



Further to your information request FOI/EIR 25/26-340, please find your question and our response below.

Request:

For the whole of the south and east Cambridgeshire taxi- and private-hire licensing district, including all city, suburban, and rural areas/villages covered by your authority, please provide the following for the last three calendar years (2022, 2023, 2024) and, if readily available, year-to-date 2025:

- 1) Complaints – counts by category (and total):
 - a) Refusal or failure to transport wheelchair users
 - b) Refusal or failure to transport assistance-dog users
 - c) Failure to provide reasonable assistance (e.g., loading/unloading wheelchairs, securing equipment)
 - d) Alleged overcharging of disabled passengers
 - e) Long wait / no accessible vehicle available (including rural locations)
 - f) Other disability-related complaints (please list categories if used)

For each category above, please also state how many were:

- Upheld or resulted in enforcement action; and
- Not upheld / no action taken.

2) Licensing context:

- a) The number of Wheelchair Accessible Vehicles (WAVs) currently licensed (hackney + private hire), by year
- b) The total number of active licensed taxi/private-hire drivers, by year
- c) If possible, a split between city and rural drivers/vehicles, or please confirm if not recorded.

3) Training & enforcement policy:

- a) Whether disability-awareness / assistance training is mandatory for licensed drivers, and details of the current policy/training specification if so.
- b) Any enforcement or penalty policy applied when drivers refuse wheelchair users or assistance-dog passengers.

Response:

- 1) 2022 – Six, 2023 – Four, 2024 – Three

- a) Zero
- b) Zero
- c) Zero
- d) One in 2024
- e) Zero
- f) Zero

- Warnings given to the six in 2022, Warnings given to the four in 2023, One warning and two revocations in 2024, one for a complaint of inappropriate behaviour and one for overcharging a vulnerable passenger with a disability.

2)

- a) We only have the current count which is 146 as of 14th October.
- b) We only have the current count which is 1782 as of 14th October.
- c) Not recorded, we do not have zones.

3)

- a) Disability awareness training is mandatory for all hackney carriage and standard private hire drivers. They all watch a disability awareness video and answer a knowledge test including questions on disability awareness.
- b) We have a standard enforcement policy to deal with all enforcement issues, but we take an extremely tough stance on any refusals to carry assistance dogs, wheelchairs and where a driver fails to provide reasonable assistance

This concludes your request FOI/EIR 25/26-340.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.