

**REDDITCH** BOROUGH COUNCIL



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[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

# Improving Disabled People's Access to Redditch Taxi Fleets



## A Consultation

Worcestershire  
**Regulatory Services**  
*Supporting and protecting you*

## BACKGROUND

Earlier this year a Task Group was established by the Council's Overview and Scrutiny Committee to conduct a short, sharp review with the aim of identifying actions that could be taken to improve taxi services delivered to customers with disabilities in the Borough.

The Task Group produced a report in April 2016, which made a number of recommendations. The overall aims of the Task Group's recommendations are:

- To help prevent the overcharging of disabled passengers for taxi journeys.
- To increase the number of licensed wheelchair accessible vehicles operating in the Borough
- To reduce passenger waiting time for wheelchair accessible vehicles.

The Task Group's report was considered by the Council's Licensing Committee in July 2016 and the recommendations in the report were agreed subject to consultation being carried out where required.

The purpose of this consultation is to seek views on those recommendations that would require the Council to amend its current hackney carriage and private hire licensing policies and conditions.

Responses to this consultation can be emailed to [enquiries@worcsregservices.gov.uk](mailto:enquiries@worcsregservices.gov.uk) using the subject line "Redditch Taxi Consultation."

Responses can also be submitted via the post to:

Redditch Taxi Consultation  
Worcestershire Regulatory Services  
Wyre Forest House  
Finepoint Way  
Kidderminster  
Worcestershire  
DY11 7WF

The consultation will be open for responses until **31 December 2016**. All responses received during the consultation period will be considered by the Licensing Committee before any decisions are taken about which, if any, of the proposals will be implemented.

## CONSULTATION QUESTIONS

Redditch Borough Council is considering relaxing its policy on the licensing of vehicles as hackney carriages so that instead of additional hackney carriages having to be "brand new" wheelchair accessible vehicles, they can be wheelchair accessible vehicles that are up to six years of age.

*Please note that in this context a "wheelchair accessible vehicle" means a vehicle capable of carrying a wheelchair user whilst they remain seated in their wheelchair.*

Do you agree with this proposal?

**YES**

**NO**

Please provide reasons for your answer above.

Redditch Borough Council is considering amending it's policy on the licensing of drivers of hackney carriage and private hire vehicles to require all drivers to undertake refresher training in driving standards and disability awareness every three years.

Do you agree with this proposal?

**YES**

**NO**

Please provide reasons for your answer above.

Redditch Borough Council is considering amending it's policy and conditions for the licensing of hackney carriage and private hire vehicles to require vehicle proprietors to display stickers in their vehicles that provide information on how passengers can make complaints or pass on compliments.

Do you agree with this proposal?

**YES**

**NO**

Please provide reasons for your answer above.

Redditch Borough Council is considering publishing a list on their website of all taxi owners / operators who can provide a vehicle that is capable of carrying a passenger who remains seated in their wheelchair.

Do you agree with this proposal?

**YES**

**NO**

Please provide reasons for your answer above.

Do you have any other proposals that you think the Council should consider to improve access for disabled people to hackney carriage and private hire services? If so, please list them here: