

## Taxi Assessment Tests

### How the assessments will be delivered

- The assessments will be delivered by the Road Safety Team using in house resources for the duration of the initial trial period
- The Insurance team have confirmed that the delivery of the assessments is covered by Council existing insurance policies as it is a statutory licensing function.
- The delivery stages of the assessment are set out below:
  1. Public Protection promotes and publicises the service
  2. Public Protection processes client general enquiries and booking enquiries
  3. Public Protection to have access to nominated Assessors (Road Safety) Outlook account for the purpose of checking and 'provisionally' booking assessments - **The officer will be available for 2 days per week, excluding weekends, bank holidays or authorised leave**
  4. Bookings will be passed to Assessor no less than 10 working days prior to the assessment and Assessor will confirm bookings with Public Protection within 2 working days
  5. Following confirmation from Road Safety, Public Protection will confirm the booking with the client and the Assessor via letter or e-mail which will include; date, time, location, name of officer, name of client and contact numbers
  6. Payment of £45 per assessment will be made to Public Protection on confirmation of the assessment date and prior to the assessment taking place. Funds will be paid directly into an income code provided by Road Safety
  7. On the confirmed date the Assessor will meet the client at the agreed time and location which will be either the clients 'business premises' if there are more than 2 assessments to be carried out or Darby House, Telford Town Centre
  8. The Assessor will carry out the assessment as set out below (see Format of the assessment)
  9. On completion of the assessment the Assessor will produce a short written report setting out the outcomes of the assessment and detail any points which require noting – this will include any areas of concern including personal safety issues
  10. The Assessor will then inform Public Protection (via e-mail) of outcome for each client undertaking the assessment and provide copies of all course materials relating to clients for Public Protection's records
  11. Should a client wish to submit a complaint regarding the assessment this will be made directly to Public Protection. Public Protection will investigate the complaints and will have the support of the assessor when investigating issues. Appeals against the process of how assessments are conducted can be made to Public Protection. If the assessment was deemed to be delivered in an inappropriate manner then the client will be offered another assessment (at no cost).

### Format of the assessments

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1. The assessment will be scheduled for 1 hour. This can be extended or reduced at the assessor's discretion e.g. (due to congestion or a candidate making good progress) but is subject to 1a below being achieved.

1. a All assessments **must** consist of a minimum drive time of 30 minutes. If this is not achieved the assessment will be terminated and the candidate will be offered another appointment (at no additional charge, if beyond the control of the assessor and client) for a new assessment.

2. The assessment will be marked in three categories based on advanced driving techniques as detailed in 'Road Craft, the essential police driver's handbook'.

Minor Fault - Any driving fault that, on its own, would not affect the safety or progress of any other road user whether they are there or not for example; not making an observation before changing speed or direction.

Serious Fault - If this is persistent and may, by its persistence, affect the safety or progress of other road users for example; an accumulation of not more than 6 minor faults or changing direction without making an observation where another road user is present.

Dangerous Fault - Any driving fault that would potentially affect the safety or progress of any other road user whether they are there or not for example; not being in full control of the vehicle.

3. For the Candidate to be successful they will be required to achieve no more than 6 minor faults with 7 being marked as a failure. Any fault deemed to be serious or dangerous will be marked as a failure.
4. The candidate will be required to produce documentation on the day of the assessment this will consist of.
  - Driving Licence – Candidates will have to produce a driving licence with category entitlement for the vehicle to be assessed. Both parts of the licence will need to be produced and issue numbers must correspond. If candidates have an older style licence then two forms of identification will be required one being photographic identification (ideally a passport).
  - Insurance certificate - An insurance certificate must be produced for the vehicle that is to be used on the assessment. This insurance must cover the vehicle being used on the assessment. The certificate must cover the candidate to drive the vehicle and be in date.
  - MOT - A valid MOT certificate must be produced unless a taxi compliance note is available.

If this documentation is not produced the assessment will **not** be conducted and any fees will be forfeit.

5. Eye Sight Check – Candidates will be asked to read a number plate at a distance of 20.5 metres or 67 feet. If corrective vision aids are required these must be used at the start of the assessment when signing in. If a candidate is unable to read the number plate the assessor will ask the candidate to read a different number plate. If the candidate is still unsuccessful another different number plate will be used. If still unsuccessful the candidate will be asked to wait in reception while the assessor measures the exact distance to a new number plate. The candidate will then be asked to read and or given the opportunity to write the number down. Should the

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candidate be unsuccessful the assessment will be marked as a failure and a report submitted to the DVLA.

6. Defects - The assessor will make a visual assessment of the condition of the vehicle presented for the assessment e.g. tyres, body work, reflectors and lights. Should they not be of a satisfactory condition for use on the road or meet legal requirements the assessment will be terminated and any fees will be forfeit. All defects will be recorded on the Assessment Report.
7. Vehicle safety checks – The candidate will be asked to explain and demonstrate two vehicle safety checks. If the candidate gives up to two incorrect answers this would accumulate to one driving fault.
8. Decision – At the end of the assessment, the assessor will inform the candidate of any faults incurred and offer remedial advice, before giving the candidate the result of the assessment.

### **Monitoring and evaluation**

On a bi-monthly basis Public Protection and Road Safety will hold regular review meetings to assess the performance of the assessment scheme and discuss any issues that have arisen in the previous two months.