

Public Taxis & private hire wheelchair accessible vehicle consultation

- **Project:** Taxis & private hire wheelchair accessible vehicle consultation
- **Start:** 15 August 2024
- **Project manager:** Martin Seymour

Report summary

The Council was seeking views from people who live or work in Brighton & Hove as part of a consultation on accessibility of our taxi and private hire fleet of wheelchair accessible taxis and so that the Council could improve the experience for wheelchair users, disabled passengers and passengers who have difficulties with mobility and to understand the needs of passengers who use wheelchair accessible vehicles

The survey covered taxis that are accessed via one of the city's taxi ranks, hailed as they drive along or booked in advance through a private hire operator.

The Consultation was open on the Councils Your Voice website from the 15 August 2024 to the 13 October 2024 and then extended to the 24 November 2024 so that additional stakeholders could respond.

The consultation was open to all members of the public. In addition, a wide selection of stakeholders were emailed directly requesting that their services users/members complete the survey

Consultation results

Please see report below

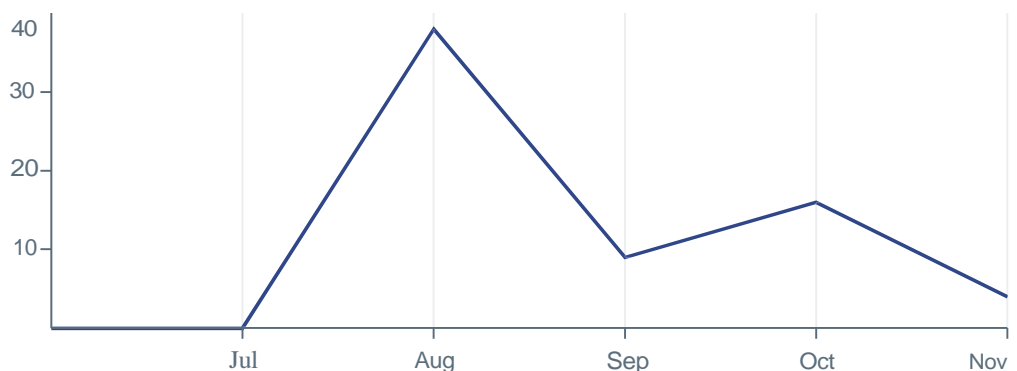
Participants timeline

Total participants

67

Participation rate

0%

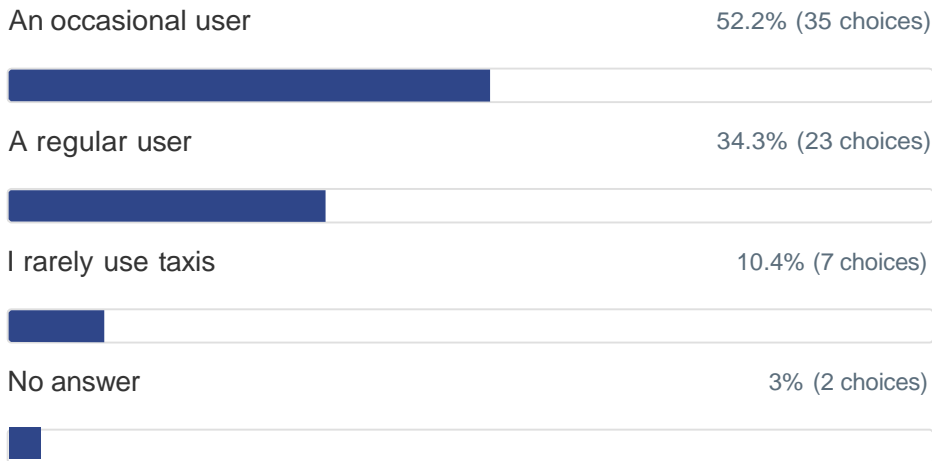


• Participants

English

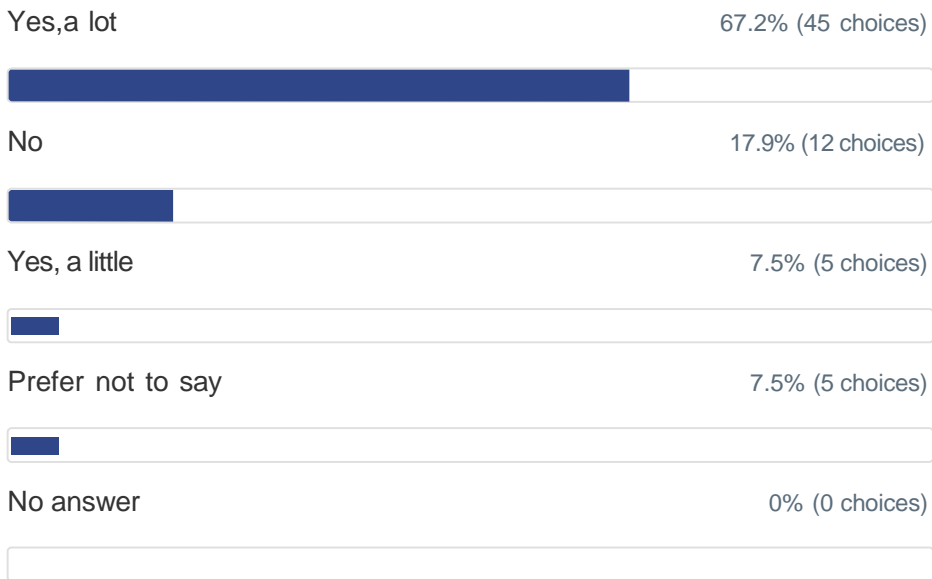
Which of the following best describes you with respect to your use of taxis or private hire vehicles.

65/67 -Multiple choice-choose one -optional



Are your day-to-day activities limited because of a health condition or disability which has lasted, or is expected to last 12 months or more? Day-to-day activities are things people do on a regular or daily basis, for example eating, washing, walking, reading, writing, or having a conversation.

67/67-Multiple choice-choose one-required



If you answered 'yes, a little' or 'yes, a lot' to the questions above Choose your health condition(s) or health condition(s) from the list below. If you have more than one please tick all that apply.

50/67 - Multiple choice -choose many-optional

Physical differences substantially limiting basic activities like walking, climbing stairs, lifting, or carrying 24.7% (36 choices)

Long-term physical illnesses or health conditions such as cancer, HIV, diabetes, heart disease, epilepsy, chronic fatigue, fibromyalgia, long covid 20.5% (30 choices)

No answer 11.6% (17 choices)

Mental health differences such as depression, schizophrenia, or anxiety 8.2% (12 choices)

Learning differences such as dyslexia, dyspraxia, or ADHD 6.8% (10 choices)

Learning disabilities such as help with mobility or personal care, managing finances, or completing forms 6.2%(9 choices)

Autistic spectrum disorder or condition 5.5% (8 choices)

Delopmental differences affecting motor, cognitive, social, emotional skills, speech, and language 4.8%(7 choices)

Another disability not listed (optional)-please add details in the space below 3.4% (5 choices)

Blind, blindness, partial sight loss or sight uncorrected by glasses 2.1% (3 choices)

Speech or language impairments, full or partial loss of voice, difficulty speaking, or equipment required to speak 2.1% (3 choices)

D/deaf, hard of hearing, partial hearing loss or hearing difference 1.4% (2 choices)

English

I

Facial or visible difference with a disabling and/or discriminatory impact- Prefer not to say 0%(0 choices)

Other 2.7% (4 choices)

I

How often do you use wheelchair- accessible taxis or private hire vehicle for transportation purposes?

58/67 -Multiple choice-choose many-optional

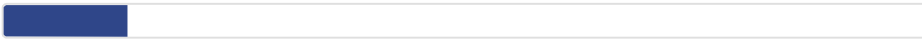
Once or twice a year 34.3% (23 choices)



Once or twice a month 26.9% (18 choices)



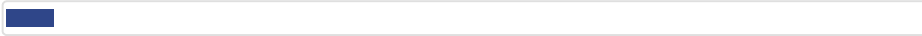
No answer 13.4% (9 choices)



A few times a week 11.9% (8 choices)



Once a Week 9% (6 choices)



Daily 4.5% (3 choices)



**Does your disability or difficulty with mobility require you to use any of the following?
Please select all that apply.**

59/67 -Multiple choice-choose many-optional

Walking sticks or crutches 22.2% (24 choices)



A wheelchair all of the time 19.4% (21 choices)



A wheelchair some or most of the time 17.6% (19 choices)



A carer who is with you all of the time when you travel 16.7% (18 choices)



No answer 7.4% (8 choices)

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Hearing aids 4.6% (5 choices)



An assistance dog 3.7% (4 choices)



Sight aids 0.9% (1 choice)



SSL-British Sign Language 0.9% (1 choice)



Other 6.5% (7 choices)



When you travel by taxi or private hire vehicle, which of these statements best describe what you would need? You can select as many as apply to you.

63/67 -Multiple choice -choose many-optional

I'm a wheelchair user and the vehicle would need to be a purpose-built wheelchair accessible vehicle (WAV) 21.8% (31 choices)

I would require the vehicle to arrive exactly on time and not be late (for private hire vehicles) 21.1%(30 choices)

I would require a text message to let me know my vehicle had arrived (for private hire vehicles) 14.1% (20 choices)

I would require the driver to assist me walking to the vehicle and getting in I find it hard or impossible to step up into larger wheelchair accessible vehicles and so need a saloon-style vehicle 12.7% (18 choices)

I would require the driver to knock on my door or call me once the vehicle had arrived (for private hire vehicles) 9.9% (14 choices)

I'm a wheelchair user but would not require a purpose-built WAV vehicle 6.3%(9 choices)

I would require the driver to assist me to transfer from my wheelchair into a passenger seat and for the driver to store my wheelchair safely in the vehicle 4.9%(7 choices)

No answer 2.8% (4 choices)

I would require the driver or operator to communicate with another person-such as a carer, family member, friend to confirm I have been collected and again when I have been dropped off. 2.1%(3 choices)

I would require the operator to provide me with a vehicle and driver that can carry me and my assistance dog 1.4% (2 choices)

Other 2.8% (4 choices)

English

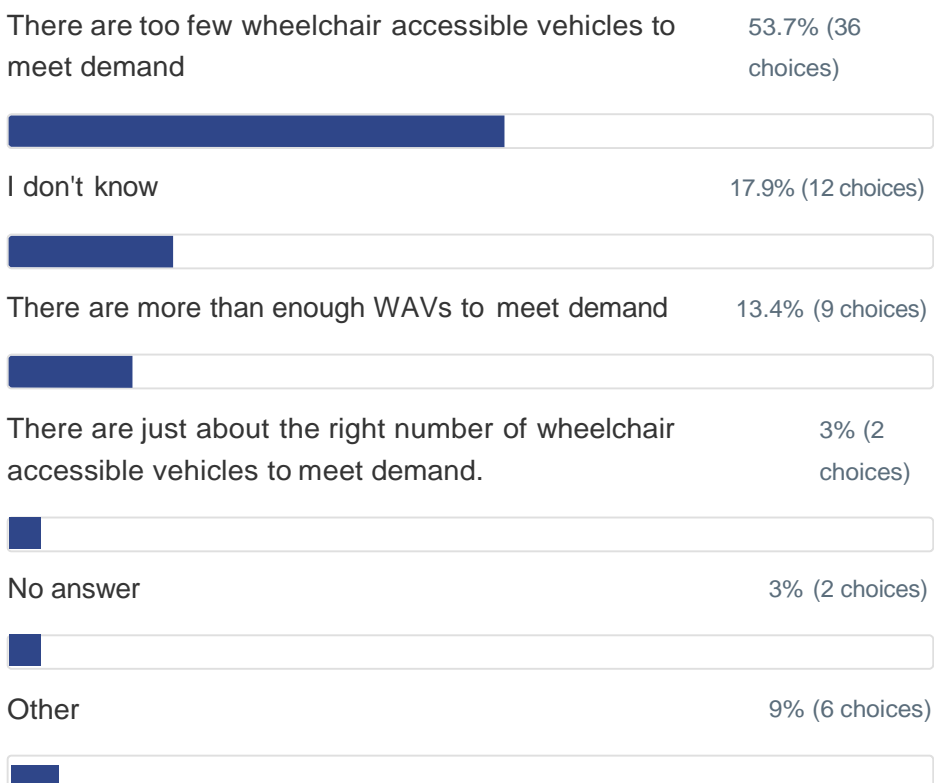
How do taxis drivers meet your current needs? Please identify which if any of the following statements you agree with.

61/67 -Multiple choice-choose one-optional



What is your view on the balance between the availability for Wheelchair Accessible Vehicles (WAV) in Brighton & Hove and the demand for them?

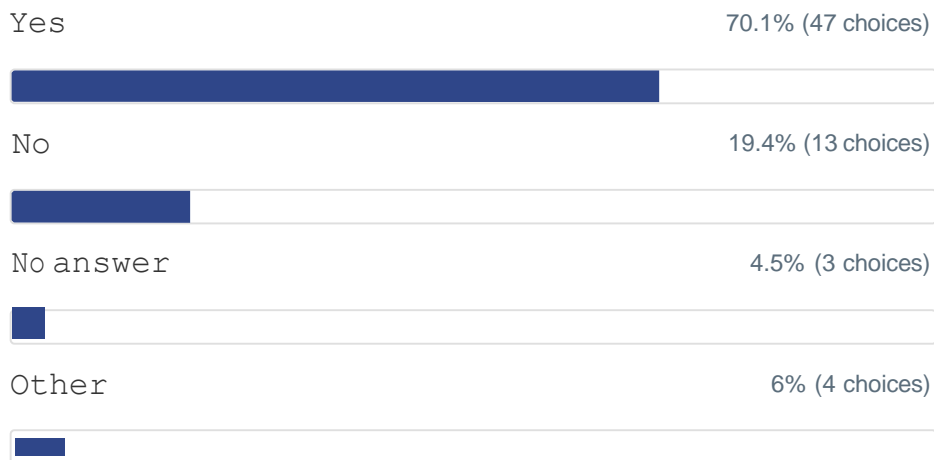
65/67 -Multiple choice-choose one -optional



English

In your experience, have you encountered any challenges or barriers when trying to access wheelchair- accessible taxis in Brighton & Hove?

64/67 -Multiple choice -choose one-optional



Are there any specific features or accommodations that you believe wheelchair-accessible taxis should have to enhance the comfort and safety of passengers with limited mobility. Please select as many as you feel applicable.

66/67 -Multiple choice-choose many-optional

Disability awareness training for drivers 21% (48 choices)



Any driver or operator found to actively discriminate against disability to have their licences revoked 16.6% (38 choices)



A wider variety of wheelchair accessible vehicles (for example, those that are not so high off the ground) 14.4% (33 choices)



Disability awareness training for operators 14% (32 choices)



More wheelchair accessible vehicles 13.5% (31 choices)



More council enforcement 8.7% (20 choices)



Better use of smartphone apps 7.4% (17 choices)



None of the above 1.7% (4 choices)



No answer 0.4% (1 choice)

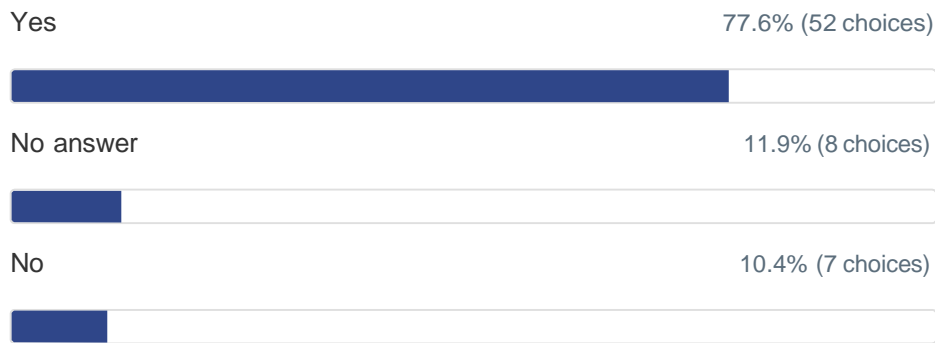


Other 2.2% (5 choices)



Should there be standardised accessibility requirements for wheelchair-accessible vehicles across different authorities to ensure consistency and equal access to transportation services for individuals with limited mobility?

59/67 -Multiple choice-choose one -optional



The ability to book private hire vehicles through an operator is an integral part of local transport provision. We are interested to know if operators are currently meeting your requirements? Please select as many of the following statements that represent your views.

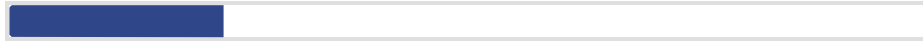
62/67 - Multiple choice -choose many-optional



In the previous three years do any of the following statements apply to you?

60/67 - Multiple choice -choose many-optional

I have been made to feel uncomfortable by a taxi driver due to my disability 23.2% (26 choices)



A taxi driver refused to take me because I am in a wheelchair 16.1% (18 choices)



I have been refused transport by an operator or driver for reasons related to my disability 12.5% (14 choices)



I booked a vehicle through an operator but when the vehicle arrived the driver did not take me 10.7% (12 choices)



None 10.7% (12 choices)



I was charged extra because of my disability 7.1% (8 choices)

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No answer 6.3% (7 choices)



A taxi driver refused to take me as I had an assistance dog 3.6% (4 choices)



A taxi driver refused to take me because of some other aspect of my disability, not a dog or wheelchair 3.6% (4 choices)

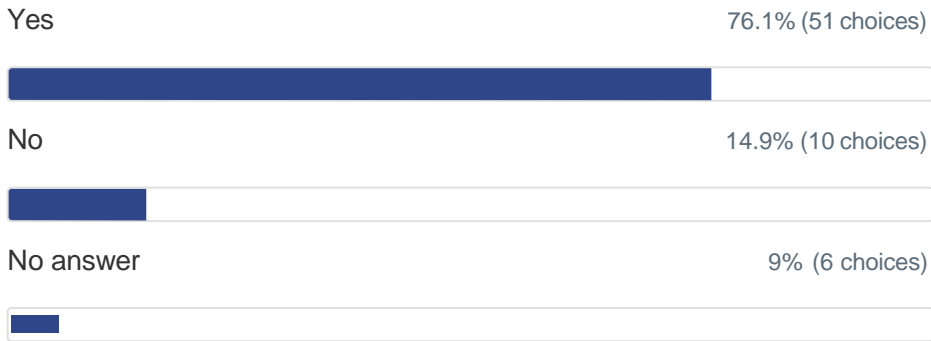


Other 6.3% (7 choices)



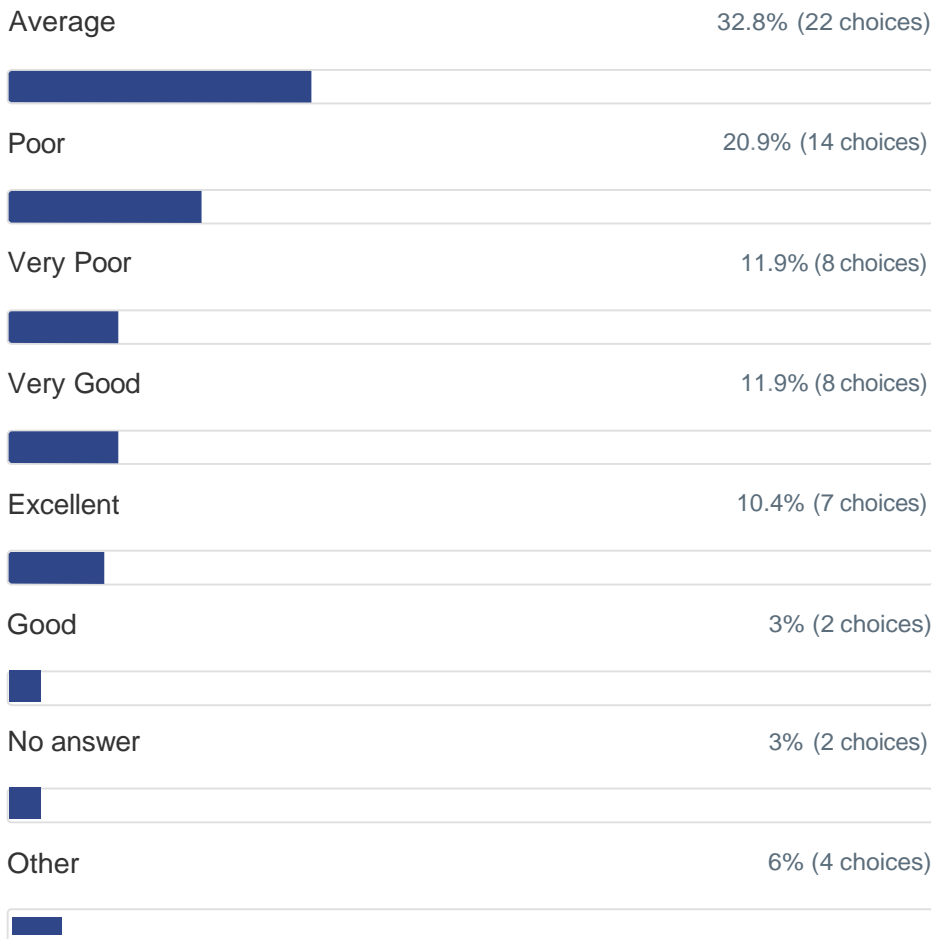
Do you believe there should be stronger enforcement to ensure that operators comply with the wheelchair-accessibility requirements in Brighton & Hove, especially considering the impact on accessibility for local residents with limited mobility?

61/67 -Multiple choice-choose one-optional



Please sum up your experience of using taxis in Brighton & Hove?

65/67 -Multiple choice-choose one -optional



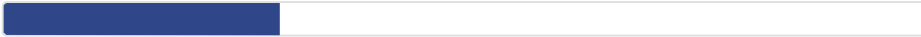
Do you want to answer the following equalities monitoring questions?

67/67-Multiple choice-choose one-required

Yes 70.1% (47 choices)



No 29.9% (20 choices)



No answer 0% (0 choices)



What is your age?

47/67 - Multiple choice -choose one -optional

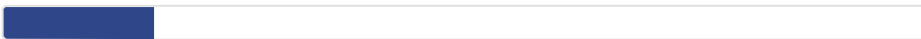
No answer 29.9% (20 choices)



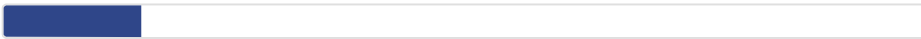
45 to 54 20.9% (14 choices)



55 to 64 16.4% (11 choices)



35 to 44 14.9% (10 choices)



25 to 34 9% (6 choices)



65 to 74 4.5% (3 choices)



75 to 84 3% (2 choices)



16 to 24 1.5% (1 choice)



0 to 15 0% (0 choices)



85+ 0% (0 choices)



Prefer not to say 0% (0 choices)

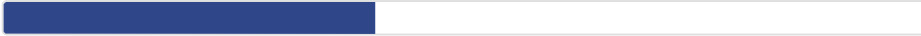


English

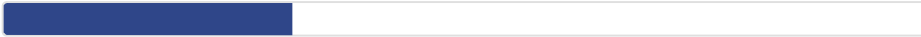
What gender are you?

46/67 -Multiple choice-choose one-optional

Female 40.3% (27 choices)



No answer 31.3% (21 choices)



Male 23.9% (16 choices)



Prefer not to say 4.5% (3 choices)



Do you identify as the gender you were assigned at birth?

45/67 - Multiple choice-choose one-optional

Yes 56.7% (38 choices)



No answer 32.8% (22 choices)



Prefer not to say 6% (4 choices)



No-please enter gender identity in other below (optional) 4.5%(3 choices)



Other 0% (0 choices)



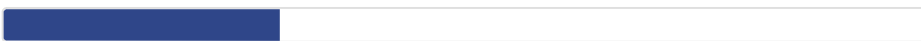
Are you a carer?

47/67-Multiple choice-choose one-required

No 53.7% (36 choices)



No answer 29.9% (20 choices)



Yes 11.9% (8 choices)



Prefer not to say 4.5% (3 choices)



English

If you answered 'yes' above please state who you care for. If you care for more than one person please tick all that apply. If none apply, please mark Other

7/67 -Multiple choice -choose many-optional

No answer 87% (60 choices)



Parent 7.2% (5 choices)

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Child with special needs 2.9% (2 choices)



Other family member 2.9% (2 choices)



Partner/ spouse 0% (0 choices)



Friend 0% (0 choices)



Other 0% (0 choices)



What is your religion or belief?

47/67 -Multiple choice-choose one -optional

No answer 29.9% (20 choices)



I have no particular religion or belief 25.4% (17 choices)



Christian 13.4% (9 choices)



Athiest 6% (4 choices)



Buddhist 4.5% (3 choices)



Muslim 4.5% (3 choices)



Prefer not to say 4.5% (3 choices)



Jewish 3% (2 choices)



Agnostic 3% (2 choices)



Other philosophical belief 3% (2 choices)



Hindu 1.5% (1 choice)



Pagan 1.5% (1 choice)



Jain 0% (0 choices)



Sikh 0% (0 choices)



Other 0% (0 choices)



Which of the following best describes your sexual orientation?

46/67 -Multiple choice-choose one-optional

Heterosexual/ 'Straight' 35.8% (24 choices)



No answer 31.3% (21 choices)



Prefer not to say 11.9% (8 choices)



Bisexual 7.5% (5 choices)



Gay man 6% (4 choices)



Lesbian / Gay woman 3% (2 choices)



Other 4.5% (3 choices)



How would you describe your ethnic origin?

46/67 -Multiple choice-choose one-optional

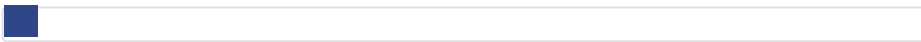
White: English, Welsh, Scottish, Northern Irish, British 46.3% (31 choices)



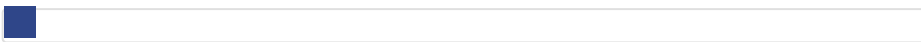
No answer 31.3% (21 choices)



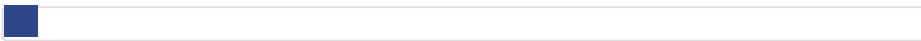
Black or Black British: African 4.5% (3 choices)



Prefer not to say 4.5% (3 choices)



Asian or Asian British: Indian 4.5% (3 choices)



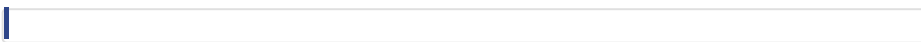
White: Other 1.5% (1 choice)



Black or Black British: Caribbean 1.5% (1 choice)



Other Ethnic Group 1.5% (1 choice)



Mixed: Other 1.5% (1 choice)



Asian or Asian British: Other 1.5% (1 choice)



Mixed: Black Caribbean and White 1.5% (1 choice)



White: Irish 0% (0 choices)



Arab 0% (0 choices)



Mixed: Black African and White 0% (0 choices)



Asian or Asian British: Chinese 0% (0 choices)



Asian or Asian British: Pakistani 0% (0 choices)



English

Asian or Asian British: Bangladeshi 0% (0 choices)

Black or Black British: Other 0% (0 choices)

White: Gypsy or Irish Traveller 0% (0 choices)

Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or support requirements related to old age?

47/67-Multiple choice-choose one-required

No 49.3% (33 choices)



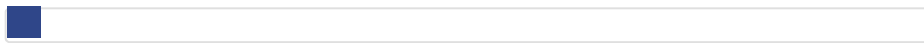
No answer 29.9% (20 choices)



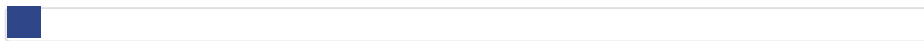
Prefer not to say 7.5% (5 choices)



Yes, 9 hours a week or less 4.5% (3 choices)



Yes, 35 to 49 hours a week 4.5% (3 choices)



Yes, 10 to 19 hours a week 3% (2 choices)



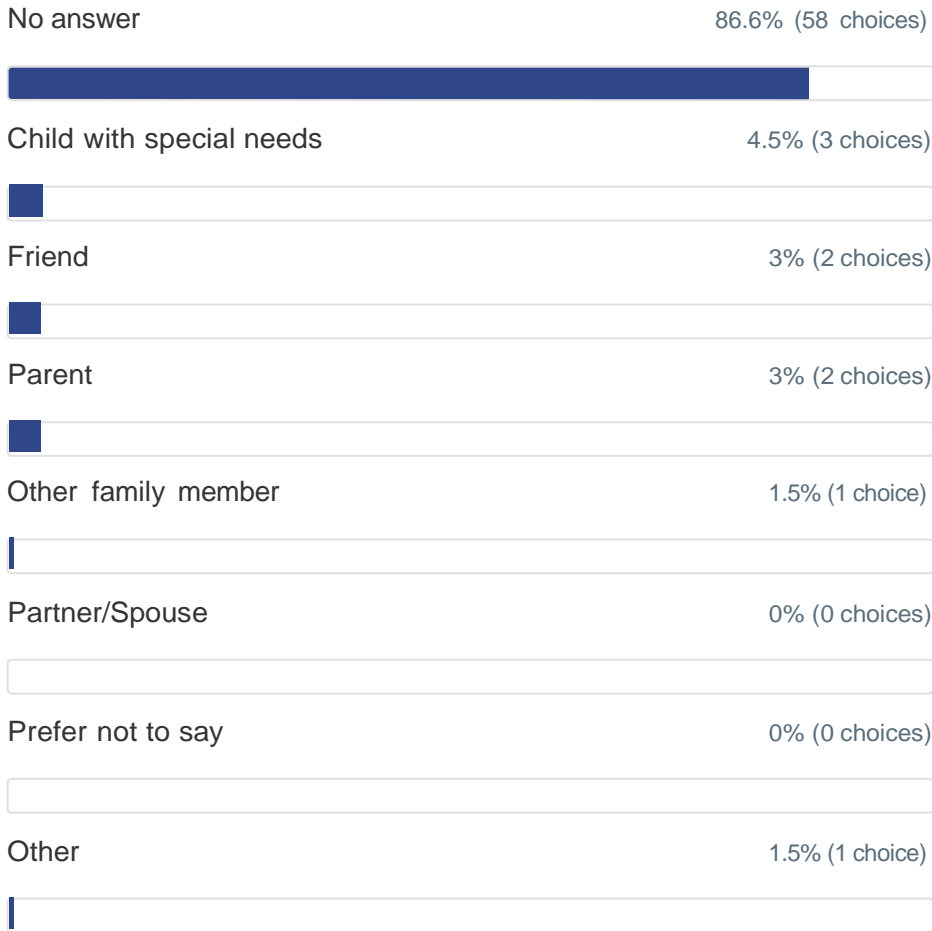
Yes, 50 or more hours a week 1.5% (1 choice)



Yes, 20 to 34 hours a week 0% (0 choices)

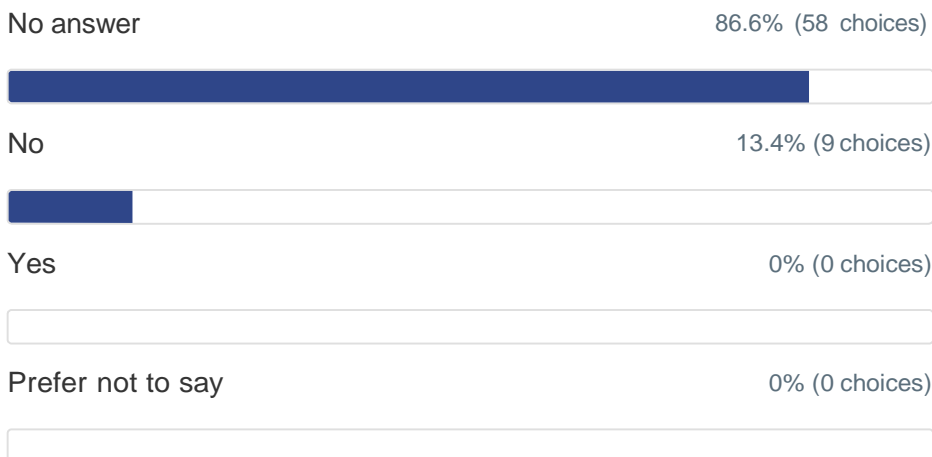
Who do you look after, or give any help or support to?

9/67 -Multiple choice -choose one-optional



Are you a young carer?

9/67 -Multiple choice -choose one-optional



Are you, or have you been, looked after by a local authority for at least 13 weeks since the age of 14?

47/67 - Multiple choice -choose one -optional

No 59.7% (40 choices)



No answer 29.9% (20 choices)



Yes 4.5% (3 choices)



Prefer not to say 4.5% (3 choices)



Don't know 1.5% (1 choice)



Have you previously served in the UK armed forces?

47/67-Multiple choice-choose one-required

No 67.2% (45 choices)



No answer 29.9% (20 choices)



Prefer not to say 3% (2 choices)



Yes, previously served in regular armed forces 0% (0 choices)



Yes, previously served in reserve armed forces 0% (0 choices)



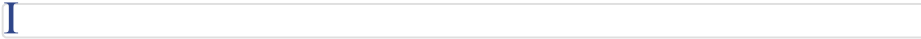
Are you currently serving in the UK armed forces? (this includes reservists or part-time service, e.g. Territorial Army)

1/67 - Multiple choice-choose one-optional

No answer 98.5% (66 choices)



Prefer not to say 1.5% (1 choice)



Yes, the regular army 0% (0 choices)



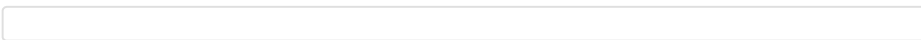
Yes, the reservists 0% (0 choices)



Yes, part-time service 0% (0 choices)



Yes, another 0% (0 choices)



No 0% (0 choices)



Are you a member of a current or former service personnel's immediate family/ household?

2/67 - Multiple choice-choose one-optional

No answer 97% (65 choices)



Prefer not to say 3% (2 choices)



Yes 0% (0 choices)



No 0% (0 choices)



How can we support you?

17/67-Multiple choice-choose many-optional

No answer 71.4% (50 choices)



I need materials in accessible formats 17.1% (12 choices)



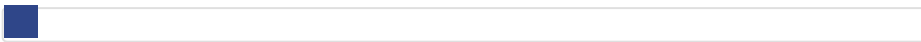
I need additional equipment 7.1% (5 choices)

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I need people to communicate with you in a particular or language, for example, British Sign Language 0% (0 choices)



Other 4.3% (3 choices)



Participants

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Gender

• Male • Female • Unspecified • Unknown

Year of birth

• 0-9 • 10-19 • 20-29 • 30-39 • 40-49
• 50-59 • 60-69 • 70-79 • 80-89 • 90+
• Unknown

Visitors

This is some text. You can edit and format it by using the editor in the panel on the right.

English