

TAXI DRIVERS' SAFETY GUIDE



Driving a taxi is one of the most dangerous professions. Driver are sent alone to isolated areas, including high-crime neighborhoods to pick up strangers.

They work early mornings and late nights, and they carry a lot of cash.

So it's not surprising that taxi drivers are often assaulted, robbed, and killed.



TAXI DRIVERS' HANDBOOK is a comprehensive book covering every aspect of community safety, produced to help taxi drivers stay vigilant and promote safety when on the streets. Taxi drivers, due to the nature of their work, are often the first to witness criminal activity taking place. This book encourages more reporting of crime, particularly those under reported incidents such as hate crime.

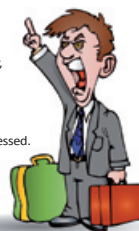


STAY SAFE

- I. Invest in the right safety equipment for your taxi,
 - I. Security cameras record activities as well as act as deterrents for bad behaviour.
 - II. Where possible install safety shield between the back seat and the front.
 - III. Good lighting inside the taxi helps you stay aware of the activities in the back.
 - IV. Invest in 'Hijack lights' on top of taxi to attract attention of police or other taxis.
 - V. Use silent alarms or a one way call button on your radio for fast communication.
 - VI. Global tracking which would tell your position at all times.
 - VII. Introduce cash free forms of payment



2. **Assess level of risk posed by your passenger.**
If you see or feel potential risk presented by a passenger, you have the right to refuse to give them a ride.
For example ...
 - I. If they seem particularly aggravated, angry or distressed.
 - II. If they seem to be under the influence of alcohol or drugs.
 - III. If they seem unclear about where they want to go, or ask you to change route.
 - IV. If they seem like a group looking to show off at the expense of others.



particularly at night or when you feel most vulnerable.

DRIVING A TAXI IS A JOB WITH INHERENT DANGERS BECAUSE ...



- You work alone, and all hours of day and night
- You go to isolated, dangerous & high crime areas.
- You deal with strangers, like picking up hitchhikers for a living.
- You have plenty of cash with you, and they know it.
- You are a sitting target for potential criminals, and worst of all you have your back to them.
- You often pick up individuals or groups under the influence of alcohol or drugs.
- Easy target for racist abuse or attack, particularly if your passengers are a group.
- Language barrier could cause misunderstandings or make it difficult to reason.

TRUST YOUR INSTINCTS AND STAY VIGILANT

GO TO A BUSY WELL LIT AREA POSSIBLY NEAR A CCTV

DIAL 999

CONTACT BASE

TALK CALMLY AND TRY TO DEFUSE THE SITUATION

STAY ALERT

STAY CALM

USE YOUR HORN OR LIGHTS TO ATTRACT ATTENTION OF OTHERS / POLICE

LOOK FOR AN ESCAPE OPPORTUNITY

GATHER INFORMATION ABOUT THE PASSENGERS



IN AN EMERGENCY



4. **Greet and make eye contact with your passenger**
Always greet your passengers and make eye contact. When you make eye contact you are sending a subtle message that you have seen them & can identify them.



5. **Do not be aggressive or confrontational** as this would worsen a minor disagreement and increase the likelihood of physical violence. Communicate with your passengers, build rapport, and be polite and pleasant at all time.



6. **Always keep your doors locked** particularly when sitting at a stand or parked on the street. This will prevent someone coming up beside you, opening your door and attacking you when you least expect it. Keeping your doors locked can also help you direct the passenger to where you would want them to sit, to keep an eye on them and they present the least amount of risk



7. **Always keep your windows wound up** enough so no one can put their hand through the opening and grab or attack you.
8. **Never accept any favours** in return for your fare, particularly from the opposite sex. This is illegal and extremely dangerous, not to mention totally unethical, wrong and immoral.
9. **Don't let anyone sit in the seat directly behind you** as this could be a possible danger zone hidden from your view.

STAY SAFE

TAXI

10. **Do not carry too much cash** with you and do not display cash in front of passengers.
11. Be careful **not to give out too much information** such as the length of your shift or how busy you have been, which might indicate how much cash you might have, or how tired you might be.
12. Make sure there is **no misunderstanding** about the fare or the route you would be taking.
13. **Do not leave your cab**, or run after the passenger for your fare. This would put you at risk of attack, particularly if in unfriendly or dangerous neighbourhoods.
14. **Avoid coming out of your taxi**, particularly at night and in dangerous neighbourhoods.
15. You must have an **emergency procedure** set out to help you decide course of action in different situations.

STAY SAFE

TAXI

16. **Know your way around** and avoid taking directions from the passenger, particularly if it leads to a dark alley or quiet side road where they could attack or rob you.
17. **Do not take unnecessary risks** if you realise the passenger has a weapon which they might use to attack or harm you.
18. **Stay vigilant** and memorise the description of a suspect as described on page 8 of this book.
19. **Always keep a spare key in your pocket** in case someone grabs the keys from your taxi.

REMEMBER, YOUR SAFETY DEPENDS ON YOU TAKING STEPS TO ENSURE THAT THESE RISKS ARE KEPT TO A MINIMUM

KEEPING YOUR HOME SAFE

DO NOT LEAVE YOUR HOME UNLOCKED

- Lock your front door
- Lock your back door
- Lock your windows
- Lock your garage
- Lock your car

IF YOU HAVE BEEN BURGLARIZED

- Call the police
- Call your insurance company
- Call your bank
- Call your credit card company
- Call your mobile phone company

WHILE WAITING FOR THE POLICE

- Stay calm
- Do not touch anything
- Do not move anything
- Do not clean up anything
- Do not throw anything away
- Do not let anyone in

IN EMERGENCIES DIAL 999

MAKING YOUR HOME ATTRACTIVE TO BURGLARS

DO NOT LEAVE YOUR HOME UNLOCKED

- Lock your front door
- Lock your back door
- Lock your windows
- Lock your garage
- Lock your car

IF YOU HAVE BEEN BURGLARIZED

- Call the police
- Call your insurance company
- Call your bank
- Call your credit card company
- Call your mobile phone company

WHILE WAITING FOR THE POLICE

- Stay calm
- Do not touch anything
- Do not move anything
- Do not clean up anything
- Do not throw anything away
- Do not let anyone in

IN EMERGENCIES DIAL 999

KEEPING YOUR CAR SAFE

DO NOT LEAVE YOUR CAR UNLOCKED

- Lock your doors
- Lock your windows
- Lock your trunk
- Lock your car

IF YOU HAVE BEEN BURGLARIZED

- Call the police
- Call your insurance company
- Call your bank
- Call your credit card company
- Call your mobile phone company

WHILE WAITING FOR THE POLICE

- Stay calm
- Do not touch anything
- Do not move anything
- Do not clean up anything
- Do not throw anything away
- Do not let anyone in

IN EMERGENCIES DIAL 999

PERSONAL SAFETY

- Avoid going out alone and always tell others where you are going
- Plan your journey and have your mobile phone with you
- Be aware of your surroundings at all times and trust your instincts
- Do not accept lifts from strangers or people you do not know well
- Do not carry much cash, credit cards or jewelry
- Be very careful when using cash machines, particularly at night

IF YOU ARE BEING FOLLOWED - take decisive action or seek help straight away

Always use well lit, busy streets you know and avoid danger spots

RACIAL HARASSMENT

WHAT IS RACIAL HARASSMENT?

Racial harassment is a form of harassment based on race, ethnicity, or religion. It can be a single incident or a series of incidents. It can be physical, verbal, or written. It can be direct or indirect. It can be intentional or unintentional. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF RACIAL HARASSMENT?

Racial harassment can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM RACIAL HARASSMENT?

There are a number of things you can do to protect yourself from racial harassment. You can report the harassment to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

TERRORISM

WHAT IS TERRORISM?

Terrorism is the calculated use of violence or threat of violence to create a general climate of fear or to influence the government or the public. It is a crime and it is a civil offence.

WHAT ARE THE EFFECTS OF TERRORISM?

Terrorism can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM TERRORISM?

There are a number of things you can do to protect yourself from terrorism. You can report the terrorism to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

ALCOHOL PROBLEMS

WHAT IS AN ALCOHOL PROBLEM?

An alcohol problem is a condition in which a person drinks too much alcohol. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF AN ALCOHOL PROBLEM?

An alcohol problem can have a range of effects on the person. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM AN ALCOHOL PROBLEM?

There are a number of things you can do to protect yourself from an alcohol problem. You can report the alcohol problem to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

ALCOHOL GUIDE

WHAT IS AN ALCOHOL GUIDE?

An alcohol guide is a document that provides information about alcohol. It can be a physical document, a mental document, or a social document. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF AN ALCOHOL GUIDE?

An alcohol guide can have a range of effects on the person. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM AN ALCOHOL GUIDE?

There are a number of things you can do to protect yourself from an alcohol guide. You can report the alcohol guide to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

ANTI-SOCIAL BEHAVIOUR

WHAT IS ANTI-SOCIAL BEHAVIOUR?

Anti-social behaviour is a pattern of behaviour that is harmful to others. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF ANTI-SOCIAL BEHAVIOUR?

Anti-social behaviour can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM ANTI-SOCIAL BEHAVIOUR?

There are a number of things you can do to protect yourself from anti-social behaviour. You can report the anti-social behaviour to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

YOUR LIFE. YOUR FUTURE. YOUR CHOICE

WHAT IS YOUR LIFE. YOUR FUTURE. YOUR CHOICE?

Your life, your future, your choice is a slogan that encourages people to make their own choices. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF YOUR LIFE. YOUR FUTURE. YOUR CHOICE?

Your life, your future, your choice can have a range of effects on the person. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM YOUR LIFE. YOUR FUTURE. YOUR CHOICE?

There are a number of things you can do to protect yourself from your life, your future, your choice. You can report the life, your future, your choice to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

IDENTITY FRAUD

WHAT IS IDENTITY FRAUD?

Identity fraud is a crime in which a person uses the identity of another person. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF IDENTITY FRAUD?

Identity fraud can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM IDENTITY FRAUD?

There are a number of things you can do to protect yourself from identity fraud. You can report the identity fraud to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

DRIVING & THE LAW

WHAT IS DRIVING & THE LAW?

Driving and the law is a topic that concerns the rules and regulations that govern driving. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF DRIVING & THE LAW?

Driving and the law can have a range of effects on the person. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM DRIVING & THE LAW?

There are a number of things you can do to protect yourself from driving and the law. You can report the driving and the law to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

HELP STOP HATE CRIME

WHAT IS HATE CRIME?

Hate crime is a crime in which a person is targeted because of their race, ethnicity, or religion. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF HATE CRIME?

Hate crime can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM HATE CRIME?

There are a number of things you can do to protect yourself from hate crime. You can report the hate crime to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

REPORT IT

WHAT IS REPORT IT?

Report it is a slogan that encourages people to report crimes. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF REPORT IT?

Report it can have a range of effects on the person. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM REPORT IT?

There are a number of things you can do to protect yourself from report it. You can report the report it to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

DOMESTIC ABUSE

WHAT IS DOMESTIC ABUSE?

Domestic abuse is a pattern of behaviour that is harmful to a person in a domestic relationship. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF DOMESTIC ABUSE?

Domestic abuse can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM DOMESTIC ABUSE?

There are a number of things you can do to protect yourself from domestic abuse. You can report the domestic abuse to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

RAPE

WHAT IS RAPE?

Rape is a crime in which a person is forced to have sex. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF RAPE?

Rape can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM RAPE?

There are a number of things you can do to protect yourself from rape. You can report the rape to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

SEXUAL VIOLENCE

WHAT IS SEXUAL VIOLENCE?

Sexual violence is a crime in which a person is forced to have sex. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF SEXUAL VIOLENCE?

Sexual violence can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM SEXUAL VIOLENCE?

There are a number of things you can do to protect yourself from sexual violence. You can report the sexual violence to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

CHILD ABUSE

WHAT IS CHILD ABUSE?

Child abuse is a crime in which a person is harmed or exploited. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF CHILD ABUSE?

Child abuse can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM CHILD ABUSE?

There are a number of things you can do to protect yourself from child abuse. You can report the child abuse to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

SEXUAL EXPLOITATION

WHAT IS SEXUAL EXPLOITATION?

Sexual exploitation is a crime in which a person is forced to have sex. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF SEXUAL EXPLOITATION?

Sexual exploitation can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM SEXUAL EXPLOITATION?

There are a number of things you can do to protect yourself from sexual exploitation. You can report the sexual exploitation to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

STALKING

WHAT IS STALKING?

Stalking is a crime in which a person is followed or harassed. It can be a physical problem, a mental problem, or a social problem. It can be a crime or a civil offence.

WHAT ARE THE EFFECTS OF STALKING?

Stalking can have a range of effects on the victim. It can cause physical harm, emotional distress, and financial loss. It can also lead to social isolation and a loss of self-esteem. In some cases, it can even lead to death.

WHAT CAN YOU DO TO PROTECT YOURSELF FROM STALKING?

There are a number of things you can do to protect yourself from stalking. You can report the stalking to the police. You can seek legal advice. You can also try to avoid the person who is harassing you. It is important to remember that you are not alone and that there are people who can help you.

Other pages in the book include:

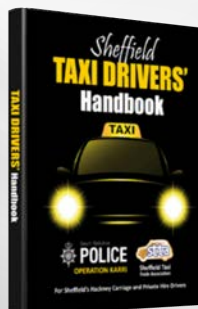
- Community, CSPs, Incident Record Sheets, Dealing with Emergencies and Non-Emergencies.



C5 CONSULTANCY PRODUCTS

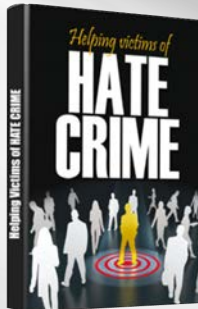
POCKET SIZED BOOKS

Taxi Drivers' Handbook



A comprehensive book covering every aspect of community safety, produced to help taxi drivers stay vigilant and promote safety when on the streets.

Helping Victims of Hate Crime



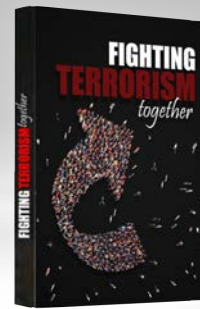
An essential book which helps and supports victims of Hate Crime and provides valuable information on all aspects of keeping safe, importance of reporting and much more.

Helping our Communities Stay Safe



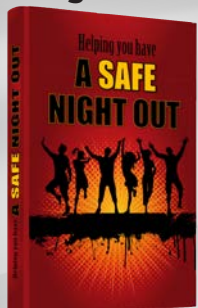
A must-have book covering all aspects of community safety, including; personal safety, home security, anti-social behaviour, terrorism, road rage, drugs, alcohol and much more.

Fighting Terrorism Together



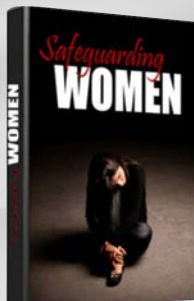
Designed to encourage communities in the fight against radicalization, violent extremism and terrorism. A book produced to promote the PREVENT strategy.

Helping You Have a Safe Night Out



An essential book helping the youth stay safe at all times specially when enjoying an evening out with friends. An easy to read and very user-friendly book covering all potential risks faced by the youth today.

Safeguarding Women



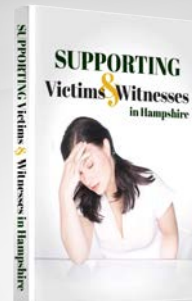
An indispensable book empowering & supporting women, protecting them from the dangers of domestic abuse, rape, honour violence & forced marriage.

Cyberbullying



A superbly designed youth user-friendly book covering all aspects of cyberbullying including sexting, online grooming, social networking, abusing personal info etc.

Supporting Victims & Witnesses



An indispensable book produced to help victims and witnesses through various stages from reporting a crime to appearing in court and support available, including restorative justice.

Our books have been produced for many police forces, housing associations and councils, including The Met, Police Force of Northern Ireland, 3 of the 4 police forces in Wales and many others around the country. The feedback on the books has been extremely positive, with frequent reorders coming in.

Most of these titles have already been adapted for Wales, Scotland and Northern Ireland.

Others are currently being adapted and will be available to order soon.



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TACKLING YOUTH CRIME POSTER



A poster designed to address the mindset of the youth by helping them make better choices, and avoid getting into those situations which may lead to a life of crime.

PDF OF THE BOOKS



Electronic interactive flip PDF of the books for use on your website. Similar to this catalogue.

SMARTPHONE APPS



An interactive APP version of the book. Reporting HATE CRIME is now only a click away.



An interactive APP version of the book. Reporting ABUSE is now only a click away.

PLEASE SEE OUR INTERACTIVE CATALOGUE BY GOING TO:

<http://c5consultancy.co.uk/NewsLetter/index.html>