



Response to Request for Information

Reference FOI 0715127
Date 23 July 2015

Taxi and PHV Licensing Concerning Assistance Dogs

Request:

1. How many incidents have been reported to Wolverhampton City Council of Taxi and Private Hire Vehicle drivers refusing to carry assistance dog owners in the past five years.

[There have been no incidents recorded for taxi or private hire drivers refusing to carry assistance dogs in the last five years.](#)

2. On how many occasions Wolverhampton City Council has initiated or been involved in a legal action against a Taxi or Private Hire Vehicle driver or operator due to allegations of discrimination against assistance dog owners in the past five years.

Please breakdown the following for each case:

- a. The outcome of the case - [Not applicable](#)
 - b. If a fine was imposed, the level of the fine - [Not applicable](#)
3. Does Wolverhampton City Council require Taxi or Private Hire Vehicle operators or drivers they licence to undertake disability awareness training as a requirement for obtaining a licence to operate? Does this training include references to the law surrounding assistance dog owners? If guidance is issued to drivers, please provide a copy of this document.
[All new drivers of taxis and private hire vehicles attend a training course which includes the law surrounding assistance dog owners and covers guidance to drivers. There is not a copy of a document; this is done as a PowerPoint Presentation and a video by the training provider.](#)
 4. Whether Wolverhampton City Council has:
 - a. Withdrawn the licence of any Taxi or Private Hire Vehicle operators or drivers, following reports of refusing carriage or making additional charges for the carriage of assistance dog owners in the past five years
- [Not applicable](#)
 - b. If licenses have been withdrawn for the reasons in 4a, how many?
Please indicate the length of each suspension
- [Not applicable](#)
 - c. How many, if any, licenses have subsequently been reinstated on appeal
- [Not applicable](#)

5. Whether Wolverhampton City Council carries out quality assurance (through methods such as mystery shopping or conducting passenger satisfaction surveys) on Taxi or Private Hire Vehicle operators or drivers, to determine they are meeting their obligation to not discriminate against passengers with disabilities, specifically including assistance dog owners.

We have conducted mystery shopping exercises; however these have related to people with all types of disabilities and not specifically relating to passengers with disabilities that require assistance dogs.

6. Outline the requirements and procedures Wolverhampton City Council maintains for Taxi or Private Hire Vehicle drivers to gain an exemption from carrying assistance dogs in their vehicle on health grounds.

The driver is required to complete an application for exemption to carry assistance dogs. They can submit medical evidence i.e. from their own medical practitioner. However, before a notice of exemption is issued the applicant is required to attend our approved medical practitioner and, if necessary, undertake appropriate allergy tests.