







# Mandatory Safeguarding Refresher Training for Taxi and Private Hire Drivers - Redditch Borough Council



## 2. About you

1. Are you responding as:				
Answer Choices			Response Percent	Response Total
1	A licensed hackney carriage / private hire driver		84.85%	28
2	A user of taxi and / or private hire vehicles		9.09%	3
3	A trade association		0.00%	0
4	A local group		0.00%	0
5	A local Councillor		3.03%	1
6	Other (please specify):		3.03%	1
			answered	33
			skipped	0
Other (please specify): (1)				
1	17/10/2024 12:24 PM ID: 255688398	Portfolio Holder for Regulatory Services		

2. Are you responding on behalf of a group or organisation?				
Answer Choices			Response Percent	Response Total
1	Yes		6.06%	2
2	No		93.94%	31
			answered	33
			skipped	0
If you have answered YES, please provide details of the group or organisation you are responding on behalf of: (2)				
1	21/10/2024 11:40 AM ID: 256037516	A2B Taxis Redditch		
2	12/01/2025 4:30 AM ID: 261889677	Redditch Taxi Association		

## 3. Your views on the proposal

### 3. Do you agree with the principle that all those who are licensed by Redditch Borough Council to drive hackney carriage (taxi) and private hire vehicles should have to undergo mandatory refresher training from time to time?

Answer Choices			Response Percent	Response Total
1	Yes		27.27%	9
2	No		72.73%	24
3	Don't know		0.00%	0
			answered	33
			skipped	0

Please provide an explanation for the answer you have given: (21)

1	17/10/2024 11:17 AM ID: 255673346	If you done it once than why keep going back to it. Means taking time out of work etc. At this rate most drivers will be moving to other areas.
2	17/10/2024 11:31 AM ID: 255676260	I agree that we should all be required to have some form of Safeguarding training. I would highly suggest this is done in cooperation with Worcestershire Regulatory Services and Warwickshire also - this way we can avoid having to do the same training 3 times. I also think all drivers should be given some basic customer service training too.
3	17/10/2024 11:57 AM ID: 255681414	This will be another cost to already overwhelming high fees and extra charges compared to other councils including Wychavon which is also run by Worcestershire County Council.  No wonder a lot of drivers are moving to Wolverhampton and if this is passed I will be doing the same.  There is no need for this to be put in place as it isn't going to make any difference to any driver currently holding a Hackney or Private hire badge
4	17/10/2024 12:05 PM ID: 255684753	Being in the trade for this long and being self employed we study upto date anyway. Council should consider lowering its fees for all licences.  Especially since Worcestershire does all the work for Wolverhampton.
5	17/10/2024 12:24 PM ID: 255688398	I believe it is important for anyone who works with the general public to be up to date with issues around safeguarding, in particular those who are in contact with children and vulnerable people. Training on this protects both parties.
6	17/10/2024 1:52 PM ID: 255703825	This should be a free service and the drivers WILL NOT pay to book for the course. Majority of drivers have the customers best interests st heart and a genuine duty of care.
7	17/10/2024 4:54 PM ID: 255737190	Unless it's national , what's the point ? when I'm normally picked up by taxis from other areas, working in redditch. I would rather have English tests, ability to diffuse situations and for better communication
8	17/10/2024 5:42 PM ID: 255744393	I think this absolute rubbish, another way of making money from RBC or if even free a waste pf valuable time. If the driver or drivers have already done a course in 2020 they then should not need doing a refreher course as sont much has changed This is one of the reason's why reddych council Has lost majority of its drivers to wolverhampton council becuae of stupid and sham Ideas to make money and amke a Mockery out of drivers. I completly appose such stupid and ridiculous idea!
9	17/10/2024 5:47 PM ID: 255744268	The training and all the information given will be the same. Therefore it's a waste if time going over what the drivers already know.



**3. Do you agree with the principle that all those who are licensed by Redditch Borough Council to drive hackney carriage (taxi) and private hire vehicles should have to undergo mandatory refresher training from time to time?**

10	19/10/2024 7:54 AM ID: 255869900	Because we have already done it once
11	19/10/2024 12:37 PM ID: 255885850	If a particular driver needs new training Then that person is not suitable for the job No training will change their behaviour
12	20/10/2024 10:09 AM ID: 255967895	I have been doing safeguarding course every three years already
13	21/10/2024 1:39 PM ID: 256051283	In theory yes very good although it's how it is done as 1 - If course requires time off work that is loss of money 2 - If course costs money that is more costs going out and very little taxi jobs now to cover costs on vehicle and badges and courses 3 - Surely if courses being added a first aid course would be more efficient 4 - Some drivers with badges only do school runs which then makes it not viable to do them as paying more out than you earn
14	25/10/2024 3:08 PM ID: 256487325	I believe it is our duty to ensure the public are safe when travelling in taxi's. I support mandatory and ongoing refresher training for taxi drivers.
15	28/10/2024 11:27 AM ID: 256623697	No we don't need any new training or need to be re trained again.
16	09/01/2025 12:56 PM ID: 261675327	This is a driver who has been doing his job for 20 years with no complaints against me. I do not agree that driver needs to be told how to do his job. This is solely to go with money only
17	09/01/2025 1:20 PM ID: 261677677	Dear Redditch Borough Council,  Thank you for the opportunity to provide feedback on the proposed introduction of mandatory safeguarding awareness refresher training for licensed drivers.  While I fully support initiatives aimed at protecting children, females, and vulnerable adults, I do not favour this proposal if it involves additional costs for drivers. The cost of living is currently very high, and work within the trade has slowed considerably. Many drivers are already struggling to manage their expenses, and further financial burdens may make it difficult for some to continue working.  I would urge the Council to consider either subsidising this training or finding cost-neutral ways to implement it, ensuring drivers are not disproportionately affected.  Thank you for considering my views.  Yours sincerely,
18	10/01/2025 8:15 PM ID: 261848809	100% yes. The quality of driving by redditch taxi drivers is shocking. Wrong way up a one way street is very common by me. Parking overnight on double yellows, across junctions, blocking other permit paying residents in their streets. Smoking in the vehicle (had one guy the other day smoke a joint while he waited for his customer!) Vehicle condition is also terrible. Many wouldn't pass an MOT. There's a Silver BMW parked in Orchard street as of this response, been there weeks now. No tax, no MOT, (green badge 648). reported it several times to no avail. But yes, mandatory driving refresher tests for all drivers to include both a practical and theory test. Also increased MOT frequency would be a smart move.
19	12/01/2025 4:30 AM ID: 261889677	I think it'll be fair to say doing the mandatory training for a new applicant is very understandable for obvious reasons as we're all in favour of public safety, but once completed it'll be the same training on renewal which at the longest will be 3 years for those that have the 3 year licence or annually otherwise

### 3. Do you agree with the principle that all those who are licensed by Redditch Borough Council to drive hackney carriage (taxi) and private hire vehicles should have to undergo mandatory refresher training from time to time?

		<p>It is very very unlikely that drivers will forget the importance of this training or even the training itself as working in the public sector requires this knowledge to be at its peak at all times from all individual drivers especially if they've already recieved and completed this training from the begining</p> <p>Also it would require drivers having to pay for this training which would gradually increase as years go by, Living costs are very high in this day and age trade is decreasing in this industry day by day as other platforms are also available which are very reputable, trustworthy and offer the same level of safety and security</p> <p>Taxi vehicle licence fees are very expensive with RBC compared with other authorities especially wolverhampton city council and the vehicle age requirements differ alot</p> <p>Rather than working solely maybe authorities should work together &amp; have similar views and not differentiate from one another</p> <p>So in this case im not in favour of this refresher training idea</p> <p>Many thanks</p>
20	12/01/2025 11:50 AM ID: 261675792	<p>However, due to our inflexible hours this would be difficult to navigate in person without losing earnings. Therefore, it should be online.</p> <p>It should also be free because we are already paying for various expenses out of pocket. The taxi Licensing free has increased significantly but the taxi fare hasn't increased for a long time. In Redditch, there is not a lot of work as the town centre is struggling. We are struggling to make a living.</p>
21	16/01/2025 10:09 AM ID: 261675605	<p>I agree that as a driver a refresher training is good. At the same time I do not agree with it being every 3 years unless there is a major change in legislation. Also do not agree with paying for it. We as drivers are already paying some of the highest licencing fees, the cost should be covered by the council.</p>



### 4. Do you agree that such licensed drivers should have to undertake mandatory safeguarding refresher training every THREE years (every time they apply to renew their licence)?

Answer Choices			Response Percent	Response Total
1	Yes		24.24%	8
2	No		75.76%	25
3	Don't know		0.00%	0
			answered	33
			skipped	0
If you have answered NO, how often do you think licensed drivers should have undertake mandatory safeguarding refresher training? (17)				
1	17/10/2024 11:17 AM ID: 255673346	It should be upto the drivers if they require a refresher unless it's a new application.		
2	17/10/2024 11:31 AM ID: 255676260	This should be made accessible though - meaning 1/2 days per month availability is no good. Maybe even online would be a better option.		

**4. Do you agree that such licensed drivers should have to undertake mandatory safeguarding refresher training every THREE years (every time they apply to renew their licence?)**

3	17/10/2024 11:57 AM ID: 255681414	They shouldn't
4	17/10/2024 12:05 PM ID: 255684753	Once every 10 years.
5	17/10/2024 4:54 PM ID: 255737190	Asking same question twice
6	17/10/2024 5:42 PM ID: 255744393	Only 1 or atleast 10years
7	17/10/2024 5:47 PM ID: 255744268	I don't think safeguarding refresher training is necessary . But if the council insist on it , I think every 5 years would be more then adequate.
8	19/10/2024 7:54 AM ID: 255869900	Once when the first get there taxi badge
9	19/10/2024 12:37 PM ID: 255885850	No extra training The Council has the power to exclude a driver if they are reported
10	20/10/2024 10:09 AM ID: 255967895	New license holder only
11	21/10/2024 1:39 PM ID: 256051283	If it is a online course that costs nothing ok but otherwise NO Due to lack of work we shouldn't be looking at taking more money from drivers
12	09/01/2025 12:56 PM ID: 261675327	No at all it's all about money
13	09/01/2025 3:02 PM ID: 261687799	Drivers shouldn't have to take any mandatory training it should be voluntary and paid for by the council. We are all enhanced DBS checked most drivers who do school runs would have had training already. It's seem like another hit in the pocket of drivers.
14	10/01/2025 8:15 PM ID: 261848809	Annually. To include Practical test, Theory test, Drug testing and eye test.
15	12/01/2025 4:30 AM ID: 261889677	I dont feel the need of safeguarding refresher training every so often as mentioned above once its done and completed by an individual it should always remain at the top of their heads, there is no reason whatsoever to be forgetting anything of that nature & especially when your dealing with the public on a daily basis
16	12/01/2025 11:50 AM ID: 261675792	As long as it is free
17	16/01/2025 10:09 AM ID: 261675605	Only take the training if there are major changes in legislation.

**5. Do you agree that the requirement to undertake mandatory safeguarding refresher training should come into effect on 1st July 2025 and apply to any licence holder who is applying to renew their licence after that date?**

Answer Choices			Response Percent	Response Total
1	Yes		27.27%	9
2	No		72.73%	24
3	Don't Know		0.00%	0
			answered	33
			skipped	0

If you have answered "NO" when do you think the requirement should come into effect? (14)

1	17/10/2024 11:57 AM ID: 255681414	Never
2	17/10/2024 12:05 PM ID: 255684753	Never
3	17/10/2024 1:52 PM ID: 255703825	Bookings and timeslots are a joke.
4	17/10/2024 4:54 PM ID: 255737190	Never , unless it's a national standard
5	17/10/2024 5:42 PM ID: 255744393	Never
6	18/10/2024 10:41 AM ID: 255796272	Never
7	19/10/2024 7:54 AM ID: 255869900	Only for new licence holder when they first apply
8	19/10/2024 12:37 PM ID: 255885850	No extra training
9	20/10/2024 10:09 AM ID: 255967895	Only new drivers
10	21/10/2024 1:39 PM ID: 256051283	When it is affordable or done for free
11	09/01/2025 12:56 PM ID: 261675327	Never
12	09/01/2025 3:02 PM ID: 261687799	2030 if we have no choice
13	12/01/2025 4:30 AM ID: 261889677	Only when applying for a licence the 1st time

**5. Do you agree that the requirement to undertake mandatory safeguarding refresher training should come into effect on 1st July 2025 and apply to any licence holder who is applying to renew their licence after that date?**

14	12/01/2025 11:50 AM ID: 261675792	I think it should only be in place for new drivers, I have been driving for over 30 years.
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**4. Other comments or observations**

**6. If you have any other comments or observations in relation to the proposal please provide these here:**





Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	11
1	17/10/2024 11:31 AM ID: 255676260	If there are driver who have already sat safeguarding training with Warwickshire County Council for example, so long as they can produce a certificate, they should be exempt. This is why I think having it in accordance with such Councils make sense so not to duplicate the same training with different authorities.		
2	17/10/2024 11:35 AM ID: 255678231	The council should foot the bill for this as we are already getting robbed blind for a service that we are not getting.		
3	17/10/2024 11:57 AM ID: 255681414	Please review your policies and update them  If a driver requires a replacement vehicle after an accident?  You won't let a vehicle licensed in another council be licensed here. This should be Amended as they credit hire company cars goes to all areas as required.		
4	17/10/2024 1:52 PM ID: 255703825	How about we ban Uber , they don't hold an operators licence in Redditch and should never be granted one, yet we see Wolverhampton driver sitting around Redditch picking up fares. How are we safeguarding passengers when we are not stopping external drivers from picking up our local residents, drivers from as far as Sheffield. If the council really cared about its residents it would only allow users to drop off and any Wolverhampton vehicle would have to wait outside of Redditch		
5	17/10/2024 4:54 PM ID: 255737190	As long as they have a clean license , only requirement should be speaking English, rest is unnecessary paper work , bureaucracy		
6	17/10/2024 5:42 PM ID: 255744393	I think the idea is awful which is why all drivers have and are considering leaving RBC for wolverhampton		
7	17/10/2024 5:47 PM ID: 255744268	Aot of this training is common sense and I personally believe that the refresher training is not necessary.		
8	19/10/2024 12:37 PM ID: 255885850	There is obviously a problem with certain drivers for the need to suggest the extra training Deal with the bad drivers		
9	09/01/2025 1:20 PM ID: 261677677	Dear Redditch Borough Council,  Thank you for the opportunity to provide feedback on the proposed introduction of mandatory safeguarding awareness refresher training for licensed drivers.		

**6. If you have any other comments or observations in relation to the proposal please provide these here:**

		<p>While I fully support initiatives aimed at protecting children, females, and vulnerable adults, I do not favour this proposal if it involves additional costs for drivers. The cost of living is currently very high, and work within the trade has slowed considerably. Many drivers are already struggling to manage their expenses, and further financial burdens may make it difficult for some to continue working.</p> <p>I would urge the Council to consider either subsidising this training or finding cost-neutral ways to implement it, ensuring drivers are not disproportionately affected.</p> <p>Thank you for considering my views.</p> <p>Yours sincerely,</p>	
10	09/01/2025 3:02 PM ID: 261687799	<p>Safeguarding training is already over subscribed With Redditch Borough Council. How will you accommodate the drivers needs to these courses</p> <p>When existing company who provide specialist transport ie school runs are struggling to get dates for training.</p> <p>These courses are not cheap for the drivers to do.</p> <p>Drivers are already struggling to cope with the cost of living crisis.</p>	
11	09/01/2025 10:16 PM ID: 261718564	<p>I do not agree with a safe guarding training as I have been a licensed taxi driver for over 30+ years with 0 complaints. This is a good for new drivers but is not suitable for drivers who have been in the trade. All experienced drivers understand safeguarding concerns. Also it is not fare to burden drivers with extra costs in a struggling trade.</p>	
		answered	11
		skipped	22

**6. About you**

**7. Which best describes your gender?**

Answer Choices		Response Percent	Response Total
1	Male		80.65% 25
2	Female		6.45% 2
3	Prefer to self describe		3.23% 1
4	Prefer not to say		9.68% 3
		answered	31
		skipped	2







**7. About you**

**8. What was your age, in years, on your last birthday?**

Answer Choices		Response Percent	Response Total
1	16-19 years		0.00% 0






### 8. What was your age, in years, on your last birthday?

2	20-29 years		6.25%	2
3	30-39 years		18.75%	6
4	40-49 years		37.50%	12
5	50-59 years		15.63%	5
6	60-69 years		18.75%	6
7	70-79 years		0.00%	0
8	80+ years		0.00%	0
9	Prefer not to say		3.13%	1
			answered	32
			skipped	1


### 8. About you

#### 9. To which of these groups do you consider you belong?

Answer Choices		Response Percent	Response Total	
1	White English/Welsh/ Scottish/Northern Irish/British		21.88%	7
2	Any other white background		0.00%	0
3	Mixed or multiple ethnic groups		0.00%	0
4	Asian or Asian British		43.75%	14
5	Arab		0.00%	0
6	Any other ethnic group		0.00%	0
7	Prefer not to say		34.38%	11
			answered	32
			skipped	1

### 9. About you

#### 10. Which best describes your religion or belief?

Answer Choices		Response Percent	Response Total	
1	Atheist		6.25%	2

### 10. Which best describes your religion or belief?

2	Buddhist		0.00%	0
3	Christian		9.38%	3
4	Humanist		0.00%	0
5	Hindu		0.00%	0
6	Jewish		0.00%	0
7	Muslim		56.25%	18
8	Pagan		0.00%	0
9	Sikh		0.00%	0
10	No religion/belief		3.13%	1
11	Prefer not to say		25.00%	8
12	Other (please specify):		0.00%	0
			answered	32
			skipped	1
Other (please specify): (0)				
No answers found.				




### 10. About you

#### 11. How would you describe your sexual orientation?

Answer Choices			Response Percent	Response Total
1	Heterosexual		46.88%	15
2	Lesbian or Gay		0.00%	0
3	Bisexual		0.00%	0
4	Prefer to self describe		3.13%	1
5	Prefer not to say		43.75%	14
6	Other (please specify):		6.25%	2
			answered	32
			skipped	1
Other (please specify): (2)				
1	17/10/2024 1:52 PM ID: 255703825	Straight		
2	09/01/2025 12:56 PM ID: 261675327	My		

## 11. About you

**12. Do you have a long standing health issue or disability?(Long-standing means anything that has troubled you over a period of at least 12 months or that is likely to affect you for at least 12 months)**

Answer Choices			Response Percent	Response Total
1	Yes		3.03%	1
2	No		90.91%	30
3	Prefer not to say		6.06%	2
			answered	33
			skipped	0