

Consultation Questions and Responses

Q1. Are you responding as:

A licensed hackney carriage / private hire driver	28
A user of taxi and / or private hire vehicles	3
A trade association	0
A local group	0
A local Councillor	1
Other (please specify)	1

Others specified:

Portfolio Holder for Regulatory Services
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Q2. Are you responding on behalf of a group or organisation?

YES	2	6%
NO	31	94%

If you have answered YES, please provide details of the group or organisation you are responding on behalf of:

RBC Private Hire Operator
Redditch Taxi Association

Q3. 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?

YES	9	27%
NO	24	73%
DON'T KNOW	0	0

Please provide an explanation for the answer you have given:

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.

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.

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

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.

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.

<p>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 at heart and a genuine duty of care.</p>
<p>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</p>
<p>I think this absolute rubbish, another way of making money from RBC or if even free a waste of valuable time. If the driver or drivers have already done a course in 2020 they then should not need doing a refresher course as so much has changed This is one of the reasons why Redditch Council Has lost majority of its drivers to Wolverhampton Council because of stupid and sham Ideas to make money and make a Mockery out of drivers. I completely oppose such stupid and ridiculous idea!</p>
<p>The training and all the information given will be the same. Therefore it's a waste of time going over what the drivers already know.</p>
<p>Because we have already done it once</p>
<p>If a particular driver needs new training Then that person is not suitable for the job No training will change their behaviour</p>
<p>I have been doing safeguarding course every three years already</p>
<p>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</p>
<p>I believe it is our duty to ensure the public are safe when travelling in taxis. I support mandatory and ongoing refresher training for taxi drivers.</p>
<p>No we don't need any new training or need to be re trained again.</p>
<p>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</p>
<p>Dear Redditch Borough Council,</p> <p>Thank you for the opportunity to provide feedback on the proposed introduction of mandatory safeguarding awareness refresher training for licensed drivers.</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.

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,

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.

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

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

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

Taxi vehicle licence fees are very expensive with RBC compared with other authorities especially wolverhampton city council and the vehicle age requirements differ alot

Rather than working solely maybe authorities should work together & have similar views and not differentiate from one another

So in this case im not in favour of this refresher training idea

Many thanks

However, due to our inflexible hours this would be difficult to navigate in person without losing earnings. Therefore, it should be online. 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.

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.

Q4. 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)?

YES	8	24%
NO	25	76%
DON'T KNOW	0	0

If you have answered NO, how often do you think licensed drivers should have undertake mandatory safeguarding refresher training?

It should be upto the drivers if they require a refresher unless it's a new application.

This should be made accessible though - meaning 1/2 days per month availability is no good. Maybe even online would be a better option.

They shouldn't

Once every 10 years.

Asking same question twice

Only 1 or atleast 10years

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.

Once when the first get there taxi badge
No extra training The Council has the power to exclude a driver if they are reported
New license holder only
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
No at all it's all about money
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.
Annually. To include Practical test, Theory test, Drug testing and eye test.
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
As long as it is free
Only take the training if there are major changes in legislation.

Q5. 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?

YES	9	27%
NO	24	73%
DON'T KNOW	0	0

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

Never
Never
Bookings and timeslots are a joke.
Never , unless it's a national standard
Never
Never
Only for new licence holder when they first apply
No extra training
Only new drivers
When it is affordable or done for free
Never
2030 if we have no choice
Only when applying for a licence the 1st time
I think it should only be in place for new drivers, I have been driving for over 30 years.

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

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.
The council should foot the bill for this as we are already getting robbed blind for a service that we are not getting.
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.
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

As long as they have a clean license , only requirement should be speaking English, rest is unnecessary paper work , bureaucracy

I think the idea is awful which is why all drivers have and are considering leaving RBC for Wolverhampton

Aot of this training is common sense and I personally believe that the refresher training is not necessary.

There is obviously a problem with certain drivers for the need to suggest the extra training
Deal with the bad drivers

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,

Safeguarding training is already over subscribed
With Redditch Borough Council. How will you accommodate the drivers needs to these courses

When existing company who provide specialist transport ie school runs are struggling to get dates for training.

These courses are not cheap for the drivers to do.

Drivers are already struggling to cope with the cost of living crisis.

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.