


Full impact assessment pro forma
Title of policy, function or project:

The licensing of taxis function as undertaken by Norwich City Council, and in particular its Hackney Carriage Vehicle Specifications

What are the aims and objectives?

- To protect the interests of the public through the administration of the function
- To stipulate a detailed criteria that vehicles should meet before being licensed as hackney carriages
- To provide access to a wide range of groups within the travelling public and
- To ensure that vehicles are 'purpose built' to be used as hackney carriages

Who are the key stakeholders?

- Differing groups within the travelling public, e.g. wheelchair users, the ambulant disabled, passengers with visual and hearing impairments
- Members of the Public
- Licensed hackney carriage vehicle proprietors and drivers
- Hackney carriage vehicle manufacturers
- Norwich City Council as a licensing authority

What new evidence and data has been used for this full assessment?

- 2009 Results of consultation with key stakeholders and the general public
- 2009 Practical assessment of vehicles currently licenced (TX4 and Metrocab) and proposed vehicle. (Peugeot E7).
- 2009 responses from other licensing authorities on their experiences of licensing the Peugeot E7

What direct consultation has been undertaken and what are the results?

Target group	Consulted group	Consultation method	Key results
Age	Age Concern (Norwich)	Letter seeking views on licensing of E7.	No response received
Disability	Norwich Access Group	Practical assessment of vehicles. See detailed responses attached.	Positive response regarding the E7 taxi: <ul style="list-style-type: none"> • flat passenger floor area; • larger dimensions of passenger area; • wider sliding doors result in less pulling/pushing by drivers assisting wheelchair users; • ramp extension

			reducing ramp gradient when no high kerb; • Built in step.
	Disabled Staff Forum	Practical assessment of vehicles	See above responses
	Norfolk Coalition of Disabled People	Letter inviting participation in practical assessment	No response received.
	Disabled Persons Transport Advisory Committee	Letter inviting comment or participation in practical assessment.	Unable to offer advice on applications of this nature. They are an advisory body to Transport ministers for national transport policy impacting disabled people
	Various Licensing authorities across the country	Via email	Responses are available as appendices to the Regulatory committee report for November 2009. In summary there have been no problems with licensing the E7 taxi where it has been licensed.
Gender	None		
Racial group	None		
Religion or belief	None		
Sexual orientation	None		

Please clarify how you intend to minimise any adverse impact or promote equality:

	Key finding	Action planned	When by
Age	None		
Disability	The review undertaken by wheelchair users indicated that the E7 taxi, despite concerns given about the step, was by far the favourite. An informal scoring of feedback implied that the E7 taxi scored 38 points compared to 25 and 24 for the taxis currently licensed. It was noted that the interior space and the flat floor within the Peugeot E7 allowed for larger types of wheelchairs to be carried and manoeuvred within the passenger compartment. The wheelchair user can also be safely restrained in a forward facing position unlike the vehicles currently licensed	The council's regulatory committee will be asked to consider licensing the 'new' Peugeot E7 as a hackney carriage at their meeting on 10 November 2009. This is because of the compelling evidence to suggest that even with a small number of consultees, the E7 taxi is the preferred vehicle in terms of safety and comfort for disabled people. It is also evident that the vehicle specifications will need to be reviewed to place less emphasis on the requirements of a turning circle, and more emphasis on disabled access of vehicles.	10 November 2009

	as hackney carriages. This should be emphasised as it contributes positively to the dignity and comfort of disabled passengers.	Members will be advised of the council's duties under the Disability Discrimination Act 2005.	
Gender	None		
Racial group	None		
Religion or belief	None		
Sexual orientation	None		

Have you identified any training needs?

Diversity Impact Assessments must be carried out at the review stage of any policy, and members should be notified of their outcomes in order to make informed decisions based on robust evidence and consultation with members of the public.

In order to promote positive attitudes, it is recommended that when reviewing the specifications, consideration be given to conditioning hackney carriage driver licensee applicants to undergo formal training in assisting access to and from vehicles. It is also recommended that the authority promote understanding of safety issues for large wheelchair users and the role of the licensed taxi driver to mitigate risk of harm by for example ensuring passengers are strapped in safely.

Have you identified any unavoidable adverse impact which cannot be mitigated?

It is recognised that a one size fits all approach is not appropriate for ensuring the safe passage of disabled people in licensed taxis. It should be noted however that due to the range, type, size and design of wheelchairs available it will be difficult to ensure that all wheelchair users can be carried and restrained in the correct manner within vehicles licensed as hackney carriages by the city council, even if the current policy is amended to allow the E7 to be licensed. An example of this issue is that during the practical assessment it became clear that the 'electric buggy' type used by the ambulant disabled (as opposed to an electric wheelchair) could not be turned around within the passenger compartments, and therefore be restrained properly, in any of the vehicles assessed. However, this currently can be mitigated against by users of the electric buggy accessing the vehicles without being seated on the buggy, though it is acknowledged that this is not ideal as it would mean being transported without the buggy being available at the end of the journey.

Please clarify how you intend to monitor the policy and any actions committed to in the future:

	Action	Review date
Age	None	
Disability	<p>Report to Regulatory Committee asking members to review existing hackney carriage vehicle specification policy</p> <p>-to improve communication between passengers and drivers through requiring vehicles to be fitted with a voice intercom and hearing loop</p> <p>-to consider applications from vehicles with larger passenger compartment sizes resulting in wheelchair users being able to travel with companions.</p> <p>-to stipulate that all door grab handles and seat edges are brightly coloured</p> <p>Monitoring of complaints from disabled and ambulant disabled users of hackney carriages to inform future reviews of the vehicle specification.</p> <p>Ongoing consultation with local disability groups (Norwich Access Group and Norfolk Coalition of Disabled People) over any benefits or drawbacks resulting from changes to the policy.</p> <p>Considering the licensing of other vehicles as hackney carriages which may reasonably provide benefits to disabled passengers.</p>	March 2010

Gender	None	
Racial group	None	
Religion or belief	None	
Sexual orientation	None	

Lead review manager name: Ian Streeter

Job title: Senior Licensing Officer

Date: 13 November 2009

Accessibility Assessment 28 October 2009

Name of User: Linda Skinner

Disability/Impairment: Spinal Disorder Osteoporosis C.O.P.O 2.40pm

1. Opening and closing of the door

TX4	Metrocab	Peugeot E7
Normally driver opens the door apart from pre booked cabs who just sit there.	Normally driver does this, but can.	Opens easily.

Accessibility Assessment 28 October 2009

2. Step

TX4	Metrocab	Peugeot E7
<p>Alright. OK going in backwards. Feel secure inside.</p>	<p>Ramp OK. No step.</p>	<p>Too high even with step out. 2nd stage of step too high for me.</p>

Accessibility Assessment 28 October 2009

3. Swivel seat

TX4	Metrocab	Peugeot E7
Very easy to use.	No swivel seat.	No swivel seat.

Accessibility Assessment 28 October 2009

4. Wheelchair access

TX4	Metrocab	Peugeot E7
In buggy difficult.	Restricted in height in buggy.	N/A

Accessibility Assessment 28 October 2009

5. Entering the vehicle

TX4	Metrocab	Peugeot E7
Fairly comfortable transition.	Fairly comfortable.	Alright reasonable.

Accessibility Assessment 28 October 2009

6. Exiting the vehicle

TX4	Metrocab	Peugeot E7
Easier if step pulled out. Fine coming out provided step fully out.	OK with ramp. Couldn't have done it without a ramp.	Alright apart from the step same problem.

Accessibility Assessment 28 October 2009

Supplemental questions

Questions regarding Taxi demonstration (Yes / No)	TX4	Metrocab	Peugeot E7	Comments
7. Does the vehicle allow room for a companion to travel with a wheelchair user?	N/A	N/A	N/A	
8. Does the vehicle allow for the comfort of the traveller?	YES	N/A	YES	
9. Does the traveller consider the mode of travel to compromise their dignity in any way? (if so please explain how)	NO		NO	
10. Do the internal specifications of the vehicle ensure the safe passage of the traveller?	YES		YES	

Questions regarding Taxi demonstration (Yes / No)	TX4	Metrocab	Peugeot E7	Comments
11. Does the traveller prefer this vehicle to other taxis used in the past?	They all feel the same	In some ways easier to get into	YES	Back seat more comfortable, higher and upright.
12. Do the specifications take into account a wide range of impairments?	Don't know	Don't know	Don't know	
13. Would this vehicle be more difficult for a person with impairments to use?	If had a buggy		NO	
14. Would an alternative vehicle be more difficult to use?	YES	NO	This one is better for seating	

Signature:

Print Name: LINDA SKINNER

Date: 28/10/09

Accessibility Assessment 28 October 2009

Name of User: Dick Catt

Disability/Impairment: Similar to stroke (L) sided weakness – hemiplegia

2.50pm

1. Opening and closing of the door

TX4	Metrocab	Peugeot E7
Walking – can open the door – sometimes driver does it. Manual Wheelchair – would not do so.	Easy Step 33cms Would not do so.	Can open and close door. Would not do so in wheelchair.

Accessibility Assessment 28 October 2009

2. Step

TX4	Metrocab	Peugeot E7
Fairly easy. Manual Wheelchair – ramp ok – not comfortable	Easily entered Ramp little steep	Step okay but could do with being bit wider/deeper – good height With experienced wheelchair user no difficulty – plenty of head room

Accessibility Assessment 28 October 2009

3. Swivel Seat

TX4	Metrocab	Peugeot E7
No difficulties but prefers to sit in ordinary seat and where there are lots of handles to hold on to	N/A	N/A
Manual wheelchair – N/A	N/A	N/A

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4. Wheelchair Access

TX4	Metrocab	Peugeot E7
Manual Wheelchair – okay difficult – last bit – hump on last bit	Plenty of Headroom	With ramp relatively easy with experienced pushers

Accessibility Assessment 28 October 2009

5. Entering the Vehicle

TX4	Metrocab	Peugeot E7
Easy to enter Manual wheelchair – plenty of headroom	Okay easy to do Easy with help	Yes Room to manoeuvre chair around

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6. Exiting the Vehicle

TX4	Metrocab	Peugeot E7
No difficulty in getting out Manual wheelchair – uncomfortable, jerking, manoeuvring	No difficulty Easy	No difficulty

Accessibility Assessment 28 October 2009

7. Supplemental Questions

Questions regarding Taxi demonstration (Yes/No)	TX4	Metrocab	Peugeot E7	Comments
7. Does the vehicle allow room for a companion to travel with a wheelchair user?	Yes	Yes 2	Yes	E7 had most room
8. Does the vehicle allow for the comfort of the traveller?	Yes	No	Yes	
9. Does the traveller consider the mode of travel to compromise their dignity in any way (if so please explain how)	Jerked around	Being jerked around when manoeuvring	No	
10. Do the internal specifications of the vehicle ensure the safe passage of the traveller?	Yes	Yes	Yes	
Manual wheelchair	Yes	Yes	Yes	
11. Does the traveller prefer this vehicle to other taxis used in the past?	Yes	No	Yes	Normally uses saloon cars but this is roomier
Manual wheelchair	No	No	Yes	

12.	Do the specifications take into account a wide range of impairments? Manual wheelchair	No Don't know	Yes Don't know	Yes Don't know	
13.	Would this vehicle be more difficult for a person with impairments to use? Manual wheelchair	Yes Yes	No Yes	No No	
14.	Would an alternative vehicle be more difficult to use?	No	Yes	Yes	

Signature:

Print Name: R E Catt
Date: 28/10/09

Accessibility Assessment 28 October 2009

Name of User: Jason Wright

Spectra plus electric wheelchair

Disability/Impairment: Muscular Dystrophy

Wheelchair depth 100cm - width 58cm - back
- width 49cm - front
-109cm - height

2.30 demo began

1. Opening and closing of the door

TX4	Metrocab	Peugeot E7
Normally would not open door himself. Driver would do this once.	Normally would not do this	Normally driver or companion does it.

Accessibility Assessment 28 October 2009

2. Step

TX4	Metrocab	Peugeot E7
<p>Not to steep Thinks can manage wheelchair himself and manoeuvre it round and be locked in position</p>	<p>About same as TX</p>	<p>Ramp bit too steep. Felt disconcerting. Had to have someone behind me</p>

Accessibility Assessment 28 October 2009

3. Swivel Seat

TX4	Metrocab	Peugeot E7
N/A	N/A	N/A

Accessibility Assessment 28 October 2009

4. Wheelchair Access

TX4	Metrocab	Peugeot E7
Pretty good.	Less room near feet – tighter. Less Headroom	Excellent much more room to manoeuvre. Flat floor.

Accessibility Assessment 28 October 2009

5. Entering the Vehicle

TX4	Metrocab	Peugeot E7
Fine, having bottom bit on ramp makes it more unstable – not too steep plenty of room inside	Fine	Brilliant

Accessibility Assessment 28 October 2009

6. Exiting the Vehicle

TX4	Metrocab	Peugeot E7
Driver normally helps me. It was fine. Felt Safe.	Fine. Felt Safe.	Ramp bit steep for my personal taste as long as someone is there.

Accessibility Assessment 28 October 2009

7. Supplemental Questions

Questions regarding Taxi demonstration (Yes/No)	TX4	Metrocab	Peugeot E7	Comments
7. Does the vehicle allow room for a companion to travel with a wheelchair user?	Yes 2	2	Yes 2 or 3	
8. Does the vehicle allow for the comfort of the traveller?	Yes	Yes	Yes	
9. Does the traveller consider the mode of travel to compromise their dignity in any way (if so please explain how)	No	No	No	
10. Do the internal specifications of the vehicle ensure the safe passage of the traveller?	Yes space is fine	Top of door close to head	Yes	
11. Does the traveller prefer this vehicle to other taxis used in the past?	Yes definitely	Not my first preference	Yes	Even though ramp bit steep, still prefer this one. Extra space and extra seat for companions
12. Do the specifications take into account a wide range of impairments?	Don't know		Don't know	

Accessibility Assessment 28 October 2009

Supplemental Questions (cont'd)

Questions regarding Taxi demonstration (Yes/No)	TX4	Metrocab	Peugeot E7	Comments
13. Would this vehicle be more difficult for a person with impairments to use?	No	No	Yes	If someone was walking -- step bit high but if there is a step which comes out it would be ok
14. Would an alternative vehicle be more difficult to use?	No	No	No	

Signature:

Print Name: Jason Wright

Date: 28/10/09