

GUIDANCE FOR LICENSING AUTHORITIES

Statutory Taxi and Private Hire Vehicle Standards - Safeguarding

In July 2020, the Department of Transport published the above standards, which state at Section 6.6 that:

“All licensing authorities should provide safeguarding advice and guidance to the trade and should require taxi and private hire vehicle drivers to undertake safeguarding training ... to help drivers and operators:

- Provide a safe and suitable service to vulnerable passengers of all ages;
- Recognise what makes a person vulnerable; and
- Understand how to respond, including how to report safeguarding concerns and where to get advice.”

The delegation of responsibility to procure suitable safeguarding training varies across licensing authorities, with different agencies such as the police or children’s services taking a lead on the development and delivery of safeguarding training, while other local authorities use private training providers. In the absence of a nationally accredited safeguarding training resource, it is vital that local licensing authorities seek reassurance that the safeguarding training provided to their licensed drivers and operators is suitable and quality checked.

This guidance is provided by NALEO to assist decision makers when assessing the content and quality of their safeguarding training to ensure that it meets the standards set out in the statutory guidance and in their own local licensing policy. The following is recommended by NALEO as key criteria that should be met when developing, delivering, or assessing safeguarding training for the taxi/private hire trade.

Safeguarding Training Content

In order to support drivers/operators to fulfil their safeguarding responsibilities the training should include the following:

- Introduction to safeguarding: what safeguarding is and how it is relevant to the role of the taxi driver/operator
- Clarification of what the driver/operator’s safeguarding responsibilities are (duty of care; licensing policy requirements; code of safeguarding conduct)
- Exploration of what can make a person vulnerable:
including
 - **Physical**
 - **Sexual**
 - **Psychological**
 - **Institutional/Organisational**
 - **Financial or material**
 - **Discriminatory**
 - **Neglect**
 - **Self Neglect**
 - **Forced Marriages**
 - **Hate Crime/ Mate Crime**
 - **Radicalisation**
 - **Domestic Violence**
 - **Female Genital Mutilation**
 - **Modern Slavery**
 - **Honour Based Violence**



- Discussion about what criminal exploitation is and what sexual exploitation is, how it involves children and vulnerable adults; how it can involve the taxi/private hire trade; examples given to demonstrate this
- Provide examples of situations when a driver/operator might recognise signs that a passenger is at risk
- Provide local information about how to report safeguarding concerns:
 - In an emergency
 - Non emergency telephone and online contact details (for example to report to children's and adults social care (MASH teams; Safeguarding Hubs; domestic abuse; Crimestoppers)
- Discussion about the nature of the driver's working environment and customer behaviour
- The code of conduct: exploration of what is and is not proper conduct for drivers/operators; the consequences of inappropriate driver/operator conduct; examples given to demonstrate this
- Guidance about how drivers should respond to inappropriate behaviour of passengers
- Guidance about how drivers should to passengers who are distressed or suicidal
- Guidance about Disclosures of abuse and confidentiality
- Discussion about the importance of reporting concerns
- Providing transport to social care (contracted work; working in partnership with residential homes)
- A Knowledge test

The above should be designed to raise awareness of safeguarding at a basic level and can be used as an induction to safeguarding. Local authorities may wish to develop other sessions for advanced safeguarding awareness as part of the driver/operator's personal development.

Consultation and partnership work

It is important that the training meets the needs of all stakeholders and for this reason it is recommended that the safeguarding training is recognised and approved by the Local Children's Safeguarding Partnership, Adult Safeguarding Partnership and specialist services such as human trafficking/modern slavery, domestic abuse and sexual/criminal exploitation services. This is to provide reassurance to the licensing authority that the safeguarding content reflects the local policies and strategies and key messages are consistent with national guidance and legislation. Also, to ensure the training is at the right level and accessible, it should be discussed in consultation with representatives of the taxi/private hire trade such as union representatives, licensed operators and drivers.

If you wish to discuss any aspect of this guidance please contact Julie Hague, NALEO/Safeguarding Licensing Manager, Sheffield Safeguarding Partnerships at Julie.hague@sheffield.gov.uk