

# **Pearson BTEC Level 2 Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver**

BTEC Specialist qualification

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Issue 3

Unit 1: Health and safety in the taxi and private hire work environment

**1 Know how to ensure health and safety in the taxi and private hire work environment**

*Main health and safety regulations:* Health and Safety at Work Act (1974); Road Traffic Act (1988); Control of Substances Hazardous to Health (COSHH) Regulations (2002); Motor Vehicles (Seat Belt) Regulations (1993 and 2006); The Health Act (2006) – Smoke Free (Vehicle Operators and Penalty Notices) Regulations (2007); Equality Act (2010); Safeguarding Vulnerable Groups Act (2006); Working Time Regulations (1988 – with subsequent amendments 1999–2006)

*Hazards and risks:* hazard definition (anything that can cause harm); risk definition (the chance, high, medium or low, that someone will be harmed by the hazard)



*Hazards a driver may face:* everyday hazards (other road users' behaviour, difficult passengers, suspicious passengers, criminal or dangerous behaviour, suspect packages, dangerous road layouts, weather, taxi ranks at night, manual handling, wheelchairs, breakdowns, accidents, overbooking, busy traffic)

*Responses to hazards to limit risk:* limit risk (to driver, to customer, to other road users); responses (identify the hazards, look at the Health and Safety Executive (HSE) website, use knowledge and experience, carry out risk assessment training, conflict management, onboard camera, personal alarm, maintain contact, driver shield, listen to road and traffic reports, check weather forecasts, carry out vehicle safety checks, know any emergency radio code words and responses)

*Risk assessment:* type (simple plan worked out in head, plan worked out by operator); steps to risk assessment (1 – look for hazards, 2 – decide who might be harmed, 3 – evaluate the risk and decide whether existing precautions are adequate or more should be done to reduce the risk to as low as reasonably practicable (ALARP), 4 – record findings, 5 – review risk assessment and revise it if necessary)

*Driver duty of care (to customers, to other road users):* principles of 'duty of care'; Management of Health and Safety at Work Regulations (1992, updated 1999); police investigation of any injury or death (where cause for concern over a vehicle or employee, if they suspect carelessness or recklessness by company or owner driver)

*Consequences of not following regulations:* increased risk of injury or death; HSE and/or police investigation; licence suspension or revocation; legal action; prison; financial loss (fines, loss of livelihood); damage to company reputation

*Insurance:* hire and reward insurance, either comprehensive or third party; personal indemnity insurance – covers public liability; public and employer liability insurance

*Prevent physical risks:* no limit given by Manual Handling Operations Regulations for weight threshold; lift dependent on build; ensure risk assessment has been taken; follow basic rules (stop and think, position the feet, adopt a good posture, keep close to the load, do not wrench, move the feet, place the load)

## **2 Understand how to prevent and protect driver and customers from potential hazards and risks**

*Driver support:* emergency services (police, fire, ambulance, coastguard – role, how to contact); support personnel for driver – rank marshals (reduce risk when picking up passengers in town/city centres), traffic wardens, licensing officers, dispatch office staff (relay to dispatch office to implement contingency plan), trade associations and trade unions

*Reduce stress and anger:* awareness of what makes you stressed; symptoms of stress, eg anxiety, dry mouth, shallow breathing, rapid heartbeat; anticipate stressful situations to make them easier to deal with; be assertive – protect own rights while respecting other people's; change attitude – refuse to be stressed by others; take care of health – including breathing, posture, exercise, lifestyle; confidence in the roadworthiness of vehicle

*Equipment and alarm systems:* personal alarms and panic switches connected to base; vehicle radio; code words and responses; private line contact; security cameras (privacy laws); datahead/global positioning system (GPS); safety guards and screens; swipe card reader to reduce cash carried; four-door security lock; mobile phone

*Conflict management:* recognising difficult situations; strategies (collaboration, compromising, accommodating, competition – 'win', avoiding); passenger exclusion lists for known bad customers ('blacklists')

*Importance of healthy lifestyle:* medical certificate requirements (every 5 years after 45, yearly after 65, medical Group 2 listed categories); awareness that driving is a sedentary lifestyle so should take exercise, plan diet; recognise fatigue, smoking and lifestyle issues

*Contingency planning:* risk assessment approach to health and safety will allow for contingency planning; allow for understanding of risks; procedures and plans in place to limit the risk; control measures where necessary; ignoring risks can be expensive for driver and/or operator, if duty of care is not good enough may be sued; contingency planning starts with communicating the problem to the right person/office

### **3 Understand how to respond to an emergency or incident when driving a taxi or private hire vehicle**

*Customer emergencies:* importance of customer's instructions in customer emergencies; ask about wellbeing; offer suitable assistance; recommend practical measures

*Vehicle breakdown:* position vehicle safely; hazards and interior lights; evacuate passengers (hard shoulder if motorway); alert police if vehicle in dangerous position; use warning triangle (not on motorway); if a member, call roadside assistance organisation; support and look after customers; contact operator or base with all details; wait with customers until help arrives

*Customer's safety and welfare in event of incident or emergency:* driver responsibility for the safety and welfare of customers whilst in vehicle (duty of care); consequences of not following policies and contingencies (customers might be injured or illnesses might get worse, vehicle could be taken off road, investigations into licence, future insurance costs may rise, police investigation, being sued, potential loss of income)

*Reassuring customers:* importance (creating trust, feeling of security); show concern and understanding; offer choice of destination; utilise knowledge of local area

*Road actions:* warn other traffic with hazard lights and triangle (not on motorways); check for fire or fire hazards; no smoking; dial 999; switch off all engines; carry out first aid if trained; do not move casualties unless in need of resuscitation or in immediate danger; keep casualty and self warm

## Health and Safety

Health and Safety policies and procedures are measures designed to protect the health & safety of people at work, visitors, contractors and members of the public, who are affected by working activities.

***Health and Safety in the workplace is the responsibility of everyone and you are responsible for anyone who may be affected by your actions***

**There are laws which protect people's rights to a safe and healthy work environment**

**These laws include:**

- Health and safety at Work Act (1974)
- Management of Health & Safety Act (1992) (Updated 1999)
- Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR)
- Control of Substances Hazardous to Health regulations (C.O.S.H.H.)
- Road Traffic Act (Accident reporting)
- Licensing Regulations (Accident reporting)
- Euro 5 Exhaust Emission Regulations 2010

### Health and Safety at Work Act (1974)

Also known as **HASWA**, this act was introduced in 1974 to promote the idea that the responsibility of a safe working environment is shared between the employer and employees

**HASWA** gives legal responsibilities to:

- Employers
- Employees
- The Self Employed
- Designers, Manufacturers, Suppliers and Installers
- People who control the work premises

The legal responsibilities of employees are:

- They take care of their own health and safety at work.
- They take care of the health and safety of others.
- They co-operate with their employer in all matters to do with health & safety.
- They do not misuse or tamper with anything that has been provided for health and safety purposes

### Consequences of not following the regulations

Increased risk of injury or death; HSE and/or police investigation; licence suspension or revocation; legal action; prison; financial loss (fines, loss of livelihood); damage to company reputation

### Communication with Colleagues & Workplace Safety

To deliver a great service requires excellent communication skills from all involved. On a day to day basis you are going to be communicating with both customers and colleagues alike, so it is of paramount importance to communicate effectively.

The vehicle that you carry out your duties in is generally viewed upon as your workplace. Are you fully aware of the hazards and risks that are involved when you are carrying out your duties?

### Management of Health & Safety Act (1992) (Updated 1999)

These regulations first came into effect on 1st January 1993 and have had a major impact on the way that companies control health and safety standards.

*As a result of this legislation employers must undertake a range of tasks including:-*

- Carrying out risk assessments
- Making arrangements for the planning, organisation, control, monitoring and review of health and safety measures
- Appoint a competent person or persons to assist with health and safety
- Establish emergency procedures
- Provide health and safety information and training

**Hazard** – A hazard is something with the potential to cause harm.

**Risk** – A risk is the likelihood of the hazard's potential being realised.

Risk Assessments are conducted to assess and highlight any hazards involved while carrying out a particular task.

Once a hazard has been identified, control measures are implemented to reduce the hazard and to create a safe working environment and safe work systems.

Risk assessments and any subsequent revisions will be kept in each appropriate work area. Access to these documents is available to all staff wanting information.

Driving your vehicle and going about your duties day to day presents you with a multitude of risks and hazards. The degrees of risk are dependent on the time of day, your location and your own abilities to constantly risk assess.

## **Reporting Occurrences**

Even the best laid plans do not always go to plan and from time to time you might have to report an accident, emergency or an incident.

*Remember that most reports would be admissible in a court of law, and therefore it is very important to cover yourself by ensuring that the report is completed correctly, and given to the right authority.*

Ensure that you are fully aware of the policies regarding reporting, and that you use the right reporting procedures. It could make the difference to whether any action would/could be taken.

## **Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995 (RIDDOR)**

### **Accident & Incident Reporting**

Under these regulations companies have an obligation to report all vehicle incidents, personal accidents to staff, contractors and members of the public which occur on its infrastructure and vehicles. By complying with this legislation your company meets its legal duties and is able to help produce statistics to the Health and Safety Executive which assist in accident prevention.

### **Accident Book**

Accident books should be readily available at all work areas.

- Information in accident books is now protected by the Data Protection Act.
- All accident entries must now be processed in 24hrs.
- All accident entries e-mailed within 24 hrs.

No entries to be left in the accident book.

### **Non Motor accidents – injury at work**

- Must be reported to your manager or supervisor immediately
- Provide details of any witnesses to the incident
- A full and detailed report must be completed together with entry in the Accident Book
- You should provide every assistance with an investigation
- All necessary action should be taken to prevent recurrence

## **Road Traffic Act**

An accident is referred to as a traffic accident if it occurs on a road or in a place to which the public have access. This includes footpaths and bridleways.

It may be very obvious when someone has caused an accident and that there will be no question with regard to liability. However there will certainly be times when the liability will not be so obvious. Tailgating can in most cases be easy to place blame should an accident occur. The Highway Code states that drivers are required to drive a safe distance from each other, and should a vehicle

run in to the back of another, the liability usually lies with the driver who was not allowing a safe distance between him/herself and the vehicle in front. This is the case even when the vehicle in front has to brake suddenly.

**Not so obvious situations could require legal advice and a driver should stop immediately if:**

1. Anyone other than themselves is injured
2. Another vehicle, or someone else's property, is damaged
3. An animal in another vehicle or on the road is injured
4. A bollard, street lamp or any other item of street furniture is damaged

If you have to stop you must stay with your vehicle long enough for anyone who is directly, or indirectly involved in the accident, to gather information.

You are required to supply, and to receive, your name and address and the name and address of the other parties involved in the accident. It may also be necessary for you to report the accident to the police, either to a police officer, or in person, at a police station. In either instance this needs to be done within 24 hours.

Should an injury have occurred then the driver should also produce a valid insurance certificate if asked to do so by a police officer or the injured party. If you are not able to do this immediately it must be presented at a police station of your choosing within seven days.

**Control of Substances Hazardous to Health Regulations (C.O.S.H.H.)**

Under these regulations employers may not carry out any work liable to expose employees to substances hazardous to health, unless a suitable and sufficient assessment of the risks created by that work, and of the steps needed to comply with COSHH have been made.

The regulations apply to substances which are classed as:

- Toxic or very toxic
- Harmful
- Corrosive
- Irritant or sensitising

There are several methods of controlling exposure to such substances. These include:-

- Enclosing the process
- Local exhaust ventilation
- Reducing the time staff are exposed to substances
- Preventing cross contamination by good housekeeping
- Prohibiting eating and drinking in potentially contaminated areas

In your role as a professional driver you are most likely to come into contact with the following substances:

**Diesel (DERV)**

**Potential Hazard** – Can cause skin cancer / dermatitis with high exposure. Irritating to the eyes, respiratory system and skin

**Fire Risk** – Flammable, Vapour / air mixtures may be explosive. Use foam/dry extinguishers

**Protection** – Use goggles and gloves

**Anti-freeze Solution**

**Potential Hazard** – Can be fatal if swallowed. Causes severe internal damage. Skin and eye irritant

**Fire Risk** – Not classed as flammable

**Protection** – Use goggles and gloves

**Screen Wash Solution**

**Potential Hazard** – Can be harmful if ingested. Skin and eye irritant

**Fire Risk** – Is a highly flammable liquid. Use foam/dry extinguishers

**Protection** – Use goggles and gloves

**Engine Oil**

**Potential Hazard** – Can cause skin disorders

**Fire Risk** – Can be a risk. Use foam/dry extinguishers

**Protection** – Use goggles and gloves

## New COSHH Symbols

# COSHH

KNOW YOUR SAFETY SYMBOLS / HAZARD PICTOGRAMS

|   |  |
|---|--|
|  <p><b>Harmful to the Environment</b> – Hazardous to the environment &amp; causes aquatic toxicity.</p>  |  <p><b>Harmful / Irritant</b> – Means: Acutely toxic; Causes skin sensitisation, skin &amp; eye irritation; Respiratory irritant Narcotic (causes drowsiness or dizziness); or Hazardous to the ozone layer.</p>  |
|  <p><b>Highly Flammable</b> – Gases, aerosols, liquids and solids, such as: Self-heating substances &amp; mixtures; Pyrophoric liquids and solids that may catch fire when in contact with air; Substances which in contact with water emit flammable gases; Self-reactive substances that may cause fire when heated.</p> |  <p><b>Gas Under Pressure</b> – Means: Gas under pressure, may explode when heated; Refrigerated gas, may cause cryogenic burns or injuries; or, Dissolved gases.</p>   |
|  <p><b>Explosive</b> – Self-reactive substances &amp; organic peroxides that may cause explosion when heated.</p>  |  <p><b>Longer Term Health Hazards</b> – With one or more of the following: Carcinogenic; Affects fertility &amp; unborn child; Causes mutations; Respiratory sensitiser, which may cause allergy, asthma or breathing difficulties when inhaled; Toxic to specific organs; or, May be fatal or harmful if swallowed or if it enters airways.</p>  |
|  <p><b>Oxidising</b> – Gases, solids &amp; liquids, which can cause or intensify fire and explosion.</p>   | <p><b>General Safety Precautions when using Hazardous Substances</b></p> <ol style="list-style-type: none"> <li>1. Always read the label and follow safety instructions.</li> <li>2. Use the specified Personal Protective Equipment (PPE)</li> <li>3. Do not breathe vapours, spray or dust.</li> <li>4. Avoid skin contact, wash immediately with water.</li> <li>5. If contact with eyes or mouth occurs, rinse with plenty of cold water and seek medical advice <b>IMMEDIATELY</b></li> <li>6. Wash hands thoroughly before you eat, drink or smoke.</li> </ol> |
|  <p><b>Toxic / Very Toxic</b> – Handling a chemical that is acutely toxic in contact with skin, if inhaled or ingested, may be fatal.</p>  |  <p><b>Corrosive</b> – Corrosive &amp; can cause severe skin burns and eye damage. It is also corrosive to metals.</p>   |



## Health and Safety – Drugs and Alcohol

### **Road Traffic Act 1988**

#### **Driving, or being in charge, when under the influence of drink or drugs.**

1. A person who, when driving or attempting to drive a mechanically propelled vehicle on a road or other public place, is unfit to drive through drink or drugs is guilty of an offence.
2. A person who, when in charge of a mechanically propelled vehicle which is on a road or other public place, is unfit to drive through drink or drugs is guilty of an offence.

On top of the legal implications that drinking/drug use whilst driving brings there are also implications on you and your employers.

1. Poor performance
2. Absenteeism – up to 14 million working days are lost due to alcohol misuse
3. Increase in complaints
4. Damage to organisation's reputation and image
5. Health problems
6. Accidents – alcohol contributes to an estimated 20-25% of workplace accidents

#### **You will get caught. Why chance it?**

It is impossible to state how many units you can consume before exceeding the blood to alcohol content (BAC) limit. Bottom line is – ***DON'T DRINK and DRIVE!***

### **Over the Counter Drugs**

Ailments that can effect a driver's judgement and concentration include:

- The common cold
- Flu
- Hay fever
- Virus infection

If you are taking over the counter drugs for any ailment you should check with the pharmacist to see if they may affect your ability to drive.

### **Types of insurance:**

#### **Hire and Reward**

- Comprehensive or Third Party

#### **Personal Indemnity**

- Public and employer liability
- Public liability only

### **Equipment and Alarm Systems**

- Personal alarms
- Vehicle radio coded alerts
- Data head providing GPS
- Security cameras
- Safety guards and screens
- Four door security locks
- Mobile phones

### **Conflict Management Techniques**

The key points:

- Collaboration
- Compromising
- Accommodating
- Competing
- Avoiding

## Fire Extinguisher Chart

| Extinguisher   |                             | Type of Fire                           |                      |                     |                         |                        |
|--|-----------------------------|--|----------------------|---------------------|-------------------------|------------------------|
| Colour   | Type                        | Solids<br>(wood, paper,<br>cloth, etc) | Flammable<br>Liquids | Flammable<br>Gasses | Electrical<br>Equipment | Cooking<br>Oils & Fats |
|   | <b>Water</b>                | ✓<br>Yes                               | ✗<br>No              | ✗<br>No             | ✗<br>No                 | ✗<br>No                |
|   | <b>Foam</b>                 | ✓<br>Yes                               | ✓<br>Yes             | ✗<br>No             | ✗<br>No                 | ✓<br>Yes               |
|   | <b>Dry Powder</b>           | ✓<br>Yes                               | ✓<br>Yes             | ✓<br>Yes            | ✓<br>Yes                | ✗<br>No                |
|  | <b>Carbon Dioxide (CO2)</b> | ✗<br>No                                | ✓<br>Yes             | ✗<br>No             | ✓<br>Yes                | ✓<br>Yes               |

### Vehicle Fires

Remember that fire spreads quickly. In the event of a vehicle fire it is imperative that you remain calm to ensure that any decisions are the right ones.

### **Priorities:**

1. Stop
2. Evacuate the vehicle
3. Call emergency services
4. Ensure people stand back
5. Do not allow anyone back to the vehicle

### Passenger illness

What if a passenger becomes ill?

- Remain calm in order to think clearly
- Ensure the safety of yourself and others
- Do not cause anymore discomfort or injury
- Ask simple questions

It is recommended that you should only carry out first aid to the ill person if you are qualified to do so. (Training can be provided by St Johns Ambulance or the Red Cross). However, if you do not

possess the correct training and the casualty is unconscious and/or in mortal danger you should remember the following points:

1. The airway must be cleared and left open
2. Breathing must be established and maintained
3. Circulation must be maintained and severe bleeding stopped

## Unit 2: Road safety when driving passengers in a taxi or private hire vehicle

### **1 Understand factors that can affect a driver's judgement and concentration**

*Importance of physical and mental fitness to drive:* important that drivers are medically fit (medical examination) and physically fit (fitness not impaired by the effects of fatigue, alcohol or drugs)

*Medical criteria for fitness to drive:* medical certificate signed by registered medical practitioner; driving licence age-related requirements for medicals and eye tests (5-yearly medicals after age of 45, yearly medical plus eyesight test after age 65); requirements to declare Group 2 medical conditions to the licensing authorities; not driving under the influence of drugs and or alcohol

*Effects of common ailments on driver's judgement and concentration:* common ailments to include cold, flu, tiredness, virus, hay fever, asthma; types of effect (impaired concentration, impaired senses, impaired judgement, impaired coordination, increased reaction times)

*Effects of over-the-counter medicines on driver's judgement and concentration:* drowsiness; reduced awareness; reduced ability to anticipate and plan ahead; harder to concentrate; coordination problems; physical impairments; sensory impairment; behaviour altering

*Effects of alcohol and drugs effect on drivers' ability to drive:* slow reactions; reduced awareness and anticipation; increase risk taking; aggressiveness; over familiarity; inappropriate behaviour; poor customer service; poor decision making; impaired vision; reduced concentration; reduced coordination

*Impact of: heavy traffic volumes* — delay, stress, customer dissatisfaction, frustration, increased risk taking

*weather conditions* — increased journey times, increased risk of accidents

*parking* — stress, customer dissatisfaction, frustration

*delays* — stress, customer dissatisfaction, frustration, increased risk taking, boredom

*meeting unrealistic time schedules* — stress, customer dissatisfaction, frustration, increased risk taking

*stress* – aggression, worry, frustration

### **2 Know how to transport customers in a safe and comfortable manner**

*hackney carriage driver* — Seat Belt Regulations (1993) (2006) (exempt from seat belts when taxi is being used for seeking hire, or answering a call for hire, or carrying a passenger for hire)

*private hire driver* — Seat Belt Regulations (1993) (2006) (exempt from seat belts when carrying passengers only)

*passengers* — Seat Belt Regulations (1993) (2006) (seat belt must be worn if available)

*child or young person* — Seat Belt Regulations (1993) (2006) (use correct child restraint until 1.35 m or 12 years old, after this use adult belt)

*Exceptions when child seats not available:* use adult belt instead; exceptions are licensed taxi or private hire vehicle, travelling a short distance, two child restraints prevent fitting of a third

*Adaptation of driving styles for prevailing road conditions:* adjust speed; increase separation distance; smoother braking; increased use of lights and ancillary equipment

*Elements of defensive driving:* awareness; planning; anticipation; staying in control; responsibility; care; consideration and courtesy; TUG method (Take in information by continually scanning the environment, Use that information to plan a response, Give information to other road users)

*Importance of using mirrors and signals:* important as taxi and private hire drivers are continually stopping and starting at the side of the road (particular hazard); use correct mirrors and signal technique (mirror, signal, position, speed, look)

*Driving safely:* following distance (drive no closer than the overall stopping distance for the speed you are travelling at); thinking distance (the time from the moment you realise you must brake to the time it takes to apply the brake); braking distance (the distance it takes for the vehicle to stop)

*Safe following distance in all conditions:* dry (a gap of 1 meter for each mph of your speed, the '2-second rule'); wet conditions (at least double previous rule); icy conditions (further increase separation distance),

*Influences on stopping distances:*

*gradient* — increased downhill, decreased uphill

*road surface* — increased if reduced grip, increased if road is wet, muddy, icy, wet leaves

*condition of vehicle* — older and poorly maintained vehicles and poor tyre condition all increase stopping distance, vehicle load (heavier the load the greater the braking distance)

*Stress* — poor decision making and judgement

*tiredness* — poor decision making and judgement

*Use of safety measures to control speed:* traffic lights and signs; road markings; speed cameras; Highway Code; police and traffic officer patrols; legislation; driver education

*Personal driving styles effect on vehicle efficiency:* reduce costs (fuel, consumables, longer servicing intervals); driving style (anticipation and forward planning, smooth acceleration, no heavy braking, no dry steering, do not leave vehicle engine running unnecessarily, observe speed limits, do not carry unnecessary weight)

*Driving styles contribution to protecting the environment:* reduce emissions; use less fuel and consumables; driving style (anticipation and forward planning, smooth acceleration, no heavy braking, no dry steering, do not leave vehicle engine running unnecessarily, observe speed limits, do not carry unnecessary weight); meet vehicle-servicing intervals

*Driving styles effect on customer comfort:* good practice; link to repeat business; driving style (reduce harsh acceleration, ease heavy braking, observe speed limits, smooth and safe cornering, demonstrate courtesy, forward planning, time management)

## **Vehicle Safety**

### **Carrying out pre-drive checks**

A vehicle check – which can also be referred to as the daily vehicle check is carried out on a daily basis. You should be aware of what to check internally and externally:

#### **Interior:-**

- Seats, seat belts and lighting
- Fire extinguisher, first aid box, no smoking signage and other passenger information
- Wheelchair access where applicable
- Fare meter if fitted

#### **Exterior:-**

- Oil, water and windscreen wash bottle
- Bodywork to include windows and windscreen to ensure there are no cracks
- Tyres, lights and brake lights
- Licence plate and other signage
- All documentation is current

## **Medical Requirements for Driver Licensing**

The applicant must produce a medical certificate signed by a registered medical practitioner to the effect that the applicant is physically fit to drive a private hire or hackney carriage vehicle.

### **Medical fitness conditions may or will apply including:**

- On-going 5 yearly medical examinations after the age of 45
- Yearly medical examinations after the age of 65
- An additional eyesight test

### **Alcohol and over the counter drugs**

Drivers will be committing an offence by driving with alcohol levels above:

- A breath alcohol level of 35µg per 100ml
- A blood alcohol level of 80mg per 100ml

*Always read the warning on over the counter medicines to ensure that you are not taking drugs that may cause drowsiness whilst driving.*

### **Driver Stress**

Stress can effect a driver's judgements and concentration. Examples:

- Heavy traffic volumes which cause delay and customer dissatisfaction
- Weather conditions which cause longer journey times
- Unrealistic time/pickup schedules given by an operator

**Increased risk taking as a result of any of the above.**

### **Seat Belts**

The law currently states that seat belts must be worn where fitted:-

- In all front seats of vehicles
- In the rear seats of vehicles with a capacity for 8 or fewer passengers
- In the rear seats of vehicles with an un-laden weight of no more than 2540 kilos. This includes most makes of small and medium sized minibus models.

### **Hackney and Private Hire Driver Exemptions**

#### **Hackney:**

Seatbelt Regulations (1993) (2006)

- Exempt from seatbelts when carrying passengers and plying for hire in own district

#### **Private Hire:**

Seatbelt Regulations (1993) (2006)

- Exempt from seatbelts when carrying passengers only

### **Defensive Driving**

**Defensive driving** can be described as driving to a high level and being aware at all times of any hazards, situations and incidents that could occur, in spite of the conditions around you and the actions of other drivers.

It is also a matter of being pro-active. This means being vigilant and above all else safe. It is a form of driving that goes beyond knowing the rules of the Highway Code and the basic mechanics of driving. Defensive driving is about reducing the risks of driving. This can be achieved through following a mixture of general rules, as well as the practice of following specific driving techniques.

The cost element of driving in a safe and defensive manner should also be considered. Vehicle and fuel costs are a concern to everybody and by driving in a defensive manner you will save money through greater fuel economy and by reducing wear and tear on your brakes and tyres.

***Do you drive at an appropriate speed making sure that you are neither too fast nor too slow?  
Do you have both hands on the wheel to ensure you are in full control if the unexpected happens?  
Are you aware at all times of what is happening around you?***

Make the most use of your mirrors so that you are completely aware of where you are in relation to other road users. Make good observations to allow you to *forward plan* your movements.

Above all you should be:

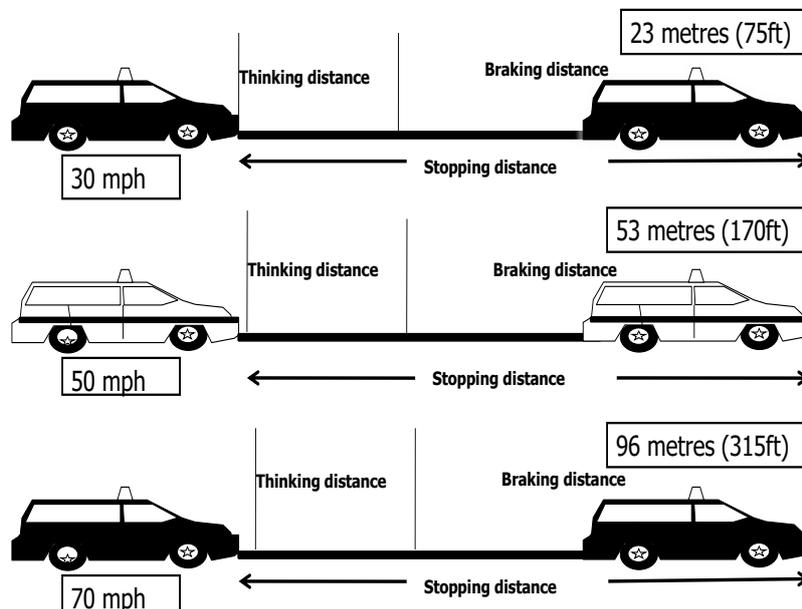
- Vigilant at all times
- Expect the unexpected
- Give yourself plenty of time to adjust your own driving.
- 

**The key elements of Defensive Driving are:**

- Concentration
- Awareness
- Planning
- Anticipation
- Control: Of the vehicle
  - Of the situation
  - Of yourself

## Driving Safely

## Stopping distances



## **Driving in Various Weather Conditions**

Driving in poor weather conditions requires extra vigilance. Your vehicle should be roadworthy in order to undertake the journey safely.

Different driving skills are required for various road and weather conditions.

**Rain** – When it is raining, or has just rained, a film of water is on the road which causes tyres to lose traction. A driver's perception is also reduced because it is harder to see through the rain or tyre spray from other vehicles. Rain also decreases visibility through the windscreen and the effectiveness of headlights on the road itself.

**Stopping distance is twice that of a normal stopping distance.**

**Snow and Ice** – If you have little or no tyre noise then it is a good sign that you are driving on ice.

Any manoeuvres made in the snow and/or ice should be made with care. You should lower your speed to reduce the risk of skidding, as too much power often is the cause of problems in these conditions. Try to maintain a constant speed.

You should use second gear when moving off, while also releasing the clutch gently to avoid wheel-spin.

**Stopping distances are increased tenfold from that of normal stopping distance.**

**Winter Sun** – Because the sun is a lot lower in the sky during the winter months it can prove difficult for drivers. The dazzle/glare from the winter sun can be particularly dangerous when reflecting off a wet road surface. You should try to keep a pair of sunglasses in the vehicle at all times and ensure that your windscreen is clean. Regular inspection of wiper blades should be made as well as the water level in the washer reservoir.

**Fog** – Particular care should be taken when you are driving in fog, and even more so at night time. Fog is very unpredictable and can change from a light mist to a thick blanket in a second. Your speed should be reduced accordingly. The faster that you are driving in these conditions obviously reduces your reaction time to an unexpected occurrence.

It is essential that you do the following when coming across foggy conditions:

- Slow down and check your mirrors
- Use dipped headlights and fog lights so that **you** can be seen

Main beam headlights are of little use in fog as the light from them is reflected up into the fog, making it more difficult for you to see. Dipped headlights on the other hand direct light downwards and help other drivers to see you. If you can see less than 12 metres (40 feet) ahead, then your speed needs to be reduced to less than 20mph.

Full use will also need to be made of your windscreen wipers and demisters.

**Stopping distances can also be affected by stress and tiredness**

Both of these conditions can lead to poor decision making and judgements.

## Eco-safe Driving and the Environment

Your vehicle can be made more fuel efficient by taking certain measures when driving and through regular maintenance.

Ensuring that you are eco-friendly when driving not only has financial benefits but it is also far more environmentally friendly.

There are lots of things you can do:

1. Regular maintenance to ensure the vehicle is energy efficient.
2. Keep your tyre pressures to the correct level. This ensures good fuel consumption and will make for a safer drive.
3. Don't leave your engine running when waiting for a passenger or loading the vehicle.
4. Drive smoothly and in a pro-active manner by reading the road correctly, and in so doing reducing the amount of acceleration and braking.
5. Ensure that your vehicle's engine emissions are correct.
6. Plan your route to try to avoid any possible hold ups
7. Use your gears correctly. The correct use of your gears can make huge savings on your fuel bill of up to 15%. Change up into a higher gear whenever it is possible and safe to do so.
8. Exceeding the motorway speed limit by 10mph will use anywhere between 10% and 20% more fuel! For a journey of 20 miles driving at 80mph will only save you about **two** minutes compared to driving at 70mph!
9. Do not carry extra weight in the vehicle if it is not required
10. Do not over rev the engine. While stationary all this does is waste fuel

### Unit 3: Professional customer service in the taxi and private hire industry

#### **1 Understand the importance of providing a professional service in a competitive passenger transport market**

*Personal appearance:* the effects of first impressions, professional image, cleanliness and personal hygiene on customer confidence and repeat business

*Choice of transport providers a customer may have:* other taxi/private hire; bus; local authority; train; tram; family and friends; drive themselves; cycle; walk

*Reasons customers choose to travel by taxi/private hire vehicle:* convenience; door to door; regular service; security; timely; not able to drive; not willing to drive; lack of alternatives such as public transport

*Importance of a professional image:*

*clean vehicle (inside and out)* — creates a good impression, reduces customer complaints, generates repeat business

*being cordial, friendly and welcoming* — creates a good impression, reduces customer complaints, generates repeat business, builds up trust and relationship

*professional knowledge* — creates a good impression, reduces customer complaints, generates repeat business, builds up trust and relationship

#### **2 Understand how to deliver quality customer service to all sections of the community**

*Effects of different levels of service quality and the influence on: customer expectations* – not met, met or exceeded, may affect reputation, repeat business, gratuities

*profitability* — poor customer service resulting in loss of business and loss of profitability

*market share* — poor customer service resulting in loss of business and loss of market share

*Delivery of services and facilities available:* type and quality of vehicles, wheelchair access; fully-accessible service; trailer service for airports; 'auto call' and 'call back' facilities; data heads taxi meters; card swipes; fair fares; carrying of parcels; carrying of animals; contracted services to include school and hospital runs; VIP services

*Customer services:* trust and honesty; punctuality; safety and security; helpfulness; high standards of driving; courtesy and cordiality

*Special customer guidance and welcomes at transport hubs and interchanges:* 'call back'; personal greeting board; help with luggage; make customers feel welcome

*Accessing passenger transport:* all customers should be treated fairly and with dignity and respect; respect of passengers' needs and rights; equality legislation needs to be understood and complied with

*Legislative acts that protect against discriminatory practice:* Equality Act (2010)

*Stereotyping and harassment:* stereotyping (making an assumption about different people or groups based on speculation and without knowing them); harassment (conduct not wanted by the recipient(s) or affects the dignity or causes embarrassment of any individual or group)

*Awareness of different types of discrimination:* age; disability; racial; religious; sexual orientation; nationality; gender and gender reassignment

*Circumstances where a driver could be accused of discrimination:* refusing a fare based on personal prejudice; refusing a fare without justification or because of a person's disability; making it unreasonably difficult or impossible for a customer to make use of any such service; providing a service which is on inferior terms to that on offer to other members of the public; charging more for a service than that on offer to other members of the public

*Amendment of service to meet the relevant codes of practice:* reasonable adjustments where they can be justified; having a discrimination policy; staff training and disability awareness; consultation with customers with disabilities; monitor, review and update the policy and service as required

### **3 Know how to work and communicate effectively**

*Sharing of knowledge to improve services to customers:* contact with trade organisations, trade unions, special interest groups to include disability awareness groups, individual customers/users, contractors to include school, health authority; benefits to include sharing of good practice, enjoy benefits of working as a team, promote a policy or procedure

*Body language and facial expressions:* recognise own and other peoples', to include humour, difficulty, anger, sadness, indifference, worry, scared, annoyed, frustrated, happy, vagueness; display positive body language and facial expression to include friendly, polite, listening

*Communicating responses:*

- *avoiding or defusing confrontation* — passive, non-aggressive
- *avoiding or addressing misunderstandings* — accommodating, empathy
- *meeting customers' needs where there are language or speech difficulties* — use hand signals or language, point at maps, ask for directions during the journey, request assistance through radio

*Summarising:* importance (avoid misunderstanding and confrontation)

## Personal Appearance

Do you feel that your personal appearance is influential in ensuring that your customer's use you regularly?

**YES** your appearance does go a long way to influence a customer's perception. A **professional image** installs confidence in your customers, and if your company has a dress code then that's even better.

**Good practice** should be about caring about your appearance, personal hygiene, having good knowledge and your body language.

- **Clean vehicle (inside and out):** Creates a good impression, Reduces customer complaints, Generates repeat business
- **Being cordial, friendly and welcoming:** Creates a good impression, Reduces customer complaints, Generates repeat business, Builds up trust and relationship
- **Professional knowledge:** Creates a good impression, Reduces customer complaints, Generates repeat business, Builds up trust and relationship

## Transporting Customers

As you work in a public transport industry you can be sure that no two days will ever be the same. The job can be a very rewarding and interesting one but in dealing with members of the public expectations differ from one person to another.

This needs to be considered at the same time as dealing with the everyday stresses that come from driving. You have a job that requires you to be always alert and at the same time to remain calm while expecting the unexpected.

Getting your customers from point A to B as safely and as quickly as possible is the only outcome that you should be looking for. **It will be the only one that the customer is looking for!**

### Choices of transport

- Other taxi/private hire
- Bus
- Local authority
- Train
- Family and friends
- Drive themselves
- Cycle or Walk

### Why travel by taxi?

- Convenience
- Door to door
- Regular service
- Security
- Timely
- Not able to drive
- Not willing to drive
- Lack of alternatives such as public transport

**The main reason that customers choose to travel by taxi is convenience**

**Delivery of services and facilities available:**

type and quality of vehicles, wheelchair access; fully-accessible service; trailer service for airports; 'auto call' and 'call back' facilities; data heads taxi meters; card swipes; fair fares; carrying of parcels; carrying of animals; contracted services to include school and hospital runs; VIP services

Assistance should be available to your customer from the start, right through to the end of your time with them. This should be given while baring in mind the limits of your personal ability and your own health and safety.

**Customer services:** trust and honesty; punctuality; safety and security; helpfulness; high standards of driving; courtesy and cordiality

**Levels of service** provided by you can influence the customer's expectations, and your profitability.

**Customer expectations** met or not met, may affect your reputation and whether or not you get repeat business

**Profitability** will be affected through you not getting this repeat business as a result of a poor level of customer service

Within your vehicle you have pieces of equipment to help you deliver good customer service. These will include:

- Fare chart and taxi meter
- Local radio to keep you aware of any traffic delays
- Mobile phone or two way radio to find out information

When meeting customers at **transport hubs**, which could include airports and rail or bus stations, you may have to provide different types of customer service. These will include:

- 'Call back'
- Personal greeting board
- Help with luggage
- Make customers feel welcome to your country, town or city.

**Legislative Acts**

The main legislative acts that protect the taxi/private hire customer against discriminatory practices are:

- Equalities Act (2010)
- Disability Discrimination Act (1995)
- Human Rights Act (2000)
- Health and Safety Act (2006)
- Race Relations Act (1976)

## **Discrimination**

### **Legislative acts that protect against discriminatory practice: Equality Act (2010)**

The Disability Discrimination Act Part 3 (now part of the Equality Act 2010) states:

**“Where it is possible for a taxi (and private hire vehicle) customer to travel safely in a taxi, the taxi is required to take them unless there are good grounds for this to be unreasonable”.**

Such grounds could be when a driver is not physically able to lift a folded wheelchair into the vehicle, after having safely transferred a passenger to the seat of a taxi.

A medical exemption certificate would have had to have been applied for and be displayed in the vehicle.

It is important that all customers are treated equally when accessing passenger transport:

- All customers should be treated fairly and with dignity and respect
- Respect passengers’ needs and rights
- Equality legislation needs to be understood and complied with

**Unlawful behaviour** – direct discrimination; indirect discrimination; harassment; victimisation

### **Stereotyping and harassment**

**Stereotyping** - making an assumption about different people or groups based on speculation and without knowing them);

**Harassment** - conduct not wanted by the recipient(s) or affects the dignity or causes embarrassment of any individual or group

**Awareness of different types of discrimination:** *nine protected characteristics* – age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex; sexual orientation

**Circumstances where a driver could be accused of discrimination:** refusing a fare based on personal prejudice; refusing a fare without justification or because of a person’s disability; making it unreasonably difficult or impossible for a customer to make use of any such service; providing a service which is on inferior terms to that on offer to other members of the public; charging more for a service than that on offer to other members of the public

**Amendment of service to meet the relevant codes of practice:** reasonable adjustments where they can be justified; having a discrimination policy; staff training and disability awareness; consultation with customers with disabilities; monitor, review and update the policy and service as required

## Communicating with Customers

Communication with your customer's is of paramount importance. The way that you communicate makes a huge difference to the service that you provide. Non-verbal communication can play a huge part in how you come across to others. It is defined as *“the manner in which people communicate, either intentionally or unintentionally, without using words”*.

**You should remember that you never get a second chance to make a first impression!**

### Positive and negative non-verbal communication

| <b>Positive:</b>                 | <b>Negative:</b>    |
|----------------------------------|---------------------|
| • Eye to eye contact             | No eye contact      |
| • Sitting / standing up straight | Slouching           |
| • Smiling                        | Frowning            |
| • Keen and interested            | Ignoring            |
| • Respectful                     | No respect          |
| • Willing and ready to listen    | Unwilling to listen |

Depending on the circumstances you may have to communicate with a customer in different ways:

- **Avoiding or defusing confrontation** – be passive and non-aggressive
- **Avoiding or addressing misunderstandings** – *be* accommodating and showing empathy
- **Meeting customers' needs where there are languages or speech difficulties** - Use hand signals, point at maps, ask for directions during the journey, request assistance through the radio

In difficult situations it is important to summarize what you have agreed to do. This avoids misunderstanding and defuses confrontation.

## **Unit 4: Taxi and private hire vehicle maintenance and safety inspections**

### **1 Know how to prepare and clean the vehicle in preparation for farepaying passengers**

*Cleaning agents:* interior cleaning of solid contaminate, food stains and vomit (to include upholstery cleaner, disinfectant, appropriate chemical cleaning materials); exterior cleaning of traffic grime, asphalt and accumulated brake dust (to include vehicle shampoo, traffic film remover, soap and water, appropriate chemical cleaning materials)

*COSHH relevance:* to ensure safe use, storage and disposal of cleaning agents; selection of cleaning agent; Personal Protective Equipment (PPE) needed for cleaning agents to include mask, gloves, eye protector; if cleaning agent has information on data sheet or label it comes under COSHH regulations

*Disposal of waste products:* legal requirements; manufacturers' guidelines; disposal facilities to include community waste disposal site

### **2 Know how to undertake a regular inspection regime to maintain the safety and efficiency of the licensed vehicle and to ensure it meets legal requirements**

*Vehicle servicing and maintenance in terms of:*  
*fuel economy* – vehicle condition, tyre pressures

*promoting passenger and road safety* – steering, brakes, tyres, lights, indicators, wipers, seat belts, bodywork condition, mirrors

*meeting local licence conditions* – steering, brakes, tyres, lights, indicators, washers and wipers, seat belts, body work condition, mirrors, access equipment, exhaust emissions, display of plates and notices, meters, tax, insurance, MOT

*adhering to any vehicle warranty that may be in place* – steering, brakes, tyres, lights, indicators, washers and wipers, seat belts, servicing intervals and records

*Inspection and testing:* licensed vehicle inspection and testing requirements; test and inspection intervals (between 1 and 3 tests in any 12-month period on behalf of the council at a nominated garage)

*Routine safety inspections:* walk-round check (tyres, lights, indicators, washers and wipers, glass, mirrors, fluid levels, seat belts); end of shift (check damage to body and glass, interior, security devices, contamination, lost property); prior to licensing inspection or Certificate of Compliance (tyres, steering, suspension, lighting, interior, exterior and number plate)

*Authorised persons:* role (have power to inspect and test licensed vehicle at all reasonable times for its fitness to operate); authorised persons (police, DVSA, Licensing Authority Officer)

*Role of DVSA:* licensing; testing; spot checking; enforcement

## Preparation and Cleanliness of the Vehicle

### Interior cleaning of solid contaminate, food stains and vomit:

- Include upholstery cleaner, disinfectant, appropriate chemical cleaning materials

### Exterior cleaning of traffic grime, asphalt and accumulated brake dust:

- Include vehicle shampoo, traffic film remover, soap and water, appropriate chemical cleaning materials

## Control of Substances Hazardous to Health Regulations. (C.O.S.H.H.)

Under these regulations employers may not carry out any work liable to expose employees to substances hazardous to health, unless a suitable and sufficient assessment of the risks created by that work, and of the steps needed to comply with COSHH have been made.

The regulations apply to substances which are classed as:

- Toxic or very toxic
- Harmful
- Corrosive
- Irritant or sensitising

## **COSHH – New Hazard Warning Signs**

- What the following signs mean?
- An example of an everyday product which might display each of them? Some substances might display more than one.

- 

|    |              |                       |
|----|--------------|-----------------------|
| 1. | a) Pollutant | b) Oil based products |
|----|--------------|-----------------------|
- 

|    |              |                                |
|----|--------------|--------------------------------|
| 2. | a) Explosive | b) Sodium Chlorate Weed killer |
|----|--------------|--------------------------------|
- 

|    |          |                  |
|----|----------|------------------|
| 3. | a) Toxic | b) Some Polishes |
|----|----------|------------------|
- 

|    |              |                |
|----|--------------|----------------|
| 4. | a) Corrosive | b) Car Battery |
|----|--------------|----------------|
- 

|    |                        |                                  |
|----|------------------------|----------------------------------|
| 5. | a) Harmful or Irritant | b) Household Bleach, Anti Freeze |
|----|------------------------|----------------------------------|
- 

|    |                |           |
|----|----------------|-----------|
| 6. | a) Inflammable | b) Petrol |
|----|----------------|-----------|

## **Ensure safe use, storage and disposal of cleaning agents**

- Make careful selection of cleaning agent
- Personal Protective Equipment (PPE) needed for some cleaning agents to include mask, gloves, eye protector
- If cleaning agent has information on data sheet or label it comes under COSHH regulations

***It is a legal requirement to follow the manufactures' guidelines on the disposal of waste products (engine oil etc)***

- Disposal facilities to include community waste disposal site

## **Maintaining the safety and efficiency of the licensed vehicle**

Keeping the vehicle in a good mechanical condition with the correct tyre pressures improves ***fuel economy*** and promotes ***passenger and road safety***

**The regulations for inspection and testing of a licensed vehicle:**

- Test and inspection intervals can vary between 1 and 3 tests in any 12-month period on behalf of the local council at their nominated place or garage

**Pre-drive checks:**

- Tyres, lights, indicators, washers and wipers, glass, mirrors, fluid levels, seat belts

**The regulations in regard to the power of authorised persons to inspect and test a vehicle at any reasonable time for its fitness to operate:**

- Police
- Driver and Vehicle Standards Agency (DVSA) – *Formerly VOSA*
- Licensing Authority Officer

## **The role of Driver and Vehicle Standards Agency (DVSA)**

The taxi trade is coming under an ever increasing scrutiny from the police and DVSA. DVSA's role is – Licensing, Testing, and Spot checking

To ensure that your vehicle is roadworthy at all times and that it has a current MOT certificate.

**If you use a vehicle that belongs to a 'third party' you are responsible for its roadworthiness while you are driving it!**

On increasing occasions the council's taxi enforcement teams are joining forces with the local police force and DVSA to target taxis and private hire vehicles working in our towns and cities.

**DVSA can issue you with a number of different forms. What are their meanings?**

**Compliance:** Vehicle does not meet the council's conditions of licence

**Immediate prohibition notice:** Serious defects found. Vehicle to be immediately taken off the road until the fault/s are fixed

**Delayed prohibition notice, suspension and/or defect notice:** Set period to make vehicle fit for purpose

**Fixed penalties:** Fine

**Advisory notices:** Advice given that a part should be replaced in the very near future

### **Environmental Standards**

Local guidelines will be available from your council on purchasing new vehicles to meet Euro 5 exhaust standards. All existing vehicles will be expected to meet Euro 3 and 4 standards. Advice should also be available on the use of alternative fuels and hybrid vehicles.

### **Reporting of Accidents**

It is a requirement of Section 50 of the Local Government (Miscellaneous Provisions) Act 1976 that accident damage is reported to the licensing authority within 72 hours if it affects the safety, performance or appearance of the vehicle. The licensing authority can then launch a post accident investigation if necessary.

### **Vehicle Monitoring Systems**

It is important that drivers monitor vehicle instruments and warning lights to identify any potential problems before they can cause damage to the vehicle or pose a safety risk.

### **Maintenance and Selection of Tyres**

**Road Vehicles (Construction and Use) Regulations 1986** informs the driver of the legal requirements for the selection and use of tyre for the class of vehicle.

**Regulation Number Subject Area Regulation 24:** Indicates the types of vehicle covered and also temporary use of spares

**Regulation 25:** Details tyre loads and speed ratings

**Regulation 26:** Stipulates the requirements for tyre mixing

**Regulation 27:** Details condition and Maintenance of Tyres

***The legal requirements regarding tyres are:***

***Tread depth and uniform wear:*** Minimum 1.6 mm tread depth across the central three quarters of the width of the tyre for the complete circumference

***Splits, cuts, damage, and bulges:*** Replace or repair tyre immediately

***Tyre pressures:*** Observe vehicle manufacturers' guidelines, dependent on load

## **Unit 5: The regulatory framework of the taxi and private hire industry**

### **1 Understand how to meet the requirements to hold and retain a licence to drive and work within the taxi and private hire industry**

*Reasons why drivers, vehicles and operators are licensed:* regulation of the industry; safety and security of the public; employee safety

*Types of licence required to drive and work:* driver's licence; vehicle licence; operator's licence (private hire only)

*Process of obtaining a hackney carriage or private hire drivers licence:* the different types of licence that can be applied for; reasons for the refusal of a licence; the conditions that have to be met before a licence can be granted Disclosure and Barring Service (DBS) and medical checks and history, age and driving experience, eligibility to work in this country)

*Medical exemption certificates:* reasons why medical exemption certificates may be granted for:

- Group 2 medical standards ('grandfather' rights, doctor's certificate/medical) the carriage of assistance dogs (canine allergy)
- provision of assistance to people with disabilities (medical exemption due to manual handling issues)

*Explanation of terms in the context of a licence application:* fit and proper to include subject to Disclosure and Barring Service (DBS) and medical checks; full disclosure prior to DBS checks, good conduct checks

*Hackney carriage/private hire driver's licence:* validity/duration (for a maximum of three years or less as determined by the licensing authority)

*Statutory regulations that apply to the licensing of drivers:*

- *Private Hire Applicants:* Local Government (Miscellaneous Provisions) Act 1976 — Section 46 Vehicle, driver and operator licences, Section 51 Licensing of drivers of private hire vehicles (to include refusal of licences)
- *Hackney Carriage Applicants:* Town Police Clauses Act 1947 — Section 46 Drivers not to act without first obtaining a licence, Section 47 Penalties for drivers action without a licence; Local Government (Miscellaneous Provisions) Act 1976 — Section 59 Qualifications for drivers of hackney carriages (to include refusal of licences)
- *London:* additional specific legislation/regulation; the Transport for London, London Taxi and Private Hire (formerly the Public Carriage Office)

*Appeals procedures for licence applications:* refused – magistrates' court; immediate suspension or revocation — appeal within 21 days under section 61 of Local Government (Miscellaneous Provisions) Act 1976 if not revoked or suspended under section 52 of the Road Safety Act 2006

*Driving a licensed vehicle:* permitted persons — only people with a current private hire or hackney carriage driver's licence

*Authorised persons:* have the authority to request to see a driver's, operator's and vehicle licence; police officer; authorised officer of the licensing authority; authorised officer of the Driver and Vehicle Standards Agency (DVSA)

*Circumstances for the immediate suspension or revocation of a licence:* loss of driving licence; conviction for certain offences at the discretion of the licensing authority (offences related to dishonesty, indecency, violence); medical reasons

*Driver licensing conditions:* the type of vehicle (hackney carriage or private hire vehicle); the conduct of the driver; the nature of business; number of passengers

## **2 Know the requirements of the licensing authority in relation to hackney carriage or private hire vehicles**

*Regulations and conditions a hackney carriage vehicle must satisfy:* must meet the vehicle criteria laid down by the Licensing Authority (black cabs, MPVs, minibuses, salons and estates); likely to enable wheelchair access; all conversions must meet Motor Vehicle (Type Approval) Regulations

*Regulations and conditions a private hire vehicle must satisfy:* vehicles could include saloon, estate, hatchback, minibus, MPV, limo; meet Licensing Authority regulations and conditions (passenger to face front, four doors, access to rear seats, carry 4–8 passengers, not look like a taxi/hackney carriage) all conversions must meet Motor Vehicle (Type Approval) Regulations; Individual Vehicle Approval for all Limousines

*Approval of vehicles:* type approval ensures vehicle are fit for purpose without the need to test every vehicle; EC Whole Vehicle Type Approval – mass production; UK Low Volume Type Approval – converted mass production; Individual Vehicle Approval – independently converted vehicles

*Vehicle licensing conditions:* conditions implemented by the licensing authority issuing the licence; private hire vehicles (Local Government (Miscellaneous Provisions) Act 1976, Section 48 Licensing of private hire vehicles (suitable size, type, design, must not look like a hackney carriage, good mechanical condition, insured); hackney carriage vehicles (Local Government (Miscellaneous Provisions) Act 1976, Section 47 Licensing of hackney carriage)

*Terminology related to issuing vehicle licences for private hire and hackney carriage vehicles:*

- *no limit* (applicable to private hire vehicles only, refers to Section 48 of the Local Government (Miscellaneous Provisions) Act 1976 which sets out that the licensing authority 'shall not refuse such a licence for the purpose of limiting the number of vehicles in respect of which such licences are granted by the council')
- *deregulation:* (applicable to hackney carriage vehicles only, refers to when a licensing authority removes quantity restrictions in place relating to the issue of hackney carriage vehicle licences)
- *restriction:* (applicable to hackney carriage vehicles only, refers to the ability of a licensing authority, under Section 16 of the Transport Act 1985, to control taxi numbers by restricting the amount of hackney carriage vehicle licenses issued, as long as kept under review, and that satisfied that there is no unmet demand for taxi services in the district)

*Illegal signs if displayed on a private hire vehicle:* for hire; licensing authority specific, to include may prohibit advertising

*Types of vehicles which can undertake specific private hire work that are exempted from licensing:* funeral cars; wedding cars; Local Government (Miscellaneous Provisions) Act 1976, Section 75

*Consequences of not displaying a licence plate as prescribed:* fines; suspensions; revocation of vehicle licence

*Key details of plate:* number; vehicle registration number (VRN); expiry date of licence; number of passengers to be carried; licensing authority identification; colour of vehicle

*Time frame:* to return plates and discs to licensing authority on licence suspension, revocation or surrender following service of notice (within 7 days)

*Driving a licensed vehicle:* permitted persons — only people with a current hackney carriage/private hire driver's licence

*Circumstances where vehicle licence can be immediately suspended or revoked:* unfit vehicle; offence or non-compliance relevant section of the Town Police Clauses Act 1847 or Local Government (Miscellaneous Provisions) Act 1976 – Section 60; other reasonable cause

*Appeals procedures if vehicle licence has been refused, suspended or revoked:* notice within 14 days of reason why; appeal within 21 days through magistrates' court

### **3 Know how to work within the regulatory framework for carrying passengers for hire and reward**

*Plying for hire:* condition — permitted to obtain custom on any street within the licensing authority; stand for hire — permitted to stand in rank for hire from a designated public place

*Journeys outside licensing boundary:* use of taximeter; negotiate fare using association fare booklet — agree fare in advance

*Pre-booking:* private hire trade; customers must make a prior booking directly with the operator

*Consequences of plying for hire without a hackney carriage licence:* fines; penalty points; invalidation of insurance; revocation of licence

*Importance of fixing and displaying fares and charges in vehicle:* legal document; reduces confusion

*Determining hackney carriage and private hire fares:* metered — calculated electronically using different combinations of tariffs and extras; other — agreed fare on booking

*Statutory byelaws:* local byelaws affecting conditions of licence cover (conduct on the rank, boundaries, refusing a hire, route fares, obstructing authorised officers, overcharging, carrying evidence of insurance)

*Circumstances where driver is liable to be charged under the local byelaws:* to include breach of licensing conditions, misconduct including being intoxicated on duty, refusing to drive without good reason, obstructing authorised officers, over-charging by hackney carriage drivers, driving without insurance, running a defective vehicle

*Differences between signage permitted and prohibited:* private hire – for hire sign not permitted; hackney – taxi for hire signage permitted; vehicle bodywork advertising allowed if presence and/or content approved by the Licensing Authority (private hire and taxi)

*Legal requirements regarding smoking:* not allowed; no-smoking signs must be displayed in a prominent position of each compartment of the vehicle which is wholly or partly covered by a roof, including the driver's compartment

#### **4 Know how to discharge the duties and responsibilities of a licensed operator**

*Operator licensing:* requirements (fit and proper person, standard CRB (criminal record bureau) check, public liability insurance, planning permission, health and safety regulations, fire regulations, other licensing authority regulations)

*Operator's licence:* validity/duration (up to 5 years)

*Private hire bookings:* responsibility for taking booking (operator who accepted the booking); how bookings are discharged in line with legislation (every operator should keep a record of each pre-booked journey, produce records for an authorised officer if required, ensure vehicles and drivers have correct licence)

*Licensed operator requirements:* bookings must be recorded; records must be kept for a minimum of two years (driver's name, date/time of hire, collection point, destination, licence number, VRN); maintain register of drivers name licence number and VRNs; comply with operator licence conditions; premises clean and tidy; tariff sheet on display

*Cross-border hiring:* licensing authority boundaries; operator responsibilities; legal implications (hackney carriage, private hire) Local Government (Miscellaneous Provisions) Act 1976, section 75; sub-contracting work; commonality of issue of operator, vehicle and driver licences from the same licensing authority; drop-off and pick-up outside the licensing boundary; returning to the controlled district

*Circumstances where operator licence can be refused, suspended or revoked:* an offence or non-compliance within the 1976 Act; conduct seen as unfit to hold a licence; material change in the circumstances of the operator; other reasonable cause

*Appeals procedures if operator licence has been refused, suspended or revoked:* notice within 14 days of reason why; appeal within 21 days through magistrate's court

## **Unit 6: Taxi and private hire services for passengers who require assistance (learning outcomes 1-4 only)**

### **1 Understand anti-discriminatory legislation**

*Vehicle accessibility provisions:* Equality Act 2010 Sections 160-172 – passengers with disabilities to get into and out of taxis in safety; to do so while using wheelchairs; passengers with disabilities to travel in taxis in safety and reasonable comfort; to do so while using wheelchairs; size of a door opening for the use of passengers; the floor area of the passenger compartment; the amount of headroom in the passenger compartment; the fitting of restraining devices designed to ensure the stability of a wheelchair while the taxi is moving; requirement of the driver of a regulated taxi that is plying for hire, or which has been hired, to comply with provisions as to the carrying of ramps or other devices designed to facilitate the loading and unloading of wheelchairs; requirement of the driver of a regulated taxi in which a person with disabilities is being carried while using a wheelchair to comply with provisions as to the position in which the wheelchair is to be secured

*Code of practice:* 1995 DDA (Codes of Practice on Rights of Access to Services and Premises (part 3 code); Codes of Practice on Provisions and Use of Transport Vehicles (supplementary to part 3 code); Equality Act 2010

*Legal duties of a driver in assisting passengers using wheelchairs:* Equality Act 2010 place duties on drivers of designated wheelchair accessible taxis and private hire vehicles; applicable to driver of any wheelchair accessible taxi or private hire vehicle which is on licensing authority's list of designated vehicles; duties (to carry the passenger while in a wheelchair, not to make any additional charge for doing so, if the passenger chooses to sit in a passenger seat, to carry the wheelchair, to take such steps as are necessary to ensure that the passenger is carried in safety and reasonable comfort, to give the passenger such mobility assistance as is reasonably required)

*Reasons for driver exemption from assisting passengers using wheelchairs:* medical grounds; if driver's physical condition makes it impossible or unreasonably difficult to comply with duties; licensing authority decision on drivers' application of exemption

### **2 Understand how to recognise when passengers require assistance**

*Recognise when passengers may need assistance:* external signs to include assisted walking aids, plaster casts, speech difficulties, assistance dogs (guide dogs, hearing dogs), wheelchairs, prams or pushchairs, hearing aids

*Assistance dogs:* guide dogs (assist people who have a sight impairment, dog identified by yellow jacket) hearing dogs (assist people who have a hearing impairment, dog identified by burgundy jacket); consequences of refusing an assistance dog (fine; suspension or revocation of licence); medical exemption certificate for driver required to justify not transporting assistance dog; no charge for carriage of assistance dog

*Disability:* aware of hidden disability (not physically obvious to include epilepsy, diabetes); long-term disability (lasted more than 12 months); chronic disability (a disease or disorder of slow progression and long duration); driver should display empathy (understanding and compassion)

### **3 Understand how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire vehicles**

*Booking office telephonist's techniques:* polite, courteous, non-discriminatory; informative; knowing current regulations; importance to include lack of knowledge or poor technique leading to causing offence or distress, loss of business, loss of reputation, loss of licence, operating illegally

*Importance of requesting customer's permission before giving assistance:* maintaining dignity; not to embarrass or discriminate; ensuring correct course of action is taken; duty of care

*Assistance measures for deaf or impaired hearing customers:* speaking clearly; sign language; written notes; lip reading; induction loop

*Assistance measures for blind or partially-sighted customers:* guiding (physically, verbally)

*Assistance measures for customers who are non-ambulant or who have limited mobility:* physical support, guiding; wheelchair accessibility and security; manual handling techniques for assisting in the transfer of passengers from wheelchair to car

*Assistance measures for customers who have learning difficulties:* clear communication; advice from escorts, schools, relatives, carers

*Assistance measures for customers who have communication difficulties:* clear communication; advice from escorts, schools, relatives, carers

*Explanation of terms:* preserving dignity (to not cause embarrassment or loss of face); duty of care (responsibility or legal obligation to avoid acts or 'negligence' which can be reasonably foreseen to be likely to cause harm to others)

*Waiting charges:* door-to-door service not reflected in waiting charges (customer may take longer to walk from building to car)

*Importance of help and assistance carried out throughout journey:* customer comfort; reassurance; safety; security; confidence; trust

*Penalty Charge Notice (PCN) appeals if received when assisting a passenger with a disability:* grounds for appeal (extending a waiting period, infringing a parking restriction); record keeping (passenger details, details of the event); appeal process (when to appeal, how to appeal, who to appeal to, time limits)

### **4 Know how to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle**

*Specialist equipment:* fitted to an accessible vehicle, including wheelchair ramps and securing clamps, winches, swivel seats, restraining harness and straps, guide rails

*Importance of regular inspections/risk assessment of specialist equipment:* ensuring equipment is fit for purpose and maintained correctly; reducing potential for discomfort, embarrassment, injury, invalidation of insurance, litigation, prosecution, loss of licence, loss of business

*Importance:*

- *safe working loads and limits:* for disability aids, harnesses, straps, lifts, ramps and securing clamps, ensuring that equipment is used within its designed capabilities; important to know how to reduce potential for injury or embarrassment; avoid potential litigation
- *testing regimes:* Licensing of Lifting Equipment Regulations (LOLER) inspection; initial inspection on delivery; manufacturers' or suppliers' checking and testing; routine regular checking testing; post-accident or failure procedures (reporting and impounding); dealing with defective equipment (take vehicle off road, do not use equipment, take to repair centre, report to operator); importance (reduce potential for injury or embarrassment, avoid potential litigation)

*How to restrain a wheelchair:* fit ramp; fold seat; drive in; remove ramp; place chair; belt up

*Actions where schedules cannot be met:* inform customer; inform operator; offer alternative; establish the priorities

*Actions where customers not at pick-up:* inform operator; wait until confirmed actions with operator

*Importance of disability training for taxi and private hire drivers:* poor, or no training leading to potential for discomfort, embarrassment, injury, invalidation of insurance, litigation, prosecution, loss of licence, loss of business, loss of customer confidence, damage to vehicles and equipment

**5 Be able to provide safe wheelchair assistance to customers who require transfer to an accessible vehicle**

*Deploy, secure and stow the ramp:* process for different vehicles; manual handling techniques; angles of elevation; securing points; safety checks fitted well; secure and safe stowage of equipment

*Check ramp incline:* check elevation and angles

*Manoeuvre a wheelchair into a vehicle:* customer safety and dignity, wheelchair security, manual handling techniques

*Brake and restrain wheelchair:* braking systems, securing/restraining systems, wheelchair positioning and wheel alignment

*Wheelchair seat belts and restraints:* manufacturers' instructions; how to assist the passenger, maintaining customer's safety and dignity

*Safe and secure customer:* during the loading process; during the journey; during the unloading process

*Reverse wheelchair down ramp:* how to assist the passenger, maintaining customer's safety and dignity

**6 Be able to provide safe assistance for customers who want to transfer from wheelchair to the vehicle**

*Open and fold wheelchair:* manufacturers' instructions; advice from the customer, advice from escorts, schools, relatives, carers

*Discuss customer capabilities:* sensitively with empathy; maintaining customer's dignity and safety; securing the customer's trust; offer assistance; determine what customer requires; confirm with customer

*Check wheelchair is fit for purpose and stable:* condition of the wheelchair; security; brakes; slope and condition of the ground; nearness to the vehicle

*Select and use correct disability aid:* where passenger is capable of helping themselves; where the driver can assist, where specialist assistance is required (escorts, schools, relatives, carers) where mechanical equipment is used to include a hoist

## Unit 7: Routes and fares in the taxi and private hire vehicle industries

### 1 Know how to use map reading and navigational tools

*Pinpoint locations on maps:* road atlas (use map grid references); A-Z (street name index, page, grid reference); navigational aids to include satellite navigation systems

*Topographical symbols:* road maps (A-Z , street maps, Ordnance Survey maps, road atlas); roads and motorways; intersections; motorway services; boundaries; transport signs; travel signs; public buildings; information points; general features

*Benefits of advanced communication technology:* mobile phones and global positioning system (GPS) instantly accessible maps; personal digital assistant (PDA) can be used to transfer customer's details and other information; Bluetooth® to include hands-free mobile phone, link to desktop in office; PMR and GPRS used for communication and incorporated into booking and dispatch systems; SMS can also be used to text; data heads

### 2 Know rules, safety measures and restrictions related to picking up and setting down passengers

*Discretionary rules:* time needed for boarding and alighting passengers; local enforcement rules; Highways Agency regulations

*Airports/rail stations/hospitals:* specific restrictions apply for picking up and dropping of passengers:

- airports: cooperate with security or the police; follow marshals and rank guidelines; check correct customer is boarding
- rail stations: follow marshals and rank guidelines; check correct customer is boarding
- hospitals: cooperate with security; follow rank guidelines; check correct customer is boarding

### 3 Know how to accurately charge out a fare for transporting passengers within a hire and reward system

*Fare table:* Local Government (Miscellaneous Provisions) Act 1976 (permitted byelaws and variations of hackney carriage fare tables); consultation on and advertising of proposed fare changes; legal boundaries (controlled district of operation); maximum fares (to be displayed, allowed to charge); legal implications between fare tariff sheet and meter; display of tariff table (hackney carriage, private hire office, London private hire vehicle)

*Tariff systems:* tariffs broken into different rates (day, night, bank holidays, Christmas, different vehicles, flag, initial, distance, running extras, waiting time)

*How details are passed through a private hire operator:* requirements for a contract; use taximeters if fitted as legal safeguard; estimated cost given to operator; use communication systems

*Modern booking and dispatch systems:* integrated computer booking and dispatch system; global positioning system (GPS); computerised booking; data transmission dispatch; radio dispatch; data head; card payment systems; 'auto book' – online booking; 'call back' – keeps customer up to date on vehicle location; taximeter

*Electronic taximeter:* linkage to operator desktop, radio, mobile phone and peripherals; multiple tariffs; end of shift reports; linkage to card swipe for credit/debit cards; electronically stored tariffs/automatically calculated fares

*Recalibration process:* secure and tamperproof to prevent interference; role of the contracted taximeter company in recalibration; the programmed chip controls the tariffs against the calendar and time

*Payment systems:* cash; swipe debit/credit card; mobile phone payment system; contract; accounts; special taxi passes; tokens

*Benefits 'auto book':* allows customers to book a taxi or private hire without having to speak to an operator; benefits for regular customers and accounts going to/from same locations; reduces pressure on taxi offices during peak periods, customers get a response; can be used by customers with impaired hearing

*Benefits 'call back':* automatic call contacts the customer to let them know the vehicle has arrived; personal service; reduces waiting; reduces 'no jobs'; increases security in high-risk areas

*Calculate change:* tariffs broken down into different rate parts; calculating the combination of different rates; calculating the final charge given; calculating different charges indicated on taximeter if fitted; issuing of receipts (printed from taximeter, hand written)

*Reconcile cash and receipts:* totalling cash and other receipts; using different periods (weekly, daily, shift)

*Driver payment when contracted to radio circuit:* types of payments to include cash, account with operator; types of contracts driver/radio operator to include monthly standard fee, percentage

**The payment systems that is available to a driver:**

- Cash
- Swipe debit/credit card
- Mobile phone payment system
- Contract
- Accounts
- Special taxi passes
- Tokens

**The making of a private hire agreement through a licensed operator and conveying the details to the private hire driver:**

- Requirements for a contract
- Use taximeters if fitted as legal safeguard
- Estimated cost given to or by the operator
- Use communication systems

**A modern booking and dispatch system:**

- Integrated computer booking and dispatch system
- Global positioning system (GPS)
- Computerised booking
- Data transmission dispatch
- Radio dispatch
- Data head
- Card payment systems
- 'Auto book' – online booking
- 'Call back' – keeps customer up to date on vehicle location
- Taximeter

**The benefits of 'auto book' and 'call back':**

**Auto book:**

- Allows customers to book a taxi or private hire without having to speak to an operator;
- Benefits for regular customers and accounts going to/from same locations;
- Reduces pressure on taxi offices during peak periods,
- Customers get a response;
- Can be used by customers with impaired hearing

**Call back:**

- Automatic call contacts the customer to let them know the vehicle has arrived
- Personal service
- Reduces waiting
- Reduces 'no jobs'
- Increases security in high-risk areas

**Fares, Cash, Change and Receipts:**

- Tariffs broken down into different rate parts
- Calculating the combination of different rates
- Calculating the final charge given
- Calculating different charges indicated on taximeter if fitted
- Issuing of receipts (printed from taximeter or hand written)

**Types of payments to include:**

- Cash
- Account with operator

**Types of contracts driver/radio operator to include:**

- Monthly/weekly standard fee
- Percentage of fares

**Tariff Systems:**

**Tariffs broken into different rates:**

- Day or night,
- Bank holidays,
- Christmas and New Year
- Different vehicles
- Initial hire
- Distance
- Running extras
- Waiting time

**The recalibration process:**

- Secure and tamperproof to prevent interference
- Role of the contracted taximeter company in recalibration
- The programmed chip controls the tariffs against the calendar and time

**Multiple and progressive tariffs**

- Linkage to operator desktop
- End of shift reports
- Linkage to card swipe for credit/debit cards
- Electronically stored tariffs/automatically calculated fares

Unit 8: Transporting of parcels, luggage and other items in the taxi and private hire industries

**1 Understand how to accept and load parcels, luggage and other items for transport**

*Relevant regulations and insurance:* insurance against injury, damage and loss; hire and reward insurance; Personal Indemnity and Public and Employer Liability insurance where applicable including for school and social work contracts; Health and Safety at Work Act; Control of Substances Hazardous to Health Regulations (COSHH)

*Duty of care:* drivers adhering to a standard of reasonable care while handling and transporting customers luggage/parcels (not in sight, shielded from weather, insured, secured, placed in protective position)

*Vicarious liability:* requirements for drivers who are insured by the operator through an agreed contract

*Substances with special requirements:* requirements for ensuring goods are safe and legal (COSHH Regulations 1998, The Carriage of Dangerous Goods by Road Regulations 1996, Health and Safety at Work Act 1974, licensing conditions and restrictions); COSHH (signs, classification, packaging, capacity, labelling documentation, declaration); special requirements and advice from contract clients such as hospital or laboratory contracts; for special measures need to be trained or given assistance, understand paperwork, know pick-up and drop-off areas, and be aware of contingency plans for emergencies

*Precautions with loading and transporting personal equipment:* keep exits clear; ensure overhead luggage stored safely and securely; valuables hidden from view; ensure passengers are given own luggage when unloading; customer service requirements; manual handling techniques; best practice for loading and transporting different types of goods to include sports equipment, musical instruments

*Manual Handling Operations Regulations 1992:* definition of manual handling (any transporting or supporting of a load including lifting, putting down, pushing, pulling, carrying or moving); assessing the load and risk; knowing your limit; asking for help if needed; clear the paths; use of mechanical help

*Risk assessments:* assessing the task; assessing the load; assessing the route; assessing the driver's ability

*Injuries that can occur:* types of injuries to include sprains, strains; severity of injuries; parts of the body that might be affected to include back, arms, shoulders, legs

*Avoid injuries:* carry out risk assessments; sustain a good level of fitness; keep supple; get out of vehicle when not driving; do not lift if medically exempt; make use of assistance that may be available; follow manual handling regulations

*Accident Book:* legal requirements; details that need to be entered; occasions when it must be filled in to include every accident including minor; employee (driver) duties; employer's duties to include named person; use for liability/injury claims (compensation)

*Kinetic lifting principle:* plan (where item will be set down, path to be taken); make sure path is free of obstructions; stand (close to the load, spread feet to shoulder width, bend knees, keep back's natural posture); hold (load firmly, close to the body); use legs to lift the load in a smooth motion to reduce the strain on the back; carry (close to the body, elbows tucked into the body); avoid twisting the body, turning feet to position yourself with the load

*Illegal goods:* reasonable precautions for avoiding carrying illegal goods; reasonable grounds for refusing to carry goods; consequences of carrying illegal goods (driver/operator can be fined or imprisoned even if unaware); acceptable defences for cases involving the carrying of illegal goods

*Precautions:* risk assessment; question customer; labelling; previous knowledge; high-risk areas and client groups; suspicious circumstances to include cash only or pickup and drop-off at street locations; suspicious addresses; unusual features to include smell or weight; reporting to the police

*Contacting the authorities regarding illegal or suspect (explosive) packages:* what authorities to contact (police, border control, customs, fire); how to contact the authorities; circumstances when the authorities need to be contacted

*Importance of consignment notes:* protection for the driver; protection for the customer; protection for the operator

## **2 Know how to carry out lost property checks and take the appropriate steps to source the owner**

*Check vehicle for lost property:* routine checks (in between journeys where possible, end of shift); precautions (ensure package/luggage is safe — not suspicious, lift correctly, note details straight away including the item, the vehicle/driver, time found, location)

*Assistance to operator/police to source owner:* label property; record details (the item, the vehicle/driver, time, place); driver to get signature that it has been handed in to police/operator/council); store in secure position

*Local licence conditions:* where lost property should be taken to include operators office, police station,

## Unit 9: Transporting of children and young persons by taxi or private hire vehicle

### **1 Understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for purpose**

*Importance of vehicle checks:* what to check to include lights and indicators, washers and wipers, tyres, horn, seat belts, oil; how to check to include oil dipstick; when to check (daily walk-round checks, weekly checks); benefits in checking; implications of not checking to include accidents and injuries, prosecution, loss of licence, livelihood, business and reputation

*Regular vehicle inspections:* intervals for inspections to include servicing schedule, MOT; agencies involved in carrying out inspections to include garage, licensing authority; records of inspections; consequences of failing or avoiding inspections to include prosecution, loss of licence, loss of business

*Terms related to transporting children and young persons:* 'duty of care' — responsibility or the legal obligation of a taxi or private hire driver to avoid acts of 'negligence' (which can be reasonably foreseen) likely to cause harm to others; ensure vehicle is serviced and maintained, all emergency equipment carried, can use all equipment, drive professionally, take extra care of children or young persons, have contingency plans in place

*Seat belt law:* legal responsibilities; types of child seat and child restraints; correct use of child seats and child restraints; travelling in the front or back seats; use of adult seat belts by children; age and size limits; occasions where travelling unrestrained is permitted; penalties, implications and affects of noncompliance

*Legal responsibility of driver:* responsible for ensuring that children or young persons wear the appropriate seat belt or child restraint (under 14 years, below 1.35 m)

### **2 Understand how to safely pick up and transport children and young persons to a destination point where they can be safely handed over to an authorised person**

*Independent Safeguarding Authority (ISA):* role in relation to the transporting of children and young persons by taxi and or private hire vehicle; the ISA's powers; the role and obligations of the driver; the role and obligations of the operator; criminal record bureau (CRB) checks; enhanced CRB checks

*Role and responsibilities within for LA or LEA contracts:* **See below**

#### **Disclosure and Barring Service**

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). The Disclosure and Barring Service's (DBS) role is to help prevent unsuitable people from working with children and vulnerable adults. (DBS checks).

Service Level Agreements (SLA) to include vehicle type and condition, punctuality, agreed pick-up and set-down points, driving standards, standards of care and supervision; drivers' roles and responsibilities; escorts' roles and responsibilities; dealing with difficulties and emergencies; reporting procedures

*Importance of informing of the danger areas around the vehicle:* important to make sure risk of injury is reduced by explanations to passengers; having control measures in place regarding awareness of traffic, other road users, conditions under foot, weather conditions, trip hazards; will reduce potential for injury or embarrassment; avoid potential litigation

*How to enter/exit vehicle:* important to be aware of role and responsibility of driver and escort and how to use specialist equipment; to reduce injury and other risks; will reduce potential for embarrassment; avoid potential litigation

*Importance of maintaining the dignity of the child:* roles and responsibilities in relation to maintaining the dignity of the child when assisting in boarding or alighting (driver's, escort's, carer's/guardian's/parent's); the effects and implications of failing to maintain the dignity of the child when assisting in boarding or alighting; best practice to be used in promoting the dignity of the child when assisting in boarding or alighting

*Ensuring confidence in driver's ability:* behaviour that reinforces confidence in the driver's ability to include safe and smooth driving, sensitivity, courtesy, maintaining passenger's dignity and modesty; avoiding actions and behaviors that could adversely affect confidence in the driver's ability to include poor driving skills, insensitive behaviour and actions, lack of care and consideration; consequences of loss of confidence in the driver's ability

*Driver in charge 'in loco parentis':* legal status 'in place of parents'

*Dealing with problems:*

- unwell or travel sick (carry 'sick bags', question carefully, ask for advice from escort or base, go back home, to hospital or call ambulance)
- distressed or bullied child (show discretion, remain calm, report problems and concerns to an authorised person)
- misbehaviour (use child locks to ensure safety and control, never use physical restraint, remain calm and do not react, use escort for support if applicable)

*Communicating with children:* communication techniques; best practice for communication with children; communicating in different tones of voice; the role and responsibility of escorts, carers, guardians and parents in communicating with children; any special skills, techniques or equipment that might be helpful in communicating with children who have particular difficulties; the effects and consequences of poor communication

*Importance of close contact:* who to maintain contact with (operator, school, college, escorts, carers, guardian, parents); how to maintain contact to include mobile phones, through the radio network, contact numbers; actions if contact is lost or cannot be established; the implications of not maintaining contact or losing contact to include danger or distress to the child, distress to the escorts, carers, guardians or parents, loss of reputation and business

*Handover of responsibilities:* who has responsibility at various stages in the journey (drivers, escorts, carers, guardians, schools, parents); who to hand over responsibility to (escorts, carers, guardians, schools, parents); how to hand over responsibility; contractual arrangements for handing over responsibility; what to do when responsibility cannot be handed over as agreed; the implications of not handing over responsibility as agreed to include danger or distress to the child, distress to the escorts, carers, guardians or parents, loss of reputation and business

*Contingency plan:* the types of unexpected incidents and emergencies to be covered by contingency plans to include accidents, breakdowns, failure of people to turn up at the prearranged time, no one in at the arranged drop-off point; who should be involved in drawing up the plans to include drivers, escorts, carers, guardians, schools, parents; who should the plans involve to include drivers, escorts, carers, guardians, schools, parents; key features of contingency plans; testing and reviewing of contingency plans; the implications of not having effective contingency plans to include danger or distress to the child, distress to the escorts, carers, guardians or parents, loss of reputation and business

*Driver's log/diary:* importance of keeping driver log/diary; information to be recorded; retaining the information (duration); the implications of not keeping a driver's log/diary

### **Transporting children and young person's within a contract supplied by a local authority or LEA (Local Education Authority)**

- Service Level Agreements (SLA) will include at a minimum the vehicle type and condition, punctuality, agreed pick-up and set-down points, driving standards, standards of care and supervision
- Drivers' roles and responsibilities
- Escorts' roles and responsibilities

### **The importance of vehicle safety checks within school and social service contracts**

#### **Benefits in checking:**

- Implications of not checking to include accidents and injuries
- Prosecution
- Loss of licence
- Loss of livelihood
- Effect on business and reputation

#### **Intervals for inspections to include:**

- Servicing schedule, MOT
- Agencies involved in carrying out inspections to include garage, licensing authority
- Records of inspections
- Consequences of failing or avoiding inspections to include prosecution, loss of licence and loss of business

**'Duty of care'** responsibility or the legal obligation of a taxi or private hire driver to avoid acts of **'negligence'** (which can be reasonably foreseen) that are likely to cause harm to others

- Ensure vehicle is serviced and maintained
- All emergency equipment carried
- Can use all equipment

- Drive professionally
- Take extra care of children or young persons
- Have contingency plans in place

## Seat Belt Law

|  | Front Seat                             | Rear Seat  | Who is responsible |
|--|--|--|--------------------|
| Driver   | Seat belt must be worn if available    |  | Driver             |
| Child up to 3 years*   | Correct child restraint must be used*  | Correct child restraint must be used* . If one is not available in a taxi, may travel unrestrained                                 | Driver             |
| Child from 3 <sup>rd</sup> birthday up to 135cms in height (approx 4'5") (or 12 <sup>th</sup> birthday whichever they reach first)** | Correct child restraint must be used** | Where seat belts fitted, correct child restraint must be used. MUST use adult belt if the correct child restraint is not available | Driver             |

# Seat Belt Law

|  | Front Seat                             | Rear Seat  | Who is responsible |
|--|--|--|--------------------|
| Child from 3 <sup>rd</sup> birthday up to 135cms in height (approx 4'5") (or 12 <sup>th</sup> birthday whichever they reach first)** | Correct child restraint must be used** | In a licensed Taxi or PHV;<br>-For a short distance for reason of unexpected necessity; or<br>-Two occupied child restraints prevent fitment of a third.<br><b>A child 3 and over may travel unrestrained in the rear seat of a vehicle if seat belts are not available.</b> | Driver             |
| Child over 135cms in height (approx 4'5") or 12 or 13 years  | Seat belt must be worn if available    | Seat belt must be worn if available  | Driver             |
| Adult passenger (i.e. 14 years and over)   | Seat belt must be worn if available    | Seat belt must be worn if available  | Passenger          |

## **Driver's have a legal responsibility to children up to a certain age or height**

Driver is responsible for ensuring that child or young person wears the appropriate seatbelt or child restraint when they are under 14 years of age and 1.35m in height

## **The importance of maintaining the dignity of the child when assisting with boarding and alighting**

- Be aware of the effects and implications of failing to maintain the dignity of the child when assisting in boarding or alighting, and the best practices that should be promoted

These should include offering assistance without any undo touching of the child or young person.

### Pick-up times

Drivers should always be aware of the importance of keeping to pickup schedules, and particularly where special need children are concerned, as keeping to a regular routine is important to them and can cause distress if not maintained. A contingency plan should always be in place to cover unforeseen emergencies.

### Disclosure and Barring Service

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). The Disclosure and Barring Service's (DBS) role is to help prevent unsuitable people from working with children and vulnerable adults. (DBS checks).

### The roles and responsibilities of a driver and an escort

#### **Driver:**

Drive professionally

All passengers are wearing seatbelts

Maintaining discipline

Report incidents

Ensure vehicle is safely prepared

Maintain safe and friendly environment

#### **Escort:**

Achieve a safe and friendly environment

Assist with boarding and alighting

Maintain discipline

Assist with ramps and wheelchairs

Secure children's seat belts

Escort children to and from the vehicle

### The importance of informing children and young persons of possible dangers

#### **Danger areas around the vehicle that can cause serious harm or injury**

- Important to make sure risk of injury is reduced by explanations to passengers
- Have control measures in place regarding awareness of traffic, other road users, conditions under foot, weather conditions
- This will reduce potential for injury or embarrassment and avoid potential litigation

#### **When and how to enter or leave a vehicle**

- Important to be aware of role and responsibility of driver and escort and how to use specialist equipment;
- To reduce injury and other risks
- Will reduce potential for embarrassment and avoid potential litigation

### **Maintaining confidence in your abilities**

- Behave in a manner that reinforces confidence in the driver's ability to include safe and smooth driving, sensitivity, courtesy, maintaining passenger's dignity and modesty
- Avoiding actions and behaviors that could adversely affect confidence in the driver's ability to include poor driving skills, insensitive behaviour and actions, lack of care and consideration

**'In loco parentis'**: The legal explanation of the term is that you are 'in place of parents'

Close contact should be kept with the operator, school, college or contracting authority in case a problem arises with the transport arrangements.

### **How to maintain contact to include:**

- Mobile phones, through the radio network
- Make sure you have contact numbers
- An action plan if contact is lost or cannot be established

The implications of not maintaining contact or losing contact to include danger or distress to the child, distress to the escorts, carers, guardians or parents

### **Dealing with incidents or emergencies**

#### **An unwell child or travel sick**

Carry 'sick bags', question carefully, ask for advice from escort or base, go back home, go to hospital or call ambulance

#### **Distressed or bullied child**

Show discretion, remain calm, report problems and concerns to an authorised person

### **Misbehaviour**

Use child locks to ensure safety and control, never use physical restraint, remain calm and do not react, use escort for support if applicable

### **Recording of incidents and allegations**

- All information on an incident to be recorded
- Retain the information for at least six months

The implications of not keeping a driver's log/diary can mean that you could be involved in a false claim against you

### **'Handover of responsibilities procedures'**

- Know who has responsibility at various stages in the journey (drivers, escorts, carers, guardians, schools, parents)
- Who to hand over responsibility to (escorts, carers, guardians, schools, parents)
- How to hand over responsibility; contractual arrangements for handing over responsibility
- What to do when responsibility cannot be handed over as agreed
- The implications of not handing over responsibility as agreed to include danger or distress to the child, distress to the escorts, carers, guardians or parents

**Contingency plans** should cover accidents, breakdowns, failure of people to turn up at the prearranged time, no one in at the arranged drop-off point

**Who should be involved in drawing up the plans?** Drivers, escorts, carers, guardians, schools, parents

**Who should the plans involve?** Drivers, escorts, carers, guardians, schools, parents

**Key features of contingency plans to be tested and reviewed on regular intervals**

**The implications of not having effective contingency plans:**

Danger or distress to the child, distress to the escorts, carers, guardians or parents, loss of reputation and business