

Council – 17th October 2024

Notice of Motion

Taxi Passenger Assistance Training – Guide Dogs

Guide Dogs latest research from 2024 shows that 58% of Guide Dog Owners have been refused access by taxi or PHV drivers or operators. 40% of Guide Dog Owners reported that a taxi or minicab driver drove away when they saw their guide or other assistance dog and 22% have been charged extra for carrying their dog. As a result 66% of Guide Dog Owners saying access refusals negatively impact their ability to get to work.

We recognise that specific training is required by Hackney carriage/private drivers in order to obtain their licences, but it is also clear that some do not put this training into practice. We need to ensure that our residents who are blind or sight-impaired are not continuously refused access to taxi services.

This Council therefore resolves:

1. To support the requirement by the Licensing Authority that all new drivers making an application for a hackney carriage/ private hire licence must provide proof of completion of the Passenger Assistance Training which includes assistance dogs and the Equality Act 2010.

Proposer: Madi Faulkner-Hatt

Seconder: Mandy O'Connor