

QUALITY TAXI PARTNERSHIP

Agenda Item ..

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Background Papers:-

1. Draft Quality Taxi Partnership Agreement (Appendix 1).
2. Draft QTP Passenger Charter (Appendix 2).

Financial Implications:- There will be no cost implications for Braintree Council. Hackney carriage rank and other improvements will be funded by Essex County Council.

Equalities Implications:- Membership of the QTP will be available to all hackney carriage and private hire operators and drivers with a commitment to undertake training.

Legal Implications:- None arising from this report.

Options:

1. To agree to establish a Quality Taxi Partnership in Braintree.
2. To agree to establish a Quality Taxi Partnership in Braintree with any amendments members feel necessary.
3. To decline the agreement to establish a Quality Taxi Partnership in Braintree.

Risks: NONE

EXECUTIVE SUMMARY

Essex County Council has been working for some time to establish Quality Taxi Partnership across the County. This report provides information in respect of a proposed Quality Taxi Partnership within Braintree, members are requested to consider and decide whether they wish to move forward with the establishment of a Quality Taxi Partnership.

DECISION

To establish a Quality Taxi Partnership for the Braintree District.

QUALITY TAXI PARTNERSHIP

1. **Background**

What is a Quality Taxi Partnership (QTP).

A Quality Taxi Partnership (QTP) is a framework to facilitate joint working between Hackney Carriage and Private Hire Vehicle Operators and between other stakeholders.

2. Other stakeholders can include:

- Licensng Authority
- Police
- Local Transport Authority (Essex CC)
- Trade Associations
- Pubwatch
- Etc.

3. The aims of the Quality Taxi Partnership include:

- Promote accessibility to everyday facilities for all.
- Meet the needs of people without access to a car.
- Reduce crime and fear on the transport systems.
- Improve quality and quantity of transport services.
- Support services for people who cannot use conventional services.
- Reduce Road Traffic Collisions that cause death and serious injury.

4. The objectives of the Quality Taxi Partnership include:

- To improve the customer care skills of drivers.
- To improve on-street waiting facilities for customers.
- To provide priority access where possible through the district.
- To improve working relationships and understanding between partners.
- To assist in developing a locally deliverable training package.
- To make taxi journeys as safe as they can be.

5. **Membership**

Once established, membership of the QTP will be open to: hackney carriage operators, hackney carriage drivers, private hire operators, and private hire drivers.

6. The criteria of membership will be to:
 - Sign up to the Braintree QTP voluntary agreement – this will be prepared by the QTP Management Committee.
 - Abide by the QTP passenger charter – a copy of a draft passenger charter is attached appendix .
 - Commit to undertaking appropriate training within six months of becoming a member.

7. Members of the Quality Taxi Partnership will be permitted to display the QTP, logo on their vehicles and operators will also be permitted to use the QTP logo on letterheads and other publicity material.

8. **Training**

Training to be recommended will be:

NVQ level 2 in road passenger transport for hackney carriage and private hire drivers. The NVQ course cost approximately £1700 but there is currently funding available to pay for this through Learning Skills Council, a percentage of existing private hire and hackney carriage drivers have all ready completed this training.

9. **Next Steps**

There needs to be a general agreement with both hackney carriage and private hire trades that they will support the introduction of a QTP. The Council presented the QTP agreement at the Taxi Liaison meeting on the 19th February 2009 and all members and the hackney carriage association were in support of the agreement. We do however need to address the private hire trade and we will need to establish a representative for these individuals and arrange an initial meeting.

10. Other potential partners need to be approached in order that initial meetings can be arranged to develop a QTP management structure.

11. With a management structure in place a start can be made on drafting a draft Braintree Quality Taxi Partnership Agreement that drivers and operators will need to sign up to if they are to become a member of the QTP.

12. If it is agreed to move forward with the establishment of a QTP then a further update report will be presented to the Licenising Committee in six months time.

13. The establishment of a QTP will not replace the role of the Licenising Committee in considering hackney carriage and private hire issues contained on the constitution.