

Passengers with Disabilities - Assistance Dogs

The Equality Act 2010 received Royal Assent on 8 April 2010. In particular, sections 160 to 173 of the Act will affect the hackney carriage and private hire trade. Sections dealing with assistance by drivers to wheelchair users and the carriage of assistance dogs, replicating the previous duties under the Disability Discrimination Act 1995 came into effect in October 2010.

From 6 April 2017 drivers of taxis and private hire vehicles designated by the licensing authority as being wheelchair accessible must comply with the requirements of Section 165 of the Equality Act 2010, unless they have been issued with an exemption certificate.

Section 166 allows licensing authorities to exempt drivers from duties of assisting passengers in wheelchairs if they are satisfied that it is appropriate to do so on medical grounds or because the driver's physical condition makes it impossible or unreasonably difficult for him or her to comply with the duties. If you wish to apply for an exemption please contact the Licensing Team for an application.

Section 167 relates to duties imposed on the Licensing Authority to provide a list of wheelchair accessible hackney carriages and private hire vehicles.

Section 168-171 relate to the carriage of assistance dogs. Where exemptions to carry guide dogs etc. have already been made by us under the Disability Discrimination Act 1995, they will continue to have effect as though they had been made under the Equality Act 2010. Drivers already exempt do not need to do anything to continue with their exemption. If you wish to apply for an exemption please contact the Licensing Team for an application.

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