

**Committee:** Licensing Committee  
**Date:** 11 November 2009  
**Title:** Quality Taxi Partnership  
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**Agenda Item**

**5**

Item for  
decision

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### Summary

- 1 This report has been prepared following a presentation made to this Committee on 16 September 2009.

### Recommendations

- 2 Members consider this report and decide whether they wish to establish a Quality Taxi Partnership in Uttlesford.

### Background Papers

Presentation document to Licensing Committee dated 16 September 2009.  
Uttlesford QTP Agreement  
Passenger Charter  
Accident Casualties figures

### Impact

Communication/ Consultation	Consultation has taken place with Uttlesford Access Group, Community and Leisure Groups and the licensing trade.
Community Safety	The main aim of the Hackney Carriage and Private Hire Trade is to secure the safety and comfort of the travelling public.
Equalities	Transport should be made available to deal with all needs of the travelling public.
Finance	Minimal Officer Time only.
Human Rights	None.
Legal implications	None.
Sustainability	This partnership will help in ensuring that there are sustainable passenger transport services available within the district
Ward-specific impacts	None.
Workforce/Workplace	None.

### Situation

- 3 A Quality Taxi Partnership is a framework to facilitate partnership working in an open and transparent way between the licensed trade and their major stakeholders. Currently the lead authority is Essex County Council who are seeking to roll out this programme throughout the county.
- 4 Stakeholders can include Essex Police, Essex Fire and Rescue Service, trade associations, access groups, the licensing authority. This list is not exhaustive.
- 5 The aims of the partnership can be summarised as follows.
  - Promote accessibility to everyday facilities for all
  - Meet the needs of people without access to a car
  - Reduce crime and fear of crime on the transport systems
  - Improve quality and quantity of taxi/phv services in Uttlesford
  - Support services for people who cannot use conventional services
  - Reduce Road Traffic Accidents that cause death and serious injury
- 6 The objectives of the partnership can be summarised as follows:
  - To improve the customer care skills of drivers
  - To improve on-street waiting facilities for customers
  - To provide priority access for taxi/phv where possible through the district
  - To improve working relationships and understanding between partners
  - To assist in developing a locally deliverable training package (see 11 below)
  - To make all journeys as safe as they can be
- 7 If the Committee ratify the decision to be a stakeholder in this partnership then membership would be open to all qualifying hackney carriage proprietors and drivers and all private hire operators and drivers.
- 8 The criteria of membership would be a voluntary one with proprietors and operators willing to operate in accordance with the charter and to undertake the appropriate training for drivers especially in relation to passengers with special needs. Provide the opportunities for drivers to access free training through Learning Skills Training (see 11 below). It would also allow businesses to display the QTP logo in their vehicles and use the logo on their own letterheads and other publicity material that they may use.
- 9 A formal presentation has taken place to all members of this Committee at a meeting held on 16 September 2009 and informal talks have taken place on 7 August 2009 at which the major stakeholders were present.
- 10 Currently Basildon, Castle Point and Chelmsford Councils have signed up to this partnership for their district and Brentwood, Epping Forest and Harlow look like following suit.
- 11 There is general agreement that improvements to driver training are desirable. Training options will be signposted by Essex County Council and Uttlesford

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- 12 Once established meetings can take place at appropriate times to review the partnership and I would suggest that the vehicle to use would be the UTDA meetings.
- 13 Opportunities to obtain funding for, infrastructure, vehicle CCTV etc. for the partnership is available through Essex County Council and partner organisations. The licensing authority would become a stakeholder but the cost to the authority would be minimal, taking the form of officer time and utilising existing established meetings (as 12 above). Future project specific funding will be explored by the partnership as and when required.
- 14 In 2008 there were 2,626 recorded crimes for this district which range from assaults to violent disorder. 691 of these crimes were detected which relates to a 26% detection rate. From 1 January 2009 to the present date 1909 recorded crimes for this district have taken place with 434 being detected which equates to a deduction rate of 23%.
- 15 Figures that relate to road casualties in Uttlesford have been provided by the County Council and are attached as a background paper.
- 16 The establishment of a QTP in Uttlesford would not replace the role of the licensing committee when considering issues involving the hackney carriage and private hire trade. QTP is a tool for the partners to use to improve the quality of the service provided.

### Risk Analysis

<b>Risk</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Mitigating actions</b>
The district does not act in a uniform manner with the county	1 This authority does endeavour to work in partnership With other councils.	4 QTP will greatly enhance the safety of the travelling public and reduce even further the fear of crime	All stakeholders sign up to this partnership
Lack of funding to support local taxi/phv initiatives	1 The County Council is prepared to fund this partnership	4 The QTP will increase access to services and greatly enhance the safety of the travelling public	All stakeholders sign up to this partnership

1 = Little or no risk or impact.

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2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required.

4 = Near certainty or risk occurring, catastrophic effect or failure of project.