

Taxicard Trial Feedback Questionnaire

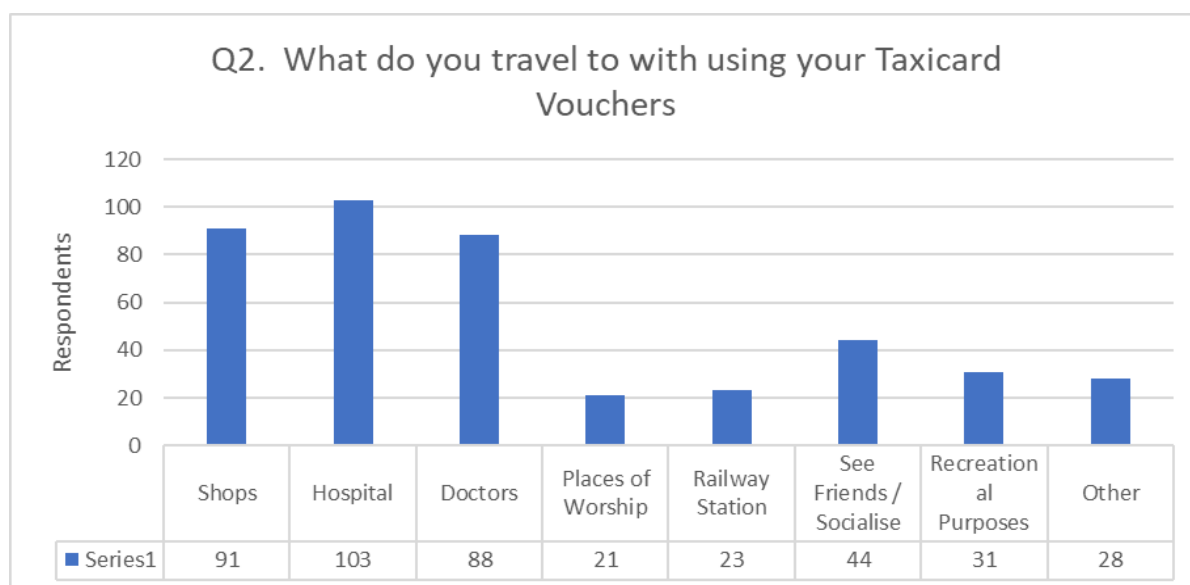
(For completion by existing Taxicard Members only)



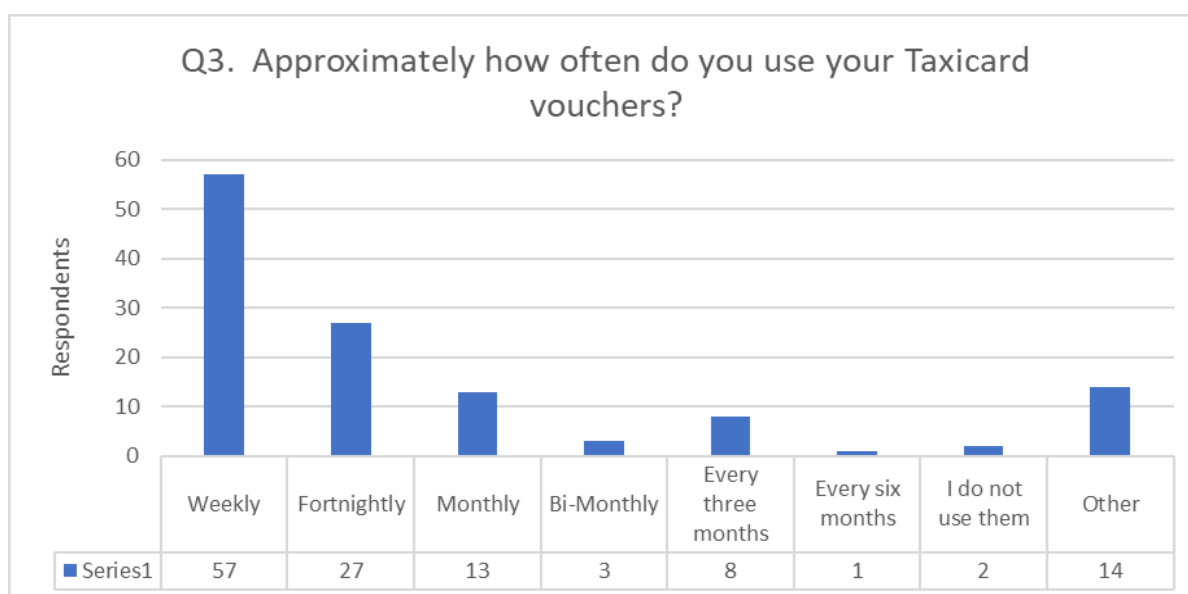
Summary Of Responses Received

A total of 125 responses were received out of a possible 350 (35%).

How Do You Currently Use Your Vouchers

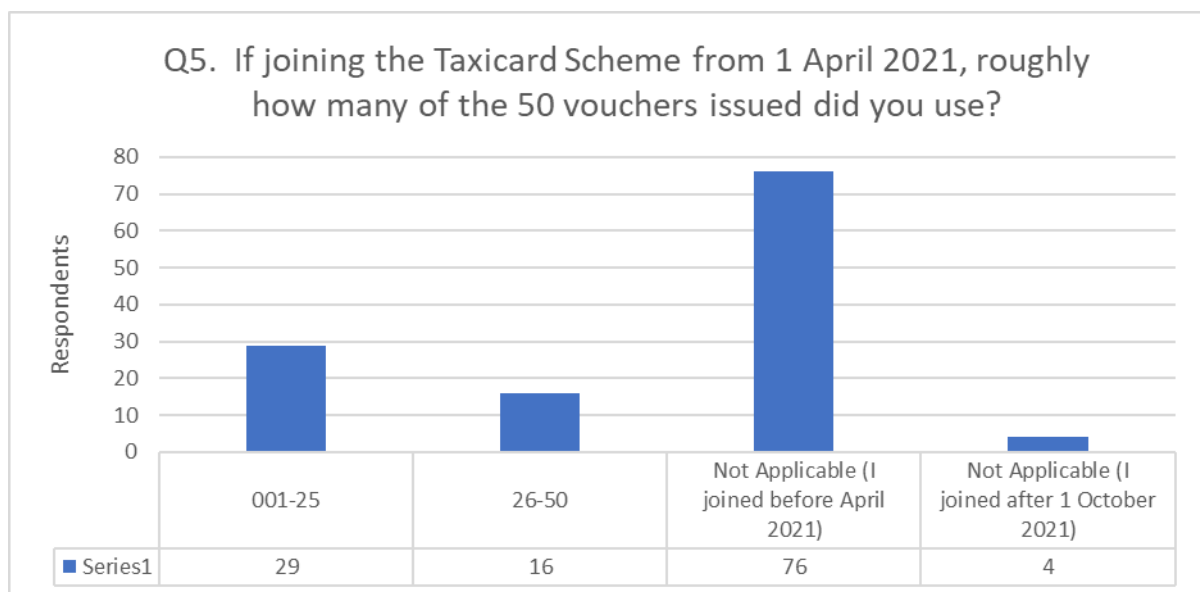
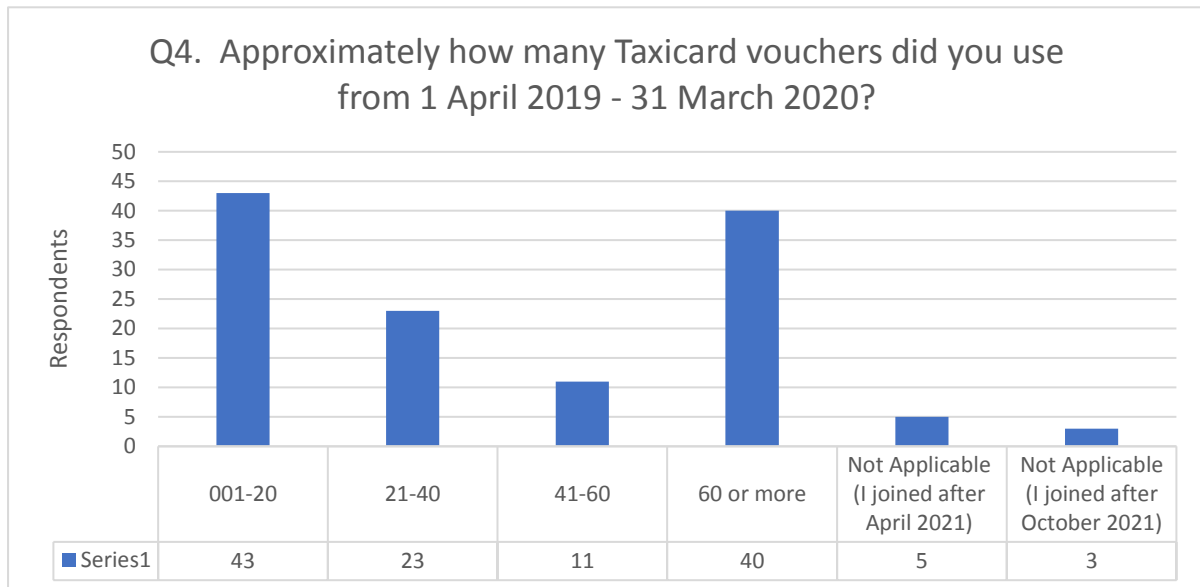


The 'Other' responses included;
Theatre, respite, hairdresser, other appointments i.e., dentists, opticians etc.

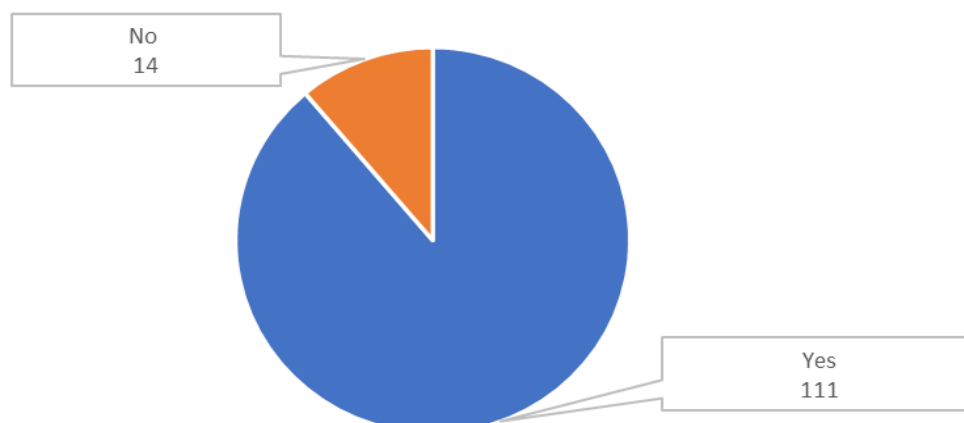


The 'Other' responses included; As needed, varies, hard to say, don't use them.

Q4 - relates to a period of time when Taxicard members received books of 100 vouchers at £3.70 each.



Q6. Has it been helpful for you to use as many vouchers as you choose per trip?



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

Use of multiple vouchers per trip

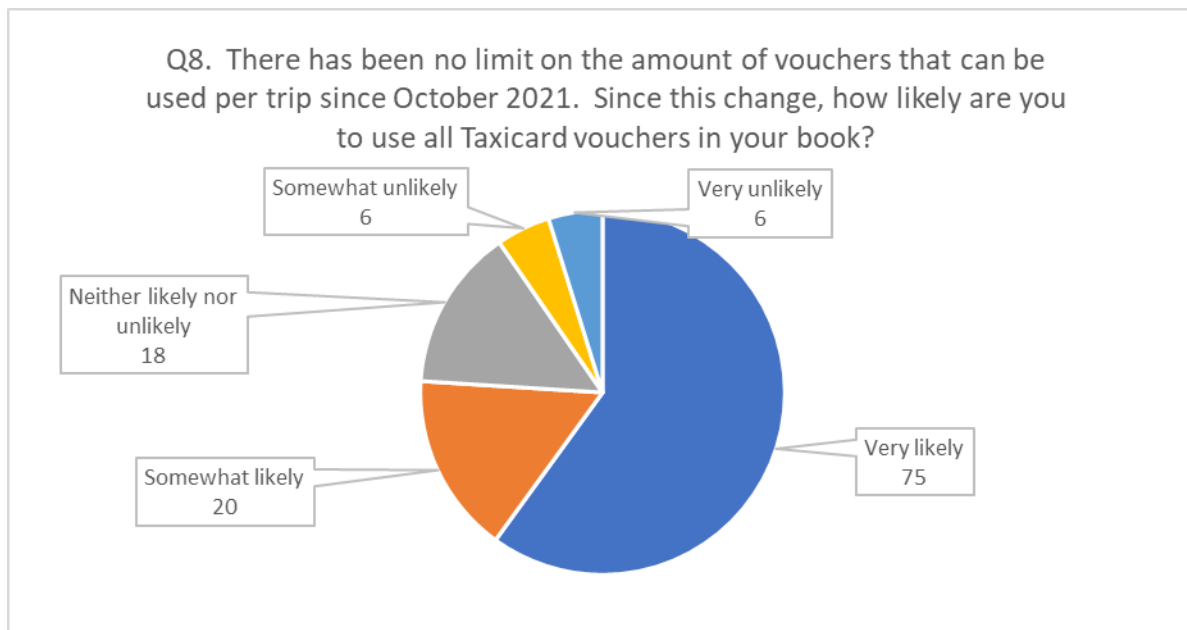
- whilst we can see that some members are using more than 1 voucher per trip, members are concerned about getting through them quicker and running out so are using 1 to make them last
- some members don't use them
- some members hadn't realised the use of more than 1 voucher per trip was now permitted
- some members were pleased to be able to use 1 or more vouchers
- some members had difficulties adapting to the new voucher system

Drivers

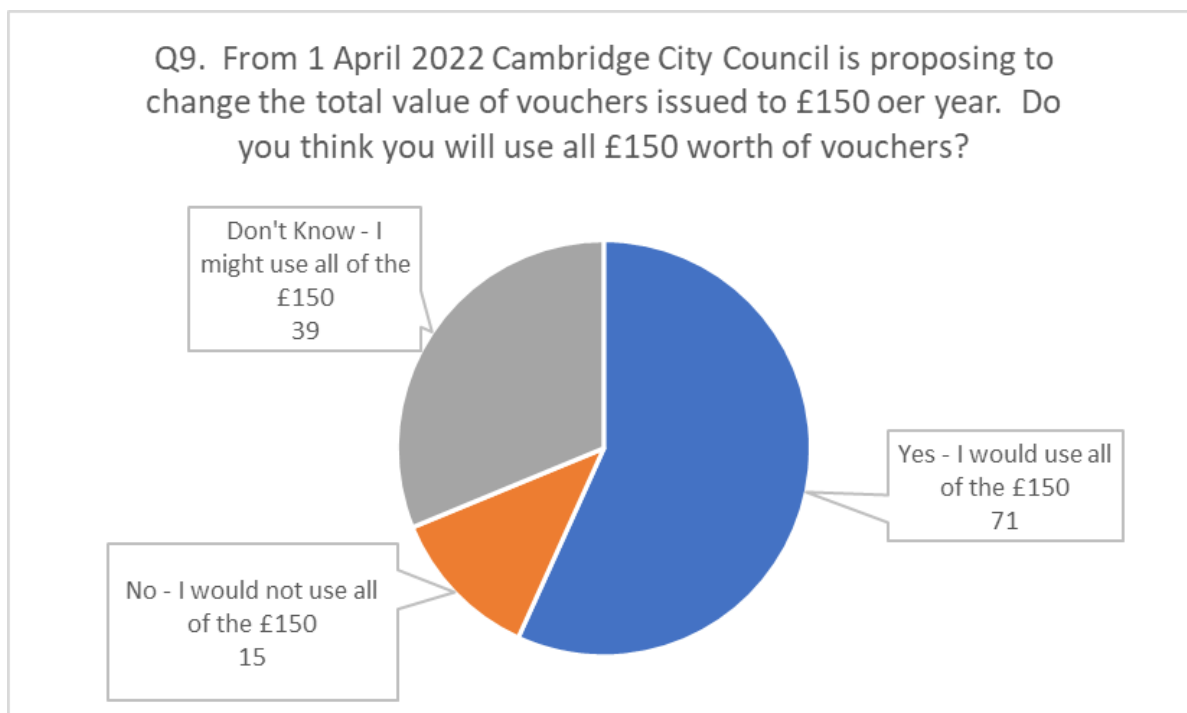
- some drivers have been unaware they are able to take more than 1 voucher per trip
- some drivers have not wanted to take more than 1 voucher

£1 vouchers

- some have used on a few occasions but not everyone has found them easy to use
- some members do not think the £1 vouchers are of much use



Proposed Total Value of Vouchers for Issue from 1 April 2022



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.

Of the 125 respondents, 65 said they didn't know or didn't provide an answer to the question. 2 respondents were happy for whatever was agreed.

However, 58 respondents specified an amount as follows;

A	1 x £75 2 x £100 1 x £125 13 x £150 (inc 2 x £150+) 1 x £170 1 x £175 4 x £190 (inc 2 x £190+) 10 x £200 1 x £200-£250 7 x £250
B	1 x £250-£300 1 x £260 1 x £285 4 x £300 9 x £380 1 x £390

To summarise;

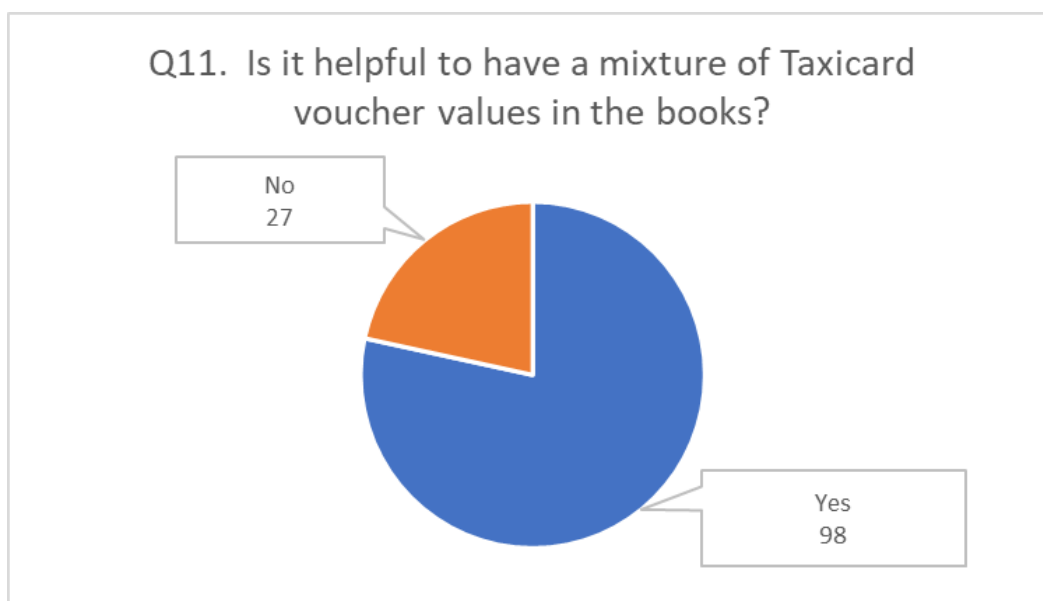
41 members responded between £75-£250 as indicated in 'A' above and 17 members responded between £260-£390 see 'B' above

15 members suggesting up to £150

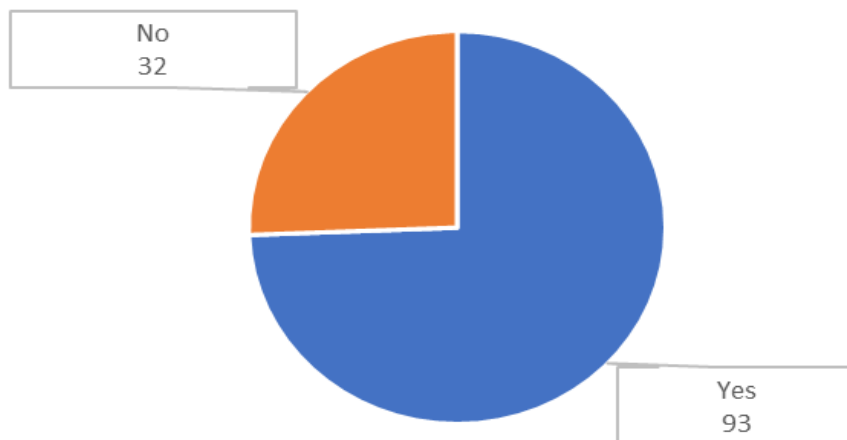
18 members suggesting between £160 and £200

11 members suggesting between £250 and £290

14 members suggesting £300 and £390

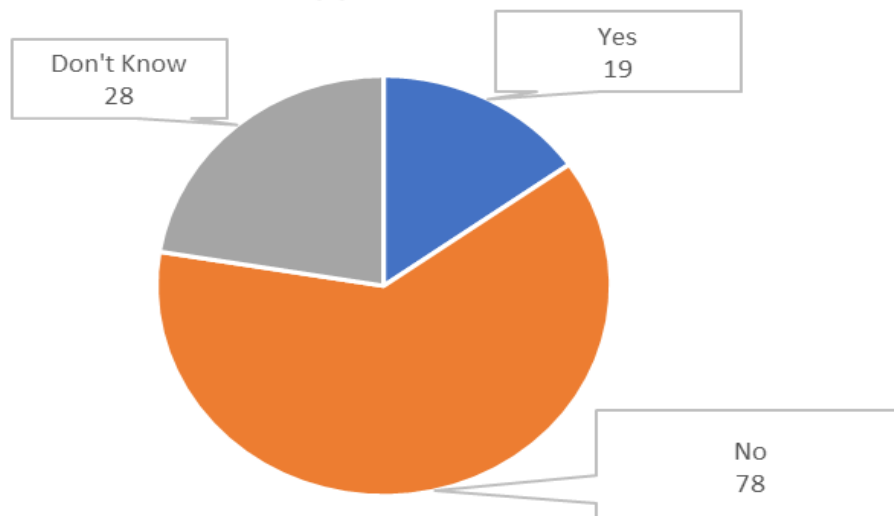


Q12. Have you found the £1 vouchers issued for use from 1 October useful?



The Taxicard Application Process

Q13. Did you join the scheme by completing the on-line application form?



Q14. 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.

On-line Application Form

Comments from the 19 respondents who had applied on-line included;

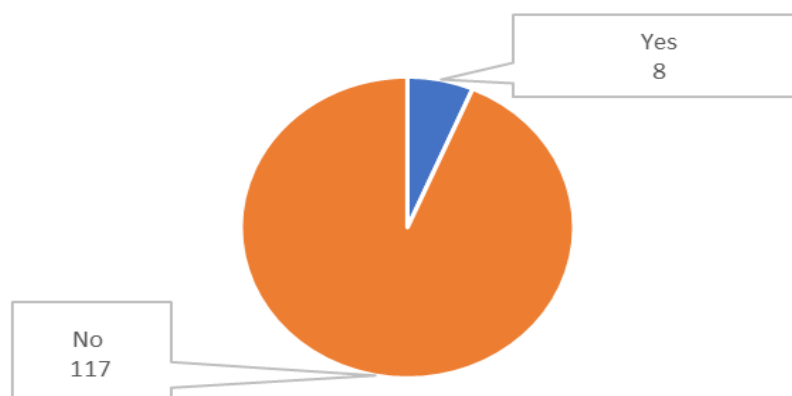
- The process was good, quite easy, excellent, appropriate and easy to complete and preferred the on-line version.
- Some respondents required assistance to complete the on-line application form

Hard Copy Application Form

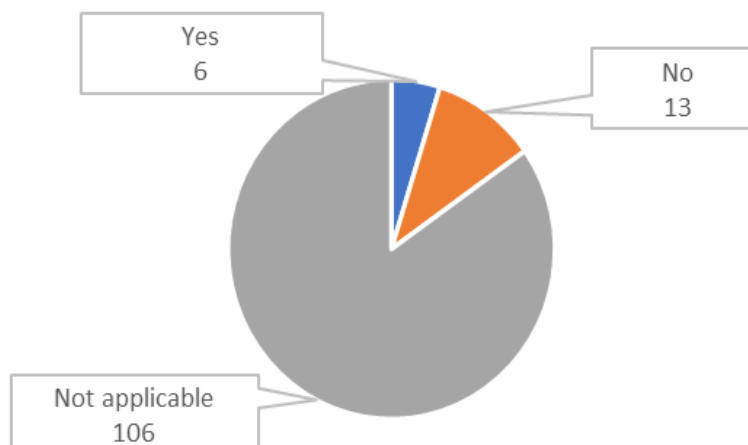
Comments from the 78 respondents who had applied using the hard copy application form included;

- The process was clearly explained, easy to complete, they weren't on-line, preferred paper versions, had no problems completing it and the form was easy to understand
- Some respondents required assistance to complete the form.

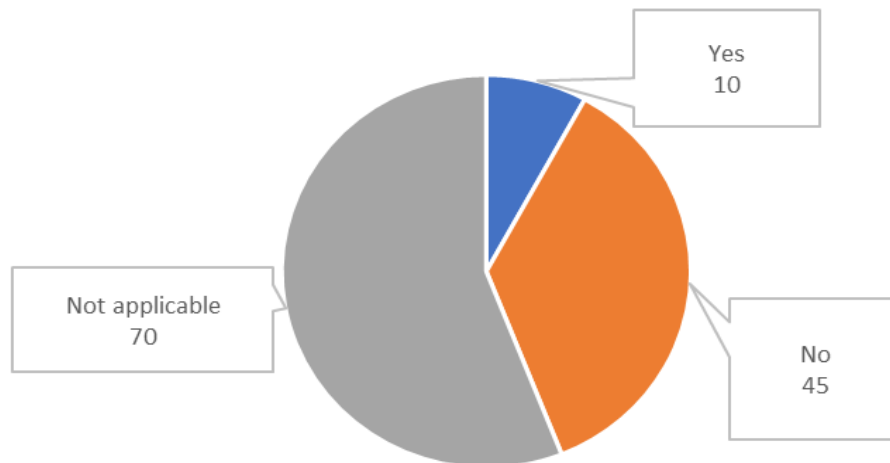
Q15. Did you join the Taxicard Scheme on or after 1 October 2021?



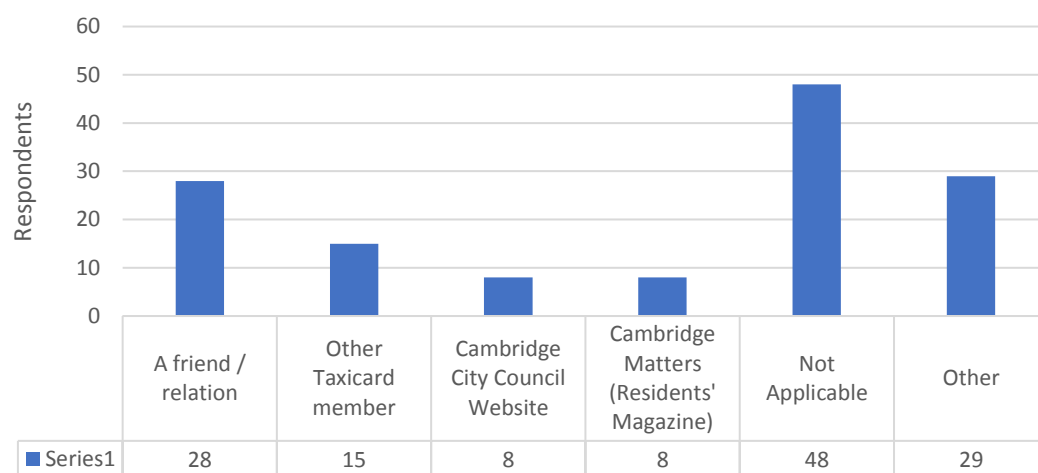
Q16. If you joined on or after 1 October 2021, was this because the scheme now includes people on the Higher Care Component of the DLA and the Daily Living Enhanced PIP?



Q17. Did you recently only just become aware of the scheme in the last 12 months?

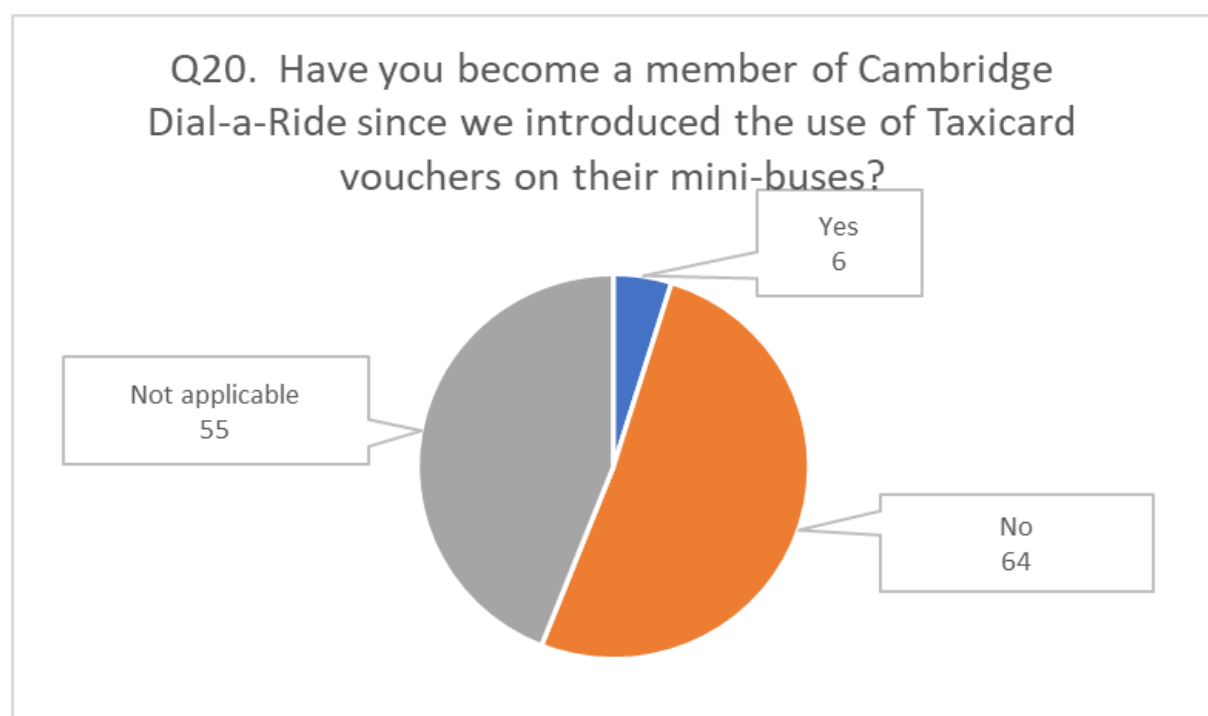
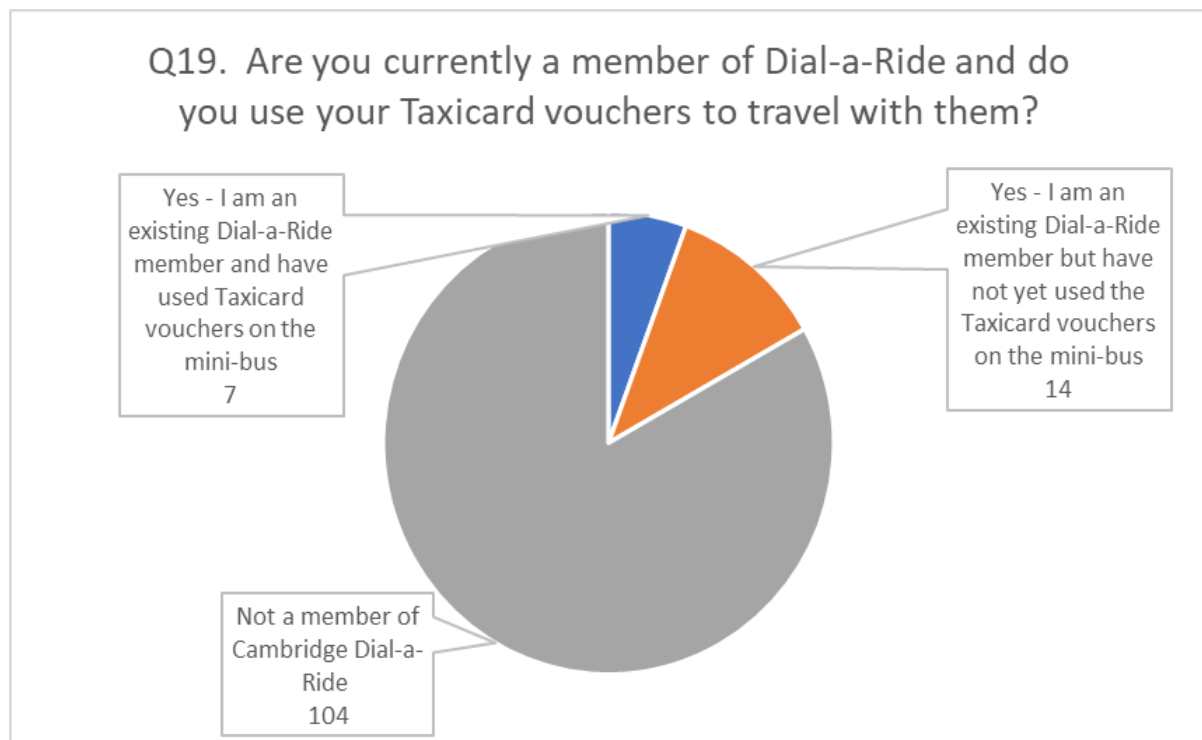


Q18. If answering 'yes' to Q17, how did you become aware of it?

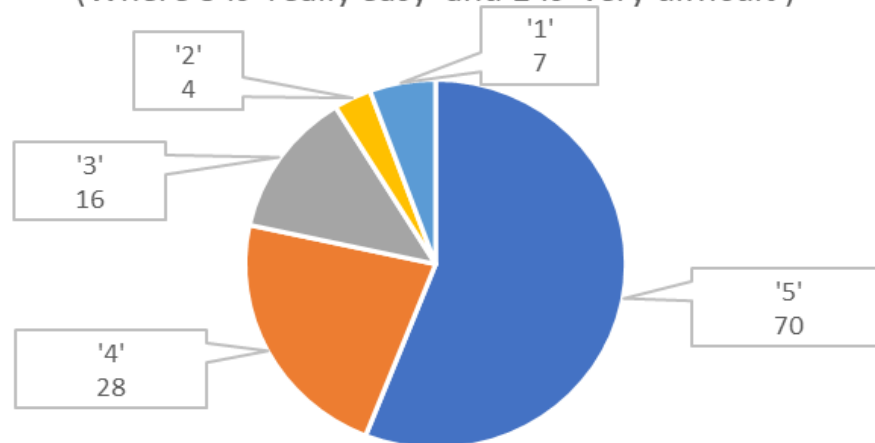


The 'Other' responses included;
google search, doctor, CPN nurse, work, Camsight, Citizens Advice Bureau, Rent Office, Councillor, support worker, carer, and Housing 21.

Partnership with Cambridge Dial-a-Ride



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')

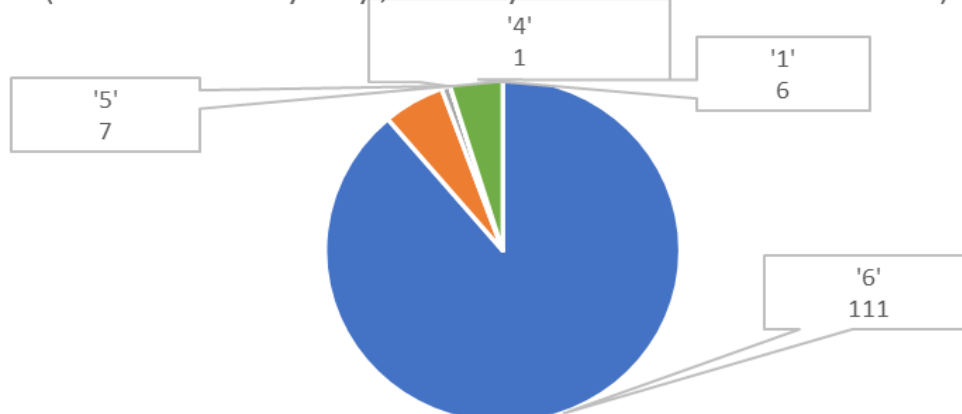


Q22. Please share details on how easy or difficult it is to use your vouchers on taxi journeys

Of those respondents indicating 5 and 4 above, comments included;
Easy to use, they found drivers helpful and taxis were on time.

Of those respondents indicating 3, 2 and 1 above, there were a number of responses where no comments were given, although other comments ranged from; the experience being ok, handling of money does not suit everyone, some difficulty to work out quickly which vouchers to use along with the need for further communication to be had with the taxi companies to raise awareness of the changes introduced from 1 October.

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', 1 is 'very difficult' and 6 is 'do not use')



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).

The comments received from respondents in relation to their experiences with Cambridge Dial-a-Ride included; Easy and straightforward to use, very easy and have had no problems using the vouchers with Dial-a-Ride.

111 of respondents are not members of Cambridge Dial-a-Ride so couldn't comment.

Summary

- Most respondents use their vouchers to go to medical appointments and shops
- Not all respondents are using all vouchers issued
- Most respondents use their vouchers on a weekly basis
- Respondents have found it useful to use more than 1 voucher per trip
- Just over half of all respondents are likely to use all their vouchers because of this change
- Just over half of all respondents thought they would use all £150 vouchers issued for use from 1 Oct – 31 March
- 58 respondents provided a suggested total voucher value from 1 April 2022. These were made up of 41 people answering between £75 - £250 and 17 answering between £260 and £390
- Around 78% of members found it useful to have a mixture of voucher values in the book
- Around 74% of respondents had found the £1 vouchers useful
- The majority of respondents had not joined the scheme by doing so on-line
- 8 respondents had joined the scheme from 1 October, 6 as a result of the changes to the eligibility criteria.
- The majority of respondents had heard about the scheme through friends, other Taxicard members or through carers, support workers, citizens advice etc.
- The majority of respondents are not members of Cambridge Dial-a-Ride
- 6 respondents have joined Cambridge Dial-a-Ride since 1 October 2021
- Most respondents rate their experience of using Taxicard vouchers with Taxi companies as easy to do so.
- Some respondents had raised concerns around the need for more communication with taxi companies about the use of Taxicard vouchers.