

Rights and Duties



REAL
REAL Passenger REAL Person


Department
for Transport

What the Law says

The Equality Act 2010 places legal duties on any individual or organisation offering services to the public not to discriminate on the basis of any of nine ‘protected characteristics’.

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Disability is one of those characteristics.

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Individual self-employed drivers and companies offering taxi and private hire vehicle (PHV) services have general duties that apply to providers of transport services under the Equality Act 2010 not to discriminate and to provide reasonable adjustments.

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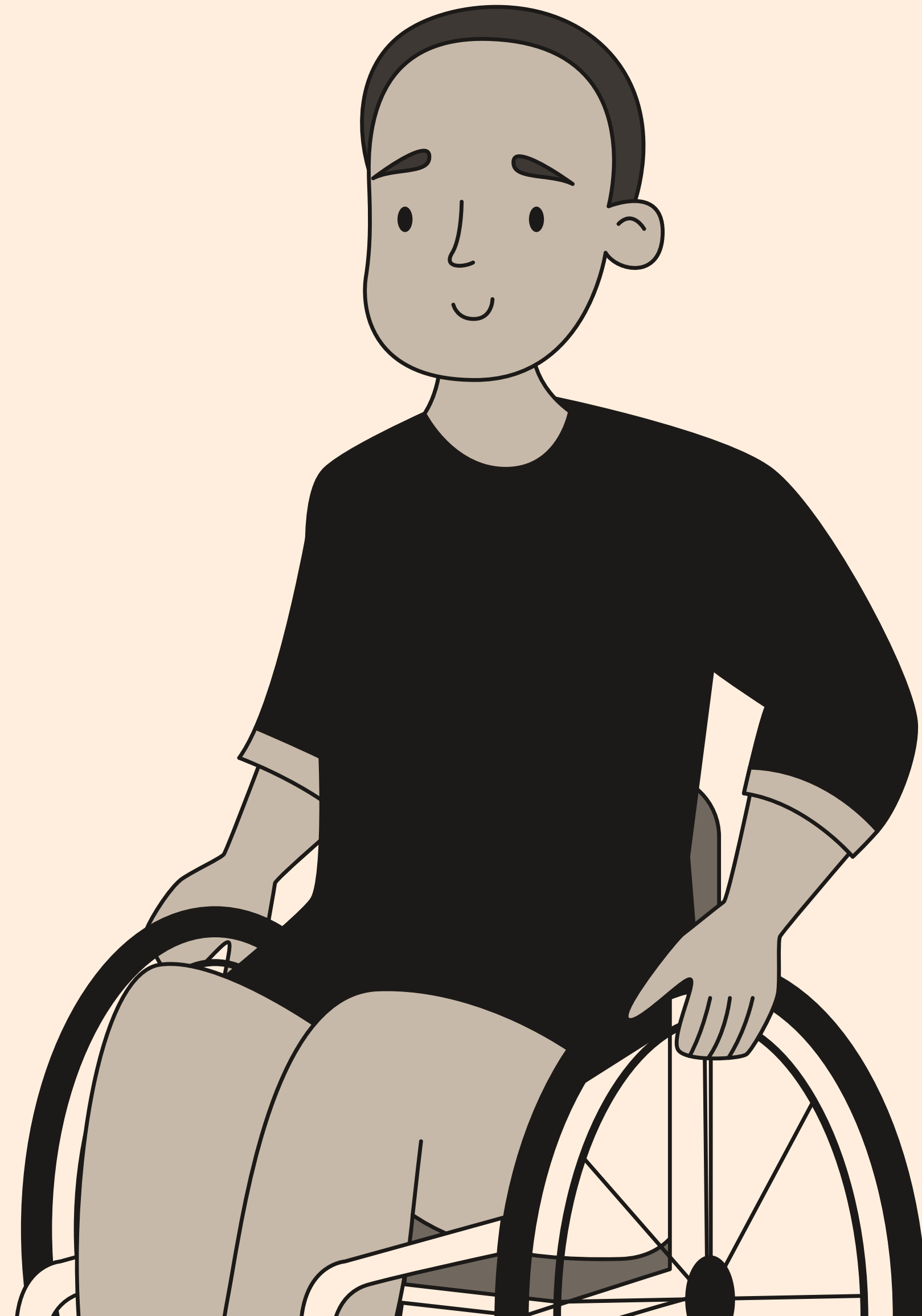
There are also specific duties relating to travel by taxi and PHV.

What are the duties?

Wheelchair Users

You must:

- Accept passengers using wheelchairs
- Provide them with appropriate assistance
- Charge them the same fare as non-disabled people

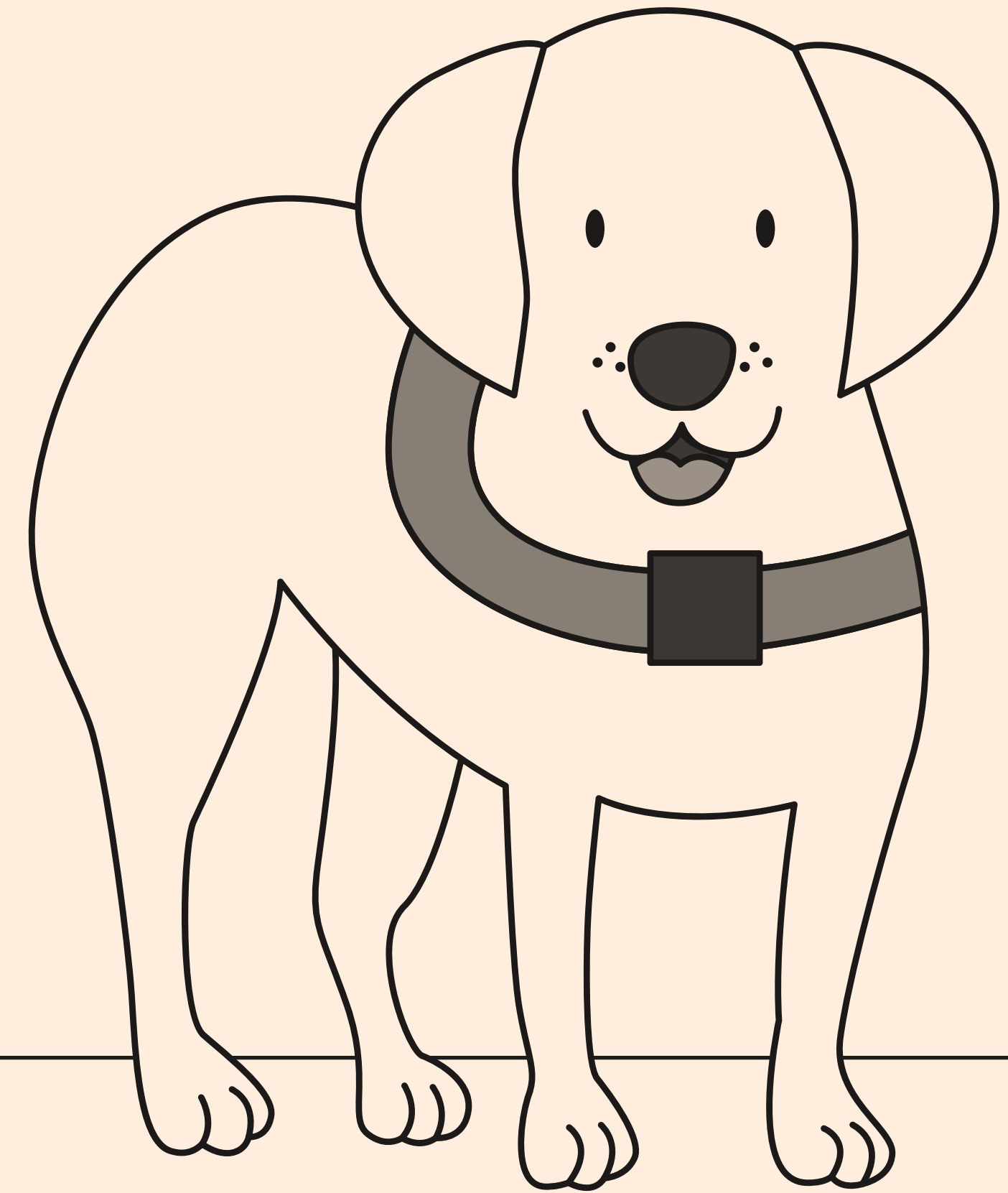


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Passengers with Assistance Dogs

You must:

- Accept passengers accompanied by assistance dogs
- Charge passengers the same fare as non-disabled people



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Disabled Passengers

You must:

- Make reasonable adjustments, which might include helping a person identify the vehicle, stowing luggage in the boot, or counting out their change at the end of the journey

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You must not:

- Treat a disabled passenger less favourably than a non-disabled passenger, such as by charging them more for their journey
- Harass or victimise a disabled person, for example by refusing them carriage because they have complained about the service in the past

Legal Penalties

Wheelchair Users

A driver of a designated wheelchair accessible vehicle convicted of failing to fulfil these duties faces a fine of up to £1,000, in addition to costs.

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They may also have their taxi or PHV driver licence suspended or revoked by the licensing authority.

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Passengers with Assistance Dogs

A taxi or PHV driver, or a PHV operator convicted of failing to fulfil these duties faces a fine of up to £1,000 in addition to costs.

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They may also have a relevant licence suspended or revoked by the licensing authority.

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Disabled Passengers

A service provider found liable for discriminating against a disabled person, or failing to make reasonable adjustments, may have to pay costs and damages determined by the Court, depending upon the nature of the specific case.

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Licensing authorities may also suspend or revoke a relevant licence, depending on the rules in force within their jurisdiction.

Role of Licensing Authorities

Licensing authorities should:

Ensure that operators and drivers understand their responsibilities towards passengers, including those who are disabled, and the penalties for not providing an appropriate service

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Encourage passengers to report discrimination and other inappropriate conduct, and keep them informed as investigations proceed

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- Maintain an up-to-date understanding of the Government’s guidance on providing an inclusive service and of relevant best practice, and seek to support a service that meets the needs of everyone relying on it
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- Maintain lists of vehicles designated as wheelchair accessible
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- Handle applications from drivers who are medically unfit to perform the duties required of them
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- Enforce the legal duties of taxi and PHV companies and drivers

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



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