

Taxi Training – Trainers Notes

- Slide 1 - Introduction: discuss how driver's having a basic awareness of: Current government agenda – CSE escalating issue internationally, nationally and locally. What CSE/trafficking is, how it can involve their trade. How they can protect vulnerable children and themselves from this risk. This may give them a 'competitive edge' for example if tendering or competing for work with vulnerable passengers. The learning outcomes are: [go to slide 2]
- Slide 3 - Alcohol, drugs, age (very old or young), disability (physical or learning), illness (mental/physical), unfamiliar with the area, if they become separated from their friends, communication issues (deaf, blind, speak a different language, stroke). It is important to be aware that some people make unwise choices but they may have 'capacity' to do this. In these cases social care might not be able to assist, but it is important that you still report your concerns to professionals who can help; it is not safe for you or your passenger if you attempt to make an assessment yourself – always report your concerns to the authorities. If you want to know more about mental capacity, you can (contact your local Safeguarding Children Service/MCA office and ask about how you can access further training – this may be at a cost).
- Slide 4 - Talk about: you have a duty of care while they are in your vehicle; you have a moral/social responsibility to report a concern about a vulnerable person; reporting a concern could save a life; you are a public service, ambassadors of the city (reputation) and the eyes and ears of local community.
- Slide 18 - Discussion around this scenario: Who is vulnerable in this situation [young girl. driver?] Who is vulnerable if the driver refuses to accept the passengers? What would you do – what options have you got (accept the passengers; engage in conversation; if concerns emerge note details including description of passengers, time, date, addresses of pick up and destination, alert police. Also: record the incident; report the club to police/licensing authority/safeguarding children board/trading standards for suspected underage drinking).
- Slide 19 - Who is at risk? (Young person or driver – reputation/complaints). What would you do (report to children's home or to the police; and, report to head office; keep a record). If you are not happy or at all concerned about the response you get when you reported your concern, you can let us know. SAY NO! Professional conduct / reputational risk. NB if you refuse the offer and the passenger makes a complaint or allegation about you, you need to have your own account of the incident recorded so that you can demonstrate you are a responsible operator. These records cumulatively evidence that you are a responsible operator.

Slide 21 - Remember you can report in anonymously to these numbers. These numbers are in your pack, on the contact cards and passenger window stickers.

Slide 22 - Risks: personal safety (don't intervene); malicious complaints (being misunderstood or misinterpreted); reputation and livelihood. Talk through the Code: see next 2 slides.

Slide 24 - In addition to the Code, the Safe in Sheffield Scheme is there to support vulnerable people.