

Step 1:9.00-1:Please add any further comments you wish to be considered.

I have found that the standard of drivers has deteriorated over the years, and after talking to drivers I find that the NVQ makes them think about thier job and reassess there attitude to customers. I think that all should be made to do the course but that in the current economic climite the should be given funding as most seem to be really struggling to make a living as there are far to many private hire cars in the city.

iam a driver who didnt agree with nvqs but was told we had to do it so ive done it and had to give up plenty of working hours up to passed it . so i believe that drivers should have to do the nvqs . in any other forum of work were nvqs are everybody has to pass..them who dont should try harder and if there dont pass there cant drive until there do cause i no plenty of driver who havent made an effort as well as plenty of driver who have and there all passed

All drivers should be required to undertake training to a particular standard. It is important they are trained in all aspects of their trade.

Although I appreciate that Leeds City Council wish to have a professional fleet of Taxi and Private Hire drivers I think the gaining of the VRQ and NVQ should not be mandatory. it places a further burden on hard working drivers, who as self-employed earn nothing while putting in the time to get these qualifications, as well as any fee thet has to be paid. Equally, I wonder what qualifiacations the office staff at Taxi and Private Hire Licensing have to have to get a job there...I also believe that drivers of long standing should be awarded credits for their experience. It seems to me that there is little or no support for drivers from Leeds City Council. Drivers seem to be viewed with suspicion, and burdened with increasing regulations dreamed up in an office, by people who have no idea of the difficulties that drivers face in their day to day jobs. Police are indifferent to driver's complaints of abuse and non-payment of fares, both of which are actualy criminal offences. I would suggest a firmer attitude to the people who perpetrate these offences against drivers and more support for the drivers. An NVQ or VRQ is not going to help you when confronted by an aggressive passenger. These drivers perform an absolutely vital role, and mainly do it very well. How many complaints are received... Drivers always seem to be considered as somehow second class when it comes to getting redress for the things they have to deal with. Instead of burdening drivers with the need for getting furthe qualifications, I suggest that they start being treated with more respect by Leeds City Council and the Police, and that the highly paid bureaucrats who dream up these schemes have a week on the road and see how these qualifications work in practice. With the swingeing cuts to Local Government coming down the line, lets see how some of these people fare if they have to make a living as self employed, with no holiday pay, no pension provision and no cushy office job.

An excellent idea

Anyone in a professional post has undertaken some sort of training and development. With regards to the new single equality act it would be advisable for the taxi providers and drivers to gain this knowledge of the protected charateristics

As Leeds is becoming increasingly an important National & International city, especially with the expansion of the airport and the new Arena, it is imperative that Taxi drivers create an excellent impression with visitors, as first point of contact probably. Of course this is equally important to the daily users, the citizens of Leeds and district, and the highest updated standards should be achieved by all. Other professions have to pay for their training & qualifications, and in the current

ecclimate Taxi drivers should be no exception.

Bad taxi drivers are as common as good drivers. It must be paramount that both Hackney and Private hire taxis have a basic understanding of English to be able to effectively communicate with customers. They must also understand they are trusted with potentially vulnerable people and must be aware of the duty of care that they are entrusted with. This would seem to be the most appropriate way of ensuring this happens !

hi my name is jemmy i work city center i persnally strong diagree with qualification beacause government loose his money taxi job is already really hard they no how to deal with cust..

I am a Private Hire driver and would go a step further. I see appaling standards of driving from other Private and Public Hire drivers every day. We all make mistakes, we all push our luck, but, some drivers are just "bad drivers", just because you managed to pass a test does not make you a "good driver". I believe the authority should consider retesting all drivers, say every five years. You test the vehicles, why not the drivers. Results should be Pass; keep on driving, Fail; license revoked until you pass a test, Intermediate; attend a one day improvement course, license revoked if you fail to attend. Paul Spenceley schhire@aol.com

I am not a frequent Taxi user but I observe the standard of Taxi driving whilst driving myself. Safety is obviously not very high on their list of priorities, while getting rid of the current customer as soon as possible so that they can race to the next one is. Speeding and red light offences must be the laws that they ignore the most. However, I will also say that I have observed some very good taxi drivers, assisting their passengers and also obeying traffic laws. Perhaps all taxis should be displaying a "Hows my driving" contact number in order that a three strikes and you are out system can be adopted.

I do feel it essential that drivers of taxis suitable for the disabled are fully trained in how they load a wheelchair into a taxi and how they secure the wheelchair. When I have accompanied a wheelchair user recent experiences have been that - chair not secured and moving about plus length and type of taxi not suitable for wheelchair user with leg extensions. This can be very embarassing for the disabled person. One taxi drive had to prop my fathers partially amputated leg up on a cushion as there was not enough room.

I dont agree drivers should have the need to take a qualification. There is no need.

I feel this is a waste of time from all perspectives as it is expansive and this expense will be passed on to the customer either directly or indirectly. In addition, taxis are expensive as they stand so why all this additional expenses. Monies could be used elsewhere. I also feel is the customers (public) that need education.

I never feel very safe in a taxi. The drivers always seem to go too fast and never tell you the route they intend on taking. Recently I hired a taxi from Pudsey Cars and it was obvious from the smell of cigarette smoke that the driver had been smoking in the car. I am pregnant and cannot stomach the smell of nicotene so found this very offputting.

I think drivers should also be check against all police databases (sex offenders, children etc.)

I think it would be very difficult to expect some of the taxi and private hire trade to gain qualifications to a stanard that other trades do. The reason that these individuals are in this trade in many cases is that this is probably all they can do.

i think it would not make any difference if a qualification is required or not,as long as communication skills are satisfactory.

I think personally these guys have a really hard enough time dragging the drunkards home at the end of a Saturday night, dealing with difficult and sometimes racist passengers who are really disrespectful not only to them but their privately owned vehicles. They are then forced to adhere to the added but may I add unnecessary red tape and Bureaucracy of Torre Road where the council officials often belittle the drivers especially asking them to come in to the office for petty things like making an appointment etc.. or showing to them the same official document that may have been shown before and copies taken. There appears to be too many inefficiencies in the running of the office especially since they are closed for service after 3pm. In addition to all these constraints taxi drivers are under immense driving pressures when it comes to picking and dropping fares in the town centre which has been overridden with Double yellow lines. Traffic wardens are on the prowl for any taxi driver who picks / drops off passengers in these places this is becoming a huge issue and the council needs to recognise this, Dare I mention the unprofessional conduct towards private hire drivers of some of the large private hire operators who seem to be a law unto themselves maybe they should be required to attend these courses and prove that they are adhering to these professional codes of conduct

I think that the Council should offer some support in attaining and monitoring the scheme for qualifications. My concern is that extra expense to the driver/taxi companies will push more to work without the necessary qualifications, insurance etc. I would like to see a clamp down on unlicensed/insured taxi drivers with larger penalties to both driver and company. Then part of this funding directed towards supporting the NVQ training scheme. Promoting safety for women and vulnerable people when choosing to use a taxi must be a priority for the Council

I think these questions are biased in the way they are worded, to make sure you get the answers you want!

I think this has major benefits and added value to customers. Should this not be across the whole country?

I think this is good qualification is good means more taxi drivers will act more professional and responsible.

It is unfair that most of the Taxi Drivers now not have access to funding. They cannot be blamed for cease of funding by government. The average cost of this course now is £800 and we need to add travel costs + no earning while attending course. Taxi drivers work long hours to earn money which is still less than what is earned by an average office worker. They have to pay a lot for insurance, vehicle maintenance, private hire vehicle & licence renewals. It is very unfair that they are now asked to pay for such courses and a deadline is set without considering other factors.

It is unfair that the Taxi Drivers now have to pay an average £800 - £1000 for such course. It is on top of what they already pay i.e. Heavy Vehicle insurances, Licence renewal costs, vehicle plate renewal costs etc etc. It is not their fault that funding is ceased by government. It is against equality and is unfair that some completed course on government funding and rest will have to pay.....

It is unfair that the Taxi Drivers now have to pay an average £800 - £1000 for such course. It is not their fault that funding is ceased by government. It is against equality and is unfair that some completed course on government funding and rest will have to pay..... For regular courses we give time and consider alternatives for all students..why not for Taxi Drivers then?

It shouldn't be mandatory for people who are already in this profession. Morality should not be judged by qualifications. The government is already bringing down unnecessary regulations, as it slows down the economy.

its a job any body at the end of the day you are just a driver
It's important that both taxi drivers and private hire companies meet similar professional standards.
like any job the more training you can get to do your job better is fantastic and the council should see this through regardless as to who pays for it.
My husband is a private hire driver with a local firm and already has his NVQ. What we disagree with at the moment in the recession is the way some companies take Â£90/100 a week from the driver for their rent and keep setting on more drivers knowing full well that all drivers are struggling to make a living wage. From what my husband tells me since September they are all struggling to make Â£80/100 a day and are sat around half the time waiting for a job. The owners don't give a damn or do anything to get contracts but keep setting on more drivers and I feel they are taking rent money under false pretenses and not supplying work to their drivers which is their end of the bargain. I feel Leeds city Council should do something about this once and for all and stop new companies from setting up and any more drivers getting their badges when people are not using taxi's like they used to due to this recession!!!!!!!
Paper qualifications are pointless if the basic rules of the road are not followed, specifically: not parking on double yellow lines, not parking fully or partly on public footpaths especially in the busy city centre, not blocking bus bays and not cramming excessive numbers of taxis into ranks with a clearly specified maximum number. Current enforcement procedures are derisory, with taxi drivers adhering to the rules only for the few seconds an enforcement officer is in view. Tickets are rarely given and if anecdotal evidence is to be believed, those that are given are often cancelled by management to "give the offender another chance". Behaviour towards other road and street users is just as important as understanding behaviour with regard to fares.
Private Hire drivers already have to pay a lot in radio hire costs to the operators, shouldn't the operators be required to pay for the training. Could the council not provide the training at a cost price to reduce the likelihood of a shortage of qualified drivers?
recession plus addition cost of nvq, doesnt help. they should all training at taxi head quarter not at college. Least at hq, taxi body is aware what they have taught rather than in college, who dont understand the whole opertion of taxi.
Taxi and Private Hire accreditation should concentrate on safety only. To impose these qualifications is an unnecessary burden on drivers. Let people get on and earn a living without having to jump through silly hoops. This is another example of the Nanny State interfering in people's lives and liberties.
Taxi Drivers should be subjected to some kind of driving assessment and drivers working hours should be monitored.
Taxi drivers should have a general knowledge of the area that they are working in so that they know where places are and the fastest route from A-B.
taxi or private hire driver is a driver not a doctor ur vrq is dificult as a doctor digree if a driver can do this he should not b adriver ,better he may try to b digree holder.driver is driver because he dont have tha sense tha much that he could b a graduate.driver is doing driver job because he is not tha intelligent as a educated degree holder,a driver never heard any gud news last twenty yrs,no one is thinking about driver safety or his problem,every one thinking about public.if there is no driver left what would u do then,.....
Taxi/private hire drivers should complete both the national recogised qualifications within 12 months of attaining their licence. Why should the taxi industry be exempt?

Other service industries employees have to achieve nationally recognised qualifications and pay for the licences themselves e.g. the security industry to name but one. The basic driving skills of taxi/private hire drivers is appalling, how most of them pass the driving tests alone is a mystery. Pulling out of side roads without a sideways glance, stopping in the middle of the carriageway without any warning, cutting across the wrong carriageway to take a bend, driving at breakneck speeds and making you feel queasy, stopping in the middle of the carriageway to let a fellow taxi driver out of a side road to name but a few. Parking on double yellow lines while they wait and wait to pick up a fare, you only have to look at places like the University of Leeds where there are 14+ taxis parked on double yellow lines on both sides of the road at 5:00pm. Customer services are a dirty word to most taxi drivers. A number cannot communicate because they cannot speak English and the number of old dirty private hire vehicles is a worry. They should be trained to deal with the public and provide a service or taken off the road!!!

The current standard of driving observed on the road from mini-cab personnel is poor, especially at night. This qualification should bring up the standard, especially if the driver or his firm has to pay for the training. I would favour the private hire firm being responsible for the cost, if not the whole, certainly in part, with the staff paying the rest.

the driving standards of some private hire and taxi drivers is appalling, anything that can be done to improve standards is a great idea.

The NVQ would be an excellent idea if the training was policed better and drivers actually used the knowledge they had learned. Everyone passes even people that cant speak english, tutors just tell them the answer. Assistance dogs are still refused by Muslim drivers and the Job is then taken off them by the operator instead of the driver being made to do it leaving a customer with special needs waiting ages for a non muslim driver. Drivers regardless of how much training they have had still refuse to help with luggage and use their phones with customers in the car. VLE do not take complaints about these matters seriously enough. I know all this because I am a driver I have seen an assistance dog job get rejected by as many as 30 drivers. I also know people with assistance dogs that have complained to the VLE and received no satisfactory outcome.

The safety of the fare paying public must be protected by appropriate qualifications

the use of qualifications as a tool to improve the quality of taxi drivers should form part of system of regular checks and refresher courses to ensure that standards do not drop or drivers are operating without the necessary qualifications and licenses

there are few points,mostley taxi drivers are un educated from out side country they dont have full hold on english,they cant even read and write,but they have been passed nvq2 and vrq,those insitute who passed them only intersted in to achive theire fundig not intersted what taxi driver achived.so how can u get ur goal.some taxi drivers been funded but a lot not,why, rest of the taxi drivers where they should go. its really hard to afford for them,all drivers should given equal opurtuninty,not only few,this qualification should b for new drivers not old drivers who all ready driving for long time,if council have complain against old driver then they can send them on course.these courses should b for hackney driver not private.if public dont like private un experience driver they have oppertunity to use hackney cab those charged double price against private hire.

There are some pretty dodgy taxi drivers we have used - speeding where we had to ask him to stop and got out before reaching our destination. On another occasion we ended up in a ditch and had to walk to our destination.

They have already had enough time to do the training and that was set by the licensing committee, if they haven't done it by December 2011 then it is their own fault.

They should be able to speak English to a good level, and know how to get from A to B without asking the passenger for basic directions.

This is a complete and utter waste of time and money. What next? Having to obtain a qualification to breathe?

Why a low paid, harding/long hours working taxi driver have to pay now for these courses?

Written examines do not make one capable of doing a job.

You have set a deadline over two years ago, to complete the NVQ this is more than enough time to complete it, stick to your dead lines.