



Disability Equality

Engagement Officer

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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



Cheryl and Thelma

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

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: Diversity
- Highly positive feedback



require

Disability Equality Training

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

Diversity 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
- Guide Dogs are currently working on these.

TAXI DRIVER

 ABERDEEN
CITY COUNCIL

ASSISTANCE DOGS EXEMPTION

ABERDEEN CITY COUNCIL **E**

TD LICENCE No.
[Redacted]

VALID TO
[Redacted]

SIGNATURE
[Redacted]

Questions ?

Thank you for your attention!

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