

The Newquay Taxi Trade is seeking the support and commitment of Devon & Cornwall Police for a 'Zero Tolerance Policy Against Abuse Towards Taxi & PHV Drivers, not just in Newquay, but the whole of Cornwall.

There are three parts to this campaign.

Firstly – we would intend to supply all Licensed Drivers with an approved Information leaflet, containing guidance on how to conduct themselves in difficult situations so that they might be better prepared, and how they should report incidents when they happen, such as using the proposed report form (both of which you should have in front of you), and we would ask for Devon & Cornwall Police to endorse this leaflet and the use of its logo on it, as together with Cornwall Council this shows your commitment and gives confidence to its user.

Secondly – that Devon & Cornwall Police endorse the posters which should also be in front of you, again containing the logos, which could be displayed in vehicles, taxi offices and perhaps even made into signage at ranks through the council signage facility with their agreement.

Thirdly – that the Police along with Cornwall Council agree to take part in a Media campaign to promote awareness of this Zero tolerance Policy, sending a clear message to members of the public who would behave in such a way.

Licensed drivers get no training in dealing with difficult situations, and as a result can easily find themselves doing the wrong thing. We don't have doormen to help us with a bad situation, we are very much on our own, and vulnerable as result. It also doesn't help any of us when the general perception is that the Police are just not interested to begin with, and there is a growing mind set that people can just get away with things - but considering the vital, front line role that the Taxi & PH industry play in the management of any town centre, most especially at night, we would hope this would be reflected in the Police Force's approach towards dealing with these incidents and take them far more seriously than they currently do, and naturally we hope that you would want to endorse this campaign without a second thought.

Following a meeting on Tuesday, we are pleased to say that Cornwall Council Licensing gave their commitment to support us in this campaign and agreed that copies of all Police reported incidents be given to them so that they may monitor the progress and outcome of Police actions.

It was also suggested by Licensing that we meet with the 'Police Licensing Liaison' officer Dave Moore for further discussions.

So we hope that you will have no hesitation in giving us your endorsement and support, but also a reconsidered approach to dealing with cases of abuse toward our workforce, thank you.