

## GUIDANCE

### for Operators Employing Taxi / Private Hire Vehicle Drivers

**This guidance aims to promote good safeguarding practice in local taxi or private hire businesses that involves providing a service to vulnerable passengers. It is recommended that the business manager implements the following principles in training and operational practice:**

- At the point of booking, a vulnerable passenger risk assessment should be undertaken and recorded in writing. This should inform your operating policy and staff briefing in relation to the protection of the vulnerable passenger and the driver.
- All staff/drivers should be trained and staff training records should be maintained.
- Employment records should be maintained for drivers, including name, address, date of birth, national insurance number/ documentation giving permission to work in the UK, contact telephone number and vehicle registration numbers; proof of identity.
- Drivers should be required to register in and out at each shift and these registers should be maintained as part of your due diligence records.
- Drivers should be required to adhere to a Code of Good Safeguarding Conduct to promote safe practice in relation to vulnerable passengers.
- Drivers should be required to produce photo-identification to the carer or if appropriate, vulnerable passenger, at the point collection.
- Drivers should remain professional at all times and should not:
  - » Touch a child/young person unnecessarily or inappropriately
  - » Make offensive or inappropriate comments (such as the use of swearing or sexualised language)
  - » Attempt to misuse personal details obtained via the business about a child (for example communicating with a child at their postal address, or by social network, internet or mobile telephone or by using any other information disclosed as part of placing a booking, or obtained by any other aspect of the business).
- Records should be maintained of complaints and any disciplinary action taken against drivers who breach the Code of Conduct for safeguarding children and vulnerable adults.
- A whistle-blowing policy should operate to encourage the reporting of persons who breach the Code of Conduct for safeguarding children and vulnerable adults.
- A log should be maintained by drivers when a journey involves a vulnerable passenger who is not under the supervision of a responsible carer, including the details of any incidents occurring/actions taken.
- If the driver is concerned about the safety, welfare or behaviour of a vulnerable person, s/he should be encouraged to report this to the police (if it is an emergency dial 999) or other appropriate service and to their manager. The nature of the concern and actions taken should be recorded in the incident log.