

Agenda item 4: Inclusive Service Plan – Wangari Njiiri, Environmental Health and Licencing Support Team Leader

Why is this paper coming here?

The issue of access to Taxi's and Private Hire vehicles, specifically access to Wheelchair Accessible Vehicles was previously raised as a concern at the Equalities Panel. (The Equalities Panel was in existence before the Inclusion and Equity Panel and was an independent body providing feedback on equality implications of the council's work.) In response to this, and other areas of concern raised, officers have taken steps to understand the concern, explore options, and put forward a series of recommendations included in the Inclusive Service Plan.

Summary

The Inclusive Service Plan (ISP) has been developed with regard to the Department for Transport's Taxi and Private Hire Vehicle Licensing Best Practice Guidance (November 2023), the Council's Taxi and Private Hire Licensing Policy, the Equality Act 2010, and statutory taxi and private hire standards.

The Inclusive Service Plan supports the Council's vision of "One Cambridge, Fair For All". It sets out a framework to support the delivery of an equitable, dignified, safe, reliable, and inclusive taxi and private hire service for all, including wheelchair users and people with visible and non-visible disabilities, throughout Cambridge.

What is being asked of the Inclusion and Equity Panel?

The Panel is asked to consider the proposed Inclusive Service Plan and respond to the 4 questions posed by the Licencing Support Team Leader. These questions are:

1. Do you think the ISP will support work needed for an inclusive service?
2. Based on your experience or knowledge as Panel members, are there any areas you recommend that officers explore as part of the ISP.
3. Is annual monitoring sufficient?
4. When completing a review on actions would the Inclusion and Equity Panel want to receive a report?