

# **APPENDIX B**

**Consultation documents**

**Houses To Let**

**THREE** bed brand new luxurious house, allocated parking, close to town, £575 pcm professional only. Tel: 07930675945

**THREE** bed house in town centre £560 pcm plus deposit. Housing benefit is welcome. Tel: 07930675945

**TO LET** Two bed chalet built on Chatsfield Warrington, no dis, pets or smokers, gas and double glazed, allocated parking, reliable and deposit required. £525pcm. Call 079306 812905 or 01733 211807

**TWO** bed house to let, New England. £550pcm. Contact 079303557309

**TWO** bedroom, terraced house in Eys, parking space and small garden. No pets/smokers, employed only £495pcm, available early feb. (07870) 368708

**WOOSTON** recently refurbished, well presented 2/3 bed terrace unfurnished house. White goods included, small garden and allocated parking. Would suite professional couple. Available now £580pcm Tel: 01954260200

**Property Wanted**

**CASH BUYER** is ready to purchase your property immediately. Put an end to repossessions, dealing with motivated sellers, sell and rent back is possible. Call Julia on 07887497869.

**QUICK CASH FOR YOUR PROPERTY** We will buy your house, no need to view it, whatever the reason for your sale. Sell and rent back to solve money worries, immediate decision  
Tel: 01733 247144  
07841 676083  
Nayela Healy Ltd

**Cars under £500**

**Cars under £1,000**

**Ford Escort Finesse**  
1998, MOT till Nov 09, silver, spoiler, alloys, CD/radio, low mileage,  
**£795 ono**  
**01733 262713**  
**07851172437**

**FORD FIESTA**

1.3, LX, lady owner, low mileage, f.f.s.r, T&T reg service  
**£595 ono**  
**Tel: 01733 264465**

**Mazda 626**  
1997, R, White, a/c, MOT, f/s/r, tax, 4 Door Saloon, Good reliable car.  
**£790 ono**  
**01733 223373**

**Cars under £1,000**

**VAUXHALL VECTRA**  
estate, Y reg, 2001, a/c, e/w, pas, long MoT, good con, very economical  
**£875**  
**07717403854**

**Cars £1,000 to £1,999**  
**1972 Mini**  
1300cc, purple, MOT Aug 09, tax exempt, 50,000 miles, good runner, needs a little work, lots of extras included,  
**£2500 ono**  
**07757675996**  
**01733 708672**

**Daewoo Matiz**  
5 door, V reg, blue, taxed, 12 months MOT. Very good condition and low mileage.

**Cars £1,000 to £1,999**

**Vauxhall Astra**  
1.6 silver, tax + MOT, 87,000 miles W reg, 2000,  
**£1600 ono**  
**01733 236474**  
**07876566465**

**Vauxhall Vectra**  
2.5 SRI, sport, black, S reg, 82,000 miles, MOT Dec 09, Tax Nov 09,  
**£1100 ovno**  
**07759310771**

**VW Passat 1.8 Turbo**  
SEL 2001, met green, 4 door saloon. 49K miles with s/h. MOT until April, R/c/l, climate/c, CD player. Very good condition throughout, 2 previous owners  
**£1895 ono**  
**07859 068366**

**Cars £2,000 to £2,999**

**Kia Carens**  
1.8 LX, 5 dr, manual, petrol, 03/03, 49,000 miles silver, MOT march 09, 2 owners, PAS, FSH, central locking.  
**£2000 ono**  
**01733 869993**  
**07900597289**

**VW Golf**  
1.9, GT TDI, 2000, X reg, Green Tax and tested, full service history.  
**£2695 ono**  
**07947764054**

**Cars £3,000 to £3,999**  
**Mazda MX-5 convertible**  
1998, S reg, 35,500 miles, metallic green, immaculate condition, electric windows, alloys, alarm/remote locking, FSH, power assisted steering, CD/radio,

**Caravans**

**CARAVANS VANETTIES AND TRAILOR TENTS** URGENTLY WANTED FOR AUCTION FOR FURTHER DETAILS TEL HARRISONS 01733 211789

**Ford Transit Van**  
long wheel base, semi high, 2.5 turbo diesel, 124,000, white/blue, P reg, MOT sept 09, Tax Feb 09,  
**£800 ovno**  
**07759310771**

**Commercial Vehicles**



**Ford Escort Van**  
2000, X reg, ex Royal Mail, red, 70k miles, Diesel, T&T, p/a/s, good condition  
**£1275**  
**07717 403854**

**Motorcycles**

**GILERA**  
**DM 125**

**Scooters**

**NEW SCOOTERS ONLY £795 (incl. A FULL TANK OF FUEL TAX + 12 MONTH labour warranty. Will do over 100 mpg. Also full range of motorcycles from a little as £895. Need to learn? Full training provided at suitable 7 days a week, CBT & DAS, machines & clothing supplied. Call CSW 01733 775577 or visit our new showroom & training centre 35 Second Drive, Fensgate, PE1 5XA www.csm-motorcycletraining.co.uk**

**Scooters from £6.22 per week (incl. tax & status) 100cc-400cc. All makes of bikes and scooters serviced for a price. Unit 6, Vitas Business Centre, Fensgate, Peterborough, 01733 312195**

**Servicing & Repairs**

**ENGINE REPAIRS** and parts at discounted prices. Cylinder head skimming etc, cambelt and cylinder head gasket repairs. Lyndate Engines, 2nd Drive, 01733 345256.

**Vehicles Wanted**

\*\*\*\*\*  
**\* ALL CARS WANTED!**  
Instant Cash for damaged cars, vans and motorbike. Any age. Best prices paid. Prompt decision & collection. All scrap cars wanted up to £1000 paid within

**Public Notices**

**City Of Peterborough**  
Local Government (Miscellaneous Provisions) Act 1976 - Proposed change in Licensing Conditions.  
Notice is hereby given that the Council of the City of Peterborough in exercise of its powers under sections 47(1), 48(2) & 51(2) L.G.M.P. Act 1976 propose to change licensing conditions relating to Hackney Carriage/Private Hire vehicles and drivers, requiring the mandatory fitting of an approved C.C.T.V. system in each licensed vehicle and that all drivers are required to undertake the N.V.Q. Course "Road Passenger Vehicle Driving" within a two year period from the date of Licensing Committee decision. The proposed changes are required to improve the safety of the travelling public and driver. The C.C.T.V. system will be of a type and specification approved by the authority. The system is fully encrypted and protected against unauthorised access and footage of any specific incident will only be accessible to and downloaded by Cambridgeshire Constabulary.

The proposed N.V.Q. Course will provide the driver with valuable skills in customer service, dealing with conflict, dealing with emergencies, passenger transport legislation, recognising disabilities and impairments and providing sensitive assistance, technology and equipment to support transporting people with disabilities, hazard and risk awareness and licensing legislation.  
If any person should wish to lodge any comment or objection to the proposed change in licensing conditions please submit in writing, no later than 18th February 2009 to the Taxi Enforcement Office, The Bungalow, Bridge House, Peterborough PE1 1HU. Any objection or comment received will be considered by Members of the Licensing Committee when they convene to consider this matter and prior to any final decision being made.

**AutoPoint**  
**01733 566332**

Forta Fix House,  
First Drive Fensgate, Peterborough

# Successful Warden scheme



**HELPING HAND:** Assisting members of the public with directions is one of the many useful functions of the highly-praised street warden service.

## People who pound the streets

In May 2002, the street wardens came to the aid of a woman who collapsed in a car park on their first patrol. Warden supervisor Dave

tive, earning a commendation by Peterborough police in 2005.

In July 2003, three street wardens were nominated for



## Cabs' CCTV and training bid moves on

PLANS to make high-quality CCTV cameras and driver training courses compulsory for all cabbies in Peterborough have moved a step closer.

As revealed in *The Evening Telegraph* in December, licensing officer Ken Gray said both the cameras and courses could be made a condition for all new licences, and the 600 existing vehicles that serve the city.

Now, Peterborough City Council has issued a notice detailing proposed changes to the current licensing conditions relating to both Hackney carriages and private hire vehicles.

The licence would require the "mandatory" fitting of an approved CCTV system in each vehicle and require all drivers to undertake the NVQ course Road Passenger Vehicle Driving.

Council cabinet member for the environment councillor Wayne Fitzgerald said it would be a move in the right direction, but expected some objections to the plans.

He said: "The training is about improving customer confidence in the taxi industry.

"With the CCTV, the customer would feel relaxed that the behaviour of the driver was under observation, but it's more of a benefit for the drivers."

Cllr Fitzgerald said the CCTV system would cost about £500 and have an operation life of three to five years, while training would be free.

Any comments or objections to the proposed changes should be submitted in writing to Taxi Enforcement Office, The Bungalow, Bridge House, Peterborough PE1 1HU by February 18.

## Warning to river users

RIVER users are being reminded to take extra care as an increasing number of boats are getting stuck.

The Environment Agency urged people to take notice when Strong Stream Advice (SSA) was issued following heavy rainfall that results in high river levels and strong flows - common in winter months.

This can often mean restricted headroom under bridges, and the warning comes after the Environment Agency helped several boaters on the Nene and Great Ouse.

Environment Agency area waterways manager Irvan Forbes said: "We want to encourage people to heed our river inspectors' advice."

# CCTV and training plan for safer taxis



**Nick Reinis**  
Reporter

HIGH quality CCTV cameras and a driver training course could become compulsory as Peterborough City Council strives to make taxi journeys safer for cabbies and their customers.

The bold move, which has not won unanimous support from cab companies, could be pushed through when the city's licensing committee meets next month.

Taxi licensing officer Ken Gray said the CCTV cameras, costing about £500, along with a special free- of-charge training course to NVQ level, could be made a "condition" of every new vehicle licence and for the existing 600 vehicles that already serve the city.

His comments come in the wake of a taxi driver being stabbed earlier this month and remarks made by Judge Nicholas Coleman, who described vigilante behaviour by some drivers as a "particular problem" in Peterborough.

Mr Gray said: "I would be the happiest man in Peterborough if all private hire or Hackney cabs have a CCTV camera in there, not just for the driver, but for the customer as well.

"At the licensing committee meeting in late January, they will decide on if it is to be a condition of the licence, and then phase it in over the next few months.

"CCTV will be a win-win situation for all involved. It's something that I have always had in my mind."

However, Mr Gray said some drivers have said they would be unwilling to fork out the £500 needed to fit the system in their cabs.

And he has also seen a relatively low take up on the training course, which is already available and covers a range of subjects including management of difficult customers.

He added: "Some drivers have intimated that if the council wants it, then the council should pay for it.

"But they are businesses, and they have a duty of care to themselves, as well as to the city council.

"I accept that the city council will do everything possible, but we can't have a licence officer or a police officer in every cab. If we could obtain funding or part-funding, then we would do it tomorrow.

"One company, A2B, have put all of their drivers through the training to NVQ level and they are finding the benefit from it, but unfortunately some of the other drivers

and companies have been reluctant to do it.

"The offer is still on the table and we are keen for drivers embrace this all over Peterborough, as they are possibly the first people a stranger to the city will meet."

Former chairman of the Hackney Cab Association Mohammed Khan said he believed it should be the drivers and companies themselves who paid for it, but didn't feel it should be compulsory.

He said: "I think, if the driver doesn't feel safe then they should pay for it. The NVQ course is a good course, but CCTV shouldn't be obligatory for every single taxi."

The full article contains 489 words and appears in Peterborough ET newspaper.

**Smudge the Cat,**

15/12/2008 13:22:13

What a fabulous suggestion.

Asking taxi owners pay for this in one hit would be difficult to implement. Why not add 10p a mile to taxi rates and advise from x date CCTV must be fitted or the taxi driver will not be licensed.

I would assume there would be some insurance benefits if a cab was fitted with CCTV - I would envisage this would also assist in offsetting the cost.

The Public Carriage Office should make the training course compulsory for all taxi drivers renewing their licences - after all it is free and there should be no excuse to attend!

**Aliv,**

15/12/2008 15:42:48

I think fitting each taxi with a baseball bat would be much cheaper!

**long time ago,**

north 15/12/2008 17:29:55

why should taxi drivers pay for cctv when in other towns it was given free.

And it is not the first time Ken Gray has come up with a brain wave were it as it the poor taxi drivers in there pockets am sure if he was so concerned he would get the funding with out a problem he charges the taxi drivers enough over the year for letting them work has taxi drivers in the city is that not right MR. gray??????????????

**twink,**

15/12/2008 18:15:49

Well, the taxi drivers I know of could afford it - they can afford to buy up and rent houses to migrants, so £500 is nothing.

It ought to be compulsory anyway - or the cab builders could install the equipment at cost.

### **Snoop,**

Millfield 15/12/2008 18:57:08

Working as a taxi driver I feel that Ken Gray has raised this issue several times, however if the council are charging excessive rates for licensing taxi drivers then surely the council should contribute towards the CCTV scheme. Peterborough Taxi drivers have a very difficult job and it is not appreciated that when customers have consumed alcohol they are very difficult to handle. The job is not what it used to be.

### **Trebs,**

15/12/2008 19:26:09

far far too many taxi's in peterborough anyway it's laughable.

### **Dan Jackson,**

15/12/2008 20:26:42

Agreed Trebs, too many taxis and they need to get rid of some.

Extra security is a great idea and protects passenger and driver

### **good ol al,**

Pottyborough 15/12/2008 21:18:53

Of course taxis should pay for their own cctv, its their business. All companies that have cctv don't go running to the council to pay for it!!! If they don't like it pack it in and go and do something else that's not too strenuous. I reckon they have got a cheek even asking for the council to pay for it, at the taxpayers expense i might add!!!!!!!

### **Unimpressed,**

15/12/2008 23:05:27

Smudge - the "Public Carriage Office" has nothing to do with Peterborough taxi's. it is the City Council that licenses both drivers and vehicles.

Others - it is the taxi owners who will foot the bill not drivers (unless they are owner/drivers of course).

Taxi drivers and owners - if you don't like the industry get out of it, otherwise obey the rules and get on with it.

Finally - Ken Gray does not set the rules, he does make recommendations but ultimately he is a PCC employee charges with implementing PCC decisions.

### **Alternative view...,**

peterborough 16/12/2008 10:59:30

I think this is a fantastic idea ! Not to protect the taxi driver however but to protect the victims of recent 'vigilante' behaviour. Taxi drivers have been known to take the law into their own hands and establishing their own law enforcement - basically gangs of taxi drivers collating in large groups to single out individuals and also recent alleged rape attacks.

Its is fair to say that yes Taxi Drivers do need this for their own protection but I feel

people should look at both ends of the scale. As for the comments of Ali V i think this adds a bit of punch to my arguement....baseballs bats....nice attitude hope i dont get in your cab !!

**aw29,**

Peterborough 16/12/2008 11:02:31

Fabulous - I naively thought that taxi drivers already had passed some additional driving tests (although having seen the speeding down Bourges Boulevard perhaps not...

**dcmat,**

16/12/2008 11:40:12

Snoop "Taxi drivers have a very difficult job and it is not appreciated that when customers have consumed alcohol they are very difficult to handle"

Surely this comment is on the wrong side of the argument - if they fear for their safety (and justifiably so), then they should install CCTV cameras themselves.

[Home Page](#) > [Business](#) > [Licences and street trading](#) > [Taxis and Private Hire](#)

## Taxis and Private Hire

The Licensing Section, part of the Environment and Public Protection Services department is responsible for the regulation of the Hackney Carriage and Private Hire Vehicle trades within Peterborough.

In order to ensure that vehicles are safe and suitable for the purpose, the Council has set down minimum standards for vehicle specifications and regular mechanical inspections are carried out. Where a taxi meter is fitted to the vehicle, this is also tested for accuracy. Checks are made to ensure that the appropriate insurance is in place and that vehicles have a Compliance Certificate.

The drivers of hackney carriages and private hire vehicles are also licensed by the Council. They are subject to a check with the Criminal Records Bureau and an annual Police National Computer (PNC) check for the safety of the travelling public.

Peterborough City Council requires them to undergo a medical, reading, writing, driving and knowledge of Peterborough checks before they are granted a licence.

Drivers are also subject to a certificate of good conduct if they have worked or been resident overseas in the last five years.

### City Of Peterborough Local Government (Miscellaneous Provisions) Act 1976 - Proposed change in Licensing Conditions.

Notice is hereby given that the Council of the City of Peterborough in exercise of its powers under sections 47(1), 48 (2) & 51(2) L.G.M.P. Act 1976 propose to change licensing conditions relating to Hackney Carriage/Private Hire vehicles and drivers, requiring the mandatory fitting of an approved C.C.T.V. system in each licensed vehicle and that all drivers are required to undertake the N.V.Q. Course "Road Passenger Vehicle Driving" within a two year period from the date of Licensing Committee decision. The proposed changes are required to improve the safety of the travelling public and driver.

The C.C.T.V. system will be of a type and specification approved by the authority. The system is fully encrypted and protected against unauthorised access and footage of any specific incident will only be accessible to and downloaded by Cambridgeshire Constabulary.

The proposed N.V.Q. Course will provide the driver with valuable skills in customer service, dealing with conflict, dealing with emergencies, passenger transport legislation, recognising disabilities and impairments and providing sensitive assistance, technology and equipment to support transporting people with disabilities, hazard and risk awareness and licensing legislation.

If any person should wish to lodge any comment or objection to the proposed change in licensing conditions please submit in writing, no later than 18th February 2009 to the Taxi Enforcement Office, The Bungalow, Bridge House, Peterborough PE1 1HU. Any objection or comment received will be considered by Members of the Licensing Committee when they convene to consider this matter and prior to any final decision being made.

Find out more about taxis and private hire vehicles by following these links:

- [Taxi Ranks](#)
- [Taxi Fares](#)
- [Drivers](#)
- [Frequently Asked Questions](#)
- [Private Hire Operators](#)

The graphic is titled "PASSENGER INFORMATION" and compares two vehicle types. On the left, under "This is a TAXI (Hackney Carriage)", there is a red taxi. Text below it says "It can be hailed in the street, picked up from a taxi rank or booked in advance." On the right, under "These are PRIVATE HIRE cars", there are two dark-colored cars. Text below them says "They can only be booked in advance." A red box at the bottom right of the graphic contains the text "YOUR JOURNEY IS NOT INSURED UNLESS IT IS BOOKED IN ADVANCE". Logos for Peterborough City Council and PEP (Peterborough Evening Partnership) are visible at the top and bottom of the graphic.



Telephone: 01733 453541  
Facsimile: 01733 453404  
E-Mail: ian.robinson@peterborough.gov.uk  
Please ask for: Ian Robinson  
Our Ref:  
Your Ref:

Taxi Enforcement Office  
The Bungalow  
Bridge House  
Town Bridge  
Peterborough  
PE1 1HU

Telephone 01733 453406  
Minicom 01733 452421

14<sup>th</sup> November 2008

### Proposed changes in Licensing Conditions

Following a number of incidents and representations from the Taxi and Private Hire trade requesting Cambridgeshire Constabulary and Peterborough City Council take a more active role in increasing driver safety, a regular monthly Taxi Issues Meeting, chaired by Cambridgeshire Constabulary was established.

The meetings were attended by the Police, Councillors, Peterborough Mediation, Community Safety, Peterborough Racial Equality Commission, Trade Representatives and city council officers. As a result certain options have been proposed upon and we would welcome your views.


In the interests of public and driver safety it has been proposed that City Council amend the current licensing conditions, making CCTV and the NVQ course "Transporting Passengers by Taxi and Private Hire" compulsory requirements.

It is proposed that the NVQ course should be compulsory for all new applicants within a six month period of obtaining a licence and all existing drivers would have a two year period to obtain the qualification. At this moment in time funding is readily available to enable drivers to complete the NVQ course at no cost, other than their time. The NVQ provides training in customer service, equal opportunities, disability awareness, vehicle safety, licensing legislation, manual handling, safety and conflict resolution. The course content has been well received by members of the trade, the qualification is recognised and the skills learnt are transferable. It ensures we maintain a good level of professionalism and raise the trade's profile.

The introduction of CCTV into all licensed vehicles, including replacement vehicles will obviously benefit driver/passenger safety, increase the public's confidence and reduce incidents of anti-social or racist behaviour directed towards the driver. The City Council is currently looking at various funding avenues which may assist the driver.

The matter will be initially brought before the Forum and then a report will be submitted to the Licensing Committee in order for a decision to be made. Any suggestions or objections should be submitted in writing to Mr Ian Robinson.

Yours sincerely

  
Ken Gray  
Licensing Enforcement Officer  
Taxi Enforcement Office

**Telephone:** 01733 453406  
**Facsimile:** 01733 453404  
**E-Mail:** ian.robinson@peterborough.gov.uk  
**Please ask for:** Ian Robinson  
**Our Ref:**  
**Your Ref:**

**Taxi Enforcement Office**  
**Bridge House**  
Town Bridge  
Peterborough  
PE1 1HU

To whom it may concern

Telephone 01733 747474  
Minicom 01733 452421

10<sup>th</sup> November 2008

### **Proposed change to Private Hire Vehicle Licensing Conditions – Door Signs**

Following a recommendation received from representatives of the Taxi and Private Hire Forum, a report has been prepared and will be presented to the Licensing Committee requesting a change to the current private hire vehicle licensing conditions.

The report requests that condition 2(c) should be amended to read: "The vehicle to display on the rear passenger doors "**Private Hire Vehicle – Insurance Invalid Unless Pre-booked with Operator**" door stickers, as issued by Peterborough City Council and be permitted to advertise the name and telephone number of the operator employing the vehicle, and that the words "Taxi" or "Cab" are not featured."

If any person wishes to object to the proposed change, they are requested to supply details of their objection in writing to the Taxi Enforcement Office, no later than the 10<sup>th</sup> December 2008.

Yours sincerely

Ken Gray  
Licensing Enforcement Officer

Telephone: 01733 317452  
Facsimile: 01733 317499  
E-Mail: [sara.thompson@peterborough.gov.uk](mailto:sara.thompson@peterborough.gov.uk)  
Please ask for: Sara Thompson  
Our Ref:  
Your Ref:

Ian Robinson  
Taxi Enforcement  
Taxi Enforcement Office  
The Bungalow  
Bridge House  
Town Bridge  
Peterborough  
PE1 1HU



Passenger Transport Operations  
Accessibility and Travel  
Operations  
3<sup>rd</sup> Floor Midgate House  
Midgate  
Peterborough  
PE1 1TN

Telephone 01733 747474  
Minicom 01733 452421

29 December 2008

Dear Ian

Thank you for your correspondence advising of the proposals to make the installation of an approved CCTV system in all vehicles licensed by Peterborough City Council and for all drivers to complete an NVQ course as part of their licensing requirements through Peterborough City Council. The Accessibility and Travel group fully supports these proposals and would like to make the following comments:

Passenger Transport Operations receives a number of complaints regarding the customer service provided by drivers and escorts on home to school transport. The installation of CCTV and access to CCTV footage would greatly assist when dealing with such complaints.

As you know Passenger Transport Operations has previously been involved in NVQ's for taxi drivers in Peterborough. We are therefore delighted that this will be a mandatory requirement for the drivers of both private hire and hackney carriage vehicles in Peterborough. This training will assist drivers and escorts working with very vulnerable people including children with special education needs and will therefore promote positive working relations with our customers.

In addition, should CCTV and NVQs be made a mandatory requirement by the licensing office the Passenger Transport Services Conditions of Contract will be reviewed to include the provision of CCTV and NVQ trained drivers for all transport services in the near future. You may also be aware that the Local Transport Act 2008 proposes the use of private hire vehicles to provide local bus services. The introduction of CCTV and NVQs, as part of the Peterborough City Council's licensing requirements, ensures that any private hire vehicles operating on local bus services are able to provide a high standard of service within this new area of work.

If you wish to discuss any of the above further please do not hesitate to contact me.

Yours sincerely



**Sara Thompson**  
Team Manager, Passenger Transport Operations

Our Ref:



Tuesday, 27 January 2009

### **Observations from Police in respect of taxi issues - training, CCTV and private hire door signs**

I am Superintendent 968 Gary Ridgway of Cambridgeshire Police, Deputy Commander, Northern Basic Command unit (Peterborough). This report submitted for the attention of Peterborough taxi and private hire licensing committee.

I have specific responsibility for chairing the Tension Monitoring Group, responsible for fast time response to community tension issues in our city and am the senior crime and operations officer for the division responsible for major crime and critical incidents.

Hackney and Private hire drivers are vulnerable as victims of crime and of being subject to malicious allegations that can be of a sexual nature. That being said, we have to accept that a minority of drivers let down the others by displaying disproportionate levels of aggression to customers and by making inappropriate sexual advances to female customers (particularly those worse the wear through alcohol).

Incidents involving hackney and private hire drivers can, from experience, lead to significant rises in community tension as many drivers are from minority groups. It is essential, therefore, that drivers have trust and confidence in Police and the wider partnership.

Local Police officers have received guidance in the last six months in respect of dealing with offences where taxi drivers are victims of crime. Specifically where drivers have been seriously assaulted, significant resources have been dedicated to the enquiry and in the main this has led to a positive result.

We have approximately ten offences a month where drivers are victims of crime and the majority of these involve persons making off without payment or refusing to pay. It is, in my opinion, these core offences that often lead to frustration. Some officers may perceive that drivers want the police to act as 'debt collectors' and that when arrests are made, drivers don't make themselves available to give statements which leads to wasted police time. This is balanced by officers needing to understand that drivers have a living to make and that they may struggle to be as available as Police would ideally want. We have similar issues with some retail premises in respect of shoplifting and the answer lies with continuing dialogue and the proposals subject of this report.

### Door Signs on private Hire vehicles

The most important issue from a Police perspective is the need to protect potential female victims from serious sexual assault by getting in to cars purporting to be private hire vehicles. In the last six months we have had a small number of instances in Peterborough where men have tried to entice women into their vehicle by claiming to be taxis. Thankfully we have not, to our knowledge, had serious sexual offences as a result but it is, in my view, essential that the public are educated to never get into a vehicle that is not a hackney or pre booked. Sadly in recent years we have had a sexually motivated murder in Cambridgeshire where the offender is believed to have employed exactly that tactic to entice his victim into his vehicle.

### CCTV

The provision of CCTV (ideally with audio recording capability), accessible only to Police and the parent company would make an immense contribution towards driver and passenger safety, increasing confidence of drivers and customers leading no doubt to an increase in business for hackney/private hire companies.

The issue for me can be summarised in the following points:

1. There is a high public expectation that police will robustly investigate serious sexual and other allegations involving violence, and to be investigated for such an offence (particularly if one is innocent) can be a hugely traumatic event in an individuals' life. The Police have very clear standard operating procedures and use of CCTV in our own premises to ensure that officers and staff are protected. It is not a slight on the drivers to accept that allegations are made and that CCTV would undoubtedly be a significant tool for Police in quickly investigating such matters. This has the potential to lead to a quicker resolution and less distress for drivers. It is important that CCTV evidence is credible and for that reason essential that drivers cannot access the product to ensure confidence in what is produced.
2. On occasions where drivers allege aggressive behaviour by customers or a refusal to pay, it is much easier for Police to take action with CCTV footage. If there are instances where drivers feel Police officers have failed to act appropriately to their concerns, it is also much easier to challenge Police after the event (I would, for instance, welcome such discussions at the taxi forum which would support transparency and confidence). It really is worth drawing a comparison with shoplifting offences where it is routine business for Police to identify offenders from CCTV and deal with them post event. This would overcome some of the difficulties with managing police/driver expectations at the scene.
3. Violence and abuse (particularly if racial in nature) against drivers should not be tolerated and Police do commit to investigating these offences. CCTV evidence raises the likelihood of convictions significantly and CCTV evidence in court is a powerful tool for sentencing. Experience demonstrates that some individuals worse the wear through drink who behave aggressively towards drivers, are often of previous good character and instances that were extremely distressing for

drivers can be presented as little more than 'high spirits' by defence teams in court. CCTV would prevent much of this type of unfair representation of the facts.

#### NVQ training

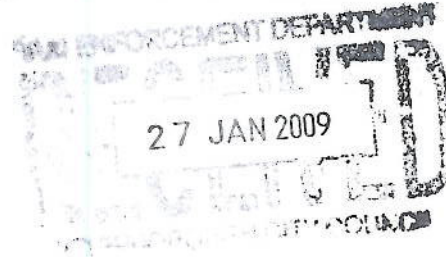
Drivers, unfortunately, inevitably sometimes face aggression and drunkenness. I draw a comparison with licensed door-staff, Police community support officers and Police officers. No one, I suggest, would ever consider it appropriate to employ those individuals without giving them appropriate training in conflict resolution and resolving challenging situations. Police know that without appropriate training we would have an increase in officers being hurt and a break down in our relationship with the public. I would suggest it is no different for drivers.

Superintendent Gary Ridgway  
Peterborough Police Deputy Commander

Millfield  
Peterborough  
PE1 2LH

25<sup>th</sup> January 2009

Taxi Enforcement Office  
The Bungalow  
Bridge House  
Peterborough  
PE1 1HU



Dear Sir / Madam

**RE: Proposed change in Licencing conditions**

I am writing this letter with objection to the proposal made by the Local government with regards to the mandatory fitting of a C.C.T.V system in each Licensed Vehicle, and the requirement of all drivers to undertake the N.V.Q course "Road passenger Vehicle Driving".

I personally feel that Taxi drivers have been penalised enough over the last few years in this city.

- 1) The age limit of a private hire vehicle has been significantly reduced. I understand that in other surrounding areas such as Stamford Huntingdon etc they have no age limit on a vehicle as long as the vehicle is road worthy it can be used as a private hire taxi vehicle.
- 2) The cost of an M O T for a taxi has significantly increased
- 3) The overall cost to become a taxi driver is increasing rapidly
  - a) A renewal badge is required every year in this city £95.00
  - b) A police check is required every year £10.00
  - c) A DVLA check is required every year £5.00

Now you are enforcing fitting of a C.C .T.V system who will pay for this? The driver or Peterborough City Council?

You are proposing to enforce that drivers undertake an N.V.Q again who will be paying for the cost of this course?

You are forcing taxi drivers out of the trade by increasing costs at this crucial time of recession.

I hope you take my points into consideration before enforcing this proposal

Looking forward to hearing from you.

Thank you,

# THE NATIONAL PRIVATE HIRE ASSOCIATION



8 Silver Street, Bury, Lancashire BL9 0EX. Tel: 0161-280 2800 Fax: 0161-280 7787 Email: npha@btconnect.com

13 February 2009

To the Chief Hackney Carriage/Private Hire Licensing Officer:  
All Licensing Authorities - England and Wales

Dear Colleague

As General Secretary of the National Private Hire Association and Editor of the national trade newspaper Private Hire and Taxi Monthly I receive many comments, articles and questions from our member companies and licensing officers regarding training and qualifications within our industry.

As there has been much controversy in the trade lately regarding the 'buying of qualifications', the number of training companies offering 'inducements' and the increasing number of training providers who have little knowledge of the trade now entering the market to take advantage of the generous funding, we felt that it would be beneficial to all concerned if we circulated some updated information with respect to the current position on industry training.

This letter outlines the journey so far, government funding, the facts regarding the training and assessment and the preferred route of the NPHA in raising the skills in our industry to Level 2 and beyond.

## The Journey so far

In 2003 the NPHA initiated the first Government approved qualification for our industry; this required the setting up of a separate company with industry and training experts to develop a bespoke qualification for our industry at level 2. This would place the Taxi and Private Hire industry at the same level as other passenger transport providers such as bus and coach.

The qualification chosen was a vocationally related qualification (VRQ) as it provided the training inputs, the knowledge and understanding necessary for taxi and private hire drivers to carry out their work to a high standard, and finally external assessment was chosen so that necessary rigour was established especially in areas of safety and regulatory knowledge. The awarding body selected for the VRQ qualification was Edexcel, who are the largest awarding body in the UK and the provider of the respected BTEC range of vocational qualifications; and who provide an on-line examination service with a random selection of questions from a data bank of over 700 questions, to ensure a totally professional examination process.

As there was no history of qualifications in our industry, the NPHA promoted the idea of providing all new centres and candidates with all the support materials necessary to ensure



that what was being taught was professional, relevant and mapped to the national standards. Further, the qualification gained QCA approval so that for the first time, the industry had a truly national award that would be recognised by all as a totally transferrable, Government approved training programme.

New centres were provided with BTEC tutor packs consisting of CDs with Power Point presentations, sample question banks and written support material for each individual unit in the qualification. The candidates receive three booklets comprising all the information required to study the knowledge required for each unit: Booklet 1 - Customer Service, Equality and Diversity and Disability Awareness; Booklet 2 - Transporting Passengers Safely, Carriage of Luggage and Parcels and Map Reading and Route Planning; Booklet 3 - Licensing Regulations. Some of you may have already seen the candidate booklets; if anyone wishes to view these booklets, please let us know and we can ensure that you are provided with a set.

Between 2003 and 2006 many licensing authorities and taxi companies dipped their toe in the water and began the long march to train and qualify drivers in the industry. Some licensing authorities mandated the BTEC while some colleges and/or private companies sourced funding from the European Social Fund.

The difficulty in accessing funding was alleviated by the development of new Industry Standards in 2007 and Train to Gain funding in 2006/2007. These new NVQ standards were developed from the existing BTEC support materials with new additions as appropriate. This gave the industry two qualifications: an NVQ and a VRQ, both at level 2. The NPHA supported the NVQ as an additional qualification as it released the necessary funding for the VRQ which we regard as essential to the success of the NVQ. Success in the BTEC gives the candidate all the underpinning knowledge requirements of the NVQ and prepares drivers for the practical assessments.

Completion time scales for new drivers undertaking the BTEC are 35-70 hours, and for existing experienced drivers around 20-35 hours, all subject of course to an initial assessment of the candidate's current skills. The NVQ will take longer; how long will depend on the effort of the driver in completing action plans and compiling a 'portfolio' of evidence.

### **Funding**

There is considerable Government funding for training providers through Train to Gain. For the many candidates in our industry who require Skills for Life in literacy and numeracy there is further Government funding.

In these recessionary times, we have to ensure that our industry derives the maximum training benefit from this initiative. For example, a company that has 100 drivers or a licensing authority that has 1000 licensed drivers has to consider carefully the access and selection of the training company that is aiming to be the provider, bearing in mind that the company that is chosen has access to substantial government funds.

The individual registration fee for candidates undertaking the BTEC is £75, plus £60 to £80 for the NVQ registration, still leaving a very healthy margin for the training providers for training and assessment.

These monetary sums can attract training companies that have little knowledge of the passenger transport industry but every intention of accruing the maximum income for the least possible effort. Many complaints are from training companies who are doing the BTEC/NVQ as recommended in this letter, being undermined by companies who have little knowledge of our industry but are using an NVQ model without the BTEC practical training, the all-important regulations or any external assessment.

Continuing on this theme, one of the questions we are asked most frequently by licensing managers when discussing potential training is: "Where is the nearest training centre for candidates from our area? Where can we send them to gain these qualifications?"

Therefore we thought it would be appropriate to send you a list of the current training centres that are accredited by Edexcel to deliver the BTEC and NVQ.

We wish to highlight the fact that 15 new training centres have gained centre approval since the beginning of the year, and more of these accredited centres are opening on a regular basis. If you need an update on the centre list, please contact us at any time.

If your licensing authority is considering to mandate these qualifications here are some pointers. VRQs are not funded by Train to Gain so the BTEC and other VRQs can be mandated without fear of losing funding. NVQs on the other hand are funded by Train to Gain and mandating these qualifications will lose the funding. Therefore the way forward may be to consider mandating the BTEC or other VRQ with encouragement to the trade to undertake the NVQ. This encouragement could take the form of rewarding successful candidates by:-

- giving existing drivers who have a low skill base sufficient time to acquire the Skills for Life/BTEC/NVQ (e.g 1-3 years)
- providing school and Social Services contracts and selected benefits only to BTEC/NVQ qualified drivers; this is becoming the chosen route for contract tender by many local authorities
- 'selected benefits' could include a reduced licence fee, as has happened in Oldham for their highest standard of operators
- extending the licensing period from 1 year to 3 years for BTEC/NVQ qualified drivers
- providing special badges for qualified drivers so that the travelling public is aware that the council has a policy of 'customer first' and they are travelling with a 'trained driver'

The obvious advantage for local authorities that wish to encourage drivers to take these qualifications – or indeed licensing authorities that wish to mandate a VRQ – is that there is no cost whatsoever to the local authority, as the training is provided externally. And as this training is funded, it doesn't cost the drivers anything either.

#### **The National Association's approach**

The NPHA's policy is quite clear: we want the best possible outcome – and thus income - for our drivers; we therefore recommend that all new drivers and existing drivers complete the BTEC or other VRQ followed by an NVQ. This gives the driver the confidence that the training has been completed before the assessment process begins.

For many of our drivers who may lack confidence in reading and writing and language skills, the NPHA recommends the opportunities presented by the Skills for Life Programme for self-improvement in these important key skills.

As regards the views of the candidates themselves, as you might imagine, long-term experienced drivers often view the qualifications with scepticism and a "teach Grandmother to suck eggs?!" approach. However, without exception the feedback from these drivers once they have qualified is that they were both surprised and pleased as to how much they actually learned. Some have expressed great pride in the fact that they have gained a qualification for the first time in their lives.

After researching and questioning our members we have to conclude that the best way forward for licensing authorities, operators and companies when approached by a training provider is to ask them the following: What qualifications are being offered? What off-the-job training is included? (Important question as on-the-job training is difficult as their place of work is the cab). Also, are the regulations covered? And finally, is there independent external assessment, not simply a question-and-answer session or a paper based question paper that has been used a hundred times and the answers well known to most candidates.

The BTEC/NVQ should be seen as the benchmark that should be achieved for all taxi and private hire drivers. In 2008 over 7000 drivers undertook the BTEC/NVQ; a dramatic increase in these numbers is expected for 2009 as more licensing authorities recommend this route and more industry trained staff become available.

Finally, please read the Consultation on Improving Access to Taxis - February 2009 by the Department for Transport where they specifically recommend training for taxi drivers. A review of the consultation will feature in the forthcoming Taxi and Private Hire Monthly.

Thank you for taking the time to read this material; we thought it important to provide you with an update and a degree of clarification. As always, if you wish any further information, you know where to get in touch: 0161 280 2800; or [npha@btconnect.com](mailto:npha@btconnect.com)

Yours sincerely  
for THE NATIONAL PRIVATE HIRE ASSOCIATION



**BRYAN M ROLAND**  
**General Secretary**

## Edexcel BTEC Award in Transporting Passengers by Taxi and Private Hire

*NB: Most of these training providers will offer training outside their address area or nationally*

### BTEC approved centres, in order of location

Andover College	Andover	01264 360064	Claire Hare
PDM Training and Consultancy	Andover	01254 321340	Dave Stanley / Jenny Jones
Northumberland College	Ashington	01670 841294	Angela Fairness
Condition Training Ltd	Bacup	01706 876900	Steven Downham-Clarke
North Devon College	Barnstaple	07966 882471	Darren Armstrong
Basingstoke College	Basingstoke	01256 306677	Hayley Monckton
Yorkshire Business School	Batley	01757 282318	Tracey Rogers
East Birmingham Community Forum	Birmingham	0121 3284998	Jim Miller
GoodMedia Ltd / DriveSafe	Birmingham	0121 693 9390	Fay Goodman
South Birmingham College	Birmingham	07940 423690	Mike Selvey
Blackpool & The Fylde College	Bispham	01253 504193	Sandra Allen
Hugh Baird College	Bootle	0151 353 4456	Jennifer Norbury
Bradford College	Bradford	01274 433166	Elaine Chesters
ETG Training	Bradford	08700 619 697	S Malik
Easton Learning Centre	Bristol, Derby, Leeds, High Wycombe, West Midlands	0117 902 2282, 07917 451 827	Zia Hague / Mohammed
A2Z Training Centre	Cardiff	02920 565661	Peter Renwick
Dragon Taxis Ltd	Cardiff	02920 444441	Gareth Owen
System Group Ltd	Carlisle	01228 574010	Kathrine Williamson
West Cheshire College	Chester	01244 670460	Sian Williams
Runshaw College	Chorley	01772 643028	Sharon Tuck
Pennine Management Services	Doncaster	01302 772543	R Elsey
Mathieson Training Ltd	Dudley	01384 243710	Omar Ali / John Lafferty
Distinctive Training Ltd	Gateshead	0191 478 8347	Joanne Crosby
s2f Ltd	Gleaston, Near Ulverston	01229 869922	Mike Brereton
Thurrock & Basildon College Logistics & Transport COVE	Grays	01375 362746	Alan Appleyard
Havering College	Hornchurch	07736 774647	Justin Rowley
ESTL Ltd	Huddersfield	01484 609777	Nancy Finnigan
Targeted Training Projects Ltd	Kingswinford	01384 294437	Carlette Harries
Knowsley Community College	Kirkby	0151 477 5809	Steve Carroll
Lancaster & Morecambe College	Lancaster	01524 521358	Liz Wheeler

## Edexcel BTEC Award in Transporting Passengers by Taxi and Private Hire

*NB: Most of these training providers will offer training outside their address area or nationally*

### BTEC approved centres, in order of location

Joseph Priestley College	Leeds	0113 3076042	Carl Escott
Leeds College of Technology	Leeds	0113 297 6424	Martin Tetley
Quality Transport Training Ltd	Lichfield	0845 257 6596	George Hetherington
Liverpool Community College	Liverpool	0151 252 4657	Anne Hauger / Frances Morriss
Hull College	Livingstone Road	01482 598855	Darryl Hare
West One Private Hire Training	London	020 7880 1549	Lenville Walker
Loughborough College	Loughborough	01509 618305	Ria Tervoort
Community Training Portal	Luton	01582 565938	Sulcan Mahmood
Dynamis Education Centre	Manchester	0161 233 7110	Joel Igenozza
TWL Training	Milton Keynes	01908 487603	Jack Fleming
Newcastle College	Newcastle upon Tyne	0191 200 4000	
North Warwickshire & Hinckley College	Nuneaton	024 7624 3154	Bob Farley
Profound Services	Peterlee	0191 587 8156	Steven Ward
CAB Business Solutions Ltd	Poole	01202 853293	Steve Clarke / Lisa Stevens
Universal Security Solutions	Preston	01772 712900	Robert Clarke
Norton Webb Ltd	Pudsey	0113 239 6540	Angela Garczynski / Kate de Juan
Cornwall College Group	Redruth	01209 617631	Tanya Bellingham
The Leadership Development Centre	Salford	07713 633113	Mike Needham
Salisbury & District Value Cars Ltd	Salisbury	01722 333333	Mike Smith
Quay Assessment Training Ltd	Sidcup	020 8302 4821	Lynn James
Craven College	Skipton	01756 797266	Christine Johnson
Abba Cars Ltd	Southend on Sea	07939 205211	Fiona Begley
St Helens College	St Helens	01744 623887	Julia Callaghan
Cablecom Training	Stockton-on-Tees	01642 764000	Clive Donnison
Stoke on Trent College	Stoke-on-Trent	01782 603119	Ralph Ritchey
ABA Training Ltd	Sudbury	01787 377988	Bill Shirley
Safe & Sound UK Ltd	Trowbridge	01225 774008	Ian Reed
Truro College	Truro	01872 267000	Sarah Mooney
Warrington Collegiate	Warrington	07748 753024	Cheryl Wiseman

This page is intentionally left blank