

REPORT OF CORPORATE DIRECTOR CITY DEVELOPMENT

REQUEST TO VARY ASPECTS OF THE APPLICATION PROCEDURE FOR INITIAL HACKNEY CARRIAGE/PRIVATE HIRE DRIVERS LICENCES

1.0 SUMMARY

This report is to both advise the Committee of a training course which is offered by Peoples College, Nottingham to provide training for potential Taxi drivers, and to request that approval be given to allow some exemptions from current licensing requirements for persons attending this course. A copy of the course programme is attached at appendix "1"

2.0 RECOMMENDATIONS

2.1 It is recommended that applicants attending the course at Peoples College be exempted from undertaking the following current criteria when applying for an initial grant of a combined drivers licence.

1. Topography Test
2. Driving Assessment

2.2 It is further recommended that approval be given for the application process to be amended to allow applicants to undertake a Criminal Record Bureau conviction check at the start of the course. (The course duration is 13 weeks.) This should allow sufficient time for the search results to be returned and processed.

3.0 BACKGROUND

Following representation from the private hire trade resources have been identified through partner agencies including Economic Development, to promote and enable persons from low income groups to undergo training that will equip them to work as licensed taxi drivers. Applicants will still have to undergo the normal 'fit and proper person' checks but would be exempt from the need to undertake the topography and driving assessment elements as these will be provided for on the training course. The driving assessments would be catered for by Midland School of Motoring. The topography section is covered in the IT section of the course where students will study route planning, map reading and looking at places of interest. Currently applicants for the standard topography are expected to bring an A to Z map of Nottingham so that they can answer the topography questions. The Exemptions would not apply to the vehicles that they eventually use as these are subject to a separate licence assessment.

4.0 PROPOSALS

4.1 Applicants attending the Taxi Drivers Academy run by Peoples College will undertake a 13 week (15 hours a week) course which will provide them with a basic knowledge and understanding of both the Taxi trade and associated matters which should be sufficient for them to enter the trade at the end of the training.

4.2 That exemptions will be granted for the knowledge and driving assessment for applicants attending this course.

4.3 Applicants attending the course will be residents of disadvantaged areas/groups and will be identified by the Economic Development Section.

4.4 The Taxi Licensing Section will have an input into each course run which will focus mainly on the conditions of their licence and the standards expected by the Council.

5.0 FINANCIAL IMPLICATIONS

5.1 Currently a fee of £25.00 is levied for each topography test. This income would be lost to the Taxi Licensing Section in these cases. It is not known at this time how many applications would be affected and it is therefore not possible to financially quantify the effect this would have on the service overall.

5.2 A fee of £25.00 is levied for the driving assessment currently undertaken by all new applicants. This fee is paid direct to the Passenger Services who undertake all assessments of new drivers. Any reduction in income would not have a major impact on the level of assessments undertaken by Passenger Services which would still amount to approximately 450.

6.0 LEGAL IMPLICATIONS

7.0 OBSERVATIONS OF OTHER OFFICERS

None

8.0 EQUAL OPPORTUNITIES IMPLICATIONS

The opportunity to attend the course is available to all applicants who fulfil the criteria set by the Economic Development Section.

9.0 CORPORATE OBJECTIVES

To explore the possibility of training new applicants from deprived areas to be private hire/hackney carriage licence holders is part of the Taxi Licensing Service development plan for 2004/05. It is anticipated that the provision of this course will fulfil part of this objective and also that the public of Nottingham will be served by trained and efficient taxi drivers.

10.0 BEST VALUE

Funding is provided by the Economic Development Section of the Council and the cost to the Taxi Licensing Section is that of the indirect cost of an Officer participating for a couple of hours every quarter year to discuss taxi licensing issues with the students.

11.0 List of background papers other than published works or those disclosing confidential or exempt information

None

12.0 Published documents referred to in compiling this report

None

13.0 CRIME & DISORDER IMPLICATIONS

The training of drivers in customer care skills may enable them to defuse situations at which the Police or other emergency services could be required to attend.

14.0 Copyright Acknowledgement

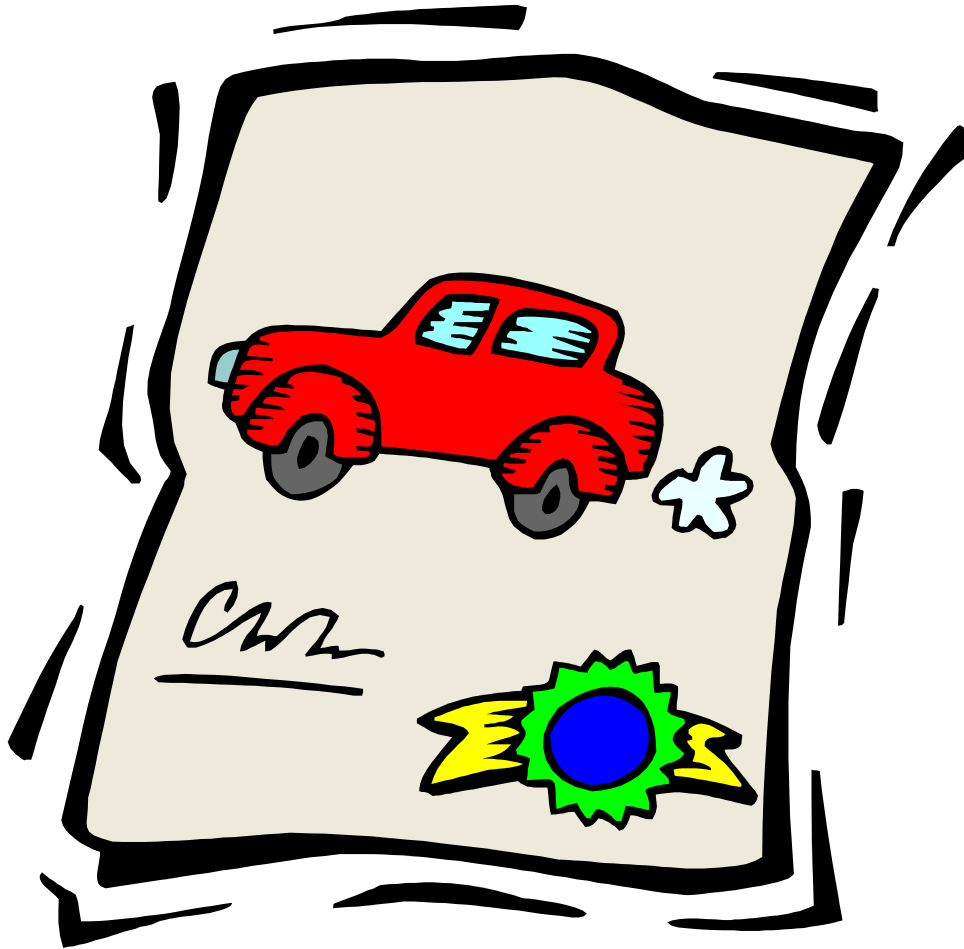
None

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TAXI ACADEMY



STUDENT HANDBOOK



***** WELCOME TO THE COURSE *****

The aim of this course is to introduce you to some of the skills necessary for a career as a taxi driver. These will be gained through a series of OCN modules and driving lessons along with visits to potential employers.

COURSE STRUCTURE

The course will take place two and half days a week for thirteen weeks. The training will be provided at the college. For part of the course students will go out for driving lessons and employer visits.

DAYS AND TIMES

Monday	9.30am - 12pm	12.30pm - 3pm
Tuesday	9.30am - 12pm	12.30pm - 3pm
Wednesday	9.30am - 12pm	

DATES

Week Commencing	Activity
7 th September 2004	Start of Course
	Holiday
	Holiday
	Bank Holiday - Monday only
TBA at end of course	Driving lessons
	Bank Holiday - Monday only
8 th December 2004	Finish of course
6 th December 2004	Driver Enhancement Theory

REQUIREMENTS

The course requirements are:

- You hold a valid UK driving license
- That you attend at least 80% of the course.
- That you submit the work required for assessment.
- That you notify us of any lateness or absence
- That you attend the employer visits
- You participate in the driving lessons

TIMETABLE

MONDAY	TUESDAY	WEDNESDAY
9.30am - 12pm	09.30 - 12.00	09.30 - 12.00
Motor vehicle maintenance Room TBC Victoria Pepper	Basic skills Room TBC Tutor TBC	People skills & customer care Room TBC Barry Fogerty
12.30 - 3.00	12.30 - 3.00	
IT Room 112 Jo Saunders	1st Aid (4 wks) then Jobsearch skills Judith Jones Ann Elliott	

ASSESSMENT OF LEARNING

There are no exams to take on this course; you will be assessed on your course work. All of the work you produce in each module will go into portfolios (folders), which are marked by the tutors and checked by a moderator from OCN (Open College Network). Once the moderator has Ok'd the folders, you will be issued with certificates for each module.

CONTACT DETAILS

REASON	CONTACT	NUMBER
Lateness/absence	People's College	9128772/9128749
Travel Expenses/ Driving Lessons Queries	Antony or Kyla at Nottingham Works	9155276/9155291
Course queries	Course Team Leader	

OCN Units - What's included:-

- **Motor Vehicle**

- ~ General vehicle checks
- ~ Routine maintenance
- ~ Safety checks
- ~ Knowledge of different vehicles

- **Information Technology (IT)**

- ~ Understanding software and hardware
- ~ Basic word processing to include typing up a report
- ~ Emailing and using the internet
- ~ Researching and planning routes and places of interest
- ~ Understanding terminology used
- ~ Creating timesheets
- ~ Printing and saving files to the PC or disk etc.

- **People skills & customer care**

- ~ Providing good customer care
- ~ Comfort of passengers
- ~ Meeting and greeting people
- ~ Manual handling
- ~ General communication skills
- ~ Team work and the importance of different roles
- ~ Handling difficult situations/customers
- ~ People's rights (equality and diversity awareness)
- ~ Data protection rights and customer rights
- ~ Dealing with complaints etc.

- **Job Search**

- ~ How, when and where to look for jobs in this industry
- ~ Identifying job search opportunities
- ~ How to prepare for interviews and how to present yourself
- ~ Creating a CV
- ~ Application form guidance
- ~ Mock interviews
- ~ Speculative approaches to employers

- **First Aid**

- ~ Basic first aid
- ~ What you can and cant do/administer to people
- ~ The recovery position
- ~ Potential issues which may arise in a taxi
- ~ How not to panic etc!

- **Basic skills**

- ~ Numeracy and literacy
- ~ Handling money
- ~ Basic book keeping
- ~ Report writing (for accident reporting) etc.

- **Driving Lessons**

These will be at the end of the course and designed as a refresher for people. There will be a session on theory then you will go out in the car with Midland School of Motoring and refocus on safe driving highlighting potential hazards, things to look out for, respecting other road users etc.

- **Employer Visits**

We are working with the Association of Nottinghamshire Private Hire Operators who has agreed to guarantee interviews for students who successfully complete the course. A visit to the association will be built in to the course.

Private hire companies who are members of the Association include:

- Central Cars
- Clifton Cars
- DG
- Trent Cars

GOOD LUCK WITH THE COURSE!

