

Taxis and Private Hire Vehicles (Disabled Persons) Act 2022

The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022 ("The 2022 Act") took effect in England on 28 June 2022. It has amended the Equality Act 2010 to introduce new, and amend existing, duties for local authorities and taxi and private hire vehicle (PHV) drivers and operators alike.

The 2022 Act places duties on taxi, private hire drivers and operators so any disabled person can travel with specific rights and protections ensuring that they can be transported and receive assistance without being charged extra.

Drivers must also assist visually impaired passengers to find their vehicle.

We are now:

Publishing a list of Wheelchair Accessible Vehicles (WAVs) licensed in this area on our website via our **public register**. This identifies drivers who are subject to the duties placed upon them by section 165 of The Act which requires them to assist wheelchair users and not to charge extra for this.

Driver exemptions

All taxi and PHV drivers may apply for an exemption certificate on medical grounds or where their physical condition prevents them from performing the mobility assistance duties listed in the Act.

Exemption certificates when displayed in the vehicle as required, will exempt a driver only from the mobility assistance duties specified, the other obligations within the Act will still be placed upon them. This includes not charging extra for carrying disabled passengers.

Drivers cannot be exempt from the requirements unless an exemption has been applied for and granted. Applications must be supported by medical evidence which we may refer to our independent medical advisor.

Obligations upon drivers and operators

Taxi and PHV drivers are required to:

- Accept the carriage of any disabled person, provide them with reasonable mobility assistance, and carry their mobility aids, all without charging any more than they would for a non-disabled passenger
- Provide any disabled passenger who requests it with assistance to identify the vehicle, at no extra charge

PHV operators will be required to:

- Accept bookings for or on behalf of any disabled person, if they have a suitable vehicle available

Anyone found not be adhering to the legislation may face enforcement action including prosecution or revocation of their licence.

Useful information

Equality Act 2010

<https://www.legislation.gov.uk/ukpga/2010/15/contents>

Taxis and Private Hire Vehicles (Disabled Persons) Act 2022

<https://www.legislation.gov.uk/ukpga/2022/29/section/1>

Statutory Guidance - Access to taxis and private hire vehicles for disabled users

<https://www.gov.uk/government/publications/access-to-taxis-and-private-hire-vehicles-for-disabled-users/access-to-taxis-and-private-hire-vehicles-for-disabled-users--2>