

### Question: What is the war pensioner's mobility supplement?

**Answer:** This supplement is given to individuals who receive war development pension and are unable to walk. "War Pensioners Mobility Supplement is payable to war pensioners whose pensioned disablement(s) causes them serious difficulty in walking, or the effects of walking could pose a serious risk to health." [www.veterans-uk.info/pdfs/spva\\_factsheets\\_09/Factsheet9.pdf](http://www.veterans-uk.info/pdfs/spva_factsheets_09/Factsheet9.pdf)

### Question: What is higher rate attendance allowance?

**Answer:** "Attendance Allowance is a tax-free benefit for people aged 65 or over who need someone to help look after them because they are physically or mentally disabled.

You may get attendance allowance if:

- you have a physical disability (including sensory disability, such as blindness), a mental disability (including learning difficulties), or both

- your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else's safety
- you are aged 65 or over when you claim

Whether you get higher or lower rate depends on how much your disability affects you." [www.direct.gov.uk/en/DisabledPeople/FinancialSupport/AttendanceAllowance/DG\\_10012425](http://www.direct.gov.uk/en/DisabledPeople/FinancialSupport/AttendanceAllowance/DG_10012425)

### Question: What is a mobility assessment?

**Answer:** This is usually carried out by a physiotherapist or occupational therapist. The assessment includes a physical assessment of their ability to walk 70 metres, measuring gait, speed, pain and breathlessness. The assessment also includes a number of questions about the applicant's medical condition and history, their transport usage and needs, and their mobility. This assessment uses a score based approach with a set level indicating eligibility.

**For further information, or if you or the person you care for would like any part of this document interpreted into your own language, or produced in large print, audio, easy read or Braille, please email [taxicardconsultation@lbhf.gov.uk](mailto:taxicardconsultation@lbhf.gov.uk) or telephone on 020 8753 2872.**

# Public Consultation on H&F Taxicard Scheme



**This questionnaire should only be completed by Taxicard users. You can ask a family member, a carer or a friend to help you complete this questionnaire.**

## Introduction

### What is the Taxicard scheme?

The Taxicard scheme is a London-wide scheme, which provides subsidised door to door transport in licensed taxis and private hire vehicles, for people with a serious long-term mobility impairment or who are severely sight impaired.

### Who funds the H&F Taxicard scheme?

Both Hammersmith and Fulham (H&F) and Transport for London (TfL) fund the Taxicard scheme. The organisation 'London Councils' co-ordinates and administers the scheme on boroughs' behalf. For 2010-2011, the council contributed £206,800 (which includes 'London Councils' administration fee) and TfL contributed £463,683. Therefore, for 2010-11, the H&F Taxicard scheme cost £670,483.

### What is staying the same?

The council is not cutting its Taxicard budget and proposes to continue to fund the scheme in 2011-12 by the same amount (currently £206,800).

### What is changing?

Demand for Taxicard has increased since 2009 and membership continues to rise each month. Despite this and the associated need for increased spending,

TfL is reducing its contribution in 2011-12 by £17,050, rising to a reduction of £48,840 by 2013, a reduction of £108,889 by 2014 and a reduction of £167,171 by 2015 resulting in a cut to the local Taxicard funding. Therefore, H&F Council propose to make changes to the Taxicard scheme to ensure that those who need it most continue to have access to the service whilst balancing that need with the financial pressures the council is facing.

H&F are not proposing to increase the Taxicard budget. The national climate and the resulting public spending review has reduced the amount of money available for the council to spend in the coming years. H&F Council has to reduce its spending by £64 million over the next three years. Like all local authorities, H&F is faced with making some difficult decisions on how best to continue services with reduced resources, while trying to minimise the impact on residents.

### What is H&F proposing?

Due to the confirmed reduction in TfL funding and increased demand, Hammersmith & Fulham Council is proposing to make changes to the eligibility criteria for the Taxicard scheme and to change the way the scheme operates, and we are seeking your views on this.

## Your views

Your views and opinions are important to us and will help shape recommendations to the council. All responses to this consultation will be taken into account when councillors consider their decision at Cabinet.

## Consultation period

This proposal is subject to a consultation from 25th March 2011 to 6th May 2011. H&F will also be carrying out a number of focus groups during this time with representative groups.

## Who fills out the questionnaire?

The questionnaire should only be completed by Taxicard users. You can ask a family member, a carer or a friend to help you complete the questionnaire. If you have a wider interest in the Taxicard scheme please send any suggestions/comments to [taxicardconsultation@lbhf.gov.uk](mailto:taxicardconsultation@lbhf.gov.uk)

## What do I fill out?

Please complete the questions on this document and return it in the pre-paid envelope supplied, or at any council reception point by 6th May 2011. You can also complete the consultation online at [www.citizenspace.com/local/lbhf/Taxicard](http://www.citizenspace.com/local/lbhf/Taxicard)

For further information please refer to the frequently asked questions section at the end of the consultation document.

**Please tick (✓) only one box for each question, unless the question states otherwise.**

## Questionnaire

### 1) Are you?

- Someone who uses the Taxicard scheme
- Someone who is helping a Taxicard user complete the questionnaire
- Other (please do not fill out the questionnaire)

### Current eligibility criteria for the H&F Taxicard scheme

In H&F, applications from people with evidence of one of the following are automatically accepted on to the scheme:

- a) Receiving higher rate mobility component of disability living allowance
- b) Receiving war pension mobility supplement
- c) Severely visually impaired or blind.

Applicants where none of these three conditions apply require a doctor's medical assessment form describing the mobility restrictions of the applicant.

### Proposed changes to eligibility criteria

H&F propose to continue to fund the Taxicard scheme for people who come under any of the criteria (a)-(c) listed above.

We propose not to continue to use the doctor's medical assessment form due to the Department for Transport's advice for a similar scheme (Blue Badge).

### 2) Do you agree that the scheme should be limited to the eligibility criteria (a)-(c) and that a doctor's medical assessment form would no longer be accepted?

- Yes
- No

In addition to the present automatic eligibility criteria (a) – (c), additional criteria are being considered. We are seeking your views on this.

### 3) Please rank the following additional criteria in order of importance, with 1 being the most important and 5 being the least important.

- Recipients of higher rate attendance allowance
- People who have had a doctors medical assessment form explaining their severe mobility impairment
- People who have had a paper assessment by an occupational therapist (or equivalent) proving their severe mobility impairment
- People who have had a mobility assessment with a physiotherapist or occupational therapist arranged by the council proving their severe mobility impairment
- Other (please specify or select 5 if no further suggestion)

### 4) H&F may have the option to introduce means testing for applicants of the scheme. Do you agree that means testing should be part of the application process (e.g. one option may be that individuals with high income or savings would not be eligible for the scheme?)

- Yes
- No

### Proposed changes to how the scheme operates

The organisation 'London Councils' has recommended a number of changes to the price of Taxicard trips. H&F Council is considering implementing some/all of London Councils' recommended changes, which are to increase the minimum member charge, reduce the maximum subsidy and end double swiping. In addition, H&F are also proposing to limit the ability to rollover trips on a monthly basis.

**5) Please rate the following proposed changes from 1 to 4, with 1 being your most preferred change and 4 being your least preferred change.**

- Current:** A minimum member charge per trip currently costs £1.50  
**Proposed:** A minimum member charge per trip would cost £2.50
- Current:** Maximum subsidy tariffs are currently £10.30 (tariff 1); £11.30 (tariff 2) and £12.80 (tariff 3)  
**Proposed:** Maximum subsidy tariffs would be £8.30 (tariff 1); £9.30 (tariff 2) and £10.80 (tariff 3)
- Current:** 'Double swiping' is allowed  
**Proposed:** 'Double swiping' would not be allowed
- Current:** Annual limit of 104 trips  
**Proposed:** Monthly limit of 8 trips (which would result in an annual limit of 98 trips)

**Overall proposed changes**

H&F Council is proposing to change the eligibility criteria and change the operating of trips in order to provide the service with the resources available while also prioritising the scheme for users who most need it.

**6) Please rank the following options in order of preference, from 1 to 5, with 1 being the most preferred option and 5 being the least preferred option:**

- Make no change to the scheme by increasing the borough budget for Taxicard
- Re-focus the eligibility criteria to those who most need it
- Change how the scheme operates
- Change the eligibility criteria and how the scheme operates
- No longer run the scheme

**7) If you have any further comments or suggestions please write them in the box below:**

**The council plans to make a decision about the Taxicard scheme in June 2011. Your views are important to us and will help to influence this decision.**  
The decision will be included in Cabinet minutes, available on [www.lbhf.gov.uk](http://www.lbhf.gov.uk).

**Background Questions**

**8) Which of the following apply to you or the person you are completing the form for?**

(Please tick all relevant boxes)

- Receiving higher rate of the mobility component of the disability living allowance
- Registered severely visually impaired or registered blind
- Receiving a war pensioner's mobility supplement
- Receiving higher rate attendance allowance

**9) What do you use your Taxicard for?**

(Please tick all relevant boxes)

- Visiting friends or relatives
- Healthcare visits/hospital appointments
- Travelling to social care services (e.g. a day centre)
- Travelling to an education establishment
- Shopping
- Social activities
- Other (Please specify)

**10) Please rank the following schemes you use in order of importance to you, from 1-7, with 1 being most important and 7 being least important.**

If you do not use the service, please leave box blank.

- Dial-a-Ride
- Taxicard
- Blue badge
- Freedom pass
- Hospital transport
- Community transport project
- Other transport scheme (Please specify)

**11) Are there any groups of people you think would be particularly disadvantaged by the proposed changes?**

(Please tick all relevant boxes)

- People under 65
- People over 65
- People with a physical impairment
- People with a visual impairment
- People with a hearing impairment
- People with a mental health condition
- People with a learning disability
- People with a long-standing illness or health condition
- Males  Females
- Any ethnic group(s) (please specify):

- Other group (please specify):

**12) Are there any groups of people you think would be particularly advantaged by the proposed changes?**

(Please tick all relevant boxes)

- People under 65
- People over 65
- People with a physical impairment
- People with a visual impairment
- People with a hearing impairment
- People with a mental health condition
- People with a learning disability
- People with a long-standing illness or health condition
- Males  Females
- Any ethnic group(s), (please specify):

- Other group (please specify):



**13) How might the council minimise the impact of introducing the proposed changes, were a decision made to do so?**

Please state

**Equalities information**

Hammersmith & Fulham Council is committed to promoting equality and diversity, both as an employer and as a service provider. Please be assured that the information you provide below will be used for statistical purposes only and will help us to monitor our consultation process.

**Are you male or female?**

- Male  Female

**What age group are you?**

- Under 16 years  16 – 24  25 – 44  
 45 - 64  65+

**Do you have a long term illness, health problem or disability which limits your daily activities or the work you can do?**

- Yes  No

**If yes, what is the nature of the impairment?** (Please tick all relevant boxes)

- Physical impairment  
 Hearing impairment  
 Visual impairment  
 Learning disability  
 Mental health condition  
 Long standing illness  
 Other: e.g. hidden impairment (diabetes, epilepsy etc.) (please specify)

**What is your ethnic group?**

- White English  
 White Welsh  
 White Scottish  
 White Irish  
 Black Caribbean  
 Black African  
 White and black Caribbean  
 White and black African  
 Indian  
 Pakistani  
 Bangladeshi  
 Chinese  
 White and Asian  
 Other ethnic group (please specify)

**What postal area do you live in?**

- NW10  SW6  
 SW10  W3  
 W4  W6  
 W10  W11  
 W12  W14

**Frequently asked questions**

**Question: How many H&F Taxicard users are there?**

**Answer:** H&F currently has 2,330 service users, 97% of whom are adults.

**Question: What restrictions apply for H&F Taxicard scheme?**

**Answer:** Residents can make a maximum of 104 journeys per year, and no additional journeys are allowed.

**Question: What is the minimum member charge?**

**Answer:** The minimum member charge is the amount of money a Taxicard user pays towards each journey.

**Question: What is the trip subsidy?**

**Answer:** The trip subsidy is the maximum amount that H&F Council and TfL pays towards a Taxicard user's journey. If the Taxicard meter exceeds this subsidy then the user pays the remainder of the fee.

There are three maximum subsidy tariffs for different time periods. Tariff 1 applies for journeys taken between 6.00am and 8.00pm Monday to Friday. Tariff 2 applies for journeys taken between 6.00am and 8.00pm Saturday to Sunday and between 8.00pm and 10.00pm Monday to Sunday. Tariff 3 applies for journeys taken between 10.00pm and 6.00am Monday to Sunday.

**Question: What is double swiping?**

**Answer:** Double swiping means that members can use two subsidies together in one 'single' journey instead of only one subsidy. With double swiping, Taxicard members have the option of

taking more shorter trips or fewer longer trips.

For two trips, double-swiping allows two subsidies to be used together (up to a maximum of £20.60 for a day trip) which costs the Taxicard user £3. So, currently, they can have a journey up to the value of £23.60 on the meter on a double-swipe trip, which would only cost £3. If the council chose not to allow double swiping, this would mean the same trip would cost £13.30 but the user would still have one further credit.

**Question: What is the higher rate of the mobility component of the disability living allowance?**

**Answer:** To get the mobility component of Disability Living Allowance, you must be under the age of 65 and your disability must be severe enough for you to have one of the walking difficulties listed on [www.direct.gov.uk](http://www.direct.gov.uk) even when wearing or using an aid or equipment you normally use.

"There are two rates of the mobility component depending on how your disability affects you:

*Lower rate:*

If you need guidance or supervision out of doors.

*Higher rate:*

If you have any of the other, more severe, walking difficulties.

You may be entitled to only the care component or only the mobility component, or you may be entitled to both."

[www.direct.gov.uk/en/DisabledPeople/FinancialSupport/DisabilityLivingAllowance/DG\\_10011816](http://www.direct.gov.uk/en/DisabledPeople/FinancialSupport/DisabilityLivingAllowance/DG_10011816)