



## TAXI LICENSING AND APPEALS COMMITTEE 17 December 2008

Report of the Director of Environmental Services

### DRIVER TRAINING AND QUALIFICATIONS

#### RECOMMENDATION

- 1.1 To note the contents of the report.
- 1.2 To approve the proposal to consult with the trade about making driver training and qualifications mandatory.
- 1.3 If necessary appoint a cross-party working group to consider any comments received from the consultation process.

#### SUPPORTING INFORMATION

- 2.1 Currently, drivers of hackney carriages and private hire vehicles do not have to hold any formal qualifications or have attended any structured training courses. This sometimes can be the reason attributed to certain types of complaints received by the Taxi Licensing Team, which, maybe presented to the Taxi Licensing Sub-Committee. Typical complaints include disabled customer access issues and attitude of drivers, being rude and unprofessional.
- 2.2 At recent trade meetings, the representatives have been keen to see some requirement for new and existing drivers to have relevant training to help counteract the mainly negative image drivers have in the wider community.
- 2.3 Some private hire operators have already taken steps to offer training to their drivers. This has been in the form of a BTEC Level 2 Transporting Passengers by Taxi or Private Hire or NVQ Level 2 in Carrying Passengers.
- 2.4 Training for the NVQ Level 2 is currently free of charge and the funding is likely to be available until March 2010.
- 2.5 The benefits of training will help to raise the profile of the drivers in the city area and should help to counteract the complaints the Council is currently receiving. Giving the drivers a more professional image.

- 2.6 Following the trade interest, the proposal is to conduct a consultation exercise with all the existing drivers to ascertain the level of interest in the requirement for training to be a mandatory condition on hackney carriage and private hire driver's licences.
- 2.7 The consultation will follow Central Government guidelines and be conducted over a 12 week period. Following this, a cross-party working group can consider any comments received and report back to the Taxi Licensing and Appeals Committee on 22 April 2009.

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<b>Background papers:</b>	None
<b>List of Appendices:</b>	Appendix 1 Implications

## APPENDIX 1

<b>IMPLICATIONS</b>
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### **Financial**

1. Financial costs with organising the consultation process. To be sourced from existing resources.

### **Legal**

2. None directly arising.

### **Personnel**

3. None directly arising.

### **Equalities impact**

4. None directly arising.

### **Corporate objectives and priorities for change**

5. Taxi Licensing contributes to the priority of **giving excellent services and value for money.**