

# Licensing Authorities' Briefing

Train the Trainer  
Taxi Modules



# Licensing Authorities' Briefing

This module is for organisations that act as licensing authorities for taxi and private hire vehicle (PHV) companies. It sets out the authorities' role in ensuring legal compliance and in promoting inclusive services for disabled people and people with reduced mobility (PRMs). The core module **Rights and Duties** is also important, and you can use both alongside each other during a session with licensing authority delegates.

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You may also find it helpful to signpost taxi and PHV companies to other materials in this Department for Transport (DfT) training package.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 80–155 minutes.

# Learning Objectives



Ensuring that licensing authorities understand their role in relation to disabled people's transport rights

# Guidance to Accompany Slides

# Discussion

**Suggested timings:** 5–10 minutes

**Purpose:** To **encourage licensing authorities to reflect on access for disabled passengers**, and their role in ensuring legal compliance, and safe and inclusive services.

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# Your Role

**Suggested timings:** 10–15 minutes

**Purpose:** To **consider the role of authorities in ensuring legal compliance** by taxi and PHV companies and drivers.

These two slides set out the DfT's strategic requirements relating to training for drivers, complaints, overall accessibility of services, compliance with the Equality Act 2010, rank design and accessibility and the role of licensing conditions in influencing company and driver behaviours.

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Encourage discussion about how, and how effectively, this happens.

# Charging Policies

**Suggested timings:** 10–15 minutes

**Purpose:** To **explain the law** on charging policies.

Encourage delegates to consider how they know that companies and drivers are compliant with this aspect of the law.

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Do they monitor complaints, carry out surveys, or engage in any mystery shopping by disabled passengers, for example?

# Insurance

**Suggested timings:** 5–10 minutes

**Purpose:** To consider the operation of insurance in relation to taxi and PHV companies and drivers, as well as the implications for disabled passengers.

Ask delegates why drivers' understanding of disability issues is so important.

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What can go wrong?

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What happens if drivers are knowledgeable and confident?

# Wheelchairs

**Suggested timings:** 5–10 minutes

**Purpose:** To **reinforce the legal obligations** of companies and drivers carrying a passenger who uses a wheelchair.

Ensure that licensing authorities understand the law as it relates to the carriage of wheelchair users in taxis and PHVs.

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Encourage discussion about whether complaints are received on this issue, and how many.

# Mobility Scooters

**Suggested timings:** 5–10 minutes

**Purpose:** To **explore good practice in carrying a passenger who uses a mobility scooter.**

Discuss how to ensure that the rights of passengers who use a mobility scooter are protected, that they feel safe and can travel in a dignified way.



# Damage to Mobility Equipment

**Suggested timings:** 5–10 minutes

**Purpose:** To **enable discussion around processes for resolving issues** to do with damage to mobility equipment.

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## Assistance Dogs

**Suggested timings:** 10–20 minutes

**Purpose:** To **explain the legal duties of companies and drivers** in relation to passengers with assistance dogs.

Explore the rights of disabled people with assistance dogs, including why the laws governing this area exist and why companies and drivers must comply with them.

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Are there regular breaches of these requirements locally? If so, what role can licensing authorities play in ensuring compliance?

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Is the complaints process clear to passengers?

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What more could be done to ensure that companies and drivers comply?

# Tackling Other Passengers

**Suggested timings:** 10–15 minutes

**Purpose:** To explore how the authority might deal with a range of complaints.

Explore how confident those working within the authority feel on issues relating to the law, disability and taxis and PHVs.

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# Inclusive Travel

**Suggested timings:** 5–10 minutes

**Purpose:** To explore the implications arising from pandemics.

# Your Role

## Promoting Equality

**Suggested timings:** 5–10 minutes

**Purpose:** To **explore the specific role of licensing authorities in actively promoting disability equality**, and the requirement to do this in relation to the public sector equality duty.

Encourage delegates to discuss how they can use their role to influence company policy and driver practice.

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## REAL

**Suggested timings:** 5–20 minutes

**Purpose:** Depending on the time available, use this slide to **summarise key messages**, and remind people about the Respect, Empathise, Ask, Listen theme of the training.

You can use the train the trainer notes on REAL here and/or in other sections of the training.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

**REAL** Passenger **REAL** Person



Department  
for Transport