

# Inclusive Service Plan

## North Norfolk District Council

VERSION NUMBER	DATE
1	1 August 2025



NORTH  
NORFOLK  
DISTRICT  
COUNCIL

## **1. Introduction**

This Inclusive Service Plan (ISP) outlines North Norfolk District Council's commitment to ensuring that taxi and private hire services are accessible, inclusive, and safe for all users. It aligns with the Department for Transport's 2023 Best Practice Guidance and the Council's Hackney Carriage and Private Hire Policy and Handbook 2025.

## **2. Legal and Policy Framework**

The ISP is grounded in the Equality Act 2010 and the Council's statutory duties under the Local Government (Miscellaneous Provisions) Act 1976. It incorporates the Department for Transport's 2023 Best Practice Guidance and the Council's 2025 Handbook.

## **3. Accessibility**

The Council is committed to improving access to taxi and private hire services for all users, including those with disabilities. This includes maintaining a list of designated wheelchair accessible vehicles (WAVs), ensuring drivers provide reasonable assistance, and prohibiting additional charges for assistance dogs or mobility aids.

## **4. Inclusive Service Provision**

Operators and drivers must provide services without discrimination. The Council promotes inclusive practices such as clear signage, accessible booking systems, and fair treatment of all passengers regardless of age, gender, race, disability, or other protected characteristics.

## **5. Disability Awareness and Training**

All licensed drivers are required to complete disability awareness, first aid training and safeguarding training. The Council ensures that training materials are up-to-date and that drivers understand their responsibilities under the Equality Act 2010.

## **6. Vehicle Safety and Standards**

Licensed vehicles must meet rigorous safety and accessibility standards. This includes regular inspections, appropriate signage, and the provision of first aid kits. Vehicles must be clean, well-maintained, and compliant with emissions and safety regulations.

## **7. Enforcement and Transparency**

The Council operates a transparent enforcement policy, including a penalty points system and regular compliance checks. Complaints are logged and investigated promptly, and decisions are made in accordance with published procedures and the principles of fairness and proportionality.

## **8. Monitoring and Review**

This ISP will be reviewed regularly to ensure it remains aligned with best practice and local needs. Feedback from stakeholders, including passengers and drivers, will inform updates to the plan.