

Green Penny Ltd

<https://www.greenpenny.co.uk/product/disability-awareness-course/>

The objective of this course is to enable new and existing taxi drivers to develop their understanding of how to recognise and support customers with disability, understand relevant legislation and ensure customers receive a high level of service.

The course we run is at present a tutor led course carried out via a Teams call. We have up to 12 delegates on each course to ensure we have a controlled educational environment and the course is approximately 2.5 hours in length with a short course test at the end.

I can confirm that the content fully complies with the new legislation brought in at the end of June, so now covers the extra duties all drivers have in respect of accepting passengers with disabilities.

The course content covers:

Legislation including The Equality Act and Disabled Passengers Act 2022
Awareness of the different types of disability including physical and mental impairment and special education needs
The medical and social models of disability
Best practice on how to assist and help those with a disability
Wheelchair accessible vehicles
A case study which looks at a wheelchair user and how the industry can help in giving a better and safer service (group discussion)

The test is undertaken one to one with a mixture of multiple choice and short oral answers. Candidates must pass the test to gain the certificate.

Our tutors are all minimum Level 3 Education and Training (formerly PTLLS) qualified.

We currently work with 72 local authorities in England within the taxi licensing field offering a number of taxi driver courses and assessments.

The cost to the driver is £40.00 and can be booked online or via telephone.

The Blue Lamp Trust

<https://www.bluelamptrust.org.uk/disability-classroom-course/> delivered online

Delivered via Zoom

£40.00 per delegate

3 hour course

eCertificate issued upon successful completion

Simple online booking

Course Content

Disability – Definition

The World Health Organization gives the following definition of disabilities:

‘Disabilities is an umbrella term, covering impairments, activity limitations, and participation restrictions. An impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations. Disability is thus not just a health problem. It is a complex phenomenon, reflecting the interaction between features of a person’s body and features of the society in which he or she lives.’

— World Health Organization, Disabilities

8 categories of Disability

- Mobility and Physical Impairments
- Spinal Cord Disability
- Head Injuries – Brain Disability
- • Vision Disability
- • Hearing Disability
- • Cognitive or Learning Disability
- • Psychological Disorder
- • Invisible Disabilities.

Relevant Legislation

Health & Safety at Work Act 1974

Your taxi and the road around you is your work place and environment so the Act applies to you.

Section 7 Duties of employees

- All employees have a duty while at work to:
 - Take reasonable care for the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work; and
 - Co-operate with employers or other persons so far as is necessary to enable them to perform their duties or requirements under the Act

Section 8 Duties of persons in general

- Requires that • "no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions “.

Section 40 Onus of proving limits of what is practicable etc.

- The requires that
- “, it shall be for the accused to prove (as the case may be) that it was not practicable or not reasonably practicable to do more than was in fact done to satisfy the duty or requirement, or that there was no better practicable means than was in fact used to satisfy the duty or requirement”

Equality Act 2010

The Equality Act 2010 sets out obligations for public bodies to advance equality of opportunity among people and eliminate discrimination. Councils should think about how they can fulfil this obligation in relation to taxi and PHV licensing. Although there are few specific requirements that councils must implement in relation to disability issues, the Local Government Association encourages councils to go beyond what is strictly required by introducing wheelchair accessible vehicle lists and mandatory disability training for all drivers.

Loading Wheelchairs

Wheelchair accessible taxi licence conditions require the driver to:

- securely restrain wheelchairs or scooters being carried in the taxi
- maintain high standards of interaction with passengers to ensure the passenger is safe and comfortable
- store luggage or other goods safely, and ensure they do not interfere with the movement of passengers in or out of the vehicle

A passenger occupying a wheelchair must not be carried in a taxi unless:

- the wheelchair is securely restrained by applying restraints to the floor from two points on the front and two points on the rear of the wheelchair frame
- the passenger is secured by a seat belt fitted to the taxi and which has been properly adjusted and fastened
- the wheelchair is correctly positioned within the taxi and with the wheelchair located between the appropriate restraint attachment tracks/points on the floor
- Wheelchair brakes applied

Positioning of a wheelchair

- Sitting so that the wheelchair is rear facing is the safest direction for transport because most crashes are frontal, and the impact sends the body into the support of the surface behind the occupant.
- However, front-facing transportation is recommended for the comfort of the traveller and because if the appropriate restraint system is in place, it is almost as safe as rear facing.
- Never transport someone in a side-facing position, it is also the most dangerous position because it offers the least amount of protection from crash forces.

Mobility Scooters

A passenger who uses a mobility scooter must: -

- be seated in a conventional passenger seat for the duration of the journey and wear a seat belt, and
- the scooter must be fitted with restraints to prevent movement of the scooter during the journey.
- If the scooter cannot be safely secured and restrained within the taxi, the scooter must not be carried.

Wheelchair Passport Scheme

The new code is called PAS 900:2010. PAS 900 requires a passport to be attached to a wheelchair for reading by transport operators and their assistants. A passport gives essential information for the safe transportation of a wheelchair and the welfare of the person sitting in it. It includes specified facts and pictures from wheelchair manufacturers, prescriber's, buyers, users, carers and transport providers.

Assisting Passengers

- See person first and talk directly to them
- If possible, put yourself at their eye level so wheelchair user does not have to crane their neck to speak to you
- See wheelchair as part of the user's personal space – do not assume it is okay to touch or move it without permission
- Ask if help is needed – don't assume it is or isn't
- If help is needed keep person informed about what you're doing
- Do not assume all wheelchair users have the same disability – needs will be different. If in doubt, ask
- Wheelchair handling is a partnership between user and you

- Passengers should not be lifted to and from their wheelchairs
- Empty wheelchairs should be stowed securely

To Look and Listen

- Speak to people, not at them
- Look directly to the person, not their helper or carer
- Ask whether help is needed – not assume disabled person needs or wants help
- If help needed ask how you may help – not assume you know best
- Do not patronise or make assumptions
- Allow people to express their own opinions, don't 'over speak'
- Two ears and one mouth – listen twice as much as talk

Touching

If you need to touch someone when assisting them do so '**safely and appropriately**'

To be appropriate:

- Touch only with person's permission
- Respect person's independence and dignity
- Physical contact should be:

Proximity

Be aware of personal grooming issues:

- Body odour
- Bad breath
- Clothing
- Skin to skin contact
- Tattoos
- Facial hair

Language

Currently acceptable phrases:

- Wheelchair user
- Disabled person, disabled people
- Person with a disability or a learning difficulty
- Person living with hearing loss

Guide Dogs

Under the Equality Act 2010, guide dogs and other assistance dog owners are:

- legally allowed access to businesses and premises.
- a taxi driver must carry a disabled person and their dog also without any extra charge for the dog.
- The only exception is that of medical exemption and this **must be applied for and granted and in place** to be able to justify a refusal.

Currently any taxi driver who breaks the law will incur a £1000 fine. Anyone with a private hire vehicle that refuses a guide dog can also potentially have their license revoked.

Colour Coding for Assistance Dogs

- **Canine Partners - Purple**
- **Dogs for Good – Green**
- **Dog Aid/Medical Detection Dogs – Red**
- **Guide Dogs for the Blind – Yellow**

• **Hearing Dogs – Burgundy**
Support Dogs - Blue

The course aims to provide Hackney Carriage and Private Hire drivers with a knowledge and understanding of disabilities, their responsibilities and best practice protocols to provide safe and secure transport to all passengers. The delegate will be able to:

- Understand what is meant by the term disability
- Understand the law and legal requirements around disability
- Understand different types of disability
- Understand how to load and secure passengers and wheelchairs
- Understand best practice when interacting with a disabled passenger
- Understand the regulations about assistance dogs
- Understand their duty of care responsibilities and best practice protocols

Learning is consolidated via Knowledge Check Questions throughout the course.

Equo Training

[Disability Awareness Training for taxi and Private Hire drivers | Equo](#)

Our training is delivered online and can be added to with our Safeguarding and County Lines modules for taxi and private hire drivers.

The training has been updated to highlight driver obligations under the new Act.

Area covered by our training are:

- Defining Disability
- Discrimination
- Equality Act 2010
- Taxi and Private Hire Vehicles (Disabled Persons) Act 2022
- Models of Disability
- Facts and Figures about Disability
- Positive Language
- Access to your premises
- Employment
- Mobility Impairment
- Visual Impairment
- Hearing Impairment
- Short Stature
- Disfigurement
- Speech and Language Impairments
- Learning Disabilities
- Mental Health
- Safe Transportation of Wheelchairs
- Assistance Dogs

Learners work through tutorials of each of these before moving onto the assessed multiple choice questions. The pass mark is 75%.

The new fee from 1st December will be £35+VAT for the Disability Awareness Training. We can, of course, amend the course to suit your specific requirements.

Our training is currently being used by:

- Tunbridge Wells
- Sevenoaks
- Maidstone
- North Northants
- Crawley
- South Somerset
- South Derbyshire

Drivers can either be signposted to our website where they buy the training themselves, complete it and then present you with the certificate.

The three Kent licensing authorities have drivers come into their offices to complete the training under supervised conditions. We can work with whichever method suits you.

Feel free to call me on [REDACTED] or drop me a line if you have any questions.

Taxi drivers and private hire drivers take thousands of fares in any one year. Potentially hundreds of those people have some form of disability – many of which are hidden.

Disability isn't all about wheelchairs – in fact wheelchair users make up just 5% of the disabled population.

This **Disability Awareness Training for taxi and private hire drivers** module gives an excellent introduction to you in an area where you may feel uncomfortable and uncertain but overwhelmingly want to get things right. The aim of this training is to help you to be more confident in your day-to-day dealings with disabled people.

Apart from understanding your moral obligations, there's also the legal side to think about.

You may not understand the implications of The Equality Act 2010 for disabled people, their families, service providers and employers.

Here's what the Equo Disability Awareness Training for Taxi Drivers and Private Hire Drivers covers:

- What is disability?
- The different types of disability;
- Legislation regarding customers and disability discrimination;
- Legislation regarding employees and disability discrimination;
- Practical advice on how to meet the needs of disabled people whether they are customers or colleagues.
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Don't worry, our **Disability Awareness Training for Taxi Drivers and Private Hire Drivers** module isn't designed to catch you out and it's certainly not meant to be anything more than a basic introduction to Disability Awareness.

When you have finished the training you will be more self-assured and, therefore, able to give disabled people the same high-level of service that you undoubtedly give to everyone else. And to confirm your achievement you get instant access to your downloadable certificate – and we'll e-mail you a copy too.

Licensing Teams

Licensing Authorities around the UK are starting to insist that taxi drivers complete a Disability Awareness Training when they apply for their licence and on renewal.

It's happening already... Crawley Borough Council, which takes in Gatwick Airport, is rolling out our training to its 900 taxi and private hire drivers. And the training is also being used by Local Authorities and businesses around the country.

“Crawley Borough Council has in the past received a few complaints regarding drivers refusing to carry disabled passengers, charging more for wheelchairs etc. so Crawley decided to introduce Disability Awareness Training and Equo were chosen as they have the most knowledge of disability awareness which was vital in supplying our applicants with the appropriate training.

Since this training was introduced in April 2014 we have had no complaints regarding the taxi drivers who have completed the training.

Equo are very supportive, friendly and knowledgeable in helping to setup the online training and it has been an extremely easy process from beginning to end.

The Equo system is now used on a weekly basis and has saved the Council a lot of time in officer hours as we can now undertake 7 applicants at one time.”

Our training is being used by a growing number of Licensing Authorities including Crawley, Adur & Worthing Council, Corby, South Derbyshire, South Somerset, Bromsgrove, Tunbridge Wells, Sevenoaks and Maidstone.

Online training

It's simple to roll out our training to your taxi and private hire drivers. This can be achieved in a number of ways – all of which are fast and effective.

With the ongoing presence of COVID-19 it may not be practicable to consider face-to-face training sessions.

And arranging face-to-face training can be a nightmare – getting everyone in one place at one time, the travel arrangements – the list of things to organise seems endless. Drivers now only need to travel as far as a PC, laptop, tablet or smartphone – job done!
Time isn't being wasted on travelling to and from a training venue.