



Private Hire Driver Assessment

As part of the Private Hire Driver Course you will complete two components – an English & Maths assessment and the Knowledge Course and assessment.

The **English and Maths assessment** will ensure your communication, literacy and numeracy skills meet the basic requirements set out by Bolton Council. This assessment is 1.5 hours in duration.

Candidates who do not have English as a first language will be required to demonstrate they have an English speaking, reading and writing level of **ESOL Entry 3**.

An Entry 3 speaker is a modest speaker who responds and maintains straightforward interaction quite well. They can talk about past, present and future, showing some command of the appropriate tenses and some modal verbs. They have more than a basic range of vocabulary.

At this level literacy skills are adequate. Candidates can write a paragraph, well enough organised for the development of ideas to be followed most of the time. There is some awareness of past, present and future tenses and use of compound sentences with common conjunctions. There may be some errors in grammar and vocabulary. There should be correct spelling of personal details and most common words.

If you fail the English and Maths assessment you will not be allowed to progress on to the Knowledge Course and assessment and you will have to re-book both assessments at the cost of £110.

Please note the £110 charge is a fixed fee that applies to all applicants.

If you fail an assessment we strongly advise applicants to wait a minimum of 6 months before resitting. You should spend that time working on improving your maths, English and/or Knowledge skills. We advise this so you are not wasting your enrolment fee rebooking assessments which you are not prepared for.

We have a zero tolerance policy of cheating. Learners who are caught cheating will receive a 1 year ban from taking assessments.

During the **Knowledge Course and assessment** you will look at:

1. The Compulsory Section (you must get 10/10 to pass)
2. The Law and Conditions related to driving a Private Hire Vehicle (8/10 to pass)
3. The Highway Code (8/10 to pass)
4. Customer Care (8/10 to pass)



5. Points of Interest (9/15 to pass)

Before you attend the course you are expected to read the Highway Code and you must have an awareness of the Bolton area. For example, you must be aware of:

- Places of interest
- Places of transport
- Places of entertainment
- Places of education
- Places of health
- Places for shopping
- Public buildings
- The main streets and roads around Bolton.

The knowledge session is 3.5 hours in duration, where the teacher will deliver a course for the first 2.5 hours and then you will complete an assessment in 1 hour and 10 minutes to demonstrate you have the required knowledge Bolton Council expects from you. You will answer 40 multiple choice questions about the Law and Conditions related to working as a Private Hire Driver, Customer Care and the Highway Code. The first section is compulsory and you must get 10/10 to pass. For the Points of Interest assessment you must show you have an awareness of places around Bolton. All assessments are double marked to ensure accuracy.

If you fail any part of the Knowledge Course assessment you will be required to sit the whole Private Hire Driver Knowledge Course again at a cost of £110.

You must bring your passport, any other travel documents (residence permits etc.) you have **and** driving licence to both sessions. If you are here on a spouse visa then you must also bring your spouse's passport.

If you are absent for any component you will not receive a refund.

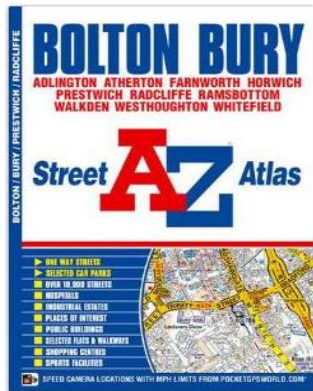
You may find these websites useful to practice your literacy and numeracy skills:

Literacy: <http://www.bbc.co.uk/skillswise/english>

Numeracy: <http://www.bbc.co.uk/skillswise/maths>

If English is not your first language there are many useful language websites. For example:

www.esolcourses.com www.manythings.org



- Study this document before you attend the PHD/Hackney knowledge course.
- Look these places up in the Bolton Bury A-Z.
- During the Points of Interest part of your assessment you will be shown 2 photographs of places to identify and given 3 names of places in and around Bolton for you to provide the street name and map grid reference.

Health Centres	Address
Brightmet Health Centre	Brightmet Fold Lane, BL2 6NT
Watersmeeting Health Centre	Waters Meeting Road, Bolton, BL1 8TT
Pikes Lane Health Centre	Deane Road, BL3 5HP
Lever Chambers Centre for Health	27 Ashburner St, BL1 1SQ
Tonge Moor Health Centre	Thicketford Road, BL2 2LW
Great Lever Health Centre	Rupert Street, BL3 6RN
Bolton One	Moor Lane, BL3 5BN
Royal Bolton Hospital	Minerva Road, BL4 0JR
BMI Beaumont Hospital	Old Hall Clough/ Chorley New Rd BL6 4LA
Bolton Health Centre	21 Rupert Street, BL3 6PY
Bolton Diabetes Centre	Chorley St, BL1 4AL
Crompton Health Centre	Crompton Way, BL1 8UP
Halliwell Health and Children's Centre	Aylesford Walk, BL1 3SQ
Hulton Centre for Health	Linnyslaw Close, BL3 4WL
Egerton and Dunsar Health Centre	Darwen Road, BL7 9RG
Avondale Health Centre	Avondale Street, BL1 4JP

Public places / Education	Address
Bolton College (main campus)	Deane Road, Bolton. BL3 5BG
The University of Bolton (main campus)	Deane Road, Bolton. BL3 5AB
Bolton Sixth Form College	Deane Road, Bolton. BL3 5BG
Essa Academy (secondary school)	Lever Edge Lane, Bolton. BL3 3HH
Little Lever school (secondary school)	Church Street, Little Lever, Bolton. BL3 1BT
Canon Slade School (secondary school)	Bradshaw Brow, Bolton. BL2 3BP
Ladybridge High School (secondary school)	New York, Bolton. BL3 4NG
Sharples School (secondary school)	Hill Cot Road, Astley Bridge, Bolton. BL1 8SN
Bolton St Catherine's Academy (secondary school)	Stitch-Mi-Lane/Newby Road, Harwood. Bolton. BL2 4HU
Bolton School (junior, secondary and sixth form)	Chorley New Road, Bolton. BL1 4PA.
Turton School (secondary school)	Bromley Cross Road, Bromley Cross. Bolton. BL7 9LT
Bolton Council buildings	Howell Croft. Bolton BL1 1US
Overdale Crematorium	Chorley New Road. BL1 5BU.
Castle Hill Centre	Castleton Street, BL2 2JW
Farnworth Town Hall	Market St, BL4 7PD
Bolton Registry Office	Merehall Street, BL1 2QT
Brownlow Fold Community Centre	Eskrick St, BL1 3EF
Heaton Cemetery	Gilnow Road, BL1 4LH
Farnworth Cemetery	Cemetery Road, BL4 7QY
Tonge Cemetery	Cemetery Road, BL2 6AG

Shopping	Address	Restaurants	Address
PC World Bolton (Not Middlebrook)	Bolton Gate Retail Park/Turton St, BL1 2SP	San Marco	Blackrod, Bolton. BL6 5HX.
Currys (Not Town Centre/Middlebrook)	Bolton Gate Retail Park/ Turton St, BL1 2SP	La Salsa	54 Bridge Street, Bolton. BL1 2EQ
Toys R US	Trinity Retail Park, BL2 1HY	The Chinese Buffet	32 Bridge Street, Bolton. BL1 2EH.
Bolton Market	Ashburner St, BL1 1TJ	Nam Ploy Thai restaurant	99 Chorley Old Road. Bolton. BL1 3AS.
Market Place	Market Place Shopping Centre, BL1 2AL	Turo's Steak House	Marsden House, Marsden Road, BL1 2JT
TK Maxx	Bolton Shopping Park, Trinity St, BL3 6DH	Thai Kitchen – Henighans Bottom Bull	1043 Bury Road. Broughton. Bolton BL2 6PY
Sainsburys (Town Centre)	Bolton Shopping Park, Trinity St, BL3 6DH	Nick's Restaurant	162 Chorley Old Road. Bolton. BL1 3BA.
Morrisons (Town Centre)	Blackhorse St, BL1 1QP	Retreat Grill bar and restaurant.	319-312 Chorley New Road. Bolton. BL1 5BG
Morrisons (in Heaton)	Mornington Road, BL1 4EU	Room Four Dessert	Deane Road, Bolton, BL3 5DL
Iceland	Manchester Road, BL2 1HQ	Nando's (not Town Centre)	Middlebrook retail park. BL6 6JA.
ASDA Farnworth	Brackley St, BL4 9DT	Pizza Express	8 - 12 Wood Street. BL1 1DY
ASDA Burnden Park	Manchester Road, BL3 2QS	Sizzling Palate	20-22 Bradshawgate, Bolton. BL1 1DG
ASDA Horwich	The Linkway, BL6 6JA	India Gate	876 Bradshaw Road, Bolton. BL7 0HR
Morrisons (Broughton)	Bury Road, BL2 6QT	The Tavern Fayre	761 Wigan Road, Bolton BL3 4RH
Tesco Superstore (Farnworth)	Long Causeway, BL4 9LS		
Tesco Horwich Extra	Mansell Way, BL6 6JS		
Staples	Trinity Retail Park, BL2 1HY		
Hobbycraft	Bolton Gate Retail Park/ Turton St, BL1 2SP		
Dunelm Mill	Bolton Gate Retail Park/ Turton St, BL1 2SP		
B&Q	Bolton Gate Retail Park/ Turton St, BL1 2SP		
DFS Sofas	Middlebrook Retail Park, BL6 6JA		
Furniture Village	Middlebrook Retail Park, BL6 6JA		
Homebase	Middlebrook Retail Park, BL6 6JA		
Laura Ashley	Middlebrook Retail Park, BL6 6JA		
Smyths Toy Store	Middlebrook Retail Park, BL6 6JA		
Argos Extra (in the town centre)	Bridge St, BL1 2EH		
Argos Extra (not Town Centre or Trinity St)	Middlebrook Retail Park, BL6 6JA		
Beales Department Store	Deansgate, BL1 1HE		
Prestons of Bolton	Deansgate, BL1 1HE		
Manchester Superstore	Cannon Street, BL3 5BH		

Leisure/hotels/gyms/golf/parks	Address
Bolton Whites Hotel	De Havilland Way, Bolton. BL6 6SF
Britannia Bolton Hotel	Beaumont Road. BL3 4TA
Travelodge	River Street, Bolton. BL2 1BX
Holiday Inn Bolton Centre	1 Higher Bridge Street, Bolton. BL1 2EW.
Last Drop Village Hotel and Spa	Haydock Lane, Bolton. BL7 9PZ.
Bolton Excellency Centre	8 Carlton Street, Bolton. BL2 1BT
Packhorse Hotel	Nelson Square, Bolton. BL1 1DP
Leverhulme Park	Long Lane, Bolton. BL2 6EB
Queen's Park	Chorley New Road, Bolton.
Jumbles County Park	Off Bradshaw Road, Bolton. BL2 6EJ
Moses Gate Country Park	Hall Lane, Farnworth, Bolton. BL4 7QS
Cineworld Bolton	15 Eagley Brook Way. Bolton. BL1 8TS
Dunscar Golf Club	Longworth Lane, Bromley Cross.BL7 9QY
Bolton Golf Club	Chorley New Road. Bolton. BL6 4AJ.
Bolton Albert Halls	Victoria Square, Bolton. BL1 1SA.
Grosvenor Casino	Moor Lane. Bolton
Bolton Museum	Le Mans Crescent, BL1 1SE
Octagon Theatre	Howell Croft, BL1 1SB
Cineworld	Eagley Brook Way, BL1 8TS
Vue Cinema	Middlebrook/the Linkway, BL6 6HJ
Hollywood Bowl	Middlebrook/the Linkway, BL6 6HJ
Mecca Bingo	Ormrod Road, BL3 5DG
Helio Fitness	Manchester Road, BL2 1HB
David Lloyd Gym	Chorley Street, BL1 4AL
Xercise4less Gym	Manchester Road, BL2 1HQ
Total Fitness	Waters Meeting Road, BL1 8TT
Virgin Active	The Valley/Eagley Brook Way, BL1 8TS
Bolton Arena	Arena Approach, BL6 6LB
DW Fitness	Burnden Park/Manchester Road BL3 2NE
Astley Bridge Cricket Club	Moss Bank Way, BL1 6PZ
Heaton Cricket Club	Church Road, BL1 5RH
The Bolton Cricket club LTD.	Green Lane, , BL3 2JB
Tonge Cricket Club	Tonge Moor Road, BL2 3BJ
Westhoughton Cricket Club	Cappaddocia Way, BL5 2GG
Eagley Cricket Club	Blackburn Road, BL7 9PF

Police stations	Address
Bolton Central Police Station	Scholey Street, Manchester Road,BL2 1HX
Astley Bridge Police Station	Crompton Way , BL1 8UN
Horwich Police Station	Burnden Way, Horwich, BL6 6JW

Transport	Address
Bolton main bus station	Newport Street, Bolton, BL2 1BE.
Bolton main train station	Trinity Street, Bolton. BL2 1BE.
Hall I' th' Wood Railway Station	Crompton Way, Bolton. BL1 8UF
Farnworth Railway Station	Railway Street, Bolton. BL4 7QZ
Moses Gate Railway Station	Bolton Road, Farnworth. BL4 7LT
Horwich Parkway Railway Station	Arena Approach, Bolton. BL6 6LB

GUIDE
DOGS



**Access to taxis and minicabs
for guide dog owners**

and other blind and partially sighted people

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This document provides information relating to access for guide dog owners to taxis and minicabs.

It sets out the legislative duties that drivers and operators have under the Equality Act 2010, or Disability Discrimination Act (DDA) 1995 in Northern Ireland, which specifically requires drivers to carry guide dogs (and other assistance dogs) at no extra cost. Further, that the driver or operator must not treat the guide dog owner less favourably because of their impairment.

It describes that there may be occasion for an individual driver to hold an Exemption Certificate which relates to a specific medical condition but that it is not acceptable to refuse carriage due to religious or cultural beliefs (a view that is supported by the Muslim Shariat Council).

A guide dog owner equally has responsibilities to ensure that the dog is clearly an assistance dog, through use of a harness and / or identification card.

The document goes on to provide tips and advice for drivers, operators and licensing authorities on communicating and dealing with bookings for guide dog owners, as well as recent legal cases in this area and contact details for more information.

Introduction

The Guide Dogs for the Blind Association (Guide Dogs) aims to enhance the mobility, independence and quality of life of blind and partially-sighted people by providing guide dogs and other services.

Guide dogs are working animals, not pets, and their owners rely on them for both independence and mobility. Guide dogs have up to two years of intensive training and are monitored closely throughout their working lives. In addition, guide dog owners are given training on how to maintain the extremely high standards of grooming which the dogs require, and the dogs are checked regularly by vets.

In terms of travel, guide dogs are trained to sit at their owner's feet at all times, not to bother other people and not to climb on seats.

Taxis and minicabs (private hire vehicles or PHVs) are a vital link in the accessible transport chain and it is important that disabled people who use guide and any other registered assistance dogs, have confidence that they can hire a taxi or book a minicab which will carry them and their dog at no extra charge.

Taxi and minicab drivers and vehicles, and minicab operators, are licensed by the local authority licensing department or in London by Transport for London. The main difference between taxis and minicabs is that licensed taxis can be hailed on the street, picked up at ranks or pre-booked, but you can only pre-book minicabs. Minicabs must be run by a licensed operator.

What the law says

Disabled people including guide dog owners and other blind or partially sighted people have important rights under the Equality Act 2010, or Disability Discrimination Act (DDA) 1995 in Northern Ireland (as extended by the Disability Discrimination (NI) Order 2006 (DDO)). The Equality Act 2010 consolidates and replaces previous discrimination legislation including the Disability Discrimination Act in England, Wales and Scotland.

Duty to carry guide and assistance dogs

The Equality Act 2010, and the DDA 1995 in Northern Ireland, place a duty on taxi and minicab (private hire) drivers to carry guide and other assistance dogs at no extra cost. Drivers that cannot carry assistance dogs will carry a certificate of exemption confirming they have permission to refuse on medical grounds.

Sections 168 to 171 of the Equality Act 2010 deal with the carriage of guide dogs and other assistance dogs and England and Wales. (In N Ireland the provisions are in Section 37 of the DDA 1995. The requirements are effectively the same.)

Taxis

Taxi drivers must (unless they have a medical exemption):

- carry the assistance dog and allow it to remain with their owner
- not charge extra for carrying an assistance dog

Minicabs

Minicab or private hire vehicle drivers (unless they have a medical exemption):

- Must carry the assistance dog and allow it to remain with their owner
- Cannot refuse a booking, or to carry out a booking, due to someone having an assistance dog with them
- Cannot charge extra for carrying an assistance dog

Duty to provide a reasonable service

As well as the duty to carry assistance dogs, taxi and minicab drivers must also ensure that they do not discriminate against a person because of their disability including vision loss. They must not treat a disabled person less favourably or fail to make a reasonable adjustment to their service.

Reasonable adjustments may include:

- The driver guiding a blind or partially sighted customer to the vehicle, and assisting with entry into the vehicle. At the customer's destination, assisting the customer to exit from the car and guiding them to a safe location/destination point before departing.
- The taxi or minicab firm having a standard training programme to include disability awareness for all drivers and booking staff.

Exemption certificates

A driver can get an exemption certificate if they have a medical condition that is made worse by contact with dogs, such as severe asthma. Exemption certificates are issued by the licencing authority - having a certificate means that the driver doesn't have to carry an assistance dog.

A driver who has been given an exemption must display a yellow 'Notice of Exemption' notice on the windscreen of their vehicle. The front of the notice will have the letters 'ED' (Exemption Dogs) and will show the driver's licence number.

Local Authorities should consider having a clearly defined tactile symbol on exemption certificates, as in Aberdeen City Council. This assists blind and partially sighted people to identify a genuine certificate.

There are no exemptions from the carriage of guide dogs for taxi or minicab operators. An exemption certificate is specific to a named driver of a specified vehicle. The certificate should not be left in a vehicle when the named driver is not using it. It is recommended that operators ensure they have drivers available who are not exempt from carrying assistance dogs.

Religious considerations

Guide dog and other assistance dog owners should not be refused access to taxis or minicabs on religious grounds:

Religious or cultural beliefs have often been cited as a reason for refusal to carry guide dogs and other assistance dogs by taxi. **However, it should be noted that there is a legal requirement to accept the carriage of guide dogs and other assistance dogs and such beliefs are not a defence against non-compliance.**

“However, this is a sensitive aspect of the access issue and tact should be used by all involved. The Muslim Shariat Council have clarified that Muslims should accept assistance dogs in their businesses.” (EHRC, 2013)

That position has also been confirmed by the Public Carriage Office (PCO) which is responsible for taxi and PHV licensing in London:

“Guidance from the Muslim Shariat Council in 2002 confirmed that trained assistance dogs may accompany disabled people in taxis and private hire vehicles managed or driven by Muslims. The Council’s guidance helps to clarify religious law and prevent any possible conflict with secular law.” (PCO Notice 01/06)

Advice for guide dog owners

Your responsibility

Taxi and minicab drivers have been told how to identify guide and assistance dogs. This is why guide dogs should wear a harness and other assistance dogs a jacket with the name of the charity that trained them. If an identification card was issued for the dog, this should also be carried.

Dogs should remain on the floor and under control at all times. If your dog causes any damage to the vehicle, the driver could ask you to pay for it.

Reporting problems

You should report any problem or refusal to carry your dog. You can report such problems to your local licensing authority. Contact details can be found at the end of this document.

Advice for drivers: How to communicate with vision-impaired people and provide sighted guidance

- When addressing a blind or partially-sighted person, speak to the person, not their guide dog, and tell them who you are.
- Ask the vision-impaired person what assistance is needed before making assumptions as to what might be required.
- When picking up a blind or partially-sighted person from home or other premises, you should knock on the door, or enter the premises, to announce your arrival. It is helpful to know the customer's name.
- If the vision-impaired person asks to be guided to your vehicle, stand by the person's side and allow them to take hold of your arm/elbow in order for you to guide them along. Do not take hold of them and drag or push them in a particular direction.
- Remember to tell the person where you are going and what obstacles or hazards might be approaching. Tell them in advance about doors opening towards or away from them and about steps, kerbs or slopes going up or down to allow them time to adjust to their surroundings. This will help prevent accident and injury.
- On arrival at the vehicle, inform the passenger of the type of vehicle and which direction it is facing. Using your guiding arm, reach for the door handle and allow the person you are guiding to slide their hand down your arm and get hold of the handle. They will then hold the door and enter the car themselves. Ensure both the dog and passenger are safely in the car before closing the door.
- If you are guiding a person with a guide dog, stand by the person's right-hand side (usually the guide dog will be on the left) and adopt the same procedure as above. Do not take hold of the dog's lead or harness and, if the owner tells the dog to do something, do not interfere as this may confuse the guide dog.
- Once inside the vehicle, you should offer to help the passenger with the seat belt, and not set off until the passenger is seated and secure.
- If you have been hired to carry a guide dog owner, ask the passenger where they would prefer their dog to be. In purpose built taxis the dog will travel in the passenger cabin with the owner. In saloon cars guide dogs are normally trained to lie in the front passenger footwell, between the feet of their owner.

- If air bags are fitted to both the passenger and driver's side front panel, it is essential that if guide dogs are carried in the front footwell they are lying down at all times. You should let the vision-impaired person know if that applies. If the front footwell is not large enough to accommodate the dog, the guide dog owner should be advised to travel in the rear of the vehicle with the dog in the footwell behind the front passenger seat. The front passenger seat should be pushed forward to make space for the dog. In an estate car, if the guide dog owner is in agreement, the dog may travel in the boot space.
- During the journey, the passenger should be informed about any delays, or deviations to the route that he or she might have expected to take.
- Upon arrival at the passenger's destination, inform the passenger of the location, offer to assist the passenger to exit the vehicle and guide them to a safe location before leaving.
- Drivers should clearly inform the passenger of the fare or meter reading. (A 'talking meter' is recommended.) When giving change, it is important to count out coins and notes into the passenger's hand.

Advice for Operators

- Where vehicles are pre-booked it is advisable for the operator to check what will be required. This information will help the driver and the guide dog owner.
- Ask the person booking to confirm that they will be travelling with a guide dog if they have not already done so.
- Tell the driver of the vehicle that he/she will be carrying a guide dog.
- Inform the passenger which driver will be collecting them and ask the driver to introduce themselves to the passenger.

Advice for Licensing Authorities

- Raise awareness among drivers and operators of the requirement to carry guide and assistance dogs, and of the training and hygiene standards of these dogs. Where relevant, include details of these requirements in the guidance issued to drivers and operators.
- Monitor exemptions on medical grounds to ensure there are sufficient taxis and minicabs available throughout the area who can carry assistance dogs.
- A number of organisations offer awareness training tailored for taxi and private hire drivers. A good starting point is the Disabled Persons Transport Advisory Committee. They have published a report called 'Making private hire services more accessible to disabled people - a good practice guide'. It contains information on how to set up a training scheme, examples of best practice and details of some training providers.

This information booklet is purely for guidance purposes. Please tell your local Guide Dogs mobility team when you encounter an access refusal so we can advise you on next steps to take.

Useful publications

'Assistance dogs – A guide for all businesses'

(EHRC, 2013)

www.equalityhumanrights.com/publication/assistance-dogs-guide-all-businesses

'Transport if you're disabled:

4. Taxis and minicabs

www.gov.uk/transport-disabled/taxis-and-minicabs

Guidance to local authorities and operators on provisions in the Equality Act in respect of taxis.

Department for Transport

www.gov.uk/government/publications/guidance-to-local-authorities-and-operators-on-provisions-in-the-equality-act-in-respect-of-taxis

Civic Government

(Scotland) Act 1982

An Act to make provision as regards Scotland for the licensing and regulation of certain activities including taxis and minicabs.

www.legislation.gov.uk/ukpga/1982/45

Northern Ireland:

www.nidirect.gov.uk/travelling-with-guide-dogs

'Making private hire services more accessible to disabled people: A good practice guide for Private Hire Vehicle operators and drivers'

(Disabled Persons Transport Advisory Committee (DPTAC))

www.docstoc.com/docs/27462062/Making-private-hire-services-more-accessible-to-disabled-people-A

'Guide and Assistance Dogs' Private Hire News

issue 63 Autumn 2013

www.lphca.co.uk

Contact details for Guide Dogs

For further information, please contact Guide Dogs

Guide Dogs,
Hillfields, Burghfield Common,
Reading, RG7 3YG.

Telephone: 0118 983 5555

Fax: 0118 983 5433

Email: guidedogs@guidedogs.org.uk

Website: www.guidedogs.org.uk/accessallareas

List of useful contacts - For information:

Equality and Human Rights Commission

Website: www.equalityhumanrights.com

Government Transport Information

Website: www.gov.uk/transport

List of useful contacts - For advice:

The Equality Advisory and Support Service

was commissioned by Government in 2012 to replace the EHRC Helpline, which is now closed

Telephone: 0808 800 0082

Textphone: 0808 800 0084

Website: www.equalityadvisoryservice.com

Post: FREEPOST Equality Advisory Support Service FPN4431

Opening hours:

09:00 to 20:00 Monday to Friday

10:00 to 14:00 Saturday

closed on Sundays and Bank Holidays

List of useful contacts - For legal advice and support:

RNIB Helpline

Telephone: 0303 123 9999

Email: helpline@rnib.org.uk

Website: www.rnib.org.uk

Law Centre Network

The Law Centre Network is unable to give advice, but can help you find a local Law Centre that can:

Website: www.lawcentres.org.uk

To report a problem with a taxi or minicab:

Local Licensing Authority

Website: www.gov.uk/find-your-local-council

London Website: www.tfl.gov.uk/corporate/useful-contacts/?cid=pp022#page-link-taxis-and-private-hire-including-minicabs

Northern Ireland Website: www.nidirect.gov.uk/making-a-complaint-about-a-taxi-or-private-hire-service

Assistance Dogs

The information provided in this booklet about access for guide dogs and their owners, also applies to other registered assistance dogs.

Assistance Dogs (UK)

C/o Hearing Dogs for Deaf People
The Grange
Wycombe Road
Saunderton
Princes Risborough
Buckinghamshire
HP27 9NS

Phone: 01844 348 100

Fax: 01844 348 101

Website: www.assistancedogs.org.uk

Assistance Dogs UK Member Organisations

The seven registered charities that form Assistance Dogs (UK) are:

- Guide Dogs
- Hearing Dogs for Deaf People
- Dogs for the Disabled
- Canine Partners
- Support Dogs
- Dog A.I.D
- Medical Detection Dogs

Information and contact details for individual organisations available from Assistance Dogs UK

Website: www.assistancedogs.org.uk/member-organisations



Registered office:

Hillfields, Burghfield Common, Reading RG7 3YG

Website: www.guidedogs.org.uk

Email: guidedogs@guidedogs.org.uk

Telephone: 0118 983 5555

The text of this document is available on request in Braille, audio, large print and electronic formats.

The information given in this document was correct at the time of printing. This document provides basic information and is not a substitute for legal advice.

The information provided in this booklet about access for guide dogs and their owners, also applies to other registered assistance dogs.