

Jonathan Eatough Assistant Director: Governance,
Procurement and Commissioning

Mr Fowler
request-426249-
xxxxxxxx@xxxxxxxxxxxxxxx.xxx

Darby House
Lawn Central
Town Centre
Telford
Shropshire
TF3 4JA
xxx@xxxxxxx.xxx.xx

Contact: Nicole Pitts
Your Ref:

Telephone: (01952) 382537
Our Ref: TWC-46459

Fax: (01952) 383991
Date: 04 October 2017

Dear Mr Fowler,

Freedom of Information Act (FOIA) 2000 – Information Request -TWC-46459

Further to your recent request, please see our response below :

WHEELCHAIR ACCESSIBLE TAXIS/PRIVATE HIRE VEHICLES (“WAVs”)-AVAILABILITY

1.TAXI STATISTICS : How many a)wheelchair accessible taxis; b) other taxis c) wheelchair accessible phvs d) other phvs do you have licensed? This is to update the 2015 DfT statistics, the 2017 update is due shortly.

- a) 21 wheelchair accessible taxis**
- b) 0**
- c) 8 wheelchair accessible PHVs**
- d) 269 licensed PHVs**

2. TAXI POLICY & PUBLIC SECTOR EQUALITY DUTY : FACTORS AFFECTING AVAILABILITY:

Typical factors affecting availability in a given licensing area are:

- a) whether individual licensing authorities require a fully or substantially WAV fleet;
- b) LA (eg SEN, schools, social care) and NHS (eg goods, staff ,NEPTS etc) contracts;
- c) not making all WAV operators booking/ contact details publically available;
- d) operators refusal of prebookings;
- e) operators refusal to carry wheelchairs;
- f) drivers medical exemptions (wheelchair and assistance dog);
- g) significantly more people relative to resident population eg commuters, tourists, passengers in transit;
- h) private contracts, driver rest, vehicle repair and maintenance etc;

Please say if and how your taxi policy takes into account each of a)-h) above, or anything else relevant to try to ensure that sufficient WAVs are available to meet demand .*

3. CONTACT INFORMATION:* To enable further research into accuracy, reliability, consistency and completeness of public and commercial information please provide a list/ spreadsheet/link etc showing the business contact details for all WAV operators with which

your authority has dealings (eg as a Licensing Authority or contracting party including for Unitary Authorities, SEN, social services etc. In two-tier authorities please also state the contracting authority).

- a) **Our policy states that all hackney carriages must be wheel chair accessible**
- b) **Not applicable.**
- c) **These details are not currently available on our website but we are looking into doing this.**
- d) **Complaints received by the Council are investigated by Licensing Officers as breach of condition**
- e) **Complaints received by the Council are investigated by Licensing Officers as breach of Equality Act 2010**
- f) **Information not Held**
- g) **Information Not Held**
- h) **Driver rest - drivers are self-employed and do not come under the European Working Time directive vehicle repair and maintenance - this Council has a Manual of Inspection Standards with which Hackney Carriages and PHVs must comply.**

4. RAIL INDUSTRY : *

To obtain approval by the rail regulator, of their Disabled Persons Protection Policies ("DPPPs") in order to meet the requirements of their operating licences, station and Train Operating Companies ("TOCs") should know about WAV availability both for their own needs (rail disruption etc) and to inform passengers.

What arrangements if any have you made to inform them or to ensure that licensed WAV operators do so?

Information Not Held.

5. INFORMATION FOR TOURISTS , AIR/SEA/RAIL etc PASSENGERS IN TRANSIT ;* Does your authorities information (including websites & social media) clearly tell the public:

- a) the contact details for all WAVs licensed by your authority? If not, why not?;

Not available on our website but available on request from the Licensing team.

- b)if and when WAVS are likely to be hard to obtain?;

All hackney carriages which are available at taxi ranks are wheelchair accessible.

- c) that TAXI/PHV operators may charge extra etc to carry wheelchairs? (ie unless and until s167 is formally commenced).

Telford & Wrekin Council licensed WAVS do not charge extra to carry wheelchairs.

6. COMPETITION.

Large authorities responsible for schools/SEN Transport can typically spend around £10m-£11m annually on taxis, including many WAVs .

Have you carried out or collaborated with any value for money studies on this? With what outcome?

If you are not happy with the information you have received, you have the right to appeal. Please send us the reasons for your appeal to the above address and mark for the attention of Information Governance, Freedom of Information – Appeal on or before 04/01/2017.

Please remember to quote the above reference number in all related correspondence.

Yours sincerely,

Nicole Pitts
Information Governance