

Appendix A

From: Gavin Witt <gavinwitt@panthertaxis.co.uk>
Sent: 19 July 2019 10:11
To: Yvonne ODonnell <Yvonne.ODonnell@cambridge.gov.uk>
Cc: Alex Beebe <Alex.Beebe@cambridge.gov.uk>; Alex Nix <Alex.Nix@cambridge.gov.uk>
Subject: RE: Safeguarding

Yvonne,

I recently sent you an email in relation to safeguarding regarding that Cambridge City Council do not require an operator to display a telephone number on their door signs. This suggestion was shared to me and seems to be incorrect as upon my own further investigations into your licencing policy it clearly states on more than one occasion that the contact details of an operator must to be displayed on the door signs of all private hire vehicles.

This legal requirement/ condition can be found in both the Cambridge City Council Hackney Carriage and Private Hire Licencing Policy July 2019 and the Hackney Carriage and Private Hire Taxi Handbook July 2019, this policy was passed by the members so surely this needs to be enforced with immediate effect.

For clarification, this information can be found under section 4, page 21 of the Taxi and Private hire Handbook and under section 18.7 (ii) in the licensing policy.

It cannot be argued against that this requirement of contact details being displayed is so that there is a way for the general public who may witness a breach of conditions and or an immediate safeguarding issue a means of registering a complaint or making a disclosure quickly, effectively and properly. Raising a safeguarding issue is fundamental to ensuring the safety of customers and it is more often than not a bystander (non-customer) who we rely on to report such concerns – at Panther, we have lots of examples of this. There is no point in the council bringing in all these proposed safeguarding measures like tinted windows (so the public can see into a vehicle), CCTV and even training over 500 drivers on safeguarding if there is no means to report a safeguarding concern for the public and your policy clearly states that Operators have shared obligations to safeguarding. It is my opinion that this is the exact reason that this legal requirement/condition is in the policy so that the responsibility can be shared, especially considering that most vulnerable adults are transported when the council offices are closed.

Is it the case that this has been missed or do the council not enforce this element of the legal policy/ condition? Are the council appointed garage aware of this licencing condition and are they failing vehicles that do not display this information?

I look forward to your thoughts at your earliest convenience to what I see as an urgent matter.

Kindest Regards

Gavin Witt

From: Gavin Witt [<mailto:gavinwitt@panthertaxis.co.uk>]
Sent: 16 July 2019 10:32
To: 'Yvonne ODonnell' <Yvonne.ODonnell@cambridge.gov.uk>
Cc: 'Alex Beebe' <Alex.Beebe@cambridge.gov.uk>; 'Alex Nix' <Alex.Nix@cambridge.gov.uk>
Subject: Safeguarding

Yvonne,

It has recently come to my attention that Cambridge City Council do not require an operator to display a telephone number on their door signs, is this really correct and do you have any plans to change this to ensure that operators obligations towards safeguarding are maintained, How would I report a safeguarding issue to an operator who does not display this information ?

Regards

Gavin Witt,
Operations Manager.

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