

## NOTICE OF MEETING

MEETING	<b>LICENSING COMMITTEE</b>
DATE:	<b>TUESDAY 10 MARCH 2009</b>
TIME:	<b>9.30 am</b>
VENUE:	<b>BOURGES/VIERSEN ROOM - TOWN HALL</b>
CONTACT:	Alex Daynes <b>Telephone: 01733 452447</b> <b>e-mail address alexander.daynes@peterborough.gov.uk</b>
<i>Despatch date:</i>	<i>2 March 2009</i>

### AGENDA

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<b>1. Apologies</b>	
<b>2. Declarations of Interest</b>	
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There is an induction hearing loop system available in all meeting rooms. Some of the systems are infra-red operated, if you wish to use this system then please contact Alex Daynes on 01733 452447.

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Minutes of a meeting of the Licensing Committee held at the Town Hall,  
Peterborough on 24 June 2008 at 9.30am

Members Present: Councillors Newton (Chairman), Thacker (Vice Chairman), Dobbs, Hiller, Khan, Morley and Lowndes

Officers Present: Adrian Day, Principal Licensing Officer  
Jane Bosworth, Licensing Enforcement Officer  
Amy Brown, Solicitor  
Lindsay Tomlinson, Governance Support Officer

1. Apologies

There were no apologies.

2. Declarations of Interest

Councillor Morley advised that he was one of the Ward Councillors in Bretton but that this would have no bearing on his decision and he therefore did not have a prejudicial interest.

3. Minutes of the previous meeting

The minutes of the meeting held on 11 March 2008 were agreed as an accurate record subject to Councillor Thacker being listed as present at the meeting.

4. Appeal against Refusal of a Street Trading Consent

The Licensing Enforcement Officer introduced the report which detailed representations received, issues raised and the trading history of the appellant. In response to a question the principal licensing officer advised that Mr Karayilan's licence had not been renewed but that this was not relevant as he was not currently trading. If he resumed using the unit at that location then the licence fee would become payable.

Councillor Fitzgerald, Ward Councillor, addressed the Committee on behalf of residents. He stressed that there was an overwhelming level of objection to this application and that road safety was a key issue.

The applicant, through his solicitor, stated that he had been trading for four years and that he now held relevant certificates in food hygiene. The Committee agreed to accept photographic evidence showing the new trading unit along with a petition in support of his application, a receipt for his licence fee and a food hygiene certificate.

In response to questions Mr Karayilan gave the following responses:

- The new trading unit is in his possession
- He would ensure that the unit was kept clean and regularly serviced and would not allow it to deteriorate
- The hours he intended to trade were 5pm to 11pm; he acknowledged that this may lose him trade but he had chosen to cease trading at 11pm so as not to disturb local residents. If customers turned up after 11pm he would refuse to serve them.
- There would be 2 members of staff – Mr Karayilan and his son
- There had been problems previously of trading outside permitted hours but this would not happen again

- The difference between this application and the previous one were that a new trading unit would be used and the hours of trading had been amended from 6pm until 12 midnight to 5pm until 11pm.
- He would be able to use toilet facilities at nearby pubs or at houses of customers and would close the unit whilst using toilet facilities if necessary
- The food hygiene certificate shown to the Committee had not been renewed as he was not currently trading – if and when he did start trading again he would have it renewed

The Licensing Enforcement Officer queried the applicant on the fact that his van had been seen trading from a lay-by near the Norman Cross roundabout on the A1 and that the licensing department at Huntingdonshire District Council had advised her that the applicant did not currently hold a licence. The applicant told the Committee that he had spoken to Huntingdonshire DC about the matter and that the renewal of his licence was in hand.

The legal officer reminded the Committee that they should focus on the current application and in particular decide whether the applicant was a fit and proper person to hold a street trading consent and whether the proposed site was suitable.

The Principal Licensing Officer summed up the case for refusal of the street trading application and Mr Karayilan summed up his case for appealing against the refusal. Both parties, the press and public were then excluded from the meeting while the Committee deliberated.

**RESOLVED:** to uphold the decision of the Head of Environmental & Public Protection Services to refuse a Street Trading Consent.

**Reasons for the decision:**

Members did not think it fit to grant a Street Trading Consent to Mr Karayilan for the following reasons:

1. Bretton is a developing area with a number of street trading outlets and the Committee did not feel there was a need for an extra outlet
2. road safety issues relating to the application site
3. the previous trading history of the applicant at that site

CHAIRMAN  
9.30am – 11.15 am

<b>LICENSING COMMITTEE</b>	AGENDA ITEM No. 4
<b>10 March 2009</b>	<b>PUBLIC REPORT</b>

<b>Cabinet Member responsible:</b>	<b>Cllr Fitzgerald</b>	
Contact Officer(s):	<b>Ian Robinson, Regulatory Officer</b>	Tel. 453541
	<b>Ken Gray, Principal Licensing Enforcement Officer</b>	Tel. 453406
	<b>Peter Gell, Section Head Business Regulation</b>	Tel. 453429

**Changes in the licensing conditions for Hackney Carriage and Private Hire vehicle licences.**

R E C O M M E N D A T I O N S	
<b>FROM : Taxi Enforcement Office Regulatory Officer Ian Robinson</b>	<b>Deadline date :</b>
That the Licensing Committee approves:	
<p>1. The introduction of a further requirement of fitness to be attached to the grant of a licence to include the wording, <b>“All new applicants, upon applying for a Hackney Carriage or Private Hire Driver’s Licence, undertake the NVQ level 2 Course, “Road Passenger Vehicle Driving” with a training provider who meets the specification laid down by the authority.”</b>. New applicants would initially be issued a six month licence, and on completion of the course the licence would then be extended to the full year at no additional charge.</p> <p>2. That all existing licensed hackney carriage and private hire drivers undertake and successfully complete the NVQ level 2 Course, “Road Passenger Vehicle Driving” with a training provider who meets the specification laid down by the authority in Appendix D, before a designated deadline, dated two years from the Licensing Committee’s decision.</p> <p>3. The introduction of a requirement that all vehicles licensed by Peterborough City Council as a Hackney Carriage or Private Hire vehicle should be, as a condition attached to the grant of a licence, fitted with a CCTV system of a type and specification laid down by the authority in Appendix C, before a designated deadline, dated 2 years from the Licensing Committee’s decision and that all new vehicles and replacement vehicles are fitted with the CCTV system prior to being licensed. The additional vehicle licence conditions to read:</p> <p><b>“The vehicle shall be fitted with a fully functional CCTV system of a type meeting the system requirements set out in the CCTV Specification Criteria.”</b></p> <p><b>“The CCTV system shall be kept in proper working order, serviced as appropriate and the vehicle will be made available to allow authorised officers access to download footage.”</b></p> <p>4. The introduction of new compulsory standardised permanently affixed (not magnetic backed) door stickers to be applied to the rear passenger doors (nearside and offside) of all private hire vehicles and the amendment of Condition 2 (c) of the Private Hire Vehicle Conditions to read:</p> <p><b>“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 words “Taxi” or “Cab” are not featured.</b></p>	

## **1. ORIGIN OF REPORT**

- 1.1 This report is submitted to the Committee following a referral from the Taxi Enforcement Office.

## **2. PURPOSE AND REASON FOR REPORT**

- 2.1 Since the winter of 2006 there have been a number of high profile attacks on Peterborough drivers, with some assaults being of a serious nature. These assaults include life threatening injuries, stabbings, robbery, hit across the head with weapons and attempts made to steal their vehicles. In the first seven months of 2008 there were 87 reported incidents involving our licensed drivers, 80% of these recorded the driver as the victim and on average there are 10 reported incidents each month. The industry also suffers from customers making off without payment and racial abuse, most of which are not reported as they appreciate that it is often one person's word against another. These incidents have been widely reported in local and national news, with some criticism directed towards the authority from members of the trade demanding that PCC address the issue of driver safety. A number of crimes also record the Taxi / Private Hire driver as the offender; these crimes include kidnapping and sexual assault. The proposed introduction of CCTV and the NVQ Course will undoubtedly combat most of these issues, therefore increasing driver and passenger safety.
- 2.2 In October 2006 the Department for Transport stated in their best practice guidance (Appendix F) that there is an advantage in encouraging drivers to obtain a nationally recognised vocational qualification for the taxi and private hire trades. They suggest the syllabus should cover customer care, conflict resolution, handling emergencies and how best to meet the needs of people with disabilities and other sections of the community. The chairman of the National Private Hire Association had given his support for the need for driver training to a recognised level. There is clearly a growing impetus for councils to introduce some type of training for hackney and private hire drivers.
- 2.3 The Government, through "GoSkills" (the Sector Skills Council for Passenger Transport) is keen to introduce training to the passenger transport sector. GoSkills is committed to the development of workers in all industries within the passenger transport sector. GoSkills was contracted by the Department of Transport to investigate ways in which the skills and learning initiatives in the hackney and private hire industry could be more widely available. A report (Appendix F) was commissioned by GoSkills and produced by Roger J. Silvers MA, LL.M. It reviewed the underpinning legislation and provided an evaluation into gaps in the skills and workforce development and how these may be addressed to achieve an improved quality of service, raise the profile and professionalism of the taxi trade, attract more people to enter and remain in the industry and ensure the sustainability of the industry.
- 2.4 In addition we have received a number of complaints concerning the way that elderly and disabled people are treated and transported by the hackney and private hire drivers. In particular, complaints indicated that people in wheelchairs have been placed in hackney carriages without access ramps being used, wheelchairs have not been secured correctly and some disabled passengers allege they have been refused access to hackney carriages. Although our Hackney drivers are given instruction on the subject of loading and unloading a wheelchair, the additional training will supplement and improve the driver's knowledge and understanding of the needs of various disability groups. The Disabled Persons Transport Advisory Committee, in their 2003 Good Practice Guide, emphasised the need for driver training for taxi drivers dealing with disabled people. The NVQ course deals with these issues.
- 2.5 In response to a number of incidents against our licensed drivers, Cambridgeshire Police set up a monthly Taxi Issues Meeting. The Taxi Issues Group was chaired by Cambridgeshire Constabulary and was also attended by Councillors Wayne Fitzgerald and Fazal Mahmood,

Peterborough Mediation, Peterborough Racial Equality Commission, representatives from the hackney and private hire trade and city council officers. After a number of meetings two options were proposed; the need to amend licensing conditions to make CCTV and to introduce the NVQ course as a mandatory requirement of a licence (minutes included within Appendix A).

- 2.6 It is a priority of the Licensing Authority that the public should be able to easily identify and feel safe whilst using licensed, private hire vehicles in the city. The Authority has a duty to ensure that private hire vehicles are properly regulated, easily distinguished from hackney carriages and readily identifiable. A private hire vehicle can only be booked by contacting a private hire operator in advance. It cannot ply for hire by 'cruising' the streets or waiting on a rank. The authority's regular test purchase operations prove that some private hire drivers are willing to unlawfully ply for hire and the public are largely unaware of the insurance issues in getting into a private hire vehicle without an advanced booking.
- 2.7 Current best practice guidance on taxi and private hire vehicle licensing from the Department of Transport (Appendix F) states that, "Members of the public can often confuse Private Hire vehicles with taxis, failing to realise that Private Hire vehicles are not available for immediate hire, not insured for that purpose and that the driver cannot be hailed. It is of the utmost importance to distinguish between the two types of vehicle". The DoT Taxi and Private Hire Licensing – Best Practice Guidance, published 7<sup>th</sup> November 2006, stipulates that a licence condition which requires a sign of a specified size and shape, which identifies the operator (with telephone number for bookings) and local licensing authority, which also has some words such as "pre-booked only" seems to be the best practice.
- 2.8 Sections 47(1), 48 (2), 51 (2) of the Local Government (Miscellaneous Provisions) Act allows that a district council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary (see Appendix F).
3. **This report is for the Committee to consider under its Terms of Reference No. 2.5.1.1a) "*hackney carriage and private hire vehicle licensing*" and 2.5.1.4 namely "*To approve (and periodically review) the standard conditions to be attached to any licence/permit/consent issued by the Council*".**

#### 4. **TIMESCALE**

Is this a Major Policy Item/Statutory Plan?	<b>NO</b>
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#### 5. **MAIN REPORT**

- 5.1 The Taxi / Private Hire business is a very different one from most occupations and there is a real and definite risk to the personal safety of each and every driver. We have had two drivers seriously injured in the last six months, one severely beaten over the head with a metal object during a violent disturbance, the other stabbed three times during a robbery. Most surveys list the trade as one of the most dangerous occupations and over recent years we have experienced a rise in reported incidents in the Peterborough area. Risks are heightened because it is commonly known that drivers work alone, often at night. Drivers pick up and drop off customers in isolated areas and known trouble spots. The public perceive that they are always carrying cash and they deal with strangers, some of whom can be aggressive and/or drunk. Driving Taxis and Private Hire vehicles for a living is an important job and provides a valuable service to the public. Our licensed drivers, by virtue of their licence, are granted access to convey the public, some of whom are extremely vulnerable by virtue of their age, disability or lone drunken females returning home after a night out. The authority also relies heavily on the trade to carry out School and Social Services Contracts.

- 5.2 Passengers have a right to expect to reach their destinations safely and to be driven there by a professional driver. Drivers also have the right to expect that the person travelling in their vehicle will pay for the service and not behave in an abusive manner towards them.
- 5.3 In 2008 the Taxi Enforcement Office had received 44 complaints from members of the public. Complaints ranged from over charging, abusive behaviour, theft, disability discrimination issues, inappropriate suggestive comments, dangerous driving and using mobile phones whilst conveying passengers. It is anticipated and in fact proven in other authorities that the introduction of the training and CCTV will reduce these incidents. The introduction of the new door sign will be an aide to the Taxi Enforcement Office with regards to promoting awareness of illegal activity to the public and would create a deterrent factor for vehicles purporting to be licensed (bogus cabs) when they are not.
- 5.4 It has become apparent from regular inspections that there is no standard of door signs within the trade, some door signs have the words "Private Hire" in extremely small lettering and are therefore difficult to read. Some, despite licensing conditions, make no mention to "Private Hire". Some drivers have been stopped and their vehicles have not displayed any signage. Some drivers found not displaying signage have stated in their defence that the magnetic signage had been stolen, fallen off or blown off in high winds.

## **6. N.V.Q.**

- 6.1 The general consensus locally and nationally is that the image and professionalism of the Hackney and Private Hire industry needs to be improved and that skills development, based on national standards, should be implemented in order to achieve consistency and to provide national recognition; as with any other work place qualification. The poor image of the trade and the trade being deemed to be low skilled, can cause difficulties when trying to attract the right applicant and retain staff. Many problems experienced by our drivers occur simply because drivers do not have the necessary skills in customer service and conflict resolution. The introduction of a NVQ Course will undoubtedly address the issues of customer service, conflict resolution, hazard awareness and personal safety. Whereas other modes of passenger transport legislation exists, requiring minimum skill levels for drivers, no such legislation exists for hackney or private hire drivers. As already stated, many organisations are advising the need for driver training.
- 6.2 The proposed NVQ Course in Road Passenger Vehicle Driving will be run by a training provider which meets the specification laid down by the Authority (currently A.B.A. Training and Worldwide Travel Training) and using the GoSkills recommended training delivery model. Both providers are utilising trainers from a road transport/taxi background and both have experience in training this industry.
- 6.3 There are many training providers in the industry offering similar courses but, there are varying degrees of quality. Some providers run the course as a distant package, allowing students to take workbooks away to complete, which could allow misconduct. Some providers have little knowledge of the trade and offer a course which is not tailored to the industry and therefore are offering a more basic syllabus and appear to be in the market purely to capitalise on available funding.
- 6.4 Bryan Rowland, General Secretary of the National Private Hire Association, echoes the above in the letter included within the consultation section (Appendix B). It is therefore advisable that we only allow training providers who fulfil the specification laid down by the authority (specification listed in Appendix D). The qualification gained is recognised nationally and has been written specifically by the Passenger Transport industry. The course is recognised by many other authorities and the skills obtained are transferable. The training is usually over a 10 – 13 week period; part on the job assessment and part classroom based. Each workshop lasts around 3 hours and the trainer will take busy working times into account. The training can be arranged at various times of the day, including the evening if there is sufficient demand. At this stage the only requirement from the driver is their time and commitment. The cost of the course is currently funded by "Train to Gain". This funding is in



place until the end of July 2015 and GoSkills anticipate the funding will continue. If funding is not in place in the future, then the future cost of undertaking the NVQ course will be at the driver's expense. At this stage the course costs between £500 - £700 depending on training provider.

6.5 The NVQ syllabus includes:

- Communication and positive working relationships,
- developing and maintaining good customer service,
- dealing with and resolving difficult situations,
- conflict resolution,
- passenger transport legislation
- discrimination in the context of passenger transport,
- duties and responsibilities in offering a non-discriminatory passenger transport service,
- recognising disabilities and impairments,
- providing sensitive assistance for users of passenger transport,
- technology and equipment to support transporting people with disabilities,
- examining health and safety in relation to operating a taxi/private hire vehicle,
- hazards and risk awareness,
- how to respond to accidents and emergencies,
- safe maintenance and operation of vehicles,
- obligations of the licensed driver with regards to luggage and parcels,
- safe lifting and carrying,
- licensing legislation for hackney and private hire,
- obligations of licensed drivers/operators to the local authority,
- dealing with lost property,
- Responsibilities of the driver in relation to the transportation of dangerous goods.

6.6 It is anticipated that many drivers may be fearful of returning to learning, having been out of the learning environment for many years. Other authorities have initially experienced similar problems and negativity from some members of the trade, who held the view "They have been driving for many years, so what can anybody teach them." These difficulties were easily overcome and the course proceeded successfully.

6.7 Voluntary programmes run by other authorities have been unsuccessful to a degree, attracting those with a positive, professional outlook and not reaching the drivers who would benefit the most from participating in a training programme.

6.8 Another barrier to engaging drivers would be cost. This is both the direct cost for drivers who were, in the main, self-employed and had to pay for any training and the indirect potential financial loss incurred when the driver would be off the road whilst undertaking training. In order to combat the cost issues, we will obtain funding for the NVQ from "Train To Gain" and the training provider is confident that courses can be run at various times during the day, including the possibility of evening courses and working around known busy periods to minimise problems for the driver.

6.9 The trainer's experience indicates that if drivers allow 3 hours per week, either being assessed, attending workshops or collecting evidence they will easily obtain the qualification within the 10 - 15 week time frame. In addition, assessors will make a convenient appointment to undertake assessments.

6.10 Some of our Operators have willingly and enthusiastically embraced the idea of recognised qualifications to enhance their business. A-2-B Eurocars and Ash School Transport have already undertaken NVQ training and Royal, Peterborough Cars, King Cars and Diamond Cars have now spoken to the training provider to arrange training for their staff before any decision has been made as to whether it should be a condition of the licence.

## 7. C.C.T.V.

- 7.1 The authority is currently running a small pilot programme where CCTV has been fitted to two hackney carriages and one private hire vehicle. We have received very positive feedback from the drivers who state they have noticed a marked reduction in incidents. The introduction of CCTV in taxis in other licensing areas has seen a marked reduction in offences against the driver and in complaints against the driver, therefore increasing driver and public safety.
- 7.2 We initially attempted to provide a free CCTV system to our licensed drivers, funded by the sale of advertising. Unfortunately, the agency involved was unable to sell the necessary adverts to fund the equipment and the scheme failed. In addition we have attempted to obtain funding from various government and community safety sources and unfortunately were unsuccessful. Approximately 6 years ago, funding was obtained to subsidise the drivers' purchase of a CCTV system. However, there was no uptake from the trade to adopt this.
- 7.3 The CCTV system currently fitted to the three vehicles is supplied by Xtron UK and fulfils the requirements of the authority (Appendix C). The system is fully encrypted and secure, so only authorised personnel, namely the Police or supplier, can access the stored images. The images are recorded to a hard drive, which are then overwritten after a 12 day period. The system is guaranteed for two years, but can be extended and the life of the system is estimated to be 5 years but can be upgraded.
- 7.4 The Xtron system was one of the many CCTV systems demonstrated to the trade at the Gladstone Park Driver Safety Day. It was identified that all possible CCTV suppliers who had contacted our office, or who were advertising in trade publications or on the internet, were invited to attend the Driver Safety Day and demonstrate their product.
- 7.5 All systems demonstrated were viewed by members of the trade, Councillors, Police Community Safety Officers and council managers/directors connected to the Environmental and Public Protection Department. All parties gave preference for the Xtron system, stating it was their preferred solution, identifying the overlay mirror as a must.
- 7.6 The system was then approved at the Taxi and Private Hire Forum and finally demonstrated to the trade and Forum when fitted to the pilot vehicles. As a result the Xtron system was identified, preferred and recommended by the trade, Councillors, Council Officers and Police Officers as the most suitable system.
- 7.7 Superintendent Ridgeway of Cambridgeshire Constabulary stated; "The Police feel that it is essential for evidential reasons that only they or the parent company of a CCTV system can access any recordings from CCTV systems. Pragmatically, a range of systems would in reality mean that Police Officers would have less access (through training gaps, de-skilling or unfamiliarity) leading to a less than effective response to the needs of victims and the investigative process." It is therefore suggested that we limit the types of CCTV systems fitted to prevent logistical problems for the Police (Appendix B).
- 7.8 The system would be fitted at the vehicle owner's expense and currently costs £679.00 for Hackney Carriage (two camera system) and £479.00 for Private Hire (single camera). A two camera system is necessary for hackneys to provide full coverage due to the rear facing seats. Should a system need removing and re-fitting in another vehicle the labour cost would be £115.00. There would be no charge to the driver for the downloading of images.
- 7.9 In a bid to assist the trade we have also approached Conders, the LTI Dealership and One80 (the converter of the New Mercedes Hackney) to establish if they could supply new and used vehicles already fitted with the approved system as part of their sales package. Both organisations were willing to proceed and they are currently liaising with the CCTV supplier to ascertain if it is feasible.
- 7.10 The council has also approached the CCTV suppliers to arrange a finance package to assist the trade and allow them to pay in instalments.

- 7.11 Cambridgeshire Constabulary and the Taxi Issues Group request and advocate that the authority changes licensing conditions making CCTV a mandatory requirement of a licence. Both have viewed and approved the Xtron system.

## **8. DOOR SIGNAGE**

- 8.1 Two door signs will be supplied by the Authority to each vehicle at a cost of £0.33 each, initially costing the Authority £330.00 and will be funded from the 2009 – 2010 taxi licensing budget. If replacement signage is required this will be at the vehicle owner's expense. It is proposed that the new signage should be permanently affixed to the vehicle and that magnetic backed signage is not permitted (see alternative options).
- 8.2 The initial request for these signs originated from the trade and has received the backing from all the current elected members of the trade currently serving on the Taxi and Private Hire Driver's Forum.
- 8.3 The introduction of the new sign will be an aide to the Taxi Enforcement Office with regards to promoting awareness of illegal activity to the public and would create a deterrent factor for vehicles purporting to be licensed (bogus cabs) when they are not (example of proposed signage Appendix E).

## **9. CONSULTATION**

- 9.1 During consultation with the trade on the 14<sup>th</sup> November 2008 regarding the proposed changes for CCTV and the NVQ qualification, letters were sent to all the registered owners of Hackney Carriages, all Private Hire Operators and all elected trade members of the Taxi & Private Hire Forum. The matter was also put before the Taxi and Private Hire Forum (minutes attached) on the 21<sup>st</sup> October 2008 and the trade representatives agreed to seek the trade's views regarding the mandatory fitting of CCTV. Elected Trade Representative, Amran Masood, submitted a letter (attached) on the 15<sup>th</sup> December 2008, expressing the trade's views.
- 9.2 During the following Forum on the 19<sup>th</sup> January 2009 (minutes attached) we provided a full update to the representatives of the trade. The Forum confirmed that the letter from Amran Masood reflected the views of the trade. On this date, the Forum was also advised that the cut off date for comments and objections would be the 18<sup>th</sup> February 2009.
- 9.3 There is opposition from members of the trade as indicated in the attached letters and signed objection received following the consultation exercise. The trade have elected Mr Sajad Ali Majid to act as a spokesman and request he is given the opportunity to speak during the Licensing Committee Meeting.
- 9.4 A detailed response from Superintendent Ridgway of Cambridgeshire Constabulary is included with the report along with a response from Sara Thompson, Team Manager of the council's Passenger Transport Operations and a detailed response from Bryan Rowland, General Secretary for the National Private Hire Association.
- 9.5 The story was reported twice in the Peterborough Evening Telegraph. In addition a consultation advert (copy attached) was placed in the Evening Telegraph on the 21<sup>st</sup> January 2009 outlining the proposed change to licensing conditions and requesting comments or objections by the 18<sup>th</sup> February 2009. The proposal was also advertised on the council website (print enclosed).
- 9.6 The Taxi Issues Group was instrumental in requesting the introduction of the proposed change in Licensing Conditions. The Group consisted of members from the trade (elected members of the forum and private hire company owners), Police, Peterborough Mediation,

Peterborough Racial Equality Commission, Community safety, Councillors and Council Officers.

- 9.7 The door signage proposal was discussed at the Private Hire Forum on the 24<sup>th</sup> July 2007, 28<sup>th</sup> April 2008 and 9<sup>th</sup> July 2008. Letters concerning the proposed compulsory door signage were displayed in the Taxi Enforcement Office reception and sent to all 43 licensed Private Hire Operators on the 10<sup>th</sup> November 2008; only three responses were received (see Appendix B).
- 9.8 Benchmarking against other Authorities has shown that many have adopted the use of similar door signage; most have opted for permanently affixed signs. The information received and attached to the report concerns 35 local authorities; 20 Authorities require permanent signage, 11 allow magnetic door signs, six Authorities are looking to amend their conditions requiring permanent signage after concerns over public safety following incidents involving magnetic signage.
- 9.9 One Authority (Basingstoke) was subject to an appeal after imposing a condition requiring permanent signs informing the public of the need to pre-book private hire vehicles. The district judge, hearing the case in his reasoning said, to protect the public, it was reasonably necessary. The judge placed public safety in front of personal issues, which included any damage to the vehicle that may be caused upon removal of the sign. This appeal decision was further appealed against and it was determined that the condition to make signs permanently attached to vehicles was reasonably necessary in the interests of public safety (court report attached in Appendix B).
- 9.10 It has been found that much of the trade is in favour of the N.V.Q. course with a number of companies having already completed the NVQ and three companies are in the process of signing up for the course before any decision has been made regarding the proposed change in licensing conditions. Other authorities have already introduced the NVQ and have experienced reluctance from the trade, who were anxious at returning to learning, concerned about language difficulties, the cost and time involved (please see paragraphs 6.4, 6.5 and 6.7).

## **10. ANTICIPATED OUTCOMES**

It is anticipated that Members of the Licensing Committee will approve the recommendations in order to amend the conditions attached to Hackney Carriage and Private Hire vehicle licenses issued by Peterborough City Council.

## **11. REASONS FOR RECOMMENDATIONS**

- 11.1 The Taxi Enforcement Office and Members of the Taxi Issues Group recommend the change in conditions in order to increase driver and public safety, to allow the driver to develop the skills to assist them in dealing with conflict, emergencies and anticipating the needs of various disability groups (a full list of course contents is included at paragraph 6.4).
- 11.2 The door signage will increase public education, i.e. ensuring consistent and uniform signage, therefore further reducing the risk of private hire drivers unlawfully plying for hire and the public being carried, uninsured, as a result. This will further reduce the risk of unlicensed, bogus vehicles operating as taxis in the Peterborough area.

## **12. ALTERNATIVE OPTIONS CONSIDERED**

- 12.1 N.V.Q. Course - It was initially considered whether the training should be restricted to new applicants only, as requested by some members of the trade. However as the introduction of the course is intended to improve driver and passenger safety and most victims of violence

to date have been older, more experienced members of the trade, we feel all drivers would benefit.

- 12.2 CCTV - Initially it was considered allowing CCTV to be fitted voluntary. However, as the introduction of the condition is intended to improve driver and passenger safety, it was felt that all vehicles should have CCTV fitted.
- 12.3 Funding was initially applied for to assist the trade but this was unsuccessful as most funding sources believed the money would be better spent elsewhere and supplying funds to what is essentially a private business would set a dangerous precedent.
- 12.4 Attempts were also made to fund CCTV through the sale of advertising displayed on screens within the licensed vehicle but the scheme failed as the agency involved could not generate the advertising sales.
- 12.5 Door Signage - There are two alternative options:
- To reject the report and continue to operate under the current conditions or;
  - Allow the signage to be magnetic backed rather than permanently affixed.

If option 2 is preferred it is likely we would encounter similar problems to those being currently encountered now i.e. signage not being displayed.

### **13. IMPLICATIONS**

- 13.1 Financial – There would be no cost incurred by the authority or the tax payer regarding CCTV and the NVQ. Applicants for, and holders of, Hackney Carriage and Private Hire driver's licences will be required to meet the cost of the CCTV and NVQ course. At this point in time the NVQ will be fully funded by "Train to Gain" until 2015 and most training providers envisage the funding will continue after this date.
- 13.2 There would be an initial cost incurred by the Taxi Enforcement Office of approximately £330.00 to purchase sufficient door signs for the initial issue. Any subsequent replacements will be at the vehicle owner's expense.

### **14. BACKGROUND DOCUMENTS**

- Sections 47(1), 48(2) & 51(2) Local Government (Miscellaneous Provisions) Act 1976 (attached).
- Department for Transport – Taxi and Private Hire Licensing – Best Practice Guide.
- Disabled Persons Transport Advisory Committee Good Practice Guide.
- *Skills Development in the Hackney Carriage & Private Hire Vehicle Industry – Report produced by Roger J. Silvers.*
- Peterborough City Council Private Hire Vehicle Licence Conditions (Condition 2c).
- Basingstoke and Dean Borough Council judgements.

### **15. IMPLICATIONS ASSESSMENT**

*as at September 2003*

#### **Cross-Service Implications**

The proposals affect the council's Passenger Transport Operations (PTO). This department is responsible for providing home to school transport. As noted in paragraph 9.4 Sara Thompson was consulted with and she has provided a letter of support (see Appendix B). The letter also indicates that, if the mandatory requirements are obtained, the PTO department will review the Passenger Transport Services Conditions of Contract to include the provision of CCTV and NVQ trained drivers for all transport services.

## **Risk Assessment**

No risk assessment issues.

## **Community Implications**

Peterborough Racial Equality Commission was involved in the Taxi Issues Group who requested the change in licensing conditions. The NVQ syllabus, as detailed in paragraph 6.5 covers the needs and requirements of various disabled groups, which can only benefit disabled users. From a community safety point of view, training in customer service, dealing with emergencies, conflict resolution, coupled with CCTV and clearer door signage can only increase public safety, therefore a benefit to the whole community.

## **Consultees**

### **NVQ & CCTV:**

The Taxi and Private Hire trade.

The Taxi and Private Hire Forum.

Article published in the Peterborough Evening Telegraph for attention of public.

Advert placed in the Peterborough Evening Telegraph.

Notification placed on council website.

Superintendent Gary Ridgeway, Cambridgeshire Constabulary.

Sara Thompson, Passenger Transport Operations, Peterborough City Council.

Taxi Issues Group (Group includes Police, Councillors, Peterborough Mediation, Peterborough Racial Equality Commission, Taxi Enforcement and trade representatives).

### **Door Signage:**

The Taxi and Private Hire Forum.

The Private Hire trade.

Superintendent Gary Ridgeway, Cambridgeshire Constabulary.

## **16. Appendices:**

Appendix A – Taxi Forum and Taxi Issues Meeting Minutes

Appendix B – Consultation documents

Appendix C – Specification for C.C.T.V.

Appendix D – Specification for N.V.Q.

Appendix E – Example of proposed door signage

Appendix F – Background Documents

## **Annex A**

### **Licensing Committee Report** **CCTV / NVQ / Door Signage**

The council appreciates that the introduction of mandatory C.C.T.V. in all licensed hackney and private hire vehicles would have financial implications for all licensed vehicle owners.

In order to reduce the financial impact on members of the trade we have:

- Worked with the suppliers to reduce the cost per CCTV unit.
- Liaised with Xtron UK ( CCTV Supplier), Conders Garage (LTI Dealership) and One80 (Mercedes Hackney) to establish if they can work together to establish if they could supply new/used vehicles already fitted with CCTV as part of their package. All parties are willing to work together.
- Liaised with Xtron UK to set up finance / instalment packages to enable drivers to spread the cost of payment.

We also propose to introduce an incentive discount scheme, where a driver will be entitled to a discount on their annual vehicle licence fees if their vehicle is fitted with CCTV within the first year. A lesser discount is also available if fitted in the second year.

The discount only applies to those vehicles already licensed by P.C.C. Any new vehicle would not be entitled to discount.

The incentive scheme would only be valid within the two year introductory period and vehicle license fees will revert to the full amount after that period.

It is also worthy of note that the cost of the CCTV equipment can be offset against tax, V.A.T. claimed back if the vehicle owner is registered and most insurance companies will offer discounts to their policy holders if their vehicle is fitted with CCTV equipment.

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# **APPENDIX A**

## **TAXI FORUM AND TAXI ISSUES MEETING MINUTES**

Notes of a Meeting of the Hackney Carriage and Private Hire Forum held on  
Monday 19<sup>th</sup> January 2009

Present: Councillor Wayne Fitzgerald (WF), Mohammed Shoyib (MS), Amran Masood (AM), Eddie Lambert (EL), John Pace and Paul Gelb.

Officers: Paul Phillipson (PP), Peter Gell (PG), Ken Gray (KG), Ian Robinson (IR), John Goodwin (JG), Annette Griggs

Agenda Item	Issues	Action
1. Apologies for absence.	Mohammed Idris and Superintendent Gary Ridgway.	
2. Minutes of meeting 21 <sup>st</sup> October 2008.	<p>PG chaired the meeting and welcomed Paul Phillipson to the forum.</p> <p>It was resolved that the minutes of the last meeting were an accurate record. WF mentioned the article in the Evening Telegraph regarding the NVQ qualification and stressed that this is about the customer recognising that the driver has a qualification and has completed a course.</p> <p>AM countered this argument.</p>	
3. Vehicle testing – feedback from forum members.	<p>KG read out a letter from AM regarding feedback from the trade and the following points were raised:</p> <ul style="list-style-type: none"> <li>• Availability on the weekends and evenings.</li> <li>• No charge on retest</li> <li>• If the vehicle passes on the first test get refund of £20</li> <li>• More convenient times for retest.</li> <li>• Tester to be more punctual.</li> </ul> <p>PG stressed that these points would be collated along with other feedback and a report produced. This report would aid discussions with City Services aimed at improving services.</p> <p>JG explained that a report will be prepared by the end of February.</p> <p>AM requested the percentage of vehicles which have re-tests for the next forum.</p>	<p>JG</p> <p>KG</p>
4. Update court prosecutions.	<p>KG gave an update on drivers badges for the last year</p> <ul style="list-style-type: none"> <li>• 18 revoked</li> <li>• 7 surrendered</li> <li>• 5 refused</li> <li>• 5 written warnings</li> <li>• 5 pending court cases</li> </ul> <p>The top categories for prosecution or revocation are touting, battery, assault and handling and possession.</p> <p>PG explained that the majority of drivers do appeal at the magistrates court as this allows them to continue driving until the</p>	

	<p>appeal has been heard.</p>	
<p>5. Update CCTV</p>	<p>IR gave an update on CCTV and stated that since the last forum work has continued on the issue and should be going to Licensing Committee on 10<sup>th</sup> March 2009. At the meeting it will be requested that the licensing conditions are changed making CCTV and NVQ a mandatory requirement of license. If approved at Licensing Committee there will be a two year deadline for the fitting of CCTV cameras and obtaining the NVQ qualification for existing drivers and vehicles.</p> <p>New drivers must obtain the NVQ qualification within 6 months of being granted a licence. Any new or replacement vehicles must be fitted with the approved CCTV system before a licence is granted.</p> <p>Since October 2008 talks have continued with suppliers of CCTV in a bid to reduce the costs and we can now state that it will cost £479.00 per private hire and £679.00 per Hackney Carriage which is £20.00 cheaper than last quoted. Other CCTV suppliers are being contacted to see if the price can be cut further.</p> <p>It appears that the latest funding application to ACPO (Association of Chief Police Officers) has failed and it looks more or less certain that if it is made a mandatory condition of licence, the cost of CCTV will fall to the owner of the vehicle. If that is the case PCC will do everything in their power to try and reduce the costs as much as possible. It now looks as though the provider will also be able to offer an instalment plan, subject to certain conditions.</p> <p>The NVQ will be fully funded using the Government's "Train to Gain" funding. It is anticipated that the applicant could achieve the qualification in approximately 11 weeks, giving approximately 3 hours of their time each week. The course consists of workshop based activities and in-vehicle assessment.</p> <p>During the last forum on 21<sup>st</sup> October 2008 an update was given regarding the proposed change in licensing conditions. After the update IR asked for feedback from the trade and as a result a letter dated 18<sup>th</sup> December 2008 was received from AM. IR asked if this was the full comment or if there was anything else to add.</p> <p>IR stated that as the response disagrees with the proposal if anyone would like to make verbal representations at the Licensing Committee then names will be forwarded to see if this can be accommodated.</p> <p>AM believes that the NVQ course should be completed before someone becomes a driver and should be made optional to existing drivers. He stated that he had personally spoken to drivers who have completed the course and they do not feel that it has made any difference to them.</p> <p>IR explained that the course is workshop based and a high percentage of assessment will be within the vehicle, so there is a need to have driving experience to make passing the training course easier. The course covers a variety of issues including disability awareness which can only be beneficial to the drivers. There is no charge to the driver, however an attendance fee to be paid to the</p>	

	<p>driver is being negotiated but there are no promises.</p> <p>KG stated that assessors will look at strengths and weaknesses of the drivers and advise accordingly. Poor use of English language will not be a barrier to be able to achieve a pass on the course.</p> <p>PP welcomed the idea and stressed that people can always learn new skills whatever their age and experience.</p> <p>WF stressed that the course will educate drivers to show safer ways of dealing with conflict situations and will help to build up customer confidence. WF also welcomed the installation of CCTV as it acts as a deterrent, people will know they are being recorded and this will reduce incidents of assault.</p> <p>PG confirmed that the consultation period is still open until 18<sup>th</sup> February 2009 for any objections.</p>	
<p>6. In Cab promotions – carpets for Hackney Carriages</p>	<p>KG introduced John Pace and Paul Gelb from In-Cab Promotions who gave a presentation on carpet advertising in Hackney Carriages. Drivers will get a free mat fitted by an appointed local agent. This will benefit the drivers financially as they will be paid from the advertising revenue and also they will be having a new carpet in the vehicle on a regular basis.</p> <p>It was suggested that a list would be held in the taxi enforcement office for any drivers who are interested.</p>	
<p>7. Any other business and formal record of time.</p>	<p><u>Fitzwilliam Street</u></p> <p>KG confirmed that Fitzwilliam Street is due to be up and running in March 2009. A numbered code will be input into a panel and a bollard will allow access. KG thanked WF for his help in moving this scheme forward.</p> <p><u>Broadway</u></p> <p>WF stated that some taxi drivers are taking advantage of the parking in Broadway and asked the trade to be reminded of this.</p> <p>KG stressed that this is only a temporary arrangement until Fitzwilliam Street is complete.</p> <p><u>Limiting hackney carriages</u></p> <p>AM asked about limiting vehicles.</p> <p>KG advised that a survey would need to be undertaken which would cost in the region of £30,000.00 and this cost would have to be met by the trade. Also the plates have found their natural level and no new vehicles have been put on.</p>	
<p>8. Date of next meeting.</p>	<p>The date of the next meeting is Tuesday 28<sup>th</sup> April 2009 at 2pm in the Forli Room.</p>	

**Notes of a Meeting of the Hackney Carriage and Private Hire Forum held on  
Tuesday 21<sup>st</sup> October 2008**

**Present: Councillor Wayne Fitzgerald (WF), PC Naseer Qureshi (NQ), Amran Masood (AM), Mohammed Idris (MI), Mohammed Shoyib (MS), Julia Potkins (JP), Roy McMaster (RM), Alastair Hayden (AH)**

**Officers: Peter Gell (PG), Ken Gray (KG), Ian Robinson (IR), John Goodwin (JG), Annette Griggs**

Agenda Item	Issues	Action
1. Apologise for absence.	Adrian Day, Sarah Ellis.	
2. Minutes of meeting held 9 <sup>th</sup> July 2008.	PG chaired the meeting and it was resolved that the minutes of the last meeting were an accurate record.	
3. Julia Potkins – School Crossing Patrol Officer.	<p>JP reported an increase in the number of drivers who fail to stop at crossings. JP distributed safety packs and leaflets to the drivers present and demonstrated the crossing procedure. JP advised that £1000.00 fine and 3 penalty points can be issued for a breach.</p> <p>Leaflets to be sent out to all operators with the minutes.</p>	AG
4. Update CCTV in hackney carriage/private hire.	<p>IR explained that we are still working with Xtron with regards to CCTV. One private hire vehicle has been fitted with a demo unit, the current cost being £499 for private hire and £699 for hackney carriage. The trade will speak to other drivers regarding mandatory fitting.</p> <p>MS questioned if the council would consider instalments to pay for CCTV. PG advised that the council would look at funding options.</p> <p>KG advised that LTI were asked years ago to have CCTV fitted as standard to PCO approved vehicles. RM stated that Mercedes would consider looking at this feature as being installed at point of production.</p> <p>WF asked about the cost of the system and installation, the motion sensor and queried why the cost of the system had increased. KG stated that representatives from Xtron will be invited to attend the next forum to answer any queries.</p> <p>PG personally thanked AM for his attendance at recent meetings.</p>	
5. Update training.	<p>KG stated that ABA training had visited all companies but had a negative response. No cost involved for the drivers just their time and commitment. KG confirmed that consideration is being given to all new drivers being required as a condition of licence to attend the training as from 2009 and current drivers needing to attend the course within a 2 year period.</p> <p>AM commented that the older drivers may feel that they do not need</p>	

	<p>the training.</p> <p>WF stated that customers do not know how long a driver has been in the trade, however if the training was publicised people would feel more confident. Positive action is required from the drivers.</p> <p>KG explained the training is for three hours 1 day a week over an 11 week period. Assessors go out with the drivers and no one actually fails, though drivers may be knocked back. KG will await feedback from drivers at the next forum and then a report will be prepared for committee.</p>	
6. Poplar Avenue – misuse by taxi drivers.	<p>KG confirmed that he has had reports of vehicles reversing up the one way system in Poplar Avenue.</p> <p>AM acknowledged that he is aware that drivers do this but it is not just taxi drivers.</p>	
7. Parking services – Broadway, Fitzwilliam Street.	<p>PG confirmed that this project is still going ahead, the funding is there and has gone out to tender but still no date set for completion.</p> <p>KG advised that Peter Tebb (traffic manager) will be invited to the next forum meeting.</p> <p>KG reminded drivers that they must not park in the loading bays in Broadway.</p>	
8. Vehicle testing – the way forward.	<p>JG asked the trade for their views on vehicle testing and to get feedback from other drivers on how they wish testing to proceed i.e.; extended hours.</p> <p>PG confirmed this is an opportunity for the drivers to have an input and suggested that information is collated and a meeting is held to discuss the possibilities.</p>	
9. Mercedes-Benz London approved hackney carriage.	<p>RM gave a presentation on the Mercedes-Benz which is now a PCO approved vehicle. RM explained that this vehicle has the following :-</p> <ul style="list-style-type: none"> <li>• provides space for the passengers and drivers</li> <li>• high standard of safety features</li> <li>• refinement</li> <li>• lower running costs</li> </ul> <p>The vehicle costs £35K which is less than the gold model TX4. Conders have expressed an interest in the vehicle franchise and any part exchange should not be a problem.</p> <p>AM was asked if there had been any problems with the vehicle and RM confirmed that the step has been raised as there was a slight issue with it hitting speed bumps.</p>	

	PG stated it was good for the city to have some competition.	
10. Any other business and formal record of time.	<p><u>Door stickers</u></p> <p>IR confirmed that he had been advised by legal to increase the consultation with the trade. However happy that the report is a public safety issue and will be put before the committee.</p> <p><u>Asda rank</u></p> <p>It was questioned whether there could be a rank for hackneys at Asda. KG confirmed that this is not possible as it is private property.</p> <p><u>Enforcement</u></p> <p>AM stated that more enforcement is required for the city centre as private hire drivers are flagging. IR confirmed that it is not just city centre problems but are also dealing with unlicensed drivers and school transport work.</p>	
11. Date of next meeting.	The date of the next meeting is Monday 19 <sup>th</sup> January 2009 at 2pm in the Forli room.	

Notes of a Meeting of the Hackney Carriage and Private Hire Forum held on  
Monday 19<sup>th</sup> January 2009

Present: Councillor Wayne Fitzgerald (WF), Mohammed Shoyib (MS), Amran Masood (AM), Eddie Lambert (EL), John Pace and Paul Gelb.

Officers: Paul Phillipson (PP), Peter Gell (PG), Ken Gray (KG), Ian Robinson (IR), John Goodwin (JG), Annette Griggs

Agenda Item	Issues	Action
1. Apologies for absence.	Mohammed Idris and Superintendent Gary Ridgway.	
2. Minutes of meeting 21 <sup>st</sup> October 2008.	<p>PG chaired the meeting and welcomed Paul Phillipson to the forum.</p> <p>It was resolved that the minutes of the last meeting were an accurate record. WF mentioned the article in the Evening Telegraph regarding the NVQ qualification and stressed that this is about the customer recognising that the driver has a qualification and has completed a course.</p> <p>AM countered this argument.</p>	
3. Vehicle testing – feedback from forum members.	<p>KG read out a letter from AM regarding feedback from the trade and the following points were raised:</p> <ul style="list-style-type: none"> <li>• Availability on the weekends and evenings.</li> <li>• No charge on retest</li> <li>• If the vehicle passes on the first test get refund of £20</li> <li>• More convenient times for retest.</li> <li>• Tester to be more punctual.</li> </ul> <p>PG stressed that these points would be discussed to try to improve the current situation.</p> <p>JG explained that a report for Licensing Committee will be prepared by the end of February when other garages have been seen and the service level looked at.</p> <p>AM requested the percentage of vehicles which have re-tests for the next forum.</p>	<p>JG</p> <p>KG</p>
4. Update court prosecutions.	<p>KG gave an update on drivers badges for the last year</p> <ul style="list-style-type: none"> <li>• 18 revoked</li> <li>• 7 surrendered</li> <li>• 5 refused</li> <li>• 5 written warnings</li> <li>• 5 pending court cases</li> </ul> <p>The top categories for prosecution or revocation are touting, battery, assault and handling and possession.</p> <p>PG explained that the majority of drivers do appeal at the</p>	



	<p>magistrates court and in most cases this is normally adjourned, which then allows them to continue driving until the appeal has been heard.</p>	
<p>5. Update CCTV</p>	<p>IR gave an update on CCTV and stated that since the last forum work has continued on the issue and should be going to Licensing Committee on 10<sup>th</sup> March 2009. At the meeting it will be requested that the licensing conditions are changed making CCTV and NVQ a mandatory requirement of license. If approved at Licensing Committee there will be a two year deadline for the fitting of CCTV cameras and obtaining the NVQ qualification for existing drivers and vehicles.</p> <p>New drivers must obtain the NVQ qualification within 6 months of being granted a licence. Any new or replacement vehicles must be fitted with the approved CCTV system before a licence is granted.</p> <p>Since October 2008 talks have continued with suppliers of CCTV in a bid to reduce the costs and we can now state that it will cost £479.00 per private hire and £679.00 per Hackney Carriage which is £20.00 cheaper than last quoted. Other CCTV suppliers are being contacted to see if the price can be cut further.</p> <p>It appears that the latest funding application to ACPO (Association of Chief Police Officers) has failed and it looks more or less certain that if it is made a mandatory condition of licence, the cost of CCTV will fall to the owner of the vehicle. If that is the case PCC will do everything in their power to try and reduce the costs as much as possible. It now looks as though the provider will also be able to offer an instalment plan, subject to certain conditions.</p> <p>The NVQ will be fully funded using the Government's "Train to Gain" funding. It is anticipated that the applicant could achieve the qualification in approximately 11 weeks, giving approximately 3 hours of their time each week. The course consists of workshop based activities and in-vehicle assessment.</p> <p>During the last forum on 21<sup>st</sup> October 2008 an update was given regarding the proposed change in licensing conditions. After the update IR asked for feedback from the trade and as a result a letter dated 18<sup>th</sup> December 2008 was received from AM. IR asked if this was the full comment or if there was anything else to add.</p> <p>IR stated that as the response disagrees with the proposal if anyone would like to make verbal representations at the Licensing Committee then names will be forwarded to see if this can be accommodated.</p> <p>AM believes that the NVQ course should be completed before someone becomes a driver and should be made optional to existing drivers. He stated that he had personally spoken to drivers who have completed the course and they do not feel that it has made any difference to them.</p> <p>IR explained that the course is workshop based and a high percentage of assessment will be within the vehicle, so there is a need to have driving experience to make passing the training course easier. The course covers a variety of issues including disability</p>	

	<p>awareness which can only be beneficial to the drivers. There is no charge to the driver, however an attendance fee to be paid to the driver is being negotiated but there are no promises.</p> <p>KG stated that assessors will look at strengths and weaknesses of the drivers and advise accordingly. Poor use of English language will not be a barrier to be able to achieve a pass on the course.</p> <p>PP welcomed the idea and stressed that people can always learn new skills whatever their age and experience.</p> <p>WF stressed that the course will educate drivers to show safer ways of dealing with conflict situations and will help to build up customer confidence. WF also welcomed the installation of CCTV as it acts as a deterrent, people will know they are being recorded and this will reduce incidents of assault.</p> <p>PG confirmed that the consultation period is still open until 18<sup>th</sup> February 2009 for any objections.</p>	
<p>6. In Cab promotions – carpets for Hackney Carriages</p>	<p>KG introduced John Pace and Paul Gelb from In-Cab Promotions who gave a presentation on carpet advertising in Hackney Carriages. Drivers will get a free mat fitted by an appointed local agent. This will benefit the drivers financially as they will be paid from the advertising revenue and also they will be having a new carpet in the vehicle on a regular basis.</p> <p>It was suggested that a list would be held in the taxi enforcement office for any drivers who are interested.</p>	
<p>7. Any other business and formal record of time.</p>	<p><u>Fitzwilliam Street</u></p> <p>KG confirmed that Fitzwilliam Street is due to be up and running in March 2009. A numbered code will be input into a panel and a bollard will allow access. KG thanked WF for his help in moving this scheme forward.</p> <p><u>Broadway</u></p> <p>WF stated that some taxi drivers are taking advantage of the parking in Broadway and asked the trade to be reminded of this.</p> <p>KG stressed that this is only a temporary arrangement until Fitzwilliam Street is complete.</p> <p><u>Limiting hackney carriages</u></p> <p>AM asked about limiting vehicles.</p> <p>KG advised that a survey would need to be undertaken which would cost in the region of £30,000.00 and this cost would have to be met by the trade. Also the plates have found their natural level and no new vehicles have been put on.</p>	
<p>8. Date of next meeting.</p>	<p>The date of the next meeting is Tuesday 28<sup>th</sup> April 2009 at 2pm in the Forli Room.</p>	



## MINUTES OF MEETING

### Taxi Issue Meeting

Date: Monday 5<sup>th</sup> October 2008 – 1800 - 1930

Location: Bridge Street Conference Room

Present:

Mr. David Copeland (Peterborough Mediation)  
Councillor Wayne Fitzgerald  
Mr. Ken Gray (PCC)  
Mr. Peter Gell (PCC)  
Mr. Ian Robinson (PCC)  
Councillor Fazal Mahmmod  
Mr. Amran Masood (City Cabs - Peterborough Taxi Forum)  
Mr. Nigel Clipston (A-2-B Euro Cars Limited)  
Mr. Mohammed Younis (Royal Taxis)  
Mr. M.J. Ladha (PREC)  
Chief Superintendent Paul Phillipson (Chair)  
Insp Mike Sampson  
Mrs. Debbie Sampson (Community Safety)

Apologies: Mr. M. Sarfraz  
Mr. G. Shabbir  
Mr. J. Khan  
Insp D. Middleton  
Constable N. Qureshi  
Constable G. Irvine

Guests: Mr. David Prior (ABA Training Ltd)  
Constable Craig Rothwell (OSTU)

<u>Item</u>		<u>Action</u>
1	<b>Introductions</b>  Chief Superintendent Phillipson thanked everyone for taking the time to attend and received apologies as listed above. Mr. David Prior (ABA Training Limited) and Constable Craig Rothwell (OSTU) were welcomed to the meeting.	
2.	<b>Update Actions from Previous Meeting 05/09/2008</b>	
2.i	<b>Open Out Scheme</b>  Chief Superintendent Phillipson confirmed that the 'Open Out Scheme' had been placed on the Community Cohesion Board's agenda and is being progressed to ensure everyone is aware of this reporting facility. A meeting is to be arranged to discuss future marketing.	<b>Closed</b>
2.ii	<b>Carrying of Weapons in vehicles</b>	



<u>Item</u>		<u>Action</u>
3	<p>It was confirmed that a meeting is still to be held between Chief Superintendent Paul Phillipson and Mr. Ken Gray in relation to marketing. – Carry forward</p> <p><b>Incidents reported to Police period 01/09/2008 – 31/09/2008</b></p> <p>Chief Superintendent Phillipson updated the meeting in respect of incidents reported to the police in relation to taxi driver offences. He advised that he continued to have a 'hands on' approach to these offences and assured those attending that incidents were being dealt with robustly. Chief Superintendent Phillipson reiterated the need to report incidents to the police. No further incidents were brought to the attention of the meeting.</p> <p>The matter relating to theft of items left in vehicles will be taken to the Taxi Forum meeting by Mr. Ken Gray, on 21<sup>st</sup> October 2008.</p>	<p>Paul Phillipson Ken Gray</p>
4.	<p><b>Training</b></p>	
4.i	<p><b>Package</b></p> <p>Mr. David Prior – ABA Training gave a summary of the training module that his company can provide.</p> <ul style="list-style-type: none"> <li>• Promoted as a business package</li> <li>• 3 hours per week (33 hours over an 11 week period)</li> <li>• Accredited national qualification NVQ / BTEC</li> <li>• Training is free and guaranteed until 2011</li> </ul> <p>Following a lengthy discussion it was agreed that the training would be a benefit to all drivers and required further research to establish the best way for implementation: (a) compulsory requirement of the license (b) individual placement on the course. It was agreed that it should be everyone or not at all.</p> <p>Constable Rothwell advised that he was exploring the route of self defence for drivers which would complement the ABA training.</p> <p>Cllr. Fitzgerald advised that there could be some incentive such as a 25% reduction in the cost of the license.</p> <p><b>Action: Approach LSC to examine earning whilst doing the course via 'train to gain' funding.</b></p> <p><b>Action: Explore the 63 Councils that have made this a compulsory license requirement and how the process was rolled out.</b></p> <p><b>Action: Obtain costings for this training in the future for when funding is not available.</b></p> <p><b>Action: To be discussed at the Taxi Forum on the 21<sup>st</sup> October 2008</b></p>	<p>Paul Phillipson Ken Gray  Peter Gell  Ken Gray Amran Masood</p>
4.ii	<p>Nominations of Attendees to training Sessions/ Force Control Room</p>	

<u>Item</u>		<u>Action</u>
	A joint letter from PCC and the Constabulary has been sent to Taxi Firms asking them to put forward their nominations; these are being collated by Ken Gray	
5.	<b>CCTV</b>	
5.i	<p>Xtron</p> <p>Mr. Gray confirmed that dialogue continues with Xtron and developments had been made in relation to movement sensors. Ashley Waldron advised that Xtron have met with the taxi drivers in Peterborough and are in the process of updating their systems to rectify the issue with the audio feed. They are currently working on an updated version of the PC client software, which they hope to complete by early next week, at this point they will look at progressing the training. <i>(email update to Sergeant Susie Tinsley dated 03/10/2008)</i></p> <p>It was agreed that Xtron should give a further presentation to the next meeting.</p> <p><b>Action: Xtron to be invited to present at the next meeting.</b></p>	Ken Gray
5.ii	<p>Funding</p> <p>Chief Superintendent Paul Phillipson advised that he had spoken to the Home Office regarding funding and bidding documents have been requested.</p> <p>There is still a need to look at other funding opportunities.</p> <p><b>Action: Additional funding to be sought by PCC. - ongoing</b></p> <p><b>Action: The Home Office to be approached for funding. – ongoing</b></p>	Peter Gell Paul Phillipson
6.	<p><b>Any Other Business</b></p> <p>No issues were raised.</p>	
7.	<p><b>Date of the next meeting –</b> Thursday 6<sup>th</sup> November 2008 Bridge Street Conference Room – commencing 1800 hours</p>	
8.	<p><b>Dates of future meetings:</b> (All on a Tuesday commencing 1800 hours in the Conference Room, Bridge Street Police Station)</p> <p>6<sup>th</sup> November 2008 9<sup>th</sup> December 2008 6<sup>th</sup> January 2009 3<sup>rd</sup> February 2009 3<sup>rd</sup> March 2009 7<sup>th</sup> April 2009 5<sup>th</sup> May 2009 9<sup>th</sup> June 2009</p>	



CAMBRIDGESHIRE  
CONSTABULARY  
*Creating a safer Cambridgeshire*

## MINUTES OF MEETING

### Taxi Issue Meeting

Date: Thursday 6<sup>th</sup> November 2008 – 1800 - 1930      Location: Bridge Street Conference Room

Present: Mr. Ian Robinson (PCC)  
Mr. Mohammed Younis (Royal Taxis)  
Chief Superintendent Andy Hebb  
Superintendent Gary Ridgway (Chair)  
Chief Inspector Kevin Vanterpool  
Insp Mike Sampson  
Constable Naseer Qureshi

Apologies: Mr. P. Gell  
Mr. Mr. K. Gray  
Mr. J. Khan  
Insp D. Middleton  
Mrs. D. Sampson  
Mr. M.J. Ladha

Guests: Mr. G. Jarvis – Xtron UK  
Mr. A. Waldron – Xtron UK

<u>Item</u>		<u>Action</u>
1	<b>Introductions</b>  Superintendent Ridgway thanked everyone for taking the time to attend and received apologies as listed above. Mr. Jarvis and Mr. Waldron from Xtron UK were welcomed to the meeting.	
2.	<b>Minutes and Action Updates from Previous Meeting 05/10/2008</b>  The previous minutes were read and were adopted as a true and accurate account of the meeting held on the 5 <sup>th</sup> October 2008.	
2.ii	Carrying of Weapons in vehicles  It was confirmed that the meeting to be held between Chief Superintendent Paul Phillipson and Mr. Ken Gray in relation to marketing has taken place and is being progressed outside of this meeting.	<b>Closed</b>
3	<b>Incidents reported to Police period 01/10/2008 – 31/10/2008</b>  Superintendent Ridgway updated the meeting in respect of incidents reported to the police in relation to taxi driver offences. He advised that he would continue the work of Chief Superintendent Paul Phillipson and have a 'hands on' approach to these offences and assured those attending the meeting that incidents were being dealt with robustly.	

<u>Item</u>		<u>Action</u>
	<p>Inspector Mike Sampson advised that a meeting is to be held with himself and Mr. Graham Dalley, Solicitor in an effort to establish a decision on how bilking is to be policed and prosecuted.</p>	
<b>4.</b>	<b>Training</b>	
4.i	Package	
	<p>A lengthy discussion took place around this subject and it was confirmed that the response from the Taxi Forum was positive and the drivers and firms could see the benefits in receiving this training.</p>	
	<p>Concern was being expressed around the funding and sustainability of the funding together with when and how the training would be implemented, which could result in a lose of earnings for drivers.</p>	
	<p>The initiative that all new drivers must have the training to obtain their badge with current drivers being able to achieve this over a three year period is the supported option.</p>	
	<p>This initiative is to be progressed further through the Taxi Forum.</p>	
	<p><b>Action: Approach LSC to examine earning whilst doing the course via 'train to gain' funding.</b></p>	<p><b>Paul Phillipson Update req'ed</b></p>
	<p><b>Action: Contact with Chief Superintendent Phillipson for update</b></p>	<p><b>Gary Ridgway</b></p>
	<p><b>Action: Explore the 63 Councils that have made this a compulsory license requirement and how the process was rolled out.</b></p>	<p><b>Ken Gray Update req'ed</b></p>
	<p><b>Action: Obtain costings for this training in the future for when funding is not available.</b></p>	<p><b>Peter Gell Update req'ed</b></p>
	<p>Action: To be discussed at the Taxi Forum on the 19<sup>th</sup> January 2009.</p>	<p>Closed</p>
<b>5.</b>	<b>CCTV</b>	
5.i	Xtron	



<u>Item</u>		<u>Action</u>
5.ii	<p>Mr. Jarvis and Mr. Waldron attended the meeting to give an update as to the current status. They advised that the funding option via media screens had not proved viable and was not under consideration.</p> <p>They confirmed they had been having meeting with drivers in Peterborough who have not had the CCTV fitted and funding was highlighted as the main reason.</p> <p>Xtron was sure funding could be found as it had in other authorities but these options needed to be explored and contact should be made with other Councils who have had funding granted. The contact in Kent Constabulary is Inspector Anderson</p> <p>Mr. Ian Robinson advised that the Safer Community's funding had been rejected but the HO decision was still awaited.</p> <p>Xtron confirmed that the sustainability of the systems was guaranteed for two years and the life of the system is 5 years but can be upgraded.</p> <p>They reiterated that the cost of the systems per vehicle would be negotiable upon the number of instalments. The system is currently priced at Hackney Cab £699 and Saloon Car £499. The cost to install and uninstall is £115 + VAT.</p> <p>The meeting agreed that 'movement sensors' which could be activated when the vehicle's engine is off should be part of the licence and would be fitted at the same time as the system and the price included in the finance.</p> <p>The option of the Council leasing the systems to the drivers was not an agreed option by the Council and would not be considered.</p> <p>Consideration could be given including the cost of the system in the finance package when purchasing the vehicle. This needed to be scoped further.</p> <p><b>Action: To be progressed and will be discussed at the Taxi Forum.</b></p>	GR
	<p><b>Funding</b></p> <p>It was agreed that the funding required further investigation and Superintendent Ridgway is to contact Chief Superintendent Paul Phillipson to obtain an update on his efforts with the HO funding.</p> <p><b>Action: Additional funding to be sought by PCC. - ongoing</b></p> <p><b>Action: The Home Office to be approached for funding. – ongoing</b></p> <p><b>Action: Update required from Chief Superintendent Paul Phillipson in relation to funding</b></p>	<p>Peter Gell</p> <p>Paul Phillipson</p> <p>Gary Ridgway</p>
6.	<p><b>Any Other Business</b></p>	



<u>Item</u>		<u>Action</u>
6.i	<p>Response by the Police</p> <p>Superintendent Gary Ridgway asked Mr. Mohammed Younis (Royal Taxis) whether he was confident that the response from the police had been appropriate.</p> <p>Mr. Mohammed Younis responded that in his opinion over the last two years the police have been much improved and that Royal Taxis had no issues. He advised that he felt other firms were of the same thought, and that the job being done was good.</p>	
6.ii	<p>Taxi Driver Security</p> <p>It was requested that the message be sent to drivers to keep themselves safe by taking these steps:            Do not carry large amounts of money            Request payment prior to the journey            Do not carry/leave valuable items in Cabs</p>	
6.iii	<p>Tension Monitoring Group</p> <p>Consideration is to be given to inviting a taxi representative to the above meeting. This meeting is held fortnightly.</p> <p><b>Action:</b></p>	GR
6.iv	<p>Continuance of this Meeting</p> <p>Following a lengthy discussion it was agreed that this meeting should be discontinued as all matters were fed into the Taxi Forum, which is held quarterly.</p>	
7.	<p><b>Date of the next meeting –</b>            No future meetings planned – Meeting discontinued.</p>	

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# **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 271744  
07841 878083  
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,  
**£3,999**

**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 DNA 125**

**Scooters**

**NEW SCOOTERS ONLY £795 (incl. THE ROAD PRICE) IN A FULL TANK & 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 available 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-mpg, visit, PB motorcycles 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 argument....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.

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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](#)

**PASSENGER INFORMATION**

This is a **TAXI** (Hackney Carriage)

These are **PRIVATE HIRE** cars

It can be hailed in the street, picked up from a taxi rank or booked in advance.

They can only be booked in advance.

**YOUR JOURNEY IS NOT INSURED UNLESS IT IS BOOKED IN ADVANCE**

PEP Peterborough Evening Partnership  
www.peterboroughpep.co.uk

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



2008-2009  
Improving Accessibility



Executive Director: Paul Phillipson



**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.

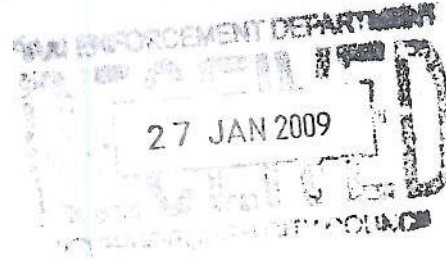
Superintendent Gary Ridgway  
Peterborough Police Deputy Commander



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

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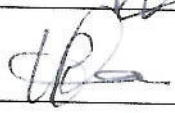

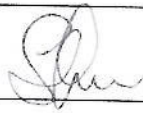
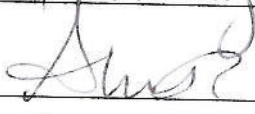
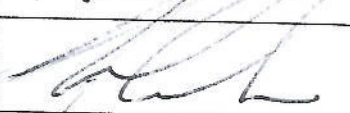
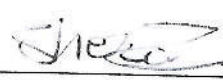
"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
ABID HUSSAIN	3589	A. Hussain
ABDUL REHMAN	700	A. Rehman
TARIQ MAHBOOB	53	T. Mahboob
BASHARAT MAHBOOB	57	B. Mahboob
M. SAEED	97	M. Saeed
R. RIZWAN	170	R. Rizwan
A. JARAL	56	A. Jaral
AAMER SADDIQUE	154	A. Saddique
FAISAL REHMAN	389	F. Rehman
SAJID MAHMOOD	82	S. Mahmood
AISHA QAM	184	A. Qam
HASSAN AOUAD	380	H. Aouad
MUHAMMAD MOAZZAM		M. Moazzam
Mohammed. Adrees	353	M. Adrees
AMJAL H		A. H

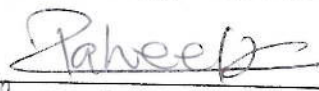
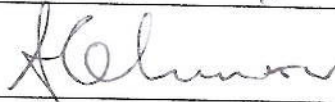
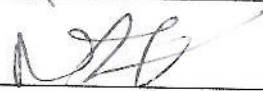





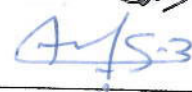






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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>	
ADEEL GHANUS	311		37
Zulfiqar Hameer	690		22
HAMAYOUN SHARIF	815		10
Mohammed Adrees	402		✓
<del>A.S.</del>	501	<del></del>	30
Amit	915		4
ABDUL MAJEEB	733	A. MAJEEB	
SHABIR AKHTAR.	595	S. AKHTAR	
NAHIM AKHTAR	253	N. AKHTAR	
MOHAMMED RASHID	95		
DARROUD YOUSUF	764		
Amran Masood	461		
Sarwar Khan	25		
Mohammed Thasam	214		







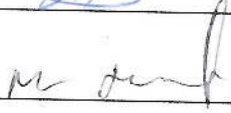


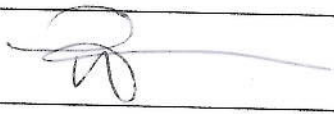



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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>	
ALI HUSSAIN	257		63
SHIRAZ HAIDEV	46	S CRAZ	04
ANSAR ALI	4		18
IRFAN KHALIL	879		06
NICOL CLIPSTON			69
PLABIR KHAN	49		14
EL BEKERY REDD	422	El Bekery	26
OURTY LATHEEN	343	A. ourty	31
AMIR NAVEED	145		66
KUNAN MUGAT	256	K Mugat	40
SHABBAR KHAN	49	Shabbar Khan	14
MUMTAZ AHMAD	414	Mumtaz Ahmad	19
MAHMOOD HUSSAIN	928	M Hussain	39
ZAMIR ZHARANFAR	756		
SHERAZ SARWAR	415		51



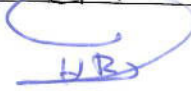





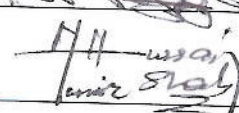
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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>	<u>CAS NO</u>
RAHEEF SARFARAZ	763		25
Abhman	809		8
N. Malik	773		46
M. YASIN	573		23
ABNAN KHAN	475		68
RASHED IQBAL	814		2
ZAMEER HUSSAIN	222		47
ABRIB R CHAUDHRY	892		50
M. ARIF	18		17
G W Reed	549		20
DAVID OPIE	430		28
K. MAHMOOD	87		48
M. SALEEM	102		01
C CARTER	554		65
M. Azam	224		2

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>	<u>CAR NUMBER</u>
KHALID FAROOQ	757		
WAQAS AHMAD CHAUDRY	512		03
AZHAR IOBAL	62		59
ALLAH DITTA	173H		15
MOHAMMAD JUMAIL	946		15
SHAHID HUSSAIN	832		46
MOHAMMED TAUSEEF	158		9
NAVEED NAZAM	631	Naveed Nazam (631)	60
ABBAS KADIR	802		12
HARDIAL SON	423		<del>44</del>
BASHARAT ALI	855	Bashar	71
TARIQ HUSSAIN	09		
Kamel Mowalchi	634		42
FAHIR SAEED	188		33
NOOR WAZIR	385		8

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".





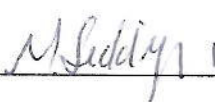




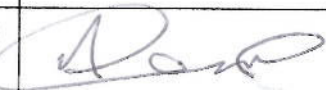




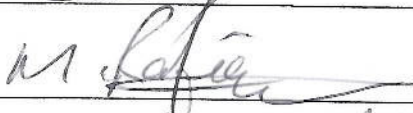
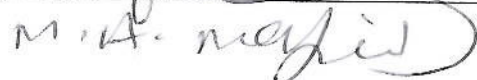
<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
ATIF AZIZ	552	
Wahid Raza	782	Wahid
M. ARIF	20	M. Arif
A. ADWAN	466	
Hanayoon	906	
Mojibullah	132	
A-zada	847	
MOKHAMMAD SHAFIQ	151	M Shafiq
BASHIRAT - HUSSAIN	204	B. Hussain
M. RIZWAN	649	
A-SHAHAB	875	
MOHAMMED WAHEED	209	Mohammed
MOHAMMED AFZAL	316	
MONIR HUSSAIN SHAH	845	
QALIS AHMAD	724	Qalib

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVO course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
WAGAR ALI	874	
MAHMOOD LATIF	540	M. Latif
MOHAMMAD IKHLAS	131	
RAJA ASHAFAQ AHMED	242	
SHANEEL AHMED	839	
AMJID HUSSAIN	936	A. Hussain
SURINDER SINGH		
IMRAN KHAN	007	
KAMRAN FADU	344	
ABDUL SHOAB	267	
MOHAMMAD NADEEM	846	M. Naad
MUHAMMAD ZUBAIR ASHRAF	116	Z. Ashraf
ZULFIQAR AHMAD	217	Z. Ahmed
SAJJAD HUSSAIN	694	S. Hussain
YASAR MUSTAFI		

*Handwritten signature/initials at the bottom left of the page.*

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".











<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
Rizwan Akhtar	226	
M. Riaz	581	
M. IQBAL	054	
K. SHAZAD	425	
M. SIDDIQUE	94	
A. WASEED	215	
MAZHAR MAHMOOD	867	
Z. AHMED	409	
S. Amanee		
A. AMANT	515	
Ashid Huss	241	
SADIQ H	819	
<del>M. N. N. N. N.</del> M. N. N. N. B	378	
M. SADIQ	176	
M. RAPIQUE M	318	
M. ALI MASUD	477	







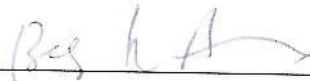

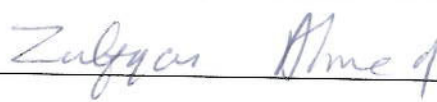






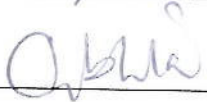

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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
Azur Hussain	448	A-Hussain
Zulqar Ahmed	296	ZULQAR AHMED
S.H. SADIQ		S.H. SADIQ
M.U. GHAZI	44	M.U. GHAZI
M.K. SAKHI	616	M.K. SAKHI
M. HAMIR	123	M. HAMIR
M. NAKEZ	406	M. NAKEZ
M. HUSSAIN	716	M. HUSSAIN
M. YASIN	329	M. YASIN
HUSSAIN ALI	914	HUSSAIN ALI
Amjad Ali	932	Amjad Ali
G. ALI MIRZA	080	G. ALI MIRZA
Imran ALI Mirza	081	Imran ALI Mirza
S. MAHMOOD	699	S. MAHMOOD

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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
Ghulam Sharif	98	
AZHAR TABASSUM	227	
MOHAMMAD MUSTAFA	998	M. Mustafa
MOHAMMED HANIR	123	
IMRAN BASHIR		
ZIA-UL-HAQ QURESHI	92	Z. Qureshi
MOHAMMED MUZAFFAR	34	M M
MAHMOOD HUSSAIN		
ISHAFAQ KHAN	1	
WAQAR ALI	274	
NAHEED AKHTAR	575	N AKHTAR
WAHEED IQBAL	771	
PARVEZ IQBAL	632	
NASEEM-AKHTAR	460	
S.M. NASEEM	148	S.M. Naseem

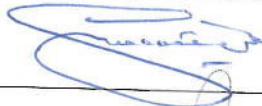







"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

Name	Badge Number	Signature
Zahid Hussain	543	
MOHAMMED AUREAN	718	
A. Khurshid	190	
SAJID MAHMOOD	216	
BASHARATI ALI		
MAJID RASHID	349	
ZULFAR AHMED	14296	
K. M. Mahmood		
KHADIM HUSSAIN		
A. MAHMOOD	198	
SAJID HUSSAIN		
MUHAMMAD U ANWAR	408	
JANVIK MALIK	351	
MOHAMMED AKHTAR	337	
M. AZEEM	404	

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVO course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
Mohammad Iqbal	313	M Iqbal
Mohammad Shabbir		M. Shabbir
Wahid Mahmood	186	Wahid Mahmood
RAJA MAHMOOD	260	Raja Mahmood
A. MAHMOOD	770	A. Mahmood
MOHAMMAD IKHLAS	131	M. Iqbal
SASID SALEEM	105	S. SALEEM
M. FAISAL	40	M. FAISAL
A. HUSSAIN	383	A. Hussain
TARIQ HUSSAIN	340	T. HUSSAIN
ALLAH DITTA	175	A. Ditta
MIK AFZAL	285	Mik Afzal
ARIF HUSSAIN	245	A. Hussain
MOHD. ASLAM	26	M. Aslam
MATLOOB HUSSAIN	42	M. HUSSAIN

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
S.A. MAJIA	478	
M. HASSAN		M. Hassan
Khalid MAHAMAD	137	
M. GHAZALAN	463	m. ghazal
SNAUKAT. AU	341	S.A.
M. Sebir Khan	769	
A. AZIZ	925	
A. SAUD	339	A. Saud
M. LATIF	-	
A. RAHMAN	>	A. R.
A. RAZAK	138	
M. SHAHID	211	M. Shahid
S. MOUNTAZH	583	
B. DINARI	557	B. Dinari
O. TAJ EDDINE	530	

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
KHAADAM HUSSAIN	532	K. Hussain
RASHED-JABAL	814	Rashed Jabal
MOHAMMED AYEAZ	3041	md B Ayeaz
NAZIR-AHMED	730	N. Ahmed
MOHAMMAD TAJ	221	mohd Taj
AMTIAZ AHMAD	144	AmTiaz
HABIB REHMAN	788	H. Rehman
SHABIR HUSSAIN	802	Shabir
Mohammed QAJIR	487	Mohammed
TARIQ MAHBOOB	534/C	Tariq
TAHIR CHAUDHARY	1114K	Tahir
MEHBOOB RIAZ	494 H/C	M. Riaz
BASHARAT MAHBOOB	574/C	Basharat
T. Hussain	608	T. Hussain

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

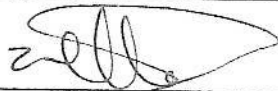
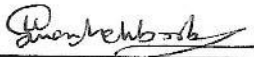





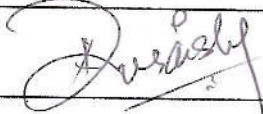

Name	Badge Number	Signature
MAHBOOB AHMED	12	M. Ahmed
WAHEED JAVED	422	Waheed Javed
FATEH ALAM	818	Fateh
SADAF ALI	824	S. Ali
ZAHEER RAFIQ	368	Z. Rafiq
ARSHAD MEHMOOD	582	Arshad
MOHAMMED RAZAQ	109	M. Razaq
R.C. BIGLEY	31	R. Bigley
ABDUL JABBAR	574	A. Jabbar
GULRAIZ AHMED	384	G. Ahmed
M. SAQIB	407	M. Saqib
M. FAROOQ	744	M. Farooq
M. PATEL	H522	M. Patel
M. TARIQ	212	M. Tariq

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".












<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
NASAR MAHMOOD	343	N. Mahmood
KOHAKMED. TAZIM	435	M. Tazim
MUSAD.AHMED	247	M. Ahmed
ZULFIQAR ALI	17H	Z. Ali
M IQBAL	67	M. Iqbal
M. SADIQ	71	M. Sadique
Tariq/Jamil Raja	401	Tariq Raja
ALLIA DITTATI	713	A. Dittati
AZHAR MAHMOOD	645	A. Mahmood
AZAR MEHMOOD	373	A. Mahmood
TARIQ MAHMOOD	167	T. Mahmood
SHAROB MASEED	544	S. Maseed
M. LATIF	646	M. Latif



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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
ZAHRA IFTIKHAR	625	
Noman Muzammil	656	Noman
USMAN MEHBOOB DAR	38	
COLIN COX	725	
S. Dhanraj	534	
M. MUNISHA	77	M. Munisha
FAROOQ SABIR	101	
GULDAD KHAN	524	
AMJAD HOSSAIN	333	
KAMRAN QURATSHY	639	
MOHAMMED NAEEM	755	
MOHAMMED SHAHZAD	290	M. Shahzad
MOHAMMED RAMZAN	93	M. Ramzan

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVO course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

Name	Badge Number	Signature
AZIZ-UR-REHMAN	88	
SHABIR HUSSAIN	609	
ABDUL-HAMMED	47	
MOHAMMED ISHAK ALI	315	
AZTOUNE YOUSUF	164	
MUNAWAR SHAH	361	Munawar Hussain Shah
HAIB-UR-REHMAN	188	
M. NAIB.	147	
AKTAR AHMAD	293	
L. CURTY	343	
MUMTAZ AHMAD	414	
ZIFA SAKLITAN	568	



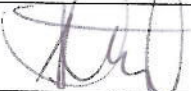


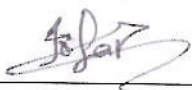
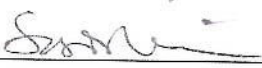



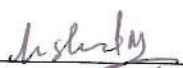
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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
FARDIN SAMADI	96	[Signature]
Amjad ALI	932	[Signature]
MOHAMMED ZAHOR	394	[Signature]
ZULCARNAIN ALI	418	[Signature]
NASIR MAHMOOD	74	[Signature]
TABASSUM KUSSAM	344	[Signature]
M. RIDA SHODOLWI	917	[Signature]
W. REHMAN	417 <sup>H.</sup>	[Signature]
M. SHAFIQUE	294	[Signature]
SAKHAWAT ALI	326	[Signature]
M. IZHAN	124	[Signature]
ASAB MASOOD	857	[Signature]

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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
Ibrar AZAM	90	I. Azam
MR SAJAWAL MOHAMMAD	463	Sajawal
ISMAT RAJA	876	Ismat
I. HUSSAIN	683	I. Hussain
M. USMAN	680	M. Usman
M. Hassan	397	M. Hassan
LUCIANO SERRITELLA	156	Luciano
M. RAZAQ		<del>M. Razaq</del>
TS. KHATRIA	195 H/C	TS. Kataria
SHAZAD MALIK	469 H/C	Shazad
ABID HUSSAIN	206	Abid Hussain
SHAFIQ AHMED	298	S. Ahmed

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<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
REDOUANE EL-BEKRY	172	
YASIR SAGHIR	100	
MOHAMMAD ADWAN ARIF	760	
MUHAMMED ARIF	741	
AFZAAL AHMED	712	
IRFAN LATIF	73	
SASID NASIM	225	
RAHEEL HAIDER	43	
SHABIB KHAN	49	
NAVEED HUSSAIN	304	
ARSHAD MEHMOOD	309	

"We the undersigned strongly object to Peterborough City Council's proposal of compulsory CCTV camera's and NVQ course. We strongly feel that taxi enforcement office should meet our representatives to find a common ground".

<u>Name</u>	<u>Badge Number</u>	<u>Signature</u>
MOHAMMAD JABAR	292 H	M. Jabar
P. Khadi	36 H	P. Khadi
A MAHMOOD	438	A Mahmood
I. AHMED	660	I. Ahmed
J - AZIZ	226 H	J. Aziz
M. SAJID	146 H	M. Sajid
R. MOHAMMAD	39 H	R. Mohammad
M. RAMZAN	593	M. Ramzan
K. HAYAT	240	K. Hayat
S. AHMED	839	S. Ahmed







[REDACTED]  
Peterborough 201201  
Mackney [REDACTED]

To Mr Robinson


Regarding to your proposals of compulsory NVQ course and cctv system I like say that I couldn't agree more on the latter as driver/passenger safety is very important and if it does become compulsory it should be funded by either the council the Government or the European union as for the NVQ course it should be optional for current drivers and compulsory for future drivers. I look forward to hearing from you and I like to wish a merry Christmas and a happy new year

Thank you

[Handwritten signature]  
[REDACTED]

ENFORCEMENT DEPARTMENT  
23 DEC 2008  
PETERBOROUGH CITY COUNCIL

Taxi Enforcement Office  
The bungalow  
Bridge house  
Town bridge  
Peterborough  
PE1 1HU

  
Peterborough  
PE1 3DY

15<sup>th</sup> November 2008

Attention for Ian Robinson

REF: Proposed changes in licensing Conditions

I have an objection to this matter because I am self employed and it's hard to earn the money I have four children and I am also paying the mortgage and bills and there is also a credit crunch. I think the CCTV cost too much, If the city council arranges funding for the CCTV then that it would be ok otherwise i cannot afford 500 pounds for the CCTV especially when i have invested 20, 000 pound in a London cab for my safety

Since I got a licence in 1995 I use to do a disable school run for 49 Lincoln Road and a normal school run, I have been driving for 13 years and already have the experience for public service and safety.

We have just been informed that NVQ course is for 9 weeks and each week 1 day for three hours that would be 27 hours in 9 weeks if the city council can pay me for 27 hours then I will do this course. Otherwise I don't want to waste my working hour time for the experience I already have. If the city council says that the NVQ course should be compulsory then it should apply for new applicants

Also what is the city council doing about the cab ranks? The ranks are more important than the course.

This is what I am concerned about and if you can help you with this matter then this would be much appreciated.

You're sincerely




RECEIVED  
23 DEC 2008  
PETERBOROUGH CITY COUNCIL



Peterborough

Pe1 2jb

4-12-2008

Hackney Carriage



Re Proposed changes in Licensing Conditions.

Dear Mr. Robinson

I acknowledge receipt of your letter dated 14<sup>th</sup> November regarding the above mentioned proposal received on 1<sup>st</sup> December.

I would like to register my opinions to both proposals.

**1. Compulsory NVQ course. "Transporting passengers by black cab and private hire.**

I am black cab driver and have been driving for 15 years. I think it is good idea but I feel that this course would be useful for all new applicants and for those drivers with less than two to three years experience .I do not feel it should be compulsory for all drivers to understand this course as most drivers would find the loss of income and real issue. I fully appreciate that the council would cover the cost of the actual training but loss of income, particularly in the present financial climate, is a very factor.

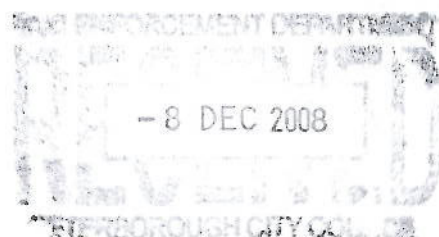
**2. CCTV systems within all black cabs**

I believe that my cab and all other black cabs. Already have adequate protective measures built into them. I also feel that the council own CCTV monitoring cameras are placed with sight of all registered taxi ranks. Regarding that I have never had any problems with customers for my records you can check with police or the council. And I think for black cabs it should be optional not compulsory.

It may be that consideration should be given to the installation of a system in all private hire cars. Because they are at most risk. This would depend on the cost of the initial installation and who is to cover this. I note the council is cooking into various funding avenues. These systems will inevitably break down and if the driver has to find cash to repair. I fear many will just have problem to undertake repairs.

I do hope these comments are helpful.

You're sincerely,



The Business Centre  
363 Dogsthorpe Road  
Peterborough PE1 3RE  
Tel: 01733 777 888  
Email: info@bettacars.co.uk

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

Date: 14 December 2008

Dear Ian,

### PROPOSED CHANGES IN LICENSING CONDITIONS

Thank you for your letter dated 14 November.


In regard to the proposed NVQ course I think this is a positive initial step forward. I do have some further comments in connection with the NVQ;

- Further details of the course content, does it really address the issues faced by drivers, such as how to deal with rowdy, drunk passengers
- Why has this particular NVQ been chosen above other available NVQ's
- In reference to new applicants, is ensuring the NVQ is completed within a six month period the right practice, as in some instances the new applicant might spend money involved in obtaining a private hire/hackney badge then be unsuccessful in passing the NVQ
- In reference to current drivers who presently hold a private hire / hackney badge, there is the potential for them to be unsuccessful in passing the NVQ and subsequently no longer being able to work in a profession which many drivers will have worked in for numerous years
- From the minutes of 21 October, I cannot understand how drivers cannot 'actually fail' if there is not a pass or a fail then surely the purpose of the training is invalidated because training is about setting a standard – further clarification around this point is required
- I note that funding is available 'at this moment in time'; further information in regard to costings will need to be released and the possibility of Taxi Enforcement committing to fully funding this indefinitely should be considered

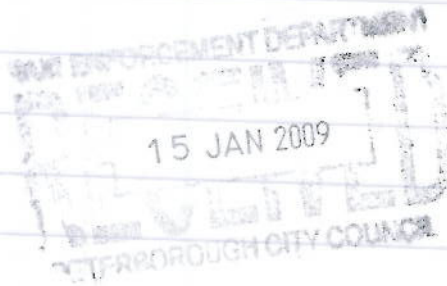
In reference to the CCTV, whilst the notion is preferable, the funding needs to be clarified.

I look forward to receiving a response.

Yours sincerely,

  
**Mohammed Shabir**  
Proprietor





PE1 5HF

12th January 2008

Dear Mr. Ian Robinson,

I'm writing to submit my view and suggestion relating to the proposed changes in Licensing Conditions for Taxi and Private Hire.

The course in "Transporting Passengers by Taxi and Private Hire", I believe is not necessary for many drivers and myself. I have built up this knowledge of dealing with customers by driving a private hire and now a black cab (taxi) for over 10 years.

The NVQ course is a very good idea, but I believe for new drivers or drivers with less than 2 years experience. There would be no cost to us if we undertake this course, but this would be a waste of public funds to enforce this on all drivers.

The introduction of CCTV into licensed vehicles is a good idea but the only way I see it being affordable is if the council provides some funding.

Yours Sincerely,

Badge number [redacted]

**Robinson Ian**

**From:** [REDACTED]  
**Sent:** 16 December 2008 16:59  
**To:** Robinson Ian  
**Subject:** RE: Taxi

WITH REFERENCE TO OUR CONVERSATION REGARDING NVQ TRAINING FOR DRIVERS I WOULD LIKE TO CONFIRM THAT I WOULD LIKE GET ALL OF MY DRIVERS ENROLLED ON THIS COURSE PLEASE LET ME NOW ASAP

**Subject:** Taxi  
**Date:** Tue, 16 Dec 2008 16:33:10 +0000  
**From:** Ian.Robinson@peterborough.gov.uk  
**To:** [REDACTED]

Kind regards  
Regulatory Officer Ian Robinson  
Taxi Enforcement Office  
The Bungalow  
Bridge House  
Town Bridge  
Peterborough  
Pe1 1HU  
Tel. 01733 453541

~~~~~  
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~~~~~

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Taxi Enforcement Office  
The Bungalow  
Bridge House  
Town Bridge  
Peterborough

[REDACTED]  
Peterborough  
PE1 2QS

27<sup>th</sup> December 2008

Dear Mr Ian Robinson

I am writing in response to Ken Gray's letter dated 14<sup>th</sup> November about making the NVQ course and CCTV compulsory.

In regards to the NVQ course, I have been doing this job for 28yrs without any problems or complaints. It is my view that I have enough knowledge and experience to continue doing my job without the NVQ course. If the council thinks it is necessary then it should make it a requirement for new applicants to do this course.

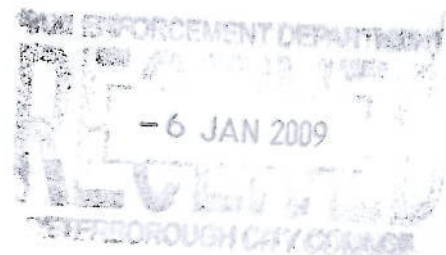
In regards to the CCTV I feel it is interference of my Human Right namely under Article 8 which expressly states '*everyone has a right to his private and family life.....*' and that '*there shall be no interference by a public authority....*'

The installation of CCTV should be matter of personal choice. If a driver feels unsafe and wishes to have CCTV then that is their personal choice. Furthermore, it has also come to light that you are expecting drivers to pay a huge sum of money for something that is unnecessary and is forced upon us. I am in no financial position to pay this money especially with the economy the way it is. Again I reiterate it should be a personal choice for the drivers.

As we live a free and democratic society I expect my views to be taken into account. I look forward to hearing from you.

Regards,

[REDACTED]  
[REDACTED]  
TAXI BADGE NO: [REDACTED]



Taxi Enforcement Office  
The Bungalow  
Bridge House  
Town Bridge  
Peterborough

[REDACTED] d  
Peterborough  
PE1 3QF

26<sup>th</sup> December 2008

Dear Mr Ian Robinson

**RE: Proposed changes in Licensing Conditions**

In reference to Ken Gray's letter dated 14<sup>th</sup> November regarding making the NVQ course and CCTV compulsory requirements.

In regards to the NVQ course, it is my view that I have enough knowledge and experience to continue doing my job, which I have done satisfactorily for a number of years. If the council persists in making the course compulsory then it should only do so for new applicants.

In regards to the installation of CCTV I feel it is a breach of my Human Rights under Article 8.

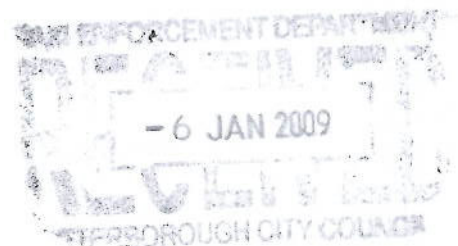
1. *Everyone has the right to his private and family life, his home and his correspondence.*
2. *There shall be no interference by a public authority with the exercise of this right except such as is in accordance with the law and is necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others.*

The council has to show that CCTV is justified under Article 8. Furthermore, you are expecting drivers to pay for the CCTV which is completely unfair as this a requirement the council is imposing on us. The installation of CCTV should be matter of personal choice. If a driver feels unsafe and wishes to have CCTV then that is their personal decision.

I anticipate that as we live in a free and democratic country my views will be taken in to account and not ignored and I hope to receive a response from you soon.

Regards,

[REDACTED]  
[REDACTED]  
Taxi Badge No: [REDACTED]





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

[REDACTED]  
Peterborough  
PE1 2NS

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

Telephone 01733 453406  
Minicom 01733 452421

27<sup>th</sup> January 2009

Dear [REDACTED]

### Taxi CCTV

As you've been more than willing to represent the trade on a number of occasions I thought it may be of benefit for you to speak to Gary Jarvis at Xtron UK.

I've been speaking to him this morning concerning possible finance and instalment plans to enable the purchase of CCTV to be more affordable for our drivers if it is made a compulsory condition of licence. He has asked for the opportunity to discuss the matter with a trade representative to try and find a deal which would be as agreeable as possible. Do you want to liaise with him?

His telephone number is 0800 6345890.

Yours sincerely

Ian Robinson  
Regulatory Officer



2008-2009  
Improving Accessibility



Executive Director: Paul Phillipson

To the city council taxi department

Us all cab drivers are not happy about the council forcing us to put CCTV camera's in our cabs; the camera's are not our main concern. They are far too expensive and we don't even earn enough to afford them. The CCTV cameras will not make a difference to our safety, even the banks have CCTV cameras and they still get robbed. The main problem is that there are not enough ranks. We go through this everyday and we are forced to park on yellow lines because we don't have enough ranks. There are over 200 cabs in this town and yet the ranks aren't enough. We get our wheels clamped because of parking on the yellow lines and we have to do that because there are not enough ranks, where can we park our cabs? If you can't give us enough ranks then why do you allow so many cabs in Peterborough? Every year there are more new cabs and the main need is for the ranks, this is the council's duty to give all the cab drivers ranks. This is a small town and we really don't need that many cabs or the need of CCTV camera's.



[Redacted signature]

\_\_\_\_\_

[Redacted address line]

Peterborough

[Redacted footer]

[REDACTED]  
PE1 5EH

Taxi enforcement office  
The Bungalow  
Bridge House  
Town Bridge  
Peterborough  
PE1 1HU

11<sup>th</sup> January 2009

To Ian Robinson

Reference to the letter suggesting changes in the licensing conditions I among the majority with the exception of a very few drivers object strongly to the proposals.

I have been in this trade for numerous amounts of years and many of my colleagues have been driving taxis in excess of ten years. I do not see the need of a NVQ in training us to do a job we have successfully been doing for many years.

I consider that CCTV is far more important to my safety and welfare than attending a NVQ course but also object to the CCTV compulsory in every licensed vehicle unless it is funded by the council.

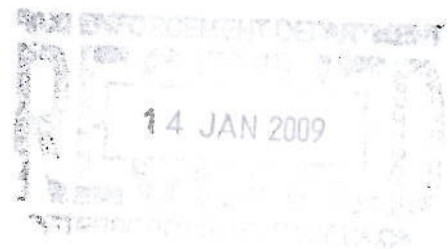
I am concerned that the council is choosing to spend tax payer's money funding a NVQ course which it feel will benefit drivers but the council hasn't clearly taken on board the views of drivers who do not agree with the proposals also I like to mention that the council should not make false promises regarding the new rank which has not been delivered yet which would benefit the drivers.

I formally object to the proposal and would like a response in writing.

Yours sincerely

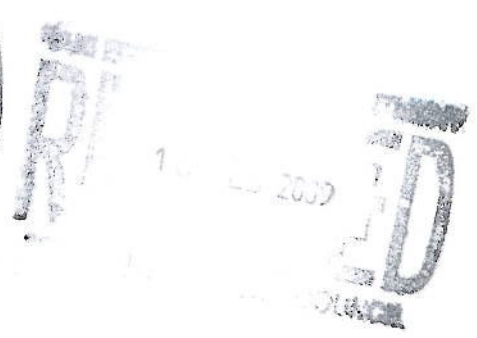
[REDACTED]

[REDACTED]



██████████  
Peterborough  
PE1 2EJ

12<sup>th</sup> February 2009



To Whom It May Concern:

Thank you for your letter dated 14/11/08, regarding proposed changes to licensing conditions. In your letter you have stated that the meeting was requested by the Taxi and Private Hire trade, asking the Police and Peterborough City Council for a more active role in increasing the safety of drivers.

I find it difficult to understand the fact that the proposals being put forward i.e. NVQ course and CCTV to be installed in all vehicles will resolve the taxi and private hire concerns regarding their safety. I fail to understand how all the representatives at the meeting came to this conclusion that all the taxi trade should be forced to attend NVQ courses and have CCTV fitted into their vehicles on the basis of only a few drivers asking for some kind of security.

In my opinion all representatives who attended these meetings and made suggestions do not fully understand the ground realities, but instead they made an easy choice and chose an easy way out by themselves. I feel local Police and PCC need to put more effort into this issue and build the driver's confidence in their time of need.

I recently purchased a new London Cab which is purposely built for the taxi trade, more importantly, it comes with a built-in partition which separates the passengers from the driver which I feel is more than enough security for all concerns.

I would have welcomed the NVQ course and CCTV proposals as optional, which would give taxi or private hire drivers the choice if they feel the need to enhance their security. However, if Peterborough City Council makes the NVQ course and CCTV compulsory in licensing conditions, then I personally would be very much against this decision.



**My suggestions are:**

- 1. NVQ course for new applicants only and optional for existing drivers.**
- 2. CCTV optional for all.**
- 3. Police and PCC should be more involved in the safety of the public as well as drivers.**
- 4. Any taxi drivers whilst on duty found guilty of an offence should be given a stiff sentence.**
- 5. Any taxi drivers who report an incident to PCC or to Police in relation to the taxi trade should be properly investigated and dealt with.**
- 6. Taxi companies operating in Peterborough should be held accountable for their employee's bad behaviour when dealing with customers.**

Finally, I would just like to say that I have been driving a taxi as well as a private hire for over 15 years and on most occasions have had a good understanding with the Taxi Enforcement office. I request all concerned to find alternative options which would be suitable for all.

Thank you

Yours sincerely,

A large black rectangular redaction box covers the signature area. Above the box, there are faint, handwritten scribbles in black ink.  
Badge No: H/C 

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

To whom it may concern

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

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

[REDACTED]  
Barrys Private Hire

[REDACTED]  
Paston  
Peterborough  
PE4 7EG

Thursday 27<sup>th</sup> November 2008

Dear Mr Robinson

I have recently been contacted by the Taxi Enforcement Office regarding signage on my private hire vehicle and was asked to put my comments in writing to you.

As the owner of a small one vehicle business, I feel that it is not necessary for me to have signage on my vehicle. I only carry out airport and seaport work, as my customers are people going on holiday and corporate account work. I do not do local pickups for people going to pubs, clubs, shopping etc.

As it is, contact numbers for my business are my mobiles and personal home phone and on numerous occasions my family are disturbed in the early hours of the morning, by people wanting to be picked up from the local pubs and we have to explain that this is not a service that we offer.

During the day, when I am at my busiest, my vehicle is parked outside my home address. I am very concerned that if I was to be forced to have signage on my vehicle, this would mean an increase in phone calls at all hours of the day.

I understand that the enforcement office is trying to make it easier for the public to identify private hire vehicles, but in my case it will not be of any benefit.

Should you wish to discuss this matter further, please do not hesitate in contacting me.

Yours Sincerely

[REDACTED]

Mr [REDACTED]  
Barrys Private Hire



# A2B Euro Cars Ltd

29 London Road Peterborough PE2 8AN  
Tel 01733 566666 / 569999

17<sup>th</sup> November, 2008.  
Ref. New Door Signage

## To Taxi Enforcement

Following your letter sent out to all Private Hire Companies and drivers I would like to know a few more details.

How would the proposed door signs be designed?

Will there be a small sticker on each rear door or is this lettering to be subject to the same rules as the signs on the front doors of a Private Hire Cars.

For what reason is this rule being proposed?

How soon would this change need to be implemented?

Who is going to pay for the cost of replacing the current door signs we have already printed?

If the wording is to follow the same rules as the front door (2" lettering ) then this could be very detrimental to all Private Hire Drivers.

No one would want the words INSURANCE INVALID printed on the side of there vehicle no matter what capacity it was there for.

If the city council and taxi enforcement wish to distinguish a Private Hire Car from other cars on the road why not!!!

Put a large roof sign on top of every Private Hire vehicle saying Private hire only.

Stop driver from using magnetic door signs that can easily be removed.

Put sighs inside all vehicles showing the difference between Private Hire and Hackney Cabs.

Put the Yellow Private Hire Plate on both the front and the rear of the vehicle.

All company owners are aware of the problems Taxi Enforcement face with Private Hire Drivers trying to apply for hire on the streets. Maybe its time the city council look at why the general public prefer to use a private hire vehicle to travel home in at the end of a night out rather than use a hackney cab that is parked right outside the pub or night club they have just walked out of.

A2B Euro Cars Ltd would be like request permission to put roof signs on all of their Private Hire Cars.

Yours Sincerely,

**Nigel Clipston**  
**Operations Manager**  
**A2B Euro Cars Ltd**

A2B Euro Cars Ltd is the parent company for Euro Cabs, A2B Cars, DAD Cars, Rainbow Cars.  
Company Head Office 29 London Road Fletton Peterborough PE2 8AN  
Telephone 01733 566666 Fax 01733 563223 [a2beurocarsltd@btconnect.com](mailto:a2beurocarsltd@btconnect.com)  
Registration No. 5230081 VAT No. 854 9262 93



# POSH CARZ LIMITED

Company Reg. No. 4759265 *incorporating*

**HEREWARD EXECUTIVE CARS & ENROUTE**

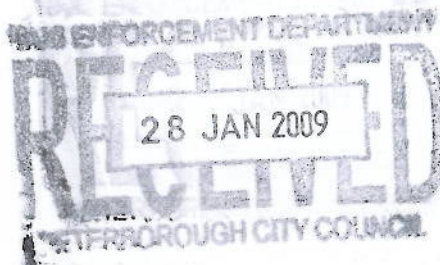
7 Fengate  
Peterborough  
PE1 5BA

Tel 01733 315551

email: kevin@poshcarz.co.uk

28 January 2009

Mr Ken Gray  
Taxi Enforcement Officer  
Peterborough City Council  
Bridge House  
Town Bridge  
Peterborough  
PE1 1HB



Dear Ken

I would be grateful if you could bring the following point up at the next Hackney Carriage and Private Hire Forum meeting:

I understand there is a new motion being put forward that private hire vehicles display large door plates stating that the vehicles are for private hire only and that they must be pre-booked. I totally agree that the public should be made aware of the rules for private hire vehicles and should be protected from drivers working illegally in the City.

We run a fleet of executive vehicles which although classed as private hire vehicles they work in a different way in that the jobs are all booked at least a day in advance and they are all 'long run' jobs, mainly to airports. The passengers are mostly business clients several of whom are CEO's or similar of large companies. These clients pay a premium for an executive car, not only for comfort but also for safety reasons. Travelling in a car with door stickers will draw attention to these high profile passengers which could actually compromise their safety.

My request is that, if this motion is passed, our executive vehicles be exempt from exhibiting these door plates. In East Northamptonshire the council have a policy where executive cars can apply to have a 'discrete' plate which is a small tax disc size badge displayed in the windscreen rather than a plate to the rear. We have already lost business to a company using these badges and fear we may lose more in the future with this new legislation.


I very much hope the committee will understand my reasoning and pass a favourable decision to my request.

Many thanks for your help.

Yours sincerely

Kevin Crighton  
Company Director

Taxi enforcement office  
The bungalow  
Bridge house  
Town Bridge  
Peterborough  
PE1 1HU

  
Peterborough  
PE1 2NS

15<sup>th</sup> December 2008

To Ian Robinson

REF: proposed changes in licensing conditions

Following a number of discussions with members of the trade suggestions have been made that there should be a change in the conditions but as following:

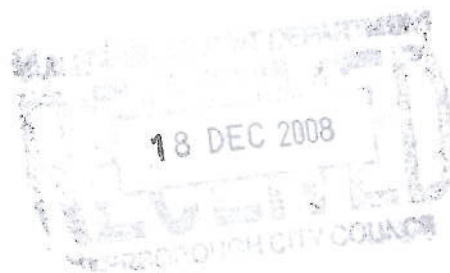
CCTV should be compulsory only if it is fully funded by the council or other means of funds. It is obvious that it benefits the drivers but also benefits passengers, police and the council.

The NVQ course should be compulsory to all new applicants and should be completed before they take the private hire or hackney test and as for the existing drivers it should be left optional.

Yours sincerely







## Taxi Issues Meeting 06/11/08 – Compulsory Btec

Sent round robin around other authorities.  
.....

**Wirral** – Came into effect 01/11/06 all **new** drivers required to obtain BTEC before grant of a licence.

Any driver brought before the Licensing Committee for a disciplinary matter is required to complete training where appropriate within a specified time period.

All existing drivers required to complete training with 5 years.

No objections from trade – Drivers in favour of the BTEC. No appeals.  
.....

**Torridge** – Came into effect July 08 all **new** drivers required to obtain BTEC before grant of a licence. Did not upset the existing trade.

Funded by increasing licensing fees by 100%. Now costs £450 for a badge.

No objections, no appeals.  
.....

**Preston** – Came into effect April 07 all **new** drivers required to obtain BTEC. Little opposition from the existing trade. Course costs £150.00  
.....

**Lancaster** – Came into effect 1<sup>st</sup> Sept 08 all **new** drivers required to obtain BTEC.

Initially ran a pilot with volunteers (Directors of main firms).

Consultation with Taxi Forum members. One or two applicants unhappy but overall have experienced a smooth transition.  
.....

**South Ribble** – Came into effect 2 years ago all **new** drivers required to obtain BTEC.

Did not consult with the trade, simply no BTEC, no badge.

Some grumbles from Operators who reckoned the additional cost of course would deter potential new drivers, but that has not been the case.

1 potential legal challenge in the pipeline.  
.....

**Burnley** – Recently introduced BTEC and NVQ and were met with a wave of opposition from the trade. Trade threatened strike action, judicial review, ombudsman and everything else they could think of. In the end nothing came of it and they are now about to start their third course. Training given by CAB Business Solutions utilising Train to Gain Funding. Burnley consulted with

trade organisations and selected user groups such as the local disabled people's network. Letters were sent out advising course content and requesting written responses. State they could have introduced the idea in a better way, with most problems being caused by misinformation circulated by the trade associations. They have overcome most difficulties and the interest is quite positive.

All new applicants for licences are required to complete the training within 6 months of being granted a licence. All existing drivers have three years to obtain the qualification. Any driver who does not meet these criteria will have their licence revoked.

.....

**Bournemouth** – The first authority to introduce compulsory BTEC to **all** drivers. Introduced the BTEC as a condition of fitness, not a licensing condition. Now have upgraded to a NVQ, after linking up with a local college. In line with the recommendations in Lord Leitch's report for the improvement of the life skills of all adults to level 1 by 2010 and level 2 by 2020, their application stage involves all new drivers initially attending a local adult educational facility and undertaking a level 2 assessment. If they fall below the required level 2 they are directed to courses to improve their abilities. If they do not achieve a level 2 they cannot submit an application form. They initially experienced hostility from some in the trade, lots of misinformation circulating; two national newspapers took hold of the story and wildly exaggerated, worsening the problem. The authority briefed the trade and a group of existing drivers readily undertook a pilot programme. They did have to suspend around 100 drivers due to non-compliance, but most then complied in order to regain their licence. Prior to suspending licences the authority did clearly indicate the driver's responsibilities via a number of information newsletters and warning letters.

Around 40 drivers are experiencing difficulties in completing the course, but they are supported. They have been subjected to four appeals, two of which have decided to commence the BTEC, which negates their appeal to some extent. Appeals are due at court in December.

In the future, once funding runs out the cost will be passed on to the applicant. Bournemouth differs from Peterborough as only 25% of their drivers are from ethnic minority background, whereas Peterborough's trade is the complete opposite.

All in all Bournemouth has been a success, with 900 drivers now qualified.

.....

**Roger Butterfield, Naleo Solicitor** – Does not see any issues with making BTEC compulsory to all drivers and states even if existing trade argue "grandfather rights" we should not encounter too many problems changing the conditions. Drew comparisons with some authorities who have already made DSA Driving Tests compulsory to all license holders.

.....

# **APPENDIX C**

## **Criteria for CCTV**

## **C.C.T.V. Specification**

### **Specification of the current system**

- 1. MPEG4 Hardware compression. – The MPEG file should be compressed so as to not take up as much room as a standard MP3 File and to enable storage of more detailed files in the same space as some previous units.**
- 2. 100/120 FPS - CIF. - Super fast frame rate for high speed recording**
- 3. 25 / 30 FPS - 4CIF. - 25 images per second in a super high quality**
- 4. Up to 4 Video channels on board. – enabling storage of data streams from up to 4 cameras simultaneously at 6 Frames per second.**
- 5. RS – 485 on board (PTZ).**
- 7. Up to 2 channels High Quality audio (two way audio).- The unit should support up to 2 microphones allowing a broader, more clear audio quality. It has been identified that two microphones are required in our Hackneys. One microphone is not enough to cover a certain area.**
- 8. 2.5" HDD compatible for local recording. – built in, fanless hard drive used to secure data securely.**
- 9. Video Lost detection, which ensures the Data Log is updated with alerts when video connection is lost meaning you can accurately record when a camera has been unplugged or even covered over.**
- 10. Advanced Player for playback. – enabling the following functions, 10 x Digital zoom, take stills, fast forward and rewind at 10 times real time speed.**
- 11. Alarm mode. – enabling alerts to be set up so recording quality is increased, recording starts when a certain event is happening. E.g. a button is pressed or motion is detected.**
- 12. Multilingual**
- 13. VGA and Composite outputs – high speed streaming via VGA allows data to be transferred quickly and easily to a screen without any delay.**
- 14. I/O solution – 5 inputs and 2 outputs**
- 15. High quality live and playback video. -**
- 16. Advanced technology for high quality video on limited bandwidth.**
- 17. Remote software capability.**
- 18. The supplier must own the rights to the software. Meaning they can update our software and tailor it to meet certain criteria and the software cannot be purchased from another source to enable an unauthorised person to gain access to footage.**
- 19. The supplier must be able to upload new software to make the system future proof.**
- 20. The system must have an overlay mirror, which is split and displays the current camera footage, therefore eliminating any doubts from the public entering the vehicle that it is a live, working system, not a dummy camera.**

**21. The system must be fully encrypted and password protected to ensure that access can only be gained by authorised persons.**

**22. The system must be fitted with a motion detector which is automatically activated if an incident occurs, including if a theft from vehicle occurs whilst the vehicle is parked unattended and installed and wired into the vehicle, removing the necessity for the driver to activate a panic button, or disable the system by switching off the engine or meter.**

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# APPENDIX D

**Criteria for N.V.Q.**

## N.V.Q. Level 2 Specification- Road Passenger Vehicle Driving

1. The syllabus must be delivered in accordance with GoSkills guidelines and combine the VRQ (Vocationally Related Qualification). It is essential that the training provider is able to demonstrate how the training they are delivering is relevant to taxi/private hire industry.

The syllabus must include:

- communication and positive working relationships,
- developing and maintaining good customer service,
- dealing with and resolving difficult situations,
- conflict resolution,
- passenger transport legislation
- discrimination in the context of passenger transport,
- duties and responsibilities in offering a non-discriminatory passenger transport service,
- recognising disabilities and impairments,
- providing sensitive assistance for users of passenger transport,
- technology and equipment to support transporting people with disabilities,
- examining health and safety in relation to operating a taxi/private hire vehicle,
- hazards and risk awareness,
- how to respond to accidents and emergencies,
- safe maintenance and operation of vehicles,
- obligations of the licensed driver with regards to luggage and parcels,
- safe lifting and carrying,
- licensing legislation for hackney and private hire,
- obligations of licensed drivers/operators to the local authority,
- dealing with lost property,
- responsibilities of the driver in relation to the transportation of dangerous goods.

2. It is a requirement that a basic/key skills assessment is undertaken as part of the process for registering candidates for the NVQ in Road Passenger Vehicle Driving. The training provider should use an appropriate assessment tool that meets the needs of the Taxi / PHV industry. Drivers should undertake the assessment during the induction meeting, so that the options for the pathway can be identified depending on the individual's basic skills assessment, as being:

- Enrolment directly onto the NVQ course
- Enrolment onto the NVQ course with additional classes for additional learning support, or
- Additional learning support prior to starting the NVQ course

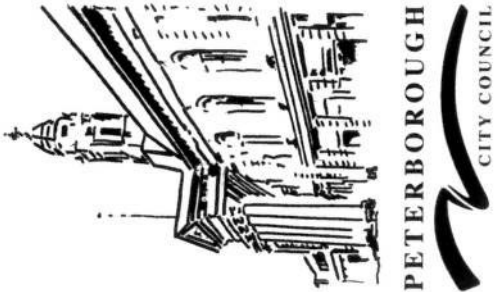
3. To eliminate any allegation of misconduct it is essential that the training provider must not use assessors / examiners that are connected to the Peterborough Taxi/Private Hire trade.
  
5. The driver will build up a portfolio, which needs to evidence the achievement of each particular unit. Steps must be taken to ensure any written work i.e. filling in the workbook, is completed by the driver, or if that driver has specific language difficulties that the evidence is suitably recorded by the training provider's assessor.
  
6. The training provider must ensure that the person completing each unit of the course is the person they are purporting to be. All drivers licensed by this authority are in possession of their own unique photo I.D. driver's badge.
  
7. The training provider needs to accommodate the needs of the trade i.e. when they are not driving, they are not earning. Therefore the time and place of delivery needs to accommodate the driver's needs and offer flexibility.
  
8. The training provider must be willing to engage with the council and Cambridgeshire Constabulary to enable the course to be tailored specifically to Peterborough's requirements.
  
9. The training providers/assessors must engage with the drivers through workshop based learning and assessment i.e. the course cannot be taken by distance learning, completion of work book at home etc.

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# **APPENDIX E**

**Example of proposed sign**





# PRIVATE HIRE VEHICLE INSURANCE INVALID UNLESS PRE-BOOKED WITH OPERATOR

NOT ACTUAL SIZE

COLLECT DIMENSIONS 450mm x 120mm





## Peterborough City Council Taxi Enforcement Office

### Proposed new door signs – Other local authorities

Authority	Permanent signs	Magnetic signs	In process of adopting Permanent signs	Comments
<b>Aylesbury Vale</b>	<b>Y</b>			<b>Require all PHVs to have door signs affixed (sticky type) except discreet plated vehicles. Trade were not happy initially but comply. If they do not comply the vehicles are suspended until compliance is gained.</b>
Basildon	<b>Y</b>			Basildon hackneys are white with an orange bonnet and boot. They have insisted on their own door stickers for a number of years stating "Basildon District Council – Private Hire this vehicle must be pre-booked". Initially they allowed the PHVs to display magnetic signs, which proved to be difficult as they were forever losing them or having them stolen. They supplied 400 magnetic stickers to PHV drivers (at driver's expense) in 2 years. As a result of the 400 missing signs they identified a safety issue with potential "for a sexual predator to steal the door stickers put them on his Mondeo and trawl for a lone female." The adoption of the permanent sticker was easily adopted as Basingstoke had successfully won an appeals where the judge found in the authority's favour on the grounds of public safety.
<b>Basingstoke</b>	<b>Y</b>			<b>On the grounds of public safety Basingstoke insist on permanent door stickers. The decision was appealed by certain members of the trade, who requested magnetic door signs in the Magistrates and Crown Court. The Crown Court Judge found in the authority's favour.</b>
Blackpool	<b>Y</b>			No comments.
<b>Blaenau Gwent</b>	<b>Y</b>			<b>Require adhesive door signs as a mandatory condition.</b>
Crawley	<b>Y</b>			Require adhesive door signs and under no circumstances will they accept magnetic signs in the interests of public safety.
<b>Eastleigh</b>	<b>Y</b>			<b>Require "No Booking – No Ride" stickers. Black lettering on light coloured cars, white lettering on dark vehicles.</b>
East Staffs			<b>Y</b>	Currently consulting on a range of issues including signage. They are currently in consultation with the trade.

<b>Gwynedd</b>	<b>Y</b>			<b>Insist on adhesive door stickers as they had problems with magnetic signs falling off etc. They use MOGO stickers which do not damage the paintwork when taken off.</b>
Kirklees	<b>Y</b>			Insist on permanently affixed door signs. The trade were opposed to it and try to disguise magnetic signs to look permanent and enforcement is necessary. Some drivers have obtained magnetic panels sprayed the colour of the vehicle which they use to cover signage when the vehicle is "not working".
<b>Leeds</b>	<b>Y</b>			<b>Have permanent door livery on all PHV (a condition of licence). The signs are highly reflective with in-built holographic properties to protect against any attempt to counterfeit. The licence number of the vehicle is included and the sign is tamperproof so it can only be used once. If the sign is placed on a magnet or removed without authorisation it is dealt with by a suspension.</b>
Lichfield	<b>Y</b>			Require permanently affixed adhesive stickers. Case law states PHV is always a PHV so no legitimate reason to remove them.
<b>Milton Keynes</b>	<b>Y</b>	<b>Y</b>		<b>All PHV (except certain plate exempt vehicles) have to display a door sign stating "This vehicle must be pre-booked via an operator" and "Private Hire". The signs can be magnetic or permanently affixed. Any drivers breaching the conditions initially were dealt with and they now comply.</b>
Oxford	<b>Y</b>			No comments
<b>Plymouth</b>	<b>Y</b>		<b>Y</b>	<b>Plymouth currently require "Private Hire" above the PHV number and "Advanced bookings only" below. They have now changed the sign which comes into force in Nov 08 and will state "Plymouth City Council", "Insurance invalid if not pre-booked" and "pre-booked only" surrounding the PHV number.</b>
Preston	<b>Y</b>			Issue adhesive plates which affix to the rear doors, which must be displayed on the upper half panel. The plates show Operator details, PHV number and "must be pre-booked". No door sign is a fail on their vehicle test. The reason for adopting permanent signage: Customers can better identify which vehicle they have booked, Licensing Office can readily identify the firm in the event of a complaint. Anyone unlawfully playing is clearly in a vehicle displaying "pre-booked only." The vehicle's plate number can be viewed from the side and rear.
<b>Rochdale</b>	<b>Y</b>			<b>The vehicle must at all times have displayed on both front doors a permanently fixed vinyl door sign. Prior to this they allowed magnetic signs, however due to regular incidents of signs not being displayed they changed conditions to permanently affixed signs.</b>
Rossendale	<b>Y</b>			All vehicles have adhesive door signs at a cost to the trade of £10.00 per pair, first set free. We have found this is a good way for the public to recognise them as licensed vehicles.

<b>Salisbury</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>	<b>Introduced our own sign in '94. Corporate sign yellow background/green lettering. Can be permanently affixed or mounted on magnets.</b>
Sevenoaks				<b>Y</b>	Sevenoaks cover two licensing areas (Sevenoaks and Tunbridge Wells Borough Council) They are currently in the process of introducing compulsory signage.
<b>South Beds</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>		<b>Have introduced door signs stating, "Advance Bookings Only To Validate Insurance" Despite the advice from Licensing the authority require permanently affixed or magnetic signs. It is still early days and the department are monitoring. If it appears that they are getting problems from magnetic signage they intend to return the issue to committee requesting permanent only.</b>
South Ribble	<b>Y</b>				<b>Permanent door signs introduced 6 years ago. At first there was some resistance, because a few drivers thought the adhesive would damage vehicle paintwork but it is now readily accepted.</b>
<b>South Northants</b>	<b>Y</b>	<b>Y</b>	<b>Y</b>		<b>Similar wording to ours. 18" x 9" signs which are initially supplied free of charge. If magnets are required they are supplied at £20.00 pair. Introduced 2 years old with no objections from the operators but a few grumbles from drivers. Enforcement issue penalty points for failure to display. 12 Points in a 12 month period guarantees an appearance before the committee.</b>
Stevenage				<b>Y</b>	Currently allow the companies to supply signage but have just sent out new policies and conditions for consultation that will require permanently affixed Stevenage Borough Council door signs including the PHV licence number to be permanently affixed to the vehicles. Their current signs are magnetic and are frequently missing from the vehicles or modified to remove "pre-booked / advanced booking only" portions of the sign.
<b>Swindon</b>	<b>Y</b>				<b>Introduced their own signage in 2007. Signs are produced by Lalpac, have the borough logo, plate number and state "insurance invalid if not pre-booked". Three signs displayed in windscreen and two rear passenger windows.</b>
Chorley	<b>Y</b>				Chorley Council stopped insisting on door stickers about 10 years ago following complaints of damage to paintwork. However they have just introduced door signs which have the vehicle's licence number on them. The trade have asked to have magnetic signs but they are going to committee to change the testing rules so that door signs are part of the test. If the vehicle is not fitted with door signs it will not pass the test.
<b>Warrington</b>	<b>?</b>				<b>Issue their own signs "Private Hire Vehicle – Not pre-booked? = No insurance = No ride!</b>
Luton		<b>Y</b>			Luton allow fixed or magnetic signs but are looking to move to adhesive signs as the drivers are abusing the condition.
<b>NE</b>		<b>Y</b>		<b>Y</b>	<b>Currently implementing a new policy. Conditions changed to read "Self-adhesive....."</b>

Derbyshire				<b>signs stating advanced bookings only must be applied permanently to the vehicle (no magnetics). Signs also contain plate number and council logo.</b>
North Tyneside		<b>Y</b>	<b>Y</b>	Supply free adhesive door signs but permit magnetic backings. They have experienced a certain degree of non-compliance which have been followed up with "5 day notices" requiring vehicles to be presented to the office to be checked over, this has some deterrent as it causes proprietors to be put out but they believe 15 – 20 % of the 1200 fleet are still operating without stickers. Steps are being taken to amend licensing conditions, removing the magnetic concession as a result of the Basingstoke decision.
<b>Sandwell</b>		<b>Y</b>	<b>Y</b>	<b>Tried to insist on self-adhesive signs in 2005 and were challenged by 12 Operators who were assisted by the National Private Hire Association. They withdrew the court case and agreed out of court to allow magnetics. However following the Basingstoke case in 2007 they have notified the trade that the decision will be revisited during a full scale review of policy.</b>
Torbay		<b>Y</b>		Torbay accept magnetic door signs but are experiencing problems enforcing the many PHVs driving around without door signs. They wish to introduce permanent signage.
<b>York</b>		<b>Y</b>		<b>All PHVs must display door signs with the name of the company and "private hire vehicle – pre-booked only" in 2" lettering. All signs must be approved by the Licensing Office.</b>
Worthing	<b>Y</b>			Introduced door plates 1/01/08 and adding them as each licence is renewed. Sign is A4 includes the logo, licence number and "advance booking only". Situated on rear doors near the door handle. They experienced some resistance initially, some requesting magnetic signs. After explaining reasons "magnetics come off to easily, no expiry date or registration number, could get lost and/or used by a pirate." and confiscating some magnetic signs that crept in, the message got through.
<b>Wyre</b>		<b>Y</b>		<b>Wyre have door stickers and have been in place 14 years. Allow magnetic and permanent. They are experiencing problems with signs flying off and being stolen by kids and put onto other vehicles.</b>

# **APPENDIX F**

**Background documents**

## 47 Licensing of hackney carriages

(1) A district council may attach to the grant of a licence of a hackney carriage under the Act of 1847 such conditions as the district council may consider reasonably necessary.

(2) Without prejudice to the generality of the foregoing subsection, a district council may require any hackney carriage licensed by them under the Act of 1847 to be of such design or appearance or bear such distinguishing marks as shall clearly identify it as a hackney carriage.

(3) Any person aggrieved by any conditions attached to such a licence may appeal to a magistrates' court.

## 48 Licensing of private hire vehicles

(1) Subject to the provisions of this Part of this Act, a district council may on the receipt of an application from the proprietor of any vehicle for the grant in respect of such vehicle of a licence to use the vehicle as a private hire vehicle, grant in respect thereof a vehicle licence:

Provided that a district council shall not grant such a licence unless they are satisfied—

(a) that the vehicle is—

(i) suitable in type, size and design for use as a private hire vehicle;

(ii) not of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage;

(iii) in a suitable mechanical condition;

(iv) safe; and

(v) comfortable;

(b) that there is in force in relation to the use of the vehicle a policy of insurance or such security as complies with the requirements of [F1 Part VI of the Road Traffic Act 1988],

and shall not refuse such a licence for the purpose of limiting the number of vehicles in respect of which such licences are granted by the council.

(2) A district council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary including, without prejudice to the generality of the foregoing provisions of this subsection, conditions requiring or prohibiting the display of signs on or from the vehicle to which the licence relates

## 51 Licensing of drivers of private hire vehicles

(1) Subject to the provisions of this Part of this Act, a district council shall, on the receipt of an application from any person for the grant to that person of a licence to drive private hire vehicles, grant to that person a driver's licence:

Provided that a district council shall not grant a licence—

(a)

unless they are satisfied that the applicant is a fit and proper person to hold a driver's licence; or

(b)

[F1 to any person who has not for at least twelve months been authorised to drive a motor car, or is not at the date of the application for a driver's licence so authorised.]

F2(1A).....

[F3(1) For the purposes of subsection (1) of this section a person is authorised to drive a motor car if—

(a) he holds a licence granted under Part III of the Road Traffic Act 1988 (not being a provisional licence) authorising him to drive a motor car, or

(b) he is authorised by virtue of section 99A(1) [F4 or section 109(1)] of that Act to drive in Great Britain a motor car.]

(2) A district council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary.



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## Taxi and Private Hire Vehicle Licensing: Best Practice Guidance

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October 2006

## Introduction

1. This Guidance is issued with the aim of assisting those local authorities in England and Wales that have responsibility for the regulation of the taxi and private hire vehicle (PHV) trades.
2. The Guidance follows the publication in November 2003 by the Office of Fair Trading of a market study of the regulation of taxis and PHVs in the UK. One of the recommendations of that study was that the Department for Transport (DfT) should produce guidance on best practice for the local licensing authorities concerned. The Guidance is issued in fulfilment of that recommendation.
3. However, it will be appreciated that it is for individual licensing authorities to reach their own decisions both on overall policies and on individual licensing matters, in the light of their own views of the relevant considerations.
4. The Department consulted on a draft version of the guidance in the autumn of 2005. We are grateful for all the views expressed on that draft. A summary of the consultation responses and our reaction to them is available on the DfT web-site. Some respondents to the consultation draft felt that the document should be made more prescriptive whilst others felt that the draft struck the right balance in this respect. Taxi and private hire vehicle legislation makes it clear that it is primarily for local licensing authorities to make decisions on the matters covered in this guidance. Furthermore, it is right that local circumstances and requirements are taken into account in making these decisions in each licensing area. So we have in general resisted the calls for the guidance to be more prescriptive. The key purpose of the guidance remains, as proposed in the draft version, to assist local decision-making by setting out the main considerations authorities might wish to take into account in reaching the right balance between costs and benefits in determining the licensing policies for their area.



## **The Role of Taxis and PHVs**

5. Taxis (more formally known as hackney carriages) and PHVs (or minicabs as some of them are known) play an important part in local transport. In 2003 some 650 million journeys were made by taxi and PHV in Great Britain, and households spent around Â£3 billion on taxi and PHV journeys; spending by businesses and foreign visitors was a substantial extra figure. Taxis and PHVs are used by all social groups; low-income young women (amongst whom car ownership is low) are one of the largest groups of users.

6. Taxis and PHVs are also increasingly used in innovative ways - for example as taxi-buses - to provide innovative local transport services (see paras 63-66).

## **The Role of Licensing: Policy Justification**

7. The aim of local authority licensing of the taxi and PHV trades is to protect the public. Local licensing authorities will also be aware that the public should have reasonable access to taxi and PHV services, because of the part they play in local transport provision. Licensing requirements which are unduly stringent will tend unreasonably to restrict the supply of taxi and PHV services, by putting up the cost of operation or otherwise restricting entry to the trade. Local licensing authorities should recognise that too restrictive an approach can work against the public interest - and can, indeed, have safety implications.

8. For example, it is clearly important that somebody using a taxi or PHV to go home alone late at night should be confident that the driver does not have a criminal record for assault and that the vehicle is safe. But on the other hand, if the supply of taxis or PHVs has been unduly constrained by onerous licensing conditions, then that person's safety might be put at risk by having to wait on late-night streets for a taxi or PHV to arrive; he or she might even be tempted to enter an unlicensed vehicle with an unlicensed driver illegally plying for hire.

9. Local licensing authorities will, therefore, want to be sure that each of their various licensing requirements is in proportion to the risk it aims to address; or, to put it another way, whether the cost of a requirement in terms of its effect on the availability of transport to the public is at least matched by the benefit to the public, for example through increased safety. This is not to propose that a detailed, quantitative, cost-benefit assessment should be made in each case; but it is to urge local licensing authorities to look carefully at the costs - financial or otherwise - imposed by each of their licensing policies. It is suggested they should ask themselves whether those costs are really commensurate with the benefits a policy is meant to achieve.

## **Scope of the Guidance**

10. This guidance deliberately does not seek to cover the whole range of possible licensing requirements. Instead it seeks to concentrate only on those issues that have caused difficulty in the past or that seem of particular significance. Nor for the most part does the guidance seek to set out the law on taxi and PHV licensing, which for England and Wales contains many complexities. Local licensing authorities will appreciate that it is for them to seek their own legal advice.

## Consultation at the Local Level

11. It is good practice for local authorities to consult about any significant proposed changes in licensing rules. Such consultation should include not only the taxi and PHV trades but also groups likely to be the trades' customers. Examples are groups representing disabled people, or Chambers of Commerce, organisations with a wider transport interest (eg Transport 2000 and other transport providers), womens' groups or local traders.

## Accessibility

12. Local licensing authorities will want to consider how accessible the vehicles they license as taxis are for disabled people (which includes - but is not limited to - people who need to travel in a wheelchair).

13. Licensing authorities will know that the Department has for some years now been working on proposals which would substantially improve taxi provision for people with disabilities. This work is continuing and an announcement will be made in due course. In the meantime licensing authorities are encouraged to introduce taxi accessibility policies for their areas. The Department's letter to local licensing authorities of 9 September 2002, the relevant part of which was repeated in the letter of 16 June 2004, gave more detailed guidance.

14. Different accessibility considerations apply as between taxis and PHVs. Taxis can be hired on the spot - in the street or at a rank - by the customer dealing directly with a driver; but PHVs can only be booked through an operator. It is important that a disabled person should be able to hire a taxi on the spot with the minimum delay or inconvenience, and having accessible taxis available helps makes that possible. For PHVs, it may be more appropriate for a local authority to license any type of saloon car, noting that some PHV operators offer accessible vehicles in their fleet.

## Existing duties under the Disability Discrimination Act 1995 (DDA)

15. Since 31 March 2001 licensed taxi drivers in England and Wales have been under a duty (under s.37 of the Disability Discrimination Act 1995) to carry guide, hearing and other prescribed assistance dogs in their taxis, without additional charge. Drivers who have a medical condition that is aggravated by exposure to dogs may apply to their licensing authority for exemption from the duty on medical grounds. Any other driver who fails to comply with the duty is guilty of a criminal offence and liable, on summary conviction, to a fine of up to Â£1,000. Similar duties covering PHV operators and drivers have been in force since 31 March 2004.

16. Enforcement of the duties is the responsibility of local licensing authorities. It is therefore for authorities to decide whether breaches should be pursued through the courts or considered as part of the licensing enforcement regime, having regard to guidance issued by the Department.

## **Duties under the DDA , as amended by the Disability Discrimination Act 2005**

17. The Disability Discrimination Act 2005 amended the DDA 1995 to enable the Government to lift the exemption in Part 3 of that Act for operators of transport vehicles. The amendment allowed for the exemption to be lifted for different services, at different times and to different extents. Regulations have been made to lift the exemption in relation to vehicles used to provide public transport services, including taxis and PHVs, as well as for vehicle hire services and breakdown services. These Regulations come into force on 4 December 2006 and will effectively apply certain duties in Part 3 of the DDA 1995 to providers of transport services who provide such services through the use of specified vehicles. In order to meet these new duties, licensing authorities will be required to review any practices, policies and procedures that make it impossible or unreasonably difficult for a disabled person to use their services. The Disability Rights Commission (DRC) has produced a Code of Practice to explain the new Part 3 duties for the transport industry. This is on the DRC's website at [www.drc-gb.org](http://www.drc-gb.org). The Code is a supplement to, and should be read in conjunction with, the Code of Practice for Part 3 of the Act: Rights of Access to Services and Premises, which is also on the website. An example of responding to these new duties would be providing - for use in informing passengers - Braille cards to those drivers exempted from the duty to carry prescribed assistance dogs.

## **Vehicles**

### **Specification of Vehicle Types That May Be Licensed**

18. The legislation gives local authorities a wide range of discretion over the types of vehicle that they can license as taxis or PHVs. Some authorities specify conditions that in practice can only be met by purpose-built vehicles but the majority license a range of vehicles.

19. Normally, the best practice is for local licensing authorities to adopt the principle of specifying as many different types of vehicle as possible. Indeed, local authorities might usefully set down a range of general criteria, leaving it open to the taxi and PHV trades to put forward vehicles of their own choice which can be shown to meet those criteria. In that way there can be flexibility for new vehicle types to be readily taken into account.

20. It is suggested that local licensing authorities should give very careful consideration to a policy which automatically rules out particular types of vehicle or prescribes only one type or a small number of types of vehicle. For example, the Department believes authorities should be particularly cautious about specifying only purpose-built taxis, with the strict constraint on supply that that implies. (There are at present only two designs of purpose-built taxi.) But of course the purpose-built vehicles are amongst those which a local authority could be expected to license. Similarly, it may be too restrictive to automatically rule out considering Multi-Purpose Vehicles, or to license them for fewer passengers than their seating capacity (provided of course that the capacity of the vehicle is not more than eight passengers).

## **Imported vehicles: type approval (see also "stretched limousines", paras 26-28 below)**

21. It may be that from time to time a local authority will be asked to license as a taxi or PHV a vehicle that has been imported independently (that is, by somebody other than the manufacturer). Such a vehicle might meet the local authority's criteria for licensing, but the local authority may nonetheless be uncertain about the wider rules for foreign vehicles being used in the UK. Such vehicles will be subject to the 'type approval' rules. For passenger cars up to 10 years old at the time of first GB registration, this means meeting the technical standards of either:

- a European Whole Vehicle Type approval;
- a British National Type approval; or
- a British Single Vehicle Approval.

Most registration certificates issued since late 1998 should indicate the approval status of the vehicle. The technical standards applied (and the safety and environmental risks covered) under each of the above are proportionate to the number of vehicles entering service. Further information about these requirements and the procedures for licensing and registering imported vehicles can be seen at [www.dft.gov.uk/stellent/groups/dft\\_roads/documents/page/dft\\_roads\\_506867.hcsp](http://www.dft.gov.uk/stellent/groups/dft_roads/documents/page/dft_roads_506867.hcsp).

## **Vehicle Testing**

22. There is considerable variation between local licensing authorities on vehicle testing, including the related question of age limits. The following can be regarded as best practice:

- **Frequency of Tests.** The legal requirement is that all taxis should be subject to an MOT test or its equivalent once a year. For PHVs the requirement is for an annual test after the vehicle is three years old. An annual test for licensed vehicles of whatever age (that is, including vehicles that are less than three years old) seems appropriate in most cases, unless local conditions suggest that more frequent tests are necessary. However, more frequent tests may be appropriate for older vehicles (see 'age limits' below). Local licensing authorities may wish to note that a review carried out by the National Society for Cleaner Air in 2005 found that taxis were more likely than other vehicles to fail an emissions test. This finding, perhaps suggests that emissions testing should be carried out on ad hoc basis and more frequently than the full vehicle test.
- **Criteria for Tests.** Similarly, for mechanical matters it seems appropriate to apply the same criteria as those for the MOT test to taxis and PHVs\*. The MOT test on vehicles first used after 31 March 1987 includes checking of all seat belts. However, taxis and PHVs provide a service to the public, so it is also appropriate to set criteria for the internal condition of the vehicle, though these should not be unreasonably onerous.

\*A manual outlining the method of testing and reasons for failure of all MOT tested items can be obtained from the Stationary Office see [www.tsoshop.co.uk/bookstore.asp?FO=1159966&Action=Book&From=SearchResults&ProductID=0115525726](http://www.tsoshop.co.uk/bookstore.asp?FO=1159966&Action=Book&From=SearchResults&ProductID=0115525726)

- **Age Limits.** It is perfectly possible for an older vehicle to be in good condition. So the setting of an age limit beyond which a local authority will not license vehicles may be arbitrary and inappropriate. But a greater frequency of testing may be appropriate for older vehicles - for example, twice-yearly tests for vehicles more than five years old.
- **Number of Testing Stations.** There is sometimes criticism that local authorities provide only one testing centre for their area (which may be geographically extensive). So it is good practice for local authorities to consider having more than one testing station. There could be an advantage in contracting out the testing work, and to different garages. In that way the licensing authority can benefit from competition in costs. (The Vehicle Operators and Standards Agency - VOSA - may be able to assist where there are local difficulties in provision of testing stations.)

## Security

23. The owners and drivers of vehicles will often want to install security measures to protect the driver. Local licensing authorities may not want to insist on such measures, on the grounds that they are best left to the judgement of the owners and drivers themselves. But it is good practice for licensing authorities to look sympathetically on - or actively to encourage - their installation. They could include a screen between driver and passengers, or CCTV. Care however should be taken that security measures within the vehicle do not impede a disabled passenger's ability to communicate with the driver. Licensing authorities may want to encourage the taxi and PHV trades to build good links with the local police force, including participation in any Crime and Disorder Reduction Partnerships. There is extensive information on the use of CCTV, including as part of measures to reduce crime, on the Home Office web-site, [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk) (and see for instance, [www.crimereduction.gov.uk/cctv/cctvminisite4.htm](http://www.crimereduction.gov.uk/cctv/cctvminisite4.htm)).

## Vehicle Identification

24. Members of the public can often confuse PHVs with taxis, failing to realise that PHVs are not available for immediate hire and that a PHV driver cannot be hailed. So it is important to distinguish between the two types of vehicle. Possible approaches might be:

- **a licence condition that prohibits PHVs from displaying any identification at all apart from the local authority licence plate or disc.** The licence plate is a helpful indicator of licensed status and, as such, it helps identification if licence plates are displayed on the front as well as the rear of vehicles. However, requiring some additional clearer form of identification can be seen as best practice. This is for two reasons: firstly, to ensure a more positive statement that the vehicle cannot be hired immediately through the driver; and secondly because it is quite reasonable, and in the interests of the travelling public, for a PHV operator to be able to state on the vehicle the contact details for hiring;
- **a licence condition which requires a sign on the vehicle in a specified form.** This will often be a sign of a specified size and shape which identifies the operator (with a telephone number for bookings) and the local licensing authority, and which also has some words such as 'pre-booked only'. This approach seems the best practice; it identifies the vehicle as private hire and helps to avoid confusion with a taxi, but also gives useful information to the public wishing to make a booking. It is good practice for vehicle identification for PHVs to include the contact details of the operator.
- Another approach, possibly in conjunction with the previous option, is a requirement for a

roof-mounted, permanently illuminated sign with words such as 'pre-booked only'. But it can be argued that any roof-mounted sign, however unambiguous its words, is liable to create confusion with a taxi. So roof-mounted signs on PHVs are not seen as best practice.

## **Environmental Considerations**

25. Local licensing authorities, in discussion with those responsible for environmental health issues, will wish to consider how far their vehicle licensing policies can and should support any local environmental policies that the local authority may have adopted, bearing in mind the need to ensure that the benefits of any policies outweigh the costs (in whatever form). Local authorities may, for example, wish to consider setting vehicle emissions standards for taxis and PHVs. However, local authorities would need to carefully and thoroughly assess the impact of introducing such a policy; for example, the effect on the supply of taxis and PHVs in the area would be an important consideration in deciding the standards, if any, to be set.

## **Stretched Limousines**

26. Local licensing authorities are sometimes asked to license stretched limousines as PHVs. It is suggested that local authorities should approach such requests on the basis that these vehicles have a legitimate role to play in the private hire trade, meeting a public demand. Consistent with this view licence applications involving use of these limousines should not be automatically rejected (for example just because the vehicles may be left-hand drive). The Department is currently revising its guidance on the licensing arrangements for stretched limousines.

27. Imported stretched limousines are normally checked for compliance with British regulations under the Single Vehicle Approval (SVA) inspection regime, before they are registered. A licensing authority might wish to request sight of the SVA certificate to ensure that the vehicle was tested by VOSA before being registered and licensed (taxed) by DVLA. The SVA test verifies that the converted vehicle is built to certain safety and environmental standards (there are some vehicles that have gained registration without an SVA and these may not comply with British regulations).

28. Stretched limousines which clearly have more than 8 passenger seats should not of course be licensed as PHVs because they are outside the licensing regime for PHVs. However, under some circumstances the SVA regime accepts vehicles with space for more than 8 passengers, particularly where the precise number of passenger seats is hard to determine. In these circumstances, if the vehicle has obtained an SVA certificate, the authority should consider the case on its merits in deciding whether to license the vehicle under the strict condition that the vehicle will not be used to carry more than 8 passengers, bearing in mind that refusal may encourage illegal private hire operation. Authorities should check with local MOT testing stations to find out if the station has the facilities to test such vehicles. If there is difficulty in finding a suitable station, the local enforcement office may be able to advise (contact details on [www.vosa.gov.uk/vosacorp/contactus/vosalocations/vosaenforcementoffices.htm](http://www.vosa.gov.uk/vosacorp/contactus/vosalocations/vosaenforcementoffices.htm) ).

## Quantity Restrictions of Taxi Licences outside London

29. The present legal provision on quantity restrictions for taxis outside London is set out in section 16 of the Transport Act 1985. This provides that the grant of a taxi licence may be refused, for the purpose of limiting the number of licensed taxis 'if, but only if, the [local licensing authority] is satisfied that there is no significant demand for the services of hackney carriages (within the area to which the licence would apply) which is unmet'.
30. Local licensing authorities will be aware that, in the event of a challenge to a decision to refuse a licence, the local authority concerned would have to establish that it had, reasonably, been satisfied that there was no significant unmet demand.
31. Most local licensing authorities do not impose quantity restrictions; the Department regards that as best practice. Where restrictions are imposed, the Department would urge that the matter should be regularly reconsidered. The Department further urges that the issue to be addressed first in each reconsideration is whether the restrictions should continue at all. It is suggested that the matter should be approached in terms of the interests of the travelling public - that is to say, the people who use taxi services. What benefits or disadvantages arise for them as a result of the continuation of controls; and what benefits or disadvantages would result for the public if the controls were removed? Is there evidence that removal of the controls would result in a deterioration in the amount or quality of taxi service provision?
32. In most cases where quantity restrictions are imposed, vehicle licence plates command a premium, often of tens of thousands of pounds. This indicates that there are people who want to enter the taxi market and provide a service to the public, but who are being prevented from doing so by the quantity restrictions. This seems very hard to justify.
33. If a local authority does nonetheless take the view that a quantity restriction can be justified in principle, there remains the question of the level at which it should be set, bearing in mind the need to demonstrate that there is no significant unmet demand. This issue is usually addressed by means of a survey; it will be necessary for the local licensing authority to carry out a survey sufficiently frequently to be able to respond to any challenge to the satisfaction of a court. An interval of three years is commonly regarded as the maximum reasonable period between surveys.
34. As to the conduct of the survey, the Department's letter of 16 June 2004 set out a range of considerations. But key points are:
- **the length of time that would-be customers have to wait at ranks.** However, this alone is an inadequate indicator of demand; also taken into account should be...
  - **waiting times for street hailings and for telephone bookings.** But waiting times at ranks or elsewhere do not in themselves satisfactorily resolve the question of unmet demand. It is also desirable to address...
  - **latent demand**, for example people who have responded to long waiting times by not even trying to travel by taxi. This can be assessed by surveys of people who do not use taxis, perhaps using stated preference survey techniques.
  - **peaked demand.** It is sometimes argued that delays associated only with peaks in demand (such as morning and evening rush hours, or pub closing times) are not 'significant' for the purpose of the

Transport Act 1985. The Department does not share that view. Since the peaks in demand are by definition the most popular times for consumers to use taxis, it can be strongly argued that unmet demand at these times should not be ignored. Local authorities might wish to consider when the peaks occur and who is being disadvantaged through restrictions on provision of taxi services.

- **consultation.** As well as statistical surveys, assessment of quantity restrictions should include consultation with all those concerned, including user groups (which should include groups representing people with disabilities, and people such as students or women), the police, hoteliers, operators of pubs and clubs and visitor attractions, and providers of other transport modes (such as train operators, who want taxis available to take passengers to and from stations);
- **publication.** All the evidence gathered in a survey should be published, together with an explanation of what conclusions have been drawn from it and why. If quantity restrictions are to be continued, their benefits to consumers and the reason for the particular level at which the number is set should be set out.
- **financing of surveys.** It is not good practice for surveys to be paid for by the local taxi trade (except through general revenues from licence fees). To do so can call in question the impartiality and objectivity of the survey process.

35. Quite apart from the requirement of the 1985 Act, the Department's letter of 16 June 2004 asked all local licensing authorities that operate quantity restrictions to review their policy and justify it publicly by 31 March 2005 and at least every three years thereafter. The Department also expects the justification for any policy of quantity restrictions to be included in the five-yearly Local Transport Plan process. A recommended list of questions for local authorities to address when considering quantity controls was attached to the Department's letter. (The questions are listed in Annex A to this Guidance.)

## Taxi Fares

36. Local licensing authorities have the power to set taxi fares for journeys within their area, and most do so. (There is no power to set PHV fares.) Fare scales should be designed with a view to practicality. The Department sees it as good practice to review the fare scales at regular intervals, including any graduation of the fare scale by time of day or day of the week. Authorities may wish to consider adopting a simple formula for deciding on fare revisions as this will increase understanding and improve the transparency of the process. The Department also suggests that in reviewing fares authorities should pay particular regard to the needs of the travelling public, with reference both to what it is reasonable to expect people to pay but also to the need to give taxi drivers sufficient incentive to provide a service when it is needed. There may well be a case for higher fares at times of higher demand.

37. Taxi fares are a maximum, and in principle are open to downward negotiation between passenger and driver. It is not good practice to encourage such negotiations at ranks, or for on-street hailings; there would be risks of confusion and security problems. But local licensing authorities can usefully make it clear that published fares are a maximum, especially in the context of telephone bookings, where the customer benefits from competition. There is more likely to be a choice of taxi operators for telephone bookings, and there is scope for differentiation of services to the customer's advantage (for example, lower fares off-peak or for pensioners).

38. There is a case for allowing any taxi operators who wish to do so to make it clear - perhaps by advertising on the vehicle - that they charge less than the maximum fare; publicity such as '5% below the metered fare' might be an example.



## Drivers

### Duration of Licences

39. It is obviously important for safety reasons that drivers should be licensed. But it is not necessarily good practice to require licences to be renewed annually. That can impose an undue burden on drivers and licensing authorities alike. Three years is the legal maximum period and is in general the best approach. One argument against 3-year licences has been that a criminal offence may be committed, and not notified, during the duration of the licence. But this can of course also be the case during the duration of a shorter licence. In relation to this, authorities will wish to note that the Home Office in April 2006 issued revised guidance for police forces on the Notifiable Occupations Scheme. Under this new guidance the police are requested to notify the appropriate local licensing authority of convictions and other relevant information when it comes to their attention that an individual is working as a Taxi or PHV driver. (Further details are contained in Home Office Circular 6/2006. Further information can be obtained from the Criminal Records Section, Safeguarding Vulnerable Persons Team, Police Leadership and Powers Unit, Home Office, Fourth Floor, Peel Building, 2 Marsham Street, London SW1P 4DF; e-mail [Robin.Manson@homeoffice.gsi.gov.uk](mailto:Robin.Manson@homeoffice.gsi.gov.uk))

40. However, an annual licence may be preferred by some drivers. That may be because they have plans to move to a different job or a different area, or because they cannot easily pay the fee for a three-year licence, if it is larger than the fee for an annual one. So it can be good practice to offer drivers the choice of an annual licence or a three-year licence.

### Acceptance of driving licences from other EU member states

41. Sections 51 and 59 of the Local Government (Miscellaneous Provisions) Act 1976 as enacted stated that an applicant for a taxi or private hire vehicle (PHV) driver's licence must have held a full ordinary GB driving licence for at least 12 months in order to be granted a taxi or PHV driver's licence. This requirement has subsequently been amended since the 1976 Act was passed. The Driving Licences (Community Driving Licence) Regulations 1996 (SI 1996 No 1974) amended sections 51 and 59 of the 1976 Act to allow full driving licences issued by EEA states to count towards the qualification requirements for the grant of taxi and PHV driver's licences. Since that time, a number of central and eastern European states have joined the EU and the EEA and the Department take the view that drivers from the Accession States are eligible to acquire a taxi or PHV driver's licence under the 1976 Act if they have held an ordinary driving licence for 12 months which was issued by an acceding State. To complete the picture, the Deregulation (Taxis and Private Hire Vehicles) Order 1998 (SI 1998 No 1946) gave equal recognition to Northern Ireland driving licences for the purposes of taxi and PHV driver licensing under the 1976 Act.

### Criminal Record Checks

42. A criminal record check is an important safety measure and is widely required. Taxi and PHV drivers can be subject to an Enhanced Disclosure through the Criminal Records Bureau; this level of disclosure includes details of spent convictions and police cautions. In considering an individual's criminal record, local licensing authorities will want to consider each case on its merits, but they will doubtless take a particularly cautious view of any offences involving violence, and especially sexual attack. In order to

achieve consistency, and thus avoid the risk of successful legal challenge, local authorities will doubtless want to have a clear policy for the consideration of criminal records, for example the number of years they will require to have elapsed since the commission of particular kinds of offences before they will grant a licence.

43. Local licensing authorities will also want to have a policy on background checks for applicants from elsewhere in the EU and other overseas countries. One approach is to require a certificate of good conduct authenticated by the relevant embassy. The Criminal Records Bureau website ([www.crb.gov.uk](http://www.crb.gov.uk)) gives information about obtaining certificates of good conduct, or similar documents, from a number of countries. More generally, the Home Office's Employers' Helpline (0845 010 6677) can be used by licensing staff to obtain general guidance on immigration documentation, although this Helpline is not able to advise on individual cases. The authority can obtain case specific immigration status information, including whether a licensing applicant is permitted to work or details of work restrictions, from the Evidence and Enquiry Unit, Floor 12, Lunar House, Wellesley Road, Croydon CR9 2BY. Further details on the procedures involved can be obtained by contacting the Unit (020 8196 3011).

44. It would seem best practice for Criminal Records Bureau disclosures to be sought when a licence is first applied for and then every three years, even if a licence is renewed annually, provided drivers are obliged to report all new convictions and cautions to the licensing authority.

## Medical Criteria

45. It is clearly good practice for medical checks to be made on each driver before the initial grant of a licence and thereafter for each renewal. It is common for licensing authorities to apply the 'Group 2' medical standards - applied by DVLA to the licensing of lorry and bus drivers - to taxi and PHV drivers. This seems best practice. The Group 2 standards preclude the licensing of drivers with insulin treated diabetes. However, exceptional arrangements do exist for drivers with insulin treated diabetes, who can meet a series of medical criteria, to obtain a licence to drive category C1 vehicles (i.e. 3500-7500 kgs lorries); the position is summarised at Annex B to the Guidance. In the light of the latest guidance from the Secretary of State's Honorary Medical Advisory Panel on Diabetes Mellitus and Driving, it is suggested that best practice is to apply the C1 standards to taxi and PHV drivers with insulin treated diabetes.

## Age Limits

46. It does not seem necessary to set a maximum age limit for drivers provided that regular medical checks are made. Nor do minimum age limits, beyond the statutory periods for holding a full driver licence, seem appropriate. Applicants should be assessed on their merits.

## Driving Proficiency

47. Many local authorities rely on the standard car driving licence as evidence of driving proficiency. Others require some further driving test to be taken. Local authorities will want to consider carefully whether this produces benefits which are commensurate with the costs involved for would-be drivers, the costs being in terms of both money and broader obstacles to entry to the trade. However, they will note that the Driving Standards Agency provides a driving assessment specifically designed for taxis.

## Other training

48. There may well be advantage in encouraging drivers to obtain one of the nationally-recognised vocational qualifications for the taxi and PHV trades. These will cover customer care, including how best to meet the needs of people with disabilities. More information about these qualifications can be obtained from *GoSkills*, the Sector Skills Council for Passenger Transport. *GoSkills* is working on a project funded by the Department to raise standards in the industry and *GoSkills* can guide and support licensing authorities through its regional network of Business Advisers. Some licensing authorities have already established training initiatives and others are being developed; it is seen as important to do this in consultation with the local taxi and PHV trades. Training can cover customer care, including how best to meet the needs of people with disabilities and other sections of the community, and also topics such as the relevant legislation, road safety, the use of maps and GPS, the handling of emergencies, and how to defuse difficult situations and manage conflict. Authorities may wish to note that nationally recognised qualifications and training programmes sometimes have advantages over purely local arrangements (for example, in that the qualification will be more widely recognised).

Contact details are:

GoSkills, Concorde House, Trinity Park, Solihull, Birmingham, B37 7UQ.

Tel: 0121-635-5520

Fax: 0121-635-5521

Website: [www.goskills.org](http://www.goskills.org)

e-mail: [info@goskills.org](mailto:info@goskills.org)

## Topographical Knowledge

49. Taxi drivers need a good working knowledge of the area for which they are licensed, because taxis can be hired immediately, directly with the driver, at ranks or on the street. So most licensing authorities require would-be taxi-drivers to pass a test of local topographical knowledge as a pre-requisite to the first grant of a licence (though the stringency of the test should reflect the complexity or otherwise of the local geography, in accordance with the principle of ensuring that barriers to entry are not unnecessarily high).

50. However, PHVs are not legally available for immediate hiring in the same way as taxis. To hire a PHV the would-be passenger has to go through an operator, so the driver will have an opportunity to check the details of a route before starting a journey. So it may be unnecessarily burdensome to require a would-be PHV driver to pass the same 'knowledge' test as a taxi driver, though it may be thought appropriate to test candidates' ability to read a map and their knowledge of key places such as main roads and railway stations.

- quantity controls, if any, and plans for their review;
- licensing conditions, with a view to safety but also to good supply of taxi and PHV services;
- fares;
- on-street availability, especially through provision of taxi ranks;
- vehicle accessibility for people with disabilities;
- encouragement of flexible services.

69. There should also be a statement of changes in policy since the last LTP and changes that are intended. It would be useful to provide statistics of changes in the number of licences for vehicles, drivers and operators, so that trends in availability can be identified.

## **Annex A: Taxi and Private Hire Vehicle Licensing: Best Practice Guidance**

### **Useful questions when assessing quantity controls of taxi licences**

- Have you considered the Government's view that quantity controls should be removed unless a specific case that such controls benefit the consumer can be made?

### **Questions relating to the policy of controlling numbers**

- Have you recently reviewed the need for your policy of quantity controls?
- What form did the review of your policy of quantity controls take?
- Who was involved in the review?
- What decision was reached about retaining or removing quantity controls?
- Are you satisfied that your policy justifies restricting entry to the trade?
- Are you satisfied that quantity controls do not:
  - reduce the availability of taxis;
  - increase waiting times for consumers;
  - reduce choice and safety for consumers?
- What special circumstances justify retention of quantity controls?
- How does your policy benefit consumers, particularly in remote rural areas?
- How does your policy benefit the trade?
- If you have a local accessibility policy, how does this fit with restricting taxi licences?

### **Questions relating to setting the number of taxi licences**

- When last did you assess unmet demand?
- How is your taxi limit assessed?
- Have you considered latent demand, ie potential consumers who would use taxis if more were available, but currently do not?
- Are you satisfied that your limit is set at the correct level?
- How does the need for adequate taxi ranks affect your policy of quantity controls?

## **Questions relating to consultation and other public transport service provision**

- When consulting, have you included etc
  - - all those working in the market;
    - consumer and passenger (including disabled) groups;
    - groups which represent those passengers with special needs;
    - local interest groups, eg hospitals or visitor attractions;
    - the police;
    - a wide range of transport stakeholders eg rail/bus/coach providers and traffic managers?
  - Do you receive representations about taxi availability?
  - What is the level of service currently available to consumers (including other public transport modes)?

## **Annex B: Taxi and Private Hire Vehicle Licensing: Best Practice Guidance**

### **Assessing applicants for a taxi or PHV driver licence in accordance with C1 standard**

#### **Exceptional circumstances under which DVLA will consider granting licences for vehicles over 3.5 tonnes or with more than 8 passenger seats.**

Insulin treated diabetes is a legal bar to driving these vehicles. The exceptional arrangements that were introduced in September 1998 were only in respect of drivers who were employed to drive small lorries between 3.5 tonnes and 7.5 tonnes (category C1). The arrangements mean that those with good diabetic control and who have no significant complications can be treated as "exceptional cases" and may have their application for a licence for category C1 considered. The criteria are

- To have been taking insulin for at least 4 weeks;
- Not to have suffered an episode of hypoglycaemia requiring the assistance of another person whilst driving in the last 12 months;
- To attend an examination by a hospital consultant specialising in the treatment of diabetes at intervals of not more than 12 months and to provide a report from such a consultant in support of the application which confirms a history of responsible diabetic control with a minimal risk of incapacity due to hypoglycaemia;
- To provide evidence of at least twice daily blood glucose monitoring at times when C1 vehicles are being driven (those that have not held C1 entitlement in the preceding 12 months may provide evidence of blood glucose monitoring while driving other vehicles);
- To have no other condition which would render the driver a danger when driving C1 vehicles; and
- To sign an undertaking to comply with the directions of the doctor(s) treating the diabetes and to report immediately to DVLA any significant change in condition.

## **Making private hire services more accessible to disabled people**

### ***A good practice guide for Private Hire Vehicle operators and drivers***

#### **Overview**

#### **Booking a PHV**

#### **Identifying the vehicle and driver**

#### **Driver training issues**

#### **Setting up a training scheme**

#### **The personal security of passengers**

#### **Taxi and PHV quality partnership**

#### **Affordability issues**

#### **Bibliography**

#### **Some useful contacts**

### **Overview**

This booklet provides guidance on making private hire services (sometimes referred to as minicab services but which will be referred to throughout this document as PHV services; in Scotland they are referred to as private hire cars) easier to use for disabled people. The focus is on customer care and customer service, rather than the type of vehicles used and their physical characteristics. Among the issues covered are training of drivers and booking staff, the personal security of passengers and the setting up of voucher schemes to make PHVs more affordable. Guidance presented here is based on best practice. There are also examples of some novel products and devices which should make services available and convenient for more people.

Whilst the prime objective of this publication is to improve mobility opportunities for disabled people, it should be pointed out that better understanding of customers' needs will save time, reduce the likelihood of accidents occurring, increase patronage of the private hire sector and generally make the job of staff within the industry more rewarding as a result of providing a better service.

The booklet has been commissioned by the Disabled Persons Transport Advisory Committee (DPTAC), in collaboration with the Disability Rights Commission (DRC). In analysing the guidance, DPTAC has consulted representatives of the PHV industry and organizations representing the interests of disabled people. This publication is aimed at both operators, who provide a service to the public, and Licensing Authorities, who can improve the accessibility of PHVs by encouraging best practice.

Accessibility is a term that is interpreted differently by different audiences. By accessibility for disabled people we are seeking inclusive transport systems and built environments which are easy to reach, use and understand in safety and comfort.

### **Booking a PHV**

#### **Responsibilities of Booking Staff**

By far the most common means of booking a PHV is by telephone. The attitude and manner of the person receiving calls are extremely important, since this person is the first point of contact for the company. It is therefore just as important for relevant training to be given to booking staff, as to drivers.

For telephone bookings, the person receiving a call should be trained to obtain as much information as possible about the passenger's needs at the point that a trip is booked, and provide any information about the designated vehicle that is necessary. Where only one type of

vehicle is available, the caller should be informed as to the type, make, model and colour of vehicle that will be sent. In all cases, the customer should be told the name and sex of the driver that will meet them, and the person booking the trip should take the caller's name, so that the driver can ask for them by that name.

Generally, staff should be aware that some callers have difficulties understanding information that is given by telephone, so should be prepared to speak slowly and succinctly, and avoid "information overload". For callers with a speech impairment, booking staff should be patient when trying to understand what is being said, giving the caller the time that they need.

It is possible that a caller has a learning disability, so finds it difficult to understand what is said, and to make clear responses and ask questions. They might also find it difficult to cope with an unfamiliar situation, or to deal with someone they do not know. For callers with learning disabilities, it is especially important for staff to be patient and approachable, to use plain and simple language, and to allow plenty of time for understanding. It might be necessary to check that the caller has understood, by saying something like: "Would it help if I said that again?". Staff should avoid suggesting an answer at the end of a question, and should not patronise adults with learning disabilities by treating them like children.

Callers who have a disability which might make them particularly vulnerable should be given priority over non-disabled customers, to minimise the anxiety that is caused by waiting. It is important that they are informed immediately in the event of the vehicle being delayed.

Booking staff should know which of the firm's vehicles have, say, swivel seats, and should be aware that, from spring 2004, assistance dogs must be carried in all vehicles (subject only to exemptions on medical grounds). They should also know of the training that the firm's drivers have undergone, so that they are able to pass this information on to the caller.

Callers who are deaf or hard of hearing might wish to communicate by Minicom. This is a service that allows callers to make enquiries through a keyboard linked to a telephone, using an operator as an intermediary, and is a general alternative to voice communication.

#### **Other means of booking a PHV**

People with access to the internet will increasingly have opportunities to find a PHV firm on-line - an example of a site that enables them to do this is '[www.Taxi2Go.co.uk](http://www.Taxi2Go.co.uk)'. The user enters his or her location, or post code, and is provided with a list of taxi and PHV firms' telephone numbers - this facility includes the means to specify whether, for example, a wheelchair accessible vehicle is required. A related site, offered by the same company, is '[www.whoflies2where.com](http://www.whoflies2where.com)', which focuses on passengers travelling to and from an airport. Both internet sites can also be accessed using a WAP enabled 'phone.

Another way for a disabled person to order a PHV, which is currently under development in London, is by using a kerb-side terminal such as the one shown in Figure 1. These terminals, which will be strategically placed outside restaurants and other frequently used locations, will enable people to order a PHV using a touch pad. This might help people who are unable to communicate verbally.

### **Identifying the vehicle and driver**

#### **Identifying the vehicle**

A PHV must be easily and visibly identifiable as a PHV, as distinct from an ordinary saloon car. There is no single way in which this might be done, and there are some legal restrictions on PHVs, precluding the use of some words, such as "Taxi". However, as a minimum, the name of

the company should be clearly and prominently displayed on both sides of the car, and it would also be an advantage for cars to bear a distinctive livery. The licensing authority's logo or coat of arms would also give vehicles added credibility, and increase customers' confidence. The licence plate carried by PHVs in England, Scotland and Wales should also be displayed in a prominent position.

### **Identifying the driver**

It is very important that a driver coming to collect a client should have a means of identification, so that he or she not only becomes immediately identifiable as a PHV company driver, but also has some way of naming the client that is to be collected. When calling at a house, or speaking through an intercom, this can be done by the driver announcing his or her arrival, quoting his or her name, the name of the company and the name of the client.

Visual confirmation can be achieved using a product called "Briteboard" – this consists of a wipe-clean, acrylic panel, slightly larger than an A4 sheet of paper, that can be hand-held or fixed in the vehicle's window (see Figure 2). Whilst one section of the panel can show "Private Hire" and/or the company's logo, a fluorescent marker pen, in a variety of colours, can be used to write the name of the client on the section below. A really important feature of this messaging system is that it illuminates, using a rechargeable power pack that is integrated into the board, so that the client's name can be seen clearly at night, from outside of the vehicle. Whilst this high level of clarity is of benefit to all passengers, it is particularly helpful to people who are partially sighted. Use of such a device projects an image of professionalism and attention to detail that can help to engender confidence in the travelling public.

### **Driver training issues**

Preferably, disabled people should be involved in the training process. This will give attendees first-hand experience of working with, and relating to, disabled people.

#### **Items that should be covered**

##### ***Generally:***

Drivers should ask if any assistance is needed, and not assume the passenger isn't disabled because their disability is not apparent. They should pull up as close to the kerb as possible; this will help all passengers, not just those who are disabled.

Sudden braking and acceleration should be avoided – not only might this cause alarm, but this might also be painful for people with certain types of condition (e.g. arthritis, back problems etc.). Drivers should be polite, courteous and patient at all times, and avoid being patronising. Most of these general attitudinal issues can be covered in "Disability Awareness Training". Basic principles, from DPTAC's own guidelines are:

- 1) the disabled person is the expert on his or her own disability, so the driver should ask what sort of assistance, if any, is required;
- 2) disabled people are not all the same, so assumptions and generalizations should not be made;
- 3) consider the importance of PHVs to disabled people (why do so many disabled people use them?). It is worth remembering that disabled people make more private hire journeys per person than non-disabled people.

##### ***Blind and Partially Sighted People:***

When meeting a blind or partially sighted person, the driver must not simply wait outside, but should knock on the door, or enter the premises, to announce his or her arrival. As much



information as is necessary should be given to the passenger (e.g. the type of vehicle, which way it is facing, which way the door opens etc.). The driver should offer to guide the passenger to the vehicle's door, and place one hand on the open door whilst indicating the position of the roof (having remembered, beforehand, to ask whether such assistance is needed). When guiding a blind or partially sighted person, it is important to not push or pull them, but to inform them of what is ahead (e.g. steps, doorways, inclines etc.).

Once inside the vehicle, the driver should offer to help the passenger with the seat belt, and not set off until the passenger is seated and secure. During the journey, the passenger should be informed about any delays, or deviation to the route that he or she might have expected to take. The driver should be aware that a partially sighted person might not be able to read the vehicle's meter, so should be prepared to tell the passenger what the meter reading is. This situation might be avoided using a "talking" meter.

At the end of the journey, when giving change, it is important to count out coins and notes into the passenger's hand. The driver should ask whether the passenger would prefer change in the form of coins, since it is sometimes more difficult for blind and partially sighted people to distinguish £10 notes from £20 notes, for example. Finally, the driver should be prepared, if necessary, to guide the passenger to his or her final destination.

The carriage of assistance dogs should be permitted in all PHVs, except when the driver has a medical exemption. It should be noted that assistance dogs are trained to sit on the floor of the vehicle and not the seat. The assistance dog user should be consulted as to whether he or she would prefer the dog to sit in the front or back of the vehicle.

The Government intends to proceed with the implementation of Section 37A of the Disability Discrimination Act 1995 (DDA), which places a duty on licensed PHV operators and drivers to carry guide, hearing and other prescribed assistance dogs, and to do so without charge. Similar provisions have been in place for taxi drivers (under Section 37 of the DDA) since 31 March 2001. The Act also makes provision for PHV drivers to seek exemption from this requirement on medical grounds only. The Act should be in place by spring 2004; in Northern Ireland these requirements will be in place in summer 2004.

#### ***Deaf or Hearing Impaired People:***

Visual material (including maps) should be available in vehicles, in order to help the driver to communicate with a deaf or hearing impaired passenger. Drivers should be prepared to write down information, so should always have a pen and paper available; they should make eye contact and speak clearly to enable the passenger to lip-read. If a passenger is accompanied by a sign language interpreter, it is important for the driver to speak to the person, not the interpreter.

For people with impaired hearing it is especially important that the driver properly announces his or her arrival, and does not simply sound the horn of the vehicle, as this may not be heard by the customer.

#### ***Speech Impairments:***

If a person has a speech impairment, then the driver must be patient, and, if not understanding what the customer says straight away, say so, rather than pretend to have understood, or merely guess what the person is trying to say.

#### ***Wheelchair Users:***

For wheelchair users who wish to transfer from a wheelchair in order to travel in a PHV, the driver should ask what assistance the passenger requires, before touching either the passenger or the wheelchair. The driver should also be familiar with the operation of ramps and swivel seats etc. that might be used to help the passenger to get into the vehicle.

***Ambulant Disabled People:***

For passengers who have difficulty walking or with getting in and out of vehicles, the driver should be prepared to get out of the vehicle and hold the door open, help with luggage, provide an arm to hold on to, adjust the seat, if necessary, etc.. Many Multipurpose Passenger Vehicles (MPV) or people carriers are equipped with a step that can be used to reduce the height of the step up from the kerbside. As with other devices designed to help passengers to get into and out of the vehicle, where such a step is available, the driver should be aware that it is there, and should be familiar with its functionality.

***People with Learning Disabilities:***

Many people with learning disabilities are helped in having the confidence to travel independently by undergoing "travel training". It might be useful for people who work in the transport industry, including PHV drivers, to attend such courses, in order to encourage a better understanding of the problems that people with learning disabilities face. When considering how best to help people with learning disabilities, it is difficult to generalise, since behavioural and learning disabilities can be manifested in many different ways; however, there are some ways in which the driver can ease communication; for example:

- 1) Allow plenty of time for understanding to take place;
- 2) Make a special effort to be calm and patient;
- 3) Do not suggest an answer at the end of a question;
- 4) Use clear and unambiguous language (i.e. avoid jargon, and do not overcomplicate issues);
- 5) Do not patronise adults with learning disabilities by treating them as children;
- 6) Be aware that many people with learning disabilities have problems with cash transactions, so make an effort to count cash slowly, into their hand. It is important that the passenger is confident of having received the correct sum of change.

***People with Mental Health Problems:***

Some people are restricted in their freedom to travel as a result of having mental health problems. This might entail the taking of medication that might affect the person's behaviour or demeanour, and drivers should be aware that they might, for example, appear to instead be under the influence of alcohol. Because of other people's reactions to them, therefore, people with mental health problems are often discouraged from travelling by mainstream public transport, so the private hire sector provides a convenient alternative. How to relate to such passengers should clearly be included in disability awareness training.

One in four of us at some time in our life will experience mental ill health. To ignore this statistic is to blatantly discriminate against this body of people; yet the needs of people with mental health difficulties are often ignored within disability awareness training programmes.

***People who might be Disfigured:***

Similarly, people who have a disfigurement of some kind might feel limited in their desire to use mainstream public transport, and so might prefer the door-to-door service offered by PHVs. Again, drivers should be courteous, patient and understanding, and, of course, should avoid staring.

**The safe carriage of wheelchair users in vehicles**

These issues are relevant in the context of larger, MPV-type PHV vehicles. It is most important that drivers do not cause wheelchair users to travel sideways in their wheelchair, and that they are trained in the use of all relevant belts and other restraint and locking mechanisms. The

operator should make sure that such training is up-to-date, so that drivers are aware of new research concerning the safe carriage of passengers in wheelchairs. Drivers need to be aware of the correct use of swivel seats, if fitted; when used, drivers should ensure that the seat is correctly locked in position when it is back inside the vehicle.

## **Setting up a training scheme**

### **When setting up a training scheme**

It would be an advantage for licensing authorities to make training of drivers compulsory – this is achievable with sufficient consultation, and provided that it is made clear that training helps to make the driver a “fit and proper person”. Consultation is needed with all parties, including Licensing Officers, trade representatives, disability groups, equality officers, social services staff etc.. It may be useful to run training as a two-tier activity, for newly-licensed drivers, and for existing licence holders.

It is essential that a convenient time and location for training – a convenient venue, equipped with a flip-chart, white board, a means of showing presentation slides from a lap-top, video player etc.. – should be found. The venue should be accessible, in as much as it should be well sign-posted and easy to find, provide level, obstacle-free access throughout, be well-lit internally and externally, be equipped with induction loop facilities for people whose hearing is impaired, and include accessible toilet facilities etc.. The site needs to be suitable for practical training (i.e. a site in which a vehicle and wheelchair(s) can be organised) should also be provided.

### **At the end of training**

It is important to include a means for monitoring and review, i.e. feedback forms from attendees. This might include the issuing of an attendance / pass certificate. The course provider should compile and distribute the names of drivers who have successfully attended the course, among the public and other bodies, in order to promote their services, and to encourage attendance on the course by other drivers. Once a driver has undergone a training programme, there should be some means of publicising the fact that he has been trained, as this will enhance passengers' confidence in the level of service that they are receiving. This might be done by providing the driver with a badge, and by providing an appropriate logo in publicity and advertising material.

Consideration should also be given to providing periodic refresher courses, to both reinforce the training that has been given, and to provide the driver with updates on changes in legislation & regulations, the introduction of new equipment etc..

### **Examples of training schemes**

Training schemes are available that can be used by both licensing authorities and operators, and as models for the establishment of new programmes. Some existing schemes are listed below.

**Kirklees Metropolitan Council** operates a compulsory training scheme for all new Taxi and PHV drivers, which requires licence applicants to attend a training course and pass a multiple choice examination. The course is conducted at Huddersfield Technical College and covers legal requirements, health and safety, good communication, road safety and equal opportunities. A major focus of the course is customer care and providing a personal service to disabled passengers. Drivers are taught how to deal with people with different impairments and provide assistance to passengers outside the vehicle whilst enabling them to maintain their independence as much as possible. This might, for example, entail helping a disabled person to enter the vehicle, or carrying a passenger's shopping into the house. Drivers are also encouraged to talk to disabled passengers to make them feel more comfortable during their journey.

### **Warrington Borough Council**

introduced a requirement that all taxi and PHV licence applicants must undertake a disability awareness test, as part of their licensing conditions in 2002. The "Taxi and Private Hire Drivers Knowledge Test" comprises five questions which applicants are required to answer, having studied a distance learning pack produced, on behalf of Warrington Borough Council, by the Warrington Community NHS Trust and the Warrington Disability Information Service. This pack has an emphasis on promoting an inclusive society, and there is a discussion of how disabled people are often perceived by non-disabled people, and of the common myths, misconceptions and stereotypes that give rise to negative attitudes. Practical advice is given on the role that language can play in reinforcing prejudices and, very often, causing offence.

**Edinburgh City Council** requires taxi drivers to undertake a compulsory training course as part of their licence conditions; although this does not currently extend to PHV drivers in the city, there is no reason why this course can not be used as an example of what might be administered in the PHV sector elsewhere. The course is operated by Telford College, Edinburgh, and covers six elements: conditions of licence and road safety issues, wheelchair accessibility and disability awareness, first aid, handling conflict and stress, vehicle maintenance and customer care. General professional etiquette and passenger awareness guidance is given, followed by specific assistance information for partially sighted passengers, passengers with hearing loss, passengers with walking difficulties and wheelchair users. Practical sessions showing how to assist a partially sighted person and how to manoeuvre a wheelchair are included.

**Phoenix Training** operates a course for PHV drivers in assisting disabled passengers and has provided training for a number of local authorities. This is based on an established course provided for Education and Social Service sector drivers and escorts. The course consists of two days, the first concentrating on theory, and the second on practical training. The theory module includes medical issues, such as dealing with epilepsy, asthma and autism. Additional conditions can also be included if needed (e.g. dementia). Understanding the needs of passengers is part of the theory course and this includes conduct which enables the preservation of the dignity, respect and independence of the passenger. Each successful candidate is entered on the National Register of Trained Escorts, which can be accessed by councils and the Health and Safety Executive. The scheme is recommended by the National Association for Council Contract Community Transport.

**The Public Carriage Office** will shortly introduce a "Small Vehicles Professional Drivers' Additional Skills" programme. Modules will include "Recognising and responding to passengers with special needs" and "Awareness of disability issues".

### **The Community Transport Association**

(CTA) promotes training in the form of the Passenger Assistant Training Scheme (PATS) and Minibus Driver Awareness Scheme (MiDAS). PATS is designed for staff or volunteers who are involved in the care or supervision of passengers travelling in cars, taxis or buses. PATS is for anyone who has care or supervision of passengers when travelling by road, whether as a nondriving Passenger Assistant or as a Driver / Passenger Assistant. The course includes training on disability awareness, supervising children with special needs and working with adults who require care and supervision. MiDAS, a scheme that is becoming increasingly well-established in the Community Transport sector, comprises a combination of disability awareness training and practical driving assessment. The disability awareness classroom session includes dealing with people with sensory impairments, people with physical disabilities, wheelchair users and being able to safely use equipment such as restraints and ramps for wheelchairs.

## **The personal security of passengers**

### **Checking the integrity of drivers**

It is important to carry out checks with the Criminal Records Bureau. These checks are called Disclosures, and there are two types that a Licensing Authority can request drivers to undertake. The Standard Disclosure contains details of all convictions held on the Police National Computer (PNC), including current and 'spent' convictions, as well as details of any cautions, reprimands or final warnings. An Enhanced Disclosure is for posts which involve a far greater degree of contact with children or vulnerable adults, such as a teacher, scout or guide leader. In addition to the content of a Standard Disclosure, Enhanced Disclosures involve an extra level of checking with local police force records. In Northern Ireland applicants for both taxi/PHV driver and vehicle licences have to satisfy the licensing authority as to their good reputation. An integral part of this process is the checking of applicant details with the Police Service of Northern Ireland records.

The London Private Hire Car Association grades companies using an ISO9001 accredited process which uses a rating scale from one to five stars. All graded companies must meet mandatory requirements, which include the keeping of drivers' photographs on file and the wearing of identification giving details of the driver and the company. The grading is based on examination of the premises of the operator, the booking systems, customer care / complaints procedures and the training and development of staff.

### **Making the passenger feel safe**

First-time callers might ask to be 'phoned back, for reassurance; if this is the case, then the call handler should be prepared to do this, if asked. Ideally, female customers should be given the option of having a female driver. For example, Ladycabs (based in North London) is a PHV service run by women which employs mainly women drivers.

Another way of addressing the security of passengers and drivers is to install CCTV cameras in vehicles, a measure that has been taken by one particular PHV firm. 49ers Taxi and Private Hire, which operates PHVs in Luton, is in the process of installing CCTV in all of its vehicles, having trialed the equipment in two of them. The system is based on digital imaging, and is robust and maintenance-free. There is no prospect of infringing the public's civil rights, since the digital images captured can only be accessed using software that is only available to the relevant Local Authority Licensing Office and the Police. Unlike video images, still digital images are tamper-proof, so are admissible as evidence in a Court of Law.

It is important that these systems should be accompanied by in-vehicle signage that informs passengers that cameras have been installed for both their, and the driver's, protection.

### **Taxi and PHV quality partnership**

The issue of how a Licensing Authority might encourage compliance with measures to improve the availability of private hire services for disabled people, either by compulsion or coercion, has so far been discussed briefly, in relation to training. One example of a scheme that is currently being used successfully is that of Southampton City Council's Taxi Quality Partnership – this is the first example of a TQP being included in a Local Authority's Local Transport Plan (LTP). The partnership between the local authority and the city's taxi and private hire industries is based on a forum which meets four times a year. This forum enables open and frank discussions between the city's Licensing Panel and elected representatives of the four sectors of the industry – the Private Hire Association, the Southampton Hackney Association, the Owners' Association and the Transport & General Workers' Union. Two of the four meetings are designated for invitations to other interested parties and stakeholders (e.g. the Highways Agency). An agenda for each meeting is agreed between the two parties, offering the chance for any concerns or uncertainties to be aired. An important item of feedback from the TQP is that it has been instrumental in overcoming the "them & us" mentality that often exists between the licensing authorities and the trades.

From the licensing authority's point of view, the forum enables new policy initiatives – such as measures to improve the availability of both taxis and PHVs to disabled people - to be introduced, discussed and implemented. For example, the LA has recently begun the process of introducing the Driving Standards Agency's Private Hire Vehicle/Taxi Driver Test; it is intended that this test will be phased in, with the ultimate objective of all taxi and private hire drivers in Southampton eventually being obliged to take this test. The forum has offered the Licensing Panel the opportunity to raise this issue with the industry, and to explain the aims and objectives of such a move – industry representatives then have the chance to consult their members on the proposals, and then respond to the panel within 28 days.

### **Affordability issues**

A general principle is that disabled passengers should not be charged extra, nor should there be an additional charge for carrying mobility equipment, (including a wheelchair or an assistance dog). Similarly, when larger vehicles, such as MPVs or "people carriers" are included in the fleet, there should be no additional charge for use of these vehicles.

There is also a sound business case for the PHV industry for the promotion and encouragement of schemes that make this form of transport affordable to more people, since this is a means for increasing travel by PHV.

### **Setting up voucher schemes**

A voucherscheme will require some level of funding; therefore, before setting up such a scheme, the operator should ensure that long-term (i.e. 3 to 5 years) funding is secured. Funding might be sought both locally, or nationally, through the National Lotteries Charities Board. The operator should be prepared for the following cost items: reimbursement to operators for the cost of subsidised travel, personnel costs of a full-time or part-time Transport Administrator, training costs for Transport Administrator (if needed), printing costs for membership cards, tokens and other publicity material, rental for office space, and miscellaneous office equipment costs and other running costs.

Consideration should be given to the production of additional printed materials, such as membership application forms, member feedback forms, complaint forms (for both passengers and operators) and various pro formas for claiming reimbursement, drivers' trip log sheets etc. All printed material intended for members of the public should be in an accessible format, ensuring, for example, that all fonts used are of at least 14pt in size, with Arial or sans serif being the preferred font types.

Membership of such a scheme usually entails an annual fee whose collection may have significant administrative implications. The scheme's administrator will also need to compile and maintain a list of all participating operators involved, and draw up a formal statement that can serve as a definition of the conditions of the scheme for participating operators. Such a statement should include a description of the population groups that the scheme seeks to benefit, a definition of the geographical boundaries of the scheme etc.

It is important that local community groups should be consulted during the setting up of a voucher scheme, in order to ensure that the nature of the service meets the needs and aspirations of the people for whom it is intended.

An operator's participation in such a scheme implies that it should be able, and prepared, to offer a high quality, accessible service for the membership, so participants would be expected to ensure that their staff are adequately trained in disability awareness, passenger assistance skills and customer care issues. The administrator should monitor the extent to which standards of courtesy and time-keeping are maintained – using feedback from members – in addition to

routine checks on the safety, comfort and cleanliness of vehicles. Similarly, there might be a need, particularly when setting up a scheme, for some research to be done on the availability of accessible vehicles and radio circuits, and the type and number of vehicles that might be available. Such an inventory of the accessible vehicle parc available might need to be repeated during the course of the scheme.

The scheme will need membership criteria. Normally, eligibility will be on a self-certification basis, the core criterion being that the applicant is unable, reasonably, to use mainstream public transport, due to a permanent physical, sensory, cognitive or mental health impairment. It is possible, however, to extend this general criterion to people who have a temporary impairment (e.g. after an accident, or a stroke etc.), pregnant women, people on low income, people with a mental health problem or any other person who might, for some other reason, not be able to use conventional public transport.

### **Bibliography**

"Meeting the needs of disabled passengers: advice for taxi drivers"  
(DPTAC leaflet)

"Meeting the needs of passengers with a disability – a code of practice for taxi drivers"  
(The Northern Ireland Transport Advisory Committee)

"Guidance on training for taxi and private hire drivers in disability issues"  
(DPTAC)

"Disabled people – charity or business – A distance learning pack on disability issues for Warrington taxi and private hire drivers"  
(Warrington BC)

"Taxi card schemes in Powys – a good practice guide"

"Guidelines for the establishment of taxicard schemes"  
(DPTAC)

"Am I making myself clear?"  
(MENCAP)

"Taxi driver training pack"  
[www.ddsg.org.uk/taxi/](http://www.ddsg.org.uk/taxi/)

"Have dog, will travel"  
(Video available from Kirklees Metropolitan Council)

"Carriage of guide, hearing and other assistance dogs in PHVs: guidance for licensing authorities"  
(DfT, Free Literature Code DPPHV1, [www.dft.gov.uk](http://www.dft.gov.uk)),/p>

"Carriage of guide, hearing and other assistance dogs in PHVs: advice for operators and drivers"  
(DfT, Free Literature Code DPPHV2, [www.dft.gov.uk](http://www.dft.gov.uk))

### **Some useful contacts**

**The Disabled Persons Transport Advisory Committee (DPTAC)**  
Zone 1/14, Great Minster House, 76 Marsham Street, LONDON. SW1P 4DR  
Telephone: 020 7944 8011  
Minicom: 020 7944 6100

Email: [dptac@dft.gsi.gov.uk](mailto:dptac@dft.gsi.gov.uk)

**Mobility and Inclusion Unit**

Department for Transport, Zone 1/18, Great Minster House, 76 Marsham Street, LONDON.  
SW1P 4DR

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Minicom: 020 7944 3277

Email: [miu@dft.gsi.gov.uk](mailto:miu@dft.gsi.gov.uk)

**Department for Transport free literature**

PO Box 236, WETHERBY. LS23 7NB

Telephone: 0870 1226 236

Fax: 0870 1226 237

Email: [dft@twoten.press.net](mailto:dft@twoten.press.net)

**Briteboard**

Unit 1, Fortune Way, Triangle Business Centre, LONDON. NW10 6UF

Telephone: 020 8964 5300

Email: [briteboard@aol.com](mailto:briteboard@aol.com)

**Centre for Accessible Environments**

Nutmeg House, 60 Gainsford Street, LONDON. SE1 2NY

Telephone: 020 7357 8182

Email: [info@cae.org.uk](mailto:info@cae.org.uk)

**CHANGE**

Units 18-20, Unity Business Centre, 26 Roundhay Road, LEEDS. LS7 1AB

Telephone: 0113 243 0202

Email: [changepeople@excite.co.uk](mailto:changepeople@excite.co.uk)

**Community Transport Association**

Highbank, Halton Street, HYDE, Cheshire. SK14 2NY

Telephone: 0870 774 3586

Email: [ctauk@communitytransport.com](mailto:ctauk@communitytransport.com)

**Deafblind UK**

100 Bridge Street, PETERBOROUGH, Cambridgeshire. PE1 1DY

Telephone: 01733 358100

Minicom: 01733 358858

Email: [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

**Disability Rights Commission**

7th Floor, 222 Gray's Inn Road, LONDON. WC1X 8HL

Telephone: 08457 622633

Minicom: 08457 622644

Email: [enquiry@drc-gb.org](mailto:enquiry@drc-gb.org)

**Guide Dogs for the Blind Association (GDBA)**

Burghfield Common, READING. RG7 3YG

Telephone: 0870 600 2323

Email: [guidedogs@guidedogs.org.uk](mailto:guidedogs@guidedogs.org.uk)

**Kirklees Metropolitan Council**

Building Controls and Licensing Service, Rooms 8-10 Estate Buildings, Railway Street,  
HUDDERSFIELD.

Telephone: 01484 223470



**The London Private Hire Car Association**  
213 Kenton Road , HARROW, Middlesex. HA3 0HD  
Telephone: 07956 329288  
Fax: 020 7723 0609  
Email: lphca@btinternet.com

**Mobility & Access Committee for Scotland (MACS)**  
Forsyth House, Rosyth Europarc, ROSYTH. KY11 2UU  
Telephone: 01383 428031  
E-mail: macs@ednet.co.uk

**The Mental Health and Transport Group**  
c/o Lambeth Mind, The Co-op Centre, Unit 2a, 11 Mowll Street, LONDON. SW9 6BG  
Email: mh.transportgroup@talk21.com

**The Multiple Sclerosis Society**  
MS National Centre, 372 Edgware Road, Staples Corner, LONDON. NW2 6ND  
Telephone: 020 8438 0700  
Email: info@mssociety.org.uk

**The National Association of Taxi and Private Hire Licensing and Enforcement Officers**  
Mr David Blurton (NATPHLEO Training Co-ordinator)  
9 Sedgfield Close, Llwyn Onn Park, Cefn Road, WREXHAM. LL13 0PZ

**The National Private Hire Association (NPHA)**  
8 Silver Street, BURY, Lancashire. BL9 0EX  
Telephone: 0161 280 2800  
Email: info@npha.co.uk

**Road Transport Regulation Branch**  
Department of the Environment, Room G-20, Clarence Court, 10-18 Adelaide Street, BELFAST.  
BT2 8GB  
Telephone: 028 9025 4100

**The Royal Association for Disability and Rehabilitation (RADAR)**  
12 City Forum, 250 City Road, LONDON. EC1V 8AF  
Telephone: 020 7250 3222  
Minicom: 020 7250 4119  
Email: radar@radar.org.uk

**Royal National Institute for the Blind (RNIB)**  
105 Judd Street, LONDON. WC1H 9NE  
Telephone: 020 7388 1266  
Email: helpline@rnib.org.uk

**The Royal National Institute for Deaf People (RNID)**  
19-23 Featherstone Street, LONDON. EC1Y 8SL  
Telephone: 020 7296 8199  
Email: helpline@rnid.org.uk

**Royal Society for Mentally Handicapped Children and Adults (MENCAP)**  
123 Golden Lane, LONDON. EC1Y 0RT  
Telephone: 020 7454 0454

**SCOPE**

6 Market Road, LONDON. N7 9PW  
Telephone: 020 7619 7100

**Transport & Travel Research Ltd**

Minster House, Minster Pool Walk, LICHFIELD. WS13 6QT  
Telephone: 01543 416416  
Email: enquiries@ttr-ltd.com

**Verifeye (UK) Ltd**

1 Branksome Business Centre, Cortry Close, POOLE, Dorset. BH12 4BQ  
Telephone: 01202 732266  
Email: verifeye@v21mail.co.uk

Between

ANDREW MULLEY & JOHN GREENOUGH t/a OAKVIEW STATION KARS Appellants  
(Oakview)

And

BASINGSTOKE & DEAN BOROUGH COUNCIL Respondent (the council)

This matter concerns appeals by Oakview :

- a) against a condition imposed by the council upon the grant or renewal of private hire vehicle (phv) licences requiring that permanent signs informing the public of the need to pre-book phvs
- b) the suspension of a phv licence for one of Oakview's vehicles deemed by the council to be in an unfit condition
- c) the suspension of a phv licence for one of Oakview's vehicles seen by an officer of the council to be in contravention of a) above and in respect of which vehicle failed to be brought to the council's offices for an inspection

And an appeal by Mr. Radbourne as per a) above.

There were also notices of appeal filed by T.Kyle, G. Michaels and E. Morgan. Mr. Morgan's appeal was withdrawn, his licence having expired; Mr. Michael surrendered his on the 30<sup>th</sup> October 2006 and Mr. Kyle's appeal pre-dates the renewal of his licence on which the condition referred to will appear. Neither party attended and their appeals are therefore treated as abandoned.

Although Mr. Radbourne's appeal is technically out of time, since the council failed, as they are required by S.300 (3) of the Public Health Act 1936, to advise Mr. Radbourne of the period of time within which he must file his appeal, and since his appeal relates to the substantive issue indicated above, it matters not to the extent that the substantive issue must be decided in any event. At this point I do not need, therefore, to determine the status of his appeal.

In this case both sides served and filed extensive bundles of evidence and skeleton arguments, which I have read in advance of the hearing. On the 4<sup>th</sup> & 5<sup>th</sup> of December, I heard oral evidence from:

- 1) Mrs. Cannon (the Licensing Manager)
- 2) Andrew Wake (a Licensing Officer)
- 3) Michael Lyons (West Sussex Borough Council) and
- 4) Alan Craft (Head of EH, Licensing & parking)

On behalf of the council, and:

- 1) John Greenough (Oakview)
- 2) Zainool Ebrahim (phv holder from Crawley)
- 3) Malcolm Haycox (car body painter & repairer)
- 4) Andrew Mulley (Oakview)
- 5) Ian Bowers (phv holder - Alpha cars) and
- 6) I. Radbourne (appellant)

On behalf of the appellants.

Submissions were made by both Mr. Maddox for Oakview and Mr. Savill for the council.

The granting of licences for phvs is regulated by the Local Government (Miscellaneous Provisions) Act 1976. S.48 deals specifically with phv licences, S48 (2) enables the imposition of conditions upon the grant of a licence which are reasonably necessary. Specific mention is made in this sub-section of a requirement to display or the prohibition of signs.

The notices the subject of these appeals are designed to introduce a degree of uniformity by carrying both the message at the heart of this requirement and the council's logo and name. The message is "NO BOOKING NO RIDE". The purpose is to enable members of the public (mops) to distinguish phvs both from Hackney carriages (which may be hailed) and unlicensed or bogus taxi drivers. The objective stated by the council is the protection and education of the public. Protection both from being carried in a vehicle which is not insured to carry fare paying passengers, and protection from assault by bogus drivers.

There is no dispute that the notices are reasonably necessary, the issue is whether it is reasonably necessary for them to be permanently attached to the vehicles.

The appellants complain, inter alia, that:

- 1) Permanent signs encourage mop to approach them when they are not working and present difficulties in this regard
- 2) They are prevented from using the vehicle in accordance with S75 (1) (c), (cc) and (d) (ii) without signage
- 3) The requirement offends Article 1 of the 1<sup>st</sup> protocol of the convention on Human Rights, and consequently S.6 of the HRA 1998, since, in addition to (1), upon removal, for whatever reason, damage is caused
- 4) In any event, the signs can be removed under the right conditions by thieves or unscrupulous drivers
- 5) The council's objective can be achieved by the use of temporary signs applied when a driver is working
- 6) There is no evidence to suggest that the public are concerned about the type of vehicle that takes them home e.g. from a late night at the pub or nightclub – they just want to get home, and
- 7) The consultation process undertaken by the council was inadequate and fails to demonstrate therefore "reasonable necessity"

In response, the council say that:

- 1) Benson & Boyce establishes that a phv is a phv at all times and for all purposes, must be driven by a phv licence holder at all times and therefore should be easily identifiable as such
- 2) S.75 (1) (c), (cc) and (d) (ii) do not apply to licensed vehicles – they are sections enabling any vehicle other than a phv to be used for certain types of work without the need for a phv
- 3) Benson & Boyce applies and the balance of interests weighs most heavily in favour of protecting the public. High mileage and the use of a vehicle for phv work more substantially affect its re-sale value than marks left by signage, added to which, many phvs have their own permanent signage indicating, as do Oakview the name and other details of their company
- 4) The right conditions require the application of heat; otherwise the signs will be damaged and thus not re-usable. It is unlikely that these signs could be removed under the right conditions without a very high likelihood of detection
- 5) Evidence of vehicles seen without the required signage is sufficiently frequent to negate this complaint
- 6) The council has a duty to protect the public from foreseeable harm
- 7) Consultation was carried out and the trade continue to be invited to air their grievances.

The appellant's bundle includes the case of Sardar –v- Watford BC, which, in turn, sets out the criteria for effective consultation extracted from the Court of Appeal case of R-v-North & East Devon. Of those four criteria, the first appears to have been met, and, from reading the summary of the responses, despite the fact that copies of the questionnaire are no longer available, the second has probably been met. The third was most certainly not met – an attendee at the September Council meeting complains that only one week was allowed for responses and that part of that week was a bank holiday. It is difficult to say the extent to which the fourth criterion was addressed, if at all. The minutes refer to the Director of Planning's report when recording the committee's decision but not the questionnaires or the summary thereof, nor the oral representations made by representatives of the trade. What may have been overwhelmingly persuasive is paragraph 3.3 of the Director's report:-

“There have been instances in other Boroughs where passengers have been the subject of serious physical assaults as a result of getting into unlicensed vehicles presuming them to be legitimate private hires (copies of relevant news coverage have been placed in the group rooms for members inspection, headed “News Coverage on Bogus Taxi Drivers”). More locally, officers receive regular reports of the public trying to access people’s private cars at night when waiting for friends or relatives on the assumption that they are private hire vehicles.”

It is agreed that the lack of adherence to the consultation process is not fatal to the council’s case but, say the appellants, this factor fails to support their need to demonstrate “reasonable necessity”.

It is regrettable that the council failed in this regard. It is equally regrettable that the minutes of the council’s meetings do not indicate the degree to which or the fact that, before resolutions are made, interested parties views, where they do not accord with those of the committee or the reporting officer, have been considered and, where this applies, why they have been rejected.

I do not accept, as has been suggested, that the council have picked on certain phv holders out of malice. It is clear from the evidence that Oakview have been determined to challenge the authority of the council – and not simply by bringing these appeals. Of 37 vehicles between 28<sup>th</sup> June 2006 and the 9<sup>th</sup> September 2006, seen without their stickers, 27 were Oakview vehicles and Mrs Cannon observed Mr. Michaels twice in June without his stickers.

Between 22<sup>nd</sup> September 2005 and 16<sup>th</sup> March 2006, 61 allegations were made of phv drivers plying for hire, thus exposing the public to the risk of being carried in an uninsured vehicle. In October of 2005 the police contacted Mrs Cannon about an indecent assault carried out in October when two females had entered an unmarked vehicle masquerading as a phv at Festival Place – the main shopping area in Basingstoke. The driver was apprehended after he again visited Festival Place and was spotted by Mr. Wake.

Mrs. Cannon told the court that 94% of phv holders have fully complied with the council’s requirement to affix prescribed permanent stickers.

I conclude that these issues as balanced against the points raised by the appellants are sufficient to support the council’s contention that it is reasonably necessary to introduce permanent signage to achieve their legitimate objective of protecting the public. It goes without saying that their efforts to educate the public should continue as should their demonstrated willingness to listen to the trade about future proposals.

In relation to Mr. Mulley’s and Mr. Greenaugh’s appeals against suspensions, I have already commented on their attitude to the council. Mr. Mulley only has himself to blame for failing to take in the vehicle the subject of the suspension for failure to display signs. He ignored Mr. Wake’s letter. So far as the damaged vehicle is concerned, it matters not whether the door could not be opened because the driver had the wrong key or due to damage. The fact is that it could not be opened. I found Mr. Mulley’s attitude to be belligerent. I found that Mr Greenaugh demonstrated a lack of due regard for issues of personal safety of the public showing more concern about potential damage to his vehicles and personal inconvenience. In any event, I preferred the evidence of Mr. Wake.

I dismiss all of the appeals.

Mr. Radbourne’s appeal would have failed for the reason’s I have set out above.

Judge Babington-Browne (DJ/MC)  
Andover Magistrates’ Court  
6<sup>th</sup> December 2006.



Friday, 27<sup>th</sup> April 2007

APPROVED JUDGMENT

A  
B  
C  
JUDGE BARNETT: This is an appeal by two Appellants Andrew Mulley and John Greenhough who trade as Oak View Station Cars, and we have taken the two appeals together for that reason. They are appealing the decision of District Judge Bawington-Brown made on 6<sup>th</sup> December 2006 when the Learned District Judge dismissed their appeal, which was originally against conditions attached to the private hire vehicle licences requiring the display of permanent signage.

D  
E  
The background to this case very shortly is as follows, that the Basingstoke and Dean Borough Council, who are the Respondents to this appeal, are the Local Authority who are responsible with regard to their Licensing Department, to the licensing of not only hackney carriages but also private hire vehicles, and the Appellants, as I have said, are in partnership and run a firm which operates a fleet of such private hire vehicles, and the position legally is that such vehicles have to be licensed by the Local Authority under the Local Government Miscellaneous Provisions Act 1976, and indeed all these vehicles the subject of the Appellants' firm are. But under section 48 of that Act, sub section (2):

F  
"A District Council may attach to the grant of a licence under this section such conditions as they may consider reasonably necessary, including conditions requiring the display of signs on vehicles to which the licence relates",

I quote the relevant part of the sub section.

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And the issue in this case is really this, the Council have decided after consultation - and indeed I should say no point is taken on the lack of consultation by the Appellants in this - that all private hire vehicles should display a sign setting out the Basingstoke and Dean crest in large blue letters the fact that it is a licensed private hire vehicle, and in larger letters on a distinctive yellow background the words, "No booking no ride".

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A The point of insisting that such notices are displayed – and they should be displayed  
we are told on both sides of the vehicle, generally speaking on the doors, the front doors, of  
each vehicle – the point of the insistence of that condition is to avoid any confusion between  
B private hire vehicles and hackney cabs, but also, much more to the point, between licensed  
private hire vehicles and those unlicensed which may well be run by unscrupulous persons  
who take the opportunity of picking up passengers possibly in a sense of inebriation or under  
the influence of drugs against whom they can commit various offences, whether of a sexual  
C nature or not.

As far as that topic is concerned, that lies very much at the heart of the rationale of this  
case, that there must be an element of protecting the public so that the public know, firstly,  
D that the vehicle is a licensed private hire vehicle and has been monitored and so licensed by a  
Local Authority; secondly, that such a vehicle cannot be hailed in the same way as a hackney  
cab can and there must be a booking in fact through the office.

Now that misapprehension, and indeed the risk to the public, has indeed been a factor  
E in the Basingstoke scene. Featuring in the evidence in this case has been a nightclub called  
Liquid outside which a number of people congregate and it is accepted by both sides in this  
appeal that in the past there have been difficulties both with the misapprehension by the public  
F of what sort of vehicle it was, whether they could hail it or not, and in particular with the use  
of vehicles by, as I have said, the unprincipled or unscrupulous operator who takes advantage,  
and indeed one such allegation of indecent assault I think culminated from the incident, one  
such incident has been drawn to our attention.

G But it is worthy of note it is common ground between the Appellants and the  
Respondents that there is a need for such signs and the Respondents do not quarrel with the  
wording and indeed the presentation of the sign. Both Mr Greenhough, who gave evidence,  
H confirmed that such signs were needed, and indeed did Mr Mulley who gave evidence today



A that safety of the passenger is a proper consideration; indeed he was adamant that he agreed with that aspect.

B Now we have to consider in the basis of this appeal, as I have said, whether the condition that there should be permanent signs -- in other words vinyl signs of which we have an example -- which are permanently affixed to the side of the vehicle, is reasonably necessary as opposed to what is suggested by the Appellants would amply meet the conditions and that is the magnetic signs. And the Appellants case -- and this is obviously the case of both of them -- is that the magnetic signs would be adequate and therefore as far as what is reasonably necessary would meet that requirement, because obviously they would contain the same information, and the advantage to the Appellants would be that the magnetic signs could be removed. That means that a vehicle that was used not just for the private hire but also for private purposes could be taken out of the controlled area, the signs removed, could be taken abroad, taken to Ireland -- we have been given an example by Mr Greenhough -- it would not attract attention in the same way that Mr Mulley tells us his car did, and indeed was vandalised in another part of the country where he was mistaken for a football supporter, and also they say that the removal of magnetic signs, apart from obviously being easier, does not cause damage to their vehicles.

F There is a further point that is made particularly by Mr Greenhough and that is that the inability to remove the signs means that when the car is parked outside his private home -- he lives we have heard in Hartley Wintney, a village near Fleet -- he and his wife will not be bothered by callers in the early hours of the morning who think that his car is for hire at that moment.

G Well we can appreciate that is an inconvenience but I think Mr Greenhough accepts it does not happen every night and indeed as far as Hartley Wintney is concerned, although as I

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A have said it is near Fleet, we take the view that the interference with his personal life is comparatively infrequent, but it is a consideration that we take into account.

B As against that the Respondents, the Council, through their officer Mrs Cannon, whose evidence we found measured and punctuated with a degree of understanding and common sense, which is refreshing to find in a Local Authority officer, she says that with regard to the magnetic strip approach firstly they will often come off either in the wind or through natural usage, or indeed they will be forgotten to be put on if they are taken off, and therefore there is C an appreciable risk that a number of the licensed vehicles in what she refers to understandably as the Basingstoke fleet, meaning those that are of course subject to the licence control of the Council, will be in a condition where they are not displaying this important notice, which as I D have said all agree should be displayed, and therefore there will be a lack of control, there will therefore be the possibility of the risk to the public, and there will be the need to police and enforce the provisions which of course will be draining upon the resources of the Council, which is a proper consideration in our view.

E We have also heard from Mrs Jodie O'Connor who is a private hire company operator running and she being a partner in Elite Cars, and her evidence to some extent is anecdotal but we take into account in this respect, that she tells us that prior to the imposition of the signs F there was the confusion, as I have set out, with regard to the nature of the car and the nature of the booking, once the signs had been introduced and indeed the permanent stickers applied, that improved considerably. As far as she is concerned she had no problem with the permanence of the sign, she told us, and we accept, the sign can be removed with hot water G and a hair dryer, but it is not designed to be removed frequently, and indeed she gave us an example I think of one driver, Mr Hickey, in cross-examination who had been using a magnetic sign and has now changed it. She confirmed what Mrs Cannon said, that magnetic

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A signs do fall off or blow off, and so that is the state of the evidence as far as the signs are concerned.

B We have listened carefully, as I have indicated, both to Mr Greenhough and today to Mr Mulley and, as I have said, we are sympathetic to the personal pleas, we understand well the sentiments expressed by particularly Mr Greenhough that he does not see why the Basingstoke Council should treat private hire drivers like children, there should be a degree of trust and responsibility given to them, and therefore, he argues, and Mr Mulley agrees with this argument, the drivers should be allowed to use magnetic signs and be trusted to replace the signs as and when so required.

D Against these facts there is the legal background, which I think is summarised in the case of Benson and Boyce of which we have regard, of which we have a transcript in our papers. This was a case heard on 20<sup>th</sup> January 1997 in the Queen's Bench Division Crown Office List, and the essence of that case was when and whether a private hire vehicle ever ceased to be a private hire vehicle, and the decision, judgment given, in that case by Manse, J, as he then was, was this, that as far as under section 80 of the Local Government Miscellaneous Provisions Act 1976, to which I have already referred, the wording provided for hire related to the nature of the vehicle as opposed to the nature of the activity. That means that the vehicle once licensed for private hire remained such a vehicle regardless whether, as in this case, it was being driven not for hire for a private hire enterprise, and it followed from that, because this case arose out of a prosecution, that the Local Authority, the prosecution, did not have to prove an actual hiring over the vehicle in question in order to obtain a conviction, in other words again underlining the principle which we have very much in the background that a private hire vehicle once licensed remains such and cannot in effect be used or driven by anybody other than a licensed driver.

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That, as I say, we put into the consideration by way of background, but essentially what we have to consider is what I hope I have now set out clearly, and that is the question of what is reasonably necessary in all the circumstances. As I have said, we are sympathetic to the Appellants in the personal difficulties and inconveniences that they say they have suffered, but when those are weighed against the important considerations – which they accept are important – the important considerations of public safety and the good and proper monitoring of private hire vehicles generally by the Basingstoke and Dean Borough Council we find on the balance of probabilities, which is the appropriate test in this case, that it is reasonably necessary to insist upon permanent display of signs by permanently affixed signs, in other words the vinyl sign, that is not in our view unreasonable or unnecessary, to put it the other way about, and that the balance tips firmly in favour of the Respondents and in those circumstances for the reasons that I have set out we have no alternative but to dismiss the appeals in this case and the original order of the Council is upheld.

(12.14 pm)

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We hereby certify that the above is an accurate and complete record of the proceedings, or part thereof.

Signed : Mendip-Wordwave Partnership

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