not affect me, but some users respectively the more severely disabled. Completely dependant on the service used daily it would be devastating
I would not be able to travel as often as I would like
Don’t Know
Activities Social Contact
I wont get to my centre
As I am a pensioner it will affect me as I have gas, electricity and phone bills to pay and food and not much left then.
Depends on how much the increase would be
It would be hard but if the cost needed to be increased - I think most people that use the taxicard service would understand.
Financially
not very much
As Above
Its okay provided the increase is not too high, because most all the users will be able to afford the high cost
As long as it is not excessive a £1 rise would not impact on me at all.
It would not be cost effective for me, as I receive only a pension, due to being retired
The double swipe because generally I travel within the double swipe areas
don't know
My budget on transportation
I am on benefits so cash is already restricted so my cash flow would be limited
My going to work
Not much because I do not make many trips for the year only when it is important for me to travel
Every single area
I could see paying more to keep the scheme, if double swipe. Most of us get DLA so that’s what DLA is meant to help with. I pray this is the solution, not reducing to single-swipe.
550 Being elderly pensioners we would find it very difficult
551 This depends on the increase but, if it was one of the suggested lower rates of the increase and I
could still have the double swipe, I believe this would be affordable.
552 Everything goes up. I would have to manage the cost even though I am not on benefits, income
support or incapacity. I work part time I would have to find the extra costs.
553 Some journey would be unviable meaning a lot less journeys by taxicard.
554 My hospital appointments would be affected
555 Depend how much increase Lambeth makes
556 I cannot really pay too much for the taxi.
557 I am not supporting the increased amount I pay towards the cost of the taxicard. Because I am or
we have problem of health so our going out is less so why not reducing the trips.
558 My finance would be affected
559 Willing to pay extra if it is not too much
560 I would be affected with less social contact but I will meet my hospital appointments.
561 The cost would be cheaper than the full taxi fare.
562 Not much because I very rarely go long distances
563 I wouldn’t have enough money for my upkeep. Because I am disabled.
564 I am willing to pay £2.50 per trip with a “double-swiping” option in order to keep the taxicard
service as and when I require it.
565 The ability to use the taxicard very difficult indeed
566 Not much difference.
567 I’d go broke faster.
568 I don’t mind if the increase is manageable and I will be able to afford the extra cost.
569 My heavy shopping would be very much affected. I would probably have to reduce my food
shopping to enable me pay the extra.
570 As long as it is a reasonable amount I have to pay. To keep the taxicard, then I would expect the
increase as long as its fair.
571 It would become more expensive and it wouldn’t be seen as a help anymore
572 I don’t mind if the increase is manageable and I will be able to afford the extra cost.
573 visits to hospital
574 I am an old age pensioner and disabled. I can’t travel is a bus without an escort. I will be forced
to stay home because I won’t be able to pay £2.50 for a short trip.
575 I don’t think it is a good idea to put the price up because everyone is struggling with money. Its
not just the government
576 A modest increase would not be a problem
577 I would not be able to afford it
578 Depending on how much the increase is e.g. £4.00 and over would have a great impact on my
being able to socialise.
579 would find it hard to pay more
580 I only get income support, DLA. Could not afford it
581 Use taxicard less
582 Ample I don’t use same before because expensive for me
583 I cant afford it if the price increased
584 My finances as I am a pensioner
585 I would be less inclined to use my taxicard if I had to pay more
586 I would have to cut back on other bills
587 I could probably make allowances for a small increase by forfeiting something else
588 Any increase in costs will affect the service
589 as above
590 If I want to get from A-B, I would worry about the increase
591 Food and heating. I will have less to pay for food and gas
592 I am an OAP and get not a great sum of money
593 Since I save a lot on fares from normal taxis, then if the amount was put up to another £1.00, it
would not affect me.
594 Depends how much the increase is.
595 Would find it hard to pay
596 I would just have to get on with it.
597 We are both retired as both on low income.
598 I am a pensioner and I do get DLA but with the living costs as they are today it will reduce the
amount of trips I would probably want to make.
599 Not much to me.
600 Having to adjust my expenses.
601 I will be less able to see some members of my family
617 I strongly feel that because the service is so valuable to me that if it was increased, I would budget to make small cuts elsewhere to be able to pay any extra.
619 daily life - shops, bank and post office
620 As above.
624 My outings that I look forward to. A couple of times a week and I am happy most times it is once a week, but nice to know if I need it I have got another trip
625 Affordability
626 My personal budget would be reduced.
627 Due to my complex illnesses and needing a high protein diet also I am living on my own with no supports from anyone for my daily living, I will be lost. All my qualities of daily living and movement
628 Financially
629 I would have to go out less often.
630 Kensington
631 I am only getting a small pension so I would find it hard.
632 If the increase is reasonable e.g. £1.50 - £2.50, I think it will be okay
634 Probably would use service less, depending on amount paid
636 It might deter or prevent me from being able to use the taxicard as it is I am very sparing with its use.
637 All of it.
640 Up to £2.50 no worry, up to £3.50 ok, more is pointless to use.
641 None
642 A struggle but I always make sure there’s a cup of tea / tip. Except in exceptional hard times
643 Cannot get to hospital and shopping as I have pain all over and I cannot get on a bus or train.
644 I would find it costly to visit hospital as many times that I need to
645 to shopping and so forth
646 My finances
647 If the increase is not too much it is ok
648 The financial area. I am a pensioner and I do not have the necessary income as to afford to pay more.
650 ability to pay household bills
651 Not a lot
653 Living on a pension is hard so more money on travel will mean cutting back on shopping or something else.
654 Going to family
656 if the cost increased my financial will be affected because I am on income support
658 Not much.
659 None
660 Which ever way it will still be cheaper than the normal rate
661 If it was increased by a small amount it would still be a very good deal
663 Not money for bill etc.
665 This could be increased as already suggested to £2.50 per journey
666 socialising
668 Lambeth should not increase the amount I pay of Lambeth should keep the subsidy as it was before. They should cut down the number of trips and remove the double swiping.
672 Financial
674 it just means that using a taxi becomes less affordable and so one begins to cut out trips - first to go would be the trips for social reasons. the whole point of the scheme was to enable people to participate in life’s activities that able-bodied people
675 As (9) and (10) above.
677 My College
678 I would prefer to increase the amount I pay as it is still cheaper than a minicab
680 It depends on how much because to go out will be lots of money, so I will not be able to go to college or even out shopping to Croydon or Southside. this is a big thing to be able to get out the house, I count the days to the next outing.
681 As above
683 it will be costly
684 I would not be able to afford many journeys as above. It would affect my independence.
686 I would have to reduce standards of other necessities
688 Limited effect if absolutely needed.
689 It would depend by how much. Any increase would mean there was less to spend on other things. This is obvious and must apply to other taxicard users.
691 My finance
693 Finance
The service user would not be able to attend his wheelchair service (cycling), as well as seeing his family on a regular basis, due to cost.

Very little

I will be short of money to spend on my shopping and other activities

None

It would mean less times of using the taxicard. Therefore less travel/visiting friends

I would still be able to use this mode of transport

Money

It would be difficult for me if the cost of a trip increased about £5.00, taking into account traffic jams etc.

A minimum increase of £1.00 would be reasonable anymore that this would be difficult

Just the amount I spend on Leisure activities

It will affect my financial situation as all our benefits is now cut down and I am on low income and no other means.

As above. I struggle to meet my financial requirements. This taxicard is very important to me.

Living on a fixed income all increased costs affect all aspects of my life.

Slight increase is understandable. But need to understand that most people who use the taxicard do not work and they depend on the taxi card to travel. They will not want to spend money on travel only but for other enjoyment.

I feel it would still not cost as much as the amount of private car firms charge.

I would struggle to pay.

Make fewer trips because of the added cost.

As long as the increase is reasonable e.g. increase of £2.50 or £5 when you double swipe I think it will be fine

Up to an increase of £2.50 no affect. After that it will cause hardship.

I’d be willing to pay £2.50 – it’s worth it

Hospital transport is free but it’s not flexible – taxis are more flexible

I would go to £3.50 maximum

How does Computer Cabs work out the fares? I’ve been to Waterloo and back from Waterloo at the same time of day – why do you get charged a different fare when it’s the same time of day – it’s basically the same journey but different drivers.

They need to keep it as low as possible.

It would not affect me at all I use it so rarely.

If I am going to the hospital I wouldn’t mind paying a bit more.

Keep it as low as possible.

An extra £1.

I would be willing to go up to £2.50.

I think the amount – the fee should go up to £2.50. It’s been £1.50 all those years – it’s been that fee for 15 years. £5 is stupid, but £2.50 is an acceptable level over 2 years.

104 trips is acceptable, but I can’t afford an increase of £2.50 per trip as they would be £5. A lot of people who use the Taxicard come to my centre, they’d stop coming to the centre.

Are they thinking of putting it up?

£2.50 is not bad.

Don’t escalate it too much everything has gone up though, petrol has gone up.

I don’t mind paying £3.50. It’s a good system for me.

I’d rather keep it to £2.50. I’m thinking long-term. Keep it affordable, it would be a shame if it crept up.

Maybe £2.50 is not too bad. I prefer £1.50. I have to live off my pension. The less I pay the better for me.

Up to £2.50 though I would prefer to keep it at £1.50. £2.50 is the top amount.

£7.50 on a triple swipe. We’ve had the Taxicard since 1998. It’s been £1.50 for 22 years. There’s never been any talk of the fares going up. Whenever fares go up in taxis, originally it was £8, now it’s £11; we’ve had an increase in journey length. £2.50 is acceptable, any higher than that and you’ll lose users.

No higher than £2.50, I’m on a low income. I’m a member of the Lambeth Transport Action Group and most of the members struggle on a low income.

I’m not in agreement for the tariff to increase. I think they should only pay out what they do on the meter – the council would save.

Question 11

1 You’d be imprisoning us. It’s really as simple as that. You can over complicate it with your consultation. At the end of the day you are going to imprison people. You are going to deprive people of some very basic human rights, including the right to go to the hospital, the right to get to work, the right
to socialise etc. But then, this isn’t going to impact on you, is it? you’re not going to be locked away in a flat for weeks on end with no human contact, denied the loving touch of another.

again, I don’t use the card enough to let this worry me.

Non part of my life.

If reduced too much I would be unable to afford the service

As the question before.

Would be an imposed fares increase

No real change.

Don’t know

Getting to and from hospital/doctors appointments, seeing Family and friends and being to get out and about to go shopping as I cannot use buses/trains on my own due to low vision problems.

This wouldn’t affect me greatly

My siblings and I, who tend to pay for my mother’s care would be further adversely affected.

I would have less money for food and heating

It will affected me as I am disabled and won’t be able to go out more often.

With the other cuts proposed would in face be an increase as we would travel less for standard charges.

On Page 5, of information on the taxicard scheme read to me, what London councils are proposing by reduce the current changes if it meant I have take careful consideration before making those journey’s then I would rather that, than the service been affected for myself.

We would end up paying more out of our own pockets as they can still arrive with the £3.80 on the meter so it won’t get you far plus the cost.

As a person who have a disability and old and can’t walk comfortably I can’t use the bus or other public transport it means I will trap in my place.

Please don’t.

This would have the same effect as I have decribed above.

It would leave me very depressed.

This means I pay more - only small portion of income allotted for taxi trips. So affect all areas.

Then in taking taxi I would have to weigh up what I could afford.

test

(1) Financial status (2) Safety and security to and from home.

Nothing

Holiday’s and social activities would probably be curtailed. The use of an ambulance instead of a taxi might be more expensive for Lambeth.

I would have to learn to live without it and make economies elsewhere.

As above.

In the winter I will be able to pay my gas bill and still be able to eat.

A lot of people like me would feel the changes and will reduce the chances of people getting to hospitals on time.

We really only use taxi to the hospital, dentist and doctors. It is a great asset.

It would leave me stuck in the house and not having the will and way to set out. I can not stand for long that way.

I would be pleased.

N/A I support this option.

Long distance trips act with friends and family to the theatre or cinema would be affected. Short trips would be less impacted on. Although the issue related to the waiting time displayed when the cab arrives is a very important issue.

I don’t really understand this.

I don’t believe this would have an impact on me but I hope the taxi company do not take this out on the passengers/residents.

Financial hardship.

I don’t know.

Due to my illness I need and required to use taxicard. As I have used taxicard for many years.

Airport - Heathrow, Gatwick

All aspects of my life.

I would not use this service because it would be as expensive as private mini-cabs.

Entertainment but surely this is the same as question 10.

I don’t think the taxi service should subsidise their work.

Limit my relation with my friends and family.

Would have difficulty meeting other house hold bills.

financial.

Don’t know yet.

Poor quality of life and feeling lonely.
It will affected me as I am disable and won't be able to go out more often. Unaffordable. A little less money but you can always save money somewhere else. You can claim back money from the hospital and community centre but I don't. It would impact on my financial outlay. I would go out a lot of times less. It will affected me as I am disable and won't be able to go out more often. Fairly different. As above. I would financially be affected and would have difficulty meeting other bills. Could not travel to meet family and friends. Become isolated. It would impact on my financial outlay. I would financially be affected and would have difficulty meeting other bills. Could not travel to meet family and friends. Become isolated. It would impact on my financial outlay. I would financially be affected and would have difficulty meeting other bills. Could not travel to meet family and friends. Become isolated. It would impact on my financial outlay. I would financially be affected and would have difficulty meeting other bills. Could not travel to meet family and friends. Become isolated. It would impact on my financial outlay. I would financially be affected and would have difficulty meeting other bills. Could not travel to meet family and friends. Become isolated. It would impact on my financial outlay. I would financially be affected and would have difficulty meeting other bills. Could not travel to meet family and friends. Become isolated.

This would affect me financially. My safety would be compromised. Takes my independence away. Not sure of the effects that would have higher costs?? My ability to get out of the house and see friends, shop etc. Only use for short trips. I would not mind Lambeth doing that only if they keep the double swipe. Les visits to my family. Less visits to my family. As above. Do not know how this would affect me. Unsure what a reduced subsidy to the taxi company would entail. Perhaps they are being paid too much already. If that cost is passed to me I don't think I could manage it, as my journeys are over 4 miles each way. Less able to use taxi card. My whole life Not sure I would not go out as often as I do now and that is only once or twice a week now. None As above My ability to pay if request is high above my income and expenditure. Freedom of movement on longer journeys. See 8. Taking away and reducing the subsidy does greatly affect my ability to get to my regular hospital appointments. As per answer to question 10. Loss mobile - gives freedom. Allows access to hospital and GP appointments. I don't think I could afford it on my pension. As I said I would pay £2.50 per trip. The money. It may be too expensive for me. There might be less taxi cabs as above. As before. This would have a dramatic effect as a lot of journey' are impossible to do in the cost allowed reducing it would make it impossible for some people especially with the traffic and grid lock. Collecting my son from school when he's returning home from shopping, medical trips for myself and my son who is autistic. Days out for me and my child. My independence and having to rely on others Living costs None I would not be able to stay with my family very often as the cost of the fare to the station would sometimes be more than the train fare as I have a Senior railcard. It would also effect my visits to hospitals. Going to hospital shopping and doctors appointment. See above. Would not get out much.
161 Shopping, late evening, travel and church
164 Probably most trips
166 It is going to affect me so much
167 As above - I would have less money to live on.
169 if the price goes up too much I would not be able to afford so many trips, I would be housebound
170 This would still affect my money and way of life.
171 Travel - if subsidy drastically reduced.
172 Sometimes with Black cabs when they pick me up they £4 - £5 already on the clock so even if I
double swipe I still have to pay more.
174 Depends on which journey I take
176 Not such an issue.
179 I wouldn't be able to get to some of the places I like to try and see i.e. up to London to see a
show. The seats are so expensive as it is.
180 It would affect me really badly as I use them all the time.
182 Same as above, I would at my age find it difficult if not impossible to visit.
185 Don’t understand impact. She is struggling to pay £30 per week and relies on additional financial
support from family already.
186 Less journeys
187 It would take away the cost of food and utility bills
188 I think this would make it more difficult to book a cab when we need one
192 Financial loss. Less use of the scheme, infrequent travel.
196 as above
199 going to and from hospital
201 Have even less money
204 May have to stay at home more and use taxicard for special occasions not regular trips.
205 as above
207 All areas
208 I would miss out on attending meetings and family events far out.
211 I would be worst by financially
214 My access to assistance from professional organisations and friends and family.
220 It would cost me more per trip and this would restrict me because of the cost
221 I would have to make fewer trips as I could not afford extra.
222 Again my income would be affected if it had to pay a larger amount towards my journeys
224 I might make fewer journey's but if I had to get a taxi it wouldn't prevent me from doing so.
226 Would not be using cabs so much. Making my life much harder then it is right now. Can't walk
very far.
227 Hard to say
228 I would have to reduce my food budget
229 Visiting friends and family
232 Reducing the subsidy would mean an increase in fares, and this could mean it would be
expensive to use the service, to go to church and to the day centre.
233 Finance, normal short journeys, the first swipe finish quickly. Especially since many cabs have
already stared the meter before you've even got in the cab.
234 My allowance for personal spending when in a care home is very small. I spend more than 50%
of it on having a phone, I would be isolated from friends and family without the card
236 It will affect me financially.
240 I may not be able to afford paying more towards my taxi journey.
242 If Lambeth reduced the subsidy it would cost more money for people to go places.
243 Taxi fares are expensive these days do what happens when rates rise.
249 This would mean that the users will end up paying more over each journey.
250 Financial burden.
259 It would adversely effect my finances if my contribution were to increase
260 As above.
261 The taxi drivers would not be happy.
262 Not much
263 Same.
264 Going places
266 Hospital and doctor's appointments
268 As above.
271 Don't know about this matter.
272 See 8.
273 Less visits to friends and family hospital.
With the cost of living so high already a reduction in taxicard subsidy would make it more difficult for me.

Same as above.

I generally only do long journeys.

Once again I would have to cut down using the taxi card as often as I do now.

Too expensive to go on trips.

Freedom.

I don't think the taxi company should be reduced because it's not a lot of money anyway and to reduce it more is not good and plus they do a good job. I think the fares should increase because it's still a small amount and the taxi company should stay the same.

My hospital and doctor appointments.

That would be great.

As no.

Don't know.

Still use the taxicabs.

as above.

I think a lot of journey's cost less than £10.30 and the cab firms are having a laugh.

Finances.

all the same as above.

As above on budget.

My social network and independence. Safety.

Could not afford many trips.

I wouldn't be able to leave the area without a taxi and it would restrict my movements.

I am not sure

It would affect me in a lot of ways as I wouldn't be able to do the things that I do.

My finance

Every area

it would be ever worst

I think the taxi drivers deserve and are worth every penny they get.

Not sure

My financial side of life

Mosque

Forest Hill

Hopefully I would still be able to make a double swipe journey within the subsidy to visit my family.

If it cost more to travel would probably still use them but only when necessary to go to friends or shopping

It might be too expensive

It would just depend on the price

See 10 above. The whole bloody lot!

I will have to not go to all my hospital appointments and getting around losing my independence I so enjoy now.

Hospital visits. Seeing my friend and family

I can't answer this. Would the number of Com Cab vehicles (black cabs or minicabs) be reduced by this? If no, it would affect my (and every other user's) life. Would the taxi companies refuse a lower offer?

(as above) and also difficulty in getting the hospital appointment on time.

Would feel helpless and have to rely on hospital transport and other taxi which I cannot really afford and are always late.

It would be dull and I would be a prisoner in my house. I do need to go to doctor, hospital and the post office to get my money each week.

The cost as I am very low income.

My finances will affected since it's already restricted.

This has been covered in previous by above.

As in question number 8.

My social life.

Does that mean that we would have to make up the shortfall? If so, the result would be the same as above.

As above - the scheme really increases the quality of life I have, without it I would be isolated and confined to the corner shop and home.

Financially, taxi drivers will charge more.
357 Getting to and from important places such as hospitals etc. As we get older we are less mobile. Without the scheme many people would suffer financial hardship.
358 Perhaps I would make less use of the card, apart from necessities.
359 Finance is limited.
360 It won’t, I’ll travel by hospital transport more.
361 Lambeth is in a difficult position as it has to take into account it’s funding and also to try to help us users.
362 All of it.
363 It won’t, I’ll travel by hospital transport more.
364 Lambeth is in a difficult position as it has to take into account it’s funding and also to try to help us users.
365 Would not be able to go far.
366 I’ll travel by hospital transport more.
367 Lambeth is in a difficult position as it has to take into account it’s funding and also to try to help us users.
368 It would affect all disabled people and I feel that we seem to be an easy target for government cuts which is unfair.
369 As above.
370 I won’t want Lambeth to reduce the subsidy that it pays to the taxi company because it will affect their company.
371 Haven’t really thought about it.
372 Not badly.
373 This would depend on the amount of subsidy reduced. However, I believe a small reduction in the trips to would solve the council’s problem.
374 A worrying and delay, possibility that some con cab drivers I will find it very difficult to operate.
375 It would affect me financially.
376 Freedom to use the service.
377 The quality and service provided will or might be very poor.
378 It depends on what Lambeth reduced the amount to.
379 I would have to cut down on other things like food. But I still feel lucky to have this service.
380 Reducing the subsidy has the same end costs to me as increasing the amount I pay so the affect would be the same as the above.
381 I do not know.
382 Less travel.
383 I would seldom be able to go out.
384 It would inevitably mean having to pay more which is not good or fair on users.
385 As above.
386 I’m not sure of the question, but the Taxicard has changed my life.
387 As in the 2 previous questions.
388 It will affect me financially.
389 Finances and independence.
390 Same as above.
391 No area would be affected.
392 I would imagine that this option would also have a financial impact on me.
393 Depends on other alterations Lambeth make.
394 Friends and hospital.
395 Going to concerts and theatre.
396 My ability to pay.
397 Ditto. Hospitals/shopping.
398 Will affect as an old age pensioner and being a cancer patient (wife) with me.
399 None just maybe I’d be unable to get to the hospital.
400 My health would suffer.
401 It would be too expensive for me.
402 I couldn’t afford to use the service.
403 Housebound.
404 Make visiting doctors and hospitals difficult.
405 My hospital trips.
406 Hospital and shopping.
407 The increase I would have to pay myself.
408 Very hard cause being at home mostly, heating and bill will be difficult to cope with.
409 Not affected.
410 It would strongly affect my very small budget.
411 I think it would be very bad and would be devastating to myself and many others that rely on this service.
412 Going out thus staying in more and trying to save money for future trips.
413 It helps us to go out more.
414 Again the cost would affect me.
This will generate more health problems to all areas of my life.
Financial difficulty
At 82 years in constant pain. I rely so much on taxicab and DAR. I would become housebound
Back and forward to local hospital.
it will affect all parts of my life.
NONE
None, easier being able to get around
It will affect all parts of my life.
Education and hospital
If the subsidy is reduced then the company might increase the amount we have to pay and this
would impact on me financially
I would end up paying too much making it difficult to manage my money
?
Cannot go to my appointments
reduction in subsidy again would impact on the overall cost and again difficult decision would
have to be taken whether to go out or be a prisoner of my home
I would always have to swipe double - so use up my account quicker
would still increase the cost to me
More cost to me
If they increase the taxi fare and less trips.
Attending hospital to see my consultant
It would affect my social life.
The same as stated in paragraphs 8,9 and 10
Whatever Lambeth decides I have no option but to go along with
With the cost of living going up I would go out less because of the cost
Couldn’t afford to visit husband’s grave in Beckenham. Couldn’t visit bigger stores in West End.
Financially I would be worse off
My health, finance would be mostly affected in spending much on transport alone will definitely
leave me with very little to meet my other life essentials e.g. bills, feeding etc. I have very little income -
on disability benefit.
No
It would reduce the amount of hospital appointment I would have to attend
would really affect me
Social life
Not no
I will not be able to visit medical services
Cannot afford
I will not be able to afford to go anywhere.
Would make travel more expensive especially if linked to rise in contribution. Even worse if lose
double swipe.
Don't understand
I am 79 years old and will be 80 in October 2011 I am on a very low pension. It would mean I
would have to spend much more on transport.
Don't know
None
Most trips require 2 swipes so I could not afford to use taxis
I couldn’t afford taxis.
Again I will have to resort to public transport like the bus/underground as I will not be able to
afford the cost of a taxi/bus. I disagree to the reductions or subsidy.
I would find this hard to make payment for the fares
It would be hard on my budget which is pretty tight anyway
As Above
I think less cab drivers will join the scheme so this will affect all who are lucky enough to have a
taxicard.
Not sure, I assume again I would have to reduce trips because journeys would be more costly.
as before
Same as above. Since I mainly use the taxi card scheme to go to hospital I would not be able to
attend appointments
it would affect all of us
I would have to pay more because the taxi cab has higher fuel costs. Loss of freedom.
Would not be able use because of increase in costs.
As above- and really the Taxicard scheme should be treasured, being looked after by the driver
is part of the pleasure of the trip
L would not be able to meet my friends
Don't Know
Less affected as I do more short journeys
I wont get to my centre
It would not be good.
Don't really know
Not being able to go to certain places
I would have to spend more money to pay for my trip
none at the moment
As Above
Its okay but there should be instruction to the taxi drivers because the price is always very high by the time they get to people. I mean the meter reading.
Again the cost of the journey would be prohibitive to me
The help from the council (the subsidy) helps towards cost effectiveness. Going to and from hospital would become more expensive for me, due to the amount of times I have to travel there per week.
In truth, all areas are important because the subsidy Lambeth gives to vulnerable people is very encouraging and being appreciated. Despite the cuts, we wish Lambeth can manage to help by not increasing the subsidy too much, that will not get people to go about or carry on with their day to day life.
My budget on transportation
With that I am paying now it is OK by me but they can increase a bit.
would affects me very much because the focus will be much more than what the taxi charges now.
Every single area
Same as above, I'd use more of my DLA amount toward this.
it would make our visits to doctors and hospitals difficult.
If this impacts on the passengers' fares, it would mean that the scheme does not remain affordable
I do not understand this question. Sorry
On long distant visits to family would make a big difference. Would need to find an alternative.
As mention in the other questions.
A lot - all areas
I am supporting Lambeth reduced the subsidy it pays to the taxi company. I love my borough Lambeth.
No social life. Most or all the time just on cost or double swipe, so to pay extra on charges than having to pay more for reduced subsidy would impact on my social life.
I will be or may be housebound a little.
Every area.
I am willing to pay a little more to reduce the cost of Lambeth Payment for each trip
I would not have enough money for my upkeep.
As 10 above.
Cutting out trips at weekends
It would be up to the taxi company to decide what necessary actions it would have to take.
I do not understand what effect on me reducing the subsidy would have.
My health and economic well being will be greatly affected as I may not be able to pay the full fares.
Same as No 10
It would use up to much of my benefit. I am a joint tenant in a flat with my carer, my sister. I do have to pay half the bills so reducing the subsidy would be a problem for me. I also have to pay for some repairs.
Wouldn't affect me
My health and economic well being will be greatly affected as I may not be able to pay the full fares.
attending visits to hospital clinics
My financial position would not allow me to spend more money towards the taxicard. I will be bound to use buses, but it is not easy to get on and get off.
I wouldn't use it anymore if they do this
Would be concerned if this affected the standard of the service.
Not Sure
so long as its not too much such as me having to pay £8.00 would affect me greatly on visits.
because is expensive
too expensive
Not many

If Lambeth reduced the subsidy it pays to the taxi company, I would be less likely to use my taxi card and my social life would suffer greatly.

I would not be able to access hospital appointments

I don’t know what impact this would have

It would affect the benefits of the service. Further costs would be passed on to service user

as above

I would be very disappointed

Same

most of my life

No idea

Taxicabs/ComCabs would be harder to book and less available as it would not be viable for the taxi drivers.

Longer journeys would cost more and because of heavy traffic, even shorter ones.

It would be easier to get about more easier

Same as question 9.

All of the above. I have chemotherapy for Leukaemia which is not going to get better and will be relying more and more on the taxi card service which will help to improve my life.

Affects most of the area I would need to spend money on.

Same as above have to rethink my expenses and economise.

I will be less able to see some members of my family

None

Getting to the shops. Getting to railway stations if I need to catch a train

I only use the taxicard when I really need to. I would be impacted financially on those occasions.

it will make life a little harder as buses are difficult to get on and off and some days I just cannot.

Affordability

All in all general will be limiting a lot of my independent quality of life as a disabled pensioner

Financially

It would affect me a lot.

I do not know

It would affect me a lot

Hospital appointments visiting friends / family going to and from shops

Not sure

I am not sure what this entails.

I would have to make allowances for the extra cost.

Makes it useless. £2.50 contributions would be ok

all of it.

A struggle

As before

In all areas

social life

Same as before.

None

Again the more money I pay out of my pension the less money I have for shopping and bills.

hospital appointments

financial

Over all hospital visits and social.

Going to hospital becomes very expensive.

None

I don’t know.

it may be hard to get a cab because some drivers may opt out of the scheme.

All the areas of my life would be affected.

Not sure

socialising.

If they reduce the subsidy I would not be able to go in the hospital or GP in £1.50 every time I have to use more money to go and return.

The same comments above apply to this question.

As (9) and (10) above. I am sorry but I am already struggling, so any cuts will only make things worse for me personally.

My College

just financially

Financially it will be hard, so I will have to give up something or cut down on food or household things to be able to afford to pay the taxi or to stopped the course I am doing.
higher cost to myself
Again, it would affect my independence. I would not be able to go shopping the GP etc.
I refer back to my confusion re-additional paragraph to a previous question. I am still not clear about how Lambeth's cost are arrived at.

My finance
Finance
The service user would not be able to attend his wheelchair service (cycling), as well as seeing his family on a regular basis, due to cost.
Not a lot
It would mean short trips only or less trips per year.
I would have to pay more or only take short journeys so I would be affected adversely.
My concern would be if Lambeth's subsidy was reduced, for hospital and rehabilitation centre visits.

Just the amount I spend on Leisure activities
It will affect me which means I have to pay more money towards my trip which will be very difficult and to be less food shopping.
I have a good relationship with my taxi company and I would not like to see them out of this scheme because their money is cut.

As above.
If the subsidy was reduced, obviously the taxi company would charge more but still be value for money.
I would have to pay more and already I find it hard to find £1.50.
As previous question
it means I have to pay more it will affect my finances I will have less to spend on some other basic necessities of life
No idea - I don't understand this.
Com Cabs say that a journey of one mile costs up to £8.20
Newham gives 500 trips per year in a scheme with two levels of service
If I use my Taxicard for a black cab to take me the short journey to my GP, I pay £3 return; if I use a minicab it's £5 each way
At the point of collection, how much is the cab meant to have on the clock? Is there a standard amount?
When the cab comes to pick me up there is £3 on the clock already.
I'm not in agreement for the tariff to increase. I think they should only pay out what they do on the meter – the council would save.
If for a £9.30 trip – e.g. £3.40 on the meter, 1 double swipe will come to £5. That's £9.30 providing they keep the double swipe.
The issues with Computacabs, they say people are using it more and more. They're taking more money than they should. With double-swiping you don't get the full journey with the second swipe.
My sister completely relies on taxicabs – what they do is illegal.
At the point of collection, how much is the cab meant to have on the clock? Is there a standard amount?
When the cab comes to pick me up there is £3 on the clock already.
I'm trying to understand it, I'm not sure what'll be the best option. Daytime trips would affect me more.
If we pay £2.50 they shouldn't be reducing the length of journey.
My journey to Euston used to cost £8-£9 now it costs £16 why is that? They are abusing the system. I want to make a similar point – I hardly use the scheme but when I get a cab from Stockwell Green they charge me £32 and then £6 for the same journey.

They send cabs to the wrong address and then they take one trip off.

Question 12 b
1. Please, if you’re going to cut our lifelines don’t then try to hide your wolviousness by offering us other means of help. If you take away our means to travel to places how the hell can you help us? What useful thing can you give me that will transport me to my aunt’s side? If you’re going to screw us forget with the pleasantries and just get on with your nasty work.
2. None
3. No
4. No thank you.
5. I would like the council to make greater savings elsewhere and not always hit the vulnerable
6. Not that I can think of.
7. Would like to have less trips with more choice how and when to used.
8. No
9. a taxicard scheme that allows double swiping
10. We already have Dial a Ride and we can share ordinary cabs with neighbours and friends
11. Provision of a tailor made transport appropriate to my families needs and my mothers mental and physical condition
12. not sure
13. Personal: I would prefer to sign post info as I am blind in audio tape format version and to an agency similarly to com cabs and offer support and assist for service users like my self transport what’s accessible. I would need help and support to refer me straight away to access transport.
14. no
15. More availability of taxis from SW8 to other London areas. Usually very little difficulty in getting a taxi for the return journey.
16. test
17. Clear communication re: exactly how the scheme was to work - whatever it was.
18. The charge per miles.
19. I would like a chair with wheels to get around. I am using my dinner chair and drag it around.
20. Get rid of the scrounger.
21. Since it’s impossible now to travel on public transport - any information regarding meetings, maybe a special bus/coach etc would help me to make informed choices.
22. The taxi card which I’ve only just received has been really appreciated and has already made a difference to me. I’m able to get out of the house after many years of being socially isolated. My hopes are that Lambeth will continue this much needed scheme.
23. If I am eligible for the freedom pass and how to apply.
24. I don’t know.
25. I am disabled and many illness. I always use to car and use my taxi card.
26. Any other relevant information that relates to the transportation for people in my class.
27. Not to make any changes.
28. Black cabs, I need the handles.
29. I am unable to use other forms of transport.
30. Don’t know.
31. No.
32. Phone
33. I suffer from travel sickness and therefore cannot go far in other forms of transport which stop and start and go round collecting other passengers.
34. I don’t know.
35. Since losing my balance in June 04 I have not managed to use public transport. In June 2010 I went out with 2 litres of oxygen - I understand I cannot even if I could travel by bus with this.
36. I’m not sure how I’m going to manage without more help with the cost.
37. Taxi/car sharing e.g. for trips to the library. Mobility scooter.
38. None that I can think of the moment.
39. Any other means of transport
40. Well publicised information about travel options.
41. Have explored above options not all have been helpful. Have freedom pass. Sometimes mobility is compromised due to illness.
42. I cannot travel by other means. I have to be with another person.
43. Extension of BB scheme to Westminster or increase in their No of BB parking places. also Kensington and Chelsea.
More blue badge areas in other borough's so that this could offset people using the taxicard. I don't know of any. I have tried 'Dial-a-ride' but found them very unreliable. Often after standing by for three days I still could not get a booking. This is not practical.

More money - not always possible to use bus due to health issues.

Anything to help me get out every now and then.

Television advert.

Yes taxi help me go around my destination and support

Blue badge.

You tell me.

No, the taxicard service is unique and irreplaceable, thank you.

Blue badge for son in law car

I am 3 years old and always travel with my mum/carer and often with my 5 year old brother who also has health issues. I frequently travel with luggage and pump feeds. Info on other travel options that accommodate this. I am in a wheelchair at all times.

I would not be able to attend hospital without the taxi card scheme.

Dial a ride still Lambeth and still subsidised work out no better than taxi card.

Having a telephone number for cab firms. Info about free or subsidised parking if someone has to pick me up in their car.

None

Do not adjust my current taxi service!

I've got a freedom pass that I will use.

Any form of travel that accepts wheel chairs

Coupons and vouchers

Only the taxi card

The taxicard system which is of great value. Thank you

Just more info across all areas.

The names of good minicabs who would have a good standard of safety and competitive prices and not take advantage of us elderly people.

Help in understanding how much a trip would cost before setting out.

Do not like public transport because I had my leg trapped in a bus door. Trains was followed by hoodies.

Only double swipe taxicard can help me.

the only rational help you can give to any one like me is to reduce the trips a year to 104. Then one should cut his coat according to his size, and economise like the nation.

I do not know of any.

That buses should lower their entrance step so I could lift my walker and not always need help.

To get control to get address correct as time of booking and to make sure the drivers are have road knowledge. Would help save time plus Lambeth's money.

Physiotherapy in my own home, visits from a district nurse for monitor healthcare.

Getting more trips would greatly enhance my life

I don't know what help will be available for me which may be beneficial.

I am 92 years old and disabled. I cannot travel by bus or train

No

Do not know.

All other help will do

Help with transport to go swimming and to return home. Thanks. Help with disabled bathroom in my flat.

Explain more information on double swiping and send me a list of price changes for travel mileage.

Not at this time.

At present you are providing the help I need. I am so very grateful to you for the service you give the elderly and disabled. Walking is my problem, I cannot walk far, I'm very slow too.
Issue Freedom Pass to even children above 3 years old, they are human beings (their carers matter as well)

I would like to know if there is any changes.

As I can’t use transport, the Freedom pass would be no good. I am 75 with MS so try and keep taxicard going PLEASE

A card to enable me to get on the bus via the disabled persons’ ramp

Keeping me informed of changes

Dial a ride

I have in the past used hospital transportation and each time it was dreadful the waiting time was awful. I was taken around south London by a driver who could not find the road and the house he needed too drop off the patient in Forest Hill the bus was full and it was cold and a very long journey

N/A

Just keep the scheme as it is

No mobility is my biggest problem and expense.

Transport to take me shopping and back please

Any other ways by which travelling could be easier for me and more cost effective

no

To ride in a mini cab as opposed to a black cab where the meter is ticking so fast which almost give me an anxiety condition.

I would be grateful if you could send a social worker to assess me because I am gong down hill with my back, my hands, and my feet. I could do with much more help.

We don’t know

I have a guide dog. I prefer to travel in a London taxi because there is more space for the dog. Also, many cab drivers are difficult about taking the dog in their cars. This makes travelling by minicab both awkward and stressful. I really value the Taxicard scheme. I believe it offers equitable service to disabled people. I am a tax payer, I do not claim benefits and I feel this is an essential service for health and well-being for disabled residents in Lambeth. The Taxicard service is about independent living.

Please could you let me know which underground stations have lifts or ramps, as I have no low or side vision and unable to use down escalators. Thanks

The taxicard is the only option for my son. He won't get off buses - won't go on a Tube, get motion sickness on trains. this is my only way or getting him out. We don't abuse it. We only ever use taxicard if family or friends cannot take us. I don't know what I would have done without it. When my son was taken ill I used it to get to emergency doctors then to pick up his prescriptions.

My problem is I suffer from fear and anxiety etc so I don’t know.

Are there still volunteer drivers who take people to hospital appointments? If so they could be brought in to help!

The help from Capital Call could be used to pay taxicard scheme for each person - £200.00 will be a great help to pay for trips by taxicard

I am a wheelchair user, so I can not travel with freedom pass.

The help of my family members to take me by the taxicard service to visit my elderly sister and to join in family and social functions is most helpful.

No

Re routing ‘hospital buses’ via Streatham Vale (e.g. G1, 159)

I explained

The biggest help would be if the taxicard service remained unchanged.

If the changes were just for price increase then that’s all I would need except maybe the time allowed to use

Powered wheelchair accessible transport.

I try to stay independent

Well all of the above certainly will not give the freedom I get from the taxicard scheme. I have a free bus pass but cannot always use it due to medical reasons.

Defend important services, give elderly people the quality of life they deserve and have paid for through a lifetime of taxation. I find the questions on this form loaded and no real opportunity to tick boxes which oppose this action. This should be available to us or the consultation process is not obtaining the full range of views.

Any helpful information will be greatly received. thanks
We could do multiple pick ups. Some people doing same journey i.e. Brixton/ Wandsworth maybe large groups to supermarkets. Tooting

No

Although I am quite seriously mobility impaired, I still do not qualify for ambulance transport and dial-a-ride do not cover hospitals. They will do other medical appointments if they have availability, which they usually don't have.

At the moment I sometimes use dial-a-ride but they are unreliable to book a trip in advance it must be done after 12 noon. Remember its advance booking and sometimes they haven't got a slot for me for three weeks. I haven't been able to go to church, request on Monday for Sunday and they can't help me. So I use taxicard to go out but to return although its book days ahead for homebound journey. I waited 1½ hours by this time the building was closing I then have to be on the street waiting for the taxi in my wheelchair.

Information, clearly and simply expressed before changes come into effect

I don't speak much English so find it difficult to explain what I need or what the other person is saying.

My daughter is completely immobile. There is so much equipment to carry everywhere with her. Travel by taxi is the safest, cleanest, quickest and most convenient way to transport her. I had a very bad experience a few years ago with the hospital transportation and I will never use it again.

Getting from SW8 to other parts of London

Freedom Pass – if I get better and can use public transport

Buses aren't safe for wheelchair users

The Com Cabs call centre is in Scotland; they often don't give information to the drivers

As a blind person, I need assistance from my door to the cab; I tell the call centre but the information is not always given to the driver

What is the point of Dial a Ride? The only reason why I want a taxicard is for longer trips. I see Dial a Ride as being for the shorter trips.

You pay more for Dial a Ride?

I need to think about it.

Yes, I would like information about the Freedom Pass and other types of transport.

Information, yes and before implementing any changes we want six weeks notice.

The Taxicard makes people independent, so if the council cuts it, in the future they can’t do those things. I would need to get more hours with my carer to help me with shopping etc. You need to tell people how it’s going to affect them.

Yes, some information.

Clarity on the costs of journeys.

Give examples, such as you used to pay £3 now you’ll pay something else.

I want it on record, these need to go to the council. That there be a membership fee paid annually by the (Taxicard) users. Say £5 per year – with 2,900 users that would be good.

There’s been lots of comments about abuse of the system.

What is the point of Dial a Ride? The only reason why I want a taxicard is for longer trips. I see Dial a Ride as being for the shorter trips.

Do you pay more for DaR? This is totally subsidised by TfL and not the council.

Why don’t DaR service users pay for their service? It would be easier if you referred to this in mileage.

Question 14

I'd agree to paying more to keep the service, mostly for others in more need of the card than myself. But as for me, I'd be happy to pay more for the service to stay.

I would just like to thank you for listening.

To ensure all taxi's have disabled access

I feel the taxicard is a god-send for me. I only use it in emergencies and during bad weather

The service seems to work pretty well.

When I ring to book a taxi (com cab) it is a constant fight to get a low step taxi as I have a fused knee and cannot get in and out of cars easily so taxis have more space for me and are more comfortable. I seem to be sent a normal car (mini cab) which do not cater to my needs which the council are fully aware of and should have evidence on file. Taxicard customers should just be allocated a Taxi and not just a normal car and cater to everyone's individual needs.

The service is excellent but does need looking at from a budget saving point of view.

My family and I struggle to support my mother with the condition that she has, without the use of an appropriate taxi card that provides the provision of my journeys and or the facility to double swipe she
will become trapped in her own home becoming very depressed (it is hard enough to watch her depression increase as she realises that she is slipping further into dementia and losing her grip on her faculties) in the process and in turn making life very difficult for her children and carer.

15 Please don't stop this service. Thank you

17 Many taxicard users would be willing to pay an increase in charges for a service which is a must for disabled especially wheelchair users and willing to accept reduction in trips per month if it help to keep this essential service. Please, please, think how you would feel having to rely on someone else's convenience for lifts etc.

18 Since double swiping ended, I have had to use mini cabs as although expensive black cabs cost too much if you cannot double swipe on longer journeys. I mostly use my taxicard for these longer journeys and could hardly make use of it all when the double swiping ended. I use specialist services which can be few and not locally based and would rather have the option to decide for myself how to use the number of rides but longer trips to places I really need to get to. I would rather pay a bit more on each swipe, than not be able to double swipe at all. Why should we be restricted to such a local area when the things / people we need might be non-local? I got very isolated when Lambeth slashed the taxi card earlier this year, and would hate for it to go back to that again. There was almost no point in having the card at all.

19 Since I heard about the council (Lambeth) funding reduce last year - 2010 in the budget. It has worried me greatly. I even contacted my M.P Tessa Jowell regarding this matter - the taxi card in Lambeth, that I am a disabled resident of. I am fully aware that the council Lambeth have to make a number or reduce of services. However, this partial service 'taxicard' really is greatly worry for me, without or withdrawn service it will cause a huge effect on my general independence as a blind person to mobility around. As I unable to use public transport without someone accompany. What I like about the taxicard service it allow me to create my individual independence and do the social things that non disabled people take for granted in life. I trust the Sirs and representative of Lambeth is to hear the voices and question applicants regard the taxicard service before making a final conclusion on July 11 the fate of service users of the taxicard scheme. Thank you.

20 I can't walk anywhere so I do rely on taxicards. Having to use buses all the time would increase the danger to me and my osteoporosis. It causes me to get neck spasms. Maybe U could allow no more than one double swipe per month. I am very mindful if I double swipe that two full rides are used otherwise it is not fair to the council. I would rather pay a bit more than lose my rides even if it means no double swiping. What will the taxi meter limit on arrival be if you reduce it to £8.30?? If all disabled people had to use buses you would have to wait for 3 or 4 buses because you can't get on for the buggies anyway.

21 The scheme is important and vital for the old sick people like me, I suffer from cancer, high blood pressure, osteoporosis, rheumatoid arthritis so the taxi card is my life line.

22 I am nearly 80 years old and disabled need to do normal things other fit people can. Don't want to lose contact with family who don't live close.

23 Firstly, I think the taxicard scheme is excellent. Being unable to walk without assistance I find it invaluable. My only moan is it is impossible to use it from my house (near the Oval in SW5) to other parts of London. My home is never available and sometimes on leaving the national theatre, it is impossible to get one back home to SW8. Otherwise I find it marvellous.

25 Please, Please, Please do not get rid of double swipe as the taxicard would be useless to me. I only make long journeys with it. Though these are not often, they have improved my quality of life immensely and have reduced my social isolation. Going to the mosque enables me to meet my friends from 'back home' and my community. I don't mind paying a little bit more but please don't take away double swipe. Thank you.

26 I would just like to keep the taxi cabs going for my health it is so very important to me in my life, as my health is very bad and all that comes with it. I rely on the Taxicabs for most of what or where I need to go and to get me home on my really bad times when my illness becomes bad and hard to deal with, when I am out and about as my illness strikes and attacks me at any given time it wants, I have no control over it and need to get home quickly.

27 Reduce trips for people like myself who have cars and the blue badge - not to take this service away as it is invaluable to me at times. This would allow you to allocate trips to people who do not have cars and rely on this service. Maybe charge more for leisure trips - to keep the charge down for people who require this service to get to work. Once a member has no car - the trips could go up.

28 I am limited because of pain, and I have found the taxi has been good for. The service has been very good. Security is good as on crutches I am not able to manage very well. The cost well I'd prefer to pay a little more and know that a good portion of the use of my taxi cab remains.

29 test

35 I have been very grateful for the taxi card service which I only use on some occasions and hope to be able to continue from it on those occasions. Thos form seems too long and too repetitive.
37 I suspect that the second sample is almost always for a shorter duration than the first and therefore if it was say 3 times the price of the first (£4 instead of £1.50) then the passengers would be able to judge whether it was worth a second swipe depending on how near they were to their destination. I am not typical of the majority of your members because I have a car and a blue badge and only need the taxicard when I go to places where I cannot park (e.g. Westminster). This is why I double swipe so often. However now that I know what the double swipe costs you I will only use it when the distance to my destination, after the first swipe, justifies it. Most of the people I know who have a taxicard use it for short and return journeys (say. to and from the hairdresser). They need more "trips" than I do. For many of my trips I do not book a return because my friend sees one home in a standard taxi.

41 Because of my disability I need the taxi service to get me to the hospital or doctor’s appointment on time. Also when I need to do my shopping.

49 I have made reference to the document relating to the fact Lambeth still pays the full subsidy. This was not made clear. Also several questions have arisen relating to the ‘waiting-time’ money displayed on the meter when the cab arrives. Further to this money appears to accrue even though the cab does not have to wait. Lastly, there has been continuous discrepancies with cab drivers not being fully informed as to how much to charge customers. For example a trip from Paddington Station to Kings College hospital cost only £3.50. The card was double-swiped. However despite the extra cost of the journey the amount paid was still only £3.50. It’s vital that cab drivers are fully up to speed on the correct tariffs and when they apply. Often different cabs charge different rates, meaning there is no consistency. They arrive displaying an amount even though they have not been waiting. I hope this will also be looked into as part of the process in order to address the service provided to us, the consumer. The questions I pose - do cabs charge for turning up at your door?? Shouldn’t the clock start once you enter? Thank you for this opportunity.

50 You are providing a very good and much needed service. Please try hard to continue providing it.

51 I fully understand the difficult decisions faced by the council but I would urge you to have consideration for a number of us disabled residents. (This is David Cameron’s fault I am happy to support the council to lobby for additional fundings). I hope that you will keep the costs/ changes to a minimum.

52 Taxicard scheme is an excellent scheme and high quality of life to a person like me with blindness and disability. Cutting down on number of trips to a reasonable level is not a bad idea.

54 My comments are as under: (1) Backache (2) Blood pressure (3) Cholesterol (4) Kidney (5) Heart (6) Foot pain (7) disable So I require to use taxi.

55 Thank you very much to asking us for give our comments and open a chance to tell our proposals like - Put the map in front of taxi card or at the back we can possible travelling with cost of trip instead of asking the driver for each trip costing and will be very easy for people.

59 I have never seen a black cab that takes a person in a wheelchair where they have an attendant to push it.

60 Past experience has shown that the present system works.

63 Maintain the service as it currently stands or even increase the number of trips.

66 Black cabs with grab handles and low steps. I can’t access smaller cabs. Accuracy of booking. The drivers are usually very helpful. I cannot drive (medical reasons). I have difficulty standing up. All aspects of the scheme are helpful.

69 Some minicab drivers do not provide a competent service for people with disability e.g. asking a blind person to direct them to Waterloo, dropping off in safe locations. Minicabs companies should only send drivers who can understand and meet the needs of people with disabilities. No problem with black cabs.

70 The taxi card scheme allows me to have some form of social life. Without the scheme I would be unable to go out much. Public transport is not accessible to me and many other disabled people.

73 I have noticed that before starting a journey a certain amount e.g. £4-5 is already on the clock thus necessitating a double-swipe later. (Is the certain amount at the start of the journey allowed?)

74 I cannot use public transport. I can only rely on family but they work so I cannot rely on them all the time. I have my independence with the taxi card. I use it at least twice a week.

79 I use the taxicard service because of my blindness.

83 A taxicard is very important for disabled people. The current scheme is fantastic and I thank you so much for this service. I do hope the changes won’t be a great different so that I still can enjoy going more places like other disabled people in Lambeth.

84 Since double swiping ended, I have had to use mini cabs, as although expensive, black cabs cost too much if you cannot double swipe on a journey. I mostly use taxicard for these longer journeys, and could hardly make use of it all when the double swiping ended. I use specialist services which can be few and not locally based. I would rather have the option to decide for myself how to get the number of rides I have e.g. fewer rides but longer trips to places I really need to get to. I would rather pay a bit
more on each swipe, than not be able to double swipe at all. Why should we be restricted to such a local area? When the things / people we need might be non-local? I get very isolated when Lambeth slashed the taxicard earlier this year, and would hate for it to go back to that again. There was almost no point in having the card at all. 

86 It is a valuable service and would not like it to change, only if my trips were to increase. 

89 I think it is important to keep double swiping above all else, even if my contribution increases or my trip allocation decreases. 

91 I am grateful for my card. I really can’t offer any comments. 

92 Sometimes the cab does not turn up they need to call to say they are not coming. 

97 Elderly people have a limited amount of time left of our lives. To have our quality of life diminished would be a heavy penalty on people whose pensions from employers have had no increase, whose savings have had no interest for several years and who have already been penalised for a deficit which their generation have not contributed to by borrowing and who have paid taxes all our lives to support following generations. I feel very strongly that we should be left the little support we have by the use of taxicard which makes the difference between being able to go out or being permanently confined to home. For many disabled people taxicard makes the difference between getting to work or not. This is in essence and essential service.

100 The taxicard service is excellent and makes a significant difference to my life. Getting into what I term "double-swipe territory" (Such as central London or Greenwich) is too prolonged and tiring when done by bus (which I can't access without help anyway). I realise budget restrictions are going to affect the taxicard service and just hope that changes are not too severe. So double swipe is very important to me, though during a whole year I would probably only do one such trip a month. It's also important to retain the "rolling over" of unused trips to the following months.

102 there was a period of time when I wasn't using the taxi card. This was because of the scheme continuiningly letting me down on several occasions and constantly coming late. But in saying that, I'm not saying that I'm not saying I don't need the scheme because I have found my way around that problem now. By taking a taxi when I am more likely to get one on rainy days I can never get a cab either. My contacts and meetings are deadline based so it is very important to me to be on time. So to get around the whole problem now what I do is catch a cab during the day very early in the morning or late at night, that's the only way it can work for me. I've started to do this because I do appreciate this scheme and have come to realise how much it costs to keep the scheme going. But one complaint I do have, and I am very troubled and saddened by this. The black taxi cabs are always cheating me and constantly over charging me. Nobody seems to be able to help me with this issue. They constantly charge me as if I didn't have a taxi card at all. And if I ask them for a receipt they just give me a hand written receipt and not a computer generated receipt from the taxi. And so this is why I stopped using the scheme for a while and had to make other arrangements. But now I realise how much it's costing I have started to use it more frequently again because I do really need it. So I just want to let you know that it is so unfair how or why this sort of thing is allowed to continue. Especially as I carry around a scheme for a while and had to make other arrangements. But now I realise how much it's costing I just hope that changes are not too severe.

106 I find the service at the moment very good, but we do need more cabs to join the taxi cab service. One has to stand quite a long time in the street waiting for a cam cab. 

110 I would be very disappointed if this service were to be removed. 

113 I have not yet used my card much but I can see that it is very important to my future travel. 

119 Ensure taxis are on time. 

125 I really struggle with the unreliability aspect as I am always late for appointments as they cannot guarantee a time - one child ADHD and another one who is immune suppressed I cannot hang around with them too long. 

126 I am extremely grateful for this service. I think it's amazing to give such help. I would not get out at night without it. My only criticism is that, if you have an appointment, the time of arrival of the taxis is uncertain. Can be ½ hour early or ½ late - or not turn up at all - due to over demand: but I'm sure this can't be helped! I suggest you reduce the number of trips allowed. 

130 I have not found it easy to answer questions. You see I do not use taxi as often as I would like. I find when booking they do not come on time. Also I have in the past found taxi takes the long way round. These things have put me off using. I would love to do longer journey, double swipe. Most of all when book for a tax, at the same time book for coming back knowing taxi will arrive on time coming and going. It's been some time since I used taxi. I do use dial a ride but only do five mins. I do use capital cars but they do not cover enough journeys in a year for the money they grant. Yes I would love to use taxi for longer journeys if more sure of coming when booking. Taxi cabs are needed. 

134 Regular minicab drivers refuse to park outside the house (although black cabs do). No restrictions which makes the walk 100-200 metres along the road around the corner cross the road. This happens also in bad weather. It would be nice if they could match the service provided by the majority of their colleagues and black cab drivers.
136 Negotiate low prices with service providers. Stop run in allowance on each trip for cab drivers. Because when you get into the cab, meter usually has more than 4+. Meter should be zero. Get service providers to phone customers when cab on route to reduce fare cost. Set fare per distance travelled not metered fares. Stop cab drivers abusing the system.

140 I am pleased with the service and am very thankful.

145 Introduce a scheme whereby disable people can call on the assistance of an able-bodies neighbour or friend for help. Introduce a 'buddy' system where person who is reliable can assist in times of emergency instead of always relying on the emergency services which are overstretched.

147 Make the scheme fair. Do not try to change all aspects of the costings as you are doing. Perhaps you could have a two-tiered scheme - those that have 50 trips a year only pay the nominal cost of 31.50 and no double-swiping. Those that had 50-75 pay £2.00 and those that had £75.00 upwards pay £2.50. Also, if a person drops below a certain number in the year take away their taxi card. Also take away taxicards that are being abused and used by other family members.

153 Taxi drivers to be more honest, going to Illingston Hospital has been between £17.00 - £30.00? When you get into taxis before you have started your journey the fare can be £6.50. I find that as I'm slow and I need help to get a wheelchair, the help is not forthcoming. When you start journey they do not tell you fare.

155 Why don't you let us use Cabcall for hospital visits? I know we can use Com.cabs but their meters keep running for every red light or other hold ups and most hospital journeys are long ones.

159 I think that the benefits of the service are very important to people who have difficulty walking or getting on buses or trains etc, but I feel that extra passengers could be charged a minimal amount towards the cost of the taxi, with the exception of carers or users who have to be accompanied on their journey.

161 I would like to of any other services I can use because I only aware of Taxi and my older people Freedom pass. I have been trying to get in touch with Dial a ride and other information that my be of good to me as I am 75 years and in bad health e.g. heart, arthritis.

163 I think that the benefits of the service are very important to people who have difficulty walking or getting on buses or trains etc, but I feel that extra passengers could be charged a minimal amount towards the cost of the taxi, with the exception of carers or users who have to be accompanied on their journey.

164 Please inform the government charity begins at home, also stop wasting millions, yes millions of pounds, handing it to several countries who laugh at us and of course never say thank you - why should they? But grab all the money our government gives them for nothing. Answer that for me, thankyou?

166 Taxi take long time to come

168 I feel very safe, they are very helpful and I love the freedom. I have had two strokes and couldn't cope without it.

175 The taxi card scheme change my life complete because I am more safe, confident to go out and be in more contact with the family and the community.

180 Do not deprive the people that actually need this services or I will not have anyway of getting around.

181 Your drivers are always very nice and polite and put you at ease and are very helpful.

185 If a disabled persons freedom pass is still only about travel on buses we are OK but if this would entitle mum to greater benefits re taxis please can you advise. We sometimes do not apply for things mum is entitled to due to ignorance on the carers part!

186 Computer cabs are paid a very large sum to run the taxicard scheme 24 hours a day- 7 days a week- a lot of suburban (yellow badge) drivers have been placed on weekend only for taxicard computer cab charge the London boroughs the full card swipe fare for all journeys. Some dishonest drivers (very few) make use of the card numbers without the user being in the cab. If I use double swipe and the second swipe goes to £4.00, I pay £1.50. Computer cab pay the driver £2.50 and the charge Lambeth council £10.30. The driver then pays computer cab £1 for taking the taxicard.

188 It has always been very confusing how the fares were calculated, e.g. my journey to hospital in a minicab took one swipe and £1.50. The journey home in a black cab too two swipes and £3.00. A journey to Sutton was two swipes £3.00 in a minicab but in a black cab it came to two swipes £3.00 plus £8.50. It is unsettling not knowing before you start the journey how much it will cost you. Apart from this small criticism I have nothing but praise for the service.

191 Sometimes when I use the taxi service the driver charges more than they should. Sometimes a lot more for the same journey

195 I am grateful for the taxi card when I am able to use it. Sometimes it's difficult to get a taxi early morning for hospital appointments but I've found when I do use the taxi card every one is so helpful. So I thank everyone involved for this help. Sorry I am not able to come to any meetings you hold as I don't get out very much but do appreciate your help and concern. Thank you

196 I have Dementia and can not travel alone. This makes most other public travel options unsuitable. I can not use dial a ride unless relative/friend travel with me I have not been able to use it.
I feel the taxi service is very useful to older people. The drivers are very helpful and polite. As I have only started using this service I am satisfied so far. Giving more notice of difficulties in providing the service booked. I have been let down at last minute so not suitable to book for hospital or train journeys. The black cabs are usually more expensive than private firms. Pleased with the few journeys made since using. Beginning to need more often. Drivers polite and mostly on time. Good service A quick service. A cab to come right on time because I can't stand long and give me a call when they are there. Keep it going Council pays a full subsidy to the taxi company of two trips when using double swipe. Even is the double swipe was used say "for a pound or two" over the amount allowed for one trip. Perhaps this could be reviewed especially as most taxis (the black ones) arrive with 4 to 6 pounds already on the meter. This leaves little choice but to use a double swipe even for short trips. I only ever travel a maximum of 3.5 miles. What you're saying is the taxi company receives £23.60 for a 3.5 mile trip. £20.60 from you and currently £3 from me. That is absolutely outrageous and I did not realise!!! What if an eligible person was able to use a black taxi off the street or from a local cab firm, pay the fare as a normal person would (say £10 for that same trip), get a receipt and claim that money back from you direct. You would be saving thousands. Obviously this would not be suitable for everybody especially if they have physical disabilities and safeguards would have to be implemented so that the system was not abused in any way - or- use local cab firms only (They never double swipe and only ever charge £1.50).

I think the service is fantastic I think the mini cab drivers you use should undergo the same training as the Com cab drivers. Some have no understanding of disability - some never know the places you want to do and you have to give them directions. Some of the cabs are very hard to get into, especially people carriers. I think the double swipe should be kept because if it's not been quite often it actually saves the council money compared with people who use the taxi card more often in a week. None. It would help to improve the service if we were allowed to have more taxis. I am grateful for all you do. It seems that we are losing all the good things these days in life because of money. Is the world coming to a close? Where is all the money gone?

I have not found the taxicard scheme useful in many respects since I became eligible to use it. Several times early on, cabs did not come when they'd been ordered so I couldn't rely on the service to get to appointments. Similarly I was told several times by taxicard drivers that I couldn't use my card in their taxis (stopped on demand) because their machines weren't working! The capital call card has been 100% successful for me, however.

I only use your help once or twice a year now. I can only walk short distances but have worked out ways of using buses to get to most places. The taxicard service is unique and irreplaceable. I don't have to use it much and I do not have cause to complain about it - extortionate 'Run-ins' already on meter, driver taking long route, driver driving ridiculously slowly to increase fair. But it has got me out of some very sticky situations and I am really very grateful for that. Please let me keep my double swipe facility and do something about the 'run-ins'. Could you offer any flexibility to those that wanted to double swipe could have fewer trips and those who wanted full trip allocation did not have facility to double-swipe? In fact I would like to triple-swipe, such is the way I use my card. Maybe just put an annual monetary value on the service, just like capital call?

Taxis are a vital service to the elderly and should be prioritises. savings can be made on other things some taxi drivers are not honest and charge more than they should. I would be grateful if the service is not cut as it is very important for my well-being. It has been a god send to take me to my exercise class at Morley college. Personally I get 12 swipes a year which I get through before my hospital appointments are even finished. I would like to apply for more trips and my doctor would support this I would appreciate you replying me to be thing me know if I would be worth while. I have learning disability and I suffer from mega colas hence affected my mobility and I suffer from arthritis which makes it difficult for me to stand for a longer period of time and can not either walk long distance and I will appreciate it if the service could register my name as a wheelchair user to always have access present I feel that the current system works well and generally meets my needs. I feel very sad that a system that is working well needs to be changed. Travelling across London as a severely disabled
child with epilepsy that is not controlled, multiple health problems, pump feeds etc is not always possible or safe on public transport. This system gave me freedom and by cutting back all that will happen is that my freedom and choice with regards to travel will be taken away again. I feel that the people changing this scheme should seriously consider trips out with disabled people so that they can see how difficult travelling about really is. If changes need to be made people need appropriate warning. What happened at the end of last year was outrageous and unacceptable. At the moment the only negative thing is why can you not swipe several times in a go? Surely if you are allocate “x” journeys a year it is your problem and up to you if you wish to use them all in one go. Why just because you are disabled is it only possible to be helped to travel for a tiny bit of your journey. I find this discriminatory.

I think you should not reduce the subsidy that you pay the taxi company. It should stay the same and increase the fares because it is still a small amount. Cut the double swipe. And there should not be a limited amount you can travel per month you should be able to travel freely how many times you wish. And just pay that little.

I need this subsidised service as my mobility is so very compromised.

Use more local cab firms. For my journeys in the past they came from Wimbledon to pick me up in Crystal Palace, so no wonder they were a) never on time b) wanted £10.30 & £1.50 for coming empty.

Check out your contracts with the Cab Cos. These are what are causing financial overload.

1) Employ local drivers who are familiar with the area 2) Satnav in all taxis could help

The new hospital ambulances cars are very hard to get in and out of. So times it takes hours to pick up in the morning and on insulin I end up not getting food or drink in time. Your scheme is good but do some people need it like Mr X? I only have my pension. He is so rich that only the ones in true need have other options. Might be a big saving in the end.

I am very satisfied with the service that I receive. My main problem is I cannot walk unless I have somebody with me.

I value the taxicard scheme as it helps me to go out without the expense as normal taxi fare is too expensive so I would hardly go out.

Reduce number of trips, little more to pay £1.50, 2.00 - £2.50. Vouchers for special needs.

Thank you

I do my best at 80 years to keep active but sometimes I feel the age and having my card for security means a lot.

Check out your contracts with the Cab Cos. These are what are causing financial overload. Your problem would be easily solved by the private sector. Work on it.

I must first congratulate the Council officers who wrote the very clear introductory notes to this survey and who designed the survey. It is very comprehensive and easy to complete. The large font is a gift! I wish you well with your negotiations. I’m sure the Taxi Card scheme is marvellous for all of those, like me, who need it.

As you should realise I will need a taxi card more as the years go by as I’m in pain now when walking and it will get worse.

They are very good, helpful and friendly

A double swipe is most helpful to me. You are allocated a number of swipes and can only use them once. I believe how you use them should be your choice.

Double swiping and coming at the exact time as the user wanted.

Please keep the Taxicard to the same price and service as now. It is important part of my life to get about, otherwise it will increase bad health, depression and being imprisoned at home

Although I don’t use the taxicard a lot, the things I do use it for every week are very important to me mentally and physically. My husband works during the day and I can get out without him or someone else helping me. Independence is very important.
We should all understand the current economic situation. The ideal would be to come to a reasonable compromise by reducing the number of trips / slight increase we have to contribute but to allow double swipe as this would reduce the number of trips anyway.

This scheme has enabled me to get out see friends, family, go to dinner - increased the quality of life by 80%. Without it I would be isolated and alone - we have parking restrictions outside my home - which means no one visits me during the day! My elderly friends also use the taxicard to make visits to me.

To increase the fare slightly, as Taxicard helps one to go out in case of an emergency when alternative measures are not available. Personally I use Taxicard to get me to the nearest bus stop or railway station or to my bank in the high road.

Like me, many elderly and disabled people live alone. I believe that without the taxicard scheme we would suffer unnecessary financial hardship, stress of how to get about in emergencies.

I have only recently used my taxi card and each trip the drivers have been most helpful.

I think less journeys and even triple swiping would be very useful. I think we should be given a number of trips and able to use swipes at our own discretion.

I have no other means of transport except the taxicard - mini cab is too expensive - I have no friends with cars who can take me out. Depend on the taxicard. Will find life difficult if you increase the fares. Thank you for the present arrangement.

Use private hire cars not taxis - they have always been cheaper for longer journeys If the scheme is used only for occasional travel, the user should be granted some financial saving - use more than one double swipe - against those who use it frequently for short trips. There should be some advantage in use only for more vital trips against those who use it for cheap short trips

Services could be greatly improved - making sure drivers know where they are going. If a block of flats, to ring person to say they are there. Not have meter running before person gets into cab. I myself have had to use two swipes on very short journeys due to the fact the address they are given is not correct one, I’ve phoned many times to correct it but because the postcode and estate being refurbished it can no longer be accessed from X so drivers can not find correct address, so costs more money cannot something be done there.

I cannot think of anything else but I would just like to say how very helpful the taxi drivers are. I like to give them a tip, I feel they deserve it.

Please don’t hit us on three fronts i.e. reduce the number of trips allowed, then stop double swiping and increase the amount we have to pay. If this becomes the case then it defeats the object of providing this service as it will be unaffordable for most people specially to pensioners.

Taxi card is very important to me as it is the only regularly available form of transport accessible to me. The full costs of a round trip from my home in Lambeth to the Royal London hospital is around £50. I need to attend this hospital several times a month. Without taxi card and double swipes I cannot afford to attend my hospital appointments.

The fact that you can order a step to get on and off the cab is a great help to people with limited mobility.

The government should not be cutting money away from old, vulnerable, disabled users. This is one area which should be ringfenced as there are many, many people who will suffer greatly if rates are increased as a result.

I am quite happy with the present service, there is always politeness on the phone also from the drivers Thank you
407 I cannot think of any improvements!
419 No you do an excellent job already. In addition to 5A. No Not me, I don't double swipe but the driver does especially one particular driver. No I do not know his name or cab number.
423 I use the capital call more these days, Taxi's have let me down, I prebooked my call, being told taxis were not available.
426 This service is essential to me concerning my disability in walking.
427 In view of the high court ruling that says Birmingham City Council broke the law when they attempted to cut services for disabled people, and in fact were told disabled people should be receiving more favourable treatment by Birmingham City Council, Lambeth Council should reconsider any plans they have to reduce services to disabled users - precedent has now been set.
429 Grateful for what services we already have and in the present financial climate we do understand lots have to be made.
437 The taxicard is very important to me as it helps me to be independent
440 Use more mini cabs when picking up from home (i.e. based on distance, not time)
441 I am not sure. Since I've had a stroke I find it difficult to write and how to put my ideas on paper.
442 Sometimes when I travel from Brixton to Wood Green the driver going charges very much more than the driver bringing me home. Can you explain why this is.
443 I struggle to walk distances even to my nearest tube and I unable to walk too. If I pay more on taxi this would leave me with less money for my food.
445 I'm always pleased that the driver rings in to me to say he's arrived as its very complicating trying to find the front door. Drivers are very helpful, but if we are not able to swipe twice. I am unable to afford long journeys. If the driver has difficulty finding me, by the time I get to the taxi the clock is already showing £8.50 plus. I feel that is unfair and the clock should not start until the customer starts their journey, as at 82yrs of age with osteoarthritis, I'm very slow and its quite a slow walk to the cab. Thank you for your help.
446 Online booking is very efficient, but there is always difficulty when phoning for a booking, there are occasions that bookings are cancelled without explanation, by comcab. Also when waiting for cab is always a difficult time, there are times when the taxi leaves without notify the user that is there, so costing money 1 making booking easier and more efficient 2 some type of card, such a coloured squared card so that driver can identify user 3 the message system often doesn’t work which leaves the user waiting and waiting while the taxi comes and goes.
447 Its a great service we need double swipe if you get caught in traffic you are in trouble and the cost quite low as people don't work and not have much money
448 I find the service excellent when it works properly. I find the taxicard and service precious to me. The booking office needs a good map, so it late at night I am unsure where I am, in regards not been able to provide postcode, due to my sight. I have this negative experience and thus was stranded, although I could give landmarks of where I was. If they had a good map this would ensure I can be collected regardless of postcode issue.
449 I've never had any complaints about taxicard, always helpful so hope you don't have to make many changes to the system. Many thanks
450 Having a taxicard has made me independent and the drivers are so helpful to me. I am disabled and my 72 year old mum is my carer so shopping and getting out and about is already very hard so any cuts from Lambeth makes to taxicard will be very hard.
451 Is it really necessary to carry over trips not used. I thought the taxicard was mainly meant for people unable to use public transport. Is this still so? Could it be regulated somehow? I have often thought it would be nice to use all or a lot of my trips at once for a long journey. If I maybe gave warning of doing this, would this be possible, if trips are carried over.
452 I am writing this on behalf of my cousin who cannot easily write due to immobility of hands, and general disability. She has often told me how grateful she is for the taxicard service - it makes her more independent.
The number of travel options can be reduced

Lambeth council have been very helpful - so just leave it to the Lambeth council to deal with the change. I am very grateful to Lambeth Council for all the help that it has given us.

This scheme is invaluable, especially the ability to double swipe. Using the double swipe cuts my journey potential by 50% but it is worth it. To remove double swipe would seem pointless - I would simply use card for shorter trips and so use same number of swipes anyway.

Taxicard before was OK, but I know they increase amount of money to pay towards those drivers and there is double swipe for longer journeys like hospital appointments.

I have used the hospital transport services. They are not always on time and you have to wait hours to be brought back home.

Very rare that one swipe will cover a journey so please allow 2 swipes - don't mind if the number of trips is reduced as I only use it to go to the hospital a few times a year.

I would just like to say what a big difference it makes. I try to get where I can and am not reckless using the taxicard. I use it when I have to and thank you.

I don't use my taxi card very often but it is a real life saver when I needed it for attending hospital at the inpatient department. When I used the hospital transportation it went all round the houses and it was freezing cold. The driver was from Tunbridge Wells the elderly person that he was meant to drop off did not know where she lived. I arrived home not feeling very well and in fact felt unwell for a number of days.

It is a very good service which I only use to go to hospital as even with the taxicard any other trips are too expensive for me as a pensioner. I would like to know if there is a scheme for grocery and supermarket travel which is cheap because from Iceland to my home is no longer served by Taxis who accept taxicard. Only private taxi charging private rates. Thank you.

I know the money is tight but if we have more buses on dial a ride, taxi might not be used. It's nice as you get older not to rely on family to pick us up and take us home. Dial a ride when you get through is always engaged

Give however many rides you decide, per month or per year, and let the taxicard users decide how and when to use them. All in three months, or let them last throughout the year?

The service is fine if left alone

The service does not need to be improved. The original aims of the scheme do need to be applied- some of the drivers are not what I would call "black cabs" and supply only a mini cab service

I am very happy and grateful for all the help provided by the service. It makes life easier for me and please be fair on all the decisions you make on service users like me. Thank you and god bless you.

I think that of this service is expensive, there should at least be value for money. I wonder if contracts with minicab firms who would undertake to honour bookings and not charge waiting it they come early, would end up offering a better service and reducing costs. I believe many of the drivers find a way of charging the allowed amount regardless of the actual trip.

I can't think what else to say but I would appreciate it to be able to swipe my card twice. I would have a bit more freedom to go further to family and friends. Thank you.

I have put my opinions in other sections of this questionnaire and I stand by what I have stated. That it should be a choice of the freedom pass or the taxi card. I must state the freedom pass has more options for transport - Buses/tubes/and trains (signed by the respondent)

I do not feel it would be beneficial for myself, nor others, like me, in the same circumstances, expense wise. As it is becoming too expensive to travel. (Even to get to hospital appointments).

In fact the Council is doing a lot for the old and disabled. However, to increase the fee a bit from £1.50 to £2.50 will be fine or even £3.50 but to £5.00 will look as if the increase will be over 400 per cent and it will be too much on the customer or the consumer because we also suffer the cuts which is a general issue and not the Council alone.

Would like to thank Lambeth Council for doing all they can to make our lives easier and better

it may be useful to offer a sliding scale of fares and request the "user" to select which they would prefer. This may cut costs. People with mobility issues will need taxi cards also more for daily use whereas I may only use my taxi card once or twice that month. I could mange on 8 journeys a month (4 was a double swipe). This way another user who needs more rides could use my excess

I do not have any comments at all but I can say is thanks for your help - May god continue to support you people

This scheme is life-enhancing and a game-changer for me - but only on a double wipe. I hope others point out that paying £5 or even £6 for a double swipe (instead of 2 x £1.50 = £3) is still a life-enhancing provision. If it reduces to single-swatch I'm devastated - nothing in London seems to lend itself to this because the distances travelled (e.g. just to cross the river) put the cost above what I can afford. I'll just have to stay home more often, sadly.

My wife X is chair bound and has eight carers a day. So it is so important to us to get out of the house for a few hours to be with our family.
We feel you provide a good service which we are very grateful for. But understand that in the situation of this country cuts have to be made which affects everyone.

I know that there is some fraud re wrong people using the taxicards. I have heard this from cab drivers, maybe put more information on the cards like date of birth and Mr, Mrs, Miss or Male or Female

Not being kept so long on the telephone (cost).

I am currently very happy with the service that is offered by Lambeth

Thank you for asking me what I think the change to taxicard. I hope the information I passed will help you for your change. A big thanks to my lovely borough Lambeth. I look forward to hearing you soon.

I know that there is some fraud re wrong people using the taxicards. I have heard this from cab drivers, maybe put more information on the cards like date of birth and Mr, Mrs, Miss or Male or Female

I am currently v

very happy with the service that is offered by Lambeth

Thank you for asking me what I think the change to taxicard. I hope the information I passed will help you for your change. A big thanks to my lovely borough Lambeth. I look forward to hearing you soon.

Sorry to use this space as there is no question regarding physical build. My son is 15 years, 6ft. 2ins. weighing 17 stone with tendon problems. He is not over weight. He is a big lad and the only way I can possibly take him out on my own is the taxi card. I have not long had the card and have been looking forward to using it to get out and about come the school summer holidays. I take no respite, no direct payments, no outreach as my son's social life (i.e. friends are where he attends school, in Morden). I would sooner have the number of trips reduced but still able to carry over unused. No one knows when an emergency will arise. Thank you.

Limit double swipe and increase the fee. Make fewer trips from the taxicard service. Also use the other taxi service provider off and on.

It is a wonderful service to have use of a Taxi card. Long may it continue.

We would rather you stop the £200.00 from the capital call services and pay that money to the taxicard services. Capital Call Cars charge more than the taxicard cars for the same distances so we disabled people lose out

I was let down twice by the taxicard taxi as they did not turn up for two different journeys, they took me to my shopping but they did not return to take me home. I had to struggle with my shopping and it made me very worried. Please make sure the Taxicard service remembers to turn up for a booked trip. Please ask the Taxi cabs which are a member of the taxicard service to display a sign logo to enable users to identify a taxi which can be hailed in the street.

Minicab drivers should have a route/map indicator as the driver sometimes has no knowledge of the destination, even when it is a well known building such as the Barbican. Some way of being able to regulate the time of arrival at the user's home or meeting place, as it is not always possible to be ready when the time comes, especially if one is at a meeting.

Generally, I am happy with the current service, however, will welcome the various options I have chosen.

Although I normally need to wait up to half an hour for a taxi, there have been times when the wait has been around the hour mark or even longer, which in winter meant I got very cold waiting outside supermarkets. This for people like me, at my age and not 100% healthy is very difficult to accept. If the waiting times could be reduced in any way, it would make life somewhat easier for us oldies. Other than that I think the system is very good with no other complaints. Most of the drivers are very helpful and take my shopping to my front door. Only on the odd occasion do I have to do that which if I have 5 or more bags its a bit of a chore.

To have the ambulance service provided by you get patronised over your medical condition They are not medically qualified to tell me or speak to me like this

Generally, I am happy with the current service, however, will welcome the various options I have chosen.

Please leave the service as it is, e.g. 1) double swipe, 2) minimum fare £1.50, 3) I don't mind it trips are reduced from 144 to 104. Keep the same subsidies in the taxicard scheme have been offered us. thanks.

If I don't have taxicard and I can't always get dial-a-ride then I am stuck in my house all day and that is not good cause I can't walk

When a return trip is booked that trip should take priority to get the person back home. You can't leave people unable to get back home. Very stressful for all parties concerned.

I think your service is excellent as it is

I find the service on the whole excellent and it has made a great improvement to my life, but feel that the number of trips could be reduced.

I would be grateful if the services not cut as it is very important for me.

Please remember that its appointments that matter for me and maybe to others. The reason I use it at night once a month is so my wife and I can get out to enjoy ourselves together and it helps carers like myself have the odd break in life to ease stress

Taxicard scheme has been a great help to us in caring for our daughter with acute myeloid leukaemia and as we live in central London it is essential for getting to her clinics and appointments for treatment. Also has provided her with cultural experiences she needs.
Even with the subsidy and the double swipe - the computer cabs can arrive with £5 already on the meter, so cost of trips can still be quite prohibitive. There needs to be an agreement that when a taxi arrives at the start of a journey there is nothing on the meter.

Make sure only needy and disabled people can use taxi card.

Cutting down the number of trips that one can use in a calendar year.

At the moment wheelchairs do not have priority on London Transport the disabled are treated as an inconvenience. Wheelchairs should have priority as pushchairs and buggies can be folded.

Wheelchair users do not have other options.

All I can say is this service is so valuable to me that I personally would accept any changes you may make in order to keep this service.

I am fully appreciated for the system, I am sure you all kind members will give a kind and helpful thoughts with a max - helps to all of us

Service is excellent

In my opinion allowing double swiping should remain but instead of paying £3.00 towards the trip this should be increased to £5.00. The current rate of £1.50 for each trip should be increased to £2.50. The total number of trips should also be reduced reasonably though I prefer the amount I contribute to go up rather that the number of trips reducing.

Maybe a taxi driver could do multiple trips collect 2 / 3 others and save on petrol if we don’t mind sharing, or collect on the way back? Why just one way journey, if a driver is willing to accept one journey say to a station or college and time a journey back another collection or take 4 elderly to the shops weekly.

Taxi should arrive on time

I have only used taxicard a few times as I have been let down and few times as not turning up, one time waiting for an hour, in the end having to get a car service form to get me home and paid the full fare, it seems they are not in favour of the area of Streatham, or no cabs are available. I think I could count the times on one hand that I have used them. I must say it is very helpful to have this, if only it was easier to use, perhaps I am only in a few to find this problem.

No Comments

Please don’t keep us waiting on telephone while we are requesting for booking and sometimes music goes on longer. That upset us.

As suggested previously I think exploring the ability of the user to choose the system they require i.e. basic or enhanced. This may cause savings for the Council. A network of users who could co-operate with each other to arrange joint journeys to places like local hospitals and day centres.

I think that keeping the cost as low as possible to me is more important than double swiping or trip allocation. I think the council should not reduce the subsidy which was £11.30 all the time that is, day time, weekends and night time. I do not mind if double swiping is cancelled and yearly allocation of trips may be reduced. Thank you.

My interpretation to the scheme may be wrong, but my understanding is that currently the taxi-driver gets reimbursed the full value of subsidy for two swipes, even if the meter fare comes to less than the subsidy. For example, a double swipe subsidy is £20 - £60 and say the fare comes to £15 on the meter, then the taxi owner is getting £5.60 excess over the metered fare. If this is correct, this cannot be right and something should be technically done to the system to ensure that the driver is ultimately reimbursed only for the metered fare of £25 in this example. This would reduce the cost to Lambeth, without hurting the taxi card users.

Problem caused by the previous attempt to change the taxicard scheme for Lambeth users were brought about by 4 changes at once. Black cabs can arrive with up to £5.40 on the clock. If you then increase the amount paid by customer, decrease the length of journey subsidised, lose the ability to double swipe and reduce the number of trips available in one move, the value to use of the taxicard was seriously eroded. E.g. I used taxicard to visit a friend in hospital. Because of fairly heavy traffic and all the above changes I paid £19 using taxi card. I had previously made the trip with a mini cab journey arranged without subsidy and paid full fare £17.00. I changed my usage as a result and used the card for short journeys which I had previously paid for in full when I joined the scheme. I understood that it was not be used for my own hospital appointments. But there was no mention of short journeys only although in your communication notifying me of the changes in March you appeared to suggest that the scheme was never intended to cover longer journeys. I am one of the people who has increased my use of taxicard as my ability to get about has decreased. Also it was difficult in Streatham for sometime to get a black cab in response to requesting a journey. It was for a while so unreliable that I used independent minicabs when concerned about getting anywhere on time or at all. This has changed as now there is a far wider use of mini cab firms by com-cab. Having said that, it is always with relief that I see I have been sent a black cab. There is more aid or things to grab hold of, the driver normally knows the way, I can respond to practical conversation.

In general the number of trips would be reduced to two per week. Extra trip to cost a standard 6.
Assess as priority needs of individuals who are all alone and dependent on friends who are themselves elderly or infirm.

I cannot understand how stopping double swiping can cost you money - surely how I use my journeys is up to me - if I have no more trips that is my business.

The taxicard scheme is a lifeline to me. One of my daughters is my unpaid carer and she cannot drive. My other daughter and grand daughter help me with transport from time to time. I do not get any other benefits from the State and I rely heavily on the taxicab scheme. It is very important that the Council find a way to keep this scheme going for housebound people like me and keep it affordable.

I sympathise with your difficulty and admire this consultation.

I don't have any complaints about your service. I find your service to be punctual and reliable and also feel safe with your drivers.

The service may improve by having good talk communication with the taxicab drivers because it is them that makes us do double swiping as they always drive slowly or take longer route.

Taxi-card service is ideal for us. Please, please don't cut it!!

The Taxicard should be a statutory scheme.

Extending the scheme to include private hire vehicles has helped.

Minicabs aren't very accessible and the drivers don't know London as well as the black cab drivers.

How many people use their Taxicard to travel to work? Does this account for the increase in use of the scheme?

There is money already on the meter when the cab arrives, and the meter keeps running as you get in – being a wheelchair user, it takes me a while to get into the cab.

If the cab is early, the meter is running while you're getting ready to go out.

The issue is the contract with Com Cabs. The council should renegotiate it.

If a black cab is stuck in traffic, you need to double swipe.

It's important to look at the context – particularly the government's plans for social care. Yesterday the minister said that £7 billion would be allocated over the next four years to keep older people in their homes. Why can't the council's share of the £7 billion be used to maintain the Taxicard scheme as it is, to maintain people's independence? The proposals to change the scheme will put extra strain on the council and on the NHS – instead of us using the Taxicard to travel to the GP we will have to call the GP out.

The council should put more money into Taxicard or get money back from Com Cabs. The proportion of the contribution from TfL is an issue.

The Taxicard is a marvel, a godsend. People should be grateful for it. I agree with the proposals.

Capital Call are not as reliable as black cabs.

There is a long waiting list for Capital Call – 6 – 12 months. They only provide minicabs so they're not suitable for wheelchair users.

An annual membership fee sounds like a reasonable idea; changes to the Taxicard would impact on people's quality of life.

Membership fee is acceptable – that's the harsh reality.

Service users are being asked to pay for more and more services, but our income is not increased, and there is no interest on our savings; the older generation are being asked to pay for debts they have had no part in incurring.

It does seem like we are taking more cuts than some of the leafier boroughs.

Where do you get your figures from? Surely you know what you have spent.

How much money are you trying to save?

The council are being robbed. It should be Com Cab and not Com Cab. The London councils should all get together to re-negotiate a new contract.

I often find Computer Cab vehicles extremely uncomfortable and was told that I could use private hire. What is this?

A woman said that she was looking after her grandchildren of 3 and 11 years and was told by cab driver that she didn't need a taxi card and she hasn't used it since 2005.

Because of the ageing population there will always be a group of people who have mobility issues. There will always need to be a door to door transport service. There seem to be different systems for each around eligibility criteria and how these are applied for.

To be kept informed of what Lambeth are doing. Once you've had the meeting in July another should be set up in September. We must have time before implementation.

Lambeth is the best of all the schemes in London. Lambeth has always been good. We used to have unlimited rules and that was brilliant and then the budget needs to be reset.'

It does seem like we are taking more cuts than some of the leafier boroughs.
740 How does Computer Cabs work out the fares? I’ve been to Waterloo and back from Waterloo at the same time of day – why do you get charged a different fare when it’s the same time of day – it’s basically the same journey but different drivers.
741 When I used my taxicard to go to Euston, it was £9 or £10. It now costs £15. Why does it cost more and why does the taxi driver take a longer route?
742 Sometimes when I go from Streatham to Wood Green, it costs £32 and other times it costs £5. Public transport is not convenient.
743 Thanks to Lambeth for holding a series of meetings to get peoples views on this. Transport is inaccessible for people with disabilities and older people, so the taxicard scheme is a lifeline to these people. More help is needed to help them carry out day to day activities.
744 Is it councillors that will be making the decision? I hope among those members there is someone who uses a taxi card.
745 Why hasn’t anyone from TFL come to ask us the same questions?
746 Another suggestion – which won’t be too popular – Why doesn’t the council have a membership charge?
747 My suggestion is I can’t use public transport, and I can’t use dial a ride – taxi drivers over charge me as well. They are abusing it. I suggest someone needs to look at their behaviour.
748 I don’t agree with any of these proposals, reduce the CEO (for Lambeth’s) salary to £100,000, so that it’s closer to the Prime Ministers salary. We’d probably be able to maintain the number of trips.
749 Taxicards have increased by about 17%, we do understand the funding issue. People are using their cards more and more because of the restrictions on public transport.
750 Is there a way to identify whether people have done the full journey in the Computer Cabs, so that Lambeth only pays for the part of the journey? It can’t be done in mini-cabs, but perhaps could be done in black cabs.
751 You should take this up with London Councils on behalf of us.
752 Sometimes the company take down the wrong address, and then the taxi comes and they take for one trip.
753 Users need to meet with Lambeth to monitor what is going on.
Taxicard feedback – letters and emails

Letter 1:
Prior to my illness manifesting in a chronic state, I was happy and more able to travel around on foot or by public transport. I loved to walk and would cover quite a few miles each day. Over the past three years or so I have become noticeably disabled in terms of mobility and this has affected my ability to walk anywhere. I am unable to stand for long periods of time and/or sit down for long periods of time. I live daily with pain, which at times is severe, and am in discomfort constantly.

Following a spell of hospitalisation for the first time – in 2009 – and my recovery at home afterwards, I returned to work on reduced hours for a few months. For the first time in my life I have a disability that is chronic and permanent. There is no cure. My lifestyle has completely changed. No longer can I enjoy walks of any description – long or short – nor my dance classes; I cannot partake of exercise/fitness/gym classes. I am unable to walk up/down stairs or steep hills without difficulty. I very rarely, if ever, use public transport these days because of the difficulty that poses. When I did use the buses I would get trapped in the doors because I could not move quickly enough off or on.

After applying and being turned down twice for DLA, last year (2010) I was called to attend a medical examination by the DWP doctors. It was only after this that the decision to grant me Disability Living Allowance was made (although at the moment I do not get the Carer’s component). This is what opened the door to my finally accessing the services of Dial-A-Ride and Taxicard. So since last November I have been a regular user of both these services and they have totally transformed my life. They have truly been a Godsend for me, despite the little frustrations that I sometimes experience in being a user.

Dial-A-Ride will take me shopping or to a local concert/show from time-to-time (if they have space available). Taxicard is what I use for my numerous medical appointments, which are necessary given my condition. They will take me there and back. There have been very few occasions where I have used them for things outside of medical appointments, but one of the non-medical regulars has been attending my church. I ought to also point out that when I first began using taxicard, I was given a whole year’s allowance – even though it was almost the end of the year (2010) that I became a member. Thus I was able to not worry too much about going out and enjoying those precious few hobbies that I can still do. As we approached the end of the financial year I asked how many trips I had left and was told the balance was 70. Then on the 1st April this year the balance was cleared and we are now given 12 trips each month. Whilst I am grateful for those 12 trips, to be totally honest it goes nowhere in terms of my many medical appointments.

I come under St Thomas’ Hospital for my main treatment – it takes TWO swipes to go there and TWO to come back. So that is already FOUR trips gone from the allotted 12. Then I see the nurse weekly. If I am working that will be ONE trip each week and that takes another FOUR trips (Or Five if there are five weeks in the month) out of the allocated 12, which already totals eight (or none) – leaving me with a balance of four (or three). If I am not at work we are talking EIGHT or 10 trips from my allocated 12, just to attend my weekly nurse appointments. In such a case my allocation of 12 will have been exceeded almost immediately, and it will be minicabs from there on in.

My employers agreed that I can use the Access to Work service for journeys too and from work following my attendance at the Occupational Health Department of my employment. Thus because the premises where my chiropody/GP/nurse appointments occur are routinely passes on my way to/from work, I will either be picked up after my appointment and taken into work, I will either be picked up after my appointment and taken into work, or dropped off from work so that I can attend the appointment. If there is an emergency visit to one of my clinicians in between the regular appointments I have to start using minicabs, just so that I can hang on to my remaining monthly balance.

In order to attend my church I have to take minicabs or, if I cannot afford these then I just say home, even though my faith is vitally important to me.

There are times when Dial-A-Ride have no available spaces and cannot accommodate my request for a trip, so I have to use a minicab to go shopping or to my concert/theatre events. Whilst I have slowly transferred my bill payments to other methods, I still need to pay my rent through the Post Office and because I find it difficult to walk there or to use public transport (which I can only do once I have made it onto the main road in the first place), I need to use a cab there and back. SO that might be another TWO trips off my monthly allowance of 12, or alternatively minicab journeys.
Visiting friends or going out for meals are non-events in my life at the moment as I struggle to eke out the monthly allowance of 12 trips. Sometimes it costs me a small fortune in minicab fares just so that I can do some of the necessary things that makes up day-to-day life: things that being disabled do not exempt me from.

Question 7 on the consultation form is one that I could not answer. Many has been the time when I am in a chronic condition and the taxi driver has to struggle to get me into or out of the cab. They are very diplomatic but they do comment at those times that so many people that they ferry around who are part of the Taxicard scheme do not need the service and just waste or seem to waste the trips. Then they might take it a step further and say that in their opinion the way the trips are allocated is very unfair and/or totally wrong. When I think about that now, I do agree. If there are people who do not really need the service, why are they getting trips when genuine cases must rob Peter to pay Paul as the saying goes? I had to fight tooth and nail to get my disability accepted by the Government, before I could be privileged enough to access the disabled transport. To be perfectly honest I do wonder how so many other people manage to consistently fool the Government into paying them benefits and/or granting them services that I myself cannot gain access to even though I desperately need it.

My thinking, with regards to Question 7, is that perhaps you should look at the people who are getting the service and see what they use their trips on. Then treat accordingly by increasing or cutting their allowance instead of doing a one size fits all type of job. For people who are in my situation, of which I am sure there are many more, we need an increase in the number of trips that we receive each month—not cuts.

At the beginning of this year (2011) when you removed the double swipe option and reduced the subsidy, it was costing me £15 on top of my one swipe just to go to the hospital and then another £15 swipe to come back. That is unfair. I know your remit is to make savings, but why pick on something that is so vitally important to genuine users who desperately need that service? It is for this reason that I cannot tick any of the boxes in Question 7 because, quite frankly, I do not agree with any of the choices offered.

As stated in my response to Question 11 of the consultation Document I am already struggling. My condition means that I am unable to drive, can no longer use the trains or the tubes and should not be using the buses at all—although if I have more than one medical appointment in a day I might travel to the middle one using a bus that is not crowded. This answer also covers Question 12, in which I ticked none of the boxes.

In Question 13, I referred you to this supplementary letter. I currently have a Disabled Person’s Freedom Pass, because I do have to use the bus on occasion—see preceding paragraph. I hold a Blue Badge so that if I am with friends, they can display that when they take me out and about. Apart from the Dial-A-Ride service and the Taxicard, these are my only means of getting around. However, please note that prolonged journeys on buses have been ruled out by both my GP and the Occupational Health Doctor.

In conclusion

I have worked consistently since I was 16½ years of age, and paid into the system without asking for anything back. I have found all my own jobs. I have paid for my own education.

It makes me sad to know that, although I am holding on to my job at the present time, it will not be like that in the future. Despite the constant discomfort and pain that I am in on a daily basis, I value my independence and am fighting to keep that for as long as I possibly can.

It makes me sad because I know that my condition has deteriorated markedly in the last three years. I have never been a burden on the Government and it makes me sad that I am now chronically ill with no hope of a cure.

It makes me sad because it means that I now have to rely on the Government to a certain extent. Yet at the same time I do not believe in the Government, nor do I trust them. I know that they do not really care about the little man who is struggling. If they did, they would not be considering cuts to an already limited service. However, they are alright. They already have their future well secured using their highly inflated investments, pensions and salaries. They do not start worrying as soon as the word cuts is mentioned, because it does not affect them.
Finally it makes me sad that life is so very unfair.

In closing I can only hope and pray that this letter will be one of those that you pick up and choose to read through – despite its five pages. Then I pray that, having read it, someone somewhere will make the right decision.

**Letter 2:**
Note under the governments economic restrictions, changes will be made to services which is understandable in Lambeth. I am 87 years old and fought in WW2 (Royal Navy veterans). I pay the household rates and tax. I use your splendid taxicard service 2-3 times a month to go to a club (SW1). I do not use the service for other destinations. I very much appreciate the service and hope to continue using it for after club meetings with fellow veterans (the Royal Overseas Club).

**Letter 3:**
Last Friday 13 May, my son wanted to take me out for the day to London Wetlands Centre at Barnes, a rare treat! After consideration we decided to give the Taxicard another chances so I booked it to pick us up at 11.45am. We were ready at 11.30am, as requested, but the car did not come. Then I had a phone call to say they were sorry but there had been a delay and he was now on his way. He arrived at 12.20pm and once again had forgotten to tell the driver.

As you will know, Barnes is on the same route that we took to go to Brentford, but the driver went far out of the way, southwards before coming on to the correct road, Battersea Rise. My son frequently cycles to the Wetlands Centre in Barnes from his home and knows the road well. When we were almost there, the driver turned right into Putney Bridge Rd so we thought we would arrive in a few mins. Instead to our utter astonishment, he turned right into Arndley Road. My son kept telling him he was going the wrong way, but he ignore us and would not turn back. He continued along Swandon Way across Wandsworth Bridge. Still he would not listen and continued through many streets and traffic hold ups to Fulham Road then down to Putney Bridge, just a short way from where we had previously turned off. We soon reached the Wetlands Centre but it was an hour later than we intended and we lost that time from our visit. Had I been going along on that journey I would have been very worried, wondering wherever we were going. He charged me £5.90. I hadn’t booked for the return journey so we phoned the usual minicab firm and arrived back safely and quickly.

I am grateful for the taxicard and expect to pay the proper price but I think you should know what has been happening. I had hoped to use for my regular visits to Guys Hosp but now I have doubts about the reliability as I must not miss an appointment.

**Email 1:**
**Taxicard Service Questionnaire Form**

I am replying to your request for my data, in this way, due to frequently shaky hands, my handwriting is poor.

Prior to proceeding to comply and answer the questions posed, I wish to submit this:

Even though I use the service very little due to being housebound and rarely leaving my home; I consider the Taxicard Service to be invaluable to me, because I always have the comfort of knowing that the service is always available to me if I want to use it. I have used the service so far only to visit a friend on one occasion, and, to attend my hospital and dental appointments. In, all, ever since the service was made available to me I have only used it on about four occasions. But, if because of my very little use of the service so far to date, the service was to be taken away from me, I would be very upset. Frequently, when I was fit and well, throughout my life, I have so enjoyed visiting art galleries and Museums. I am hoping that, if and when, I manage to get fit and well again; that with the use of the Taxicard Service, I might visit them again. This service, PROVIDED BY LAMBETH COUNCIL is INVALUABLE, because I always know that if I get fit and well, I can go out, wherever I like, both efficiently, and, at reasonable cost. Without any troubles at all.

**Email 2:**
**Taxicard changes**
I am a user of the Taxicard scheme and any of the proposals, as they stand, will have a serious and detrimental effect on my freedom, quality of life and independence.

Two swipes to 1.

This will have a very significant and negative effect on Disabled people.

Currently the ability to swipe twice on each journey allows the user to travel fairly widely across the capital.

Reducing this facility to one swipe will limit people to travel within the borough, and even then it will not facilitate travel from one end of the Borough to the other.

For example, the journey from Streatham Station to the centre of Brixton is just over the distance covered by a single swipe.

For people with Visual Impairments this will be incredibly restrictive.

The Taxicard scheme provides the only way in which very large numbers of Visually Impaired people can travel independently and safely to a destination of their choice and at a time of their choosing.

Independent travelling, (mobility), is one of the principal barriers facing people with a Visual Impairment.

Most severely Visually Impaired people learn a few regularly used routes, and any new journey must be individually learnt with the support of a trained Rehabilitation Officer for Visually Impaired people.

Severely Visually Impaired people must learn complex skills in orientation and navigation to travel through a complex environment without the use of sight. This is a huge barrier in itself, but, the biggest difficulties people need to overcome is in learning how to manage the unwanted and uninvited interventions of members of the public.

It takes a huge degree of personal assertiveness and confidence to do this successfully and many people never manage to overcome the difficulties this causes.

The Taxicard scheme provides a safe way for people to travel to places that are either not on main bus routes or for people who find they are unable to travel independently.

The licensed “Black cabs” which are used also provide a trustworthy means of travel.

Mini cabs are not very accessible for Visually Impaired people and many will not use them.

Drivers frequently do not know where they are going and use sat nav systems to find locations.

On several occasions I have been dropped in the wrong place by cab drivers who had got fed up with driving around looking for somewhere they can’t find.

If this happened to you, and you were unable to see, how would you feel about taking a cab again in future?

You wouldn’t. Simple as that and your confidence in travelling will be damaged for a long time to come.

I am a 6 foot tall white man and have managed to learn sufficient skills and have developed sufficient personal confidence to travel around London and elsewhere as independently as it is possible for a Blind person to do. However, while I can travel by tube to any station on the network, if I need to then travel even a quarter of a mile through back streets into residential areas or anywhere off the beaten track then I am stuck for navigating the last stage. The Taxicard scheme allows me to get to these places, to visit friends and engage in social and community activities and to do so independently. Taking away the two swipes will take my liberty away and my independence. I have had to work very hard in order to get to this point, I don’t use any other service. I lost my sight about 6 years ago. It has been a difficult process and a hard fight for me to get to where I am now. Don’t take this away from me. That would be a brutal thing to do to anyone.
Social isolation is one of the most debilitating effects of sight loss, particularly amongst the elderly. Severe depression can set in and the medium to long term consequences can be devastating and can include people resorting to suicide.

Wheelchair users face very significant difficulties and although many buses are technically accessible, the reality is that they are far from being simple and safe to use.

Many wheelchair users say they experience verbal and even physical abuse by members of the public who object if busses wait while a wheelchair user negotiates the ramp and/or requests someone vacate the designated area of the bus where wheelchair users can sit.

The Taxicard scheme provides a safe and accessible way for wheelchair users to travel.

On some of the bus routes in residential areas wheelchair users can simply not get on the busses at all.

Why should people’s ability to travel be limited to within a circle of a few miles from their homes simply because they are Disabled?

Reducing the number of journeys.
The effects of this are included in my comments above.

Lambeth strongly declares it supports the Social Model of Disability.

Limiting our access to travel creates Disablement.

Cutting the two swipes and/or increasing the fare contribution or cutting the number of journeys will create Disability through social exclusion and loss of personal freedom.

These are not areas of my life which it is just preferable for me to maintain, they are my basic Human Rights.

Email 3
Lambeth Taxicard consultation – Lambeth Transport Action Group response

Lambeth Transport Action group welcomes the opportunity to respond to the Taxicard consultation. We value the fact that the council is listening to the views of Taxicard users, those who are the experts on Taxicard, when deciding the future of the scheme.

The Taxicard scheme is highly valued by users. In a city where much of the mainstream transport network is either wholly inaccessible to older and disabled people, or usable but unreliable and difficult to use, Taxicard is a lifeline for those with impaired mobility. For people who would otherwise be housebound, Taxicard is the difference between a dependent life warehoused in a care home or at home, and a degree of independence and quality of life.

Lambeth has at the moment a strong community of disabled and older people’s organisations who participate in the life of the borough, both through working and volunteering; participating in the political process and supporting the borough’s businesses. This participation is contingent on people being able to travel to meetings and events, and cuts to Taxicard put this at risk.
Millions of pounds have been invested over the past decade to make businesses, workplaces and buildings accessible to those with reduced mobility. If accessible transport services such as Taxicard are not available to get people there, this money is wasted.

Our key recommendations, in order of priority, are:

1. **Retain double swiping**

   Double swiping is consistently cited by users as the aspect of Taxicard they are most keen to protect. Double swiping introduces much more flexibility into how Taxicard can be used, effectively doubling the difference users can travel.

   As both trips come out of the overall users’ allowance, the cost of doubleswiping is no more than if the user uses those two trips separately. The only saving to be made is through the outings people need two swipes for, and would no longer take. It would be a highly cynical move for the council to make a saving through introducing this disincentive to travel to destinations out of the reach of a single swipe.

   A substantial number of boroughs protected double swiping from the beginning - Hillingdon, Richmond, Hammersmith and Fulham, Tower Hamlets, Camden, Sutton, Kensington and Chelsea and Islington.

   Furthermore, in the face of feedback from users and understanding the distress caused by the loss of doubleswiping, Hackney, Hounslow, Ealing, Greenwich, Bromley and Merton restored doubleswiping.

   Cutting doubleswiping would cut off many Taxicard users from friends, family, community centres, places of worship, and leisure activities which are more than three or four miles away, and too far for a single swipe.

   In Lambeth, a diverse borough, many Taxicard users from minority groups, be that as a sexual, religious, linguistic, or ethnic minority, or as a disabled person, rely on being able to take longer trips with a double swipe to stay connected to their community.

2. **Do not reduce the number of trips per year**

   London councils has advised that they will not fund councils to offer more than 104 trips per year. This equals no more than one return journey per week. For those people who cannot use public transport at all, this means that they only have **one journey a week** for shopping, seeing family and friends, getting to meetings, travelling to classes, travelling to get to the gym or places for sports and hobbies, and every other trip.

   While the majority of Taxicard users are able to supplement their use of Taxicard with other ways of travelling, some (and those who are least politically visible and least able to attend consultation events) are not. It is therefore no exaggeration to say for reducing the number
trips would make some users virtually housebound. Furthermore, Taxicard is often used for one leg of a journey, facilitating longer journeys – e.g. getting people to their nearest accessible station or to a bus stop where they can catch a bus to their destination. i.e. Taxicard is an enabler for longer journeys.

We are disappointed that the consultation does not ask people to consider the option of not reducing the number of Taxicard trips and we urge the council to keep 104 trips as a minimum. However, we welcome the fact that Lambeth is not proposing to introduce a banding system for Taxicard which we see as a regressive and unnecessary step.

3. Do not reduce the trip subsidy
Reducing the trip subsidy will reduce the distance that people can travel. If double swiping remains, shorter trips will mean that to get to the same destinations, people will have to use double swipes and use up their trip allocation faster.

With a run-in charge of £3.40, PLUS the meter ticking while the taxi waits for the passenger leaves the house and boards the taxi, and the £2.50 fare, that only leaves £3.40 of actual journey on the meter. (£9.30 - £3.40 - £2.50 - £while one boards the taxi ≤ £3.40 of travel)

Especially in heavy traffic, one cannot travel very far at all.

Especially for those with reduced mobility who may be quite slow in walking to the taxi once they are notified of its arrival; and for wheelchair users who take extra time to board via a ramp, one swipe at £9.30 does not get a user very far at all.

A reduction in trip subsidy, together with increasing price, would force users to pay more to travel less far.

4. Continue to offer additional trips to people with a compelling medical reason
A number of boroughs acknowledge that for some people with particular medical conditions which mean that they cannot travel on any other modes, 104 trips is not sufficient. They have therefore put in place a system whereby people can apply for extra trips. Lambeth Council should also continue to have discretionary extra trips for people, such as those who need to travel with oxygen, who cannot use other forms of transport.

5. Do not increase pricing
Disabled people are around twice as likely to live in poverty as non-disabled people, with current figures suggesting that around 16% of non-disabled people live in relative poverty, as opposed to around 30% of disabled people.
With the Government aiming to cut benefits for disabled people by 20%, the number of disabled people living in poverty is going to rise even further.

As one of the Transport Action Group members put it, when the price goes up, it becomes a playoff between heating and eating and mobility.

6. **Continue to offer right of appeal for those who have their Taxicard application turned down**

**Investment in other forms of transport**

We also wish to emphasise that cuts to the Taxicard service must be offset by investment in making mainstream transport more accessible. Other London boroughs (for example, Hounslow and Ealing) have pledged to increase the number of accessible bus stops in their borough. While many Taxicard members are not able to use public transport at all, it’s important that that those who might be able to are compensated for a reduction in the Taxicard service with changes which make it easier for them to use buses and trains in the borough. TfA would like to see Lambeth council work with TfL to ensure that bus stops and streets are improved while stations are upgraded.

In Lambeth, 48% of bus stops are inaccessible according to TfL’s figures and there are only four accessible stations.

Therefore, compared to boroughs which have more accessible public transport, there is a greater reliance on Taxicard and it’s even more important to protect it.

While the council might hope that buses, trains and Dial-A-Ride will play a bigger part in residents’ personal transport mix as a result of Taxicard cuts, there is no other form of transport which offers the flexibility, spontaneity and ease of travel for disabled and older people. Dial-A-Ride turns down approximately one in ten trips and does not offer the reliability and promptitude which is needed for many trips. Buses and trains require the passenger to be able to walk to the bus stop or the station, which is beyond the capability of many Taxicard users. Furthermore, disabled people’s experience of buses and trains is poor, with frequent reports of bus drivers not pulling into the kerb properly or refusing to pick up wheelchair users.

There will therefore always be occasions when Taxicard is needed: for example, one user told of depending on it when he is called on to collect his children from school and cannot be late.

**Lambeth’s role in the Transport and Environment Committee**

Going forward, ensuring that Taxicard remains a financially viable pan-London scheme, it’s important that the tender for providing it is fair and the tendering process includes Taxicard members. Under the current holder of the contract, CompuCab, most Taxicard users say that they feel that some taxi drivers overcharge them. This means that people’s trip allowance and the council’s subsidy is quickly swallo
up. The Taxicard contract is soon up for renewal, and Lambeth should use their influence to ensure that the process is genuinely open and that user’s concerns are reflected in considering bids.

Application procedure

1. In the recent Dial A Ride consultation, it was suggested that boroughs automatically send those people who are deemed eligible for a Taxicard a DAR form as they are automatically eligible for this. This step can also reduce the number of trips members use Taxicard for. Is this something Lambeth would consider?

2. The new DAR application process recommends travel training to anyone turned down for membership. Would it be possible to promote travel training (available free from TfL) to all those who apply for Taxicard?

3. Lambeth council should take the opportunity, when sending people an application form, to inform them about other forms of accessible transport, for example community transport. Again, this facilitates the independence and mobility of those who may have to reduce their Taxicard usage because of a reduction in trips or an increase in cost, and potentially migrates some Taxicard journeys to other modes, with a saving to the council. Ealing includes the number of Transport for All on their application form information, so that people can phone up and receive advice and information about accessible transport throughout London.

Testimonies

Below are some testimonies we have received from members in Lambeth.

1. As an blind taxi card holder of Lambeth, it's varietal important for me as a disabled person the right to remain social independent as possible within my the community at large. I feel this taxi card trip for Cllr Dickson would gave an opportunity an insight into why protecting taxi card is so important for disabled people’s right to independent living.

2. A removal of the double swiping for us would be a massive problem as I rely on the service to get us to and from her many clinic appointments at the childrens hospital, the hospice, school, and visiting friends/family.

Although I am a fan of public transport we cannot use the buses in rush hour as if the bus is too packed this just triggers lots of seizures for X. I also frequently have to travel with my son who also has health problems and a removal of this double swiping service meant that I was simply unable to afford and do certain outings/visits back in January when double swiping ended.

I realise that services cannot carry on for ever without change or review but I do feel strongly that this is one of the very few worthwhile and truly helpful services available for my daughter and other severely disabled people. I cannot understand that a service that is working well and meeting the needs of the people its aimed at needs to suddenly be cut. Ending double swiping and raising costs too high will just penalise people who are already
at a major disadvantage and like my daughter do not always have the choice to use another transport service.

Maybe these council people would like to spend a day with me trying to cross London on public transport when my daughter is fitting, its raining, no one will fold their empty prams on the bus and my 5 year old is also not coping because the 3rd bus has passed by and we cannot get on because there is no room. Oh and I have to try and set up a pump feed through a tube that goes into her stomach because we are so late due to not being able to get on a bus and having to wait an hour for an empty one. Added to which I have back problems as a result of caring for my daughter and am unable to drive as a result so taxi card means I can sit rather than stand for the hour long journey and then have a problem trying to get the pram off the bus/train as my leg has gone totally numb.

3. My daughter has weekly sessions at Croydon Judo Club and the Diamond Riding centre Carshalton without these activities she has to have half-an-hour physiotherapy per day!

{name deleted for confidentiality} uses an electric chair. Dial-A-Ride cannot accommodate her journeys. They cannot guarantee to arrive on time for Judo and cannot justify using a vehicle for one person to travel 10 miles to the Diamond Riding Centre at Carshalton.

Previously {name deleted for confidentiality} would be allowed to swipe twice each way to attend the session but now it costs between £35 and £40 per trip which obviously on S.D.A. she cannot afford.

Leader of the Council Steve Reed said that ‘he would protect services for the vulnerable disabled’ but obviously he cannot realise that the taxi card scheme is essential for the quality of life of many disabled adults who are in my daughter’s situation.

Conclusion
Lambeth Transport Action Group and Transport for All invite the council’s feedback on our views and would welcome the opportunity to work with councillors and council officers to develop a fair Taxicard system which supports the independence and mobility of disabled and older residents.
Responses - telephone feedback

1. You are being robbed by Computer Cabs - it should be called Con Cabs not Com Cabs. For every journey however small - and most will be local i.e. even as little as half a mile, you are charged £10.30. Every borough in London is being charged the full whack. Computer Cabs have a lot of people at weekends but not during the week so it is impossible to get a cab during the week. From the outset this has been a problem - Ken Livingstone was going to bring it in house – I've had my card for 20 years and we used to get unlimited rides. It used to be Singapore Bus Company - the first fare was £10.80 then £11.80 then £12.80. You need to overhaul the whole contract and re-commission it. Dial-a-Cab would be a good company or Radio Taxis.

2. I do not use my taxi card - if they want to take it from me that would be fine as I don't use it. I find it too difficult on the roads now. My children and grandchildren take me anywhere that I need to go. I don't use it at all.

3. I use my taxicard every Friday to go to Kennington which is 2 trips - it come to just a little bit over the 3 miles. Sometimes I get charged a lot if it goes over the 3 miles - it depends on the driver. I don't double swipe - because then I have to pay another £1.50 and might run out of trips and have to pay the full fare which I cannot do. It mostly costs me about £5.00 to get there plus the £1.50. Sometimes the driver works it out correctly, but once it came to £24.00. I can not use Dial a Ride because I had a bad accident. The seat belt gave way and I ended up on the floor. I was taken to Kings College Hospital, and had to have 2 brain scans. I don't want to waste money – e.g. its just a little way from Dulwich to Herne Hill - and then it would cost the Contact people more, and I don't want that (if you use double swipe). There are 4 Fridays in a month but if there are 5 then this gets awkward for me. It makes me feel safe - I feel much safer using a cab - it is very hard for me to use the bus and dial a ride is out of the question. If you want to have more trips could you have the option to get these for a higher fee? I sometimes used to go and see my son, and also hospital appointments especially if early in the morning. I would be happy to pay £5.00 and £2.00 - instead of the Contact people paying extra money.

4. Mr X does not use his taxicard - but thought that people should be honest and shouldn't be using it for everything. He thought some people used the card all the time and that this was wrong. Also a lot of complaints about taxidrivers and described an argument between his wife and the cab driver (black cab) about going round the long way to get to the hospital.

5. I use my card only when I need to - for instance when I go to the hospital (St Georges from Norwood) - that is the longest journey I take, it would take me around 4 bus journeys (there and back). I get charged around £2.00 something, or £1.50. Once the taxi asked for £4.00 and I said why do I need to pay £4.00? They went the long way round. The council pays - and that's why I don't use it to get from A to B, going around everywhere. I think that if I can save £5 then that could go towards someone else. For friends I will ask my son if he can take me - if he's not there, then I will use the card. When my niece goes shopping, she will say auntie did you want me to take you to the shops, and she takes me straight there and back. But if she's not there and I need to do a bit of shopping, I will use the card and perhaps she will give me a lift back. I don't like to judge people, maybe sometimes they can not do without the card, but some people will use it get about everywhere and I don't agree with that. On Q6 - what does this mean around whether having more trips is important to me? I don't know how many trips I have. What I think is more important is just honesty - that means with the cab drivers also. If it was just calculated correctly - I mean also the council has to pay also. If the fee is £3 or whatever I will pay it - the money isn’t important to me.

6. Ms X is 76 years old and lives alone. She wanted to phone to say the card is a life line. She recently needed an ambulance and was given a five hour wait so used the card. The double swipe is essential and we can't end the double swipe. She can't stress enough how important this card is to her and she would be devastated if the double swipe was stopped.

7. Mr X spoke about how a certain driver ripped him off the other day. We have passed the details to Accessible Transport. Mr X did not want to take part in any future focus groups and he wasn't interested in going through the questions either.