

**COLCHESTER BOROUGH COUNCIL  
LICENSING COMMITTEE  
13 September 2017**

**SUPPLEMENTARY AGENDA**

**Part A**

(open to the public including the media)

**7. Taxi Policy Report**

**Please see additional documents with regards to the Taxi Policy Report.**

- Code of conduct for working with vulnerable persons
- Air Quality Changes
- Driver and Passenger Charter

## **Code of conduct for working with vulnerable persons**

### **Who is vulnerable?**

A vulnerable person is one whose age, disability or health, both physical and mental, means that they are more susceptible to harm than a typical passenger. Passengers may also be vulnerable if their condition renders them more susceptible to harm than would normally be the case, for example through the consumption of alcohol and /or drugs.

### **Taking a booking**

At the point of booking the needs of the vulnerable person must be risk assessed and a record kept whether the booking is to be accepted or refused. If appropriate measures are not in place that would allow the vulnerable person to use the services of a licensed vehicle/driver without risk to themselves or the driver, the booking should not be taken.

### **As a licensed driver you must –**

- Treat the vulnerable person with respect and courtesy and ask if they need help rather than making this assumption.
- Carry your identification badge and when collecting the vulnerable person produce it to the carer or, where appropriate, to the individual concerned.
- If there is no chaperone, obtain the contact details of the carer.
- If service is refused, inform a carer/responsible person so that alternative arrangements can be made.
- Be aware that your interaction with a vulnerable person may be interpreted by them in a different way to that which you intended.
- Report to the Council any unacceptable behaviour from a vulnerable person or any approaches, verbal or physical, made by the vulnerable person to you, as soon as is reasonably practicable after it occurs.
- Report any safeguarding concerns to the relevant authority using the mechanisms outlined below.

### **You must not -**

- Double up on bookings without the prior consent of all parties involved.
- Carry the vulnerable person in the front seat of the vehicle.
- Touch the vulnerable person unnecessarily or in an inappropriate way.
- Make inappropriate or offensive comments, this includes swearing.
- Behave in a way that could be construed to be threatening.
- Use personal details obtained in the course of carrying out your business for any other reason whatsoever.
- Promise to keep any information disclosed to you confidential, when by doing so the wellbeing of the vulnerable person would be compromised.

- Respond to any approach made by the vulnerable person that is outside of your normal working relationship with the passenger.
- Accept any abuse, verbal or physical, from any vulnerable person, such abuse must be reported to the Council.
- Give any personal information to the vulnerable person.

**The Council**

Will take robust action under its Policy to deal with any issues that arise from contraventions of this code of conduct.

## Air Quality Changes

6.1 European wide emission limits are improving air quality and the Council is therefore committed to improving, as far as possible, the efficiency of vehicles licensed by the Council.

6.2 The Council supports measures to reduce the levels of carbon dioxide, nitrogen dioxide and particulate matter emitted. Liquid Petroleum Gas (LPG) conversions are therefore acceptable if carried out by an approved converter.

6.3 Objective 4 of the Colchester Low Emission Strategy is to develop and implement measures to encourage emission reductions in Colchester. In line with the Healthier Air for Colchester Air Quality Action Plan the Council has set the following compliance dates and standards for emissions from licensed vehicles –

- Euro 5 for diesel vehicles/Euro 4 for petrol from 2018
- Euro 6 for diesel vehicles / Euro 4 for petrol from 2020
- From 2025 all new registrations to meet an LPG, low emission or electric hybrid standard

6.4 The Council further requires that drivers of licensed vehicles turn off their engines when waiting in the Borough's Air Quality Management Areas as set out on the plan at Appendix 1.

## **Driver and Passenger Charter**

This Charter sets out what you can expect from the driver and what the driver can expect from you.

### **As a Passenger you can expect the driver to –**

- Wear their identification badge at all times and produce it on request.
- Be polite and courteous.
- Take you to your destination by the most direct route unless you ask to take an alternative route.
- Charge no more than the fare on the meter or the agreed fare.
- Provide a receipt on request.
- Refuse to allow other people to share your taxi without your agreement.
- Ask your permission before eating, drinking or playing music in the vehicle.
- Carry your assistance dog without charge.
- Abide by the Code of Conduct for Carrying Vulnerable Persons.

### **The Driver can expect you –**

- To be polite and courteous at all times and behave appropriately in the vehicle; you may be refused travel or be asked to leave the vehicle if you behave in an inappropriate manner.
- To be punctual.
- To pay the correct fare; drivers can ask for the fare or a proportion of the fare in advance.
- Not to eat or drink in the vehicle.
- Not to smoke or consume alcohol in the vehicle; this is an offence.
- To wear your seat belt.
- To ensure children travelling with you are secured appropriately.
- Not to request that more people are carried than is permitted by the licence.
- To pay if you soil the vehicle in any way i.e. through vomiting in the vehicle.