

Appendix 2 Training Review Consultation: General Responses

Response from	Response
A.	<p>Any driver training and testing should be done more locally to where drivers reside. As we know many Taxi and PH drivers who work in Leeds don't actually live in Leeds. They are also working at different hours during the night and day. Therefore for a driver who works a night shift and is finishing at 5 or 6 in the morning has a distinct disadvantage of making an morning or afternoon appointment taking in to account their family responsibilities and duties etc. It is difficult at the best of times and the added pressure of having little or no sleep especially if that driver needs to work the same night can be dangerous. If any tests or training were more localised (which is easy for training companies to do)it would save much time and trouble</p>
B.	<p>I am currently in the process of obtaining a private hire license. I feel the district and leeds city centre test are not a good idea and a waste of time, as you learn such knowledge on the job and become familiar with routes and landmarks.</p> <p>I have passed all my tests but I recently failed the Leeds city centre map test but passed the district. As I failed the Leeds city centre test I am now going to be re sitting both district and Leeds city centre maps tests. I am having to wait a while (due to some work being done to the property of the licensing office).</p> <p>I feel that the most important tests are to know the conditions and legislation of being a licensed driver along with regulations etc. Also an english test which is in place is good to ensure communication skills are up to standard.</p> <p>The rest is needless and oh yes reading the A-Z and passing that test should suffice to show that the district and finding locations skills are also up to scratch.</p>
C.	<p>In response to your email i would like to say the taxi trade is going down hill and since uber arrived it has made a noticable impact on all local firms big and small. We would like to see a cap on drivers in the private hire industry in leeds. Currently not enough work and too many drivers. Year on year down time is increasing</p>

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D.	<p>There are numerous ways to improve the system in leeds city council specially taxi and private hire.</p> <p>1) we need to have online system that all the recipients can update the pertaining documents online and the council should furnish the badge for at least 3 years, which this method is already in practice in certain councils without additional costs. This will alleviate the burden on council like queues in reception area.</p>
E.	<p>We are a self-advocacy organisation for adults with learning disabilities and we have had various issues with taxi drivers. We feel it would be beneficial for drivers to be given learning disability awareness training by adults with learning disabilities. We already do this for schools and colleges and would be happy to talk to somebody about this.</p>
F.	<p>I am a private hire driver who drives for leeds city council. I dont agree with all these new courses and training. The most important I feel is safeguarding training ,which I have undertaken, this should be made compulsory for all drivers. There is nothing wrong with how everything is running so I dont think anything needs to be changed.</p>
G.	<p>Thank you for giving this opportunity and I would like to express my grievance to leeds city council for failing to act on the cross border private hire taxi which are not abide by leeds city council regulations but keep working taking our share of market while we should be protected.</p>
H.	<p>In considering the consultation and what Leeds City Council are seeking to achieve (in terms of benefits to the trade, benefits to customers and staff, and benefits of using a developed local or regional market in training provision), I'm mindful of the licensing processes that are currently ran by Liverpool City Council. They have 5 or 6 accredited and audited training providers who provide the necessary driver training and assessment as part of the PHDL application, they also support the driver in completing the Liverpool CC PHDL application form (which is on-line), submitting the Enhanced DBS and DVLA checks (for which Liverpool CC uses the online service from Personnel Checks), and signpost the applicant to an appropriate GP for the Group 2 Medical. This results in a process which is efficient for the applicant (majority of the steps being completed with a single provider) and also</p>

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	<p>for Liverpool CC (with applicants generally needing to visit the Council only once, after they have completed their training, DBS / DVLA checks and medical, to have their photograph taken, complete right to work checks and collect their badge).</p> <p>I know that Liverpool CC would be happy to host a visit for you to observe how this licensing process runs in action - if that would be useful as part of your consultation exercise? Please let me know if this is something you would like me to set up.</p>
I.	<p>Dear sirs,</p> <p>Rather than complete all of the survey I want to concentrate on the most important issue for Operators in Leeds - in a nut shell it takes far too long to get licensed as a driver.</p> <p>The DBS system takes long enough to get answers on - even clear ones and that's because your staff are stuck dealing with the queues and arguments with drivers because they are bogged down with an inefficient outdated system.</p> <p>One of the biggest and easiest options is to free up how training is delivered , it's got to be available at least 5 days a week and not just a day or two here and there and occasionally not at all if someone goes sick or is on leave, you wouldn't believe how long the average wait is to get on a course.</p> <p>This is why drivers get frustrated why operators can't get the new staff they want quickly enough and why the licensing staff are stuck in argument after argument through no fault of their own - they are swamped with paperwork and repeated and unnecessary visits.</p> <p>We are all for training but the current style has not moved on since it was introduced - it has got to get smarter and quicker and that can't be achieved in the Council with its workloads. Technology and efficiency are out there in professional training companies - just look how drivers are moving across the West Midlands to Wolverhampton where they have gone with private delivery it's really efficient.</p>

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	<p>None of this is a complaint about the Council or the staff at Torre Road - they don't get the chance to get better because of workloads but getting this into a private training company will be a great move for Leeds businesses and might stop people going to Rossendale or wherever to avoid the wait in Leeds.</p> <p>I think if you did a comprehensive analysis of what it really costs the council to deliver this service you would be in shock, you must also consider the lost income of operators and drivers who have to wait months and months for the service.</p> <p>I think Councillors should look at what's out there and price it up urgently, we are struggling to get new drivers and now with the deregulation bill they just go elsewhere to get licensed but still work in Leeds and who knows what tests they have had and no one has the power to regulate them in our city.</p> <p>I have no out of area drivers but soon I may have to consider it.</p> <p>Thanks for putting the consultation out.</p>
J.	<p>Dear Sir/Madam,</p> <p>I am writing to you in response to your recent Training Review Consultation, seeking views on the way Leeds City Council delivers driver training and testing. We would like to express an interest in working with Leeds City Council to explore ways in which we can help you streamline your taxi licensing service.</p> <p>Personnel Checks are safeguarding specialists and deliver a range products and services aimed at Taxi Licensing authorities, under the name TAXI+. I head up the local authority sales team, and have worked closely with a number of licensing authorities across the UK to help them streamline their licensing process and increase efficiency for both drivers and officers.</p> <p>Below are some of the products and services included in the TAXI+ :</p>

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	<ul style="list-style-type: none">- Electronic Taxi Driver Assessment Software- Bespoke Taxi Driver Training i.e. safeguarding, best practice, taxi policy etc.- DBS & DVLA Checks- Driver ID Verification- Right to Work Pre-screens <p>Our approach is to review our clients licensing processes to put together a package that will achieve the best results. Each of our TAXI+ packages are completely bespoke.</p> <p>I have already had some interesting ideas of how we can help re-design your licensing process with a view to;</p> <ul style="list-style-type: none">- Delivering an easy, accessible and user-friendly process for drivers- Re-focussing officers attention on more important / more productive work. <p>I'd be very keen to share some of these ideas with you in more detail and give you more information about how TAXI+ may benefit your licensing authority.</p> <p>I look forward to hearing from you.</p>