

## **A.4 TENDRING QUALITY TAXI PARTNERSHIP AGREEMENT.**

(Report prepared by Alan Tolmie)

### **PART 1 – KEY INFORMATION**

#### **PURPOSE OF THE REPORT**

To report back to Members the results of the consultation with the trade regarding the feasibility of setting up a Quality Taxi Partnership within the District.

#### **EXECUTIVE SUMMARY**

Officers, in conjunction with Essex County Council, Essex Police and Essex Fire and Rescue Service held a meeting with the trade at the Fire Station, St Johns Road Roundabout, Clacton, on Wednesday 30 March 2011. The results of that consultation will be reported at your meeting.

#### **RECOMMENDATION**

**That, provided the results of the consultation process are positive, Members agree to:-**

- a) Enter into a Quality Taxi Partnership Agreement and,**
- b) Subject to (a) above being adopted, the voluntary agreement, as set out as Appendix A to this report, be approved.**

### **PART 2 – IMPLICATIONS OF THE DECISION**

#### **DELIVERING PRIORITIES**

The use of this agreement supports the Council's Corporate Strategy in providing a low crime area and reducing the fear of crime.

#### **FINANCE, OTHER RESOURCES AND RISK**

##### **Finance and other resources**

There are no financial implications for the Authority.

##### **Risk**

If the agreement were not to be adopted, the image presented by the taxi trade to residents and visitors to the District could deteriorate. There have been indications that, at a future stage, Essex County Council transport contracts would only be awarded to drivers/operators who had signed up to a QTP agreement.

#### **LEGAL**

The proposed action is within the Council's discretionary powers. The proposed QTP agreement is voluntary.

## **OTHER IMPLICATIONS**

Consideration has been given to the implications of the proposed decision in respect of the following and any significant issues are set out below.

Crime and Disorder / Equality and Diversity / Consultation/Public Engagement.

### **CRIME AND DISORDER**

The inception of this agreement should lead to a reduction in the fear of crime.

### **EQUALITY AND DIVERSITY**

An Equality Impact Assessment has been undertaken and there are no significant implications for the Authority.

### **AREA/WARDS AFFECTED**

All wards

## **PART 3 – SUPPORTING INFORMATION**

### **BACKGROUND**

Most other Essex Authorities have already signed up to a QTP agreement and feel that the agreement, whilst voluntary, can only enhance the experience of the travelling public. Any driver/operator who fails to maintain the standards set out in the agreement will have the privilege of displaying QTP material in their vehicles and offices revoked. As stated earlier, failure to maintain standards could in the future lead to the loss of transportation contracts awarded by Essex County Council.

A Quality Taxi Partnership (QTP) is a framework to facilitate joint working between Hackney Carriage and Private Hire Vehicle owners/operators and other stakeholders as deemed appropriate.

Other stakeholders can include:-

- Licensing Authority
- Police
- Local Transport Authority (Essex County Council)
- Trade Associations (Tending District Taxi Association) [TDTA]
- Pubwatch

The above list is not exclusive and can include other bodies as deemed appropriate.

The aims of the QTP include:-

- Promote accessibility to everyday facilities for all.
- Meet the needs of people without access to a vehicle.
- Reduce crime and fear of crime on the transport system.
- Improve quality of transport services.
- Support services for people who cannot use conventional transport.
- Promote driver awareness and reduce Road Traffic Collisions that cause death and/or serious injury.

The objectives of the QTP include:-

- To improve the customer care skills of drivers.
- To provide priority access where possible through the District.
- To improve working relationships and understanding between partners.
- To make taxi journeys as safe as can be.

Once established, membership of the QTP will be open to Hackney Carriage Drivers and Private Hire Drivers and Operators.

The criteria for membership will be:-

- Sign up to the Tending QTP voluntary agreement
- Abide by the QTP passenger charter.
- Any other requirement the Authority consider appropriate.

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.

#### **CURRENT POSITION**

If Members agree to progress this matter, your officers will invite the trade to sign up to the Quality Taxi Partnership Agreement.

#### **BACKGROUND PAPERS FOR THE DECISION**

None

#### **APPENDICES**

Quality Taxi Partnership Agreement and Charter.

**SIAN WALTER-BROWNE**  
**HEAD OF LEGAL SERVICES AND**  
**MONITORING OFFICER**

## A.4 APPENDIX A

### QUALITY TAXI PARTNERSHIP PASSENGER CHARTER

The Quality Taxi Partnership (QTP) Passenger Charter is a voluntary agreement between members of the Taxi Trade, Tendring District Council, Essex County Council, Essex Police and Essex Fire and Rescue Services.

The aim of the Charter is to strive to improve and maintain a high level of service to the travelling public and to engender a closer working relationship with all partners.

In order to join Tendring QTP and be eligible to enjoy the benefits and privileges of the QTP, the undersigned must agree to:-

- Join the TAXIWATCH Scheme
- Cooperate and take part in Crime Reduction initiatives designed to increase confidence of the public in using our taxi services and to take opportunities together in joint initiatives to reduce and prevent crimes.
- Be a presentable, courteous and helpful driver who always wears their identity badge whilst working
- Drive safely in accordance with the law
- Take passengers to their destination by the most appropriate route
- Provide clean and well maintained vehicles, inside and out, appropriate to the needs of the customer
- Clearly display a table of fares
- Charge fares at an agreed price
- Agree not to smoke or use a mobile phone whilst driving
- Assist passengers with their mobility needs
- Promote Road Safety Awareness, thus reducing Road Traffic Crashes especially involving drink driving

If a member of the Quality Taxi Partnership Passenger Charter fails to abide by these principles, membership will be withdrawn.

I ..... licensed Hackney Carriage/PHV operator hereby agree to abide by the terms and conditions of the Quality Taxi Partnership Passenger Charter.

Signed ..... Dated .....

Countersigned .....  
on behalf of Tendring District Council and Partners





## Tending Quality Taxi Partnership Agreement

This is a Memorandum of Understanding and is not intended to create legal obligations between the parties.

A Quality Taxi Partnership ("QTP") is a framework to facilitate improved joint working between individual organisations. Further to this, it can be used to implement a number of separate initiatives to address specific local concerns. The reasons for creating QTPs are set out in the Essex Local Transport Plan.

Where no single authority has the power to undertake the range of work covered in a QTP, many organisations can work together towards common goals these include:

- Promote accessibility to everyday facilities for all.
- Meet the needs of people without access to a car.
- Reduce crime and fear of crime on the transport system.
- Improve the 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

The objectives of the partnership are:

- To improve the customer care skills of drivers and controllers.
- To improve on-street waiting facilities for customers.
- To provide priority access where possible through the districts
- 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

QTP will create a framework for Essex County Council, Essex Police, Essex County Fire & Rescue Services to work with Local District/Borough Councils and the Taxi/PHV trade, to pursue these goals.

The QTP partnership will undertake regular monitoring of the elements contained within this Agreement and will make recommendations for changing the Agreement subject only to consensus by the signatories. The Agreement will operate for period of two years from the date of the last signature and may be terminated by any party subject to a minimum notice period of 3 months. At the end of this period the Agreement may be extended for a further period subject to the concurrence of all parties.

For effective improvements to take place voluntary agreements are required to form a QTP and make clear the intentions of partners to action and monitor progress. This Voluntary Partnership Agreement sets out the principles for all parties to actively pursue delivery of real improvements in the taxi user experience.







This Agreement is made between Essex County Council, Essex Police, Essex County Fire & Rescue Services and Tendring District Council.

- **Essex County Council's intention is to work towards:** improving priority access and undertaking necessary highway requirements for the provision of permanent taxi ranks in each Borough / District. It will seriously consider the regular maintenance, repairs and improvements required to taxi rank infrastructure and passenger shelters. It will also promote the Quality Taxi Partnership through the use of appropriate media including the council's website.
- **Essex Police's intention is to work towards:** ensuring the safety of the community and to reduce crime and fear of crime. Working with partners to reduce anti-social behaviour. It will publicise local Neighbourhood Policing teams and where available provide one point of contact.
- **Essex County Fire & Rescue Service's intention is to work towards:** reducing the number of road traffic collisions and to make the roads of Essex safer. As a strategic member of the Essex Casualty Reduction Board, working with the Taxi trade, drivers and operators to recognise road risk and to prevent vehicle fire incidents.
- **Tendring District Council's intention is to work towards:** informing operators of the availability of advice for existing and new licence holders. Working with partners to improve the professionalism and accessibility of the taxi trade to all members of the public. Promoting QTP through the use of appropriate media including the Councils websites.
- Drivers wishing to be part of the scheme accept responsibility for ensuring they undertake training to at least the minimum standard set by the Licensing Authority and work towards displaying a Passenger Charter as agreed by the local QTP partners.
- Operators wishing to be part of the scheme accept responsibility for ensuring all their drivers and booking staff undertake training through approved organisations that include sessions on Licensing, Legal matters and Disability Awareness Training.
- Drivers and operators of the Partnership will be expected to indicate their membership by including the Partnership logo on their vehicles

Signed:

Name  
on behalf of Tendring District Council

Date:

Signed:

Name  
on behalf of Essex County Council

Date:

Signed:

Name  
on behalf of Essex Police

Date:

Signed:

Name  
on behalf of Essex County Fire & Rescue

Date: