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| Report To: | General Purposes Board | Date: 9 November 2016 |
| Report By: | Head of Legal and Property Services | Report No LP/137/16 |
| Contact Officer: | Lindsay Carrick Legal Services | Contact No: 01475 712114 |
| Subject: | Mandatory Training of Taxi Drivers of Wheelchair Accessible Vehicles | |

1.0 PURPOSE

1.1 The purpose of this report is to advise members of the outcome of the consultation process following a proposal by Councillor Rebecchi for taxi drivers of multi access vehicles to undertake mandatory training as a condition of being granted a new licence or being granted a renewal of an existing licence.

2.0 SUMMARY

2.1 At the meeting of the General Purposes Board held on 11 November 2015, the Board remitted to the Head of Legal & Property Services to prepare a report into requiring drivers of multi accessible vehicles to undertake a mandatory training course on how to move and handle disabled passengers and how that might be funded.

2.2 Information was sent to all holders of General Hire Operators Licences for Multi Access Vehicles regarding the Board's proposals. Responses have now been collated and copies of these form Appendix 1 to this report.

2.3 Inverclyde Taxis Ltd and ABC Taxis Inverclyde Ltd advised that they are committed to enhancing the service being offered to the general public, but took the view that the proposals lacked clarity and in turn opened up practical issues that would require exploration as detailed in their letters. Of the other responses received, the operators were opposed to the proposals

2.4 ICOD welcome any training or partnership working to improve service provision for disabled people. ICOD staff and board members have been through access audit training. Along with service users staff and board members have delivered basic Disability Awareness training which covers use of language, guiding clients with visual impairments and practical exercises using wheelchairs. This is not a nationally recognised course.

2.5 The training sessions offered by ICOD last for approximately 2 hours and costs £333.00 for 10 drivers to attend. ICOD offer no funding for the training. The cost for training would have to be met by the taxi/private hire drivers.

2.6 ICOD's letter of response to the proposal dated 17 October 2016 forms Appendix 2 to this report. The Board may wish to note that the Head of Legal & Property Services intends to write to all operators in regard to the concerns raised by ICOD service users.

**Lindsay Carrick
Legal Services**

3.0 RECOMMENDATIONS

- 3.1 That the Board note the responses to the consultation.
- 3.2 That the Board do not impose mandatory training for drivers of multi accessible vehicles seeking to be licensed as new drivers or those seeking renewal of existing licences.
- 3.3 That the Board remit to the Head of Legal & Property Services to bring a report to the Board in two years' time to advise on whether mandatory training should be introduced at that time in the event that a need for such training had become apparent.

4.0 BACKGROUND

- 4.1 Councillor Rebecchi raised a Motion at a meeting of the General Purposes Board on 8 October 2014 that the Board considers implementing mandatory training for all taxi drivers in how to transport, secure and interact with members of the disabled community. This was as a result of concerns that had been raised with him by those within the disabled community. The Board agreed that the matter should be investigated and a report brought back for consideration.
- 4.2 Licensing staff e-mailed all other local authorities in Scotland seeking information on any mandatory schemes that had been introduced within their areas. Twenty-two authorities responded to this request for information. Some authorities have no requirement for mandatory driver training, some authorities have training as a mandatory licensing requirement and some authorities are currently reviewing the matter.
- 4.3 Of the Councils that indicated a requirement for mandatory training of taxi drivers, some provide in-house training and others expect drivers to ensure they attend relevant courses available throughout Scotland. Where drivers attend training courses provided by independent training providers, proof of attendance and completion of the course is submitted with the licence application at the appropriate time. Some authorities require mandatory training for all taxi drivers whilst others require training for new applicants only.
- 4.4 Research undertaken by officers suggests that there are training courses available from a number of independent training providers. The courses range in price for each delegate from £46 to £100. The duration of courses range from a full day course to courses provided over a period of four evenings. A number of training providers have also indicated that they would be interested in creating a training course in the event that all current and future taxi drivers would be required to undertake mandatory training.
- 4.5 Ayrshire College currently offers a course for taxi drivers, the cost of which may be covered by an Individual Learning Account (ILA). There are certain qualifying criteria for these grants such as the applicant must not be in higher education or earning in excess of £22,000 per annum. Skills Development Scotland, the body responsible for administering ILAs, has advised that at this time the course provided by Ayrshire College is the only course of this description registered with them as being eligible for the ILA grant payment. Each taxi driver would be personally responsible for applying for said grant in the event they wished to undertake any training with this establishment and wished the payment of the course to be covered by an Individual Learning Account.
- 4.6 There are other organisations such as GTC Training (Glasgow) and MiDAS that offer training courses. CTG courses are the providers of courses preferred by Glasgow City Council and West Dunbartonshire Council. The cost of the course is £46 per delegate. MiDas (Mini-Bus Driver Awareness Scheme) is organised by the Community Transport Association and promotes a nationally recognised standard for assessment and training.

Enquiries indicate that they have a suitable course for drivers called “Driver Awareness Training” which would cost £500 regardless of the number of delegates undertaking the course, with the maximum number of delegates being 12. Accordingly the lowest cost per delegate would be £41.67 per person assuming all 12 training places were taken up. The cost to delegates would increase if uptake was not at full capacity or proposed delegates failed to attend the course.

- 4.7 All courses offered deal specifically with customer care, including the particular needs of the disabled community. Taxi licence conditions are also discussed, and particular emphasis can be provided by the training providers on Inverclyde Council’s conditions of licence
- 4.8 The introduction of a training programme would comply with the Scottish Governments recommendation for best practice as detailed in the publication Taxi and Private Hire Car Licensing Best Practice For Licensing Authorities
- 4.9 The consultation process attracted 12 letters of opposition to the prospective proposals as they stand, a petition comprising 133 names was also submitted in opposition to the proposals and 34 letters sought further clarification on what was being suggested. ICOD are in support of the proposals and 1 further letter was received in support of the proposals.
- 4.10 As there are a number of ways that mandatory training is carried out by those authorities requiring such training, a decision would have to be made on what type of training would become mandatory. The consultation responses show that there is little support from the trade on any training. There has been a suggestion that specific taxi drivers could be asked to undertake training where it was felt that they would benefit from training following a complaint by the public. Targeted training was thought to be of more use than training being imposed on all MAV drivers.
- 4.11 It was suggested that the introduction of such training would be prohibitive to part-time drivers resulting in a reduction of those drivers available in the area. This would, in turn, impact on the service available to the local community and have financial implications for operators. It was further suggested that there lacked any evidence of the need to introduce this type of training at all
- 4.12 At its meeting on the 11 November 2015 the board decided to refer the matter to a future meeting of the Board to allow officers to carry out further consultation relative to mandatory training of multi access vehicle drivers.

5.0 IMPLICATIONS

Finance

- 5.1 There are no financial Implications for those requiring to undertake any training required.

Legal

- 5.2 There are legal implications in that any decision by the Board is subject to Appeal to the Sheriff Court by those who have locus to do so.

Human Resources

- 5.3 There are no Human Resources implications.

Equalities

- 5.4 There are no equalities implications.

Repopulation

5.5 There are no repopulation implications.

6.0 CONSULTATIONS

6.1 Information was sent to all holders of the General Hire Operators Licences (Taxis) and Wheelchair Accessible Vehicles Restricted Licences

7.0 BACKGROUND INFORMATION

7.1 Responses have now been collated, and these form Appendix 1 and 2 to this report.

Lindsay Carrick
Legal & Property Services
Inverclyde Council
Municipal Buildings
Clyde Square
Greenock
PA15 1LY



Your Ref: LC/JD/CIV0820

22nd September 2016

Dear Ms. Carrick,

Re: Public Consultation - Mandatory Training of Taxi Drivers of Wheelchair Accessible Vehicles

Further to your letter of 29th August 2016 regarding a Public Consultation on the Mandatory Training of Taxi Drivers of Wheelchair Accessible Vehicles, we are writing to express our views on this proposal.

Inverclyde Taxis Limited remain wholly committed to improving the service being offered to all customers, not just those who require the service of a Wheelchair Accessible Vehicle. As with the public consultation in June 2015 regarding mandatory Customer Service Training of all Taxi Drivers, we have a number of questions regarding this amended proposal to focus solely on any driver of a wheelchair accessible vehicle.

For the avoidance of doubt, we would like it acknowledged by the General Purposes Board that paragraph 4 of the letter from James Douglas contains an inaccuracy in that it states that " as an operator, you will be responsible to ensure that any driver you employ to drive". Taxi Drivers are not employed. They are self employed. Operators may enter into a lease agreement regarding a Licensed Vehicle with Taxi Drivers. There is no employment relationship between an Operator and Driver.

Our views, and in some cases questions requiring answers from the General Purposes Board are as follows:

1. Can you please confirm the reason(s) as to why the proposal now focuses only on drivers of Wheelchair Accessible Vehicles?
2. What qualifications & experience do Inverclyde Council on Disability (ICOD) have to deliver this proposed mandatory Training? Do they hold a nationally recognised qualification to deliver such training?
3. What type of vehicle will ICOD be using to train drivers on the safe carriage of a wheelchair and its occupant? To the best of our knowledge there are 5 different types of vehicle within Inverclyde at present which offer wheelchair access.
4. What type of Qualification will Taxi Drivers of Wheelchair Accessible Vehicles be awarded following completion of the ICOD course? Is it a nationally recognised qualification?

24 hours a day - Just a phone call away!

5. Why is no funding being offered to Taxi Drivers of this proposed course? Taxi Drivers wishing to undertake School, SPT, Social Work & NHS work are already forced to pay additional fees to cover this type of work, even though they are deemed fit and proper by the Licensing Department/General Purposes Board. This is yet another expense and another barrier being faced by Taxi Drivers who are trying to earn a living and offer a service to the Inverclyde Community.
6. Can the General Purposes Board enquire and find out who provides and who pays for the training of Drivers who drive Inverclyde Council Buses with wheelchair access?
7. This proposal potentially could lead to Wheelchair vehicles being off the road if it will become mandatory for drivers of such vehicles to have received this training in order to drive this type of vehicle. If a driver is taken unwell, has an emergency, decides to give up the lease on a Wheelchair accessible vehicle or takes a holiday, this proposal on only drivers who have received the mandatory training can drive these vehicles, will lead to vehicles being off the road if there is no driver available with the training.
8. Operators of Wheelchair Accessible Vehicles already experience difficulties in attracting drivers to drive these types of vehicles. Wheelchair Accessible Vehicles cost significantly more to purchase, £145,000 has recently been spent putting 5 new Wheelchair Accessible Vehicles on the road, a not insignificant investment for the Operators Concerned. The running costs of these vehicles are higher in relation to a standard vehicle and this also makes running these types of vehicle more difficult. The mandatory requirement for Training of Taxi Drivers of Wheelchair Accessible Vehicles is yet another obstacle for Operators and potentially could lead to vehicles being off the road.
9. The fees currently proposed are based on 10 drivers attending a course. If this proposal is pushed through, regardless of our concerns, will provision be made for 1 individual to attend training and what will the cost be to this 1 individual? How quickly would the training be provided? One individual requiring training can be the difference between a vehicle operating or parked up purely because the driver did not have the requisite "training" certificate.
10. Why is the onus on the Operator to maintain Training Records? As this is proposed to be a mandatory Council requirement, then it should be the responsibility of Inverclyde Council to maintain the training records and ensure that drivers are attending a refresh course after 5 years. This is no different to a badge grant/renewal application.
11. Do the Taxi and Private Hire fees collected by Inverclyde Council, specifically in relation to Taxi and Private Hire Licensing create a surplus on an annual basis? Can the accounts please be produced to provide evidence on the Taxi and Private Hire Fees? If there is a surplus, can this surplus not be used to fund this proposed type of training?
12. There is a genuine concern amongst Operators that such a course will result in part time drivers handing back their taxi badges to the Council as they will be unable to commit to attending such a course; the cost of the course will become prohibitive in relation to the hours they operate as a taxi driver and taxi operators will see a decrease in their revenue as a result of the loss of the part time driver. Will Inverclyde Council compensate drivers, for example by waiving their next renewal fee, for undertaking this training course?
13. Have any consultations been taken with other Scottish Licensing Authorities to find out if they insist on Mandatory Training of Taxi Drivers on Wheelchair Accessible Vehicles? If so, can we please be provided with the detail of this consultation including the benefits actually made by such training. If

not, we would request that a consultation with other Scottish Licensing Authorities is carried out prior to any final decisions?

Please be assured that Inverclyde Taxis Limited are committed to enhancing the service being offered to the general public of Inverclyde and these questions are not a direct objection to the process. These questions are a direct result of the letter received to ensure that this consultation explores all avenues available and the trade are not being unfairly pressurised into a particular course of action which will have a detrimental effect on service delivery.

Assuring you of our best attention at all times.

Yours faithfully,
For and on behalf of Inverclyde Taxis Ltd

Martyn Hambley
Operations Manger

c.c. Alex Gray
Graham Campbell
Operators Liaison Group



6 MacDougall Street,
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Your Ref: LC/JD/CIV0820

Lindsay Carrick
Legal & Property Services
Inverclyde Council
Municipal Buildings
Clyde Square
Greenock
PA15 1LY



22nd September 2016

Dear Ms. Carrick,

Re: Public Consultation - Mandatory Training of Taxi Drivers of Wheelchair Accessible Vehicles

Further to your letter of 29th August 2016 regarding a Public Consultation on the Mandatory Training of Taxi Drivers of Wheelchair Accessible Vehicles, we are writing to express our views on this proposal.

ABC Taxis (Inverclyde) Limited remain wholly committed to improving the service being offered to all customers, not just those who require the service of a Wheelchair Accessible Vehicle. As with the public consultation in June 2015 regarding mandatory Customer Service Training of all Taxi Drivers, we have a number of questions regarding this amended proposal to focus solely on any driver of a wheelchair accessible vehicle.

For the avoidance of doubt, we would like it acknowledged by the General Purposes Board that paragraph 4 of the letter from James Douglas contains an inaccuracy in that it states that " as an operator, you will be responsible to ensure that any driver you employ to drive". Taxi Drivers are not employed. They are self employed. Operators may enter into a lease agreement regarding a Licensed Vehicle with Taxi Drivers. There is no employment relationship between an Operator and Driver.

Our views, and in some cases questions requiring answers from the General Purposes Board are as follows:

1. Can you please confirm the reason(s) as to why the proposal now focuses only on drivers of Wheelchair Accessible Vehicles?
2. What qualifications & experience do Inverclyde Council on Disability (ICOD) have to deliver this proposed mandatory Training? Do they hold a nationally recognised qualification to deliver such training?
3. What type of vehicle will ICOD be using to train drivers on the safe carriage of a wheelchair and its occupant? To the best of our knowledge there are 5 different types of vehicle within Inverclyde at present which offer wheelchair access.
4. What type of Qualification will Taxi Drivers of Wheelchair Accessible Vehicles be awarded following completion of the ICOD course? Is it a nationally recognised qualification?

5. Why is no funding being offered to Taxi Drivers of this proposed course? Taxi Drivers wishing to undertake School, SPT, Social Work & NHS work are already forced to pay additional fees to cover this type of work, even though they are deemed fit and proper by the Licensing Department/General Purposes Board. This is yet another expense and another barrier being faced by Taxi Drivers who are trying to earn a living and offer a service to the Inverclyde Community.
6. Can the General Purposes Board enquire and find out who provides and who pays for the training of Drivers who drive Inverclyde Council Buses with wheelchair access?
7. This proposal potentially could lead to Wheelchair vehicles being off the road if it will become mandatory for drivers of such vehicles to have received this training in order to drive this type of vehicle. If a driver is taken unwell, has an emergency, decides to give up the lease on a Wheelchair accessible vehicle or takes a holiday, this proposal on only drivers who have received the mandatory training can drive these vehicles, will lead to vehicles being off the road if there is no driver available with the training.
8. Operators of Wheelchair Accessible Vehicles already experience difficulties in attracting drivers to drive these types of vehicles. Wheelchair Accessible Vehicles cost significantly more to purchase, £145,000 has recently been spent putting 5 new Wheelchair Accessible Vehicles on the road, a not insignificant investment for the Operators Concerned. The running costs of these vehicles are higher in relation to a standard vehicle and this also makes running these types of vehicle more difficult. The mandatory requirement for Training of Taxi Drivers of Wheelchair Accessible Vehicles is yet another obstacle for Operators and potentially could lead to vehicles being off the road.
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13. Have any consultations been taken with other Scottish Licensing Authorities to find out if they insist on Mandatory Training of Taxi Drivers on Wheelchair Accessible Vehicles? If so, can we please be provided with the detail of this consultation including the benefits actually made by such training. If

not, we would request that a consultation with other Scottish Licensing Authorities is carried out prior to any final decisions?

Please be assured that ABC Taxis (Inverclyde) Limited are committed to enhancing the service being offered to the general public of Inverclyde and these questions are not a direct objection to the process. These questions are a direct result of the letter received to ensure that this consultation explores all avenues available and the trade are not being unfairly pressurised into a particular course of action which will have a detrimental effect on service delivery.

Assuring you of our best attention at all times.

Yours faithfully,
For and on behalf of ABC Taxis (Inverclyde) Limited

Graham Campbell
Director

c.c. Alex Gray
Martyn Hambley
Operators Liaison Group

Lindsay Carrick

From: Paul Travers
Sent: 27 September 2016 21:30
To: Lindsay Carrick
Subject: Mandatory Training For Taxi Drivers of WAVs

Lindsay Carrick

I have been operating and driving a WAV vehicle in Inverclyde since 2004 and here are my views for the consolation.

Firstly, may I suggest that all councilors that sit on the general purpose board are made aware that all taxi private hire drivers are self-employed and not employed as is stated in paragraph 4 of your letter.

Your letter states that Inverclyde on Disability (ICOD) welcomes the introduction of compulsory training for taxi/private hire drivers particularly on disability awareness. Have ICOD indicated that this proposed training should be directed at WAV operators/drivers? This seems to be a new category of license that is being created with the assumption people with disabilities only use WAV vehicles and only operators/drivers of these vehicles need training on disability awareness.

I am sure that ICOD welcoming disability awareness training was meant as across the board and not aimed at WAV operators/Drivers.

Maybe Inverclyde council could catch up with other areas and instead of being a quantity council they could become an equality council. Consultations and other side shows that Inverclyde council produce from time to time are convenient for the council and larger companies to avoid providing an equal service for disabled people like they do for other residents of the area (an average waiting time of 5 minutes) No doubt some council official and the larger companies will be scrapping around collecting facts and figures about other council areas making comparisons to make it look like Inverclyde has more WAVs than other councils.

Inverclyde is on its way to having a fully compliant bus service thanks to the investment made by McGill's busses and other operators in the area. I see no reason other than neglect and apathy by Inverclyde council for not having a similar percentage of compliant general hire taxis.

Kind Regards

Paul Travers

Taxi Operator

W. Mutter

Inverclyde Council
Municipal Buildings
Clyde Square
Greenock PA15 1LY

Consultation on Training for Wheelchair Accessible Vehicle Drivers

Dear Sirs,

I, voluntarily, purchased a Peugeot E7 with a view to transporting wheelchairs, prams and other bulky goods, and from a purely personal viewpoint, to increase the business I could do with the Taxi. It did not take too long until I became totally disillusioned with the attitude of the Escorts/Nurses accompanying wheelchair bound passengers.

As a Driver, I see my duty as ensuring the wheelchair is secure, brakes on, seat belt on and floor wheel restraints fitted and a safe journey made to their destination.

I would say that 90% of the Escorts, as soon as the Taxi arrives, climb aboard, sit down and expect the driver to do everything.

These Escorts/Nurses are trained and are paid the going rate to ensure the comfort and safety of their charges. They could at least, as they know the problems of their client, assist the drivers to load the wheelchair into the taxi.

I have twice been injured, in the presence of escorts, to my physical detriment. Once when instructing a power chair user to wait until I deployed the side guard rails of the ramp she took off up the ramp at an angle resulting in the front left wheel falling off the ramp. I quickly grabbed the chair with my left arm and physically lifted the chair, passenger and all, on to the ramp and into the taxi. All while the escort sat comfortably in the back. The pain in my left arm still aches to this day.

On another occasion at Balclutha, a very large chair whose wheels were at the extremity of my ramp, containing a very large woman of approx. 20 stone in weight was left in the rain for me to manhandle. Even though it must have been very obvious I was struggling, the escort remained seated making no attempt to help. This incident resulted in my damaging my back which then became a trapped nerve in my leg.

I instructed the Taxi office to refrain from issuing Wheelchair jobs to me and it took almost three months for my leg to return to its former state.

On one occasion I stood back waiting for the escort to do something only to be told "you don't expect me to put the chair in, do you?"

I think I may speak for several of the drivers that it is not us that require instruction but the Escort/Nurses be made aware that their duties do not end when the Taxi arrives.

Bill Mutter
Inverclyde Taxis

Lindsay Carrick

From:
Sent: 21 September 2016 02:35
To: Lindsay Carrick
Subject: public consultation on mandatory training of taxi drivers of wheelchair accessible vehicles

Dear Lindsay, I am writing to object to mandatory training for wheelchairs and disability awareness for taxi drivers of wheelchair accessible vehicles. This will make it harder for owners to get shifts covered for their wheelchair vehicles as not every driver will have done the course and even more so I object to any costs being passed onto drivers. The council has more than doubled driver and operator licence fees in the last few years and the hugely inflated prices we are charged for MOTs etc are absolutely disgusting without you taking more money from us.

Regards,

Gary Wallace



Lyndsay Carrick
Senior Admin Officer
Legal & Property Services
Inverclyde Council
Municipal Buildings
Clyde Square
Greenock
PA15 1LX

17/10/2016

Dear Lyndsay,

Wheelchair Accessible Vehicles Consultation – Disability Awareness Training

With reference to the Consultation that was sent to Taxi Drivers in relation to Disability Awareness Training I am writing to respond to some of the points raised by Inverclyde Taxis's & ABC Taxis in relation to ICOD's recommendation that taxis drivers undertake Disability Awareness & Equality Training

The need for disability awareness training and Equality Training for taxi drivers was highlighted to ICOD through a number of issues that disabled passengers had raised in relation to taxi provision and service delivery.

The suggestion of Taxi drivers accessing Equality & Disability Awareness Training is not to lead to fewer wheelchair accessible taxis being available but for improved service provision and prevent discrimination for disabled passengers whether they require a Wheelchair Accessible Vehicle or a general taxi. The provision of accessible services should not only relate to Wheelchair accessible vehicles but the whole service including bookings, general taxi's ensuring that all staff within services are properly trained and treat disabled people equally and respectfully.



ICOD advocate and welcomes any training or partnership working to improve service provision for disabled people. ICOD Staff and board members have been through access audit training and have conducted a number of access audits on premises throughout Inverclyde. Staff and Board members and services users have delivered basic Disability Awareness training which covers use of language, Guiding for clients with visually impairments and practical exercise using wheelchairs and guiding. Visually impaired Guiding is delivered on an ongoing basis. This is not a nationally recognised course therefore there is no certification.

ICOD propose for Equality Training and Basic Disability Awareness training to be an integral part of service delivery ensuring that the service as a whole is not discriminating against disabled people. As this is a service commissioned by Inverclyde Council would it be possible for Inverclyde/ ABC taxi staff to access Inverclyde Council Equalities Training on the Portal.

It would be the responsibility of the service provider to ensure that those drivers required to drive more than one model of WAV are trained per model of vehicle as ICOD recognise that the safety mechanisms per vehicle varies. ICOD do not deliver moving and handling training.

ICOD service users and board members previously assisted Inverclyde Council with a practical consultations of the Peugeot vehicles, and our members response was overwhelmingly positive. ICOD proposed that these vehicles are to replace standard 4 seater taxis and NOT the existing WAV E7 fleet as a variety of transport for varying needs is required to meet the needs and demands of local disabled people.

Point 4- The fees are currently proposed on 10 drivers attending a course on Basic Disability Awareness, Language, Guiding for Visually Impaired Clients. Training would be best delivered when there is a group of 10 rather on individual basis.

Issues raised by ICOD service users are:

Difficulty getting an accessible taxi particularly in the evenings resulting in disabled people not being able to access services etc.

Considerable waiting times for pick up even when advanced bookings have been made, difficulties getting an accessible taxi especially around school times.

Taxi Operator unable to advise of how long passengers will have to wait for an accessible taxi also even when taxi has been pre booked

Taxi operators have advised that disabled passenger unable to access the accessible taxi as these are kept for larger parties.

Service users reporting that they have called for an accessible taxi and waited considerable time and are aware that there is an accessible taxi at a rank, disabled passengers feel that many taxis will not pick up sometimes due to it being a short distance.

The language and terminology used by some drivers is discriminating and offensive.

The customer service of call operator is poor.

Service users has raised the following Questions:

Are all drivers who drive WAV trained on all the vehicles as there is some inconstancy with the some drivers when using different vehicle in securing properly?

Are taxi drivers First Aid trained?

How many WAV are on the road?

How many WAV are on the road at any time?

Is there WAV provision 24hrs a day?

Why cant an estimated time of pick not be advised by controllers when a request for a WAV is made? (disabled passengers are vulnerable and have been left stranded on occasions and this deters disabled people from accessing taxis)

Are there a mixture of WAV on the road at all times ie some WAV E7 fleet ad the newer Peugeot models?

Are all drivers driving WAV trained in how they operate the ramp and secure the passengers as there seems to be some inconsistency with some drivers? And how often is this monitored or reviewed.

What plans do the local authority have to increase the equality of taxi service provision and the increase in the number of WAV on the road?

How does Inverclyde WAV provision compare to other local authorities?

Where the front taxi in a rank is not capable of taking a wheelchair users, but the one behind is, if it is legitimate for the WAV taxi to refuse to take the wheelchair user due to the queue?

Whether taxis can charge extra to cover the time loading, fitting wheelchair restraints and unloading, or whether the meter is stopped?

Rear loading WAV being blocked by other taxi's hindering access.

ICOD advocates for improved access for local disabled people to local services and feels that it would be of benefit to reduce the barriers that local disabled people their families and carers experience if basic training and awareness could be undertaken as standard.

Yours Sincerely,

Carol Kearns

Project Manager