

Safety Information Message

Reference: SIM2203

Issued: 10 March 2022

Review Date: 10 March 2023

Survey of Local Authorities: driver training in occupied wheelchair transportation in taxis and private hire cars

Background

IRIC continue to receive adverse incident reports where occupied wheelchairs tip over in taxis in transit resulting in injury to the wheelchair user. There is a concern that some taxi drivers are not trained in the safe carriage of occupied wheelchairs. A number of local authorities are addressing this concern with mandatory training for taxi drivers, including a practical test on mobility and wheelchair assistance, as part of the licencing requirement.

This Safety Information Message is raising awareness of the need for taxi driver training in occupied wheelchair carriage and is surveying local authorities to confirm the steps they are currently taking, or plan to take, in this regard.

Reference is made in particular to [SQA Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver at SCQF level 5](#) which some local authorities are adopting which includes a practical test on the safe transportation of passengers who use a wheelchair. IRIC are not endorsing any particular training course and there may be other courses and training methods available.

Survey

Local authorities only - please consult taxi licencing colleagues and email [IRIC](#) to confirm current and planned training requirements for taxi drivers in the carriage of occupied wheelchairs. Please ensure this covers taxis and private hire cars.

Deadline for response: **Thu 14 April 2022**

Enquiries

Enquiries and adverse incident reports should be addressed to:

Incident Reporting & Investigation Centre (IRIC)

NHS National Services Scotland

Tel: 0131 275 7575 Email: nss.irc@nhs.scot

IRIC remit: general information about adverse incidents, safety alerts and IRIC's role can be found in [CEL 43 \(2009\)](#), *Safety of Health, Social Care, Estates and Facilities Equipment: NHS Board and Local Authority Responsibilities*, issued 30 October 2009.

Report an incident: Information on [how to report an adverse incident](#)

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