

Training Consultation: Talking Point Questionnaire

1. Are you a regular user of taxis and/ or a private hire service?	
Yes 113 75.8%	No 36 24.2%

2. Do you feel it is important that the taxi and private hire trade is operated in a professional manner?	
Yes 149 100.0%	No 0 0%

3. Do you feel it is important that all standards of safety and comfort are satisfied by the taxi and private hire trade?	
Yes 148 99.3%	No 1 0.7%

4. Do you think that taxi and private hire licence holders should undertake training which will enhance their knowledge in key areas such as customer service, maintaining a professional image, dealing with special needs, such as disability, understanding health and safety requirements and taxi and private hire regulations?				
Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
113 75.8%	29 19.5%	3 2.0%	3 2.0%	1 0.7%

5. Due to a lack of Government funding, it is no longer a mandatory requirement for all licence holders to achieve a NVQ Level 2 in Road Passenger Vehicle Driving (Hackney Carriage and Private Hire Vehicles) whilst this consultation is underway. To what standard do you think licensed drivers should be trained?		
To a nationally recognised standard	To a standard determined locally	Training not required
113 75.8%	30 20.1%	6 4%

6. Do you think it should be mandatory that all licence holders undergo training that is appropriate to their trade?				
Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
112 75.2%	29 19.5%	2 1.3%	5 3.4%	1 0.7%

7. Do you think it is acceptable that licence holders pay to undertake training and/ or attain qualifications?

Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
58 38.9%	56 37.6%	10 6.7%	19 12.8%	6 4%

8. Please add any further comments you wish to be considered:

1. Any job related training is vital as it will allow the candidate an insight into their job and how to improve or do better.

2. drivers earn more than enough to pay for their course / training

3. I think that a national standard should be adhered to as depending on which firm is used depends on the level of service that is received.

4. Standards of Taxi Enforcement also need to be looked at.

5. A taxi was sent to collect my father for his visit to the day care centre. the driver made not effort to ensure that another pserson was secure with their seat belt in the front and asked the passengers did they know where to take themthey both suffered from dementia. Not good.

6. On the occasions I have used taxis I have been appalled at the standard of driving. Drivers have driven over the speed limit, gone through red lights at traffic lights, swapped lanes erratically

7. it is up to council to pay for NVQ but they all should have clean cars and speak English

8. Would the CRB checks still be applicable under the Protection of Freedoms Act 2012?

9. I feel taxi and private hire drivers should undergo training like any other job. This will give the customers more confidence is using. The qualifications should be paid for like other qualifications or possible means tested or payment plan. I don't use taxis or private hire often but when I have in the past, I have on occasions felt unsafe as the driver appeared scruffy and unkempt, spoke little English. If I knew drivers had trained in various areas including customer services, it would give me more confidence to use.

10. This exercise offers a much-needed opportunity to address standards within the private hire licensed trade in Leeds. There are a number of issues I feel require action, including but not limited to: low standard of driving (speeding / jumping red lights / mobile phone use etc), internal condition / cleanliness of vehicles, drivers with poor personal hygiene and presentational standards / potentially inflammatory opinions, playing of loud music whilst carrying fares, etc. At the moment it seems as though just anyone can become a taxi driver whereas I think access to the trade needs to be much more tightly controlled.

11. Drivers should be trained to a good standard for both driving & customer care. They are often in a position of trust with vulnerable people & should be checked & licensed to be classed as skilled workers as many other professionals are. Anyone can jump in a car & charge for a journey - not everyone is capable or willing to do it in a responsible way. It would weed out the irresponsible ones!

12. The training should cover all those elements listed in the preceding questions but there also needs to be training in the geography of Leeds - some drivers cannot find

/ do not know where even the main arterial roads are!
13. There should be standards set for the personal hygiene and cleanliness expectations for taxi drivers and their vehicles. I have been in taxis where the vehicles have been dirty and the taxi drivers have stunk of body odour and bad breath!!
14. I work for LCC and carry out training for Taxi's & private hire drivers, most of the drivers are hard working drivers and trying to earn a living so I feel that any training that they receive should be free.
15. LGV drivers have a requirement to undertake training at their expense; I see difference in the case of private hire or hackney carriages. The driver should be required to meet the costs of training before being granted a licence,
16. Most other sectors working with all aspect of safety would not be allowed to work without a qualification of a national standard.
17. I have found Leeds taxi drivers to be amongst some of the most unprofessional in the UK and try to avoid using them if I can. Their driving is dangerous and they have no perception of road safety. I would even question whether some are actually licensed to drive. I believe that standard training / qualification is required and that those wishing to drive taxis of any description should be required to undertake (and pay) for this.
18. Some drivers are very rude, store things in their boots so you can't fit your shopping in, talk inappropriately to female passengers, so I would imagine training would only improve things.
19. Training for a driver is two fold one to ensure that they are delivering a professional service and secondly it trains them to recognise the danger signs of potential passengers that could create problems and for me the main issue with taxi staff in Leeds is that a too high a percentage are just rude and ill-mannered.
20. As with all trades, training is a requirement. When you use a taxi/private hire, the lack of any real formal training is apparent. Customer service in particular is very poor. Also, I personally would like to see that all taxi/private hire drivers have to pass the advanced motoring course. In years past they were all courteous to a tee. These days a driver will not even come to the door, they sit in the car and hit a horn in what I can only perceive as ignorance. I now only use a select few taxis who have customer service and whose drivers speak and understand English. After all this is a service we pay for. You would not go back to a restaurant with very rude staff, so why the same with a taxi. It is about time that there were strict enforced laws covering all aspects of taxi/private hire driving.
21. I have regularly used one particular taxi company and occasionally been in the car when the speed limit has been exceeded particularly late at night. In my opinion some taxi drivers due not driver with due care. Often the cars need a good clean.
22. if drivers want to do that trade then there is a price to pay I feel that drivers should be stopped more a random also cars inspected
23. I'm a road accident analyst for LCC. Would it be feasible to have a requirement that drivers wear a seat belt? I know they are exempt in law but since 2005 there have been 2 taxi drivers killed having been thrown from their vehicles during a collision, I've not looked at other injury severities but I suspect they could be reduced if drivers buckled up to. It would set a good example to passengers and their families too.
24. Extremely important that taxi drivers not only have qualifications in customer relations, but also additional qualifications with regards to road safety

25. I think that ALL taxi drivers should have a standard uniform which can be identified by service users. They can purchase based on the same terms as school uniforms. I think uniforms set good standards and readily identifiable.
26. Clients need to be confident, that when they take a taxi they are looked after in a safe and professional manor and that they will be treated with dignity and respect. Covert monitoring of taxi drivers needs to take place to ensure compliance. (Boss undercover).
27. Drivers should have the basic knowledge of how to deal with passengers. There is no real need for additional training.
28. Requirement for drivers to know the areas they work in, as it seems they are dependent on Sat Navs - there is no impetus to have individual knowledge any more.
29. There should be some standards that need to be adhered to. As a paying customer I expect the driver to be polite, speak English, and know where he is going and to pay attention to personal hygiene. I expect the car to be clean inside and properly maintained outside.
30. I have experienced appalling driving ability amongst minicab drivers plus a lack of respect for the law. It is very important to get rid of drivers who endanger their passengers and other road users. There should be stringent training before drivers are allowed to hold a licence and "mystery shopper" type checks on minicab firms operating in Leeds.
31. The standards of driving by some private hire drivers leaves a lot to be desired. Their use of speedometers, mirrors and indicators are amongst the greatest faults. Development of lane discipline and observation skills of the road ahead would also benefit other road users. The seating position (slumped) of some cannot assist in these aspects of driving. Observation of traffic signals and road signs, parking correctly when picking up or setting down fares would also improve their image. When parked, awaiting the call to a fare, the engine and headlights should be switched off. Leeds should expect professional standards of driving from professional drivers.
32. Generally my experience of taxi private hire drivers has been positive; the main area of weakness is knowledge of the local area and over reliance on sat Navs.
33. I feel that the area in most need of improvement is for people with disabilities. I run a group for adults with disabilities and they are treated shockingly buy some private hire and Hackney Carriages. For example being charged extra, being taken the long way round in order for the driver to charge a higher fee, the loading and unloading of wheelchair users is patchy with some being brilliant to others who refuse to load or don't strap them in, also I have had occasions where drivers have refused to take wheelchair passengers. Alongside better training for drivers with regards to this LCC should take responsibility, as they have granted the licence, when people are complaining as so far any complaints from disabled people I know have not been followed up in the main by LCC and they have been told to report it to the company who do not do anything about it. LCC should introduce a monitoring system for compliments/complaints for these vulnerable members of society.
34. Like any profession, especially those that are public facing it's important to implement quality controls to maintain acceptable standards and clearer procedures for complaining about unacceptable conduct/behaviour.
35. I think that taxi /private hire should undertake relevant training and keep their skills updated with regular updates
36. I hold a PCV licence and had to pay for my own training Medicals and Driver

CPC if people wish to drive as a job then yes they should pay at least something towards and the company you are employed by should make a contribution towards the training and continuing education

37. As a driver I also think that Taxi Drivers should also have to be retested on their driving ability as they always seem to the road users who do not seem to follow the highway code, park illegally and cause problems for other road users.

38. We need to feel safe using this form of transport and that is not always the case

39. Many roles require employees to be educated and/or trained to a minimum standard - sometimes this in the form of in-house training but sometimes it is up to the individual to obtain, and pay for, their education and/or training. Why should taxi drivers be exempt from this?

40. Taxi drivers should hold a higher form of driving license (advanced license) as, effectively, they are professional drivers. Other sectors are governed by licensing (gas fitters/electricians etc...) so why aren't taxi drivers? Some of the driving standards I see of taxi drivers are absolutely appalling!

41. Only too often do taxi drivers not know the local areas and since the introduction of sat nav this seems to have become very low priority, although sat nav can give an indication to the journey route this can not be solely relied upon as often goes a longer route than anyone with local knowledge especially when roadworks are occurring

42. This should be a no brainer. I had to pay upwards of Â£3000 to become qualified as a Google reseller. Why should people in other industries differ?

43 Taxi drivers are working with members of the public; they should have some basic training around equality and diversity, communication and customer service.

44. If taxi drivers want to be taxi drivers then either they or the firm that work for should pay to keep there knowledge an qualifications up to date for the safety of all passengers and customers that use their services

45. I feel that anyone working professionally as a driver, taxi or otherwise would benefit from taking specific training. It improves the services of various businesses and would make the public more willing to travel via public transport.

46. Whilst it is important that we have people who have been trained adequately I do not see how we can ask them to foot the bill for all of this given that training is expensive, and is not a well paid job, and that they have no earning capacity whilst they are training.

47. I think the general standard of taxi drivers in Leeds is good. However, you do sometimes get drivers who speak limited English or don't know the 'land' marks of Leeds let alone the actual streets. Occasionally the general personal hygiene is also brought into question.

48. DRIVERS NEED TO BE ABLE TO UNDERSTAND ENGLISH AND SPEAK ENGLISH THAT CAN BE UNDERSTOOD

49. I have been in several taxis recently where seat belts have not been fitted or working. Drivers sometimes talk on mobile phones whilst driving with no hands free kits in situ. I have had to talk to drivers about this and complain. Some drivers have got very annoyed with me. Surely public safety should be paramount importance

50. Hackney Cab Drivers should not have to Pay for a Qualification that the Council make Mandatory, especially when they have been working in the job for several \years, Only new Cab drivers should be aware that if they choose to do the job there will be Mandatory Training which they have to pay for,

51. I think if taxi drivers want to push up standards and take a pride in there job as a

profession, that it isn't unreasonable that minimum standard are set and that taxi drivers invest in their own training in order to achieve this. Central to this should be a customer service ethos coupled with wanting to provide good services.

52. I feel that all drivers should be trained. I am also concerned that some drivers do not appear to have an adequate grasp of English. If they cannot speak the operating language how can they read it or understand varying road signs, converse with customers appropriately etc. Colour or Race is not an issue but the ability to understand the basic language of the society in which you are working is. I have become increasingly aware of this problem with some drivers especially at night

53. there should be a minimum acceptable service standard for all operators, and be fined if they are late, especially in the dark nights, and even more so where there are single ladies and children waiting for them to turn up and receive excuse after excuse

54. I feel that when booking a black and white taxi for a wheelchair user the waiting time is too long and sometimes are told you will have to wait until there is one in that area? The fair seems to be more as well? Are you charged for getting in and out of taxi? Some drivers don't use the ramps? Just tilt the chair backwards. So training is important.

55. as people are vulnerable a lot of the time some training will give confidence in the trade

56. Disability Act Awareness and training is very important, especially in the use of adaptive equipment such as wheelchair safety, blind dogs etc

57. All taxi/private hire drivers should have the appropriate training. My daughter has experienced some very dangerous situations when dealing with private hire drivers. This included a disagreement with a price where the taxi driver drove off whilst she was trying to lift her son out of the car. Luckily she kept hold of his hand and his only injury was a bump on his head from the fall.

58. I feel that drivers should have a CRB every 12 months and as for further training the should pay a fee

59. a regular training session for competency should be undertaken on a two/three year review

60. Nurses have to pay a fee to stay on their professional register - why not do something similar with cab drivers, with the fee covering council run mandatory training sessions and continuing professional development

61. Taxi licensing and running costs are high and bring a lot of revenue to the council. Training should be provided by council or operators

62. Taxi drivers are in a position of trust dealing with the public and should be trained

63. Although I only use taxi/private hire services occasionally, my last few experiences have been poor in customer care.

64. To be honest, the standard of private hire drivers in particular is appalling. Very little geographical knowledge and poor basic English. They really are a complete embarrassment. The Taxi drivers are better but standards have still dropped over the years.

65. I feel strongly that taxi drivers undertake customer service skills and training as some drivers lack this in a very big way. I am an ex lady Taxi Driver who was complimented on good customer service

66. The training/qualifications should not be profit making if the cost is carried by the trader.

67. I currently live in leeds9 and I am shocked by the standard of driving by private

hire drivers they break traffic regulations consistently ignore other road users, park on zigzag lines and double yellow lines and in the middle of the road if I used my car like that I would be stopped by the police in no time yet these guys and some black and white drivers do it without any care for other people it has got to the point now in Leeds that I am thinking of putting a camera in my car and recording driving like this then reporting it to the police I think that if any of them do get prosecuted for traffic offences they should have their licence suspended I also think that as a licensing authority you should be doing a lot more checks on these drivers before they are responsible for killing somebody

68. Other trades must pay for appropriate training and professional qualifications, electricians, gas fitters, plumbers, ICT specialists etc. I see no reason to exempt hackney carriage and private hire drivers. Revenues raise from this could be used to prevent unlicensed drivers plying illegally for hire and putting the public at risk.

69. I sometimes use a taxi to get to work and have noticed that sometimes they will start to go on different routes that take longer until I correct them however a lot of the time when I do; I receive a cold response back as if I am telling the driver how to do his job. I ensure I agree on a fee when I call up the firm as I have been charged different amounts for the same journey, also sometimes when I have called a taxi after a night out a few times the driver has asked me if I would like to go somewhere with him. Just because I am a lone woman in his car. This is completely unacceptable a taxi firm is a service that people are willing to pay for. You should be made to feel comfortable and safe and be taken to your journey without fear, also the driver should have full knowledge of prices too charge and the area they work in. Also it wouldn't hurt to clean the inside of cabs once in a while. I do however understand that some customers can be abusive but that's evident in most jobs, so that's no excuse for the above issues.

70. Other people pay for courses and training to become trained in their profession. Taxi drivers are responsible for their customer's safety, comfort; journey etc whilst they are in their vehicles so should have the relevant training to ensure their safety.

71. Language should be one of the training criteria. Too many drivers are unable to speak English to a sufficient standard.

72. Funding should be provided by the individuals employer.

73. I have been in Taxis where there is a language barrier or silence because they are chatting to family members on a mobile phone (Hand held) not a professional service. There should be a basic standard

74. It is important that all taxi drivers have a good knowledge of both verbal and written English. Not use mobile phones when driving passengers, be more helpful with luggage or shopping.

75. I feel that drivers in the Leeds area should have a more detailed knowledge of the city as it has been my experience they do not always know where they are going!

76. Driver training is essential, running red lights, no indication, pulling across lanes, reckless driving. insurance certificate should be displayed in the car

77. I have never had any problems with either private hire or hackney cab drivers in Leeds. Therefore, I think mandatory training is a waste of time and money, and would put off prospective drivers. In-house training by the companies involved should be adequate for this need, and not something forced upon them by this ever-nannying state.

78. Full training for all drivers that deal with the vulnerable, even if they're drunk on a Friday night

79. The public sector deserves to be safe in Taxi's and a recognised local qualification should be attained.
80. My mother is disabled and there is a huge difference in the level of service received from taxi drivers - I feel they should help disabled people in and out of the taxi and this should be part of the training
81. Taxis are a part of Leeds that visitors and residents of Leeds use daily however a large number of these drivers are unprofessional in their approach to the point you wouldn't believe they had any type of licence at all, this activity requires regulating in a much better and robust way for the better of the city
82. Common sense is all you need. and perhaps some element of H&S
83. For SEO individuals paying for training may be sometimes difficult, but a system of 'loans' might be one way to encourage them to train and pay back
84. all taxi drivers should complete road safety courses and a driving test as most private hire drivers do not seem to care about other road users safety
85. Drivers are often professional drivers who rely on driving for their income. They should have to meet some standards and as they are self employed surely the cost of the training would be tax deductible?
86. Monitoring needs to back up training. I have recently had drivers holding conversations with relatives on hands free mobiles and missing turns and lights! Drivers personal issues should not put me at risk of an accident or make me late for an appointment (about 30% of my recent trips what was rare is now becoming frequent).
87. All taxi drivers should be CRB checked internationally and prevented from driving if they have any previous or current sexual convictions for the safety of their passengers.
88. There seem to be an ever growing number of taxis in Leeds and I have been the passenger of some who appear not to adhere to any road regulations e.g. speed, use of indicators etc. I would wholeheartedly support mandatory training with those wishing to drive taxi's being responsible for payment of such training.
89. I think it would be good to train them in manners too. I've had a couple of instances where inappropriate language and hand gestures have been used.
90. Private hire drivers are professional drivers, therefore no reason for them to obtain an additional qualification to confirm this...