

FOI 351/2015

REQUEST

Please provide the following information:

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

Answer

None.

2. On how many occasions Tendring District 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
 - b. If a fine was imposed, the level of the fine

Answer

None.

3. Does Tendring District 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.

Answer

All new drivers required to attend PATs course which is carried out by a third party.

4. Whether Tendring District 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 - a. Withdrawn the licence of any Taxi or Private Hire Vehicle operators or drivers, following reports of refusing carriage or making additional charges for the carriage of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.
 - b. If licenses have been withdrawn for the reasons in 4a, how many? Please indicate the length of each suspension
 - c. How many, if any, licenses have subsequently been reinstated on appeal

Answer

a, b, and c = None

5. Whether Tendring District 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.

Answer

No. Resources do not allow for this.

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

Answer

Drivers are required to submit a medical exemption from their GP confirming that they are unable to carry assistance dogs on health grounds. These drivers are then issued with the exemption which is to be clearly displayed in the vehicle.