

1. Driver 2 October 2015

Is this to be supplied by you or is it yet another charge to be found from our earnings?

From my own point of view if it's to be found by myself then it bears the question is it worthwhile for me to keep my badge now that I am part time.

2. Driver/Proprietor 2 October 2015

As a responsible business owner I appreciate & understand this kind of training. However! There are certain questions to be answered.

- Cost?
- Training?
 - *Would it be online?*
 - *Attending an establishment?*
 - *Length of training?*
 - *Effects of not successfully completing training?*
- *How will this training benefit drivers?*

My understanding of this kind of training is that records need to be kept & information has to be acted on. This could potentially mean a driver will need to testify in a court of law regarding any findings. Ordinarily, as a good human, this wouldn't be a problem.

I have been involved with the Fostering System for 15 yrs, I fully understand the ramifications of getting involved with individuals regarding loved ones especially in a small place like the Island. That is something I have chosen to do.

As a driver, it should be their choice, not compulsory! I would hope my drivers would do the right thing, but I wouldn't force them to get involved. As taxi drivers, we get very little support from licensing or the local police, why would they want to get involved with something that could potentially leave them vulnerable?

In the real world, there are people that even with this type of training, will not want to get involved.

The question has to be asked! is this just another way to add cost & pressure on a trade that is already having a hard time?

The best way to safeguard passengers & drivers would be CCTV with audio.

On the whole, I am in support for any initiative to improve both the reputation & safety of the Taxi Trade.

Licensing Reply 5 October 2015

Thank you for taking the time to reply and please see my reply to the issues you have raised.

The training will more than likely be an on line course which can be undertaken at home or anywhere where you can obtain an internet connection. If need be we will be able to provide help to those who do not have access to the internet.

There will be no additional cost for undertaking the training.

The training will be aimed at ensuring that the driver is fully equipped with dealing with safeguarding issues. Over the past couple of years there has been a number of high profile safeguarding cases which have involved taxi drivers. It is therefore essential that the council, as a part of their assessment of ensuring a person is fit an proper to hold a licence that this training is undertaken. The training will not only ensure that the passengers are safe but as important we need to ensure that all drivers are fully equipped to deal and identify issues should they arise while driving a taxi.

I do not quite understand some of your comments regarding testifying etc. If an incident happened now they would still need to provide statements etc to the police, which could ultimately result in giving evidence. Drivers currently are extremely vulnerable; the training will hopefully provide them with additional skills to deal with safeguarding incidents if they were to happen.

Currently you are able to put CCTV in your vehicles following approval from ourselves; however a recent case involving Southampton City Council ruled that audio cannot be used.

3. Driver/Proprietor 3 October 2015

What is safeguarding training and who does it and who pays for it and how much is it??

Licensing Reply 6 November 2015

May I firstly apologise for my delay in responding to your email.

The purpose of the training is to heighten awareness of safeguarding issues which taxi drivers may be exposed to during their routine work. It is also extremely important they are protected as well; the training will also encompass some information regarding driver safety around this subject.

The training will be web based and there will not be an increase to the current fee to cover the training nor will drivers be charged an additional fee for drivers to undertake it.

I hope this provides the information you were seeking.

4. Driver 5 October 2015

I'm writing to you in response to your letter dated 30th September and your request for my opinion on safeguarding training.

My thoughts on this are how does the Isle of Wight Council (IOW) hope to achieve the safety of passengers with safeguarding training of taxi drivers? I cannot recall any occasions that high profile safeguarding issues have occurred on the Island.

Is the purpose of this proposed training meant to raise awareness of the various types of abuse and associated indicators, with the subsequent reporting procedures?

It's plainly wrong in my opinion to assume that taxi drivers are going to be equipped adequately to spot abuse by taking a one day, or online safeguarding course.

What would be the legal consequences of a taxi driver mistakenly reporting what he/she thought was abuse incorrectly?

Is a taxi driver the sort of person who should be taking on the complex assessment of a situation in what normally is a 15-20 minute taxi journey? There are certain professions in everyday life that have a statutory responsibility to report the different types of abuse and their indicators, taxi drivers are not among them. One could argue that we all have a moral responsibility to report, but isn't that opening a whole new can of worms?

And finally how does the Council propose to finance these courses or do they expect the drivers themselves to pay for the training?

Licensing Reply 7 October 2015

Thank you for taking time to provide me with you thoughts.

There have been a number of high profile cases nationally where taxi drivers have been part of large scale exploitation and sexual offences cases. Local authorities are being urged to ensure that all drivers have an understanding and awareness of safeguarding issues. The training course being proposed will help heighten the awareness and provide some help to drivers if they are confronted with issues. The training will not mean that they are fully qualified in child protection issues and we are certainly not expecting them to become case workers. We just need to ensure that they are aware of the signs and know how to report them properly.

The training will be web based and will be included within the current fee.

I hope this addresses any concerns you have.

Further reply 16 October 2015

Thank you for your reply of 7th October.

I am not happy that the Isle of Wight Council sees fit to spend council tax on hare brained PC schemes like this whilst closing libraries, public conveniences and other public services.

Reply from Licensing 22 October 2015

Thank you for your comments these will be included in the report which will be considered by the Executive in January 2016.

For clarification, the costs of this will be from License fees, not council tax receipts.

Further reply 23 October 2015

Thank you for your reply of 22nd October.

To hear that the proposed safeguarding training costs are to be met from license fees does make the slightest bit of difference to my opinion that it is a complete waste of money. Taxi drivers work very long hard hours to make a survivable income in a harsh

environment. To hear that license fee money is being squandered on PC schemes like this must be very comforting to them.

5. Driver/Proprietor

7 October 2015

Having read the attached letter before we make any comments on the Safeguarding Issue please could you give us a few more details about the required training and costs involved?

Also as this would affect all licensed drivers was the letter sent to all drivers?

Reply from Licensing 22 October 2015

The purpose of the training is to heighten awareness of safeguarding issues which taxi drivers may be exposed to during their routine work. It is also extremely important they are protected as well; the training will also encompass some information regarding driver safety around this subject.

The training will be web based and there will not be an increase to the current fee to cover the training nor will drivers be charged an additional fee for drivers to undertake it.

The only cost to the driver will be the time it will take to complete the training.

This type of training is being encouraged throughout the country.

I hope this provides the information you were seeking.

6. Driver/Proprietor

12 October 2015

With regard to the proposed safeguarding training I would like it recorded that, as an experienced operator myself and my drivers are;

1. Well aware of the potential problems we face and how to deal with them.
2. If you wish to offer/insist on safeguard training, then it should be done as a one off for new licences.

Therefore (after consulting with my drivers) we do not want to be obligated to training on how to safeguard ourselves or our passengers.

Reply from Licensing 6 November 2015

Thank you for your comments regarding the proposed safe guarding training.

I will be including your comments in the report which will go to Committee for decision.