
Safeguarding and Disability Awareness Training for Licensed Drivers and Operators - Supporting Information

1. Introduction/Background

- 1.1 The current position is that all dual drivers (those who are licensed to drive both hackney carriages and private hire vehicles) have to undertake disability awareness training as a condition of their licence. Private hire drivers and operators are not currently required to undertake any training as a condition of their licence.
- 1.2 In late 2015, a report was presented to this Committee in respect of introducing mandatory safeguarding and disability awareness training for licensed drivers. The report explained that a consultation exercise would be carried out, and the results reported back to this Committee.
- 1.3 Addressing the issues of child sexual exploitation and protection of the vulnerable has become a priority and a matter of great importance for the community and all public authorities. In respect of child sexual exploitation (CSE), for example, appropriately trained licensed drivers can assist in identification of incidents and persons of concern.

2. Supporting Information

- 2.1 The proposal is for a 2 to 3 hour course covering potential safeguarding issues with vulnerable groups including children and adults. Modules could include CSE, human trafficking, driver/passenger safety, disability awareness, safeguarding and customer care best practice.
- 2.2 The proposal seeks to combine the existing disability awareness training with other safeguarding matters, and to extend it to include operators.

3. Options for Consideration

- 3.1 None.

4. Proposals

- 4.1 Officers recommend that a condition is added to all driver and operator licences to require them to attend mandatory safeguarding and disability awareness training, including refresher training every 3 years, commencing from 1 August 2018.

5. Conclusion

- 5.1 It is hoped that the Public Protection Partnership (PPP) will be able to proceed within using one training provider across the PPP area, and potentially across the majority of Berkshire and Buckinghamshire, to provide maximum flexibility for drivers to attend training in a convenient location.

5.2 A failure to implement the training, which is already in place widely across the surrounding Council areas, could place children and vulnerable adults at risk, and leave the Council open to criticism.

6. Consultation and Engagement

6.1 The consultation was sent to all drivers and operators in November 2017, and the consultation ran until January 2018.

6.2 A total of 10 responses were received. Five did not offer a view on the proposal, and simply either asked for more details on how to book, simply confirmed receipt or explained that they had already completed a form of training. The other five are attached at Appendix C.

6.3 The officer observations on the points raised are as follows:

- If approved, the course will be introduced as soon as possible, following this meeting. It is hoped that all drivers can attend the training within a year from implementation.
- At each course, the driver will be able to provide feedback, which can be taken into account by the course provider and Council. Speaking with the current preferred training provider, they are clear that driver feedback has been positive despite some drivers initially being sceptical as to the value or relevance of the training.
- The course will cover topics such as child sexual exploitation, human trafficking, driver/passenger safety, disability awareness, safeguarding children and vulnerable adults and customer care best practice. There will be a short test at the end to gauge understanding.
- The course is not intended to prevent unlicensed vehicles and drivers from working, it is intended to engage and benefit licensed drivers and the public as a whole.
- The cost is to be met by the licensed trade, on a cost recovery basis as with all licensing matters. It is hoped this will be in the region of £30 per head.

Background Papers:

None

Subject to Call-In:

Yes: No:

The item is due to be referred to Council for final approval	<input type="checkbox"/>
Delays in implementation could have serious financial implications for the Council	<input type="checkbox"/>
Delays in implementation could compromise the Council's position	<input checked="" type="checkbox"/>
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	<input type="checkbox"/>
Item is Urgent Key Decision	<input type="checkbox"/>

Report is to note only

Wards affected:

All

Strategic Aims and Priorities Supported:

The proposals will help achieve the following Council Strategy aims:

- P&S – Protect and support those who need it**
- HQL – Maintain a high quality of life within our communities**

The proposals contained in this report will help to achieve the following Council Strategy priority:

- P&S1 – Good at safeguarding children and vulnerable adults**

Officer details:

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Appendix C

Responses

From: REDACTED

Sent: 09 November 2017 12:05

Subject: Re: Safeguarding Training for Licensed Drivers & Operators

Hi Cheryl now if this has been brought in by the council or government then surely this should be paid by the council or the government .not always passed on to the taxi drivers all the Time

Many thanks
REDACTED

From: REDACTED

Sent: 07 November 2017 18:02

Subject: RE: Safeguarding Training for Licensed Drivers & Operators

Hi Cheryl

Brilliant idea my question is How will we know when to attend will you be sending out requests to us or is this something we have to apply for ourselves before our licences are up for renewal?

Regards
REDACTED

From: REDACTED

Sent: 07 November 2017 11:59

Subject: Re: Safeguarding Training for Licensed Drivers & Operators

Dear Cheryl,

Many thanks for your email and the attached pdf from Julia.

I would like to confirming that I'd support this 100%, and I feel the sooner we can introduce this the better it'll be.

Anything we can do that increases the trust between the public and the trade, which has become tarnished not only by the events highlighted by Julia but also certain events which have happen within our licencing area, can only be good.

Kindest regards as always
REDACTED

From: REDACTED

Sent: 07 November 2017 11:56

Subject: Re: Safeguarding Training for Licensed Drivers & Operators

Thank you, Please put me down for two places on the soonest course available.

Looking forward to attending, I must say it's a disgrace how long it's taken to get this in place.

REDACTED

From: REDACTED

Sent: 07 November 2017 13:02

Subject: Re: Safeguarding Training for Licensed Drivers & Operators

Good afternoon,

Will this course include - how legally the driver (woman) can defend herself from inappropriate actions/words of a passenger?

The actions of some drivers in the Trade, has now resulted in all drivers being forced to attend a course. This invented course should be open to revision, as drivers may feel the course could be improved.

I feel it is wrong to refuse a driver the right to earn a living within the trade, because the questionnaire was not fully answered correctly. Some drivers may feel the course is not acceptable/under pressure to answer questions not known till the finish of course.

This course will not stop unlicensed vehicles/drivers from working.

My immediate thoughts. Thanking you, have a nice day.

Regards

REDACTED