



Disability Equality

LGA Taxi Licensing Conference – North East

Gateshead Civic Centre

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What the law says

The Equality Act 2010 - Section 168 / 170

“The driver must -

- (a) carry a disabled persons assistance dog
- (b) not make any additional charge for doing so”



but still...



3 in 4 assistance
dog owners have
been refused
access

What can you do?

- Ensure all drivers undertake Disability Equality Training, as a condition of their Licence
- Implement taxi and PHV policy - assistance dogs
- Make exemption certificates tactile

Disability Equality Training

- Content

Different
disabilities

Legal
Obligations

Assistance
dogs

How to use
equipment

- Low costs (£15-£30 per driver)
- Different options for delivery -
Newcastle Disability Forum.
- Highly positive feedback

Taxi and PHV Policy

- Enforcement Policy
 - Zero tolerance
 - Mystery shopping
 - Disability equality training
- Medical Exemption Certificates



Tactile Exemption Certificates

- Braille not necessary – a raised or embossed “E” is sufficient
- £20 for 20 prints

TAXI DRIVER

 ABERDEEN
CITY COUNCIL

ASSISTANCE DOGS EXEMPTION

ABERDEEN CITY COUNCIL **E**

TD LICENCE No.

VALID TO

SIGNATURE



Questions?

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