



# Disability Equality

LGA Taxi Licensing Workshop  
Park Inn Hotel, Telford  
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@GDcampaigns



# What the law says

## The Equality Act 2010 - Section 168 / 170

“The driver must -

(a) carry the disabled person’s dog ...

(b) not make any additional charge for  
doing so”



but still...



3 in 4 assistance  
dog owners have  
been refused  
access



# Carol Twigg

Guide Dog Owner

# What can you do?

- Require Disability Equality Training
- Implement taxi and PHV policy - assistance dogs
- Make exemption certificates tactile



require

# Disability Equality Training

- Locally: a third of licencing authorities currently require disability equality training
- Nationally:
  - Transport Select Committee
  - Law Commission
  - HoL Equality Act Committee
  - Andrew Gwynne MP's Private Member Bill



require

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# Disability Equality Training

- Content

Different  
disabilities

Legal  
Obligations

Assistance  
dogs

How to use  
equipment

- Low costs (£15-£30 per driver)
- Different options for delivery
  - Example: Diversiti
- Highly positive feedback





require

## Disability Equality Training

**“I’m really pleased I came to the training, every driver should do it.”**

**Diversiti Trainee**

- Highly positive feedback



implement

# Taxi and PHV Policy

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



use

# 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 ?

Thank you for your attention!

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