

Report Title:	Safeguarding Training for Hackney Carriage and Private Hire Drivers and Operators
Contains Confidential or Exempt Information?	No except Appendix D - Part II 'Not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.'
Member reporting:	Councillor Grey, Lead Member for Environmental Services (including Parking and Flooding)
Meeting and Date:	Licensing Panel 3 July 2018
Responsible Officer(s):	Andy Jeffs, Executive Director David Scott, Head of Communities, Enforcement and Partnerships
Wards affected:	All

REPORT SUMMARY

1. The Licensing Panel meeting of 10 April 2018 unanimously agreed that the current RBWM Hackney Carriage Driver and Vehicle Policy and Conditions, the RBWM Private Hire Driver and Vehicle Policy and Conditions and the RBWM Private Hire Operator Policy & Conditions ("the policies") be amended to include a requirement that hackney carriage and private hire drivers and operators must complete safeguarding training as a condition on their licence.
2. The Licensing Panel meeting of 10 April 2018 also agreed that a report be presented to the next Licensing Panel which would look in more detail at the potential training options previously discussed, and then make a recommendation for the Lead Member for Environmental Services (including Parking and Flooding) to implement.
3. It was further agreed that consultation with the trade needed to be completed and the results presented as part of the report.
4. This report provides the detail required on the potential training options and the results of the consultation with the trade, and makes a recommendation for the Lead Member for Environmental Services (including Parking and Flooding) to implement.

1. DETAILS OF RECOMMENDATIONS

RECOMMENDATION: That the Licensing Panel notes the report and:

- i) **Members consider the options set out in Table 1 and confirm that the officer's recommendation is supported, and that this is implemented by the Lead Member for Environmental Services (including Parking and Flooding).**
- ii) **Members consider and agree the proposed changes to the policies, taking into account the results of the consultation with the trade.**

2. REASONS FOR RECOMMENDATIONS AND OPTIONS CONSIDERED

- 2.1 The Licensing Panel meeting on 10 April 2018 discussed and agreed the proposal to introduce mandatory safeguarding training for existing RBWM licenced hackney carriage and private hire drivers and operators, and for new licence applicants.
- 2.2 Four potential providers of safeguarding training were included in the report to that meeting. One of these organisations will not be able to provide the training so that leaves three, a business called Personnel Checks Ltd, Slough Borough Council and Achieving for Children (AfC).
- 2.3 The type of training that each of these organisations can provide and the impact this would have on the RBWM Licensing team is set out at Appendix A.
- 2.4 Whichever supplier is chosen there will be logistical and organisational matters to iron out but the cost of the training that each of these organisations can provide is set out in Appendix D in Part 2 of this report.
- 2.5 As discussed at the Licensing Panel meeting on 10 April 2018 drivers and operators will also require refresher training at appropriate intervals. Three years was agreed as an appropriate length of time. It is hoped that this will be achieved by an e-learning module but this will be researched and reported to a future Panel before the first refresher training sessions are due.
- 2.6 The options for this Panel to consider as the preferred supplier of the safeguarding training for the Lead Member for Environmental Services (including Parking and Flooding) to implement are set out in Table 1.

Table 1: Options considered

Option	Comments
<p>Personnel Checks Ltd is chosen as the preferred supplier of safeguarding training</p> <p>This is the recommended option</p>	<p>This is a high quality “off the shelf” product being used by a number of Berkshire LAs and other LAs around the country.</p> <p>It will require the least amount of input from RBWM Licensing staff although they will have to provide logistical support.</p> <p>All administration would be carried out by Personnel Checks, including appointments, payments and the issuing of certificates</p> <p>This training includes a test element invigilated by Personnel Checks. The Panel meeting of 10 April 2018 agreed that the training should have a test element.</p> <p>Attendees have shown very high levels of satisfaction with the training.</p>

Option	Comments
<p>Slough Borough Council is chosen as the preferred supplier of safeguarding training Not the recommended option</p>	<p>This is also a high quality “off the shelf” product provided by experienced officers who deal with licensing and safeguarding on a daily basis.</p> <p>This is estimated to be a cheaper option than Personnel Checks in terms of direct costs to attendees but there would be a high demand on RBWM Licensing staff to administer the training programme. This would be very time-consuming and take licensing staff away from other duties when staff do not have the capacity for this extra work.</p> <p>This training does not currently include a test element. This would have to be developed and added.</p> <p>Attendees are required to complete a questionnaire at the end of the training.</p> <p>Questionnaire results from attendees indicate very high levels of understanding of and satisfaction with the training provided.</p>
<p>Achieving for Children is chosen as the preferred supplier of safeguarding training. Not the recommended option</p>	<p>A training programme designed specifically to meet the purposes of this report has not yet been agreed but AfC carry out similar training for other clients so a suitable programme can be developed.</p> <p>The numbers of attendees at each session may reduce the impact of the training.</p> <p>This is estimated to be a cheaper option than other options in terms of direct costs to attendees but there would be a high demand on RBWM Licensing staff in developing and administering the training programme.</p> <p>AfC would assist with this but it would still take licensing staff away from other duties.</p>

2.7 The introduction of mandatory safeguarding training for hackney carriage and private hire drivers and operators will require amendments to the respective policies. Any such changes need to be consulted on with the trade and the Licensing Panel of 10 April agreed that consultation with the trade needed to be completed and results reported as part of this report.

- 2.8 The proposed changes to the policies and the consultation is set out in Appendix B.
- 2.9 The results of the consultation with the trade are set out at Appendix C. They mainly concern:
- whether safeguarding training is necessary
 - the cost of the training being met by the drivers
 - whether the same training requirements should be required of horse drawn hackney carriage drivers as of motor hackney carriage drivers
- 2.10 The policy amendments to be considered by this Panel are as set out in Appendix B on pages 11 to 15 of this report.
- 2.11 In brief, these policy amendments require that from 01 October 2018 drivers and operators must undertake mandatory safeguarding training as follows:
- the training should be mandatory for all existing hackney carriage and private hire drivers and operators, and for new applicants
 - the training is to include a test or assessment to confirm the attendee's understanding of the training
 - the cost of the training will be met by the drivers and operators attending
 - training for existing drivers must be completed by 31/12/2019
 - should an existing driver or operator fail to attend the training and attain a certificate by 31/12/2019 they will not be regarded as fit and proper to hold a licence and their licence will be suspended until the training is completed
 - equivalent training will be accepted in lieu of attending a training session
 - refresher training will be required every three years or if there are changes to legislation
- 2.12 This Panel is invited to agree to these amendments. The options are set out in Table 2.

Table 2: Options considered

Option	Comments
Members agree to the proposed amendments to the RBWM Hackney Carriage Driver and Vehicle Policy and Conditions, the RBWM Private Hire Driver and Vehicle Policy and Conditions and the RBWM Private Hire Operator Policy & Conditions, as set out in Appendix B. This is the recommended option	This will ensure that the safeguarding training becomes a mandatory condition on hackney and private hire driver and operator licences.
Members agree to revised amendments to the RBWM Hackney Carriage Driver and Vehicle Policy and Conditions, the RBWM Private Hire Driver and Vehicle Policy and Conditions and the RBWM Private Hire Operator Policy & Conditions. Not the recommended option	Panel members may wish to make some revisions to the proposed amendments before they are implemented. Any revisions making a meaningful difference to those that were consulted on may require further consultation.

Option	Comments
<p>Members do not agree to the proposed amendments to the RBWM Hackney Carriage Driver and Vehicle Policy and Conditions, the RBWM Private Hire Driver and Vehicle Policy and Conditions and the RBWM Private Hire Operator Policy & Conditions, as set out in Appendix B.</p> <p>Not the recommended option</p>	<p>Without this Panel's agreement to the proposed amendments to the policies the mandatory safeguarding training cannot be introduced.</p>

3. KEY IMPLICATIONS

- 3.1 As was stated in the report to the Licensing Panel of 10 April 2018, licensing authorities are highly likely to have introduced, or are in the process of introducing, safeguarding training for hackney carriage and private hire drivers and operators.
- 3.2 If the Royal Borough does not introduce this safeguarding training it will provide a lower standard of public safety than all neighbouring licensing authorities. As a result RBWM could attract applications for licences from individuals who have not met the safeguarding standards set elsewhere and therefore not provide an acceptable and consistent level of public safety in comparison with neighbouring licensing authorities.
- 3.3 The recommended option for the training provider, Personnel Checks, best balances the capacity of the Licensing Team to deliver day to day services and Panel's decision to implement safeguarding training. Opting for one of the other training suppliers will place too big a burden on the Licensing Team, This will in turn affect the team's ability to deliver day to day licensing services.

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 The costs to attendees of the potential suppliers of safeguarding training are set out in Appendix D in part 2 of this report. These charges are to cover the cost of the training only and RBWM will make zero income from it.

5. LEGAL IMPLICATIONS

- 5.1 Section 51 of the Local Government (Miscellaneous Provisions) Act 1976 provides that a local authority shall not grant a private hire driver's licence unless they consider that person to be fit and proper. This section also provides that conditions considered reasonably necessary can be attached to a private hire driver's licence.
- 5.2 Section 59 of the Local Government (Miscellaneous Provisions) Act 1976 provides that a local authority shall not grant a hackney carriage driver's licence unless they consider that person to be fit and proper.
- 5.3 Byelaws can be made under Section 68 of the Town Police Clauses Act 1847 and Section 171 of the Public Health Act 1875, by the Council of the Royal Borough of Windsor & Maidenhead with respect to hackney carriages in the area of the Royal Borough of Windsor & Maidenhead.

6. RISK MANAGEMENT

- 6.1 Any new condition attached to our policy and conditions is in theory subject to challenge or judicial review.
- 6.2 Given the nature of the new conditions under discussion in this paper, the reason for their introduction and the widespread, and as yet unchallenged, introduction of this type of condition around the country, no legal challenge can reasonably be expected.

7. POTENTIAL IMPACTS

- 7.1 No EQIA is anticipated at this stage.

8. CONSULTATION

- 8.1 The proposed changes to Policy and the consultation with the trade are set out in Appendix B. The results of the consultation are set out in Appendix C.

9. TIMETABLE FOR IMPLEMENTATION

- 9.1 This will be dependent on the decisions made by this Licensing Panel and will be reported to a future Panel meeting but the target for completing training for existing drivers and operators is 31/12/2019.

10. APPENDICES

- Appendix A – Training Details and the Impact on RBWM Licensing
Appendix B – Proposed Changes to Policy and Consultation
Appendix C – The Consultation Results
Appendix D – The Cost of Safeguarding Training – Part II

11. BACKGROUND DOCUMENTS

None.

12. CONSULTATION (MANDATORY)

Name of consultee	Post held	Date sent	Commented & returned
Cllr Grey	Lead Member for Environmental Services, Including Parking	21/06/18	22/06/18
Cllr Cox	Chair of the Licensing Panel	21/06/18	24/06/18
Alison Alexander	Managing Director	12/06/18	15/06/18
Andy Jeffs	Executive Director Communities Directorate	12/06/18	12/06/18
David Scott	Head of Communities, Enforcement and Partnerships	12/06/18	21/06/18

REPORT HISTORY

Decision type: Non-key decision	Urgency item? No
Report Author: Greg Nelson, Trading Standards & Licensing Lead 01628 683561	

Appendix A

Training Details and Impact on RBWM Licensing

The three potential training providers are

1. Personnel Checks Ltd t/as Personnel Checks
One Cathedral Square
Cathedral Quarter
Blackburn
BB1 1FB

Registered in England, number 08101751
2. Slough Borough Council
Licensing
Landmark Place
High Street
Slough
SL1 1JL
3. Achieving for Children Community Interest Company
Gifford House
67c St Helier Avenue
Morden
SM4 6HY

Company number: 08878185

The following table sets out the of the details of the training for direct comparison

	Personnel Checks	Slough Borough Council	Achieving for Children
Type of training for existing drivers and operators / training providers	<p>A fully CPD accredited training campaign called Trust2Ride</p> <p>Training in a class room environment, interactive two hours sessions with role play and group discussions</p> <p>Training provided by professionals from training, police or enforcement background</p>	<p>Training in a class room environment presented by Slough BC licensing and safeguarding officers.</p> <p>Two hour sessions which are interactive with presentations and group discussions</p>	<p>One hour training sessions each presented by two AfC staff fully trained in safeguarding.</p> <p>Interactive</p>

	Personnel Checks	Slough Borough Council	Achieving for Children
Number per session	Up to 40	Up to 60	Up to 120
Support material provided	Information pack containing handbook, car sticker, certificate, passenger information laminate	Training manual, certificate, leaflet and window sticker	No current material specifically for this target group. Existing material can be adapted, some new material would have to be designed.
Test / assessment included	Yes	There is no test element included in this training. Instead a questionnaire is completed by attendees asking how effective they thought the training was.	Yes, an appropriate assessment will be developed
Estimated time to start training	Within approximately six weeks of being appointed	Within approximately eight weeks of being appointed	Within approximately eight to ten weeks of being appointed
Provision for new applicants	New applicants would be held until there are sufficient numbers to put on a training course and the course would then then be provided Personnel checks is being used by other LAs in Berkshire so training sessions will be widely available	New applicants would be held until there are sufficient numbers to put on a training course and the course would then then be provided	New applicants would be held until there are sufficient numbers to put on a training course and the course would then then be provided
Other information	Drivers and operators would order and pay for their training online through a dedicated Personnel Checks web page or over the telephone through a dedicated Personnel Checks phone line. All of the administration would be carried out by Personnel Checks although some organisational input would be required from RBWM licensing staff. Two training sessions could be run	Attendees to this training are required to complete a questionnaire at the end. Questionnaire results indicate very high levels of understanding of and satisfaction with the training provided. This training would be provided by licensing officers and would therefore be given by trainers with specific and detailed insight into the world of licenced	AfC already provides safeguarding training for “home to school” drivers and passenger assistants (who are not necessarily part of the hackney carriage and private hire drivers and operators group). This compulsory safeguarding training comprises two elements, the role of the driver/passenger assistant and safeguarding/CSE. AfC would assist with the development and

	simultaneously by two trainers which would reduce the time it would take to train all of our existing drivers and operators.	drivers and operators	administration of training designed specifically to meet the purposes of this report
Impact on RBWM Licensing	<p>Minimal. Required would be room booking for training sessions held within RBWM and updating driver and operator records to include safeguarding training.</p> <p>All other admin done by Personnel Checks, including providing a bookings and payment system and the provision of all training materials</p>	<p>Major. All administration would be carried out by RBWM licensing staff, this would include room booking, booking each individual onto a training session (there is currently no on-line facility), taking payments, chasing up non attendees, providing training materials and so on.</p> <p>The licensing team does not have the capacity to take on this major new piece of work</p>	<p>Significant. AfC would assist with the administration but the bulk is likely to be carried out by RBWM licensing staff.</p> <p>This would include room booking, booking each individual onto a training session, (there is currently no on-line facility), taking payments, chasing up non attendees, providing training materials and so on.</p> <p>The licensing team does not have the capacity to take on this major new piece of work</p>

Appendix B Proposed Changes to Policy and Consultation

Consultation

i) Safeguarding Training for Hackney Carriage and Private Hire Drivers

ii) The Equality Act 2010

At the Licencing Panel meeting on 10 April 2018 two items were discussed relating to amendments to RBWM's Hackney Carriage Driver and Vehicle Policy and Conditions, the RBWM Private Hire Driver and Vehicle Policy and Conditions and the Private Hire Operators Policy and Conditions ("the Policies").

Both items were agreed in principle but are now required to go out to consultation with the trade.

The results of this consultation and proposals to amend the Policies are to be reported to the next meeting of the Licensing Panel of 03 July 2018.

This letter seeks your views on the two items as set out below.

i) Safeguarding Training for Hackney Carriage and Private Hire Drivers and Operators

ii) The Equality Act 2010 (NOT INCLUDED IN THIS REPORT)

i) Safeguarding Training for Hackney Carriage and Private Hire Drivers and Operators

The primary purpose of licensing hackney carriage and private hire drivers and operators is the protection, safety and wellbeing of the public.

Following several high profile independent enquiries into cases of child sexual exploitation (CSE) in a number of places in the UK, there has been a call for mandatory safeguarding training for hackney carriage and private hire drivers and operators.

This is primarily because hackney carriage and private hire drivers and operators work in and with the community and are very well placed to be able to see and report any concerns they have about vulnerable people, particularly children.

The training is therefore intended to raise awareness within the hackney carriage and private hire trade of the lessons learnt from the CSE enquiries. It should train drivers how to identify and report issues of concern that they come across in the course of their work and seek to ensure that they, as individuals, avoid behaviour that might lead to inappropriate relationships with children and other vulnerable people.

Safeguarding training is not a legal requirement. However it has been, or is being introduced by local authorities neighbouring RBWM and around the country so it is important that we now introduce a similar programme. This would provide consistency of approach across the country, provide RBWM licenced drivers and operators with high quality training on a vital topic and, most importantly, ensure the highest possible levels of protection for children and young people.

The exact details of the training and the training provider have yet to be finalised. However the Licensing Panel on 10 April 2018 agreed that;

- the training should be mandatory for all existing hackney carriage and private hire drivers and operators, and for new applicants
- the training is to include a test, quiz or assessment be taken by the driver to confirm their understanding
- the cost of the training would be met by the drivers and operators
- refresher training would be required every three years or if there are changes to legislation

The proposed changes to the Policies are:

1) Hackney Carriage Driver and Vehicle Policy and Conditions

- Hackney Carriage Drivers and Licensing Requirements

- Section 2 – Application Requirements

After paragraph 8 (“All applicants must have completed and passed a Driving Standards Agency Hackney Test Assessment”) insert the following paragraph;

“From 01 October 2018 all applicants must have attended, at their own expense, mandatory classroom based safeguarding training as prescribed by the Head of Communities, Enforcement & Partnerships and achieved a satisfactory score in the test included in the training.

Applicants who can provide evidence that they have attended equivalent safeguarding training will be exempt from the requirement to attend this mandatory safeguarding training. “Equivalent” in this case means

- training in a classroom or group environment
- with a test requiring a minimum pass mark
- with a certificate of attendance or completion

Applicants will then be required to undergo refresher training every three years as prescribed by the Head of Communities, Enforcement & Partnerships”

- Section 3 – Fit and Proper

Add the following paragraphs;

“3.7 From 01 October 2018 existing hackney carriage drivers must undertake mandatory classroom based safeguarding training as prescribed by the Head of Communities, Enforcement & Partnerships and achieve a satisfactory score in the test included in the training. “Existing hackney carriage drivers” includes

any applicant who has started, but not completed, the application process on this date.

3.8 Full details of the training and how to arrange to attend will be provided by the Licensing Officers. Drivers attending the training and achieving a satisfactory score in the test will be issued with a certificate.

3.9 This training must be completed by 31/12/2019 and the original of the certificate provided to the Licensing Officers by that date.

3.10 Should an existing driver fail to attend the training and attain a certificate by 31/12/2019 they will not be regarded as fit and proper to hold a Hackney Carriage Drivers Licence. As a result their licence will be suspended until the training is completed and a certificate produced to the Licensing Officer.

3.11 There is a right of appeal against any such suspension to the Council's Appeals Panel.

3.12 The cost of the training is to be met by the person attending the training. This will be on a cost recovery only basis.

3.13 Existing drivers who can provide evidence that they have attended equivalent safeguarding training will be exempt from the requirement to attend this mandatory safeguarding training. "Equivalent" in this case means

- training in a classroom or group environment
- with a test requiring a minimum pass mark
- with a certificate of attendance or completion

3.14 Drivers will then be required to undergo refresher training every three years as prescribed by the Head of Communities, Enforcement & Partnerships. Full details of this refresher training and how to complete it will be provided by the Licensing Officers.

2) Private Hire Driver and Vehicle Policy and Conditions

- Section 2 – Application Requirements

Insert new paragraph (i) to (k) (and re-number subsequent paragraphs) as follows;

“(i) All applicants must have attended, at their own expense, mandatory classroom based safeguarding training as prescribed by the Head of Communities, Enforcement & Partnerships and achieved a satisfactory score in the test included in the training.

(j) Applicants who can provide evidence that they have attended equivalent safeguarding training will be exempt from the requirement to attend this mandatory safeguarding training. "Equivalent" in this case means

- training in a classroom or group environment
- with a test requiring a minimum pass mark
- with a certificate of attendance or completion

(k) Applicants will then be required to undergo refresher training every three years as prescribed by the Head of Communities, Enforcement & Partnerships”

- Section 3 – Fit and Proper

Add the following paragraphs;

“(f) From 1 October 2018 existing private hire drivers must undertake mandatory classroom based safeguarding training as prescribed by the Head of Communities, Enforcement & Partnerships and achieve a satisfactory score in the test included in the training.

(g) Full details of the training and how to arrange to attend will be provided by the Licensing Officer. Drivers attending the training and achieving a satisfactory score in the test will be issued with a certificate.

(h) This training must be completed by 31/12/2019 and the original of the certificate provided to the Licensing Officer by that date.

(i) Should an existing driver fail to attend the training and attain a certificate by 31/12/2019 they will not be regarded as fit and proper to hold a Private Hire Drivers Licence. As a result their licence will be suspended until the training is completed and a certificate produced to the Licensing Officer.

(j) There is a right of appeal against any such suspension to the Council’s Appeals Panel.

(k) The cost of the training is to be met by the person attending the training. This will be on a cost recovery only basis.

(l) Existing drivers who can provide evidence that they have attended equivalent safeguarding training will be exempt from the requirement to attend this mandatory safeguarding training. “Equivalent” in this case means

- training in a classroom or group environment
- with a test requiring a minimum pass mark
- with a certificate of attendance or completion”

(m) Drivers will then be required to undergo refresher training every three years as prescribed by the Head of Communities, Enforcement & Partnerships. Full details of this refresher training and how to complete it will be provided by the Licensing Officers.

3) Private Hire Operators Policy and Conditions

Section 1 – General Conditions

Add the following paragraphs;

“From 1 October 2018 existing Operators, and all staff working for them who have direct contact with the public, must undertake mandatory classroom

based safeguarding training as prescribed by the Head of Communities, Enforcement & Partnerships and achieve a satisfactory score in the test included in the training.

Full details of the training and how to arrange to attend will be provided by the Licensing Officers. Operators and their staff attending the training and achieving a satisfactory score in the test will be issued with a certificate.

This training must be completed by 31/12/2019 and the original of the certificate provided to the Licensing Officers by that date.

Should an existing Operator or Operator's staff fail to attend the training they will not be regarded as fit and proper to hold an Operator's licence. As a result their licence will be suspended until the training is completed.

There is a right of appeal against any such suspension to the Council's Appeals Panel.

The cost of the training is to be met by the person attending the training. This will be on a cost recovery only basis.

Existing Operators and their staff who can provide evidence that they have attended equivalent safeguarding training will be exempt from the requirement to attend this mandatory safeguarding training. "Equivalent" in this case means

- training in a classroom or group environment
- with a test requiring a minimum pass mark
- with a certificate of attendance or completion

Operators and their staff will then be required to undergo refresher training every three years as prescribed by the Head of Communities, Enforcement & Partnerships. Full details of this refresher training and how to complete it will be provided by the Licensing Officers.

Section 4 – Touting and Soliciting

Rename "Touting, Soliciting and Training" and insert new paragraphs (e) to (g) (and re-number subsequent paragraphs);

"(e) All applicants and new members of staff who deal with the public must have attended mandatory classroom based safeguarding training as prescribed by the Head of Communities, Enforcement & Partnerships and achieved a satisfactory score in the test included in the training.

(f) Applicants and members of staff who can provide evidence that they have attended equivalent safeguarding training will be exempt from the requirement to attend this mandatory safeguarding training. "Equivalent" in this case means

- training in a classroom or group environment
- with a test requiring a minimum pass mark
- with a certificate of attendance or completion

(g) Applicants will then be required to undergo refresher training every three years as prescribed by the Head of Communities, Enforcement & Partnerships

Your views are sought on the following questions

- 1. Do you have any comments to make on the introduction of mandatory safeguarding training for all RBWM licenced hackney carriage and private hire drivers and operators, and new applicants?**
- 2. Do you have any comments on the form that the training should take or the fact that the costs must be met by the driver or operator attending the training?**
- 3. Do you have any suggestions for subjects which should be included in the mandatory safeguarding training?**
- 4. Do you have any other comments?**

Your replies to the questions at the end of items i) and ii) should be sent by Monday 11 June 2018;

By e-mail to licensing@rbwm.gov.uk with the subject heading “Consultation Response”

**By post to Consultation Reply
RBWM Licensing
Town Hall
St Ives Road
Maidenhead
SL6 1RF**

Appendix C The Consultation Results

a)

-----Original Message-----

From:

Sent: 26 May 2018 18:40

To: Licensing <Licensing@RBWM.gov.uk>

Subject: Safeguard training Hackney carriage/ private hire driver

Dear sir/madam,

I have been a Hackney carriage driver for 25 years and the financial pressures that I and many have faced due to the council policy changes in the recent years have almost bankrupt us. I have a family to feed, clothe and to have a roof over their head and I am finding it extremely difficult to make ends meet therefore please please do not make us face extra difficulties.

Regarding your consultation I am happy to do the training for safeguarding children and vulnerable people. I am happy to give my time to do the training.

But please do not make us pay for the training.

Hackney carriage driver

b)

-----Original Message-----

From:

Sent: 01 June 2018 10:43

To: Licensing <Licensing@RBWM.gov.uk>

Subject: Consultation

Dear sir /madam

I refuse to become part of this case

It is not my job I am a taxi driver not a policeman It is already bad enough and you want us to pay for it Do not force this on me Thank you

c)

From:

Sent: 07 June 2018 10:26

To: Licensing <Licensing@RBWM.gov.uk>

Subject: Consultation Response

We allready have , disclousure

D.V.L.C., Medicals . Criminal records updates etc.

Don't see the need for this

And no mention of the cost..?

Thanks

d)

From:

Sent: 31 May 2018 14:08

To: Greg Nelson <Greg.Nelson@RBWM.gov.uk>; steve.garelick@gmbdrivers.org; Sarah Conquest <Sarah.Conquest@RBWM.gov.uk>; Cllr Grey <jesse.grey@btinternet.com>; Cllr Bicknell <Cllr.Bicknell@RBWM.gov.uk>; Cllr Cox <cllr.Cox@RBWM.gov.uk>

Subject: Consultation letter

Afternoon,

In regards to the consultation letter drivers are asking how much this will the course cost if it goes ahead.....

Kind regards,

From: Greg Nelson

Sent: 31 May 2018 15:24

To:

Subject: RE: Consultation letter

Good afternoon

The training provider has not yet been decided upon, this will hopefully be done at the next Panel meeting on 3 July. It is likely to be in the region of between £15 and £25 but I cannot be more specific at this time.

From:

Sent: 04 June 2018 16:04

To: Greg Nelson <Greg.Nelson@RBWM.gov.uk>

Subject: Re:

Thank you for your reply Mr Greg,

.....Regards to your consultation letter, driver's are not happy as other boroughs are paying for this course. I have informed Steve (GMB Rep) he will be in touch soon. Thank you.

Kind regards

From: Greg Nelson

Sent: 06 June 2018 08:48

To:

Subject: RE:

Thank you for that

You are correct in saying that some other local authorities provide safeguarding training at no charge to their drivers whilst some do impose a charge. That is a decision for each local authority to decide on and our members have decided that in our case the drivers must meet the cost.

I will of course welcome any comments that Steve has to make and include it in the consultation if I hear from him before the deadline which is next Monday. If you have anything further to contribute on the consultation please let me have it on or before that date.

Regards

Greg

e)

Consultation

Safeguarding Training for Hackney Carriage and Private Hire Drivers and Operators

1. *Do you have any comments to make on the introduction of mandatory safeguarding training for all RBWM licenced hackney carriage and private hire drivers and operators, and new applicants?*

Having gone to Legoland Windsor to learn more about safeguarding. I feel that it is a good idea to introduce this to all Hackney Carriage drivers and Private Hire Drivers to new and existing Drivers. This is a way to help us understand what role we can play and what we can use at our disposal if something like this ever arises. This could be from phoning the police or contacting a local authority or charities. Also, it should only be mandatory if the council is willing to pay for the course.

2. *Do you have any comments on the form that training should take or the fact that the costs must be met by the driver or operator attending the training?*

The form of training that I feel should be done is like the Reading Model. Which is a presentation to 50 drivers and certificate to show that they have attended the course. I feel that the council should be more than willing to cover this cost of the course. If you look at the number of vehicle in the borough which is 1700 and each will pay £20 (your estimate of the cost for course) so the total cost will be £34000. The council receives enough licence fee from drivers to cover that and should be more than able to incur cost of the course. We are already paying too much for our licence fees and feel that this extra burden does not justify us to pay. We pay for Licence badge - Licence plate – DBS check - medical and CRB. In terms of Hackney Carriages in the Borough there are 170 plus vehicles. The work is very tough and there is not much to go around. The other boroughs in and around RBWM in which you are mentioning do not have the same number of vehicles operating in their areas. Nor do they have to pay £1000's of money towards getting their car white and purple which in turn has devalued the car by £3000 immediately. They cannot go out to find work and if they do customers do not like to sit in those vehicles. If we were in that situation like the other boroughs I feel that we would not mind to pay but the council has continued with their own ethos. Back in 2012 in preparation for the Olympics the council gave us free training into how to deal with tourist coming into our town and welcoming them. If the council could pay for this course then why, cannot they not pay for this.

3. *Do you have any suggestions for subjects which should be included in the mandatory safeguarding training?*

I have not fully taken any course of this nature so would not be able to recommend what subjects to include.

4. *Do you have any other comments?*

No

f)

-----Original Message-----

From:

Sent: 10 June 2018 21:53

To: Licensing <Licensing@RBWM.gov.uk>

Subject: Consultation Response

To whom it may concern,

I think what the Authority proposes is a very valuable approach and entirely appropriate for Hackney Carriages & Private Hire drivers of motor vehicles who are carrying the public from point to point and may have regular repeat business such as School runs etc.

The studies found that CSE occurs where there is repeated contact which enables 'grooming' leading to CSE.

Whilst supporting this approach I would like to point out that Safeguarding and risk of CSE is very different in the case of Horse drawn vehicles (licensed as Hackney Carriages) that provide short circular tours of Windsor to tourist.

We are licensed to operate a horse drawn hackney carriage and I would like to ask the Panel to consider 'that the licensed operators of Horse drawn vehicles ' should be exempt from 'safeguard training' for the following reasons :

- Our business is providing Tourists with short horse drawn carriage trips on a circular route around Windsor of around 15 minutes duration, returning to the starting point.
- Tourists we carry are typically family groups who are either day- trip or short stay visitors to Windsor.
- A Horse drawn Carriage requires 2 people to operate and that of itself acts as a safeguarding function.
- The Carriages are open, only operate during the hours of daylight and thus are under Public Scrutiny at all times.
- The passengers compartment is separated from the driver and the co driver.
- The well known circumstances of CSE have invariably involved Hackney Carriage and Private Hire drivers, operating 'Motor Vehicle's as taxi involving regular or repeat customer contact.
- Horse drawn hackney carriage operation is seasonal as it depends on the time of year, tourist numbers and the weather; we operate and open carriage.
- As such income is very variable and the cost of safeguarding training would impose a financial burden on a small business that presents no determinable risk for the reason above and particularly as there is no repeat contact with customers.

Given the difference between the type of operations of the Motor Vehicles and Horse drawn vehicles, the Panel can hopefully see no risk attached to the Horse drawn carriage operators. As such the Panel is asked to agree that there would be no public benefit from 'Safeguarding Training' for Horse drawn carriage operators and to Exempt them from any requirement for Safeguarding Training.

Kind Regards

g)

02/06/18

Dear Mr Chairman,

This letter is regarding the recent proposal regarding safeguarding training for Hackney Carriage and Private hire drivers and operators put out to consultation to the trade. The trade have various concerns regarding this proposal. We understand the importance of safeguarding given recent cases in the media, but disagree this should be imposed on our trade given it isn't a legal requirement.

Your consultant document clearly states Safeguarding training isn't a legal requirement; it is the RBWM who wish to introduce this, so we disagree that the cost should be met by drivers and operators. Other sectors and authorities fund the training such as when Reading introduced the training in 2017, they fully funded the training for the drivers. The same applies to Slough they don't charge an additional fee for safeguarding training- it is free of charge. So your consultation states you wish to be consistent with other local authorities, so the same consistency should apply to cost being met directly by RBWM.

Regarding form of the training other sectors including the NHS accept e-learning for safeguarding which again is fully funded, as well as classroom based sessions which don't involve any formal assessments. If health workers where safeguarding is even more important have these options, we don't understand why it would need to be more rigorous for hackney carriage/ private drivers to exclude e-learning modules as an option and have formal tests. With Slough, no tests take place as you can see from Appendix A (*see below*) directly from their licensing authority.

So if RBWM wish to be consistent with other licensing authorities, you should be consistent with neighbouring authorities in all points, not just with implementing training, this should include, the cost being with RBWM and no formal test.

Please find attached signatures of drivers

Yours sincerely

Mohammad Yasin

Chairman of RB taxi association

APPENDIX A

11th January 2018

Department: Licensing
Contact Name: Michael Sims
Contact No: 01753 477337
Email: Michael.sims@slough.gov.uk

Our Ref: MANDATORY SAFEGUARDING TRAINING
Your Ref:

Dear

Re: Final Request - Mandatory Safeguarding Awareness Training Sessions

The Licensing Committee approved mandatory Safeguarding Awareness Training for all currently licensed hackney carriage and private hire drivers and operators and all new applicants in July 2015.

The training is **MANDATORY** and you **MUST** attend one of the remaining training sessions.

As you have so far failed to attend any of the previous training sessions despite having been written to on several occasions as well as the dates and locations having been published in the Taxi and Private Hire Newsletter this is a final request that you do undertake the training.

I will be putting a report to the Licensing Committee as soon as possible requesting approval to automatically suspend any drivers licence who has repeatedly failed to book on or attend the mandatory training, so please be advised that if you do not book on or attend one of the remaining sessions (dates and locations detailed below) your driver licence may well be suspended.

The training sessions are free, run for a maximum of 2 hours per session and you do not have to take a test.

To book your session place **YOU MUST**:

1. Choose a date and time from the list printed on the back of this letter
2. Call Licensing on 01753 875864, or
3. Email your choice to licensing@slough.gov.uk

Please bring one of the following with you:

1. Private Hire or Hackney Carriage badge (current licensed drivers), or
2. DVLA driving licence (operators / new applicants), or
3. Passport (operators / new applicants)

Source:

<http://www.sloughboroughcouncil.net/Moderngov/documents/s50409/Safeguarding%20Training%20Report.pdf>

TAXI and minicab drivers will be required to undertake training on child safeguarding issues before being awarded a licence under new regulations being introduced by Reading Borough Council.

A two-hour training session on Safeguarding Children & Child Sexual Exploitation (CSE) will form part of the application process for both Hackney Carriage Vehicle (HCV) and Private Hire Vehicle (PHV) licences.

All Reading licensed drivers are being invited to a limited number of free training sessions throughout 2017.

Taxi and private hire drivers are currently required to undergo Disclosure and Barring Service (DBS) checks and complete a two-part council theory test, which includes questions on licence conditions, Highway Code, transportation of disabled passengers and safeguarding/CSE.

Members of the Licensing Application Sub-Committee 3 agreed earlier this month to strengthen the safeguarding/CSE aspect of the application process for the renewal of these licences.

Licensing officers will initially work in conjunction with the Council's Children's Services team to provide free training sessions, starting in April. The sessions will cover how taxi drivers can safeguard themselves and passengers, report suspected abuse and CSE, provide scenarios which drivers may find themselves in or recognise indicators of possible abuse.

Source: <http://news.reading.gov.uk/cse-taxi>

License Badge number	Name / Signature	License Badge number	Name / Signature
1. CD7110	M. YASIN	247	M. B. S.
2. HD7037		HD337	
2. HD0145	M.	HD7006	m. Azah
4. HD0343	Z. IQBAL	HD6824	
5. CD7151	M. SULAIMAN	HD6995	
6. HD6959	M. ATAFI B	HD6910	P. Q.
7. HD6883	Ashraf	CD7072	M. Mushtaq
8. CD7124	M.	CD7159	
9. HD6801	Zafar Razaq	HD697H	S. Nureed
10. CD7073	Abdool Ali	CD7086	M.
11. HD6978	Sajid M	HD7046	Arif
12. HD6885	S. A. B.	HD0143	M.
13. HD6726	S. Kiani	HD9052	
14. HD6796		FD	FD
15. HD7019	M.	CD7043	Imam A. Muneer
16. HD6556	Sherish	CD6307	
17. HD7053	ABDUL SATTAR	HD0148	
18. CD7112	M.	HD6974	
19. CD7134	P.	CD5990	
20. HD6908		HD6946	m.
21. HD6949	M.	HD7051	Ernest A.
22. HD6981		HD6970	Jagan
23. CD7140		HD0048	
24. HD0306	M.	HC853	M. Rushid

	License Plate Badge number	Signature
49.	HD 0254	
50.	HD 8032	A. WAHID
51.	HD 0013	M. S. Aneek
52.	CD 7120	Kamran H
53.	HD 6915	
54.	HD 6943	Saeed
55.	HD 975	X. Hussain
56.	HD 165	All
57.	CD 7163	A. H. Qureshi
58.	CD 7681	APSAH ALI
59.	HD 268	
50	HD 7031	Kamran Beehri
61	HC 833	W. Malik
62	HC 802	David
63	HC 965	S. Mahmood
64	HC 928	M. Anif
65	HC 828	A. Mahmood
36	HC 816	Sajad Nadeem

	License Plate number	Signature
67.	HD 6900	U. IQBAL
68.	HD 7040	Naseer
69.	HD 0859	
70.	HD 0281	Jay
71.	HD 6927	Farm Khan
72.	HD 0011	Nervaz Mahmood
73.	CD 7153	Yusuf Ali
74.	HD 6869	Bash
75.	HD 6999	S. Qureshi
76.	CD 5223	S. Anif
77.	CD 7131	Naveed Qureshi
78.	CD 5746	
79.	HC 826	Tariq Mahmood
80.	HC 869	Amir Ali
81.	HC 832	M. Azam
82.	HC 807	M. Sajid
83.	HC 846	Amir Ali
84.	HC 903	S. Qureshi
85.	HC 813	Mahboob