

# DRIVER PERSONAL SAFETY

do you feel   
good?

**Driver safety is paramount. Follow these tips and you will make yourself safer.**



## Safety screens

Safety screens or grills between the front and rear seats can provide added protection. If fitted they must be installed and maintained so as to ensure the safety of passengers and the vehicle, and they must be approved by Licensing.



## Safe or locked money box

Cash protection is key to preventing you from becoming a victim of robbery. Use a safe or a locked money box with a slot to insert notes and keep it hidden away. Take cash home or to a night safe during the shift.



## Decoy money bag

Store the real money elsewhere.



## Advertise

Consider advertising security measures such as CCTV and that 'the driver does not have access to large amounts of cash'.



## CCTV

Use CCTV if you have it installed and if not, consider installing it. Please note that the use of any CCTV in a taxi must meet conditions set out by the Licensing Authority.



## Fare pre-payment

Consider introducing part fare pre-payment during high risk times. Taking a percentage of the fare can prevent fare evasion and can reduce any potential conflict with the customer.



## Be alert

Always be aware of what is going on around you at all times. Make use of your door locks and lock yourself in the vehicle when you are waiting for a fare.



## Remove temptation

Do not display valuables such as jewellery and ensure that money is hidden away. If a customer only has a large value note, offer to take them to a shop to get it changed.





### **Assess your passengers**

Assess passengers' behaviour. Make eye contact with every passenger. This gives them the message that you have seen them and could identify them – and BE friendly! People are less likely to want to hurt you if you are friendly and polite, instead of sending out a message that you don't care and appear unaware.



### **Know your way around**

A common cause of dispute is drivers not knowing their way around, and taking customers the wrong way. This can quickly escalate to a dispute, so if in doubt ask the passenger or your taxi base for the most direct route.



### **Keep windows rolled up**

Only open the window enough to allow someone to speak to you and not so that they could put their hand through and grab you.



### **Lock your doors**

When you are alone and waiting, lock your doors. If possible don't let passengers sit in the front passenger seat or the seat behind you.



### **Take extra care at night**

The most dangerous time is after 10pm, when some of your customers may have been drinking alcohol. Lock your doors when alone in your vehicle.



### **Get exact destination**

Some customers may be vague in their description of where they want taking. Get a confirmed fixed address.



### **Don't encourage**

Never tell a customer that you have 'had a good shift'. Always tell a white lie and tell them that you have only just started or that it is very quiet.



### **Never resist**

Although the law allows you to protect yourself and your property, it is important that you do not endanger yourself. If you try to resist, the situation could drastically escalate and you could face being injured or even worse. It is not worth it!!



### **Record and report**

Report all serious incidents to the Police via 999. Report suspicious behaviour or other incidents to the Police on 0300 333 4444 and keep a record of all violent incidents and any action taken.

### **Further information**

Visit [www.essex.police.uk](http://www.essex.police.uk) or phone 0300 33 4444 and ask to speak to your local Crime Reduction Adviser. (This document published by kind permission of Rochdale Council.)