Further to your Freedom of Information request FOI67897 please find your questions and our responses below:

1. How many incidents have been reported to Windsor and Maidenhead Council of Taxi and Private Hire Vehicle drivers refusing to carry assistance dog owners in the past five years.
2. On how many occasions Windsor and Maidenhead Council has initiated or been involved in a legal action against a Taxi or Private Hire Vehicle driver or operator due to allegations of discrimination against assistance dog owners in the past five years.
   Please breakdown the following for each case:
   a. The outcome of the case
   b. If a fine was imposed, the level of the fine

3. Does Windsor and Maidenhead Council require Taxi or Private Hire Vehicle operators or drivers they licence to undertake disability awareness training as a requirement for obtaining a licence to operate? Does this training include references to the law surrounding assistance dog owners? If guidance is issued to drivers, please provide a copy of this document.

4. Whether Windsor and Maidenhead Council has:
   a. Withdrew the licence of any Taxi or Private Hire Vehicle operators or drivers, following reports of refusing carriage or making additional charges for the carriage of assistance dog owners in the past five years.
   b. If licenses have been withdrawn for the reasons in 4a, how many? Please indicate the length of each suspension
   c. How many, if any, licenses have subsequently been reinstated on appeal

5. Whether Windsor and Maidenhead Council carries out quality assurance (through methods such as mystery shopping or conducting passenger satisfaction surveys) on Taxi or Private Hire Vehicle operators or drivers, to determine they are meeting their obligation to not discriminate against passengers with disabilities, specifically including assistance dog owners.

6. Outline the requirements and procedures Windsor and Maidenhead Council maintains for Taxi or Private Hire Vehicle drivers to gain an exemption from carrying assistance dogs in their vehicle on health grounds.

Response

1. None
2. None
3. All drivers are required to pass the DSA test for taxi/private hire drivers
4. a. No b. No c. None
5. No
6. Drivers can apply in writing with a supporting note from a G.P.

If you are unhappy with the information we have provided in response to your request please write to:

   Information Management Team Manager  
   Royal Borough of Windsor & Maidenhead  
   Town Hall, St Ives Road  
   Maidenhead  
   SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

   http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

**David Davies**  
Information Management Officer  
Legal Department  
Corporate Directorate  
Royal Borough of Windsor & Maidenhead  
Town Hall, St. Ives Road  
Maidenhead SL6 1RF