



LR.09 15/16
Licensing and Regulatory Committee
June 09 2015

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Subject: Changes to Policy for Taxi Drivers Re Safeguarding

Report by:

Mark Sturgess
Chief Operating Officer

Contact Officer:

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Purpose / Summary:

- 1) To inform the Members of the Licensing and Regulatory Committee of detailed proposals to amend policy which will affect the taxi driver application process.
- 2) To inform members about the key findings in relation to licensing regarding the Rotherham inquiry and the comparative situation here within West Lindsey.

RECOMMENDATION(S):

That Members consider implementing a change of policy in relation to the Hackney Carriage/Private Hire driver application process, the effect of which means:

- 1 a) **All new drivers on initial application and all existing drivers upon renewal will be expected to sign up to and abide by the Safeguarding Code of Conduct (if approved).**
- 1 b) **All new drivers on initial application and all existing drivers upon renewal will also be expected to complete the required**

Safeguarding Awareness training module as a pre-requisite to making their application (once developed for the taxi trade).

Should Members agree to 1a and 1b, above, then they make recommendation to Prosperous Communities Committee to adopt the revised process and change of policy.

IMPLICATIONS

Legal: See section 9 below

Financial : FIN/22/16 None as a result of this report

Staffing : None as a result of this report

Equality and Diversity including Human Rights :

This matter has been considered and a EIA is attached as Appendix 2

Risks: See section 8 below

Climate Related Risks and Opportunities : N/A

Title and Location of any Background Papers used in the preparation of this report:

Independent Inquiry into Child Sexual Exploitation in Rotherham 1997 – 2013
Report of Rotherham Metropolitan Council carried out by Louise Casey CB
Both of the above documents can be viewed online.

Call in and Urgency:

Is the decision one which Rule 14 of the Scrutiny Procedure Rules apply?

Yes

No

Key Decision:

Yes

No

Executive Summary

Background - what is the issue?

Local Authorities have a legal duty to ensure that ‘their functions are discharged having regard to the need to safeguard and promote the welfare of children’ and that ‘any services provided by another person pursuant to arrangements made by the person or body in the discharge of their functions are provided having regard to that need’ (Children Act 2004, S 11(2)).

Following the widely reported cases of child sexual exploitation in Rotherham, which implicated taxi drivers being involved at the centre of the case, licensing authorities, nationally, recognise the need to review policies and procedures to ensure they are fit for purpose.

West Lindsey District Council, in partnership with all Lincolnshire Licensing Authorities and other agencies, is reviewing taxi licensing national best practice, the effectiveness of data sharing, day to day working procedures and licensing policies with a view to addressing any safeguarding issues.

A draft code of conduct for hackney carriage/private hire vehicle drivers has been prepared, attached as Appendix 1. Additionally, a Safeguarding Awareness Module is being developed specifically for new and existing drivers to successfully complete, should Members resolve to authorise the implementation of this requirement? Therefore, Members of the committee are requested to consider the approval of the draft code of conduct, the effect of which means that all new applicants will have to sign-up to adhere to the document on initial application and existing drivers will do so at the licence renewal stage. Similarly, all new drivers on initial application and all existing drivers upon renewal will also be expected to complete the required Safeguarding Awareness training module as a pre-requisite to making their application.

The code of conduct will address issues such as inappropriate use of social media, use of inappropriate language and advice on action to be taken by taxi drivers if they have concerns regarding any safeguarding issue.

It is important to acknowledge that in considering adopting a code of conduct there is no suggestion that the drivers licensed by West Lindsey District Council are not of the highest integrity or that there is any suspicion that the events of Rotherham are happening within our district.

1. The purpose of Licensing and some context about Licensing

1.1.1 Licensing arrangements were introduced as all activities that are now licensable carry a risk of “harm” either of a personal, financial, environmental or amenity nature. The requirement for a licence enables a licensing authority to make a judgement so that the potential harm is eliminated, reduced or balanced against the benefits of society. The overriding philosophy underpinning licensing is that public safety must always outweigh the need for a person or organisation to work or trade.

2. Principal Licensing Activities.

2.1.1 In general, the largest proportion of licensing work is in relation to the Licensing Act 2003 (the sale of alcohol, provision of regulated entertainment and late night refreshment) and the regulation of hackney carriage/private hire vehicles.

2.1.2 Here at West Lindsey there is also a minor activity under the Gambling Act 2005 which can potentially create issues of underage gambling and put children at risk of using or accessing amusement arcades.

2.1.3 The areas above are where it is thought there is most risk to children and young people. The following sections will describe in more detail the arrangements for these two areas and the issues are listed below.

2.2 Licensing Act 2003 and Premises Licences

2.2.1 The licensing framework changed significantly with the introduction of the Licensing Act 2003 (the Act). Under the Act, each district council is the licensing authority and is responsible for granting premises licences, club premises certificates, temporary events notices and personal licences in their respective district in respect of the different licensable activities.

2.3 The role of responsible authorities

2.3.1 The Act introduced licensing objectives, and included in the list of responsible authorities, the body responsible for, or interested in, the protection of children from harm.

2.3.2 The four licensing objectives are:

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance; and
- The protection of children from harm.

2.3.3 Responsible authorities are:

- Lincolnshire Police
- Lincolnshire Fire and Rescue Service
- Health Board
- The relevant Licensing Authority

- Local enforcement agency for the Health and Safety at Work etc Act 1974
- The relevant Environmental Health Department – Environmental Protection and Health and Safety
- The relevant Planning Authority
- Body responsible for the protection of children from harm (the Safeguarding Children’s Board (LSCB))
- Trading Standards
- Any other licensing authority in whose area part of the premises is situated (infrequently happens)

2.3.4 Responsible authorities are asked by the licencing authority to consider applications and reviews and to make any evidence based representations if they relate to the promotion of the four licensing objectives and which might be regarded as contentious.

2.3.5 Currently, the presumption within licensing legislation is that licence applications will be granted unless there are representations that clearly evidence that an application will conflict with the licensing objectives in the Act. Therefore if an application is refused without this evidence it could be challenged and be overturned on appeal.

3.0 Hackney Carriage and Private Hire Licensing

3.1.1 Licensing of taxis covers two areas:

3.1.2 The licensing for hackney carriages which requires two licences:

- Hackney carriage proprietors (vehicle) licence
- Hackney carriage driver’s Licence

3.1.3 The licensing for private hire vehicles which requires three licences:

- Private hire operator’s licence
- Private hire vehicle licence
- Private hire driver’s licence

3.1.4 The difference between hackney carriage and private hire vehicles is that hackney carriages can ply for trade, i.e. they can be flagged down whereas private hire can only be pre-booked.

3.1.5 Whilst there is no legislative role for the SCB in the licensing of hackney carriages and private hire vehicle drivers, licensing authorities have to ensure that all drivers are “fit and proper” persons to be licensed to drive a hackney carriage and private hire vehicle, by carrying out checks on an applicant’s background.

3.1.6 To assess a driver’s suitability, applications are subject to a criminal record check (disclosure) with the Disclosure and Barring Service (DBS).

3.1 Disclosures and convictions for taxi drivers

3.1.1 In considering an individual's criminal record, local licensing authorities consider each case on its merits, and should take a particularly cautious view of any offences involving violence, dishonesty and especially sexual attack. To ensure consistency and avoid the risk of successful legal challenge, licensing authorities need a clear policy for the consideration of criminal convictions within its taxi policy.

3.1.2 Licensing authorities are also advised to have a procedure in place in order to deal with background checks for applicants from elsewhere in the EU and other overseas countries.

3.1.4 With effect from the 1st April 2014, on the advice of the Chief Constables Council, the Notifiable Occupation Scheme Policy was withdrawn by Lincolnshire Police. Lincolnshire Police have produced a policy, "Common Law Disclosures to Employers", to advise on how they will disclose information. The policy makes reference to disclosures to licensing authorities and it supersedes Home Office Guidance 06/2006 which has been withdrawn.

3.1.5 The general presumption is that the police should maintain the confidentiality of personal information, but legal opinion supports the disclosure of individuals' sensitive personal information to relevant parties where a "pressing social need" can be established. A pressing social need may include the safeguarding or protection from harm of an individual, a group of individuals, or society at large.

3.1.7 The common law based disclosure decisions are processed by the police without unnecessary delay in order that the recipient can respond effectively to the urgent risk identified.

3.1.8 In the absence of a national licensing body for taxi and PHV drivers, notifications are made to the local licensing authority identified on the licence or following interview. However, there are expectations that all licensing authorities work together should they ascertain that an individual is operating under a different authority or with a fraudulent licence. Where no convictions are found and subject to driving capability, medical assessment etc, a taxi drivers licence may be issued.

3.1.9 *As hackney carriage and private hire vehicle drivers often carry unaccompanied passengers including school contracts runs, applicants with convictions for indecent exposure, indecent assault, importuning, or any of the more serious sexual offences, should be refused until they can show a substantial period (at least three to five years) free of such offences.

3.1.10 *More than one conviction of this kind should preclude consideration for at least five years. In either case if a licence is granted a strict warning as to future conduct should be issued.

3.1.11 *A similar approach is taken with applicants who have convictions for grievous bodily harm, wounding or assault.

**A more robust Convictions Policy is being developed so the above may change.*

4.0 Hackney Carriage and Private Hire licensing - points to be learnt

4.1.1 In the recent high profile child sexual exploitation issues in Rochdale and Rotherham, some of the perpetrators involved were taxi drivers and some of the activities involving children were occurring in licensable venues. This highlighted the importance of:

- effective information sharing between the police and licensing teams to ensure that safeguarding concerns are incorporated into taxi and premises licensing decisions; and
- licences being reviewed and revoked as necessary and as early as possible where there are concerns or issues evident.

4.1.2 Rotherham review – Jay report

4.1.3 A copy of the Jay report which was previously on Rotherham Council website has been either removed or deleted, however there are numerous articles that can be viewed relating to Child Sex Exploitation in Rotherham that can be found by searching the Web which may be of interest.

4.1.4 Most recent Rotherham report – Casey report

4.1.5 A copy of the Louise Casey into Rotherham and sexual exploitation can be found below

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/401125/46966_Report_of_Inspection_of_Rotherham_WEB.pdf

4.1.6 The investigation revealed six key findings including “weak and ineffective arrangements for taxi licensing which leaves the public at risk”. Other key findings relate to the culture, leadership and management of the council.

4.1.7 The key observations in the Casey report relating to licensing have been summarised below:

- The team was divided into two sub teams (policy and enforcement) and the two teams used different databases, which did not interface and did not share information easily.
- Complaints and information gathering was not recorded on the data system.
- The taxi policy was significantly out of date and dated back to 1974.
- The report found that there was no indication of what would be classified as a serious concern requiring suspension.
- The influence of members resulted in officers being under pressure to facilitate the trade rather than protecting the public. It was reported that members had been reluctant to hear cases relating to matters showing up in the DBS checks so it resulted in no action being taken against convictions.

5.0 Reflection of the Casey report and the comparative position in the licensing department at West Lindsey District Council

5.1 There is one licensing team, which is managed by one manager (albeit the licensing team manager has other responsibilities additional to licensing). The licensing team deal with the administration, policy and enforcement of all licensing functions.

5.1.2 The licensing team use one information software management system, LalPac.

5.1.3 All complaints and intelligence gathered are recorded on the LalPac system (where appropriate) and are discussed by the officers within the licensing team individually. Due consideration is given to all cases in order to understand what is the appropriate course of action that needs to be taken. If there are concerns regarding the status of about a 'fit and proper' person, officers WILL NOT hesitate in taking a report to the relevant Licensing Committee to allow Members to determine the appropriate outcome. In serious cases officers WILL AND HAVE considered immediate revocation in line with legislation, under delegated authority.

5.1.4 The current Taxi Policy was amended in September 2013 whereby a Knowledge Test and the Out of Area policy was introduced. Currently the policy is under review again with consideration being given to a scheme facilitated by the Lincolnshire Road Safety Partnership which means applicants will have to be categorised as a low risk driver before they can be issued with a WLDC licence when they have incurred six or more points. A similar process will be applicable for existing licensees who incur the same amount of points whilst licensed. In order to try and have a consistent policy across Lincolnshire officers are now starting to work together in to create a more robust policy specifically relating to convictions etc.

5.1.5 Previous practice was to suspend drivers during investigation of various allegations, including safeguarding. Recent case law changed the process to not allow for suspension as an intermediate step awaiting a committee decision. As noted above officers do not hesitate to take reports to the relevant committee for Members to resolve. Should the risk be an immediate one officers can deal with any concerns, including safeguarding information immediately in line with the legislation? Serious risks can and have required immediate revocation.

5.1.6 The influence of Members at West Lindsey is focused on specific licensing objectives and constant change in practice and procedures. The service is heavily involved with Members through policy decisions Chair/Vice Chair briefings. Licensing hearings are conducted regularly as and when required. To ensure Members understand what is expected of them, training programmes are in place which are a mandatory requirement before Members are allowed to take part in the Sub-Committee process. If undue pressure was put on officers this would be reported in line with Council policy, this has never been the case to date.

5.1.7 The Council has a Conviction Policy which as noted above will be reviewed accordingly in order to have a minimum standard across the County. Any applications/renewals that are refused have the opportunity to appeal to the Magistrates Courts and onwards.

6.0 Lincolnshire Task and Finish Group

6.1 Over recent months following concerns about the Rotherham and Rochdale cases, a Lincolnshire wide Task and Finish Group was set up and chaired by South Holland District Council's Licensing Manager. The key recommendations and actions from the Task and Finish group include:

6.2 Information sharing

6.2.1 Information sharing was noted as a key area as currently there is no national database for taxi drivers and the Team are reliant on information being picked up by enhanced DBS checks. Other softer intelligence such as having been previously suspended or revoked by another Licensing Committee is rarely shared. The Group are looking at a number of proposals to increase the amount of information sharing within the county and wider afield. As a result of discussions held regarding this issue all the County licensing authorities have already agreed to share decisions made, with Lincolnshire Police, where any of the safeguarding examples are of concern.

6.3 Partnership working with the Safeguarding Children's Board

6.3.1 It was observed that there is regularly no feedback from the LSCB on premises licence applications or reviews. We have worked with the LSCB to clarify their role as a responsible authority and to gain a greater understanding about how the different organisations can work together. We aim to continue this working relationship and to include them within county licensing officer meetings.

6.4 Implementation of a county safeguarding code of conduct for the taxi trade

6.4.1 It was raised by the Group that taxi policies contained limited safeguarding information and, did not contain details of the expectations of drivers, or details of the role of social media and what to do if they become aware of safeguarding issues raised by passengers and where to report this information. As a county group we have worked on a standard code of conduct which we are now asking Members to approve. If approved, the Code of Conduct will become an Appendix of the Taxi Policy.

6.5 Future policy work

6.5.1 When further policies are reviewed including the Licensing Act and Gambling Act policy in late 2015 the best practice and guidance for safeguarding will be incorporated into the documents.

7.0 Consultation

7.1 With regards the possible implementation of the draft code of conduct by Members, over 200 drivers were consulted regarding this proposal, with only 5 responses received back from this process. These can be seen at Appendix 3 for Members information.

8.0 Risk

8.1 There are risks associated if we fail to not implement safeguarding good practice which could result in vulnerable people including children being put at risk of harm.

8.2 There are significant reputational risks associated with not implementing adequate safeguarding measures, therefore officers would suggest that to take no action is not an appropriate alternative.

9.0 Legal implications

9.1 West Lindsey District Council has a legal duty to ensure that all of its 'functions are discharged having regard to the need to safeguard and promote the welfare of children' and that 'any services provided by another person pursuant to arrangements made by the person or body in the discharge of their functions are provided having regard to that need' (Children Act 2004, S 11(2)).

10.0 Conclusion

10.1 Lessons must be learnt from the events that occurred in Rotherham and the licensing authority must do all that is practicable to safeguard children and vulnerable adults. The council would be failing in its safeguarding duty if it did not re-evaluate the policies and procedures in place and implement additional safeguards identified as being appropriate. It is expected there will be a number of changes to address safeguarding issues over a period of time, not just for hackney carriage/private hire licensing but for other functions within the authority wider than just the licensing regime. Initially and as soon as practicable there is a need to ensure that we implement the above highlighted changes where possible in order to do all that we can to protect the public.

11.0 Reasons for Recommendation(s)

11.1 To ensure the required safeguarding measures are implemented to protect the public.

11.2 To ensure that committee members, the public and the hackney carriage/private hire vehicle drivers are aware of what is expected of them and that they have a point of contact to report any safeguarding concerns.

12.0 Background papers:-

Jay report on Rotherham:
Has now been either removed or deleted from the original location.

Casey Report on Rotherham:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/401125/46966_Report_of_Inspection_of_Rotherham_WEB.pdf

13.0 Appendices:-

13.1 Appendix 1 – Draft Code of Conduct

13.2 Appendix 2 – Equality Impact Assessment

13.3 Appendix 3 – Consultation Feedback

DRAFT

CODE OF CONDUCT HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS

Hackney Carriage and Private Hire Drivers (referred to in this document as Drivers) are in a position of trust in respect of the safety and welfare of their passengers. The Licensing Authority, through its licensing team and committees, have to ensure that all Drivers are 'fit and proper' to undertake their work as Drivers and that they also act as ambassadors for the district. It is essential that the Council and Drivers work together in order to ensure members of the public are treated with dignity and respect, including reporting any concerns.

On occasions, drivers may become aware of, or have suspicions that, their passengers may be the victim of abuse, neglect or exploitation either sexual or otherwise, or at risk of becoming a victim. In addition, Drivers themselves may be accused of misconduct or inappropriate behaviour through the misinterpretation of the driver's actions or conversation.

Therefore, West Lindsey District Council is proposing to introduce this **Code of Conduct** which is aimed at providing the best possible service by protecting both passengers and drivers. This ensures that concerns, suspicions of abuse, neglect or exploitation can be reported appropriately and minimise the risk of misunderstandings.

Drivers are expected to comply with this Code of Conduct. Failure to do so may result in the Driver being referred to the Taxi & General Licensing Sub-Committee to explain the circumstances surrounding any incident. In the event of a repeated and/or serious failure to comply, drivers can expect that consideration will be given to the suspension or revocation of their licence.

It should be noted that the code does not over-ride any obligations that are enshrined in legislation, licence conditions or contractual obligations, such as County Council contracts under the Green Badge scheme.

Drivers should:

- Act in a professional manner at all times
- Treat passengers and other road users with respect
- Keep relationships with passengers on an appropriate, professional basis
- Respect all individuals – regardless of age, disability, gender, sexual orientation, gender reassignment, religion/belief, language spoken, race or ethnicity

And be aware of:

- Safety and well-being of passengers must be paramount
- The importance of the use of appropriate language
- Be aware of the vulnerability of children and adults
- Be aware of passengers with special needs
- Any instruction given about the care or first aid requirements of a passenger
- Personal beliefs and standards, including dress and religion
- Passengers misreading situations
- The use of social networking sites such as Facebook and Twitter. These are public websites and therefore passengers conveyed may access a Driver's site. Ensure you use the appropriate privacy settings to avoid passengers viewing your social media sites

Drivers should never:

- Become over-friendly or unprofessional in any way with passengers or engage in any form of inappropriate relationship, infatuation or show favouritism
- Inappropriately touch a passenger, unless in an emergency situation, or if required to do so because of the additional needs of the passenger
- Administer medication unless a specific request has been made by the hirer
- Photograph or video passengers in your care unless used in compliance with data protection legislation and any relevant codes of practice issued by the Home Office or Information Commissioner's Office
- Engage with passengers through social networking sites (such as Facebook and Twitter), instant messengers or any other online communication software such as mobile phone applications or video games
- Phone or send text messages to passengers other than directly concerning the hiring of your vehicle
- Swear, make personal/humiliating comments, or tell inappropriate jokes in person or by any other means e.g. social media
- Offer or accept sweets, cigarettes or gifts of any sort
- Stop anywhere other than the specified pick up/drop off points unless requested by the hirer
- Show passengers videos or pictures on your mobile phone or any other electronic device

Safeguarding:

If a Driver has concerns or suspects abuse, neglect or exploitation of a passenger then these should not be ignored. If there are any suspicions or concerns about the way someone is being treated it is important to report this. The safeguarding of children and vulnerable adults is everybody's responsibility. Remember that your information could help a vulnerable child or adult.

If a Driver is working under a Lincolnshire County Council contract then those procedures set out in the Driver and Passenger Assistant Pack should be followed alongside any training received by the Driver.

Otherwise, the following procedures should be complied with in reporting any information or suspicions you may have of anyone being subject to abuse, neglect or exploitation:

Action to be taken if you have concerns:

- If your concerns are of an urgent matter or you believe that a crime has been committed and there is an immediate risk of danger, telephone the police on **999 or 112**
- If you are suspicious or are concerned that a child or an adult is suffering or is likely to suffer significant harm, including any form of mistreatment, abuse, neglect or exploitation but it is not of an urgent matter, please call the Lincolnshire Safeguarding Customer Service Centre on **01522 782111 for children** or **01522 782155 for adults**
- If you would prefer to speak to the police on a non-urgent matter then call them on **101** and follow the directions for Lincolnshire Police

APPENDIX 2 - EQUALITY IMPACT ASSESSMENT

Name, brief description and objectives of policy, procedure, function?	Amending the taxi policy will reflect a change to the taxi application procedure in order to address potential safeguarding issues. The changes will affect all new driver applications and any existing ones who renew their licence also. The outcome of the amendment to policy is to ensure that WLDC is striving to do all that it reasonably can in relation to continuous improvement regarding the protection of the children and vulnerable adults relative to safeguarding.
Have you consulted on the policy, Procedure, function and, if so, what were the outcomes?	Yes over 200 drivers were notified of the possible change to policy – No real concerns from the five responses.
What barriers may these individuals or groups face, and how can you promote equality (where possible)?	
Gender	There is no evidence that this policy would impact on people in any way because of this characteristic.
Age	There is no evidence that this policy would impact on people in any way because of this characteristic.
Disability	There is no evidence that this policy would impact on people in any way because of this characteristic.
Race	There is no evidence that this policy would impact on people in any way because of this characteristic.
Religion or Belief	There is no evidence that this policy would impact on people in any way because of this characteristic.
Sexual Orientation	There is no evidence that this policy would impact on people in any way because of this characteristic.
Gender Reassignment	There is no evidence that this policy would impact on people in any way because of this characteristic.
Pregnancy, Maternity and Paternity	There is no evidence that this policy would impact on people in any way because of this characteristic.
Marriage and Civil Partnership	There is no evidence that this policy would impact on people in any way because of this characteristic.
Rural Isolation	There is no evidence that this policy would impact on people in any way because of this characteristic.
Socio-economic factors	There is no evidence that this policy would impact on people in any way because of this characteristic.
Other (e.g. those with dependants/caring responsibilities, asylum seeker and refugee	There is no evidence that this policy would impact on people in any way because of this characteristic.

communities, children in the care system, etc)	
Is there any evidence or research that demonstrates why some individuals or groups are, or are not, affected	There is no evidence or research available. The WLDC taxi licensing policy is based on nationally applicable legislation. It covers <u>all applicants</u> who all must meet a set of standards and criteria intended to ensure that they are 'fit and proper' persons.
If there is a potential adverse impact, please state why and whether this is justifiable	None identified
Outcome of EIA	No major change needed <input checked="" type="checkbox"/> Adjust the policy/proposal <input type="checkbox"/> Adverse impact but continue <input type="checkbox"/> Stop and remove the policy/proposal <input type="checkbox"/>
How will you monitor your policy, procedure, function to ensure there is no adverse effect on the protected characteristics (e.g. gender, age, etc) in the future?	Any applications who cannot meet the criteria will be checked to ensure that the reason is not for any of the protected strands e.g. race, religion, gender, age etc. Each application will be judged on its own merits.

Tracy Gavins

From: [REDACTED]
Sent: 11 February 2015 17:51
To: WL - Licensing2003
Subject: Proposed changes to Taxi Policy

Dear Licensing Team, thank you for your recent correspondence regarding changes to Taxi Policy, and I'd like to state that I wholeheartedly agree with this.

I would willingly sign up at any time of my current licence and any company that's serious about working in our licensing area, should also agree.

I'm interested in the comments regarding abuse on social media. I've heard that some members of our industry have been aiming nasty comments at personal Facebook accounts, of members of the licensing team. You will notice that I am not one of these people and I distance myself from this type of behaviour at all times. I'm sure the Team would benefit from an official Facebook account where people could aim their questions and then any abuse would be on record in the public domain. Also, team members would benefit mentally from the fact any misinformed moaning or abuse was not actually aimed at them.

On the subject of the code of conduct, I'd like to see a part in there regarding drivers that haven't a clue where they are going and then try to over charge their passengers for their mistakes. In my view, they are leaving themselves open to abuse and even a possibility of violence (from drunk people) while bringing our trade in to disrepute.

I've spent the last 20 years looking after the public of our area, I now pick parents up with their children, I used to pick up as children. Hopefully you'll understand how I feel about this situation.

I'd also like to remind The Licensing team that my colleagues and I took part in the NVQ scheme, and passed it to show our commitment to the trade.

[REDACTED]

[REDACTED]

[REDACTED]

Tracy Gavins

From: [REDACTED]
Sent: 13 February 2015 11:08
To: WL - Licensing2003
Subject: Consultation re taxi drivers - Feedback

Dear Licensing Team,

I have read your proposals regarding the two Consultations. I wholeheartedly agree with both proposals.

With regard to the first Consultation, our customers have the absolute right to expect their driver to be a safe driver. They entrust us with their safety. Perhaps one way to ensure that all taxi drivers meet an acceptable level of proficiency as a driver would be to arrange for them to undergo an "observed drive" before a license is granted. It may be that the Road Safety Partnership might be able to facilitate this or it may be worthwhile approaching the local branch of the Institute of Advanced Motorists. If there was a charge for this service, it could be added to the licence application fee.

With regard to the second Consultation, it is only reasonable to expect taxi drivers in West Lindsey to sign up to a code of conduct. We must do whatever it takes to raise and then maintain the public experience of using the service we provide.

I hope this feedback is helpful.

Yours sincerely,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
16 FEB 2015
West Lindsey District Council

Dear Mr Hinch,

Proposed changes to Taxi Policy.

On looking at your proposals would it not be easier with all the new technical help Available fit a £100 camera into the vehicle.

Under your code of Conduct, drivers should, and be aware of, drivers never, and Safeguarding. All the items mentioned, would be covered both ways by what the driver did, or the passenger did.

As the cost of £120, I am sure this would help the drivers, as they would know that their driving is being recorded, therefore speeding, bad driving or dangerous actions would be recorded.

All these would be benefit to, both parties and the West Lindsey Council and you would have proof of any actions if there was an accident. to see who was to blame. I hope the above may give the Licensing Team further guidance.

I was a police officer before I retired and therefore are aware of what happens. The only other point I have is has anyone thought about use of a Skid Pad as I know from experience Ice is one of the big problems in the winter and at night and early morning, and a lesson on this I am sure would be of help to drivers and make them aware of the dangers.

[REDACTED]

Phil Hinch

From: [REDACTED]
Sent: 17 February 2015 09:19
To: Phil Hinch
Subject: RE:

My enquiry was nothing to do with the letter that I have recently received. Regarding further costs/penalties/training that you propose.

However I am sure you have already made your decision and are just playing catch up with other councils.

Any comments or representation from us Taxi Drivers would I'm sure be futile.

But while your paying catch up, would you please comment on the, discrimination & lack of equal opportunity that you propergate & support. Whilst the Gainsborough Taxi Rank operates in its current form?

[REDACTED]
[REDACTED]

Tina Garner

From: [REDACTED]
Sent: 12 March 2015 15:21
To: WL - Licensing2003
Subject: Changes to Taxi Policy

To whom it may concern,

I am emailing you in response to your letter dated 09 February 2015 with regards to the proposed changes to Taxi Policy.

Consulation No. 1

I would like to briefly say that I do not agree with such proposals as I personally see it as a way of making it tougher for fellow drivers who have 6 or more points on their driving licence to earn an honest living. It can be argued that they should be more careful when driving then, but we are all human and we all make mistakes.

Taking into account the REASON for the 6 points may be a reasonable compromise, however I strongly disagree with making life harder for anyone who may have 6 or more SP30 or SP50 etc points on their licence.

On the other hand, in relation to Consulation No. 2 I agree if there isn't any additional financial charge that drivers are made to pay.

I hope my feedback is of use to you,

Kind Regards,

[REDACTED]