Inclusive Transport Strategy Evaluation

Wave 2 Technical Report

National Centre for Social Research

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Contents

1. Overview

This document provides additional technical detail on the research methods used in the evaluation of the Inclusive Transport Strategy.

It focusses primarily on the Wave 2 research activities. A detailed technical report was published for the Wave 1 research activities. Many of the research activities at Wave 2 were consistent with the approach taken at Wave 1. As a result, the Wave 2 technical report provides an overview of what was kept consistent, and what was changed, and should be read alongside the Wave 1 technical report.

2. Defining and analysing disability

For the purposes of this research, disability is defined in line with the Equality Act 2010. Under this definition, a person is disabled if they have a physical or mental health condition or impairment, lasting or expected to last 12 months or more, which has an impact on their ability to carry out day-to-day activities. All survey questions that measured disability followed the Government Statistical Service (GSS) harmonisation guidance.

3. Fieldwork dates

Data collection for the ITS evaluation took part in two waves. The first wave took place in 2020 and focussed on pre-pandemic trends. The second wave took place in 2024 and focussed on trends during and after the pandemic. In the intervening COVID-19 period (2020 to 2022), a series of national legal restrictions were in place. Separately to the two main waves of data collection, NatCen also compiled a scorecard each year between 2019 and 2023, to monitor key metrics in relation to disabled people's travel. As also displayed in Figure 1, the dates of key ITS evaluation data collection activities, and the intervening COVID-19 legal restrictions, were as follows:

- **Wave 1: evaluation baseline (2020)**

  – July to August 2020: ITS Panel Survey (asked respondents to reflect on the 12 months prior to the first national lockdown in March 2020)
  – August to September 2020: qualitative research with disabled people
  – October to December 2020: qualitative research with transport operators and Local Licensing Authorities (LLAs)
  – November 2020 to March 2021: survey of assistance dog users

- **COVID-19 legal restrictions (2020 to 2022)**

  – March to August 2020: first national lockdown
  – November to December 2020: second national lockdown
  – March to April 2021: third national lockdown
  – March 2022: majority of legal COVID-19 restrictions had ended

- **Wave 2: evaluation follow-up (2023)**

  – March to April 2023: ITS Panel Survey

- April to August 2023: survey of assistance dog users
- May to July 2023: qualitative research with DfT stakeholders
- July to October 2023: qualitative research with transport operators and LLAs

- **Scorecard publication (2020 to 2024)**

  - March 2022: first publication (covering pre-ITS, 2019/20 and 2020/21 financial years)
  - March 2023: second publication (covering 2021/22 financial year)
  - March 2024: third publication (covering 2022/23 financial year)

Figure 1 Key dates for the ITS evaluation baseline, follow-up and COVID-19 pandemic
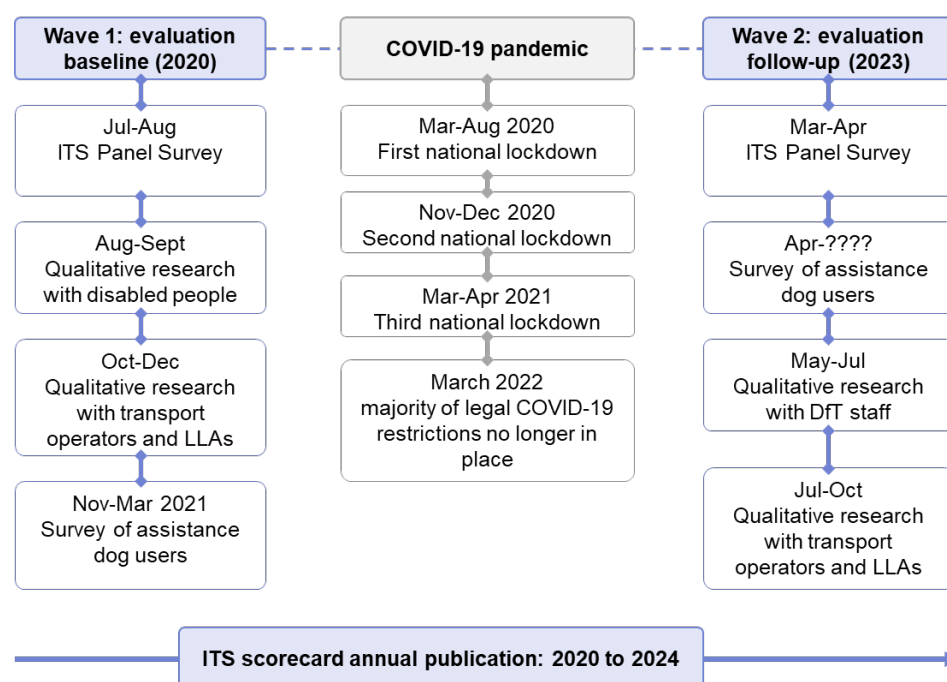
4. Quantitative research

ITS Panel Survey

The ITS Panel Survey was a nationally representative random probability survey of British adults that was carried out in two waves. Wave 1 took place in August 2020 and Wave 2 in March 2023. It was conducted using the NatCen Panel, online and over the phone. Extensive detail on the methods used on the NatCen Panel is available in the Wave 1 technical report. This section provides a summary of what was kept consistent at Wave 2, and what was changed.

Questionnaire

The questionnaire from Wave 1 was used as the basis for the Wave 2 survey. Only small changes were made at Wave 2. New questions were added to help understand the effect of the pandemic on travel behaviour and confidence, and the extent to which this differed for disabled and non-disabled people.

Sample, response and weighting

The same random probability sampling approach was used at Wave 2 as at Wave 1. However, the Wave 2 sample included some participants who had also taken part at Wave 1, allowing for longitudinal analysis. Table 1 provides an overview of the achieved samples for both waves, including the disabled and non-disabled sample, and the longitudinal and non-longitudinal sample.

Table 1: ITS Panel Survey sample overview

	Wave 1	Wave 2 (total)	Wave 2 (longitudinal)	Wave 2 (non-longitudinal)
Disabled	1,140	1,878	870	1,008
Non-disabled	1,899	1,983	1,311	672
Total	3,039	3,861	2,181	1,680

At both waves, the response rate amongst those panellists invited to take part was 76%. When taking account of non-response to the British Social Attitudes survey (the survey that is used to recruit panellists to the NatCen Panel), and then also at the point of recruitment to the Panel, the overall response rate was 14%.

Weighting is a statistical approach applied to survey data after it has been collected, to make it more representative of the target population, where there are known to be sampling issues. As a random probability sample, estimates generated from ITS Panel Survey data are affected by non-coverage and non-response. In order make the sample more representative of the population, a set of non-response weights was a.

The same weighting strategy was used at Wave 2 as at Wave 1, which adjusted for non-response, and for the oversampling of disabled participants. For Wave 2, an additional weight was created for the longitudinal sample, for use when conducting longitudinal analysis. This longitudinal weight was used to adjust for differential rates of attrition (i.e. the non-participation of respondents at Wave 2, where they took part at Wave 1) among key sub-groups. It used the same participant characteristics as the main weight.

Analysis

Random samples of disabled and non-disabled people will differ in their socio-economic profiles. When making comparisons between these two groups, differences may simply reflect their distinct socio-economic profiles. To tackle this, logistic regressions were used, which allow for comparisons between disabled people and non-disabled people, as if these groups were similar according to a set of key socio-economic characteristics. The characteristics used in these were age, sex, employment and region. Differences are only reported when it is possible to be confident that they are not solely explained by the underlying socio-economic differences discussed above.

Similarly, when comparing Wave 1 and Wave 2, it was important to control for small differences in the profile of disabled people across the two waves. In particular, at Wave 2 a slightly higher proportion of participants self-identified as disabled using the GSS harmonised questions, and of these a slightly higher proportion had a mental health condition or impairment, and were in the younger age groups. As a result, when comparing Wave 1 and

Wave 2, the same logistic regression models were used, to control for socio-demographic changes over time.

Survey of assistance dog users

An online and telephone survey of assistance dog users was carried out in two waves. Wave 1 took place in December 2020 and Wave 2 took place in April 2023. The same methodology was used at Wave 2 as at Wave 1. This section provides a summary of what was kept consistent at Wave 2, and what was changed.

The Wave 2 survey used the same questionnaire as the Wave 1 survey, with some minor changes. Questions were added about the impact of the pandemic on travel behaviour and experiences.

At both waves, organisations that provide assistance dogs shared information about the survey with their members. For Wave 2, emails were also sent directly by NatCen to assistance dog users who had taken part at Wave 1 and given their consent to be recontacted. In total, 198 assistance dog users took part at Wave 1, and 403 assistance dog users took part at Wave 2.

Where the base for a question was over 50, percentages were reported, and where the base was under 50, absolute figures were reported. Due to the self-selecting nature of the achieved sample, it is not possible to confidently generalise from the results to the wider population of assistance dog users. No statistical tests or weights were applied. Findings from the survey should be treated as best estimates given the inherent challenges involved in surveying this population.

The original intention had been to make comparisons between Wave 1 and Wave 2. Unfortunately, this was not possible, due to substantial changes in the profile and characteristics of respondents at both waves. At Wave 1, 66% of respondents said their assistance dog helped with their visual impairment compared to 20% of respondents at Wave 2. At Wave 1, 4% of respondents said their assistance dog helped with their hearing impairment compared to 60% of respondents at Wave 2. This was likely due to difference in communications and advertisements from organisations across the two waves. As a result, it was not possible to make comparisons between Wave 1 and Wave 2 data.

5. Qualitative research

Research with transport operators and Local Licensing Authorities

Qualitative research was conducted with train and bus operators, as well as Local Licensing Authorities (LLAs), who are responsible for the licensing of taxis and private hire vehicles.

Transport operators and LLAs were initially invited to participate in the research by the DfT, and those who opted to take part in an interview responded directly to NatCen. In-depth interviews, lasting 45 minutes, were conducted with those who responded. This included 10 train operators, 8 bus operators and 6 LLAs.

Table 2 Characteristics of train operators who participated in interviews

Train operator characteristics	Interviews complete
Larger scale/multi-regional	4
Smaller scale/regional	6
England	10
Scotland	0
Wales	0

For the purposes of the research with train operators, the following definitions were applied:

- **Larger scale/multi-regional** – defined as a company with large-scale operations (i.e. extensive lines and stations) across multiple GB regions.
- **Smaller scale/regional** – defined as a company with smaller-scale operations (i.e. operating over just 1-2 regions or over a longer distance but with very few lines or stations).
- **England/Wales/Scotland** – a company that operates with large scale coverage of the specified region.

Table 3 Characteristics of bus operators who participated in interviews

Bus operator characteristics	Interviews complete
Large	3
Medium	4
Small	1
England	6
Scotland	2
Wales	0

For the purposes of the research with bus operators, the following definitions were applied:

- **Large/medium/small** – defined by the DfT, based on approximate number of employees.
- **England/Wales/Scotland** – a company operating in England, Wales or Scotland.

Table 4 Characteristics of LLAs who participated in interviews

LLA characteristics	Interviews complete
Large	4
Small	2
Urban	4
Rural	2
England	4
Scotland	1
Wales	1

For the purposes of the research with LLAs, the following definitions were applied:

- **Large** – defined as a jurisdiction in which there were 1,000 or more licensed vehicles designated as being wheelchair accessible.
- **Small** – defined as a jurisdiction with less than 1,000 or more licensed vehicles designated as being wheelchair accessible.
- **England/Wales/Scotland** – an LLA operating within a local authority area in England, Wales or Scotland.

Research with DfT staff and stakeholders

Qualitative research was conducted with 11 DfT stakeholders, including DfT staff in the Accessible and Inclusive Travel team; DfT modal leads (this term was used to describe DfT staff with lead oversight of a group of ITS actions relevant to specific transport modes); DfT staff involved in the design and development of the ITS; and Disabled Persons Transport Advisory Committee (DPTAC) stakeholders. Selection and recruitment of participants was done in partnership with the DfT research team.

Fieldwork, data management, and analysis

Interviewers used topic guides to lead the discussion. The topic guides were designed to allow the discussion to be participant-led by avoiding fully formed questions, instead using prompts to stimulate the conversation. The full guides are provided in below, in Appendices C-F. With permission from participants, all interviews were digitally recorded on encrypted devices and were transcribed verbatim for detailed analysis and quality assurance.

Once interviews were transcribed, data was managed and analysed in NVivo using NatCen's Framework approach for qualitative data analysis. The Framework approach uses a 'matrix' to conduct case-and-theme-based analysis by identifying key topics emerging from the data and

summarising data from each participant under each topic. The data is then interrogated to draw out the range of experiences and views, identifying similarities, differences and patterns.

6. Inclusive Transport Strategy scorecard

As part of the ITS evaluation, an Inclusivity Scorecard was developed to monitor changes in measures relating to disabled people's travel. The scorecard included 23 different indicators, which were identified after consultation with key stakeholders within the DfT. All indicators were sourced either from public databases or directly from governmental departments. The scorecard was reported in financial years (1 April to 31 March). This includes three baseline years (2015 to 2018) and the four years of the ITS (2019 to 2022), so that trends can be observed both prior to the start of the ITS and over the course of its delivery.

It was not possible to make full comparisons between ITS scorecard years for every metric included in the final publication, because of changes to data collection. Firstly, for some metrics there were pauses to the collection of data during the COVID-19 pandemic – either because the number of people using public transport had substantially decreased and/or because it was not safe to carry out face-to-face interviewing. Secondly, for some metrics, data collection had resumed using a different methodology. These changes meant that it was not appropriate to compare between all scorecard years for certain metrics.

Full details of each of the metrics, and details on the changes to questions and methods over time, can be found published alongside the scorecard itself.

Appendix A: Wave 2 ITS Panel Survey questionnaire

Multimode instructions

The survey script includes a series of generic instructions that differed depending on whether a participant was viewing them directly online, or a telephone interview was reading them out. These were as follows:

G_Multi_II1 "Multicode instructions 1"
_WEB: "Please select all that apply"
_TEL: "INTERVIEWER: READ OUT EACH OPTION AND CODE ALL THAT APPLY"

G_Grid_II1 "Grid instructions 1"
_WEB: "Please select one answer on every row"
_TEL: "INTERVIEWER: READ OUT EACH STATEMENT AND THE ANSWER CODES. REPEAT ANSWER CODES AS REQUIRED."

G_ReadOut_II1 "Read out instructions 1"
_WEB: ""
_TEL: "INTERVIEWER: READ OUT"

Introduction

{IF MODE = WEB}

Intro1
"Hi {MailNameSal}, welcome to our survey.

This month we would like to ask for your views on access to public transport. These questions are being asked on behalf of the Department for Public Transport.

Even if you do not feel sure, we still value your opinion, but please answer as honestly as you can. Once you have finished the survey, we'll send you a £{VouchType} Love2Shop voucher as a thank you for your time.

The survey should take you around {IntLength} to complete, but this may be a little longer or shorter depending on your circumstances. You don't have to complete the whole survey in one go – any progress you make will be saved and you can start where you left off when you next log in.

To get started, simply click the 'Next' button below."

DISPLAY

{COMPUTE FOR ALL}
IntStart

COMPUTE IntStart = 1.

ITS Evaluation

Contextual questions

{ASK ALL}

Dis12_DfT
"Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?"

1.   Yes
2.   No

{IF Dis12_DfT =1}

Distyp [RANDOMISE 1…10]
"Do any of these conditions or illnesses affect you in any of the following areas?"

G_Multi_II1

1.   Vision (for example, blindness or partial sight)
2.   Hearing (for example, deafness or partial hearing)
3.   Mobility (for example, walking short distances or climbing stairs)
4.   Dexterity (for example, lifting or carrying objects, using a keyboard)
5.   Learning or understanding or concentrating
6.   Memory
7.   Mental health
8.   Stamina or breathing or fatigue
9.   Socially or behaviourally (for example, associated with autism, attention deficit disorder or Asperger's syndrome)
10.   Speech
11.   Other (please specify)
12.   None of these [EXCLUSIVE]

{IF Distyp =1…11}

DisAct_DfT
{IF single answer 1…11 at DisTyp: "Does your condition or illness"; IF multiple answers 1…11 at DisTyp: "Do any of your conditions or illnesses"} reduce your ability to carry out day-to-day activities?

INTERVIEWER: PROBE IF YES : "Is that a little or a lot?"

1.   Yes, a lot
2.   Yes, a little
3.   Not at all

{COMPUTE FOR ALL}
DisabilityDV

IF DisAct_DfT = 1, 2 DisabilityDV = 1 [Yes]

ELSE DisabilityDV = 2 [No]

IF DisabilityDV = 2 AND BriScoSA_Year = 2015, 2016, 2017

ScreenOut

"Thank you for taking the time to answer these questions.

Unfortunately you are not eligible to take part in this survey. While most of our studies aim to represent the views of the whole population, for this study we are particularly interested in the experiences of people with physical or mental health conditions that reduce their ability to carry out day-to-day activities.

We hope you are able to take part in other studies in the future."

DISPLAY

SCREEN OUT OF QUESTIONNAIRE

START FILTER: IF DisabilityDV = 1 OR BriScoSA_Year = 2018,2019

{IF multiple responses coded at DisTyp AND DisabilityDV=1}

Distyp2 [RANDOMISE: 1…10; display only answers given at DisTyp]
"Which of the following reduce your ability to carry out day-to-day activities?"

G_Multi_II1

1. Vision (for example, blindness or partial sight)
2. Hearing (for example, deafness or partial hearing)
3. Mobility (for example, walking short distances or climbing stairs)
4. Dexterity (for example, lifting or carrying objects, using a keyboard)
5. Learning or understanding or concentrating
6. Memory
7. Mental health
8. Stamina or breathing or fatigue
9. Socially or behaviourally (for example, associated with autism, attention deficit disorder or Asperger's syndrome)
10. Speech
11. Your other condition or illness
12. None of these [EXCLUSIVE]

{ASK IF DisabilityDV = 1}

Visible

"Some people have impairments or health conditions that are easily visible to others, whilst some impairments and health conditions are harder to see.

Would you say that your long-term impairment or health condition is visible to other people?"

INTERVIEWER: PROBE IF YES: 'Is it clearly visible or somewhat visible?'
1. Yes – my impairment or health condition is clearly visible to others
2. Yes – my impairment or health condition is somewhat visible to others
3. No – my impairment or health condition is not visible to others

{ASK IF DisabilityDV = 1 AND BriScoSA_Year = 2018,2019}

LongInt

"For this study we are particularly interested in the experiences of people with physical or mental health conditions that reduce their ability to carry out day-to-day activities. As a result we'd like to ask you some extra questions and this survey may take a little longer than normal – around 30 minutes.

It is really important that your experiences are represented, and as a thank you for your extra time, we will now send you a {IF VouchType = 5: "£10"; IF VouchType = 10 "£20"} voucher when you complete the questionnaire.

We hope that you would like to continue."

DISPLAY

{ASK ALL}

Intro2
"The next questions are about travelling. We are interested in all kinds of travelling – this includes short journeys, long journeys, journeys you make everyday, and journeys you make less often.

When answering these questions, we would like you think about the last 12 months.

Press next to continue."

DISPLAY

{ASK ALL}

MobTrv1 [FLIP SCALE 1…4]
"Please think about the last 12 months.

In that time, did you use any of the following mobility aids to assist you when travelling?"

G_Multi_Il1

1. Wheelchair (manual)
2. Wheelchair (motorised)
3. Mobility Scooter (i.e. an electrically powered scooter that has a seat, not an e-scooter)
4. Walking frame/sticks or crutches
5. {IF MODE=TEL: "INTERVIEWER: DO NOT READ OUT"}None of these [EXCLUSIVE]

{IF DisabilityDV = 1 and DisTyp = 1,2}

MobTrv2 [Randomise 1-5]
"Please continue to think about the last 12 months.

Thinking about that time, did you use any of the following to assist you when travelling because of your vision or hearing?"

G_Multi_II1

1. Long cane
2. Assistance dog (including guide dogs)
3. Sighted guide (a person providing physical guidance for people who are blind or have low vision)
4. Orientation and guidance applications for people who are blind or have low vision (such as Aira, Soundscape or BlindSquare)
5. Hearing aid
6. None of these [EXCLUSIVE]

{IF DisabilityDV = 1}

MobPple
"Still thinking about that time, did you have help from another person when travelling because of your long-term impairment or health condition?

{IF MODE=TEL: "INTERVIEWER: READ OUT: "}Please include help from friends, family members, care workers or personal assistants. Please do not include assistance from staff of transport operators." {If MobTrv2=4: "Please exclude orientation apps you have already mentioned"}"

1. Yes
2. No

{IF DisabilityDV = 1}

MobCar
 "Still thinking about that time, did you travel in a car with specialist adaptations because of your long-term impairment or health condition?"

1. Yes
2. No

{IF DisabilityDV = 1}

MobAp
"Still thinking about that time, did you use any Smartphone applications to help you travel because of your long-term impairment or health condition?

{IF MODE=TEL: "INTERVIEWER: READ OUT: "}Examples include WheelMate, Be My Eyes, or apps that read out directions. {If MobTrv2=4: "Please exclude orientation apps you have already mentioned"}"

1. Yes
2. No

{IF DisabilityDV = 1}

MobOth
"Still thinking about that time, did you use any other specialist aids to help you travel because of your long-term impairment or health condition?"

    1.   Yes
    2.   No

{IF mobOth=1}

MobTrvOth
"What other specialist aids did you use to help you travel?"

OPEN

{ASK ALL}

AccTlt
"Do you require accessible toilet facilities when using transport, or at stations, ports, terminals or airports?"

    1.   Yes
    2.   No

{ASK IF AccTlt = 1}

ChngPlaces2
"{IF MODE=TEL: "INTERVIEWER: READ OUT: "}There are different types of accessible toilets:

- Standard accessible toilets usually include grab rails and space for a standard wheelchair
- Bigger accessible toilets called Changing Places toilets include enough space for a carer and a powered wheelchair, or a wheelchair fitted with additional head or leg supports and other equipment like hoists and a changing bench.

Do standard accessible toilets meet your needs, or do you require the additional facilities that are provided in Changing Places toilets?"

    1.   Standard accessible toilets meet my needs
    2.   Standard accessible toilets do not meet my needs, but I don't need a Changing Places toilet
    3.   I require Changing Places toilets
    4.   Prefer not to say

{ASK ALL}
Covid19 [COLLAPSIBLE GRID]
"Thinking about your travel since all coronavirus restrictions were lifted in 2022, to what extent do you agree or disagree with each of the following? Please indicate if the statement is not applicable."

G_Grid_II1

GRID ROWS [RANDOMISE; FLIP SCALE]

1. I now use different modes of transport compared to before the pandemic
2. I have avoided public transport because of concerns about coronavirus
3. I have avoided travelling by public transport at busy times because of concerns about coronavirus

GRID COLUMNS

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. Not applicable to me

Bus use

{ASK ALL}

BusFrq [FLIP SCALE]
"Please continue to think about the last 12 months.

How frequently, if at all, did you use local buses during that time?"

G_ReadOut_II1

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never

{ASK IF BusFrq=5}

Buswhy
"Can you give more details as to why you never used local buses during that time?"

OPEN

{ASK IF BusFrq= 1…4 and DisabilityDV=1}

BusFrqAs [FLIP SCALE]
"When travelling by local bus during that time, how often, if at all, did you travel with someone who assisted you on your journey because of your long-term impairment or condition?

This can be a friend, family member, carer or assistant."

G_ReadOut_II1

1. Always
2. Very often
3. Sometimes
4. Rarely
5. Never

{ASK IF BusFrq= 1…4}

BusNEW [Randomise 1-11]
"Still thinking about that time, did you have any of the following negative experiences whilst using local buses?"

G_Multi_II1

1. Negative experience with staff behaviour
2. Negative experience with passenger behaviour, including harassment
3. Negative experience with bus availability or cancellations
4. {IF DisabilityDV = 1: "Negative experience with accessibility issues either on the bus or at the bus stop (for example, ramp not working)"}
5. {IF DisabilityDV = 1: "Limited or no access to wheelchair space"}
6. Limited or no access to a priority seat
7. {IF MobTrv2 = 2: "Negative experience due to travelling with an assistance dog"}
8. Problems with the bus stop or station, like poor lighting or litter
9. Communication problems, like lack of information before travel or en route
10. Negative experience from over-crowding
11. Not enough time to get on or off
12. Other negative experience (please specify)
13. None of these [EXCLUSIVE]

{ASK IF BusNEW=1-12}

BusComNEW [GRID]
"Did you report {IF exactly one answer 1-12 at BusNew: "this negative experience"; IF multiple answers 1-12 at BusNew: "any of these experiences"} on local buses?

By reporting, we mean contacting the bus operator or complaints body directly about the incident. This could be by email, by phone, by tagging them on social media, by writing on their social media page or in any other way.

Please only think about the times you have actively contacted the bus operator or complaints body directly. This should not include general social media discussion about the incident."

G_Grid_II1

GRID ROWS

Display answers selected at BusNew in the same order they appeared. For code 12 display "Your other negative experience".

GRID COLUMNS

1.   Yes, reported
2.   No, did not report

{ASK IF any BusComNEW = 1 "Yes, reported"}

BsRp[FLIP SCALE]
"How easy or difficult did you find it to report {IF Yes to exactly one at BusComNew: "this negative experience"; IF Yes to multiple at BusComNew: "these negative experiences"}?"

G_ReadOut_II1

1.   Very easy
2.   Easy
3.   Neither easy nor difficult
4.   Difficult
5.   Very difficult

{ASK IF all BusComNEW = 2 "No, did not report"}

BsComWhy [RANDOMISE 1-6]
"Why did you not report the negative {IF exactly one answer 1-12 at BusNew: "experience"; IF multiple answers 1-12 at BusNew: "experiences"} you had on local buses during that time?"

G_Multi_II1

1.   I did not know how to make a report
2.   I did not think my report would be acted on
3.   I did not think my negative experience was serious enough to report
4.   The way of making a complaint was not accessible
5.   Reporting would take too long
6.   It happens too often to report every time
7.   Other reasons (please specify)

{ASK IF any BusComNEW =1 "Yes, reported"}

BRpSat [FLIP SCALE]
"How satisfied or dissatisfied are you with how your {IF exactly one Yes at BusComNEW: "report about the negative experience you had on local buses was"; IF multiple Yes at BusComNew: "reports about the negative experiences you had on local buses were"} handled?"

G_ReadOut_II1

1.   Very satisfied
2.   Satisfied
3.   Neither satisfied nor dissatisfied
4.   Dissatisfied
5.   Very dissatisfied

{ASK IF DisabilityDV=1}

DisCrd
"Please continue to think about the last 12 months.

{IF MODE=TEL: INTERVIEWER: READ OUT: "}During that time, did you have any cards that allowed you to use local buses for free or at a discounted rate because of your long-term impairment or condition?

Examples of this include a Freedom Pass, and a disability bus pass."

1.   Yes
2.   No

{ASK IF DisCrd=1 AND DisabilityDV = 1}

DbPas
"Did you hold a Disabled Person Concessionary Bus Pass or, if you lived in London, a disabled persons Freedom Pass?"

1.   Yes
2.   No

{ASK IF Dbpas = 2}

DbPasN [RANDOMISE 1-8]
"Why did you not hold a Disabled Person Concessionary Bus Pass or, if you lived in London, a disabled persons Freedom Pass?"

G_Multi_II1

1.   I did not know these cards existed
2.   My local transport company did not accept them
3.   I did not have a long-term impairment or condition that this applies to
4.   I didn't travel often enough
5.   I didn't see a benefit in obtaining a card
6.   I did not believe I was eligible
7.   I was refused
8.   I used a different concessionary bus pass
9.   Other reason (please specify)

{ASK IF BusFrq =1…4}

AVBs
"Please think about the last 12 months.

Thinking about that time, did you notice audio-visual information (i.e. information provided using on-board announcements or display screens) on your bus journeys?"

   1.   Yes
   2.   No

{ASK IF AVBS=1}

AVBSHP [FLIP SCALE]
"How helpful or unhelpful did you find this audio-visual information (i.e. information using on-board announcements or display screens) on your bus journeys?"

G_ReadOut_II1

   1.   Very helpful
   2.   Moderately helpful
   3.   Neither helpful nor unhelpful
   4.   Moderately unhelpful
   5.   Very unhelpful

{ASK IF BusFrq =1…4}

BusInf
"Still thinking about that time, did you use a website or smartphone application to access live information about the status of your journey when travelling by bus?"

   1.   Yes
   2.   No

{ASK IF BusInf = 1}

BusInfHp
"How helpful or unhelpful did you find this information about the status of your bus journeys (i.e. information on a website or smartphone application)?"

G_ReadOut_II1

   1.   Very helpful
   2.   Moderately helpful
   3.   Neither helpful nor unhelpful
   4.   Moderately unhelpful
   5.   Very unhelpful

Taxi use

{ASK ALL}

TxFrq [FLIP SCALE]
"Please continue to think about the last 12 months.

How frequently, if at all, did you use taxis during that time?

Please include black cabs and minicab services, as well as app-based services, such as Uber or ViaVan."

G_ReadOut_II1

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never

{ASK IF TxFrq=5}

TxFrqOt
"Can you give more details as to why you never used taxis during that time?"

OPEN

{ASK IF TxFrq = 1…4}

TxEaseTe [FLIP SCALE 1-5]
"Thinking about that time, how easy or difficult did you generally find it booking taxi services on the telephone?"

G_ReadOut_II1

1. Very easy
2. Easy
3. Neither easy nor difficult
4. Difficult
5. Very difficult
6. Not applicable - I did not do this

{ASK IF TxFrq =1…4}

TxEaseAp [FLIP SCALE 1-5]
"Thinking about that time, how easy or difficult did you generally find it booking taxi services using an app?"

G_ReadOut_II1

1. Very easy
2. Easy
3. Neither easy nor difficult
4. Difficult
5. Very difficult
6. Not applicable - I did not do this

{ASK IF TxFrq =1…4}

TxEasePr [FLIP SCALE 1-5]
"Thinking about that time, how easy or difficult did you generally find it booking taxi services in person?

This includes hailing taxis on the street and going to a taxi rank."

G_ReadOut_II1

1. Very easy
2. Easy
3. Neither easy nor difficult
4. Difficult
5. Very difficult
6. Not applicable- I do not do this

{ASK IF TxFrq =1…4}

TxRpDv [RANDOMISE 1-5]
"Please continue to think about the last 12 months.

In that time, did you have any of the following negative experiences whilst using a taxi?"

G_Multi_II1

1. Negative experience with a taxi driver's behaviour
2. Negative experience with a member of the public's behaviour
3. Negative experience with taxi availability (not being able to hail or book when needed)
4. {IF MobTrv2 = 2: "Negative experience due to travelling with an assistance dog"}
5. {IF MobTrv1 = 1,2,3,4: "Negative experience due to travelling with wheelchair or mobility equipment"}
6. Other negative experience (please specify)
7. None of these [EXCLUSIVE]

{ASK IF TxRpDv=1-6}

TxRpNEW [GRID]
"Did you report {IF exactly one answer 1-6 at TxRpDv: "this negative experience"; IF multiple answers 1-6 at TxRpDv: "any of these negative experiences"} with taxis?

By reporting, we mean contacting the taxi operator or complaints body directly about the incident. This could be by email, by phone, by tagging them on social media, by writing on their social media page or in any other way.

Please only think about the times you have actively contacted the taxi operator or complaints body directly. This should not include general social media discussion about the incident."

G_Grid_II1

GRID ROWS

Display answers selected at TxRpDv in the same order they appeared. For code 6 display "Your other negative experience".

GRID COLUMNS

1.   Yes, reported
2.   No, did not report

{ASK IF any TxRpNEW =1 "Yes, reported"}

TxRpEa [FLIP SCALE]
"How easy or difficult did you find it to report {IF exactly one Yes at TxRpNEW: "this negative experience"; IF multiple Yes at TxRpNEW: "these negative experiences" you had with taxis?"

G_ReadOut_II1

1.   Very easy
2.   Easy
3.   Neither easy nor difficult
4.   Difficult
5.   Very difficult

{ASK IF all TaxRpNEW =2 "No, did not report"}

TaxComWhy [RANDOMISE 1-6]
"Why did you not report the negative {IF one answer 1-6 at TxRpDv: "experience"; IF multiple answers 1-6 at TxRpDV: "experiences"} you had with taxis during that time?"

G_Multi_II1

1.   I did not know how to make a report
2.   I did not think my report would be acted on
3.   I did not think my negative experience was serious enough to report
4.   The way of making a complaint was not accessible
5.   Reporting would take too long
6.   It happens too often to report every time
7.   Other reasons (please specify)

{ASK IF any TxRpNEW =1 "Yes, reported"}

TxRpSat [FLIP SCALE]
"How satisfied or dissatisfied are you with how your {IF exactly one Yes at TxRpNew: "report about the negative experience you had with taxis was"; IF multiple Yes at TxRpNew: "reports about the negative experiences you had with taxis were"} handled? "

G_ReadOut_II1

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

{ASK IF TxFrq =1…4 AND DisabilityDV = 1}

TxDscTy [RANDOMISE 1…7]
"Please continue to think about the last 12 months.

Did you have any of the following negative experiences with taxi drivers or telephone operators because of your long-term impairment or condition during that time?"

G_Multi_II1

1. {IF MobTrv1 = 1,2: "Refusal to transport me because of a wheelchair (including driving off or refusing to stop)"}
2. {IF MobTrv2 = 2: "Refusal to transport me because of an assistance dog (including driving off or refusing to stop)"}
3. Refusal to assist me getting in or out of the vehicle
4. Refusal to carry mobility equipment, not including wheelchairs
5. {IF MobTrv1 = 1,2,3,4: "Damage to wheelchair or mobility equipment"}
6. Being charged extra due to my impairment or condition
7. Negative remarks or comments related to my long-term impairment or condition
8. Other negative experiences (please specify)
9. None of these [EXCLUSIVE]

{ASK IF TxDscTy =4}

TxRfEq
"You said that a taxi driver or telephone operator refused to carry mobility equipment.

Please can you provide more information about the type of equipment?"

OPEN

{ASK IF TxFrq =1…4}

TxTrt [FLIP SCALE]
"Generally, how are you treated by taxi drivers and/or telephone operators?"

G_ReadOut_II1

1. Very well
2. Fairly well
3. Not very well
4. Not well at all

{ASK IF TxFrq =1…4 DisabilityDV = 1}

TxTrtDis [FLIP SCALE]
"How well do you feel taxi drivers and/or telephone operators understand the needs of people with long term impairments or conditions?"

G_ReadOut_II1

1. Very well
2. Fairly well
3. Not very well
4. Not well at all

Rail use

{ASK ALL}

TrnFrq [FLIP SCALE]
"Please continue to think about the last 12 months.

How frequently, if at all, did you use trains during that time?

Please do not include underground trains, light rail or trams."

G_ReadOut_II1

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never

{ASK IF TrnFrq = 5}

TrnFrqOTh
 "Can you give more details as to why you never used trains during that time?"

OPEN

{ASK IF TrnFrq=1…4 and DisabilityDV=1}

TrnAsst [FLIP SCALE]
"When travelling by train during that time, how often, if at all, did you travel with someone who assisted you on your journey because of your long-term condition or impairment?

This can be a friend, family member, carer or assistant."

G_ReadOut_II1

1.   Always
2.   Very often
3.   Sometimes
4.   Rarely
5.   Never

{ASK IF TrnFrq = 1…4}

TrnNEW [RANDOMISE 1-10]
"Please continue to think about the last 12 months.

In that time, did you have any of the following negative experiences whilst using a train?"

G_Multi_II1

1.   Negative experience with staff behaviour
2.   Negative experience with passenger behaviour, including harassment
3.   Negative experience with availability of trains and cancellations
4.   {IF DisabilityDV = 1: "Negative experience with accessibility issues either on the train or at the station (for example, ramp not working)"}
5.   {IF DisabilityDV = 1: "Limited or no access to wheelchair space"}
6.   Limited or no access to a priority seat
7.   {IF MobTrv2 = 2: "Negative experience due to travelling with an assistance dog"}
8.   Problems with the train stop or station, like poor lighting or litter
9.   Communication problems, like lack of information before travel or en route
10.   Negative experience from over-crowding
11.   Not enough time to get on or off
12.   Other negative experience (please specify)
13.   None of these [EXCLUSIVE]

{ASK IF TrnNEW=1-12}

TrnComNEW [GRID]
"Did you report {IF exactly one answer 1-11 at TrnNEW: "this negative experience"; IF multiple answers 1-11 at TrnNEW: "any of these experiences"} you had whilst using a train?

By reporting, we mean contacting the rail operator or complaints body directly about the incident. This could be by email, by phone, by tagging them on social media, by writing on their social media page or in any other way.

Please only think about the times you have actively contacted the rail operator or complaints body directly. This should not include general social media discussion about the incident."

G_Grid_II1

GRID ROWS

Display answers selected at TrnNEW in the same order they appeared. For code 11 display "Your other negative experience".

GRID COLUMNS

1. Yes, reported
2. No, did not report

{ASK IF any TrnComNEW = 1, "Yes, reported"}

TrnRp [FLIP SCALE]
"How easy or difficult did you find it to report {IF Yes to exactly one at TrnComNew "this negative experience"; IF Yes to multiple at TrnComNew "these negative experiences"} you had whilst using a train?"

G_ReadOut_II1

1. Very easy
2. Easy
3. Neither easy nor difficult
4. Difficult
5. Very difficult

{ASK IF all TrnComNEW = 2 "No, did not report"}

TrnComWhy [RANDOMISE 1-6]
"Why did you not report the negative {IF exactly one answer 1-11 at TrnNew "experience"; IF multiple answers 1-11 at TrnNew "experiences"} you had on trains during this time?"

G_Multi_II1

1. I did not know how to make a report
2. I did not think my report would be acted on
3. I did not think my negative experience was serious enough to report
4. The way of making a complaint was not accessible
5. Reporting would take too long
6. It happens too often to report every time
7. Other reasons (please specify)

{ASK IF any TrnComNEW = 1 "Yes, reported"}

TrnRpSat [FLIP SCALE]
"How satisfied or dissatisfied are you with how your {IF exactly one Yes at TrnComNew: "report about the negative experience you had whilst using a train was"; IF multiple Yes at TrnComNew: "reports about the negative experiences you had whilst using trains were"} handled?"

G_ReadOut_II1

1.   Very satisfied
2.   Satisfied
3.   Neither satisfied nor dissatisfied
4.   Dissatisfied
5.   Very dissatisfied

{ASK ALL}

AwrRlOmb
"The Rail Ombudsman is an independent, not-for-profit organisation that help to sort out unresolved customer complaints about service providers within the rail industry.

Before today were you aware of the Rail Ombudsman?"

1.   Yes
2.   No

{ASK IF DisabilityDV = 1}

DisaCrd
"Please continue to think about the last 12 months.

During that time, did you have a Disabled Persons Rail Card at any point?"

1.   Yes
2.   No

{IF DisaCrd =2}

DisacrdN [RANDOMISE 1-8]
"Why did you not hold a Disabled Persons Rail Card?"

G_Multi_II1

1.   I did not know these cards existed
2.   I didn't want a card
3.   I did not have a long-term impairment or condition that this applies to
4.   I didn't use the train often enough
5.   I didn't see a benefit in obtaining a card
6.   I did not believe I was eligible
7.   I was refused
8.   I used a different rail card
9.   Other (please specify)

{ASK IF TrnFrq1…4}

DifAcT3
"Please continue to think about the last 12 months.

Thinking about that time, did you have any difficulties accessing or using {IF AccTlt = 1: "accessible"} toilet facilities on a train or at a train station?"

G_ReadOut_II1

1.   Yes – on a train only
2.   Yes – at a train station only
3.   Yes – both on a train and at a train station
4.   No
5.   Not applicable (did not need to use the toilet)

{ASK IF DifAcT3 = 1-3}

DisAcTW [RANDOMISE 1-7]
"What were these difficulties?"

G_Multi_II1

1.   The toilet was out of order
2.   {IF AccTlt = 1: "The disability adjustments were not working"}
3.   {IF AccTlt = 1: "The disability adjustments did not meet my needs"}
4.   The toilet was dirty
5.   There was a queue / it was engaged
6.   I could not access the toilet due to train overcrowding
7.   The toilet was locked and I could not access it
8.   Other issue accessing toilets (please specify)

AwrSpAs

{ASK ALL}
"Passenger Assist is the assistance that train companies are required to provide to disabled people and those with reduced mobility to help them move around the train station and embark and disembark the train.

Before today were you aware of Passenger Assist?"

1.   Yes
2.   No

{ASK IF AwrSpAs = 1 AND DisabilityDV = 1}

PasAsst
"Have you ever attempted to use Passenger Assist?"

G_ReadOut_II1

1.   Yes - and I went on to use this service
2.   Yes - I attempted this but I did not use the service in the end
3.   No - I have not attempted to use this

{ASK IF PasAsst= 3}

PasasN [RANDOMISE 1-7]
"Why have you never attempted to use Passenger Assist?"

G_Multi_Il1

1. I don't need support to use the train or train station
2. I do not want to use Passenger Assist
3. I do not need to use it because I always travel with others
4. I don't have the confidence that the programme could support me
5. I wasn't sure how to access the support
6. I was not able to pre-notify that I wanted to use this service
7. I did not want to give advanced notice
8. Other (please specify)

{ASK IF PasAsst=2}

PasasAt [RANDOMISE 1…6]
"Why did you not use Passenger Assist in the end?"

G_Multi_Il1

1. My journey requirements changed, and so Passenger Assist was not needed
2. I couldn't find a way to access the service
3. It was too complicated to use the service
4. I was not able or willing to give the notice period required
5. Passenger Assist didn't offer the service I required
6. Passenger Assist wasn't offered at the station I required it
7. Other (please specify)

{ASK IF PasAsst=1}

PasasFrq [FLIP SCALE]
"Please continue to think about the last 12 months.

Thinking about that time, how often did you typically use Passenger Assist?

Please count outward and return journeys as separate journeys."

G_ReadOut_Il1

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never

{ASK IF PasAsst=1}

PasasOvr [FLIP SCALE]
"How satisfied or dissatisfied are you with Passenger Assist?"

G_ReadOut_II1

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

{ASK IF PasasOvr = 4, 5}

PasasOvrDis
"{IF MODE = WEB: "Can you say"; IF MODE = TEL: "Can you tell me"} a little more about why you are {IF PasasOvr = 5: "very"} dissatisfied with Passenger Assist?"

OPEN

{ASK IF PasAsst=1}

PasasSta [GRID: RANDOMISE ROWS; FLIP SCALE]
"In terms of your general experiences of using Passenger Assist, overall, how satisfied or dissatisfied are you with…?"

G_Grid_II1

GRID ROWS

1. Station facilities
2. Train facilities
3. Staff helpfulness

GRID COLUMNS

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

{ASK IF PasAsst=1}

PasasApp
"Have you ever used a mobile phone app to book Passenger Assist?"

1. Yes
2. No

{ASK IF DisabilityDV = 1}

PasasMap
"Have you ever used a digital map showing accessibility information about train stations to plan a train journey, i.e. a map on a computer or mobile phone?"

    1.   Yes
    2.   No

{ASK IF DisabilityDV = 1}

MobAcc
"Have you ever accessed real-time information on your mobile about access facilities at train stations, like lifts?"

    1.   Yes
    2.   No

Views on public transport

{ASK IF BusFrq = 5,DK,REF AND TrnFrq = 5, DK, REF}

PubInt
"The next questions are about your experiences of using public transport in general. By public transport we mean local buses, trains, underground services, light rail and trams.

Please continue to think about the last 12 months.

Did you use any public transport during that time?"

    1.   Yes
    2.   No

PROGRAMMER: If BusFrq = 1…4 or TrnFrq = 1…4 set PubInt = 1

{ASK IF PubInt = 1}

PassNgt [RANDOMISE 1-10]
{IF BusFrq = 1…4 OR TrnFrq = 1…4: "The next questions are about your experiences of using public transport in general. By public transport we mean local buses, trains, underground services, light rail and trams.

Please continue to think about the last 12 months.

Still thinking about"; IF BusFrq = 5 AND TrnFrq = 5: "During"} that time, did you have any of the following negative experiences with other passengers on public transport?"

G_Multi_II1

1.   {IF DisabilityDV = 1: "Passengers not moving out of wheelchair spaces"}
2.   {IF DisabilityDV = 1: "Passengers not moving out of priority seating"}
3.   {IF DisabilityDV = 1: "Passengers using accessible toilets when they don't need to"}
4.   {IF DisabilityDV = 1: "Rude or unpleasant comments about your long-term impairment or condition"}
5.   Passengers not moving out of the way to let you on or off
6.   Passengers not giving you enough space to hold on to something for support
7.   Drunk passengers
8.   Violent or abusive passengers
9.   Passengers making an unreasonable amount of noise
10.   Passengers making you feel uncomfortable or unwelcome
11.   Other (please specify)
12.   None of these [EXCLUSIVE]

{ASK IF PassNgt = 1-11}

PblNeg [FLIP SCALE]
"During that time, how frequently did you have negative experiences with other passengers on public transport?"

G_ReadOut_II1

1.   Once a week or more
2.   Less than once a week but more than once a month
3.   Less than once a month, but more than twice a year
4.   Once or twice a year

{ASK IF PubInt = 1 AND DisabilityDV = 1}

DiscStf12
"Please continue to think about the last 12 months.

Thinking about that time, did you personally have a negative experience with staff on public transport, in relation to your long-term impairment or condition?"

1.   Yes
2.   No

{ASK IF DiscStf12=1}

DiscExp
"Can you briefly describe what happened the last time you had a negative experience with staff on public transport in relation to your long-term impairment or condition?"

OPEN

1. Prefer not to say

{ASK IF DisabilityDV = 1}

StaffBus [FLIP SCALE]
"How well do you feel staff on buses understand the needs of people with long-term impairments or conditions?"

G_ReadOut_II1

1. Very well
2. Fairly well
3. Not very well
4. Not well at all

{ASK IF DisabilityDV = 1}

StaffTrn [FLIP SCALE]
"How well do you feel staff on rail services understand the needs of people with long-term impairments or conditions?"

G_ReadOut_II1

1. Very well
2. Fairly well
3. Not very well
4. Not well at all

{ASK IF DisabilityDV = 1}

DisabKnw [FLIP SCALE]
"Overall, how well do you feel staff on public transport understand the needs of people with long-term impairments or conditions?"

G_ReadOut_II1

1. Very well
2. Fairly well
3. Not very well
4. Not well at all

{ASK IF PubInt=1}

TicketHow [RANDOMISE 1-6]
"Please continue to think about the last 12 months.

During that time, which methods did you typically use to buy tickets or credit for travel by public transport, including topping up Oyster or other smart cards?"

G_Multi_Il1

1. Using a ticket vending machine
2. Buying from public transport staff (e.g. at a counter, from a conductor or driver)
3. Using a contactless credit or debit card to touch in/out
4. Via a website
5. Via a phone app
6. Someone else bought the tickets or credit for you
7. Other method of purchase (please specify)
8. I travelled for free (e.g. used a Freedom Pass)

{ASK IF DisabilityDV =1}

TicketDiff [RANDOMISE 1-5]
"Would you have difficulties buying tickets or credit for public transport using any of the following methods because of your long-term impairment or condition?"

G_Multi_Il1

1. Ticket vending machine
2. Buying from public transport staff (e.g. at a counter, from a conductor or driver)
3. Using a contactless credit or debit card to touch in/out
4. Via a website
5. Via a phone app
6. No difficulties with any of these methods related to a long-term impairment or condition [EXCLUSIVE]

{ASK IF =TicketDiff 1-5}

TicketDiffEx
"Why would you have difficulties using {IF exactly one answer 1-5 at TicketDiff: "this method"; IF multiple answers 1-5 at TicketDiff: "these methods"}?"

OPEN

{ASK IF PubInt = 1}

SeatPr [FLIP SCALE 1-5]
"How confident would you feel asking another traveller sitting in a priority seat for their seat, if you needed it?"

G_ReadOut_II1

1. Not at all confident
2. Not very confident
3. Somewhat confident
4. Moderately confident
5. Very confident
6. I never need to use priority seats

{ASK IF PubInt=1}

Seat [FLIP SCALE 1-5]
"And how confident would you feel asking another traveller sitting in a non-priority seat for their seat, if you needed it?"

G_ReadOut_II1

1. Not at all confident
2. Not very confident
3. Somewhat confident
4. Moderately confident
5. Very confident
6. I never need to ask for a seat-

{ASK IF DisabilityDV = 1}

InfCrd
"Please continue to think about the last 12 months.

During that time, did you have a Journey Assistance tool such as a card or lanyard?

{IF MODE=TEL: INTERVIEWER: READ OUT: "}These tools can be shown to transport staff to explain if you have specific support needs when travelling."

1. Yes
2. No

{ASK IF InfCrd=2}

InfCrdW [RANDOMISE 1-7]
"Why did you not have a Journey Assistance tool such as a card or lanyard?"

G_Multi_Il1

1. I did not know these tools existed
2. My local transport company did not use them
3. I did not have any support needs related to my long-term impairment or condition
4. I didn't travel often enough
5. I did not see a benefit in obtaining a card, lanyard or other tool
6. I did not believe I was eligible
7. I was refused
8. Other (please specify)

Car use

{ASK ALL}

VehLicense
"Please continue to think about the last 12 months.

During that time, did you have a license to drive a car or motorcycle at any point?"

1. Yes
2. No

{ASK IF VehLicence = 2}

VehLicN
"Why do you not have a driving license?"

OPEN

{ASK ALL}

VehUse
"During that time, did you, or any member of your household, own or have regular use of any motor vehicle?

This can include any cars, motorcycles, vans, etc. but not electric bicycles (e-bikes) or electric scooters (e-scooters)."

1. Yes
2. No

{ASK IF VehLicense = 1 and VehUse = 1}

VehFrq [FLIP SCALE]
"How frequently, if at all, did you drive during that time?"

G_ReadOut_II1

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never

{ASK IF VehFrq = 5}

VehfrqN
"Can you please provide more detail on why you never drove during that time?"

OPEN

{ASK ALL}

VehElse [FLIP SCALE]
"How frequently, if at all, did someone else drive for you during that time?

By this we mean a {IF DisabilityDV = 2: "friend or relative"; IF DisabilityDV = 1 "friend, relative or carer"}. Please do not include taxi services."

G_ReadOut_II1

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never

{ASK IF VehElse = 5}

VehNev
"Can you give more details as to why no one else drove for you during that time?"

OPEN

{ASK IF Vehelse=1…4 AND DisabilityDV = 1}

Vehelmp [FLIP SCALE]
"During that time, when someone else drove for you, how important, if at all, was it that the driver assisted you if necessary?"

G_ReadOut_II1

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important

{ASK ALL}

MotTlt
"Please continue to think about the last 12 months.

Thinking about that time, did you have any difficulties accessing {IF AccTlt = 1: "accessible"} toilet facilities at a motorway service station?"

G_ReadOut_Il1

1.   Yes
2.   No
3.   I did not attempt to use {IF AccTlt = 1: "accessible"} toilet facilities at a motorway service station
4.   Not applicable – I haven't travelled on a motorway

Air travel

{ASK ALL}

Flt12
"Please continue to think about the last 12 months.

Did you take any flights within the UK or to other countries outside of the UK during that time?"

G_Multi_Il1

1.   Yes, within the UK
2.   Yes, abroad (outside the UK)
3.   No flights taken [EXCLUSIVE]

{ASK IF Flt12=3}

Fltwhy [RANDOMISE 1-10]
"What were your main reasons for not taking any flights during that time?"

G_Multi_Il1

1.   Prefer other modes of transport
2.   Financial reasons
3.   Concerns about the environment
4.   {IF DisabilityDV = 1: "Difficulties flying due to my long-term impairment/health condition"}
5.   {IF DisabilityDV = 1: "Unable to fly due to my long-term impairment/health condition (e.g. no insurance cover available or medically not fit to fly)"}
6.   Anxiety/fear around flying
7.   Concerns about checking in and airport security process
8.   {IF DisabilityDV = 1: "Concerns about airport facilities not meeting my needs"}
9.   Previous bad experience of flying
10.   It takes too long to get to the airport
11.   Other reasons (please specify)
12.   Not made any trips where flying would be an option

{ASK ALL}

AirAware

"Special assistance is the assistance that airports are required to provide to disabled people and those with reduced mobility to help them move around the airport and embark and disembark the aircraft.

Thinking about that time, were you aware of being able to request special assistance at the airport prior to taking a flight?"

1. Yes
2. No

{ASK IF AirAware = 1 and Flt12 = 1,2 and DisabilityDV = 1}

FltSas
"Thinking of the last flight you took during that time, did you request special assistance for that flight?"

G_ReadOut_II1

1. Yes, I/someone else requested it prior to arriving at the airport
2. Yes, I/someone else requested it when I arrived at the airport
3. No

{ASK IF FltSas=3}

FltNwhy [RANDOMISE 1-8]
"What was the main reason for not requesting special assistance for that flight?"

G_ReadOut_II1

1. It's difficult/time-consuming to arrange
2. Did not feel confident it would address my needs
3. I prefer to travel independently
4. It prevents me from accessing airport shops/services
5. Didn't need it
6. Didn't think it would help me
7. Didn't think I was entitled to it
8. Other (please specify)

{ASK IF FltSas=2}

FltAsMn [RANDOMISE 1-6]
"What was the main reason for not requesting special assistance in advance of your flight?"

G_ReadOut_II1

1. Easier to arrange at the airport
2. Last minute decision to travel
3. Didn't know how to arrange it before my flight
4. Forgot to arrange it before my flight
5. Didn't think I needed it when I booked my trip
6. Only needing assistance for part of my journey
7. Other (please specify)

{ASK IF FltSas=1,2}

FltbMN [RANDOMISE 1-7]
"What sources of information did you use to find out about requesting special assistance?"

G_Multi_II1

1. Contacting the airport and/or visiting airport website
2. Contacting the airline/visiting airline website
3. Finding out through a travel agent
4. General internet search (e.g. Other travel information sites)
5. Smartphone Apps
6. Family/friends/word of mouth
7. From a previous visit to an airport
8. Other (please specify)
9. Nothing – I was already familiar with how to request airport assistance [EXCLUSIVE]

{ASK IF Fltsas=1-2}

FltEase [FLIP SCALE 1…5]
"How easy or difficult was it for you or someone else on your behalf to request special assistance for that trip?"

G_ReadOut_II1

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult

{ASK IF flt12=1-2}

FltTrv [RANDOMISE 1…5]
"Please continue to think about the last 12 months.

Thinking of the last flight you took during that time, what was the main mode of travel (i.e. in terms of longest time spent) that you used to get to the airport for your outbound flight?"

G_ReadOut_II1

1. Private vehicle (e.g. driving to the airport or someone driving you to the airport)
2. Taxi or minicab
3. Bus or coach
4. Train
5. Underground, tram or light rail
6. Other (please specify)

{ASK IF Flt12=1-2}

FltTrvM [RANDOMISE 1-6]
"What was the main reason for using this means of transport to get to the airport?"

G_ReadOut_II1

1.   Amount and/or type of luggage I was travelling with
2.   Convenience
3.   Cost reasons
4.   Length of journey time
5.   Time of day
6.   I was travelling with someone else that used that means of transport
7.   Other (please specify)

{ASK IF flt12=1-2}

FltTrvEs [FLIP SCALE]
"How easy or difficult was it travelling to the airport for that outbound flight?"

G_ReadOut_II1

1.   Very easy
2.   Fairly easy
3.   Neither easy or difficult
4.   Fairly difficult
5.   Very difficult

{ASK IF DisabilityDV = 1}

FltImp
"How, if at all, can the passenger experience be improved for passengers with long-term impairments or conditions taking flights?

{IF MODE=TEL: "INTERVIEWER: READ OUT: "}Please include any aspect of the passenger experience that you think may be relevant, for instance:

•   Travelling to and from the airport
•   Ease of requesting/quality of special assistance
•   Sources of information available"
OPEN

1. Not applicable

Water travel

{ASK ALL}

Sea12
"Please continue to think about the last 12 months.

Did you use any of the following water travel services (on a river or sea) during that time?"

G_Multi_II1

1.   Ferry services (between UK and rest of Europe)
2.   Other domestic ferry services within the UK
3.   Cruise services (embarking and/or disembarking in the UK only)
4.   Other leisure and pleasure trips (e.g. river or lake trips)
5.   Other services (please specify)
6.   None of these [EXCLUSIVE]

{ASK IF Sea12=6}

Sea12Mn [RANDOMISE 1-10]
"What were your reasons for not using any water travel services during that time?"

G_Multi_II1

1.   Prefer other modes of transport
2.   Financial reasons
3.   Concerns about the environment
4.   {IF DisabilityDV = 1: "Difficulties using this mode due to my health condition"}
5.   Fear and/or anxiety about using water services
6.   Motion sickness
7.   Previous bad experience of using water travel services
8.   It takes too long to get to the port terminal/pier
9.   Journey times are too long
10.   Travel companions prefer other method of transport
11.   Other reasons (please specify)
12.   Not made any trips where using water travel services would be an option

{ASK ALL}

Sealik [FLIP SCALE]
"How likely or unlikely are you to consider using water travel services (to any destination) in the next 12 months?"

G_ReadOut_II1

1.   Very likely
2.   Somewhat likely
3.   Neither likely or unlikely
4.   Somewhat unlikely
5.   Very unlikely

{ASK ALL}

SeaAsAw
"Are you aware of being able to request assistance (for disabled passengers or those with reduced mobility) at least 48 hours prior to using any water travel services?

{IF MODE=TEL: "INTERVIEWER: PLEASE READ OUT: "}This includes ferry and cruise ship travel on a river or sea."

1. Yes
2. No

{ASK IF Sea12=1-5 AND DisabilityDV =1 AND SeaAsAw=1}

Sea12As
"Please continue to about the last 12 months.

When you used a water travel service during that period, did you formally request assistance for that trip?

This includes requesting assistance at the port terminal, pier or assistance on board."

G_ReadOut_II1

1. Yes, I/someone else requested it prior to my trip
2. Yes, I/someone else requested it when I arrived at the port terminal/pier
3. No

{ASK IF Sea12As= 1-2}

Sea12AsN
"Did the assistance provided meet your needs?"

1. Yes
2. No

{ASK IF Sea12AsN= 2}

Sea12AsNO
"Can you give more details about why the assistance did not meet your needs?"

OPEN

{ASK IF Sea12=1-5 AND DisabilityDV =1}

SeaImpr
"How, if at all, can the passenger experience using water services be improved for people with long-term impairments or conditions?

Please include any aspect of the passenger experience that you think may be relevant, for instance:

•   Travelling to and from the port terminal/pier
•   Ease of requesting/quality of special assistance
•   Sources of information available
OPEN

1.Not applicable

Confidence in travelling

{ASK ALL}

CnfBsy [FLIP SCALE 1-3]
"Finally, we would like to ask you some questions about your confidence when you travel. This includes all ways of getting around, such as driving, walking, cycling, taking public transport, and air travel.

Please continue to think about the last 12 months.

Thinking about that time, how much did having to travel in busy periods affect your confidence when you travelled?"

G_ReadOut_ll1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not travel in busy periods during that time

{ASK ALL}

ConfFml [FLIP SCALE 1-3]
"Still thinking about that time, how much did your familiarity with the journey affect your confidence when you travelled?"

G_ReadOut_ll1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not make an unfamiliar journey during that time

{ASK ALL}

ConfLne [FLIP SCALE 1-3]
"Still thinking about that time, how much did having to travel alone affect your confidence when you travelled?"

G_ReadOut_ll1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not travel alone

{ASK ALL}

ConfUnx [FLIP SCALE 1-3]
"Still thinking about that time, how much did an unexpected change to your journey (e.g. a train cancellation or a closed road affect your confidence when you travelled?"

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not experience an unexpected change to a journey

{ASK ALL}

ConfBge [FLIP SCALE 1-3]
"Still thinking about that time, how much did travelling with extra baggage (e.g. shopping) affect your confidence when you travelled?"

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not travel with extra baggage

{ASK ALL}

ConfTlt [FLIP SCALE 1-3]
"Still thinking about that time, how much did lack of information about the availability of toilet facilities affect your confidence when you travelled?"

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not travel if this information was lacking

{ASK ALL}

ConfAcc [FLIP SCALE 1-3]
"Still thinking about that time, how much did lack of information about the availability or state of accessibility adjustments (e.g. ramps or lifts) affect your confidence when you travelled?"

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not travel if this information was lacking

{ASK ALL}

ConfCovid [FLIP SCALE 1-3]
"Still thinking about that time, how much did concerns about coronavirus affect your confidence when you travelled?"

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly

{ASK IF PubInt = 1}

ConfPbl [FLIP SCALE 1-3]
"Still thinking about that time, how much did having to use public transport affect your confidence when you travelled?

By public transport we mean local buses, trains, underground services, light rail and trams."

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly

{ASK IF PubInt = 1}

ConfMde [FLIP SCALE 1-3]
"Still thinking about that time, how much did having to change modes (e.g. from a bus to a train)>/b> affect your confidence when you travelled on public transport?"

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not make a journey with changes of mode

{ASK IF PubInt = 1}

ConfNgt [FLIP SCALE 1-3]
"Still thinking about that time, how much did having negative interactions with other travellers affect your confidence when you travelled on public transport?"

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not have negative interactions with other travellers

{ASK IF PubInt = 1}

ConfNgtStf [FLIP SCALE 1-3]
"Still thinking about that time, how much did having negative interactions with transport operator staff affect your confidence when you travelled on public transport?"

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not have negative interactions with staff

{ASK IF PubInt = 1}

ConfKnw [FLIP SCALE 1-3]
"Still thinking about that time, how much did lack of knowledge from transport operator staff affect your confidence when you travelled on public transport?

G_ReadOut_II1

1. Did not affect
2. Affected slightly
3. Affected strongly
4. I did not experience a lack of knowledge from staff

{ASK IF BusFrq = 1…4}

ConfBus [FLIP SCALE]
"Please continue to think about the last 12 months.

Thinking about that time, how confident were you overall when travelling by bus?"

G_ReadOut_II1

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF TxFrq = 1…4}

ConfTaxi [FLIP SCALE]
"Still thinking about that time, how confident were you overall when travelling by taxi?"

G_ReadOut_II1

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF TrnFrq = 1…4}

Conftrn [FLIP SCALE]
"Still thinking about that time, how confident were you overall when travelling by train?"

G_ReadOut_II1

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF VehFrq = 1…4 or VehElse = 1…4}

ConfCar [FLIP SCALE]
"Please continue to think about the last 12 months.

Thinking about that time, how confident were you overall when travelling by car?"

G_ReadOut_II1

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF Flt12 = 1,2}

ConfPlane [FLIP SCALE]
"Still thinking about that time, how confident were you overall when travelling by plane?"

G_ReadOut_II1

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF Sea12 = 1-5}

ConfBoat [FLIP SCALE]
"Still thinking about that time, how confident were you overall when travelling by boat?"

G_ReadOut_II1

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK ALL}

ConfAll [FLIP SCALE 1-5]
"Please continue to think about the last 12 months.

All things considered, how confident were you overall when travelling during that time?"

G_ReadOut_II1

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident
6. I did not travel at all during that time

ConfAll [FLIP SCALE 1-5]

Appendix B: Wave 2 Survey of assistance dog users questionnaire

Intro

{ASK ALL}
Intro

"Hello and welcome to our survey.

The questions in this survey are about your experiences of using an assistance dog while travelling via taxi and private hire vehicle. These questions are being asked on behalf of the Department for Transport (DfT).

Even if you do not feel sure, we still value your opinion, but please answer as honestly as you can. The survey should take you around 10 minutes to complete, but this may be a little longer or shorter depending on your circumstances.

To get started, simply select the Next button. If you are using a screen reader, you may need to navigate to the top of the screen after selecting Next."

{ASK ALL}
ConsentEth

"To ensure we are compliant with all current legislation around the General Data Protection Regulation we need to make you aware of the following. This project may collect personal and/or sensitive personal data for social research purposes, with Department for Transport acting as Data Controller, and NatCen and Populus Data Solutions as Data Processors.

Data collected will include the categories below, please can you indicate if you are happy for us to collect each of these details. Please note data is always anonymised and we never report data on an individual level unless you give us your permission to do so.

Full details of why we collect data and how it is used can be found in our Privacy Statement.

Are you happy for us to collect information in regards your racial or ethnic origin?
Please select one only"
1. Yes
2. No

{ASK ALL}
ConsentHlth
"Are you happy for us to collect information in regards your physical or mental health?
Please select one only"
1. Yes
2. No

{ASK ALL}
 Consent

"In this survey, we are interested in all kinds of journeys using taxis and private hire vehicles – this includes short journeys, long journeys, journeys you make everyday, and journeys you make less often. Your answers will be treated in strict confidence and all survey responses will be anonymised before being analysed. Are you happy to continue with the survey?
1. Yes
2. No

 {IF Consent = 2}

ScreenOut
"Thank you for taking the time to answer our questions.

{ASK ALL}
Age
"How old are you?"

1. Under 18
2. 18-29
3. 30-39
4. 40-49
5. 50-59
6. 60-69
7. 70+
IF AGE = 1 SCREEN OUT OF QUESTIONNAIRE

{ASK ALL}
CovidIntro
When answering these questions, we would like you to think about your experiences over the last 12-month period. During that time, there were no coronavirus restrictions.

Press next to continue."

{ASK ALL}
AstDog
"Please think about the last 12 months.

During that time, did you use an assistance dog at any point?

By assistance dog we mean a dog that is specially trained to help you undertake daily activities. Assistance dogs may be used to help in relation to any of the following:

- Physical conditions or impairments (by this, we mean a condition or impairment that affects your mobility, manual dexterity, physical co-ordination or ability to lift, carry or otherwise move everyday objects)
- Hearing impairment
- Visual impairment
- Medical alerts and emergencies
- Autism
1. Yes, I used an assistance dog
2. No, I did not use an assistance dog

{IF AstDog = 2}
ScreenOut
"Thank you for taking the time to answer our questions.

Unfortunately, you are not eligible to take part in the rest of this survey. For this survey we are particularly interested in the experiences of people who used an assistance dog during the last 12 months."

SCREEN OUT OF QUESTIONNAIRE

{ASK ALL}
AstDogChar [RANDOMISE 1-8]
"Is your dog accredited with any of the following charities?

Please select all that apply."

MULTICODE

1. Canine Partners
2. Dog Assistance in Disability (A.I.D.)
3. Dogs for Good
4. Guide Dogs
5. Hearing Dogs for Deaf People
6. Medical Detection Dogs
7. Support Dogs
8. The Seeing Dogs Alliance
9. None of the above, my assistance dog is privately-trained [EXCLUSIVE]
10. Other (please specify)

{ASK ALL}
AstDogTyp [RANDOMISE 1-5]

"Which of the following does your assistance dog help you with?

Please select all that apply."

MULTICODE

1. Physical condition or impairment
2. Hearing impairment
3. Visual impairment
4. Medical alerts and emergencies
5. Autism
6. Other (please specify)

{ASK ALL}
DogTravel

"In the last 12 months did you ever travel with your assistance dog? Please include all types of journeys, including those you made on foot."

1. Yes
2. No

Covid

{ASK ALL}
CovidModes [FLIP SCALE 1-5]

"Thinking about your travel since all coronavirus restrictions were lifted in 2022, to what extent do you agree or disagree with the following statement?

I now use different modes of transport compared to before the pandemic."

7. Strongly agree
8. Tend to agree
9. Neither agree nor disagree
10. Tend to disagree
11. Strongly disagree
12. Not applicable to me

{ASK ALL}
CovidAvoid [FLIP SCALE 1-5]

"Still thinking about that time, to what extent do you agree or disagree with the following statement?

I have avoided public transport because of concerns about coronavirus."

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. Not applicable to me

{ASK ALL}
CovidBusy [FLIP SCALE 1-5]

"Still thinking about that time, to what extent do you agree or disagree with the following statement?

I have avoided travelling by public transport at busy times because of concerns about coronavirus."

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. Not applicable to me

Use of taxis and PHVs

{ASK ALL}
FrqIntro

The following questions are about your experiences of travelling with an assistance dog by taxi or private hire vehicle.

- A taxi can be hired from taxi ranks or hailed on the street. Some taxis can be booked through an app, online or by telephone.

- A private hire vehicle must be booked in advance. They may be booked electronically, by telephone or in person at an office. This includes minicab services, as well as app-based services, such as Uber or ViaVan.

Press next to continue."

{ASK ALL}
TaxiFrq [FLIP SCALE 1-5]

"Please continue to think back to the last 12 months .

During that time, how frequently, if at all, did you travel or attempt to travel with an assistance dog by taxi? Taxis are hailed on the street or hired from taxi ranks, and some taxis can be booked through an app, online or by telephone. Please do not consider private hire vehicles, which must be booked in advance. "

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never
6. Attempted to use on one occasion only, but the driver did not stop, drove off or refused to carry your assistance dog
7. Don't Know
8. I prefer not to say

{ASK IF TaxiFrq = 5}
TaxiWhy
"Can you give more details as to why you never used taxis when travelling with your assistance dog during that time?

Please complete your answer by typing in the text box below."

OPEN

{ASK IF TaxiFrq = 6}
TaxRefFrq [FLIP SCALE]
Still thinking about that time, how frequently were you unable to travel by taxi with an assistance dog because the driver did not stop, drove off or refused to carry the dog?
1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year

{ASK IF TaxiFrq = 1-4, or 6}
TaxiUse
"Still thinking about that time, which of the following journeys did you typically use taxis for when you had your assistance dog with you?"

MULTICODE

1. Travelling (commuting) to or from place of work
2. Travelling to education yourself (as a pupil/student)
3. Business travel (excluding travelling/commuting to your usual place of work)
4. Shopping for food or groceries
5. Other shopping
6. Attending medical, hospital or dentist appointments
7. Attending other personal appointments
8. Social and leisure activities, on your own or with friends or family
9. Visiting friends or family at their home
10. Picking up/dropping off children
11. Other (please specify)

{ASK ALL}
PHVFrq [FLIP SCALE 1-5]
"Still thinking about that time, how frequently, if at all, did you travel or attempt to travel with an assistance dog by private hire vehicle? Private hire vehicles are booked in advance. Please do not consider taxis, which are hailed on the street or hired from taxi ranks."

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never
6. Attempted to use on one occasion only, but the driver did not stop, drove off or refused to carry your assistance dog

{ASK IF PHVFrq = 5}
PHVWhy
"Can you give more details as to why you never used private hire vehicles when travelling with your assistance dog during that time?

Please complete your answer by typing in the text box below."

OPEN

{ASK IF PHVFrq = 6}
PHVRefFrq [FLIP SCALE]
Still thinking about that time, how frequently were you unable to travel by private hire vehicle with an assistance dog because the driver did not stop, drove off or refused to carry the dog?
1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year

{ASK IF PHVFrq = <>5}
PHVBook [FLIP SCALE]
"Still thinking about that time, did you typically let a private hire vehicle company know in advance that you would be travelling with an assistance dog?"
1. Always
2. Sometimes
3. Never

{ASK IF PHVFrq = 1-4, or 6}

PHVUse
"Still thinking about that time, which of the following journeys did you typically > {IF 6 at PHVFrq: "attempt to"} use private hire vehicles for when you had your assistance dog with you?"

MULTICODE

1. Travelling (commuting) to or from place of work
2. Travelling to education yourself (as a pupil/student)
3. Business travel (excluding travelling/commuting to your usual place of work)
4. Shopping for food or groceries
5. Other shopping
6. Attending medical, hospital or dentist appointments
7. Attending other personal appointments
8. Social and leisure activities
9. Visiting friends or family at their home
10. Picking up/dropping off children
11. Other (please specify)

{COMPUTE FOR ALL}
FrqDV
IF TaxiFrq = 1-4 OR IF PHVFrq = 1-4, FrqDV = 1 [YES]
IF TaxiFrq = 5 AND PHVFrq = 5 FrqDV = 2 [NO]

Access refusals

{ASK ALL}
AccRef

"Now we'd like to ask you what you understand about the rules that taxi and private hire vehicle drivers must follow when serving customers with assistance dogs. This is not a test, we simply want to know what your level of awareness is.

As a reminder:

- A taxi can be hired from taxi ranks or hailed on the street. Some taxis can be booked through an app, online or by telephone.

- A private hire vehicle must be booked in advance. They may be booked electronically, by telephone or in person at an office. This includes minicab services, as well as app-based services, such as Uber or ViaVan.

Press next to continue."

PROGRAMMER INSTRUCTION: RANDOMISE ORDER TRUE/FALSE QUESTIONS APPEAR IN (TruFal1-TruFal7)

{ASK ALL}
TruFal1

"Do you believe the following statement to be true or false?

It is legal for taxi vehicle businesses to operate strict 'no dog' policies which mean that assistance dogs are not permitted to enter the vehicle."
1. True
2. False

{ASK ALL}
TruFal1(b)

"Do you believe the following statement to be true or false?

It is legal for private hire vehicle businesses to operate strict 'no dog' policies which mean that assistance dogs are not permitted to enter the vehicle."
1. True
2. False

{ASK ALL}
TruFal2

"Do you believe the following statement to be true or false?

It is legal for drivers to refuse to transport assistance dogs on cultural or religious grounds."
1. True
2. False

{ASK ALL}
TruFal3

"Do you believe the following statement to be true or false?

It is legal for drivers to refuse to transport assistance dogs because they think they might be allergic."
   1. True
   2. False

{ASK ALL}
TruFal4

"Do you believe the following statement to be true or false?

It is legal for drivers to refuse to transport assistance dogs because the dog is wet or muddy."
   1. True
   2. False

{ASK ALL}
TruFal5

"Do you believe the following statement to be true or false?

It is legal for drivers to refuse to transport assistance dogs because they are allergic to dogs, if they can show an exemption notice."
   1. True
   2. False

{ASK ALL}
TruFal6

"Do you believe the following statement to be true or false?

It is legal for drivers to charge more to transport an assistance dog."

   1. True
   2. False

{ASK ALL}
TruFal7

"Do you believe the following statement to be true or false?

It is legal for drivers to require an assistance dog to travel in the boot of the car."
   1. True
   2. False

{ASK ALL}
AccRefAns
"Thank you for your answers.

It is illegal for taxi and private hire vehicle drivers to refuse to transport an assistance dog on any grounds except medical ones. If the driver is medically exempt, they are legally obliged to display an exemption notice issued by the local licensing authority in their vehicle windscreen.

It is also illegal for them to charge more to transport an assistance dog.

Press next to continue."

{ASK IF TaxiFrq=1-4}
TaxHrdRef
"Please continue to think back to the last 12 months.

During that time, were you ever unable to travel in a taxi because the driver refused to transport your assistance dog?

Taxis are hailed on the street or hired from taxi ranks. Some taxis can be booked through an app, online or by telephone. Please do not consider private hire vehicles, which must be booked in advance."

1. Yes
2. No

{ASK IF TaxiFrq=1-4}
TaxSftRef
"Still thinking about that time, did you ever travel in a taxi after having to persuade a driver who initially refused to transport your assistance dog?"

1. Yes
2. No

{ASK IF TaxHrdRef = 1 OR TaxSftRef = 1}
TaxRefPrv [FLIP SCALE]
"Still thinking about that time, how often did a taxi driver refuse or resist transporting your assistance dog?"

1. Every journey
2. Most journeys
3. Some journeys
4. Only occasional journeys

{ASK IF TaxHrdRef = 1 OR TaxSftRef = 1}
TaxRefWhy[RANDOMISE 1-8]
"Still thinking about that time, which of the following reasons has a taxi driver given you for refusing or resisting transporting you with your assistance dog?"

MULTICODE

1. The driver is medically exempt, and has an exemption notice issued by the local licensing authority to prove it
2. The driver is medically exempt, but does not have an exemption notice issued by the local authority
3. Other customers might have an allergy
4. The driver does not like dogs
5. The dog is unclean
6. For religious or cultural reasons
7. Blanket ban on dogs
8. The vehicle is too small or otherwise inappropriate
9. No reason given [EXCLUSIVE]
10. Other (please specify)

{ASK IF PHVFrq=1-4}
PHVHrdRef
"Please continue to think back to the last 12 months .

During that time, were you ever unable to travel in a private hire vehicle because the driver refused to transport you with your assistance dog?

Private hire vehicles are booked in advance. Please do not consider taxis, which are hailed on the street or hired from taxi ranks."

1. Yes
2. No

{ASK IF PHVFrq=1-4}
PHVSftRef
"Still thinking about that time, did you ever travel in a private hire vehicle after having to persuade a driver who initially refused to transport you with your assistance dog?"

1. Yes
2. No

{ASK IF PHVHrdRef = 1 OR PHVSftRef = 1}
PHVRefPrv [FLIP SCALE]
"Still thinking about that time, how often did a private hire vehicle driver refuse or resist transporting you with your assistance dog?"

1. Every journey
2. Most journeys
3. Some journeys
4. Only occasional journeys

{ASK IF PHVHrdRef = 1 OR PHVSftRef = 1}
PHVRefWhy[RANDOMISE 1-8]
"Still thinking about that time, which of the following reasons has a private hire vehicle driver given you for refusing or resisting transporting you with your assistance dog?"

 MULTICODE

1. The driver is medically exempt, and has an exemption notice issued by the local licensing authority to prove it
2. The driver is medically exempt, but does not have an exemption notice issued by the local authority
3. Other customers might have an allergy
4. The driver does not like dogs
5. The dog is unclean
6. For religious or cultural reasons
7. Blanket ban on dogs
8. The vehicle is too small or otherwise inappropriate
9. No reason given [EXCLUSIVE]
10. Other (please specify)

{COMPUTE FOR ALL}
RefDV
IF TaxHrdRef OR TaxSftRef OR PHVHrdRef OR PHVSftRef = 1 RefDV = 1
ELSE RefDV = 2
{ASK IF RefDV = 1}
LastTime
"When drivers refuse to transport, or resist transporting, assistance dogs this can have consequences for the dog user. For example, dog users can be left stranded, or miss an appointment.

What were the consequences for you the last time a driver refused or resisted transporting your assistance dog?

Please complete your answer by typing in the text box below."

OPEN

Reporting/prosecuting

{IF RefDV = 1}
Rprt
"Please think back to the last time a taxi or private hire vehicle driver or operator refused or resisted transporting you with your assistance dog in the last 12 months. Did you report this incident?

By reporting, we mean contacting the taxi operator or complaints body directly about the incident. This could be by email, by phone, by tagging them on social media, by writing on their social media page or in any other way.

Please only think about the times you have actively contacted the taxi operator or complaints body directly. This should not include general social media discussion about the incident."

1. Yes, I reported this incident
2. No, I did not report this incident

{IF Rprt = 1}
TaxorPHV

And was this report in relation to a taxi or private hire vehicle driver or operator?

1. Taxi driver or operator
2. Private hire vehicle driver or operator

{IF Rprt = 1}
RprtHow [RANDOMISE 1-5]

"How did you report this?"

MULTICODE

1. Reported it to the taxi or private hire vehicle company
2. Reported it to the police
3. Reported it to the local licensing authority
4. Reported it to a representative organisation, such as Guide Dogs UK
5. Posted a complaint online or on social media
6. Reported it to another organisation (please specify)
7. Other (please specify)

{ASK ALL}
LAAware

"Local licensing authorities are responsible for investigating incidents in which taxi and private hire vehicle drivers illegally refuse to transport an assistance dog. They are also responsible for taking further action, including legal action against the driver or company.

Before today, were you aware of this?"

1. Yes
2. No

{IF Rprt = 1 AND RprtHow <> 3 AND LAAware = 1}
WhyLA [RAMDOMISE 1-9]

"Why did you not report the incident to the local licensing authority?"

1. I did not think the incident was serious enough to report to the licencing authority
2. I did not know who to report to
3. I did not know how to make a report to the licencing authority
4. I did not think my report to the licencing authority would be acted on
5. The way of making a report was not accessible
6. Reporting to the licencing authority would take too long
7. I have reported before and no action was taken
8. It happens too often to report to the licencing authority every time
9. I did not want to get the driver in trouble with the licencing authority
10. Other reasons (please specify)

{IF Rprt = 2}
RprtWhy [RANDOMISE 1-9]
"Why did you not report the incident? Please select all that apply"

MULTICODE

1. I did not know the driver's actions were illegal
2. I knew the driver's actions were illegal, but I did not know I could report it
3. I did not know how to make a report
4. I did not think my report would be acted on
5. I did not think my negative experience was serious enough to report
6. The way of making a report was not accessible
7. Reporting would take too long
8. It happens too often to report every time
9. I did not want to get the driver in trouble
10. Other reasons (please specify)

{IF RprtWhy = 6 OR WHYLA = 5}
RprtDiff
"Can you give more details as to why you found the reporting process to be inaccessible?

Please complete your answer by typing in the text box below."

OPEN

{IF Rprt = 1 AND RprtHow <> 3}
RprtEs [FLIP SCALE]
"How easy did you find it to report the incident?"

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult

{IF Rprt = 1 AND RprtHow <> 3}
RprtOut
"Please describe the outcome of your report?

Please complete your answer by typing in the text box below or selecting one of the answer options."

OPEN

1. The outcome is still pending
2. I was not kept informed of the outcome

{IF Rprt = 1 AND RprtHow <> 3}
RprtSat [FLIP SCALE]

"How satisfied or dissatisfied were you with the outcome of your report?"

1.   Very satisfied
2.   Satisfied
3.   Neither satisfied nor dissatisfied
4.   Dissatisfied
5.   Very dissatisfied

{IF RprtHow = 3}
RprtProInf

"Did the licensing authority keep you informed as they investigated your case?"

1. Yes
2. No

{ASK IF RprtHow = 3-4}
RprtPro

"After you or a representative organisation reported the incident to the local licensing authority, did they take legal action in relation to the incident? By legal action we mean that the licensing authority attempted to prosecute the driver at a court."

1. Yes
2. No
3. I don't know

{IF RprtPro = 2}
RprtProWhy [RANDOMISE 1-4]

"Why did the licensing authority not take legal action in relation to the incident?"

MULTICODE

1. There was insufficient evidence to prosecute
2. They did not think a crime had been committed
3. It would be too costly or time consuming to prosecute
4. They confirmed they would not prosecute but did not give a reason
5. Other reasons (please specify)
6. I don't know why

{IF RprtPro = 1}
RprtProWit

"Did the licensing authority invite you to appear in court as a witness?"

1. Yes
2. No

{ASK IF RprtHow = 3}
RprtProSat [FLIP SCALE]

"How satisfied or dissatisfied were you with the actions taken by the licensing authority and their handling of the case in general?"

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

{IF RprtPro = 1}
RprtProOut

"What was the outcome of the legal action taken by the licensing authority?"

1. The driver or company pleaded Guilty
2. The driver or company pleaded Not Guilty
3. The driver or company was found Guilty
4. The driver or company was found Not Guilty
5. The driver or company had to pay costs
6. The driver or company had to pay a fine
7. I don't know
8. Other (please specify)

{ASK IF RprtPro =1}
RprtProSat [FLIP SCALE]

"How satisfied or dissatisfied were you with the prosecution result?"

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

{ASK IF RprtHow =3}
LAAction [RANDOMISE 1-6]

"Did the licensing authority take any additional action against the driver or company?"

MULTICODE

1. Yes, they withdrew the driver's licence
2. Yes, they suspended the driver's licence
3. Yes, they withdrew the company's licence
4. Yes, they suspended the company's licence
5. Yes, they required the driver or company to complete training
6. Yes, but I don't know what the action was
7. Other (please specify)
8. No action was taken
9. I don't know

{ASK ALL}
RprtFut [FLIP SCALE]

"If a taxi or private hire vehicle driver refused or resisted transporting you with your assistance dog in future, how likely would you be to report it to the local licensing authority?"

1. I definitely would report it
2. I would be very likely to report it
3. I would be likely to report it
4. I would not be very likely to report it
5. I definitely would not report it
6. Other (please specify)

{ASK IF RprtFut = 4-5}
RprtFutWht

"What would make you more likely to report the incident to the local licensing authority?

Please complete your answer by typing in the text box below."

OPEN

Charges/Feeling unwelcome

{ASK IF TaxiFrq = 1-4}
UnwelTax [FLIP SCALE]

"Please continue to think back to the last 12 months .

Thinking about that time, when travelling by taxi with your assistance dog, how often were you granted transport but made to feel unwelcome, uncomfortable or subjected to poor service?

As a reminder:

- A taxi can be hired from taxi ranks or hailed on the street. Some taxis can be booked through an app, online or by telephone.

- A private hire vehicle must be booked in advance. They may be booked electronically, by telephone or in person at an office. This includes minicab services, as well as app-based services, such as Uber or ViaVan."

1. Every journey
2. Most journeys
3. Some journeys
4. Only occasional journeys
5. Never

{ASK IF PHVFrq = 1-4}
UnwelPHV [FLIP SCALE]

"Please continue to think back to the last 12 months .

Thinking about that time, when travelling by private hire vehicle with your assistance dog, how often were you granted transport but made to feel unwelcome, uncomfortable or subjected to poor service?

1. Every journey
2. Most journeys
3. Some journeys
4. Only occasional journeys
5. Never

{ASK IF FrqDV = 1}
ChrgMre [FLIP SCALE]

"Still thinking about that time, how often did a taxi or private hire driver or operator attempt to charge you more because you had your assistance dog with you?"

1. Every journey
2. Most journeys
3. Some journeys
4. Only occasional journeys
5. Never

Impact of access refusals

{IF RefDV =1}
Conf [FLIP SCALE]

"Please continue to think back to the last 12 months.

How much did your experience of refusals or resistance to transporting you because you had your assistance dog with you affect your confidence when travelling by taxi or private hire vehicle?"

1. Did not affect
2. Affected slightly
3. Affected strongly

{ASK ALL}
NevRef [FLIP SCALE]

"If you could travel with your assistance dog and never have a taxi or private hire vehicle driver refuse to transport you, would you use their services more often?"

1. Yes, much more often
2. Yes, a bit more often
3. No

Use of other modes

{ASK ALL}
BusFrq [FLIP SCALE]
"Please continue to think about the last 12 months.

How frequently, if at all, did you travel with an assistance dog on local buses during that time?"

    1.   At least once a day
    2.   Less than once a day but at least once a week
    3.   Less than once a week but at least once a month
    4.   Less than once a month but at least once a year
    5.   Never

{ASK ALL}

TrnFrq [FLIP SCALE]
"Please continue to think about the last 12 months.

How frequently, if at all, did you travel with an assistance dog on trains during that time?

Please do not include underground trains, light rail or trams."

    1.   At least once a day
    2.   Less than once a day but at least once a week
    3.   Less than once a week but at least once a month
    4.   Less than once a month but at least once a year
    5.   Never

{ASK ALL}
VehLicense
"Please continue to think about the last 12 months.

During that time, did you have a license to drive a car or motorcycle at any point?"

    1.   Yes
    2.   No

{ASK ALL}
VehUse
"During that time, did you, or any member of your household, own or have regular use of any motor vehicle?

This can include any cars, motorcycles, vans, etc. but not electric bicycles (e-bikes) or electric scooters (e-scooters)."

    1.   Yes
    2.   No

{ASK IF VehLicense = 1 and VehUse = 1}
VehFrq [FLIP SCALE]

"How frequently, if at all, did you drive during that time?"

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never

{ASK ALL}
VehElse [FLIP SCALE]

"How frequently, if at all, did someone else drive for you during that time?

By this we mean a friend, relative or carer. Please do not include taxi services."

1. At least once a day
2. Less than once a day but at least once a week
3. Less than once a week but at least once a month
4. Less than once a month but at least once a year
5. Never

Confidence

{ASK ALL}
OverConf [FLIP SCALE]

"Please continue to think back to the last 12 months .

All things considered, how confident were you overall when travelling by any means of public transport during that time? By public transport we mean local buses, trains, underground services, light rail and trams."

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF BusFrq = 1…4}
ConfBus [FLIP SCALE]

"Please continue to think about the last 12 months.

Thinking about that time, how confident were you overall when travelling with an assistance dog by bus?"

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF TrnFrq = 1…4}
Conftrn [FLIP SCALE]
"Still thinking about that time, how confident were you overall when travelling with an assistance dog by train?"

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF TaxFrq = 1-4}
OverConfTax [FLIP SCALE]
"Please continue to think back to the last 12 months .

Thinking about that time, how confident were you overall when travelling with your assistance dog by taxi?"

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

{ASK IF PHVFrq = 1-4}
OverConfPHV [FLIP SCALE]
"Please continue to think back to the last 12 months .

Thinking about that time, how confident were you overall when travelling with your assistance dog by private hire vehicle?"

1. Not at all confident
2. Only slightly confident
3. Somewhat confident
4. Moderately confident
5. Very confident

Demographics

{ASK ALL}
Sex
"What is your gender?"

1. Male
2. Female
3. Prefer not to say

{IF ConsentEth = 1}
EthnicCat

"What is your ethnic group?"

1. White
2. Mixed or multiple ethnic groups
3. Asian or Asian British
4. Black or Black British
5. Arab
6. Other (Please describe)

{IF ETHNICCAT=1}
EthnWh

"What is your ethnic group?"

1. White British (English/Welsh/Scottish/Northern Irish)
2. White Irish
3. Gypsy or Irish Traveller
4. Any other White background (please describe)

{IF ETHNICCAT=2}
EthnMx

"What is your ethnic group?"

1. Mixed White and Black Caribbean
2. Mixed White and Black African
3. Mixed White and Asian
4. Any other mixed or multiple ethnic background (please describe)

{IF ETHNICCAT=3}
EthnAs

"What is your ethnic group?"

1. Indian
2. Pakistani
3. Bangladeshi
4. Chinese
5. Any other Asian background (please describe)

{IF ETHNICCAT=4}
EthnBl

"What is your ethnic group?"

1. Black African
2. Black Caribbean
3. Any other Black background (please describe)

{ASK ALL}
EconAct

"Which of these descriptions applied to what you spent the most time doing in the last 12 months?"

1. In full-time education (including on vacation)
2. On government training/employment programme
3. In paid work (or away temporarily) for at least 10 hours in week
4. Waiting to take up paid work already accepted
5. Unemployed
6. Unable to work due to long-term condition or impairment
7. Wholly retired from work
8. Looking after your home or family
9. Doing something else

{ASK ALL}
Region

"Which region or country in the UK do you live in?"

1. Scotland
2. Northern Ireland
3. Wales
4. North East England
5. North West England
6. Yorkshire and the Humber
7. West Midlands
8. East Midlands
9. South West England
10. South East England
11. East of England
12. London

{IF ConsentHlth = 1}
Dis12

"Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?"

1. Yes
2. No

{IF Dis12 =1}
Distyp [RANDOMISE 1…10]
"Do any of these conditions or illnesses affect you in any of the following areas?"

MULTICODE

1. Vision (for example, blindness or partial sight)
2. Hearing (for example, deafness or partial hearing)
3. Mobility (for example, walking short distances or climbing stairs)
4. Dexterity (for example, lifting or carrying objects, using a keyboard)
5. Learning or understanding or concentrating
6. Memory
7. Mental health
8. Stamina or breathing or fatigue
9. Socially or behaviourally (for example, associated with autism, attention deficit disorder or Asperger's syndrome)
10. Speech
11. Other (please specify)
12. None of these [EXCLUSIVE]

{IF Distyp =1…11}
DisAct
"{IF single answer 1…11 at DisTyp: "Does your condition or illness"; IF multiple answers 1…11 at DisTyp: "Do any of your conditions or illnesses"} reduce your ability to carry out day-to-day activities?"

1. Yes, a lot
2. Yes, a little
3. Not at all

{ASK IF Dis12 = 1}
Visible
"People need assistance dogs for lots of different reasons. For some people, the reason why they need an assistance dog is clearly visible to others, whilst for some people, it can be difficult for others to see why they need an assistance dog.

Would you say that the reason why you need an assistance dog is clear to other people?"

1. Yes – the reason why I need an assistance dog is clearly visible to others
2. Yes – the reason why I need an assistance dog is somewhat visible to others
3. No – the reason why I need an assistance dog is not visible to others

Closing section

{ASK ALL}
Recon
"We may wish to contact you again about taking part in further research on the topics that have been covered in this questionnaire.

Would you be willing for NatCen or another organisation on behalf of DfT to contact you again? You don't have to say now whether you would actually take part, just whether it would be ok to contact you about it."

1. Yes
2. No

{ASK IF Recon = 1}
Email
"Thank you for agreeing to be contacted again. Please confirm your preferred email address below.

Please note, we will only use your email address to invite you to take part in the next survey. We will not connect you to your answers to this survey."

OPEN
1. I don't want to share my email address

{ASK ALL}
End
"Thank you for answering our questions. Your answers will help the Department for Transport understand taxi and private hire vehicle services for assistance dog users."

Appendix C: Wave 2 DfT stakeholder topic guide

The topic guide contains a series of instructions to the interviewer about how to use the topic guide. All interviewer instructions are enclosed in square brackets.

1. Introduction

- **Introduction to researcher**.

- **Introduction to NatCen**: an independent, not-for-profit research organisation, commissioned by the Department for Transport to carry out an evaluation of the Inclusive Transport Strategy (ITS).

- **Explanation of research**: NatCen are conducting interviews with DfT staff as part of our second wave of the ITS Evaluation. We would like to gain a more detailed picture of how the ITS commitments were developed, how they are being implemented and to understand what learning can be applied to the development and implementation of future accessible and inclusive transport policy by the DfT.

- **Ethical reassurances and caveats:**

    - <u>Participation is voluntary</u>. Remind participant they do not have to take part, don't have to answer all the questions and can withdraw from the interview at any point.

    - <u>Anonymity & Confidentiality</u>. We will write a report about the findings for publication on GOV.UK. Views will not be attributed to named individuals in the report and NatCen will take steps to maintain anonymity, but it is possible that some views will be identifiable due to the small number of participants available and the fact that these interviews are being conducted internally within DfT.

    - Participant will have the right to review their contribution at the end of the discussion and redact information if required.

- **About the discussion**:

    - The interview will last up to an hour / 45 minutes [if aviation].

    - <u>Recording</u>. With their permission, we will be recording the interview so we have an accurate record of what is said. This is done using computer software separate to Teams, the files will be encrypted and stored securely in line with GDPR and only the NatCen research team will have access to them. The recordings will be deleted at the end of the evaluation.

    - Explain that you are not a subject matter expert and you will ask them to spell out any acronyms they use. Both for your benefit and to ensure we have captured detail correctly for the recording.

- Questions?

- Ask for permission to start recording.

[START RECORDING]

2. Background and context

Background on participant and team

- Participant's job role and remit

- Team's responsibility in relation to accessible and inclusive transport policy

Background on the ITS

- Overall responsibility in relation to ITS [for participant and their team]

    - How fits into their wider work

    - Whether / extent to which ITS differs or overlaps with other work. If overlaps, which projects?

    - Whether / extent to which ITS plays a role in ensuring that accessibility and inclusivity requirements are reflected in wider policy and operational decisions

- Participant's responsibility in relation to ITS **implementation**

    - Which modes / areas responsible for (if not all)

    - Which aspects involved in implementing (if not all) and when did involvement start

- Participant's responsibility in relation to ITS **development**

    - Whether involved in initial conception and design of the ITS

    - Which aspects involved in developing (if not all)

- Participant's involvement in specific ITS commitments [share relevant PPT slide]

    - Which commitments are relevant to them

[NB: If participant is involved across the board, ask them to identify the areas they've been more heavily involved in and prioritise covering these during the interview]

3. Developing and overseeing the ITS

[NB: it is possible that participants will not have been involved in developing the ITS or specific commitments (e.g. if they have joined since 2018/19) – skip this section if not.

NB: it is also likely that modal teams will only be able to speak about the following in relation to the commitments that apply to their transport mode (you should have a sense of this from Section 2), the discussion will need to be focussed accordingly]

Development of the overall strategy

- Overview of development process from start to finish

    - How was ITS conceived

    - Who was involved at the conception stage

    - What developing the concept into a strategy involved

    - [If involvement is mode-specific] how the overall ITS strategy was designed to incorporate road / rail / aviation-specific aspects of the ITS

- Implications for eventual delivery of the ITS

Development of commitments

[Reflecting on all commitments (they don't need to be discussed individually):]

- Overview of development process from start to finish
    - How policy needs were identified (e.g. consultation, collation of evidence)
    - How commitments were formulated
    - How implementation plan devised
- Overview of who was involved
    - If personally involved, role and responsibilities
    - Internal stakeholders
    - External stakeholders (e.g. DPTAC, disabled people's organisations)
- Implications for eventual delivery of the ITS
- Whether any additional commitments have been developed within this space since the ITS was published
    - If so, what prompted this?
    - If so, how new commitments piece into the ITS

Lessons learnt

[If not covered spontaneously:]

- What worked well at the development stage
- Any challenges at development stage, how overcome
- Lessons learnt – advice for development of future inclusive transport policy

4. *Implementing the ITS*

[Explore the following for each group of commitments participant is responsible for:]

- Progress made with implementing commitments
- Whether on track to deliver all commitments
- Whether any significant changes to delivery timescales
- Whether any commitments delivered differently to what was planned – if so, why?
- Whether any commitments not pursued
- Key factors affecting implementation progress
    - Facilitators / what has worked well
    - Barriers, how overcome
    [See what comes up spontaneously, don't prompt. Likely to include Brexit and related legislative issues; Staff turnover; Changes in departmental objectives or leadership; Conflicts with other policies / objectives; Unforeseen difficulties / complexities in delivery etc.]
    - Whether COVID-19 has impacted progress
    - Extent to which COVID-19 has been a factor, vs other barriers
    - Lessons learnt – advice for development of future inclusive transport policy

- Any joint involvement in implementation from other organisations

  - Any successes / what has worked well

  - Any challenges / barriers to joint working and how overcome

[Before moving on – invite participant to highlight any other commitments / initiatives / policies not yet discussed which are relevant to ITS and explore progress in relation to each, if there is time.]

ITS governance approach

- How progress against commitments overseen and governed

  - Whose senior input required and when (e.g. ministerial approval)

  - Views on how well governance approach works

    - Any successes / what has worked well

    - Any challenges / barriers

    - Any lessons learnt for future inclusive transport policy

- Extent to which they monitor implementation of commitments and their impact on disabled people, separately from the ITS Evaluation

  - What has monitoring shown / what has come out of it?

- Views on effectiveness of monitoring and evaluation approach
  [Probe both in relation to the ITS Evaluation and any separate M&E]

  - Any reflections on timeframes for delivery, monitoring and evaluation

  - Any related reflections on what the planning, monitoring and evaluation of future inclusive transport strategy should look like

- [If participant mentioned additional accessibility and inclusion commitments previously] How additional accessibility and inclusion commitments are being overseen and implementation monitored [use above prompts to explore this further]

5. *Improvements and conclusions*

Progress made overall

[Reflecting on all ITS commitments relevant to road / rail / aviation / AIT:]

- Views on overall progress made across all commitments

- Views on how well the overall strategy is performing

- Views on main successes of the ITS to date

  - Key facilitators to progress

  - Main challenges to date / barriers to progress
    [See what comes up spontaneously, don't prompt]

  - [If not covered spontaneously] whether COVID-19 pandemic a key impact

- Views on whether the ITS has led to significant change in how accessibility and inclusivity is considered in AIT / road / rail / aviation policy
  - Views on how effective the ITS commitments have been for implementing the strategy and driving uptake in ITS-related initiatives within the industry
  - How this is assessed / what views are based on
  - If not, why?
- Views on whether ITS is delivering changes initially expected for disabled people
  - How this is assessed / what views are based on
  - If not, why?
- Things would do differently in future
  - Key learning for future **development** of inclusive transport policy and interventions
  - Key learning for future **implementation** of inclusive transport policy and interventions

6. *Close*

- Stop the recording and thank participant
- Ask if participant has any questions
- Remind them that everything they have said will be reported confidentially
- Ask if they would be happy for us to contact them with any follow-up questions to the discussion over the coming weeks or months

Appendix D: Wave 2 Train operator topic guide

The topic guide contains a series of instructions to the interviewer about how to use the topic guide. All interviewer instructions are enclosed in square brackets.

1. Introduction [5 mins]

- **Introduction to researcher**.

- **Introduction to NatCen**: an independent, not-for-profit research organisation, commissioned by the Department for Transport to carry out this research.

- **Explanation of research**:

  - The research focuses on the Inclusive Transport Strategy (the ITS), which was launched by the Department for Transport in 2018 with the aim to improve inclusivity in the transport system. It builds on the DfT's ambition for disabled people to have the same access to transport as everyone else and for them to be able to travel confidently, easily and without extra cost.

  - NatCen have been commissioned to carry out an evaluation of the ITS strategy. The evaluation is now in its second wave. As part of the second wave, we are conducting interviews with transport operator staff. We would like to understand what actions, if any, transport operators have taken or plan to take to improve the accessibility of their services, the factors affecting the implementation of improvements and gather suggestions for how DfT can continue to support transport operators with this.

- **Ethical reassurances and caveats:**

  - <u>Participation is voluntary</u>. Remind participant they do not have to take part, don't have to answer all the questions and can withdraw from the interview at any point.

  - <u>Anonymity & Confidentiality</u>. NatCen will not pass any information on to DfT about anyone who has taken part in the research. What they say in the interview will remain confidential, we will write a report about the findings for publication on GOV.UK, alongside findings from research conducted with disabled people. The report may include quotes, but no individuals or organisations will be named in the report. It will be used to inform future policy decisions

  - Participants have the right to review their contribution at the end of the discussion and redact information if required.

- **About the discussion:**

  - The interview will last up to 45 minutes.

  - Recording. With their permission, we will be recording the interview so we have an accurate record of what is said. The recorder is encrypted, and files stored securely in line with GDPR and only the research team will have access to the recordings. The recordings will be deleted at the end of the evaluation.

- **Questions?**

- **Ask for permission to start recording.**

2. Background and context [5 mins]

- **<u>Brief</u> overview of company size and geographical operation**
    - Whether just responsible for trains, or also train stations
    - How inclusive transport fits into overall activities

- **Brief overview of participant's role**
    - Responsibility for inclusive service provision

- **Summarise awareness of the ITS**
  [If needed emphasise not a test, DfT simply want to understand levels of awareness about the ITS among transport operators]

- **Awareness of any <u>legal requirements</u> or <u>recommendations</u> that fall under the ITS**. [If not covered spontaneously, probe on:]
    - Ensuring the accessibility of service provision (i.e. the accessibility of the vehicle fleet or wider service)
    - Staff training
    - Customer complaints processes

3. Accessibility of transport mode [10 mins]

[Explain that:
- We are interested in hearing about any changes the operator has made or plans to make to improve the accessibility of their <u>vehicle fleet and wider service</u>.
- In particular, we would like to understand any measures to improve ease of access for disabled passengers. This includes aspects of the service such as access to physical infrastructure (including vehicles and train stations / bus stops), journey information and journey assistance tools.
- We will discuss transport staff behaviour and ease of making complaints later on.
- We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes]

3.1 Non-physical service provision **[PRIORITY]**

[A: Disabled Persons Railcard
B: Passenger Assist
C: General information about disabled passenger rights]

[Repeat the following for A-C]
- Since 2018, any work undertaken or planned to promote A/B/C
- What does this work look like? (e.g. via promotion campaigns)
- What prompted changes
    - Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?
- Progress made
    - What has helped progress (if progress made)
    - Whether ITS policy / DfT support has enabled progress
    - Any observed difference to passengers

        - What has hindered progress
          [If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

3.2   Other changes to non-physical service provision [IF TIME]

- **Since 2018, any other changes planned to improve <u>non-physical aspects of service</u> (e.g. provision of journey information and assistance tools)**

  [Use above prompts to probe on what prompted changes and progress made]

3.3   Physical service provision [PRIORITY]

[Explain that DfT are working with the Rail Delivery Group to provide online information to passengers about train station accessibility including via digital station accessibility maps, station models and real-time information about the status of access facilities such as lifts.

DfT has collected the necessary information to produce these digital tools, by conducting an audit of stations across the country. Meanwhile, the RDG are working to publish this information online.]

Awareness of ongoing work to publish online information about station accessibility
- Awareness of any progress made towards publishing this information for train stations within the operator's network
- Any involvement from the operator in this work
- Any views on what is helping or hindering progress

3.4   Other changes to physical service provision [IF TIME]
- **Since 2018, any other changes planned to improve <u>physical</u> aspects of service (e.g. provision of train stock and physical station infrastructure)**
  [Use above prompts to probe on what prompted changes and progress made]

4. Training [10 mins]

[Explain that we are interested in hearing about any changes the operator has made or plans to make to ensure that transport staff are sufficiently trained in disability awareness.

We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes.]
4.1   ITS-related changes [PRIORITY]

[A: REAL disability equality training programme
B: Inclusive Transport Leaders accreditation]
[Repeat the following for A-B:]
- Whether heard of A/B
- Whether interacted with A/B (or planning to)
    – How (i.e. use of REAL training package / signing up to become Inclusive Transport Leader
    – What prompted this?
    – Views on A/B and whether has made a difference
    – Views on how A/B can be further improved

4.2   Other changes to training **[IF TIME]**

- **Since 2018, any other changes planned to improve provision of disability awareness training**
    - What changes have been made?
    - Whether used any guidance and resources from other organisations such as training packages to implement / update training provision
        - If so, who from (i.e. DfT or another organisation?)
        - If so, views on its effectiveness

- **What prompted changes**
    - Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?
    - Whether aware of new contractual staff training requirements that were brought in following the COVID-19 pandemic
        - If so, what impact has this had
        - Have they introduced changes (or are they planning to) in response

- **Progress made**
    - What has helped progress (if progress made)
    - Whether ITS policy / DfT support has enabled progress
    - Any observed difference to passengers
    - What has hindered progress
      [If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

5. Complaints [10 mins]

[Explain that we are interested in hearing about any changes the operator has made or plans to make to increase passenger awareness of their rights, in collecting complaints and ensuring complaints are acted on.

We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes]

5.1   Rail Ombudsman **[PRIORITY]**

- Extent to which they interact with Rail Ombudsman and how
- Views on whether it is making a difference
- Views on how it can be further improved

5.2   General approach to complaints

[Explain that the ITS encourages TOs to develop easier ways for disabled passengers to register complaints.]

- **Since 2018, any planned changes to <u>improve ease of making accessibility related complaints</u>**
  - What are they?
  - [If NOT, ask for:]
    - Brief outline of whether and how the TO collects and monitors accessibility related complaints
    - Views on how sufficient procedures are
- **Since 2018, any planned changes to <u>enforcement action taken by the TO, in relation to accessibility related complaints</u>**
  - What are they?
  - [If NOT, ask for:]
    - Brief outline of how TO takes enforcement action
    - Views on how sufficient procedures are
- **What prompted changes** [reflecting on all discussed]
  - Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?
- **Progress made**
  - What has helped progress (if progress made)
  - Whether ITS policy / DfT support has enabled progress
  - Any observed difference to passengers
  - What has hindered progress
    [If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

6. *Improvements and conclusions [5 mins]*

- **Whether collecting any data to monitor progress and assess the difference changes are making within the three areas discussed (accessibility of transport mode, staff training and complaints)**
  - If yes, what data and how collected (e.g. customer satisfaction, numbers of staff trained)
  - If yes, what are the key trends shown by the data
  - Whether COVID-19 has affected ability to collect data. If so, in what ways and how mitigated
- **Reflecting on all policies and procedures discussed:**
  - What has had the biggest positive impact on improving service provision
  - What has acted as the biggest barrier to improving service provision
  - Extent to which the ITS / DfT support has had an impact on the role that inclusive transport play's in the company's policies
- **Views on effectiveness of the ITS strategy** [SKIP IF LESS FAMILIAR WITH ITS]
- **Anything participant would like to be reflected in future government policy**
  - [IF TIME REMAINING] probe in relation to accessibility vs inclusion

- Views on how DfT can further support TOs to make improvements to the inclusivity of their service provision in future

- **Any other concluding thoughts**

7. Close

- Stop the recording and thank participant

- Ask them if they have any questions

- Remind them that everything they said will remain confidential-

- Check whether participant is **happy with their responses** and provide them an opportunity to change or remove specific comments. [*Make a note of any changes*]

Appendix E: Wave 2 Bus operator topic guide

The topic guide contains a series of instructions to the interviewer about how to use the topic guide. All interviewer instructions are enclosed in square brackets.

1. Introduction [5 mins]

- **Introduction to researcher**.

- **Introduction to NatCen**: an independent, not-for-profit research organisation, commissioned by the Department for Transport to carry out this research.

- **Explanation of research**:

    – The research focuses on the Inclusive Transport Strategy (the ITS), which was launched by the Department for Transport in 2018 with the aim to improve inclusivity in the transport system. It builds on the DfT's ambition for disabled people to have the same access to transport as everyone else and for them to be able to travel confidently, easily and without extra cost.

    – NatCen have been commissioned to carry out an evaluation of the ITS strategy. The evaluation is now in its second wave. As part of the second wave, we are conducting interviews with transport operator staff. We would like to understand what actions, if any, transport operators have taken or plan to take to improve the accessibility of their services, the factors affecting the implementation of improvements and gather suggestions for how DfT can continue to support transport operators with this.

- **Ethical reassurances and caveats:**

    – <u>Participation is voluntary</u>. Remind participant they do not have to take part, don't have to answer all the questions and can withdraw from the interview at any point.

    – <u>Anonymity & Confidentiality</u>. NatCen will not pass any information on to DfT about anyone who has taken part in the research. What they say in the interview will remain confidential, we will write a report about the findings for publication on GOV.UK, alongside findings from research conducted with disabled people. The report may include quotes, but no individuals or organisations will be named in the report. It will be used to inform future policy decisions

    – Participants have the right to review their contribution at the end of the discussion and redact information if required.

- **About the discussion:**

    – The interview will last up to 45 minutes.

    – Recording. With their permission, we will be recording the interview so we have an accurate record of what is said. The recorder is encrypted, and files stored securely in line with GDPR and only the research team will have access to the recordings. The recordings will be deleted at the end of the evaluation.

- **Questions?**

- **Ask for permission to start recording.**

2. Background and context [5 mins]

- **Brief overview of company size and geographical operation**

  If needed, check whether responsible for coaches or just buses.

  - How inclusive transport fits into overall activities

  [If coaches mentioned, clarify that for this interview, DfT are interested in hearing specifically about the provision of bus services and so we will be focussing the discussion on the bus services they operate.

  If operator *only* provides coach services and not buses, explain that unfortunately we cannot continue the interview as only coach services are in scope for this research. Apologise and end the interview.]

- **Brief overview of participant's role**

  - Responsibility for inclusive service provision

- **Summarise awareness of the ITS**
  [If needed emphasise not a test, DfT simply want to understand levels of awareness about the ITS among transport operators]

- **Awareness of any legal requirements or recommendations that fall under the ITS**. [If not covered spontaneously, probe on:]

  - Ensuring the accessibility of service provision (i.e. the accessibility of the vehicle fleet or wider service)

  - Staff training

  - Customer complaints processes

3. Accessibility of transport mode [10 mins]

[Explain that:
- We are interested in hearing about any changes the operator has made or plans to make to improve the accessibility of their vehicle fleet and wider service.
- In particular, we would like to understand any measures to improve ease of access for disabled passengers. This includes aspects of the service such as access to physical infrastructure (including vehicles and train stations / bus stops), journey information and journey assistance tools.
- We will discuss transport staff behaviour and ease of making complaints later on.
- We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes they]

3.1   Non-physical service provision **[PRIORITY]**

[A: Concessionary bus passes
B: general information about disabled passenger rights]

[Repeat the following for A-B:]
Since 2018, any work undertaken or planned to promote A/B/C
- What does this work look like? (e.g. via promotion campaigns)

What prompted changes
- Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?

Progress made
- What has helped progress (if progress made)
- Whether ITS policy / DfT support has enabled progress
- Any observed difference to passengers

What has hindered progress
[If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

3.2 Other changes to non-physical service provision **[IF TIME]**

- **Any other changes planned to improve <u>non-physical aspects of service</u> (e.g. provision of journey information and assistance tools)**

  [Use above prompts in 3.1 to probe on what prompted changes and progress made]

3.3 Physical service provision **[PRIORITY]**

- **Audio-visual information**

  – Any work undertaken to roll out audio-visual equipment across bus fleet and bus stops

  – Whether accessed DfT funding for this. If yes, what difference has it made?

3.4 Other changes to physical service provision **[IF TIME]**

- **Since 2018, any other changes planned to improve <u>physical</u> aspects of bus fleet or wider service**

  [Use above prompts in 3.1 to probe on what prompted changes and progress made]

4. Training [10 mins]

[Explain that we are interested in hearing about any changes the operator has made or plans to make to ensure that transport staff are sufficiently trained in disability awareness.

We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes.]

4.1   ITS-related changes **[PRIORITY]**

[A: REAL disability equality training programme
B: Inclusive Transport Leaders accreditation]

[Repeat the following for A-B:]
- Whether heard of A/B
- Whether interacted with A/B (or planning to)
    - How (i.e. use of REAL training package / signing up to become Inclusive Transport Leader
    - What prompted this?
    - Views on A/B and whether has made a difference

- Views on how A/B can be further improved

4.2   Other changes to training **[IF TIME]**

- **Since 2018, any other changes planned to improve provision of disability awareness training**

    - What changes have been made?

    - Whether used any guidance and resources from other organisations such as training packages to implement / update training provision

        - If so, who from (i.e. DfT or another organisation?)

        - If so, views on its effectiveness

- **What prompted changes**

    - Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?

- **Progress made**

    - What has helped progress (if progress made)

    - Whether ITS policy / DfT support has enabled progress

    - Any observed difference to passengers

    - What has hindered progress
    [If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

5. Complaints [10 mins]

[Explain that we are interested in hearing about any changes the operator has made or plans to make to increase passenger awareness of their rights, in collecting complaints and ensuring complaints are acted on.

We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes]

5.1   General approach to complaints

[Explain that the ITS encourages TOs to develop easier ways for disabled passengers to register complaints.]

- **Since 2018, any planned changes to <u>improve ease of making accessibility related complaints</u>**
    - What are they?
    - [If NOT, ask for:]
        - Brief outline of whether and how the TO collects and monitors accessibility related complaints
        - Views on how sufficient procedures are

- **Since 2018, any planned changes to <u>enforcement action taken by the TO, in relation to accessibility related complaints</u>**
    - What are they?
    - [If NOT, ask for:]
        - Brief outline of how TO takes enforcement action
        - Views on how sufficient procedures are

- **What prompted changes** [reflecting on all discussed]
    - Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?

- **Progress made**
    - What has helped progress (if progress made)
    - Whether ITS policy / DfT support has enabled progress
    - Any observed difference to passengers
    - What has hindered progress
      [If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

6. *Improvements and conclusions [5 mins]*

- **Whether collecting any data to monitor progress and assess the difference changes are making within the three areas discussed (accessibility of transport mode, staff training and complaints)**
    - If yes, what data and how collected (e.g. customer satisfaction, numbers of staff trained)
    - If yes, what are the key trends shown by the data
    - Whether COVID-19 has affected ability to collect data. If so, in what ways and how mitigated

- **Reflecting on all policies and procedures discussed:**
    - What has had the biggest positive impact on improving service provision
    - What has acted as the biggest barrier to improving service provision
    - Extent to which the ITS / DfT support has had an impact on the role that inclusive transport play's in the company's policies

- **Views on effectiveness of the ITS strategy** [SKIP IF LESS FAMILIAR WITH ITS]
- **Anything participant would like to be reflected in future government policy**
  - [IF TIME REMAINING] probe in relation to accessibility vs inclusion
  - Views on how DfT can further support TOs to make improvements to the inclusivity of their service provision in future
- **Any other concluding thoughts**

7. Close

- Stop the recording and thank participant
- Ask them if they have any questions
- Remind them that everything they said will remain confidential
- Check whether participant is **happy with their responses** and provide them an opportunity to change or remove specific comments. [*Make a note of any changes*]

Appendix F: Wave 2 Local Licensing Authority topic guide

The topic guide contains a series of instructions to the interviewer about how to use the topic guide. All interviewer instructions are enclosed in square brackets.

1. Introduction [5 mins]

- **Introduction to researcher**.

- **Introduction to NatCen**: an independent, not-for-profit research organisation, commissioned by the Department for Transport to carry out this research.

- **Explanation of research**:

  – The research focuses on the Inclusive Transport Strategy (the ITS), which was launched by the Department for Transport in 2018 with the aim to improve inclusivity in the transport system. It builds on the DfT's ambition for disabled people to have the same access to transport as everyone else and for them to be able to travel confidently, easily and without extra cost.

  – NatCen have been commissioned to carry out an evaluation of the ITS strategy. The evaluation is now in its second wave. As part of the second wave, we are conducting interviews with Local Licensing Authority staff. We would like to understand what actions, if any, LLAs have taken or plan to take to improve the accessibility of their services, the factors affecting the implementation of improvements and gather suggestions for how DfT can continue to support LLAs with this.

- **Ethical reassurances and caveats:**

  – <u>Participation is voluntary</u>. Remind participant they do not have to take part, don't have to answer all the questions and can withdraw from the interview at any point.

  – Anonymity<u> & Confidentiality</u>. NatCen will not pass any information on to DfT about anyone who has taken part in the research. What they say in the interview will remain confidential, we will write a report about the findings for publication on GOV.UK, alongside findings from research conducted with disabled people. The report may include quotes, but no individuals or organisations will be named in the report. It will be used to inform future policy decisions

  – Participant will have the right to review their contribution at the end of the discussion and redact information if required.

- **About the discussion:**

  – The interview will last up to 45 minutes.

  – Recording. With their permission, we will be recording the interview so we have an accurate record of what is said. The recorder is encrypted, and files stored securely in line with GDPR and only the research team will have access to the recordings. The recordings will be deleted at the end of the evaluation.

- **Questions?**

- **Ask for permission to start recording.**

2. Background and context [5 mins]

- **<u>Brief</u> overview of licensing authority size and geographical operation**
    - How inclusive transport fits into overall activities
- **<u>Brief</u> overview of participant's role**
    - Responsibility for inclusive service provision
- **Summarise awareness of the ITS**
  [If needed emphasise not a test, DfT simply want to understand levels of awareness about the ITS among transport operators]
- **Awareness of any <u>legal requirements</u> or <u>recommendations</u> that fall under the ITS**

  [If not covered spontaneously, probe on:]
    - The provision of wheelchair accessible vehicles
    - Licensing requirements, including driver disability equality and awareness training
    - Customer complaints processes

3. Provision of wheelchair accessible vehicles [10 mins]

[Explain that a key aim of the ITS is to encourage licensing authorities to take actions that lead to an increase in the numbers of wheelchair accessible taxis and PHVs in operation.

We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes.]

3.1   WAV list [PRIORITY]

[Explain that a key aim of the ITS is to encourage LLAs to publish lists of WAV taxis and PHVs under Section 167 of the Equality Act, and to inform DfT that they have done so.]

Whether LA has published a list of wheelchair accessible vehicles under the power at s167 of Equality Act 2010 as encouraged by DfT guidance

- If YES:
    - How long has list been available
    - Whether made public and where published
    - What benefits / impact has the list had since the LA started publishing it
    - Any challenges to producing the list or applying the s165 duties to drivers
- If NO:
    - What have been the barriers to publishing the list
    - Any plans to produce list, if not what might encourage producing a list

Whether encountered / used any DfT guidance on this

- Whether helpful

3.2   Other changes **[IF TIME]**

- **Since 2018, any other changes planned to increase the numbers of wheelchair accessible taxis and PHVs in operation**
    - What do these changes look like

- **What prompted changes**
    - Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?

- **Progress made**
    - Any difference in progress for taxis vs PHVs
    - What has helped progress (if progress made)
    - Whether ITS policy / DfT support has enabled progress
    - Any observed difference to passengers
    - What has hindered progress
      [If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

4.   *Staff licensing requirements [10 mins]*

[Explain that a key aim of the ITS is to encourage licensing authorities to mandate driver disability equality and awareness training in their licensing policies and encourage them to draw on available guidance for ensuring the quality of such training.

We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes.]

4.1   Whether training mandated **[PRIORITY]**

- **Whether disability equality and awareness training is mandated in licensing policies (if not, whether there are plans to make this a requirement in future)**
    - What accessibility related training courses do they offer?

    [For each training course:]

    - Provider and type of training (e.g. package, online vs offline)
    - Who is it mandatory / not mandatory for
    - Whether and how often refresher training is required
    - Who is responsible for deciding what training looks like
    - How is completion of training checked / enforced
        - Views on how well enforced
    - Do they monitor the effectiveness and impact of their training? If so, how?

- **Whether any planned updates or improvements to training offer since 2018**
    - What are they?
    - What prompted them (i.e. in response to – a need they identified themselves, DfT policy, funding requirements, a combination?)

- − Whether initiated (partially or fully) in response to ITS
- − Progress implementing plans
  - ▪ Any difference in progress for taxis vs PHVs
  - ▪ What has helped progress (if progress made)
  - ▪ Whether ITS policy / DfT support has enabled progress
  - ▪ Any observed difference to passengers
  - ▪ What has hindered progress
    [If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

4.2 Use of DfT best practice guidance [**PRIORITY**]

[Explain that DfT published best practice guidance for consultation in March 2022, which included advice about how LLAs can make better use of their existing powers to increase and improve the quality of disability awareness and quality training for taxi and PHV drivers.]

- • **Awareness of the best practice guidance**
  - − If aware, whether participated in consultation
- • **Any use of best practice guidance in relation to licensing requirements**
  - − If drawn on, to what extent has this contributed to improvements in staff training in disability awareness, and how is this evidenced / assessed
- • **Views on effectiveness in relation to staff training in disability awareness – if less effective, how could it be improved?**

4.3 Other changes to staff licensing requirements [**IF TIME**]

- • **Since 2018, any other changes planned to LA's staff licensing requirements**
  - − What do these changes look like
- • **What prompted changes**
  - − Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?
- • **Progress made**
  - − Any difference in progress for taxis vs PHVs
  - − What has helped progress (if progress made)
  - − Whether ITS policy / DfT support has enabled progress
  - − Any observed difference to passengers
  - − What has hindered progress
    [If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

5. Complaints and enforcement [10 mins]

[Explain that a key aim of the ITS is to ensure licensing authorities make it easy for disabled passengers to make complaints and that they take action against drivers who have illegally discriminated against disabled passengers, including service refusals to assistance dogs and to wheelchair users.

We'd like to first explore changes they have made or planned that fall within the remit of the ITS then, if we have time, we would like to hear about any other changes]

5.1   Use of DfT best practice guidance **[PRIORITY]**

[If not covered spontaneously, explain that the best practice guidance DfT published for consultation in March 2022 included advice about how LLAs can make it simpler for customers to report discrimination and on how to take action against drivers who have illegally discriminated against disabled passengers.]

- Any use of best practice guidance in relation to complaints and enforcement
    - If drawn on, how
    - Has it contributed to any differences observed in complaints and enforcement, and how is this evidenced / assessed
- Views on effectiveness in relation to complaints and enforcement – if less effective, how could it be improved?

5.2   Other changes to complaints & enforcement **[IF TIME]**

- **Brief outline of whether and how the LA collects and monitors accessibility related complaints**
    - Views on how sufficient procedures are
    - Since 2018, any planned changes to <u>improve ease of making complaints</u>
        - What are they?
- **Brief outline of enforcement procedures against drivers who have illegally discriminated against disabled passengers**
    - Views on how sufficient procedures are
    - Since 2018, any planned changes to <u>improve taking enforcement action</u> in the case of discrimination
        - What are they?
- **What prompted changes**
    - Whether in response to the ITS / DfT recommendations specifically? If not, a need they identified themselves / anything else?
- **Progress made**
    - Any difference in progress for taxis vs PHVs
    - What has helped progress (if progress made)
    - Whether ITS policy / DfT support has enabled progress
    - Any observed difference to passengers

- What has hindered progress
[If needed, probe on things like: Covid-19, other priorities taking precedence, lack of resource / funding, lack of guidance; staff turnover, unforeseen difficulties etc.]

6. Improvements and conclusions [5 mins]

- **Whether collecting any data to monitor progress and assess the difference changes are making within the three areas discussed (accessibility of transport mode, staff training and complaints)**

    - If yes, what data and how collected (e.g. customer satisfaction, numbers of staff trained)

    - If yes, what are the key trends shown by the data
    [For staff licensing, probe on differences changes are making to <u>passengers</u> vs <u>PHV / taxi drivers</u>]

    - Whether COVID-19 has affected ability to collect data. If so, in what ways and how mitigated

- **Reflecting on all policies and procedures discussed:**

    - What has had the biggest positive impact on improving service provision

    - What has acted as the biggest barrier to improving service provision

    - Any difference for taxis vs PHVs

    - Extent to which the ITS / DfT support has had an impact on the role that inclusive transport play's in the company's policies

- **Views on effectiveness of the ITS strategy [**SKIP IF LESS FAMILIAR WITH ITS]

- **Anything participant would like to be reflected in future government policy**

    - [IF TIME REMAINING] probe in relation to accessibility vs inclusion

    - Views on how DfT can further support LLAs to make improvements to the inclusivity of their service provision in future

- **Any other concluding thoughts**

7. Close

- Stop the recording and thank participant

- Ask them if they have any questions

- Remind them that everything they said will remain confidential

- Check whether participant is **happy with their responses** and provide them an opportunity to change or remove specific comments. [*Make a note of any changes]*