

# Regulatory Committee

10.00am, Monday, 6 February 2023

## Taxi and Private Hire Car (PHC) Training Update

Executive/routine

Wards

Citywide

Council Commitments

N/A

### 1. Recommendations

---

1. Committee is recommended to:
  - 1.1.1 Note the contents of this report; and
  - 1.1.2 Agree that the next stage of driver training will commence as set out in the revised timeline (paragraph 4.15).

#### Paul Lawrence

Executive Director of Place

Contact: Andrew Mitchell, Regulatory Services Manager

E-mail: [andrew.mitchell@edinburgh.gov.uk](mailto:andrew.mitchell@edinburgh.gov.uk) | Tel: 0131 529 4042

Contact: Gordon Hunter, Regulatory Officer

E-mail: [gordon.hunter@edinburgh.gov.uk](mailto:gordon.hunter@edinburgh.gov.uk) | Tel: 0131 469 5774

## Taxi and Private Hire Car (PHC) Training Update

### 2. Executive Summary

---

- 2.1 This report provides an update on the Taxi and Private Hire Car (PHC) Driver Training Foundation Course and the proposals to commence the three day course for existing drivers.

### 3. Background

---

- 3.1 Committee agreed on [21 November 2016](#) (on item 6.3 - Licensing Policy Development – Taxi and Private Hire Driver Training Consultation Update) to adopt:
- 3.1.1 A compulsory training programme for all new taxi and PHC drivers, with a requirement to gain a qualification prior to the grant of a licence;
  - 3.1.2 A new training programme for all existing taxi and PHC drivers, on completion of which they have an option to sit an assessment formally recognising their achievement;
  - 3.1.3 The proposal that all existing taxi and PHC drivers will be required to complete refresher training every three years thereafter, and
  - 3.1.4 That the training should be delivered in-house.
- 3.2 The training was designed to provide a structured programme for all new and existing taxi and PHC drivers, providing the knowledge and skills required of a professional driver, and to meet the requirements of the Council as licensing authority. A phased approach was planned from the outset, initially targeting new taxi and PHC drivers.
- 3.3 Training was due to start in Spring 2020, but this was not possible due to the COVID-19 pandemic. As a result, Committee agreed to delay the full training programme.
- 3.4 Notwithstanding the constraints created by the pandemic, it was recognised that there was still a need for training for new drivers entering the trade, and an online solution was developed. This training was rolled out to all new drivers from December 2020

## 4. Main report

---

### **Taxi and PHC Driver Training Foundation Course**

- 4.1 The Foundation course provides support to new drivers entering the trade. It has been designed to raise standards and to be a precursor to rolling out full training to all drivers in 2023.
- 4.2 To date, 21 training courses have been delivered to over 700 new taxi and PHC drivers entering the trade. The courses have been well received with excellent feedback on the content and delivery.
- 4.3 It is intended that this course will continue as an entry level course for new drivers, which will enable them to begin working and to gain practical experience prior to completing the full training course.

### **Taxi and PHC Driver Training Course**

- 4.4 The agreed training programme consists of a three day course, comprising six theoretical and two practical units (Appendix 1). The course is designed to be classroom based, combining instructor led theory, group discussions and group practical activities. The course will offer participants an opportunity to sit a final qualification assessment as part of their accreditation. Committee previously agreed that the assessment would not be compulsory during the first round of training, and this would be reviewed thereafter.
- 4.5 The learning outcomes and assessment criteria were identified in relation to each of these units, and the initial work that was carried out to lesson plans and training material is being revisited to ensure that all material and content is appropriate, relevant and current, especially with respect to legislative provisions.
- 4.6 In addition, course accreditation requires additional work prior to the roll out of the course.
- 4.7 It is anticipated that this material will be completed and ready for delivery in October 2023.

### **Refresher Training**

- 4.8 Refresher training will be required every three years after all existing drivers have completed the three day training course.
- 4.9 Work has yet to commence on the proposed one day mandatory refresher training course. It is intended that this course will enable continuous professional development for the trade and will allow the Council to provide regular updates on any changes to legislation or conditions, allow for recertification of a first aid qualification if necessary, and address areas of concern - including complaints.
- 4.10 This work will commence once the main training course has been finalised and rolled out.

## **Training Delivery**

- 4.11 Training will be delivered 'in house' by Council staff. Recruitment of additional staff has commenced to deliver course content and to develop the final training materials, including a training manual, trainer's notes, PowerPoint presentation and assessment questions.
- 4.12 Given the specialist nature of some of the modules, it is intended to obtain external support for these elements of the course. Whilst initial discussions did take place with suitably qualified trainers, this will require to be revisited. It may be necessary to carry out a procurement exercise to identify appropriate trainers to deliver the practical elements of the course.

## **Accommodation**

- 4.13 Three classrooms have been identified and set up at the Murrayburn depot at 33 Murrayburn Road. This brings all of the Taxi and Private Hire Licensing functions into one building, including the Taxi Examination Centre office.
- 4.14 The new Taxi and Private Hire Centre has been designed to be a centre of excellence/'one stop shop' for all taxi and Private Hire licensing applications, processing and vehicle examinations, and also includes suitable facilities for training.

## **Summary**

- 4.15 Committee is asked to note the course arrangements set out above and to agree the timeline as follows:
  - 4.15.1 The current Foundation Training Course will continue as an entry level course for the hire car trade;
  - 4.15.2 The three day training course will roll out from October 2023; and
  - 4.15.3 Work will be undertaken in relation to the one day Refresher Training course, aiming for the first refresher training to be available in October 2026.

## **5. Next Steps**

---

- 5.1 If the timeline for training is agreed, officers will correspond with the trade on new arrangements for training and will finalise training content, accreditation and training programme arrangements.

## **6. Financial impact**

---

- 6.1 The cost of training will be borne by the applicant and will not have an impact on the Civic Government (Scotland) Act 1982 licensing budget.
- 6.2 Previously, the planned price of the three day course was £300. This was based on prices during financial year 2018/19 and this price will need to be revised based on the subsequent cost of inflation.

## **7. Stakeholder/Community Impact**

---

- 7.1 The contents and recommendations neither contribute to, nor detract from, the delivery of the three Public Sector Equalities duties.
- 7.2 The contents and recommendations described in the report do not deliver any outcomes relating to the ten areas of rights, nor do they enhance or infringe them.
- 7.3 There is no environmental impact arising from the contents of this report.

## **8. Background reading/external references**

---

- 8.1 None.

## **9. Appendices**

---

- 9.1 Appendix 1 - Training Modules for Full Drivers Trainer Course

## Appendix 1- Training Modules for Full Drivers Trainer Course

Unit 1	<b>The regulatory framework of the taxi and private hire industry</b>
LO1	Understand how to meet the requirements to hold and retain a licence to drive and work within the taxi and private car hire industry
LO2	Know the requirements and Local Licensing conditions in relation to taxi or private hire cars (PHC)
LO3	Know how to work and discharge the duties and responsibilities of a taxi /PHC driver/vehicle licence holder within the regulatory framework for carrying passengers for hire and reward
Unit 2	<b>Road safety when driving passengers in a taxi or private hire vehicle</b>
LO1	Understand factors that can affect a driver's judgement and concentration
LO2	Know how to transport customers in a safe and comfortable manner.
LO3	Know the compliance requirements in respect of the vehicle and driver licence conditions and legal requirements
LO4	Understand how to respond to an emergency or incident when driving a taxi or private hire vehicle
Unit 3	<b>Professional customer service in the taxi and private hire industry</b>
LO2	Know the requirements, local licensing conditions and precautions in relation to carrying goods and parcels
LO3	Understand how to use communication skills to avoid conflict and minimise personal risk
LO4	Know how to deal with customer grievance and handle complaints effectively
LO2	Know the requirements, local licensing conditions and precautions in relation to carrying goods and parcels
Unit 4	<b>Picking up and setting down passengers and fares in the taxi and PHC industries</b>
LO1	Know rules, safety measures and restrictions related to picking up and setting down passengers
LO2	Know how to accurately charge out a fare for transporting passengers within a hire and reward system
LO3	Understand the benefits and restrictions/conditions that drivers have to be aware of in respect of electronic means of communication
LO4	Understand the requirements of the operation of a booking office
Unit 5	<b>Transporting of children and young persons by taxi or private hire vehicle</b>
LO1	Understand the role of the driver in ensuring that the vehicle and its ancillary components are fit for transporting children
LO2	Understand how to safely pick up and transport children and young persons to a destination point where they can be safely handed over to an authorised person
Unit 6	<b>Taxi and private hire services for passengers who require assistance</b>
LO1	Understand anti-discriminatory legislation
LO2	Understand how to recognise when passengers require assistance
LO3	Understand how to provide an appropriate service for customers who may experience difficulties in using taxis and private hire cars (PHC)
LO4	Understand how to assess risk and how to describe the types of specialist equipment for transport of passengers travelling in a wheelchair

LO5	Be able to demonstrate safe wheelchair assistance to passengers with a disability who require entry and exit to and from an accessible vehicle.
LO6	be able to provide safe assistance for customers who want to transfer to and from wheelchair to the vehicle
Unit 7	<b>First Aid</b>
LO1	Understanding the principles of First Aid?
LO2	Understand Incident Assessment requirements
LO3	Be Able to Conduct a Primary Survey
LO4	Management of an Unresponsive Casualty
LO5	Be able to assist a casualty with a breathing difficulty
LO6	Be able to recognise when a casualty is not breathing
LO7	Be able to provide first aid to a casualty with external Bleeding
LO8	Be able to provide first aid to a casualty following electrocution
Unit 8	<b>Public Protection: Awareness Raising and Response</b>
LO1	Understand what is meant by public protection
LO2	Understand how to identify different types of harm and possible alerting signs
LO3	Consider Adult and Child Protection – Domestic Abuse – Human Trafficking and Child Sexual Exploitation
LO4	Understand what action to take if concerned that a child or adult is at risk of or is suffering harm.
LO5	Have an awareness of the principles within adult and child protection legislation and issues of Domestic Abuse, Child Sexual Exploitation and Human Trafficking