

Section 8: Being Aware of Equality and Disability

This section tells about responsibilities and how to provide the best service to all passengers:

- Always ask your passengers if they need any help and wait for your offer to be accepted. Listen to any requests and remember that everyone is different.
- Be ready to give disabled and older passengers some help, e.g., giving them extra time, writing things down for them, facing them so they can see your lips as you speak, or speaking loudly and clearly if they have problems hearing.
- Be aware of vision-impaired people and should not pull or pull them in a particular direction. Be patient and make sure they are comfortable and have their seatbelt fastened before you start the journey.
- Tell the passengers about any possible dangers, such as pavement kerbs, and doors opening to avoid accidents and injury.
- Elderly passengers should be told about any delays, or changes to the route location, then offer to assist them out of the vehicle and guide them to a safe place.
- During the journey, elderly passengers or passengers who have a learning disability, vision-impaired passengers in particular should be told about any delays or changes to the route.
- Tell the passenger about the exact fare. When you give a change to the vision-impaired passengers, it is important to count out the coins and notes in their hand
- It is illegal to treat anyone unfairly based on any the characteristics such as age, disability, gender, marriage, race, religion, sex, pregnancy and maternity. As a PHV driver should behave in a way that discriminates against any person.
- If someone drives a designated wheelchair-accessible PHV, must ensure the safety belts are attached to the wheelchair to keep it in a safe position and no extra charge for that.
- Carry the wheelchair safely and securely unless it has an exemption from duties of section 165 of the Equality Act because of the driver's poor health but the driver has to apply for an exemption certificate to TfL and needs to display it on the windscreen.
- Section 170 of the Equality Act says that PHV drivers must accept passengers with assistance dogs. Assistance dogs are highly trained 'working' animals so should not be treated like pets and not necessary to always wear a jacket.
- In 2002, the Shariat Council confirmed that trained assistance dogs may accompany disabled people in PHVs managed or driven by Muslims.
- A PHV driver can only get an exemption from carrying assistance dogs for medical reasons such as asthma which gets worse when near dogs, or if the driver is allergic or has a fear of dogs (a phobia). For this case, drivers need to apply for an exemption certificate to TfL and need to display it on the windscreen.
- If there is enough evidence of an offence being committed and it is in the public interest against a PHV driver breaking the Equality Act will be convicted of an offence under the Equality Act that may suspend or revoke PHV driver's licence.