





Lancaster has welcomed **European Drivers**, starting with **Romanians** and today they also have **Polish** and **Bulgarians** amongst their very happy and professional workforce.

The company representatives were so pleased with the **Romanian** project that **Directors Robin Tasker** and **Simon Hill** spent time on **Recruitment** and **Training** projects in other European capital cities to interview, select and then train the candidates via the 'excellent' **training syllabus** prepared by **Lancaster**.

Lancaster found that when service levels and appropriate driver availability diminished in the **UK** the **Eastern Europe Drivers** came with an eagerness to succeed and a tremendous work ethic. They now have around 40 well turned out, customer-facing, uniformed, focused and highly trained drivers. Not surprisingly the company have received many compliments regarding the **European Drivers** from their wide portfolio of clients and customers.

As with all drivers some will never be happy and will think the grass is greener elsewhere. **Lancaster**, like most companies, has had some leavers but the fact that many have returned to **Lancaster** tells its own story.

Several drivers have settled and bought their wives and families over and were very upset after reading the **Mirror's Article** and they have said that they would like their chance to tell the truth and to say how happy they are.

Lancaster now have quite a few drivers who been with the company for **over a year** and are very, very happy. They are also very grateful for the opportunity and support that **Lancaster** has given them.



The **LPHCA's** legal helpline was used to advise **Lancaster** alongside the full support of the **LPHCA**. They have subsequently complained to the **Press Complaints Commission** and are in consultation as to their next steps.

Having spent nearly 40 years in our industry as your **Chairman** I felt it was only right that I visited **Lancaster** personally. I did this late in April to find nothing to support the **Mirror's Article**. What I did find was the highest standard of record keeping, contractual agreements and driver training that is way above what is required and the norm for drivers in our sector.

At the time of going to press this was still in the hands of the **Press Complaints Commission** so we will make no further comment but will report back to **Members** in due course.

The **LPHCA** will continue to support **Lancaster** as valuable **Platinum Members** and as 'in our view' **'High Class Operators'** and **'Decent People'**.

Steve Wright MBE, Chairman



My name is **Roy Griffin** I am the **Operations Manager** for **Lancaster Private Hire** and I have been in the industry for 25 years.

I have been at **Lancaster Private Hire** for 6 months and we have brought together one of the most experienced teams of staff that you could hope for. Since being at **Lancaster** I have found it very refreshing to work with the **European Drivers** that we have as they are very helpful, smart & polite at all times.

I am not saying it is easy as many of these drivers need our full assistance along the way to complete the full training given to them, however once trained many of them are earning as much as any experienced driver would.

We do get the odd few falling through the net, but not for the want of trying by the experienced team that we have. We have to remember where these drivers have come from and to work in **Central London** as complete novices is commendable.

**Lancaster Private Hire** is rightly very proud of their whole team as change is difficult at the best of times. They have embraced change and through their determination have made the **European Driver Project** a great success.

As for **Lancaster's Drivers** they are also very proud of their achievements both as a group and as individuals. They all have the right to be in the **UK** and the company are so pleased that they have chosen to represent **Lancaster Private Hire**.

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