

Response to Request for Information

Reference FOI 001457
Date 29 August 2017

Private Hire Taxi Drivers

Request:

Please treat this as a request under the Freedom of Information Act. I am seeking information concerning taxi and private hire drivers and the Equality Act 2010.

I would like to know:

- How many taxi and private hire drivers within your authority have been fined, prosecuted or had their licences revoked from 6 April 2017 to the present day for being in breach of the newly amended Equality Act 2010, which states taxi drivers will face a fine of up to £1,000 if they refuse to transport wheelchair users or attempt to charge them extra <https://www.gov.uk/government/news/law-change-demands-equal-treatment-for-disabled-taxi-users>. Please specify the action taken and the date on which the action occurred. Nil
- I would also like to know how many complaints have been made to your authority specifically in relation to this legislation from 6 April 2017 to the present day. Please specify the nature of the complaint and the date of the complaint. Nil
- I would also like to know how many complaints have been made to your authority – from September 2015 to the present day – about drivers on the issues of discrimination against the disabled, overcharging disabled passengers and providing assistance to the disabled. Please specify the nature of the complaint and the date of the complaint
[In response to your question we can confirm that the City of Wolverhampton Council cannot supply the information you have requested for the reasons set out below.](#)

[Section 17 of the Freedom of Information Act 2000 requires City of Wolverhampton Council, when refusing to provide such information \(because the information is exempt\) to provide you, the applicant with a notice which:](#)

- [\(a\) states the fact,](#)
- [\(b\) specifies the exemption in question and](#)
- [\(c\) states \(if that would not otherwise be apparent\) why the exemption applies:](#)

In relation to your particular request the following exemption applies:

Section 12 - Exemption where cost of compliance exceeds appropriate limit

We can confirm that the Council holds information falling within the description specified in your request. However, Section 12 of the Freedom of Information Act 2000 allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Freedom of Information.

The Regulations provide that the appropriate limit to be applied to requests received by local authorities is £450 (equivalent to 18 hours of work). In estimating the cost of complying with a request for information, an authority can only take into account any reasonable costs incurred in:

- (a) *Determining whether it holds the information,*
 - (b) *Locating the information, or a document which may contain the information,*
 - (c) *Retrieving the information, or a document which may contain the information,*
- and*
- (d) *Extracting the information from a document containing it.*

For the purposes of the estimate the costs of performing these activities should be estimated at a rate of £25 per hour.

The information appertaining to this question is not easily accessible and as such this information is not held as a distinct set able to be retrieved or reported on. Our back office system does not segregate disabled complaints from any other type of complaints. To get the information would require a full scale look into all individual complaints. This would be a manual exercise and as such we believe that the aggregated time it would take to collate the information would be in excess of 18 hours (equivalent to a notional cost of £450).