



TAXI News

www.warwickdc.gov.uk

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Welcome to Taxi News, a newsletter from Warwick District Council to help keep licensed drivers in the district updated with the latest news and useful information.

Hate Crime Charter is offered to local transport providers

Equality and Inclusion Partnership (EQuIP) is working closely with a range of partners including Warwick District Council to support local transport providers to sign up the Hate Crime Charter (HCC).

Developed in April 2018, the HCC was established to support local businesses to prevent and address hate related incidents in Warwickshire.

Following a year-on-year increase in hate crime in Warwickshire, official police statistics in 2017 highlighted that over 50% of hate crime in Warwickshire took place in private business settings. Food outlets, supermarkets and high streets shops were suffering the most.

To address this growing concern, EQuIP proactively responded to this social issue by developing training and branded resources that raise awareness amongst the workforce and wider community.

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Enforcement update

Officers have been out and about in the Town Centres, during the day and on night time visits.

Minor issues continue to be raised by both drivers and enforcement officers and where they can be quickly and easily resolved they are being.

You don't have to wait to see one of us out on the ranks or around the town centres to ask us a question. You can contact us at any time for clarifications or to raise concerns using any of the contact information below.

Taxi Handbook Review

The review is now well underway and just being prepared for public consultation.

This will be early next year and will give everyone a chance to have their say.

We will let you know the exact details of the consultation once they are confirmed.

Taxi Rank Update

Warwick Street Rank

We are aware that the markings for the rank on Warwick Street have been 'removed'.

We are working with the County Council to get this issue resolved. We have been assured that the rank will be reinstated 'at the earliest opportunity'. However, there is a discrepancy between the traffic orders and the previous location of the rank. The rank will be reinstated on the opposite side of Warwick Street, outside of The Anti Social.

Rank Protocol

Can I remind all Hackney Carriage drivers that it is an offence to refuse any reasonable fare if you are waiting on any rank, at any time of the day or night.

A number of vehicles and drivers have now been issued points under the Licence Holders Conduct Scheme and repeat offenders will face formal action.

For more information please contact the licensing team on 01926 456705 or licensing@warwickdc.gov.uk or visit www.warwickdc.gov.uk

Hot Topics

DRIVING STANDARDS

We have received a number of complaints lately from passengers and other road users, about the quality of driving of some of our licenced drivers.

As professional drivers you have direct responsibility for the safety of your passengers and of other road users. Passengers give control of their safety to you when they step in to your vehicle.

We are committed to maintaining the high standards that most of our drivers achieve at all times. We will investigate every complaint and where we find that our standards have not been met action will be taken against the driver concerned.

LEGISLATION

We are still getting regular complaints from members of the public that have approached hackney carriage vehicles on the rank and have had their journey refused.

Any hackney carriage vehicle presented in a rank at any time is available for hire by any member of the public. If you are approached by a customer you are required to accept their fare unless they wish to travel out of the District (i.e. beyond the WDC boundary), they are drunk and look like they are going to be sick in your vehicle or they are aggressive.

If you suspect that the hirer does not have the means to pay you for your services you can request that they pay up front and if they refuse to do so you can refuse their journey.

It is an offence under the Town Police Clauses Act 1847 to refuse a fare "without reasonable excuse". The current penalty for this offence is a fine not exceeding £500 for each offence.

BEHAVIOUR MATTERS

Rank etiquette is important, vehicles should be moved on as spaces become available, drivers must stay with their vehicles, and parking restrictions (walkways, double yellow lines etc.) must be followed. The safety of drivers, passengers and members of the public is vital.

The correct tariff must be applied to every journey that begins and ends in the District. Disabled customers cannot be charged more than the metered fare, in any circumstances.

Hate Crime Charter Cont...

Fully supported by Warwickshire Police and Crime Commissioner, Warwickshire Police and Warwickshire County Council, the project has been able to support 82 local business and hundreds of staff and volunteers have attended Hate Crime Awareness training.

Working closely with Warwickshire's Police and Crime Commissioner, EQuIP are supporting transport providers to benefit from the HCC project following growing concerns where people have experienced hate related issues on buses, trains and taxis.

EQuIP are working with large national transport companies to implement the HCC and they are also support individual taxi drivers, so everyone that provides transport services can benefit from the project.

Philip Secomme, Warwickshire's Police & Crime Commissioner commented *"This is an important project and one I'm very proud to be supporting. Hate crime has no place in Warwickshire and it's important that all members of our community can go about their daily lives without fear. We know hate crime is a significant issue in transport settings. By having these transport providers sign up to the Charter, it will send a strong message that hate will not be tolerated on their premises and provide their staff with the training they need to address it, if it occurs."*

Benji Evans from EQuIP commented *'The Hate Crime Charter has been a real success and local businesses have really embraced the free training on offer. Businesses across all five districts and boroughs have displayed branded window stickers which have made customers feel safe. The project sends out a clear message to potential perpetrators that hateful comments and behaviour will not be tolerated, and it will be reported. Participating businesses are demonstrating good customer service and their involvement in the project shows that the safety of staff and customers are important'.*

For more information about the Hate Crime Charter, please contact the Project Lead at EQuIP, Benji Evans via email: benji@equipequality.org.uk, telephone: 0330 1356606 or visit their website: www.equipequality.org.uk.