

Please Ask For Colin Parr  
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Minicom



Nick Edwards  
Chief Regulatory Services Officer

Civic Centre St Peter's Square  
Wolverhampton WV1 1DA  
Main Switchboard (01902) 556556  
Website [www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk)

Mr P Heaton  
What do they know?

Your Ref.  
My Ref.

13 July 2009

Dear Mr Heaton,

**Ref: Freedom of Information Request**

I write with reference to your request for information under the Freedom of Information Act 2005, the contents of which I have noted.

I can confirm the following information in respect of your enquiry.

- 1. What arrangements you make to ensure that taxi drivers licensed by the council do not refuse to carry a passenger who has a registered assistance dog (you will I hope be aware that this extends substantially beyond Guide Dogs)?**

All drivers are aware of the Disability Discrimination Act (DDA) and are fully aware that they must carry all assistance dogs at all times or they commit an offence. This information forms part of the initial driver testing and training for all new applicants for Hackney Carriage and Private Hire Licences. The Council also encourages licence holders to undertake the BTEC/NVQ training offered

The Council has also undertaken a mystery shopper exercise to assess the level of service offered to passengers with disabilities. As a result of this exercise additional disability training was supplied to members of the Hackney Carriage trade.

It is also a condition of both Hackney Carriage and Private Hire Driver's licences that assistance dogs must be carried unless the driver has a proven medical condition and holds the necessary exemption certificate.

- 2. How many instances you are aware of where there have been such refusals, and the reasons why?**

The Council has no information in respect of any refusal to carry assistance dogs



**3. How many complaints you have had about this and how you have dealt with them?**

There have been no complaints in Wolverhampton relating to the failure or refusal to carry assistance dogs.

**4. How your council meets its obligations in this respect under Disability Discrimination legislation, to ensure that people with a registered assistance dog are not refused by taxi drivers?**

Please see question 1.

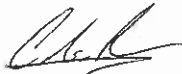
If you are unhappy with the service you have received in relation to your request and wish to make a complaint, please write to:

Amy Hardiman  
Freedom of Information & Corporate Complaints Coordinator  
Performance & Development  
Wolverhampton City Council  
Civic Centre, St Peter's Square  
Wolverhampton  
WV1 1SH  
01902 550363  
[amy.hardiman2@wolverhampton.gov.uk](mailto:amy.hardiman2@wolverhampton.gov.uk)

You also have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours faithfully,



Colin Parr  
Licensing Manager

Cc: Nick Edwards - Chief Regulatory Services Officer  
Amy Hardiman – FOI & Corporate Complaints Co-ordinator