

**Report for Uttlesford Committee QTP 2009 09 16 draft1.doc**

Report Title:	Present QTP to Uttlesford Licensing Committee
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**Report Objective**

- To request consideration for an Uttlesford Quality Taxi Partnerships (QTP) by the Uttlesford Licensing Committee.

**Background**

- A Quality Taxi Partnership (QTP) is an Essex County Council framework to facilitate joint working between individual organisations.
- It can be used to implement separate initiatives to address specific geographical concerns utilising resources from the various organisation.
- Typical membership includes, ECC, District/Borough Council, Essex Police, Essex County Fire & Rescue and Trade representatives.

**The aims of the Quality Taxi Partnership include:**

- Promote Accessibility to everyday facilities for all.
- Meet the needs of people without access to a car.
- Reduce crime and fear on the transport systems.
- Improve quality and quantity of transport services.
- Support services for people who cannot use conventional services.
- Reduce Road Traffic Collisions that cause death and serious injury.

**The objectives of the Quality Taxi Partnership include:-**

- To improve the customer care skills of drivers.
- To improve on-street waiting facilities for customers.
- To provide priority access where possible through the district.
- To improve working relationships and understanding between partners
- To assist in developing a locally deliverable training package.
- To make taxi journeys as safe as they can be

**Report for Uttlesford Committee QTP 2009 09 16 draft1.doc****How QTP could work in Uttlesford:**

Preliminary discussions with district officers, councillors, trade representatives, Essex Police and Essex County Fire and Rescue have indicated support to create an Uttlesford QTP.

There is a need throughout Essex to improve soft measures such as: attitudes, awareness, understanding, mutual passenger/driver respect, driving skills, information marketing, availability and hard measures such as: vehicles fit for purpose, waiting points, and highways infrastructure improvements.

The taxi and PHV trade are an integral part of our transport network, responsibility of enforcement falls upon the District/Borough Council under Miscellaneous Provisions Act 1976 and the Town Police Causes Act 1847. The Uttlesford Quality Taxi Partnership can use the combined resources and experience of members to make improvements where they have been locally identified.

Possibilities such as:

Reducing the number killed and seriously injured on our roads. A priority for all and statistics show up to 1 in 3 road crashes involve a vehicle being driven for work.<sup>1</sup> The taxi trade often work unsocial hours, on rural roads, to high expectations and demands. There is an opportunity for Essex County Fire & Rescue, Police and the Trade to work together to reduce this through Essex County Fire & Rescue, Community Wheels project.

Improving safety for customers and drivers may be possible through a vehicle CCTV initiative. A pilot scheme is currently being pursued through Basildon Police with installation and purchase costs funded by Essex County Council.

Improving the service through by displaying a passenger charter in vehicles setting out expectations of drivers and customers and how to compliment or complain.

Consider the introduction of compulsory training program for new license application, benchmark current practice and review available training options and funding.

**In conclusion**

While one authority does not have the legislative power or means to enforce change, many organisations can work together for a common goal. A QTP Partnership creates a framework working locally to pursue these goals. The QTP will facilitate this joint working, opening clear communication channels and enable specific objectives and targets to be worked towards through QTP.

The suggestion is for Uttlesford District Council working closely with the Trade, Essex County Council, Essex County Fire and Rescue, Essex Police, to implement an Uttlesford QTP.

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<sup>1</sup> Driving at Work: <http://www.hse.gov.uk/pubns/indg382.pdf>