

Hill Lee

From: Chapman Helen (TPH)
Sent: 07 July 2017 12:30
To: Hayward Siwan; [REDACTED]@met.pnn.police.uk; Robinson Graham; Nandha Anand (ST)
Cc: Naik Trupti
Subject: Re: Non-Licensed Drivers using Licensed PH vehicles

Thanks Siwan and Neil.

It's worth adding to that agenda but I'd like Neil, Graham, Anand and I to meet soonest to discuss some of the other concerns raised in Neil's emails.

Trupti, could you see if we could set something up in the next couple of weeks?

Thanks
Helen

On 7 Jul 2017, at 11:22, Hayward Siwan <[REDACTED]> wrote:

Hi Helen,

We discussed these issues at the last Taxi and Private Hire Policing Performance and Problem Solving meeting, which I know you were sorry to miss.

Our next meeting is scheduled for 12 Sept at 1400. I know that sounds a long time away, but with summer holidays approaching, it may realistically be the earliest date to continue this discussion!

Best

Siwan

Siwan Lloyd Hayward

Head of Transport Policing

Enforcement and On-Street Operations | Transport for London

9th Floor, 197 Blackfriars Rd, Southwark, London, SE1 8NJ

Auto: [REDACTED] | Tel: [REDACTED] | Mob: [REDACTED] | Email:
[REDACTED]

From: [REDACTED]@met.pnn.police.uk [REDACTED]@met.pnn.police.uk]
Sent: 07 July 2017 11:04
To: Chapman Helen (TPH)
Cc: Moody Thomas; Robinson Graham; Nandha Anand (ST); Hayward Siwan; [REDACTED]@met.pnn.police.uk; Underwood Rebecca (TPH)
Subject: RE: Non-Licensed Drivers using Licensed PH vehicles

Hi Helen,

Thank-you for your reply. A discussion would be ideal. I have concerns with a number of shortfalls in legislation and am working towards influencing a change nationally from a policing perspective. To that end shortly I will be writing to the national lead for Roads Policing to brief her on issues and ask that she considers using her position to assist.

As another example I have had a number of calls from licensing authorities outside of London who have issues with TfL licensed drivers working extensively in their areas. The issue with this from a policing perspective is that the various Local Authorities don't have any powers so any enforcement needed *in theory* falls to the local police (who are already stretched.) It is also worth noting that the peak times for demand on TPH enforcement is also the peak time in terms of demand for police and as a result 'minor' issues that potentially carry a high risk (touting & plying) are left unchecked. To my knowledge there are only 2 Police Constables dedicated to policing the trade outside of London (Birmingham and now Plymouth.)

We are fortunate here in London to have the cabs unit, however I am finding that with the various issues we are now addressing here (investigation of offences involving licensed drivers, enforcement of driving offences, issues with widespread plying and congestion caused by PH and Taxi drivers) I could easily find work for more police officers.

As highlighted before I do also hold concerns with Uber as an operator and am seeing an increasing amount of my teams workload relating directly to them (out of 128 PH drivers reported for driving offences in the last 4 weeks 79 were Uber drivers with many of these offences relating directly to road safety.) There seems to be a disconnect between them taking responsibility for their drivers, their driving standards and the condition of their vehicles.

Kind Regards,

Neil

Inspector Neil Billany
RTPC - Taxi & Private Hire Policing Team
Kings Cross Police Station
76 Kings Cross Road
WC1X 9QG

Telephone - [REDACTED] [REDACTED]

From: Chapman Helen (TPH) [[mailto:\[REDACTED\]](mailto:[REDACTED])]
Sent: 06 July 2017 19:41
To: Billany Neil - Roads and Transport Policing Command
[REDACTED] [@met.pnn.police.uk](mailto:[REDACTED]@met.pnn.police.uk)>
Cc: Moody Thomas [REDACTED]; Robinson Graham
<[REDACTED]>; Nandha Anand (ST) <[REDACTED]>;
Hayward Siwan <[REDACTED]>; Young Will - Roads and Transport Policing
Command [REDACTED] [@met.pnn.police.uk](mailto:[REDACTED]@met.pnn.police.uk)>; Underwood Rebecca (TPH)
<[REDACTED]>
Subject: Re: Non-Licensed Drivers using Licensed PH vehicles

Dear Neil

Thanks for your email. You'll no doubt be aware that the legislation in London permits the use of taxis and private hire vehicles for private use which means they can be driven by non-licensed drivers. Any change in law would require parliamentary intervention rather than it being something within our gift to amend through policy.

That being said, the examples you provide are clearly concerning and perhaps it's worthwhile having a discussion around how we can tighten compliance and enforcement, particularly with regards to expired licence disks (PHVs) and plates (taxis).

Thanks

Helen

On 6 Jul 2017, at 14:55, "[REDACTED]@met.pnn.police.uk" <[REDACTED]@met.pnn.police.uk> wrote:

Dear Helen,

I write to bring to your attention an issue involving licensed private hire vehicles being used in crime.

My professional opinion is that non-private hire drivers are hiring TfL licensed PH vehicles as there is far less chance of a licensed PHV or Taxi being stopped by the police. Licensed vehicles are frequently seen in all areas of London at all times of the day and night and therefore do not attract the same attention as a 'normal' vehicle. There is also less chance of members of the public reporting a PHV or taxi 'acting suspiciously' as part of their role is to wait for fares in all locations.

The following three examples demonstrate some of the challenges we face. I believe that this represents a very small snapshot of the problem.

1, In February 2017 officers noticed the driver of a [REDACTED] using a mobile phone whilst driving. Officers have indicated for the vehicle to stop, at which point it has made off driving through a set of red traffic lights. For safety reasons the vehicle was not pursued. The vehicle had a TfL PH roundel in the rear window. The same vehicle (again clearly displaying roundels) has failed to stop for police in April 2017. As yet we have been unable to trace the driver of the vehicle involved in this incident. The vehicle was hired through a company called [REDACTED] who hire licensed PH vehicles with minimal checks.

2, In March 2017 a male was stopped driving a vehicle displaying PHV roundels. He was arrested for GBH, suspected of drug dealing and stated he hired the vehicle from [REDACTED]. The roundels had expired at the time of the stop, however it is believed the vehicle was supplied with the roundels in date. The driver had previously been arrested for serious offences and was related to organised crime gangs. He was not a licensed driver. When spoken to by police [REDACTED] stated that they do hire out licensed vehicles, but do not check if the driver holds a PH license (despite their website saying they do check for a PH licence before hire.) In essence they will hire a licensed PHV to anyone, and will continue to do so.

3, In June 2017 a male was stopped driving a Black Mercedes displaying PHV license roundels expiring in February 2018. The driver was on bail for firearms offences. He was not a licensed PHV driver. He had hired the car from [REDACTED] who confirmed the hire agreement. There was no insurance on the vehicle and it was seized by police. This male was known to police for numerous serious offences. [REDACTED] licensed cars as private hire vehicles and then used them to commit crime. The company has since been dissolved, although may now be operating under another name.

In short, anyone can hire a TfL PHV and use it as they choose. Examples of the risks this presents includes them acting as a taxi tout with a view to committing sexual offences, transport drugs and weapons around London and also to avoid Congestion Charging.

This is a significant loop hole in legislation and / or policy and presents a clear risk to public safety.

Kind Regards,

Neil

NB. Some of the information contained above is disclosed under the Information Sharing Agreement and as such isn't for onward submission – this includes the details of the three companies involved in hiring pre-licensed private hire vehicles and the registration number of the vehicle in the 1st example.

Inspector Neil Billany
RTPC - Taxi & Private Hire Policing Team
Kings Cross Police Station
76 Kings Cross Road
WC1X 9QG

Telephone - [REDACTED]

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Hill Lee

From: [REDACTED]
Sent: 16 June 2017 16:10
To: Gill Andy (ST); Bartlett Andrew; Chapman Helen (TPH); Hayward Siwan; Daly Graham (ST); Nandha Anand (ST); Smithers Paul (TPH); Conway John; Fortt Glyn (ST); Saar Ola; McGregor Mandy (ST); Conroy Sean (ST); [REDACTED]@met.pnn.police.uk; Magoba Clement; McGeehin Amy; Rodgers Edgerton (ST)
Subject: RE: Taxi and Private Hire Policing, Performance and Problem Solving

Hello Andy,

My aspiration is for the Driving Standards work (currently under General Activity, Monitor Only) to move to a KPI with number of TORs issued as the measure. Setting the target could be an issue though – I suggest we monitor productivity for 2 performance periods then agree the baseline using that data?

I will make sure this data is captured in terms of offences dealt with and driver breakdown (Taxi / PH) and we can discuss in a couple of meetings time.

Kind Regards,

Neil

Inspector Neil Billany
RTPC - Taxi & Private Hire Policing Team
Kings Cross Police Station
76 Kings Cross Road
WC1X 9QG

Telephone - [REDACTED]

From: Gill Andy (ST) [REDACTED]
Sent: 16 June 2017 15:22
To: Bartlett Andrew ; Chapman Helen (TPH) ; Hayward Siwan ; Daly Graham (ST) ; Nandha Anand (ST) ; Smithers Paul (TPH) ; Conway John ; Fortt Glyn (ST) ; Saar Ola ; McGregor Mandy (ST) ; Conroy Sean (ST) ; Billany Neil - Roads and Transport Policing Command ; Young Will - Roads and Transport Policing Command ; Magoba Clement ; McGeehin Amy ; Rodgers Edgerton (ST)
Subject: RE: Taxi and Private Hire Policing, Performance and Problem Solving

Dear all,

Please find attached actions recorded at the meeting held on 14th June. Please can you advise asap if you feel any are incorrectly captured or you require further explanation?

Also please find attached suggested measures – split into 2 slides; (1) KPIs with suggested targets, (2) other measures that will be monitored without a firm target

-----Original Appointment-----

From: Hogg Phillippa

Sent: 21 April 2017 11:53

To: Hogg Phillippa; Bartlett Andrew; Chapman Helen (TPH); Hayward Siwan; Daly Graham (ST); Nandha Anand (ST); Smithers Paul (TPH); Conway John; Fortt Glyn (ST); Gill Andy (ST); Saar Ola; McGregor Mandy (ST); Conroy Sean (ST); [REDACTED]@met.pnn.police.uk'; [REDACTED]@met.pnn.police.uk'; Magoba Clement

Subject: Taxi and Private Hire Policing, Performance and Problem Solving

When: 14 June 2017 10:00-12:00 (UTC+00:00) Dublin, Edinburgh, Lisbon, London.

Where: CompStat Room, Broadway, 1st Floor Wing Over Station, 100 Petty France

All,

This meeting on taxi and private hire policing, performance and problem solving will occur three times a year and be chaired by Siwan Hayward (Head of Transport Policing) and Helen Chapman (General Manager Taxi and Private Hire) . This will be a two hour long strategic meeting with the MPS, taxi and private hire compliance and enforcement, to look at overall strategic performance of policing and TPH compliance against business priorities, such as tackling cab related sex offences, fraud, forgery, road safety and crime.

Kind regards,

Phillippa

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Hill Lee

From: [REDACTED]
Sent: 12 April 2017 14:48
To: Chapman Helen (TPH)
Cc: Hayward Siwan; [REDACTED]@met.pnn.police.uk
Subject: Letter relating to MPS issues with Uber
Attachments: 12042017 NB to Helen Chapman.pdf

Categories: HELEN TO READ

Helen,

Please find attached a letter for your consideration with relation to an issue that has potentially serious repercussions. I acknowledge you will delegate this to the correct department within TPH but I feel it is important for you to have awareness.

Kind Regards,

Neil

Inspector Neil Billany
RTPC - Taxi & Private Hire Policing Team
Kings Cross Police Station
76 Kings Cross Road
WC1X 9QG

Telephone - [REDACTED]

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From: [REDACTED]
Sent: 09 February 2017 09:57
To: Kennedy-Todd Silka; Robinson Graham; Nandha Anand (ST); Chapman Helen (TPH)
Cc: Sundt Charlie (ST); Antoni Andrew; Vorster David
Subject: RE: Please respond: Misleading LTDA leaflet attacking PHV trade

All,
I would be comfortable with sending a letter around the following point which is clearly misleading; *Taxis are the only vehicles licensed and insured to accept hirings in London and you are strongly advised by the police not to travel in unlicensed vehicles sometimes called minicabs.*

The point around the fare being fixed by TfL and strictly controlled by the police is also confusing and would be something I could ask for clarity on, however this alludes to both TfL and the police in the same sentence so I would appreciate your view before mentioning this in any correspondence.

Kind Regards,
Neil

Inspector Neil Billany
RTPC - Taxi & Private Hire Policing Team
Kings Cross Police Station
76 Kings Cross Road
WC1X 9QG

Telephone - [REDACTED] or [REDACTED]

From: Kennedy-Todd Silka [REDACTED]
Sent: 08 February 2017 10:36
To: Robinson Graham; Nandha Anand (ST); Chapman Helen (TPH); Billany Neil - Roads and Transport Policing Command
Cc: Sundt Charlie (ST); Antoni Andrew; Vorster David
Subject: Please respond: Misleading LTDA leaflet attacking PHV trade
Importance: High

All

The LTDA has [tweeted a leaflet](#) which appears to be largely aimed at discrediting the private hire trade, and which contains some untrue information. We have started to receive complaints on twitter and I've already had an email in from the GMB (see end of email).

As LTDA are tweeting it they are clearly endorsing this. I have copied out the wording in the leaflet (which has been produced in eight languages) below as it's difficult to read on twitter. You'll note that while they don't use the MPS or TfL logos in it they have used part of our card signage at the bottom of the leaflet.

Wording is as follows – I've highlighted the parts I think are untrue or misleading and would appreciate your thoughts about how to proceed. The key line of concern is at the start of the third paragraph:

*Welcome to London. You are travelling in a world famous London taxi; this vehicle and the driver and the driver **are licensed at Heathrow Airport by the Mayor of London and the fare is fixed by Transport for London and strictly controlled by the Metropolitan Police.***

The driver has undertaken years of training and is extremely knowledgeable about all aspects of this great city.

Taxis are the only vehicles licensed and insured to accept hirings in London and you are strongly advised by the police not to travel in unlicensed vehicles sometimes called minicabs. Unfortunately staff at certain hotels and restaurants will attempt to recommend the use of one of these vehicles in order to receive commission from the driver (AT YOUR EXPENSE). Taxis are always available from taxi ranks outside all the major hotels and can also be hailed anywhere, at any time, on the street. The average taxi fare from central London to Heathrow is approximately £65 which will normally be displayed on the taxi meter although your driver will be pleased to give you an exact quote.

Remember, No Taxi sign means it's not a Taxi.

Thanks
Silka

Silka Kennedy-Todd | Head of Taxi and Private Hire Stakeholder Relations

Phone: [REDACTED] | Internal extension [REDACTED] | Mobile: [REDACTED] | E-mail: [REDACTED]
[REDACTED]

From: Simon Rush [REDACTED]@gmbdrivers.org]

Sent: 08 February 2017 10:00

To: Kennedy-Todd Silka

Cc: [REDACTED]@gmbdrivers.org; [REDACTED]@gmb.org.uk; [REDACTED]@gmb.org.uk

Subject: LTDA

Hi Silka

Surely this is illegal as the LTDA is suggestion that all private hire is illegal and dangerous in effect scaring the public. The price quoted is not accurate as it does not specify from what part of London nor the time of day or that traffic conditions will alter the fare.

The LTDA are still working areas such as St Pancras bullying drivers without any jurisdiction. This has to be stopped or we at the branch will have to take action on their behaviour ourselves. Naturally without ourselves breaking any laws.

Regards

WARNING

Welcome to London, you are travelling in a vehicle and the driver are licensed to operate by the Mayor of London and the fare is fixed by Transport for London controlled by the Metropolitan Police.

The driver has undertaken many years of training and is knowledgeable about all aspects of this great city.

Taxis are the only vehicles licensed and insured and you are strongly advised by the Police not to use unlicensed vehicles sometimes called minicabs. Unfortunatly some hotels and restaurants will attempt to recommend unlicensed vehicles in order to receive commission from the driver. Licensed taxis are always available from taxi ranks outside all hotels and are hailed anywhere, at any time, on the street. The fare from central London to Heathrow is approximately £40 and is displayed on the taxi meter although you can always request an exact quote.

Simon Rush Branch President
GMB Professional Drivers G56

gmbdrivers.org

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