

Enquiries to:
Taxicard Administrator
T: 01223 457164
E: taxicard@cambridge.gov.uk



«Title» «FN» «SN»
«A1»
«A2»
«A3»
«A4»
«A5»
«PC»

«Number»

Date: «Date»

Customer No: «Number»

Dear «Title» «SN»

Your views on the Council's changes to the Taxicard Scheme

Recently changes have been made to the Taxicard Scheme, which helps disabled people who live in Cambridge and have a low income to pay for taxi journeys. We are asking what you think about the changes and further changes the Council is planning to make from April 2022.

You can complete the survey online through this webpage: www.cambridge.gov.uk/taxicard The online version of the survey can be completed on a computer, Tablet or smart phone. For most people it is easiest and quickest to complete the survey online. However, if it is easier for you to complete a paper copy, we have provided one with this letter. There is also a pre-paid envelope to return a paper copy to us.

It is very important to us to know what you think of the changes and how they will affect you. Your answers will be used to help us to make the Scheme easier to use and understand how much you need to use it.

Your feedback from the survey will be shared at the Planning and Transport Scrutiny Committee in January 2022. The feedback shared will be anonymized.

Changes to the Taxicard Scheme

On 1 October 2021 Cambridge City Council made some changes to the Council's Taxicard Scheme aimed to improve access to the Scheme and:

- Make the Scheme easier to use so existing members can use it more
- Help new people to join by widening the eligibility criteria

The changes were made in keeping with the Council's budget for the Scheme. This meant that the Council also reduced the number of vouchers issued, and the total voucher value available for members.

Before October, the scheme provided up to 100 vouchers to members each year (from 1 April to 31 March). Year on year, the amount for individual vouchers increased by 10p and reached £3.80 for 1 April 2021 to 30 September 2021. Between 1 April to 30 September 2021 members were issued with vouchers that reached a total of £190 (50 x £3.80).

From 1 October to 31 March 2022, the main change introduced since 1 October has been the reduction in the number of vouchers issued, and the total voucher value. Currently £75 for 6 months.

Other ongoing changes that have been introduced since 1 October are:

- There are vouchers for different values (so for example a mix of £1 and £5) rather than the previous set amount of £3.80
- Taxicard members can use 1 or more vouchers per one-way journey
- Existing Dial-a-Ride members can now use their Taxicard vouchers on Dial-a-Ride mini-buses
- People receiving the Higher Care Component of the Disability Living Allowance or the Daily Living Enhanced Personal Independence Payment are now able to join the Taxicard Scheme
- No additional books of vouchers will be issued in this time
- Replacement vouchers will be issued at our discretion but a fee may be charged

From 1 April 2022 to 31 March 2023, we are currently proposing a book of vouchers totaling £150 will be provided to members. The overall value of vouchers has been reduced but the flexibility to use the vouchers has been increased.

It is hoped that these changes will mean that existing and future Taxicard users will be able to use the full value of their vouchers.

What hasn't changed?

- Taxicard members must hand over the voucher(s) to the driver so the costs can be reimbursed
- Vouchers are not transferrable to another person.

Thank you for reading this information and we really hope you can respond to the survey on changes to the Taxicard Scheme. If you have questions or are unable to complete the online or paper versions, please call Customer Services on 01223 457200. This will take you through to the Planning Team where you will hear a number of options. Please select 'Option 7' for all other enquiries where an advisor will be able to assist you.

Yours sincerely

Taxicard Administrator



Cambridge City Councils privacy notice provides you with information about what we do with your personal data (information that is about you and identified you). You have several rights over your information, details of which are at: <https://www.cambridge.gov.uk/privacy-notice>

Taxicard Trial Feedback Questionnaire

(For completion by existing Taxicard Members only)



Please complete and return by Friday 3 December 2021

If preferred, an online version of the questionnaire is also available at www.cambridge.gov.uk/taxicard

Please submit only one response.

If you have questions or are unable to complete the online or paper versions, please call Customer Services on 01223 457200. This will take you through to the Planning Team where you will hear a number of options. Please select 'Option 7' for all other enquiries where an advisor will be able to assist you.

Introduction

On 1 October 2021 Cambridge City Council introduced some changes to the existing Taxicard Scheme aimed to increase usage by existing members by making the scheme more flexible to use, and extending the eligibility criteria to encourage new members to join and benefit from the scheme.

Previously the scheme operated by issuing 100 vouchers to members each year (from 1 April to 31 March). Year on year, the amount for individual vouchers increased by 10p and reached £3.80 for 1 April to 30 September 2021. For the 6 months from 1 April to 30 September 2021, vouchers to the value of £190 (50 x £3.80) were issued. The main change introduced since 1 October has been the reduction in the number of vouchers issued, and the total voucher value, now £75 for 6 months.

From 1 April 2022 we are currently proposing to issue vouchers totalling £150 for 12 months. The overall value of vouchers has been reduced but the flexibility to use the vouchers within this overall amount has been increased. It is anticipated that with this change more of the existing and future Taxicard users will be able to use the full value of their vouchers.

Our overall aim is to provide a scheme that increases the use of the vouchers provided by an increased number of Taxicard members within our overall budget. This necessitates changes to the overall voucher values for individual Taxicard members.

We are aware that some existing Taxicard users have previously used the majority of their vouchers and we are particularly keen to hear from these Taxicard users about the changes to the scheme.

One of the flexibilities introduced to the scheme is around the use of vouchers enabling Taxicard members to use as many vouchers per trip as they so choose rather than the previous 1 or 2 per trip which had been introduced in April 2021. The vouchers recently issued are made up of a combination of £1 and £5 vouchers rather than the previous set amount (£3.80).

Changes were made to the application form to increase eligibility criteria for those who previously wouldn't have been able to apply and benefit from the Taxicard scheme. Those receiving the Higher Care Component of the Disability Living Allowance or the Daily Living Enhanced Personal Independence Payment can now apply to join.

In partnership with Cambridge Dial-a-Ride, the use of Taxicard vouchers on Cambridge Dial-a-Ride by existing Dial-a-Ride members has also been agreed.

We would welcome your feedback on how changes have been received by you, and would like you to complete the following questionnaire, the results of which will be important to us in reviewing the scheme further. A report of the findings of the survey and feedback received so far will be presented to Planning and Transport Scrutiny Committee on 11 January 2022. Feedback will be anonymised.

Privacy Notice

Cambridge City Council's privacy notice provides you with information about what we do with your personal data (information that is about you and identifies you). You have several rights over your information, details of which are at:

<https://www.cambridge.gov.uk/privacy-notice>

Your Taxicard Membership

1. **Please enter your Taxicard Customer Number**
(This is the 8 digit number printed on your Taxicard Vouchers)

--	--	--	--	--	--	--	--

How Do You Currently Use Your Vouchers

2. **What do you travel to with using your Taxicard vouchers?**
(Tick as many as apply)

	Shops
	Hospital
	Doctors
	Place of Worship
	Railway Station
	See Friends / Socialise
	Recreational Purposes
	Other (please say how you use your vouchers to travel)

3. **Approximately how often do you use your Taxicard vouchers?**

	Weekly
	Fortnightly
	Monthly
	Bi-Monthly
	Every three months
	Every six months
	I do not use them
	Other (please say how often)

4. Approximately how many Taxicard vouchers did you use from 1 April 2019 – 31 March 2020?

We are asking about this timeframe because it is the year before the pandemic restricted most people's travel.

Please select one option

	1 - 20
	21 - 40
	41 - 60
	60 or more
	Not applicable (I joined after April 2021)
	Not applicable (I joined after October 2021)

5. If joining the Taxicard Scheme from 1 April 2021, roughly how many of the 50 vouchers issued did you use?

	1 - 25
	26 – 50
	Not applicable (I joined before April 2021)
	Not applicable (I joined after 1 October 2021)

6. Has it been helpful for you to use as many vouchers as you choose per trip?

From 1 April 2021 we introduced the use of up to 2 Taxicard vouchers per trip, and from 1 October have increased the flexibility by removing this limit enabling Taxicard members to use as many vouchers as they choose per trip. Prior to April 2021 Taxicard members were limited to using only 1 voucher per trip.

	Yes
	No

7. Please indicate why you haven't used more than one voucher per trip?

Please mark this question as N/A if not applicable to you

--

8. There has been no limit on the amount of vouchers that can be used per trip since October 2021. Since this change, how likely are you to use all Taxicard vouchers in your book?

	Very likely
	Somewhat likely
	Neither likely nor unlikely
	Somewhat unlikely
	Very unlikely

Proposed Total Value of Vouchers for Issue from 1 April 2022

From 1 April 2020 to 31 March 2021 under the scheme Taxicard members could receive 100 vouchers at £3.70 totalling £370 but only available to use one voucher per trip.

We were reviewing the scheme and in April 2021 issued 6 months worth of vouchers at £3.80 (10p increase) x 50 to the value of £190 and introduced the change that you could use 2 vouchers per trip.

Following the review, changes were introduced from 1 October where 35 vouchers to the value of £75 for the 6 month period to 31 March were issued. The vouchers were in denominations of £5 and £1 and members could use as many as they like per trip, could use on Cambridge Dial-a-Ride and eligibility criteria changed. The overall value of the vouchers has reduced by 60%.

From April 2022 it is proposed to issue a book of vouchers totalling £150 for the 12 month period to 31 March 2023. The overall reduction in face value being 60%. The scheme would however allow the use of multiple vouchers per trip, increased

eligibility, Cambridge Dial-a-Ride and it is anticipated that new members will join the scheme.

The proposals are to fund more members in the overall scheme.

- 9. From 1 April 2022 Cambridge City Council is proposing to change the total value of vouchers issued to £150 per year. Do you think you will use all £150 worth of vouchers?**

	Yes – I would use all of the £150
	No – I would not use all of the £150
	Don't Know – I might use all of the £150

- 10. If the reduction to £150 a year for the total value of Taxicard vouchers is too large a reduction in one year, what do you consider the total value of Taxicard vouchers should be?**

Taking into consideration members are now permitted to use as many vouchers per trip, the use of vouchers on Cambridge Dial-a-Ride and increased eligibility encouraging new members to join, within the overall budget for the scheme.

--

- 11. Is it helpful to have a mixture of Taxicard voucher values in the books?**
(From 1 October vouchers were issued for £5 and £1)

	Yes
	No

- 12. Have you found the £1 vouchers issued for use from 1 October useful?**
You may have used a number of these at once, or one or two added to a £5 voucher

	Yes
	No

The Taxicard Application Process

13. Did you join the scheme by completing the on-line application form?

	Yes
	No
	Don't Know

14. What did you think of the application process?

Please provide feedback of your experience of using either the on-line application form or paper version.

--

15. Did you join the Taxicard Scheme on or after 1 October 2021?

	Yes
	No

16. If you joined on or after 1 October 2021, was this because the Scheme now includes people on the Higher Care Component of the Disability Living Allowance and the Daily Living Enhanced Personal Independence Payment?

	Yes
	No
	Not applicable

17. Did you recently only just become aware of the scheme in the last 12 months?

	Yes
	No
	Not applicable

- 18. If answering 'yes' to Q18, how did you become aware of it?**
Please select all that apply (or not applicable if this doesn't apply to you)

	A friend / relation
	Other Taxicard member
	Cambridge City Council website
	Cambridge Matters (Cambridge City Council's magazine for City residents)
	Other (please say how you became aware of it)
	Not Applicable

Partnership with Cambridge Dial-a-Ride

In partnership with Cambridge Dial-a-Ride, Taxicard vouchers can now be used on the Dial-a-Ride buses. This is for people who are both Taxicard members and Cambridge Dial-a-Ride members.

- 19. Are you currently a member of Dial-a-Ride and do you use your Taxicard vouchers to travel with them?**

	Yes – I am an existing Dial-a-Ride member and have used Taxicard vouchers on the mini-bus
	Yes – I am an existing Dial-a-Ride member but have not yet used the Taxicard vouchers on the mini-bus
	Not a member of Cambridge Dial-a-Ride

- 20. Have you become a member of Cambridge Dial-a-Ride since we introduced the use of Taxicard vouchers on their mini-buses?**

	Yes
	No
	Not applicable

Your Experience of Taxicard Journeys

21. On a scale of 1 to 5, how easy is it to use your vouchers on taxi journeys?

(Where 5 is 'really easy' and 1 is 'very difficult')

1	2	3	4	5

22. Please share details on how easy or difficult it is to use your vouchers on taxi journeys

23. On a scale of 1 to 5, how easy is it to use your vouchers with Cambridge Dial-a-Ride?

(Where 5 is 'really easy' and 1 is 'very difficult')

(Please select the relevant option if you don't currently use your vouchers with Dial-a-Ride)

1	2	3	4	5	I do not use my vouchers with Cambridge Dial-a-Ride

24. Please share details on how easy or difficult it is to use your vouchers with Cambridge Dial-a-Ride.

(If you are not a member of Cambridge Dial-a-Ride please do not answer this question).

Thank you for taking the time to complete the questionnaire.

Please return your form in the pre-paid envelope provided.