

Committee: Licensing & Environmental Health

Date:

Title: Review of Driver Training Course

February 2023

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Item for decision:
Yes

Summary

1. This report is for Members to consider a request from the trade to remove the requirement for new licensed hackney carriage & private hire drivers to undergo the test element of the mandatory driver safeguarding training course. This does not affect the geographical test element for Hackney carriage drivers.

Recommendations

2. It is recommended that Members consider the contents of this report and determine whether to remove the requirement for new hackney carriage & private hire drivers to undergo the pass or fail exam paper at the end of the mandatory driver training course.

Financial Implications

3. Removing the final test paper from the training day would not have a financial impact upon the Council's training provider, Green Penny Ltd, it would still charge the same fee for providing the course content. There would be no reduction in the fee the drivers currently pay.

Background Papers

4. Appendix A Sample exam paper

Impact

- 5.

Communication/Consultation	This report has been presented to the Committee following concerns that were raised with Licensing Officers by the private hire trade that they found potential new drivers were being deterred from taking up employment if they had to undertake an exam as part of the application process.
Community Safety	None
Equalities	None
Health and Safety	None
Human Rights/Legal Implications	None

Sustainability	None
Ward-specific impacts	None
Workforce/Workplace	None

Situation

6. The Council's mandatory driver training course for new and existing Hackney Carriage (HC) and Private Hire (PH) drivers became effective on 8 June 2021. From this date, no application for either the grant of a new HC or PH driver licence or the renewal of a HC or PH driver licence would be considered unless the applicant had successfully undertaken and passed the training course and associated test.
7. The driver training course covers a number of areas such as; disability and equality awareness, customer service, driver safety, and safeguarding. The Committee adopted the course as a mandatory licensing requirement following identified vulnerability gaps in the Council's discharge of its duty in ensuring the drivers licensed by it are 'fit and proper' with the overriding consideration of public safety.
8. Furthermore, the Department for Transport's Statutory Taxi and Private Hire Vehicle Standards of July 2020 require that Licensing Authorities should mandate HC and PH drivers to undergo safeguarding training. The recommendations were only minimum standards and how individual authorities devised and implemented the course was down to our own needs and interpretation using our licensing policy and knowledge of our trade as guidance. UDC is meeting those expectations by mandating safeguarding awareness amongst other training areas relevant to the promotion of both driver and public safety.
9. Whilst the guidance mandated that safeguarding training should be part of the "Fit and Proper" process for HC and PH drivers, it never stipulated that an exam should formulate part of the training process. The aim of safeguarding training is to help drivers and operators provide safe and suitable services to vulnerable passengers of all ages, help recognise what makes a person vulnerable and understand how to respond, including how to report safeguarding concerns and where to get advice.
10. Licensing Officers have been approached by the Uttlesford private hire trade who are concerned about their ability to fulfil vital contracted services, in particular Home-to-School Transportation. While the lack of drivers continues to be a nationwide issue, the trade has stressed that the Council's requirement for new licensed drivers to undergo a test at the end of the mandatory training course is exacerbating an already difficult situation. The vast majority of drivers recruited to do home-to school contract work are often older members of the public who have not taken an exam since leaving school, this deters them from completing the process once they have shown interest in the job role.
11. The proposal being put before the Committee is to consider whether to remove the test paper at the end of the mandatory safeguarding course for new drivers if they feel it's overburdensome and would help operators to recruit new drivers to

help fulfil contractual requirements and provide a wider service to the public. Or to leave the final exam if they feel a test is an appropriate way of measuring the candidates understanding of the training provided. Each candidate gets three attempts at the course with a fourth after referral to the licensing manager. There is also an online pre assessment that candidates can take prior to booking a course to give them the feel of the content.

12. For the assistance of the Committee, the statistics provided below show the numbers of licensed drivers that have taken the safeguarding course since June 2021.

Course attendance:	
Total number of drivers that have attended the course	987
Number of drivers that have sat the Existing Driver course	555
Number of drivers that have sat the New Driver course	432
Total number of drivers that have failed following 4 attempts	2

KPI (all drivers)	
Overall Pass Rate %	99.98%
Total failure %	00.02%

13. It is important to note for clarification purposes that this proposal is for the removal of the test paper at the end of the training course for new drivers. All drivers would still need to attend the one-day training course and Hackney Carriage drivers would still have to take and pass the geographical test element.

14.

Pros

- Drivers may be less concerned and anxious about the test which can manifest itself into the entire day.
- Shorter day for drivers.
- A Shorter day could allow for a greater choice of available venues as many that we have enquired with do not allow for a late finish to the day i.e. 6PM finish.

Cons

- Delegates are likely to be far less engaged throughout the day as they will think they just need to attend the day.
- The opportunity for education and learning will likely be less for the above reason.
- Delegate behaviour and attitude may well be more negative and less disciplined if attendance only.
- No recorded assessment of delegates understanding of course content.
- Delegates with poor understanding of English language will be more difficult to identify as there will not be a recorded assessment of their reading/writing skills. This will also affect one of the agreed KPIs, KPI 4 Reporting of Test Results.



Initial Driver Course Test

Test: C2

Candidate surname: _____

Candidate first name: _____

Candidate date of birth: ____/____/____

Date of course test: ____/____/____

For admin use:
Place candidate's driving licence here
before scanning.

PLEASE READ:

1. You have 45 minutes available to you to answer 20 questions.
2. To pass the test, you will need to score a minimum of:
 - 4/5 within each of the 4 question categories, and
 - 8/10 on essay questions within the 20 questions.
 - 8/10 on multiple choice questions within the 20 questions.
 - A minimum total of 16 correct answers.
3. You **MUST** switch off your mobile phone and put any study materials away for the duration of the test.
4. You **MUST NOT** speak to anyone else or share answers with anyone else in the room.
5. Please circle your chosen answer/s where you are asked a multiple-choice question.
6. Only select one answer per question unless the question states otherwise.
7. If you have finished answering all of the questions before the time runs out, please raise your hand and the tutor will assist you. Please have your driving licence to hand for submission of your test paper.

PLEASE DO NOT TURN OVER THIS PAGE UNTIL YOUR TUTOR ADVISES YOU TO.



Start of test.

Question 1. Which of the following applies to you as a Hackney Carriage or Private Hire driver?

Answer:

- a) Health and Safety at Work Act 1974
- b) Road Traffic Act 1998
- c) The Equality Act 2010
- d) Town Control of Substances Hazardous to Health Regulations (COSHH 2002)
- e) All the above

Question 2. Name 3 different vehicles that may be exempt from licensing.

Answer:

Question 3. You are on your way to pick up a regular customer, a member of the public tells you that one of your tyres looks seriously under-inflated. Which of the following should you do?

Answer:

- a) Continue your journey to pick up the customer and deal with the tyre later.
- b) Contact the customer to inform them that you cannot carry out the journey until the tyre is repaired or replaced. Try to work with the customer to find a solution.
- c) Continue with your day but drive much slower.
- d) Continue with your day but drive much faster.

Question 4. Explain why it is important for drivers, vehicles, and operators to be licensed.

Answer:



Question 5. Which of the following attributes is NOT considered by the local authority when determining if a person is 'fit and proper'?

Answer:

- a) Does the applicant have a criminal record?
- b) Does the applicant hold a Full UK driver's licence?
- c) Does the applicant have experience as a driving professional?
- d) Does the applicant meet immigration/residency requirements and status?

Question 6. When are Taxi and Private Hire drivers exempt from wearing a seat belt in a licensed vehicle?

Answer:

Question 7. Which of the following should you NOT do when picking up or dropping off at transport hubs and hospitals?

Answer:

- a) Cooperate with police, staff, and security measures.
- b) Abide by the parking officer or marshal's requests.
- c) Block access for emergency vehicles or security vehicles
- d) Keep up to date with specific rules and regulations.

Question 8. Explain why it is important to use signals when stopping to pick up or drop off passengers.

Answer:



Question 9. You start your vehicle and find a red warning light on your dashboard. Which of the following should you do?

Answer:

- a) Stop using the car immediately and get the vehicle checked by a qualified mechanic as soon as possible.
- b) Book the car in to be checked and carry on working as normal in the meantime.
- c) Continue to use the car as normal as long as it feels safe to drive.
- d) Ask another taxi driver for advice.

Question 10. Explain what you would look for when checking that a tyre is legal and safe for use on the road.

Answer:

Question 11. You have a safeguarding concern about another driver. Which of these should you do?

Answer:

- a) Talk to the driver directly to raise your concerns
- b) Report to a safeguarding lead or to a manager
- c) Tell other drivers about your concerns
- d) Ignore it as it is none of your business

Question 12. Explain how you would help a customer with limited mobility.

Answer:



Question 13. You are picking up a blind passenger with a guide dog and have just arrived outside their house. Which of these should you do?

Answer:

- a) Sound your horn to let them know you have arrived
- b) Get them into the vehicle as quickly as possible, for their own safety
- c) Ensure their guide dog is safely back in the house before you leave
- d) Ask the passenger what assistance they require and help as best you can

Question 14. Name 2 different types of abuse.

Answer:

Question 15. How does the piece of law 'working together to safeguard children 2018' define a child?

Answer:

- a) Anyone who has not yet reached their 18th birthday
- b) Anyone still in full time education
- c) Any person living at home
- d) Any person in primary school

Question 16. Explain why it may be easier for people to use a taxi service.

Answer:



Question 17. Select three answers that describe things you can do to give good customer service.

Select three answers

Answer:

- a) Tell people you are having a bad day
- b) Drive faster to get the customer to their destination sooner
- c) Help customers with luggage
- d) Keep the customers change as a tip
- e) Be reliable
- f) Be civil and respectful

Question 18. Explain how poor customer service will affect customer expectations.

Answer:

Question 19. Your customers fare is £11.70, and the customer gives you a £20.00 note. What change will you give?

Answer:

- a) £10.30
- b) £9.30
- c) £8.30
- d) £7.30

Question 20. What is a table of fares?

Answer:

End of test