

**Appendix 6: EQIA evidence base**

# **Taxi (Black Cab) Fares and Tariffs Review 2024/25**

Equality impact assessment evidence base

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## **Taxi (Black Cab) Fares and Tariffs Review 2024/25 – Evidence Base**

This document contains information to support the equality impact assessment for the 2024/25 taxi (black cab) fares and tariffs review.

### **Taxi users – London residents**

In the Black Cabs and Minicabs Customer Satisfaction Survey (CSS) we ask Londoners for their views on taxi fares and about their use of taxis. We also ask demographic information and their:

- Gender
- Age
- Disability (this does not include those who are carers)
- Ethnicity
- Religion
- Gender reassignment
- Sexual orientation
- Working status
- Household income

The demographic information is shown below. Apart from ethnicity, the information is taken from the 2023/24.<sup>1</sup> The ethnicity information is taken from the 2019/20 survey.<sup>2</sup>

The most recent information is for taxi users who are London residents and does not include visitors to London who use taxis. Originally London residents and visitors to London took part in the survey. However, following a reduction in funding for the survey in 2017/18 the methodology changed and now only London residents participate.

At present information from the CSS is not available about taxi users who share more than one protected characteristic. The impacts on some taxi users may be greater if they share more than one protected characteristic (e.g. they are an older, disabled taxi user).

The impact may also be greater on taxi users who share one or more protected characteristic and have a low income.

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<sup>1</sup> Black Cabs and Minicabs Customer Satisfaction Survey (CSS), Verian, 2023/24

<sup>2</sup> Black Cabs and Minicabs Customer Satisfaction Survey (CSS), Kantar, 2019/20

Year	CSS sample	Male	Female	Non binary*	Prefer to self describe**	Prefer not to say
2012/13	London residents and visitors to London	46%	54%	--	--	0%
2013/14		45%	55%	--	--	0%
2014/15		48%	52%	--	--	0%
2015/16		60%	40%	--	--	0%
2016/17		54%	46%	--	--	0%
2016/17	Londoners only	55%	45%	--	--	0%
2017/18		52%	48%	--	--	0%
2018/19		59%	41%	--	--	0%
2019/20		54%	46%	--	--	0%
2020/21		48%	51%	1%	--	0%
2021/22		46%	52%	1%	--	1%
2022/23		42%	57%	1%	--	1%
2023/24	48%	50%	0%	1%	0%	

\*Non binary was added as a response option in 2020/21

\*\*Prefer to self describe added as a response option in 2023/24

<b>Year</b>	<b>CSS sample</b>	<b>16-19</b>	<b>20-29</b>	<b>30-54</b>	<b>55-64</b>	<b>65+</b>
<b>2012/13</b>	London residents and visitors to London	3%	19%	56%	13%	8%
<b>2013/14</b>		2%	18%	58%	13%	10%
<b>2014/15</b>		3%	21%	54%	13%	9%
<b>2015/16</b>		2%	19%	57%	12%	10%
<b>2016/17</b>		0%	16%	55%	12%	12%
<b>2016/17</b>	Londoners only	1%	17%	56%	14%	11%
<b>2017/18</b>		2%	31%	39%	15%	12%
<b>2018/19</b>		5%	27%	39%	11%	18%
<b>2019/20</b>		2%	29%	50%	10%	9%
<b>2020/21</b>		5%	27%	57%	8%	5%
<b>2021/22</b>		3%	25%	60%	5%	7%
<b>2022/23</b>		5%	30%	51%	9%	5%
<b>2023/24</b>		4%	23%	62%	7%	4%

<b>Year</b>	<b>CSS sample</b>	<b>Have a long term physical or mental health impairment which limits daily activities or work</b>	<b>None</b>	<b>Prefer not to say</b>
<b>2012/13</b>	London residents and visitors to London	11%	88%	0%
<b>2013/14</b>		14%	85%	1%
<b>2014/15</b>		11%	88%	1%
<b>2015/16</b>		15%	83%	2%
<b>2016/17</b>		13%	86%	2%
<b>2016/17</b>	Londoners only	16%	81%	3%
<b>2017/18</b>		23%	75%	2%
<b>2018/19</b>		22%	76%	2%
<b>2019/20</b>		30%	67%	3%
<b>2020/21</b>		20%	75%	5%
<b>2021/22</b>		18%	78%	4%
<b>2022/23</b>		22%	72%	4%
<b>2023/24</b>		20%	78%	2%

Twenty per cent of taxi users who said they had a long term physical or mental health impairment which limits daily activities or work said they use a wheelchair.

<b>Ethnicity</b>	<b>% – 2019/20</b>
White – British	59.83%
White – Irish	3.58%
White – other	7.57%
Mixed Race – White and Black Caribbean	1.51%
Mixed Race – White and African	1.24%
Mixed Race – White and Asian	1.93%
Any other mixed background	0.96%
Black/Black British – Caribbean	4.40%
Black/Black British – African	2.75%
Black/Black British – other	0.96%
Asian/Asian British – Indian	4.81%
Asian/Asian British – Pakistani	1.24%
Asian/Asian British – Bangladeshi	2.48%
Asian/Asian British – Other	1.65%
Chinese	1.51%
Other	1.10%
Prefer not to say/refused	2.48%

<b>Religion</b>	<b>% – 2022/23</b>
Christian	42%
No religion	33%
Muslim	13%
Buddhist	0%
Jewish	1%
Hindu	5%
Sikh	1%
Other	1%
Prefer not to say	4%

<b>Sexual orientation</b>	<b>% – 2023/24</b>
Bisexual	7%
Gay/lesbian	3%
Heterosexual	88%
Prefer to self describe	0%
Prefer not to say	2%

<b>Identifying as transgender</b>	<b>% – 2022/23</b>
Yes	3%
No	96%
Prefer not to say	1%

<b>Working status</b>	<b>%</b>
Working full time (30 hours or more per week)	75%
Working part time (less than 30 hours per week)	13%
Retired/not working with private pension or means	1%
Retired with state benefit/state pension only	1%
Student	4%
Unemployed more than 6 months	2%
Unemployed less than 6 months	1%
Not working with state benefit only	1%
Not working living on private means	2%
Other	0%



<b>Annual household income</b>	<b>%</b>
Up to £10,000	2%
£10,001 to £15,000	3%
£15,001 to £20,000	3%
£20,001 to £30,000	17%
£30,001 to £40,000	17%
£40,001 to £75,000	31%
Over £75,000	22%
Don't know	1%
Prefer not to say	4%

Information about taxi users' views of taxi fares in London is available in the 'Taxi users' and taxi drivers' views on fares and tariffs' document.

## **Travel in London: Understanding our diverse communities**

The 'Travel in London: Understanding our diverse communities 2019' report<sup>3</sup> contains demographic information about Londoners. Below are some of the most relevant findings from the report.

### **Profile of equality groups in London**

The 2011 Census recorded that there are 8,173,941 people who usually live in London and:

- Black, Asian and minority ethnic Londoners make up 40 per cent of the population
- Half of Londoners are women (51 per cent)
- Thirty-two per cent of Londoners are under the age of 25 and 11 per cent are aged 65 or over
- Fourteen per cent of Londoners consider themselves to have a disability that effects their day-to-day activities 'a lot' or 'a little'

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<sup>3</sup> TfL Travel in London: Understanding our diverse communities 2019, <http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf>

- Twenty-eight per cent of Londoners are living in a household with an annual income of less than £20,000
- London has a higher proportion of adults who identify as lesbian, gay or bisexual (LGB) than any other region of the UK. In London, 2.5 per cent of people consider themselves to be LGB. This is higher in inner London, where five per cent of people living in a couple in inner London are in a same-sex relationship

There are differences in the profile of Londoners who make up each equality group:

- Londoners living in a lower income household (less than £20,000 per year) and older Londoners (aged 65 or over) are more likely to be women
- Black, Asian and minority ethnic Londoners are more likely to be younger, while women and those living in lower income households are more likely to be older
- Men are more likely than women, and white Londoners are more likely than Black, Asian and minority ethnic Londoners to be working full-time, this may be linked in part to the different age profile of these equality groups

### **Inter-relatedness**

Many of the groups in the report are interrelated and therefore some of the differences observed are affected by differences in their demographic profile. For example:

- People on low incomes are also more likely to be older people, 24 per cent of those on low income are also 65+ and therefore they are less likely to use technology but are more likely to own a Freedom Pass
- Black, Asian and minority ethnic Londoners are more likely to be younger, 33 per cent of Black, Asian and minority ethnic Londoners are also aged 24 and under, and are therefore more likely to use technology and to travel for education. They are less likely to own a Freedom Pass
- Disabled people are more likely to be older, 44 per cent of disabled people are also over 65 and are more likely to be on a low income, 61 per cent of disabled people are also on low income

The table below shows the overlap between groups. The bold numbers are where a group has a higher proportion compared to other groups. For instance, 23 per cent of older people (65+) are also Black, Asian and minority ethnic.

	BAME	Older people	Younger people	People on low incomes	Disabled people	Women
BAME		23%	46%	44%	32%	38%
Older (65+)	8%			24%	44%	14%
Younger (24 & under)	33%			30%	11%	26%
Low income (<£20,000)	33%	54%	32%		61%	31%
Disabled	8%	32%	4%	20%		10%
Women	51%	55%	49%	55%	56%	

More likely than other groups to be...

- Younger
- Low income and disabled
- BAME
- BAME, older and disabled
- Low income and older

The ways these different characteristics interact is shown through the way in which the profile of disabled Londoners (identified in the London Travel Demand Survey (LTDS)) varies from that of nondisabled people and Londoners overall. This, in turn, influences many of the findings in the Travel in London report.

- Fifty-six per cent of disabled Londoners are women, compared with 50 per cent of non-disabled Londoners
- Forty-four per cent of disabled Londoners are aged 65 or over, compared with nine per cent of non-disabled Londoners
- Sixty-seven per cent of disabled Londoners are white, compared with 61 per cent of non-disabled Londoners
- Seventy-seven per cent of disabled Londoners are retired or not working compared with 20 per cent of non-disabled Londoners
- Thirty-four per cent of disabled Londoners have household income of less than £10,000 compared with 10 per cent of non-disabled Londoners

### Frequency of taxi use (2016/17)

- Disabled Londoners travel less frequently than non-disabled Londoners (1.9 journeys per weekday compared with 2.5 for non-disabled Londoners). While the main transport types used by disabled Londoners are the same as those used by non-disabled Londoners (namely walking, bus, and car both as a driver and a passenger), lower or equal proportions of disabled people use each type of transport at least once a week than non-disabled Londoners, with the exception of PHVs and taxis, where disabled Londoners are slightly more likely to use them than non-disabled Londoners
- 24 per cent of disabled Londoners have used a taxi in the past year, compared with 28 per cent of non-disabled Londoners
- Wheelchair users are more likely to use a taxi at least once a week than all disabled Londoners or non-disabled Londoners

	<b>Disabled</b>	<b>Wheelchair user</b>	<b>Non-disabled</b>
<b>Base</b>	<b>(1,729)</b>	<b>(313)</b>	<b>(15,831)</b>
At least once a week	3%	6%	2%
At least once a fortnight	2%	2%	2%
At least once a month	3%	4%	5%
At least once a year	16%	15%	20%
Not used in last 12 months	31%	29%	21%
Never used	45%	43%	51%
Net: Used in the last 12 months	24%	28%	28%

*Excludes children aged under five*

### Taxicard journeys and members

London residents may be eligible for a Taxicard if they:

- Receive the higher rate mobility component of the Disability Living Allowance or the higher rate Attendance Allowance
- Are registered blind
- Receive the War Pension Mobility Component

If none of these apply, they may still be eligible if their GP endorses their application, although they may have to have a mobility assessment.

In February 2016<sup>4</sup> a survey amongst Taxicard members was carried out. The survey was designed to understand declining usage and revealed the following information about Taxicard members and their travel habits.

<b>Use of other concessionary travel schemes in London by Taxicard members</b>	
TfL Dial a Ride	19.8%
Blue Badge	21.9%
Older person's Freedom Pass	24.7%
Disabled person's Freedom Pass	19.0%
Capital Call	2.8%
Other	0.5%
None	27.5%

<b>Other forms of transport used in London by Taxicard members</b>	
Tube	8.7%
Bus	40.4%
Rail	11.8%
Community transport	8.0%
Car passenger/driver	52.7%
Minicab	5.7%
NHS patient transport	4.4%
Other taxi services	3.1%
Other	2.3%

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<sup>4</sup> Taxicard Usage Review, February 2016, eo consulting

<b>Why members choose to use Taxicard instead of other transport</b>	
Mobility problems	76.9%
Ease of use/flexibility	49.9%
Affordable	17.2%
No alternative option	15.9%
Inadequate alternatives	3.9%
Poor public transport	0.5%
No car/can't drive	2.3%
Other	0.8%

<b>Main purposes members used Taxicard trips for</b>	
Shopping	55.5%
Recreational	36.2%
Doctors appointment	43.2%
Hospital appointment	62.0%
Day centre	3.9%
Visit family/friends	36.2%
Other	10.0%

<b>For those who were taking fewer Taxicard trips the main reasons for this</b>	
The Taxicard service no longer meets my needs	49.0%
It's too expensive	17.5%
The meter reading is a different amount each time I board	3.0%
I use other transport instead	13.5%
I travel with another Taxicard member	0%

<b>For those who were taking fewer Taxicard trips the main reasons for this</b>	
My borough has reduced the number of Taxicard trips I can have	4.0%
Poorer reliability of the service	24.0%
Driver behaviour is not as good	4.5%
Other	11.0%

For those who said that the Taxicard service no longer meets their needs:

- 25 per cent said that this was due to a change in their personal circumstances
- 75 per cent said that this was because their mobility impairment has deteriorated, making it more difficult to travel

<b>If Taxicard members used other types of transport instead of Taxicard, which types of transport they used</b>	
Mobility scooter	15.8%
Patient transport services	15.8%
Use public transport (bus/Tube) more	42.1%
Travel more with family/friends in private cars	21.1%
Use other door to door transport instead	5.3%

<b>If Taxicard members were using the Taxicard scheme less did this mean they were not going out as much</b>	
Yes	53%
No	47%

<b>If the subsidised fare from their borough allows Taxicard members to get to where they need to go</b>	
Yes	66%
No	34%

<b>If Taxicard members made the same regular trip did they find that the cost can vary a lot each time and if this deterred them from making Taxicard trips again</b>		
	<b>Costs can vary</b>	<b>Members are deterred from making Taxicard trips again</b>
Yes	73%	30%
No	27%	70%

<b>What changes would encourage Taxicard members to make more Taxicard trips</b>	
Other	5.4%
Nothing	36.2%
Improvements in reliability	19.0%
Drivers friendlier/more helpful	3.3%
Use private hire vehicles (PHVs)	0.3%
Greater availability	9.3%
Fixed price trips	4.4%
Double swiping	6.7%
Travel further without paying more	14.7%
A lower minimum charge	12.3%
More trips	22.1%
Personal budget	0.5%

The report on the 2016 survey also included information on the transport issues for disabled Londoners and the age profile for disabled Londoners and Taxicard members. This information is shown below.

<b>Transport issue</b>	<b>Disabled Londoners</b>
Accessibility	44%
Cost	21%
Comfort	20%
Availability and reliability	16%



Age	All disabled Londoners	Taxicard members
Under 24	9%	3%
25-34	7%	2%
35-49	19%	7%
50-64	25%	15%
65-74	17%	14%
75-84	16%	23%
85+	8%	34%

## Driving Change: Improving the Accessibility of Taxis and Private Hire Vehicles for Disabled People

In 2022 Leonard Cheshire published the Driving Change: Improving the Accessibility of Taxis and Private Hire Vehicles for Disabled People report. The report contained the results from research that “*examined barriers and facilitators for taxi and private hire vehicle (PHV) journeys among disabled people in Great Britain, including England, Scotland, and Wales.*”<sup>5</sup>

The research involved forming a steering group of disabled people, scoping review of existing research and applicable data, national survey of disabled people and focus group with disabled people.

The research looked at the barriers and facilitators of accessible taxi and PHV journeys within the UK and identified 15 key thematic findings:

1. Overall unavailability of accessible taxis/PHVs
2. Disability stigma and negative attitudes from taxi/PHV drivers
3. Lack of taxi/PHV company awareness about disability needs
4. Direct discrimination and unequal treatment
5. Stress, anxiety, frustration, and poor mental health
6. Lack of accessibility of reporting mechanisms
7. Lack of effectiveness of reporting mechanisms
8. Digital exclusion due to technology with low accessibility

<sup>5</sup> Leonard Cheshire, Driving Change: Improving the Accessibility of Taxis and Private Hire Vehicles for Disabled People, <https://www.leonardcheshire.org/sites/default/files/2023-01/Driving-Change.pdf>

9. Legislative gaps and loopholes
10. Lack of coordination with the green agenda and the built environment
11. Additional costs
12. Taxis provide door-to-door transport and facilitates independence
13. Drivers as helpful and accommodating
14. Long-term relationships with a taxi/PHV company
15. Importance of Disability Awareness Training

Under additional costs it was noted that “*Existing evidence shows that wheelchair accessible taxi and PHVs incur additional financial and time costs for both disabled users and service providers. For disabled people, the cost of taxi fares is commonly brought up as a barrier to taking taxis.*”

The report contains the following key recommendations:

### **Incentives**

1. Financial incentive schemes should be introduced for taxi/PHV companies to cover some of the upfront costs of purchasing sector-compliant (e.g., electric) Wheelchair Accessible Vehicles (WAVs) back to the trade and to ensure costs associated with dead mileage are not passed onto the consumer.
  - Incentive schemes should be targeted to areas of the UK where there is a significant unmet need for WAVs (e.g. rural areas)

### **Training**

2. Disability awareness training should be mandatory across the UK for all new taxi/PHV staff (i.e. both operators and drivers) and existing staff should receive refresher training at regular intervals.
  - Training should be differentiated by disability type and cover the needs of customers with different disability types. Training should also cover taxi/PHV provider obligations under the Taxi and Private Hire Vehicles (Disabled Persons) 2022 Act
  - Drivers should be provided with supporting resources that they can refer to when undertaking professional duties (e.g. good practice toolkit)
  - Disability awareness training programmes should be evaluated, and further research undertaken to identify particularly effective approaches

### Regulatory – Taxi and PHV Sector

3. The taxi/PHV sector should commit to developing a ‘Disability Confident’ Scheme, that enables disabled people to immediately identify which taxi/PHV firms are compliant with the Taxis and Private Hire Vehicles (Disabled Persons) Act (2022) whereby employers can display public facing badges, in response to meeting certain requirements. This may provide disabled people who have had negative experiences with the confidence to return to the sector.

- The scheme should include a “voluntary disability reporting requirement”, placing the obligation on taxi/PHV providers to monitor and achieve a certain level of customer satisfaction among disabled customers, to remain a member of the scheme
- Rollout of the scheme should be accompanied by a campaign to galvanize disabled customers to provide business to scheme members and encourage taxi/PHV companies to sign-up

4. Taxi/PHV companies should retain, wherever possible, multiple methods of booking (e.g., via an app, via talking to a human operator) and paying for taxi/PHVs (e.g. via card linked to an app, via cash), to increase accessibility for different groups of all disabled customers

### Regulatory – Governments

5. Regulatory bodies, including the Department for Transport and local authorities, should conduct a policy review to ascertain and address policy gaps in the provision of accessible taxi/PHV transportation. Consideration should also be given to how to reduce disability discrimination via supportive policies in the ride-hailing sector

6. National guidance setting out the dimensions and specifications of a standard wheelchair, should be harmonised to account for the varying dimensions of powered and manual wheelchairs, and routinely updated

### Disability and mobility data for Londoners

The Office for Disability Issues<sup>6</sup> has published information about disability and mobility data for Londoners and this is shown in the table below.

<b>% of all working-age (16-64)</b>	<b>London</b>
% with mobility difficulties	6%
% use special equipment to help be mobile	2%
% with a mobility impairment	4%
% who currently have ‘DDA’ Disability	15%

<sup>6</sup> Disability and Mobility, London, 2014, <https://data.london.gov.uk/dataset/disability-and-mobility-london>

<b>% of all working-age (16-64)</b>	<b>London</b>
<b>% of all adults (16+)</b>	<b>London</b>
% with mobility difficulties	11%
% use special equipment to help be mobile	5%
% with a mobility impairment	7%
% who currently have 'DDA' Disability	21%

Just over one fifth (21 per cent) of all Londoners aged 16 or more had a 'DDA' disability. The definition of 'DDA disability' under the Equality Act 2010 shows a person has a disability if:

- They have a physical or mental impairment
- The impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities

For the purposes of the Act, these words have the following meanings:

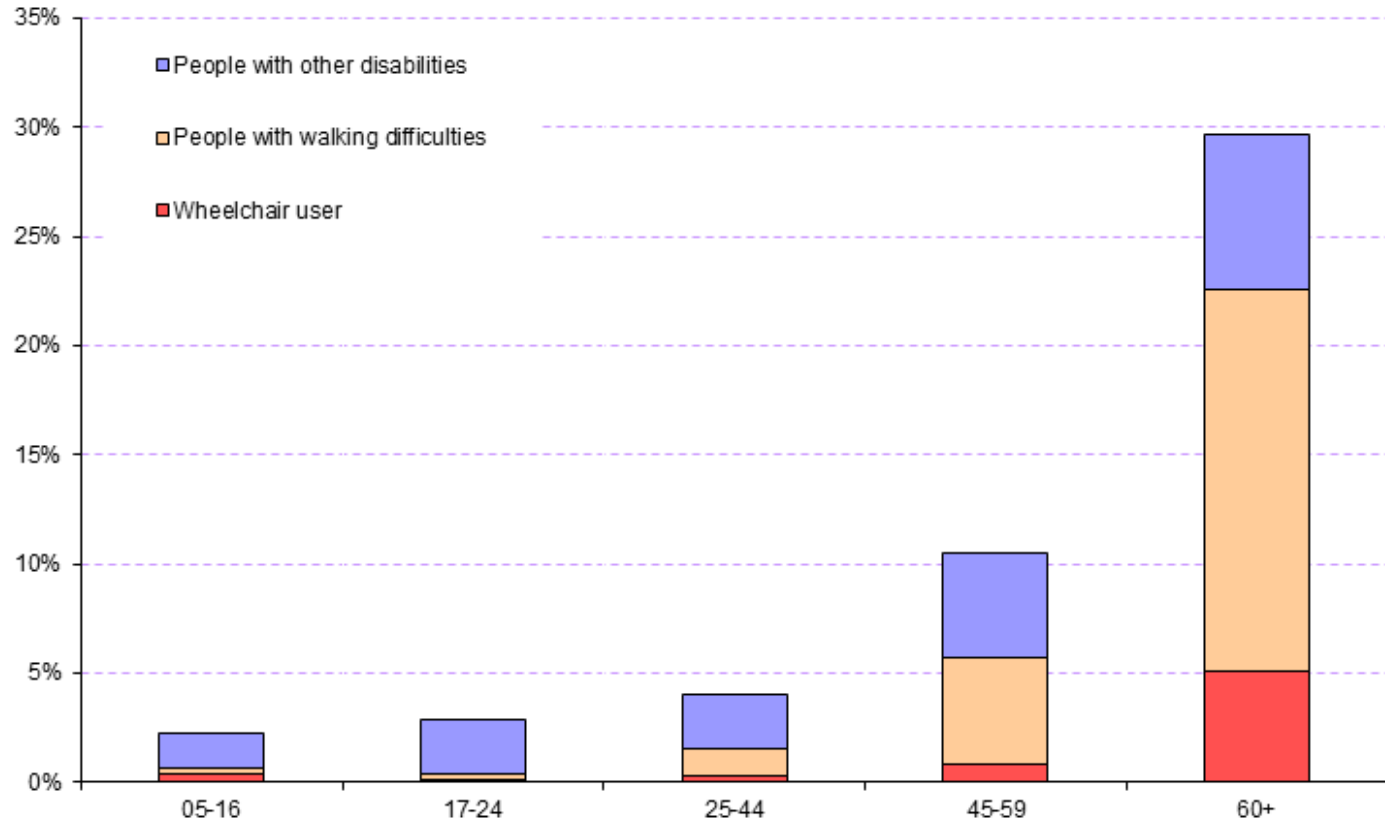
- 'Substantial' means more than minor or trivial
- 'Long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions)
- 'Normal day-to-day activities' include everyday things like eating, washing, walking and going shopping

There are additional provisions relating to people with progressive conditions. People with HIV, cancer or multiple sclerosis are protected by the Act from the point of diagnosis. People with some visual impairments are automatically deemed to be disabled.

The London Assembly has published a report titled 'Transport Committee Accessibility of the transport network'<sup>7</sup> and this contains information about Londoners who are wheelchair users, have walking difficulties or other disabilities. Significantly more Londoners aged 60 or more are wheelchair users, have walking difficulties or have other disabilities compared to younger Londoners.

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<sup>7</sup> Transport Committee Accessibility of the transport network, London Assembly, November 2010 <https://data.london.gov.uk/dataset/londoners-reduced-mobility>



## Income and poverty amongst Londoners

Information about income and poverty amongst Londoners has been published by the Trust for London<sup>8</sup>. Some of the findings are listed below:

- Twenty-four per cent of Londoners are living in poverty
- Thirty-four per cent of Londoners living in non-white households are living in poverty
- Forty seven per cent of single parents households in London are living in poverty
- Families made up of a single adult with children are the most likely to be in poverty. In London 47 per cent of these family types are counted as being in poverty, with 44 per cent in the rest of England. Other single person household types follow next, with couple households showing lower poverty rates. Couples pensioners and couples without children are the least likely to be in poverty – 13 per cent and 14 per cent, respectively, of this family type were in poverty in London for 2022/23
- In the last 10 years, the proportion of children in poverty in London has decreased by 5 percentage points - from 37 per cent to 32 per cent. The poverty rate among working-age adults has also decreased (from 27 per cent to 22 per cent), while for pensioners it has stayed the same (19 per cent)
- Poverty rates after housing costs were highest among children and young people in 2022/23, in both London and the rest of England:
  - In London 140,000 children aged four and under live in households in poverty
  - A third (33 per cent) of children aged 5-9 are in households in poverty
  - Over a third of 10-19 year olds live in households that are in poverty (35 per cent of those aged 10-14 and 37 per cent of those aged 15-19)
- In contrast, 15 per cent of Londoners aged 30-34 live in households that are in poverty - the lowest rate for any age group.
- Poverty rates in London are higher than those in the rest of England for people of most age groups, except for children aged 0-4 and adults aged 30-34, 35-39 and 60-64
- Londoners who live in families that include a disabled person are more likely to be in poverty than those living in families that do not include a disabled person. In the three years to 2022/23, 30 per cent of families that included a disabled person were in poverty compared to 22 per cent of those without a disabled household member. This gap has increased in the last 10 years - from 5 to 8 percentage points
- Poverty rates are highest among the Bangladeshi minority ethnic group with 63 per cent being counted as in-poverty. This is followed by the “any other Asian background” group for whom the poverty rate is 41 per cent

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<sup>8</sup> Trust for London, London's Poverty Profile, 20 August 2024, <https://trustforlondon.org.uk/data/>

- Poverty rates for minority ethnic groups follow the same order in both London and the rest of England. The groups least likely to be in-poverty in London are “Mixed/Multiple Ethnic” (24 per cent) and “White” (17 per cent)
- More Londoners living in poverty are in working households than in workless households. This has been consistently the case for the last decade. In 2022/23 some 930,000 people in poverty are living in working households. By contrast, 380,000 people in poverty are living in working-age workless households
- 480,000 children in poverty live in households where someone is in work, whereas 180,000 live in workless households
- 200,000 pensioners in London are in poverty
- Poverty rates vary significantly across different demographic groups in London. The highest poverty rates are experienced by workless families (50 per cent) and households comprised of single people with children (47 per cent). Black and minority ethnic groups are far more likely to be in poverty (34 per cent) than white people (17 per cent), and single pensioners also see a higher than average poverty rate at 29 per cent
- Generally speaking all the groups included here have seen declining poverty rates since 2019/20 apart from couples and singles without children

## UK LGBT survey

In July 2017 the Government launched a nationwide lesbian, gay, bisexual and transgender (LGBT) survey<sup>9</sup>. Findings included:

- More than two thirds of LGBT respondents said they had avoided holding hands with a same-sex partner for fear of a negative reaction from others
- At least two in five respondents had experienced an incident because they were LGBT, such as verbal harassment or physical violence, in the 12 months preceding the survey. However, more than nine in 10 of the most serious incidents went unreported, often because respondents thought ‘it happens all the time’
- Existing evidence suggests that LGBT people are at greater risk than the general population of being victims of crime
- The National Institute of Economic and Social Research (NIESR) review found that underreporting of hate crime is a particularly common issue. They also found that LGBT people can be unwilling to use relevant services for fear of homophobic, transphobic or biphobic responses from staff and service users or because they do not think the response will meet their needs
- Data from the Crime Survey for England and Wales (CSEW) being published alongside this report for the first time revealed that gay, lesbian and bisexual people are more likely than heterosexual people to be victims of all CSEW crime

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<sup>9</sup> Government Equalities Office, National LGBT Survey: Summary report, 7 February 2019, <https://www.gov.uk/government/publications/national-lgbt-survey-summary-report/national-lgbt-survey-summary-report>

- One respondent (a gay man, aged 45-54, from London) said *“I still wouldn’t walk down my street holding hands for fear of attack, or kiss on public transport. Simple things that heterosexual people take for granted.”*
- In total, 40 per cent of respondents had experienced an incident in the 12 months preceding the survey committed by someone they did not live with and because they were LGBT
- Around a quarter (26 per cent) had experienced verbal harassment, insults or other hurtful comments, 14 per cent had experienced disclosure of their LGBT status without permission, six per cent had been threatened with physical or sexual harassment or violence, two per cent had experienced physical violence and two per cent had experienced sexual violence

### **Taxi and Private Hire Driver Diary Survey**

- The Taxi and Private Hire Driver Survey<sup>10</sup> has shown that there has previously been a decline in the daily number of taxi journeys
- There were estimated to be approximately 109,000 passenger-carrying taxi journeys per day in London with an average journey length of 2.6 miles
- Although the majority of taxis can carry six passengers there were one or two passengers in a typical hiring
- In 2009 there were around 185,000 taxi journeys in a typical day but in 2016/17 this figure had declined to around 109,000. A chart showing the trend in number of taxi and private hire (minicab and executive/chauffeur services) journeys in London is below

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<sup>10</sup> Taxi and Private Hire Driver Diary Survey 2016/17, Steer Davies Gleave, October 2017, <http://content.tfl.gov.uk/driver-diaries.pdf>





- The table below shows the distribution of taxi journeys by time band
- Two thirds of journeys (68.6 per cent) started during the daytime on weekdays (Monday to Friday)

Time band	All London	Suburban	All
Monday–Friday (06.00-19.59) daytime	69.4%	61.6%	68.6%
Saturday and Sunday (06.00-19.59) daytime	11.2%	9.0%	11.0%
Monday–Thursday (20.00-21.59) evening	6.2%	6.1%	6.2%
Friday (20.00-21.59) evening	1.1%	2.4%	1.2%
Saturday and Sunday (20.00-21.59) evening	0.7%	0.5%	0.7%
Monday–Thursday (22.00-05.59) night	7.2%	10.1%	7.5%
Friday (22.00-05.59) night	2.1%	4.3%	2.3%
Saturday (22.00-05.59) night	1.5%	3.8%	1.8%
Sunday (22.00-05.59) night	0.6%	2.4%	0.8%
Sample	5,383	635	6,018

- The Taxi and Private Hire Driver Diary Survey has not been updated since 2016/17 and some of the findings may have changed or been affected by different factors (e.g. the coronavirus pandemic, people working from home more often, the large reduction in licensed taxi drivers)

## Travel in London report

The latest Travel in London<sup>11</sup> report provides information on journeys in London including the following:

- The last 18 months have seen a continued recovery of travel demand in London from the unprecedented lows of the coronavirus pandemic. Overall travel demand, however, remains short of pre-pandemic levels, particularly on public transport
- By October 2023, road traffic volumes had recovered to around 92 per cent of the pre-pandemic levels, but public transport demand has been slower to return. As at October 2023, representative London Underground and bus demand were both around 84 per cent of pre-pandemic levels
- In 2022 there were an estimated 24.7 million daily trips on an average day, an increase of 14 per cent on 2021. The year was mostly free of mandated pandemic-related restrictions, except for the first quarter which was still impacted by some restrictions associated with the Omicron variant

<sup>11</sup> Travel in London Reports, TfL, December 2023, <https://tfl.gov.uk/corporate/publications-and-reports/travel-in-london-reports>

- Daily journey stages in London in 2022 were 28.0 million, up from 24.0 million in 2021 (17 per cent increase) but remain 12 per cent lower than the pre-pandemic level in 2019
- In 2022, the active, efficient and sustainable mode share increased by 4.5 percentage points, relative to 2021, to 62.3 per cent, and has improved further during 2023. This was mainly due to the strong recovery in public transport trips throughout 2022. However, it remained lower than the 2019 pre-pandemic value of 63.6 per cent
- Both walk and cycle mode shares remain higher than before the pandemic, with 27 per cent of all trips in 2022 being walk trips. Cycle mode share increased to 4.5 per cent in 2022, up from 3.6 per cent in 2016, albeit in the context of lower overall travel
- Despite the recovery in public transport demand in 2022, it is now clear that the pandemic legacy of lower overall demand for public transport is affecting progress towards the mayor's aim for 80 per cent of all trips in London to be made by active, efficient and sustainable modes by 2041
- The latest Census of Population was conducted across the UK in March 2021, during the latter stages of pandemic restrictions. The population in London was estimated at 8.8 million. Although this was an increase of 7.7 per cent compared with 2011 (8.2 million), the rate of increase over the preceding decade was slower than 2001-2011 (14 per cent), and two per cent lower than contemporary mid-year estimates. However, it is also possible that the later stages of the pandemic affected this estimate (March 2021)
- London's economic recovery post-pandemic has been strong – at the end of 2022 London's Gross Value Added (GVA) was four per cent higher than in 2019. However, inflationary pressures and the resulting cost-of-living crisis may dampen growth in the medium term
- In August 2023, a fifth of Londoners were reported to be struggling financially, this increases to 30 per cent of Londoners aged 25 to 34. Low-income Londoners are facing the largest squeeze on their finances – with 45 per cent of low-income households (<£20,000) reporting struggling financially

### **Estimated daily trips**

- The table below shows the estimated daily trips (millions) in Greater London by main mode of travel, seven day-week average, 2000-2022
- Between 2000 and 2019, total trips in London increased by 21 per cent overall
- From 2015 onwards there was a general slowing down of travel demand growth in London, with a net increase in trips of just 0.7 per cent between 2015 and 2019 compared with an estimated population increase of three per cent over the same period. This suggests that the pre-pandemic trend was for people to make fewer trips per day, on average, mirroring the trend seen amongst travel by London residents only from our London Travel Demand Survey
- In 2022 there were an estimated 24.7 million trips on an average day (seven-day week), an increase of 14 per cent on 2021

Year	NR/ LO	LU	Bus/ tram	Taxi/ PHV	Car driver	Car passenger	Motor- cycle	Cycle	Walk	All
<b>(2000)</b>	(1.7)	(2.0)	(2.4)	(0.3)	(6.8)	(3.6)	(0.2)	(0.3)	(5.5)	(22.7)
<b>2013</b>	2.7	2.5	4.1	0.3	5.8	3.6	0.2	0.5	6.3	26.1
<b>2014</b>	2.8	2.6	4.1	0.3	5.9	3.7	0.2	0.6	6.4	26.6
<b>2015</b>	3.0	2.8	3.8	0.3	5.9	3.6	0.2	1.0	6.5	27.2
<b>2016</b>	3.0	2.8	3.7	0.4	5.8	3.6	0.2	1.0	6.62	27.2
<b>2017</b>	2.9	2.8	3.8	0.4	5.8	3.7	0.2	1.0	6.6	27.2
<b>2018</b>	3.0	2.8	3.7	0.4	5.8	3.6	0.2	1.0	6.7	27.2
<b>2019</b>	3.1	2.9	3.7	0.4	5.8	3.6	0.2	1.0	6.8	27.4
<b>2020</b>	1.2	1.2	2.0	0.2	4.7	2.9	0.2	1.3	6.8	20.5
<b>2021</b>	1.3	1.4	2.3	0.2	5.3	3.3	0.3	0.9	6.6	21.6
<b>2022</b>	2.3	2.2	3.1	0.2	5.4	3.3	0.3	1.1	6.7	24.7
<b>Change 2000-2022 (%)</b>	35.9	11.4	27.3	-21.7	-20.0	-7.5	59.8	305.8	23.4	9.0
<b>Change 2012-2022 (%)</b>	-12.2	-7.4	-24.2	-31.3	-7.2	-8.6	73.4	123.0	7.5	-4.2
<b>Change 2021-2022 (%)</b>	72.0	58.5	33.1	3.8	2.0	0.0	15.5	29.2	1.5	14.0

### Estimated daily average number of journey stages

- The table below shows the estimated daily journey stages (millions) in Greater London by mode, seven day-week average, 2000-2022
- Journey stages are the component parts of trips by a single mode. Daily journey stages in London in 2022 were 28.0 million, up from 24.0 million in 2021 (an increase of 17 per cent) but remaining 12 per cent lower than the pre-pandemic level in 2019
- Until 2019 there was a steady increase in journey stages, with a 26 per cent increase from 2000

Year	NR/LO	LU	DLR	Bus/tram	Taxi/PHV	Car driver	Car passenger	Motor-cycle	Cycle	Walk	All
<b>(2000)</b>	(1.8)	(2.6)	(0.1)	(3.7)	(0.4)	(7.0)	(3.8)	(0.2)	(0.3)	(5.5)	(25.3)
<b>2013</b>	3.1	3.4	0.3	6.5	0.4	6.0	3.8	0.2	0.6	6.3	30.6
<b>2014</b>	3.2	3.5	0.3	6.67	0.4	6.1	3.9	0.2	0.6	6.4	31.3
<b>2015</b>	3.4	3.7	0.3	6.5	0.4	6.0	3.9	0.2	1.1	6.5	32.1
<b>2016</b>	3.4	3.7	0.3	6.2	0.4	6.0	3.8	0.2	1.1	6.6	31.8
<b>2017</b>	3.3	3.7	0.3	6.2	0.5	6.0	3.9	0.2	1.1	6.6	31.9
<b>2018</b>	3.4	3.7	0.3	6.1	0.4	6.0	3.8	0.2	1.1	6.7	31.8
<b>2019</b>	3.5	3.8	0.3	6.0	0.4	6.0	3.8	0.2	1.1	6.8	31.9
<b>2020</b>	1.4	1.4	0.2	3.2	0.2	4.8	3.1	0.2	1.3	6.8	22.6
<b>2021</b>	1.5	1.7	0.2	3.6	0.3	5.4	3.5	0.3	0.9	6.6	24.0
<b>2022</b>	2.6	2.7	0.2	4.8	0.3	5.6	3.5	0.3	1.2	6.7	28.0
<b>Change 2000-2022 (%)</b>	43.2	3.7	141.6	30.6	-29.0	-19.8	-7.5	59.0	202.6	23.4	10.6
<b>Change 2012-2022 (%)</b>	-10.0	-17.8	-6.8	-25.1	-34.6	-7.2	-8.9	73.4	48.9	7.5	-7.3
<b>Change 2021-2022 (%)</b>	70.8	63.8	31.6	34.1	-1.1	3.4	0.6	15.5	29.2	1.5	16.9

The 2019 Travel in London report<sup>12</sup> included some information about car ownership:

- Single pensioners are more likely to own a car than other single adults, but less likely than couples
- Between the ages of 20 and 70, car ownership is higher among older age groups. Levels of car ownership are highest among 50-59 year olds, while the lowest levels are seen among London residents aged 20-29
- Above age 70, car ownership starts to decline considerably, perhaps caused by a declining ability to drive or retirement reducing the need to
- Most Londoners aged 17-19 live in a household with a car, which is likely to reflect the fact they are more likely to live with parents who own a car than 20-29 year olds

<sup>12</sup> Travel in London Report 12, TfL, 2019, <http://content.tfl.gov.uk/travel-in-london-report-12.pdf>

## Use of wheelchair accessible taxis

The DfT commissioned research on accessible travel, with a particular focus on wheelchair accessible taxis and PHV services.<sup>13</sup>

The research involved surveying people in Great Britain and was not focussed only on London. However, the findings are still of interest and include:

- Thirty-one per cent of adults in Great Britain reported a physical or mental health condition and two per cent said they used a wheelchair to assist them when travelling
- The proportion of people who reported travelling by wheelchair accessible taxis and PHVs was low – one per cent of adults in Britain said they personally travelled by these modes once a week or more in the past six months; two per cent did this once a month or more in the past six months
- The main reason for travelling by wheelchair accessible taxis and PHVs was for medical, hospital or dental appointments (39 per cent); 32 per cent reported travelling for leisure and social reasons
- When considering their transport choices, qualitative participants expressed a strong preference for travelling by wheelchair accessible taxis and wheelchair accessible PHVs rather than any other mode of transport. When services were available, they felt they were more reliable and involved less hassle than other modes of transport and reduced participants' dependency on friends and family. They also provided participants with a door-to-door service, and a more comfortable option for travel, allowing them to remain seated in the wheelchair while travelling
- Participants emphasised the importance of drivers being trained to provide appropriate assistance – this included asking for consent before touching a person's wheelchair, helping people going up the ramp, and checking in regularly throughout the journey
- In the best cases, drivers provided their customers with one-to-one support, including helping them up the ramp, anchoring the wheelchair to the floor, and securing the seatbelt for the customer. Although participants looked for affordable rides, there was acknowledgement that travelling by wheelchair accessible taxis and wheelchair accessible PHVs was a different, more comprehensive service than regular taxis
- Participants also tended to request vehicles with a ramp, as this adaptation allowed the person in a wheelchair to get into the vehicle while physically remaining in the wheelchair. Wheelchair accessible taxis and wheelchair accessible PHVs equipped with ramps, were typically preferred over taxi services which only had facilities for the wheelchair to be folded into the boot. In these cases, participants were more concerned for their comfort, safety, damage to the wheelchair, and whether the wheelchair could fit into the boot

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<sup>13</sup> Wheelchair accessible travel – taxi and private hire services, Ipsos MORI, December 2021, <https://www.gov.uk/government/publications/wheelchair-accessible-travel-taxi-and-private-hire-services>

- Cost is mentioned as a barrier in the report which states that *“there was acknowledgement that travelling by wheelchair accessible taxi services and wheelchair accessible private hire services was expensive. Therefore, participants were more cautious towards using these services for travelling on longer journeys“*

## Designated wheelchair accessible taxis and PHVs in London

All licensed taxis (black cabs) in London are designated wheelchair accessible vehicles

In the Taxi and Private Hire Licensee CSS<sup>14</sup> we ask taxi drivers how often they use the wheelchair ramp. The results are shown below.

Year	Daily	Weekly	Monthly	Six monthly	Annually	Less often	Never	Don't know
2019/20	9%	29%	33%	14%	4%	7%	1%	5%
2020/21	10%	32%	27%	14%	4%	5%	2%	7%
2021/22	11%	32%	26%	14%	5%	5%	1%	7%
2022/23	10%	32%	31%	12%	3%	3%	2%	6%
2023/24	11%	32%	30%	11%	3%	4%	1%	9%

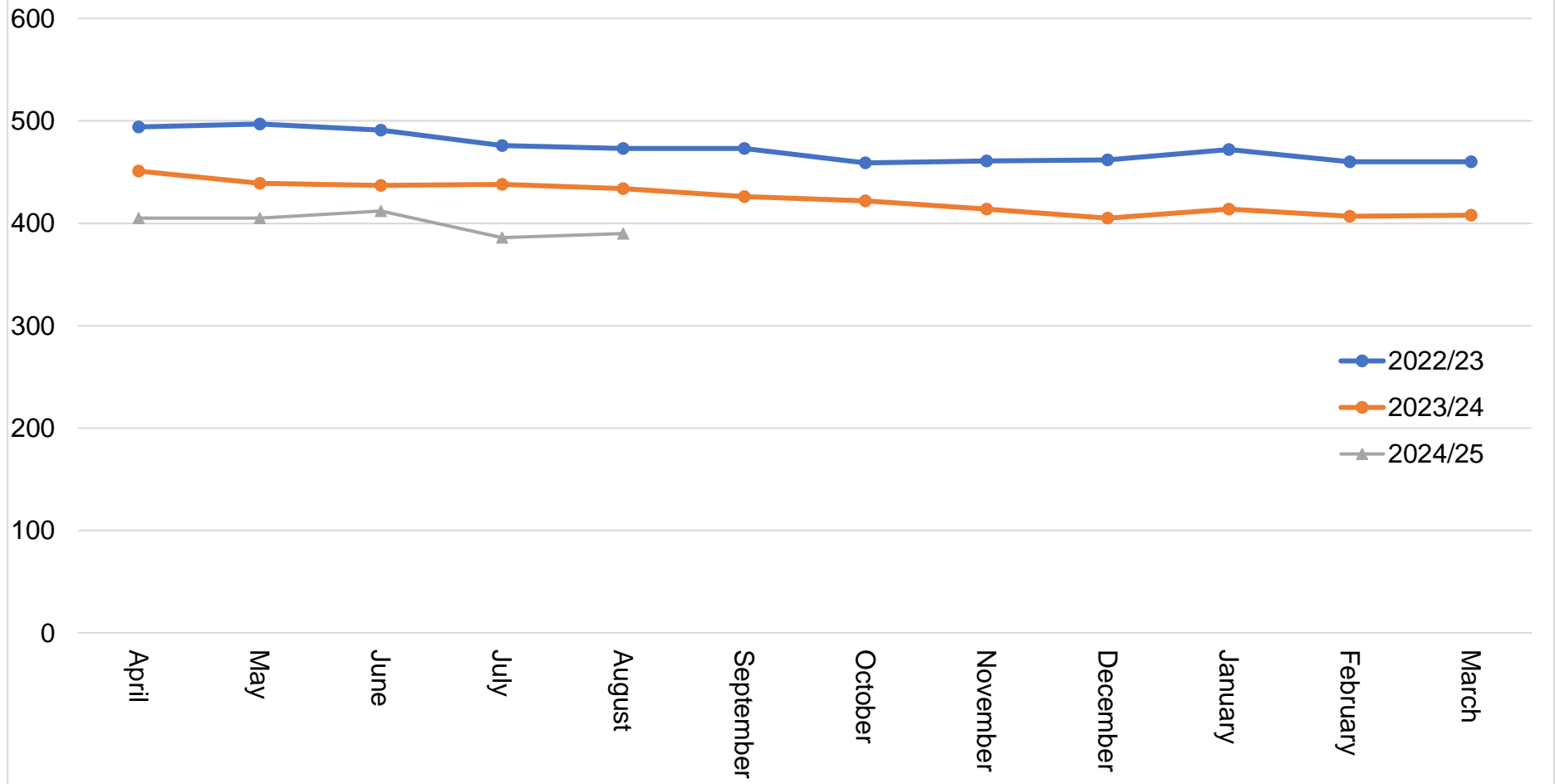
The number of designated wheelchair accessible PHVs has been slowly falling over the last three years.

As of 5 August 2024 there were 390 licensed PHVs that are designated wheelchair accessible vehicles, this is 0.42 per cent of the total licensed PHV fleet in London.<sup>15</sup>

<sup>14</sup> Taxi and Private Hire Licensee CSS 2023/24, Verian

<sup>15</sup> TfL licensing data

### Designated Wheelchair Accessible PHVs





In the Taxi and Private Hire Licensee CSS<sup>16</sup> we ask PHV operators if they have any wheelchair accessible vehicles. The results are shown below.

Year	No	No, but we subcontract bookings for wheelchair accessible vehicles to another operator	Yes – the drivers own them	Yes – we own them
2020/21	65%	22%	8%	7%
2021/22	75%	20%	2%	3%
2022/23	71%	14%	12%	5%
2023/24	63%	19%	14%	7%

## Carers in London

The 2018 London Assembly report ‘Who Cares? Helping London’s Unpaid Carers’<sup>17</sup> included figures on the estimated number of Londoners who provide care. The findings included:

- 8.5 per cent of Londoners spend at least one hour a week caring for someone between the ages of 25 and 64, around a third more women than men provide unpaid care
- Overall, in London 9.8 per cent of women are carers and 7.4 per cent of men
- This begins to change for older people, with the gender gap narrowing for those aged over 74. Here we see 12 per cent of men aged over 85 providing care, compared to five per cent of women in that age group
- As Black, Asian and minority ethnic people in the UK are on average younger than white people, a lower proportion give unpaid care. That said, research indicates that controlling for age, Black, Asian and minority ethnic families are more likely to care for older or disabled family members

## Visitors to London

Information specifically about the diversity of visitors to London who use taxis is not held however, some general information about visitors to London is available.

- In 2018 London was the most visited area in the UK by overseas residents with 19.1 million visiting London<sup>18</sup>

<sup>16</sup> Taxi and Private Hire Licensee CSS 2023/24, Verian

<sup>17</sup> Who cares? Helping London’s Unpaid Carers, London Assembly, [https://www.london.gov.uk/sites/default/files/who\\_cares\\_-\\_helping\\_londons\\_unpaid\\_carers\\_by\\_dr\\_onkar\\_sahota\\_am.pdf](https://www.london.gov.uk/sites/default/files/who_cares_-_helping_londons_unpaid_carers_by_dr_onkar_sahota_am.pdf)

<sup>18</sup> Tourism: Statistics and policy, House of Commons Library, 24 September 2019,

- There were 11.9 million visits to London in 2018 by domestic tourists<sup>19</sup>
- The tables below show the gender and age profile for visitors to London for 2018<sup>20</sup>

<b>Gender</b>	<b>Percentage</b>
Male	56%
Female	44%

<b>Age (years)</b>	<b>Percentage</b>
0-15	2%
16-24	14%
25-34	24%
35-44	23%
45-54	19%
55-64	12%
65+	6%

## Licensed taxi drivers

The tables below contain information on licensed taxi drivers.<sup>21</sup>

	<b>Taxi Drivers</b>	<b>%</b>
All London	15671	90.01%
Suburban	1740	9.99%
<b>Total</b>	<b>17411</b>	<b>100.00%</b>

<https://researchbriefings.files.parliament.uk/documents/SN06022/SN06022.pdf>

<sup>19</sup> Tourism: Statistics and policy, House of Commons Library, 24 September 2019,

<https://researchbriefings.files.parliament.uk/documents/SN06022/SN06022.pdf>

<sup>20</sup> Visit Britain, 13 March 2020

<sup>21</sup> TfL licensing data

	<b>Taxi Drivers</b>	<b>%</b>
Under 21	0	0.00%
21-30	96	0.55%
31-40	1261	7.24%
41-50	3523	20.23%
51-60	7275	41.78%
61-70	4301	24.70%
71+	820	4.71%
Not known	135	0.78%
<b>Total</b>	<b>17411</b>	<b>100.00%</b>
65+	2577	14.80%

<b>Gender</b>	<b>Taxi Drivers</b>	<b>%</b>
Male	17006	97.67%
Female	401	2.30%
Not known	4	0.02%
<b>Total</b>	<b>17411</b>	<b>100.00%</b>

<b>Disability</b>	<b>Taxi Drivers</b>	<b>%</b>
Yes	4	0.02%
No	2999	17.22%
Not known	14408	82.75%
<b>Total</b>	<b>17411</b>	<b>100.00%</b>

<b>Faith</b>	<b>Taxi Drivers</b>	<b>%</b>
Yes	1986	11.41%
No	205	1.18%
Not known	15220	87.42%
<b>Total</b>	<b>17411</b>	<b>100.00%</b>

<b>Ethnicity - All</b>	<b>Taxi Drivers</b>	<b>%</b>
Asian or Asian British	0	0.00%
Asian or Asian British (Bangladeshi)	328	1.88%
Asian or Asian British (Indian)	119	0.68%
Asian or Asian British (Other)	304	1.75%
Asian or Asian British (Pakistani)	214	1.23%
Black	0	0.00%
Black or Black British (African)	957	5.50%
Black or Black British (Caribbean)	363	2.08%
Black or Black British (Other)	143	0.82%
Mixed	0	0.00%
Mixed (Other)	92	0.53%
Mixed (White and Asian)	50	0.29%
Mixed (White and Black African)	74	0.43%
Mixed (White and Black Caribbean)	90	0.52%
White	0	0.00%
White British	10659	61.22%
White Irish	164	0.94%
White Other	604	3.47%
Chinese or other ethnic group	232	1.33%
Not known	3018	17.33%
<b>Total</b>	<b>17411</b>	<b>100.00%</b>

## Taxi drivers – Taxi and Private Hire Licensee Customer Satisfaction Survey (CSS)

Information on taxi drivers' incomes and if they have caring responsibilities is below.<sup>22</sup>

Have caring responsibilities	Taxi Drivers
Yes	15%
No	76%
Prefer not to say	9%

Household's combined yearly income (gross income before taxes are deducted)	Taxi Drivers
Up to £17,399	3%
£17,400 - £21,749	3%
£21,750 - £26,099	4%
£26,100 - £30,499	4%
£30,500 - £47,849	14%
£47,850+	12%
Don't know/prefer not to say	59%

Information on taxi drivers' sexual orientation<sup>23</sup> and if they identify as transgender<sup>24</sup> is below.

Sexual orientation	Taxi Drivers
Bisexual	2%
Gay/lesbian	1%
Heterosexual/straight	88%
Other	1%
Prefer not to say	8%

<sup>22</sup> Taxi and Private Hire Licensee CSS 2023/24, Verian

<sup>23</sup> Taxi and Private Hire Licensee CSS 2023/24, Verian

<sup>24</sup> Taxi and Private Hire Licensee CSS 2022/23, Kantar

If taxi drivers identify as transgender	Taxi Drivers
Yes	1%
No	85%
Prefer not to say	14%

## Use of smartphones and other devices

In recent years there has been a significant increase in the use of smartphones and other devices. There has also been a significant growth in the use of apps by the public to access taxi and PHV services and in the amount of work drivers receive from app based services.

Research from the Department for Transport (DfT)<sup>25</sup> found that older people are less likely to use a smartphone and that:

- Just under a third (30 per cent) of people aged 55-64 didn't use a smartphone
- Over half (55 per cent) of 65-74 year olds do not use a smartphone
- Only 17 per cent of those aged 75+ use a smartphone

Ofcom has also commissioned research looking at the use of mobile phones by different groups, including older people and disabled people.<sup>26</sup> The findings in Ofcom's report include:

- *“The way older consumers (aged 75+) are using telephones is changing. Landline ownership fell significantly in 2018 and has coincided with a rise in the number of people aged 75+ living in mobile-only households (up to 6%). Smartphone take-up continues to increase among this age group; just under one in five now personally use one. However, they are less likely to consider this their most important device for connecting to the internet, tending to prefer larger devices for internet access. While their broadband ownership has increased in the last few years, it remains significantly behind that of other age groups – just under half of older (75+) consumers do not have home broadband.*
- *People who are financially vulnerable are less likely to have each of the main communication services, and if they do have broadband it's less likely to be superfast. People classified as 'most financially vulnerable' are less likely to have a landline, mobile, fixed broadband and/or pay TV and are more likely than average to live in a mobile-only household (28% vs. 21%).*

<sup>25</sup> Department for Transport's (DfT's) Transport and transport technology: Public attitudes tracker, October 2018

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/786654/future-of-mobility-strategy.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/786654/future-of-mobility-strategy.pdf)

<sup>26</sup> Access and Inclusion 2018 Consumers' experiences in communications markets, Ofcom, 14 January 2019,

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0018/132912/Access-and-Inclusion-report-2018.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0018/132912/Access-and-Inclusion-report-2018.pdf)

One per cent of households in this group say they have neither a landline nor a mobile in their household. Three in ten of the ‘most financially vulnerable’ group live in households without any internet access and 8% have access only via a mobile.

- Disabled people are generally less likely than non-disabled people to personally use most communications services and devices. Overall, the largest disparities are found in smartphone ownership in households (where 53% of disabled people have a smartphone in their household compared to 81% non-disabled people) and in internet use (67% of disabled people use the internet compared to 92% of non-disabled people)
- However, there are differences by disability type. People with a learning disability display similarities in their use of communications services to non-disabled people. They are more likely than those with other disability types to have a smartphone in their household (70%) and access to the internet (86%). While age and socio-economic group explain some of the lower ownership/use, disability also has an impact. Those with a visual impairment are the most likely group to say their use of communication services or devices is limited by their disability”

The table below shows access to and personal use of communications devices and services for disabled and non-disabled people.

	Household Ownership		Personal Use	
	Non-Disabled	Disabled	Non-Disabled	Disabled
<b>Landline</b>	66%	74%**	56%	66%**
<b>Any mobile</b>	91%	80%*	86%	71%*
<b>Simple mobile</b>	22%	36%**	18%	31%**
<b>Smartphone</b>	81%	53%*	75%	45%*
<b>Any computer (PC/laptop/tablet)</b>	85%	64%*	77%	54%*
<b>Tablet</b>	63%	44%*	52%	34%*
<b>Games Console</b>	38%	23%*	24%	13%*
<b>Smart TV</b>	48%	30%*	43%	26%*
<b>Internet<sup>1</sup></b>	NA	NA	92%	67%*

\*\*Indicates that a disability group is significantly higher than non-disabled consumers while \* indicates that a disability group is significantly lower than non-disabled consumers (significance tested to 95%)

<sup>1</sup>Internet relates to personal use anywhere (i.e. both in and outside the home). The survey does not capture whether respondents have internet access at home.