

Thursday, 25 September 2025

(10.00 am)

SIR ADRIAN FULFORD: Yes, Mr Moss.

MR MOSS: Thank you, sir. Our first witness this morning is Gary Poland, please.

Mr Poland, there will be somebody there assisting you and I wonder if you could just start by taking the oath or affirmation. You don't need to stand for that because you are giving evidence remotely.

GARY POLAND (sworn)

Questioned by MR MOSS

MR MOSS: Thank you. Just start, please, by giving us your full name.

A. Gary Malcolm Poland.

Q. Just keep your voice up a little bit because we all need to hear the evidence you are going to give.

A. Gary Malcolm Poland.

Q. If we can have on the screen, please, individual witness statements -- so that is IWS000038.

Can you just confirm, please, Mr Poland that this is a statement that you have provided to this Inquiry and, if we go to page 8, we will see it is a statement you signed on 22 August this year; is that right? You signed it on 22 August?

A. Yes, that is correct.

1

Q. You have been doing that for some 27 years, or at the time of the attack you had been doing it for some 27 years?

A. Yeah, that's correct, yeah.

Q. You had been with One Call Taxis or its predecessors for that time; is that correct?

A. That's correct.

Q. Your taxi, I think, was a white Toyota?

A. Yeah, correct.

Q. Is this right, that you were self-employed, you owned your own taxi?

A. Yeah, correct.

Q. And you took jobs, effectively, off One Call Taxis?

A. Yeah, that's correct.

Q. They would send you the jobs through a mobile phone app?

A. Yeah, correct.

Q. You could accept or decline the jobs as you chose; you weren't obliged to take them?

A. That's correct.

Q. I think, as a matter of personal choice at the time, you liked to stay reasonably locally, you worked mainly within the Southport area?

A. Yeah, that's right, I don't do out of town jobs no more, I just do local jobs.

Q. I think that, more recently, since the attack, you have

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Q. Thank you. Are the contents of this statement true to the best of your knowledge and belief?

A. It is.

Q. Thank you very much. If we could also have on screen, please, MERP000266. You will be familiar with this, this, Mr Poland, is a statement that you made to the police, isn't it, on the day of the attack, 29 July last year?

A. That's correct.

Q. There is a time given, I think, for this statement that it was given at 5.16 in the afternoon; is that right?

A. That's correct.

Q. Thank you. Mr Poland, there will be two parts to my questioning. In the first part, I just want to understand how you, in overview, were involved in the events and to look at an overview of them, and to look at your role, and then, secondly, I'm going to go through matters in a little bit more detail, do you follow?

A. That's fine.

Q. If you can have your Inquiry statement back on the screen, that is IWS000038 on page 1. I'm looking at paragraph 1. I think you are an experienced private hire taxi driver; is that right?

A. That's correct.

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certainly, for a period, been working reduced hours and tending only to collect customers you know; is that right?

A. Yes, I don't do many hours no more. I only pick up people I know, to be fair now, after what's gone on.

Q. Is that because of the impacts of the attack on you psychologically?

A. It is, yes.

Q. Just in outline, I'm not concerned at all with overall how much money you earn, that's really not relevant but, financially, just explain how it works. Do you have to pay a monthly amount or weekly amount to One Call Taxis or do you pay for hire of the telecommunications kit; how does it work?

A. You just pay for the app, you have an app off One Call, you pay for that, £110 a week, and then obviously it's my own car. You've got to buy a car, private hire insurance, and all that.

Q. Thank you. Then do One Call Taxis take a proportion of the fare and you get the rest; is that how it works?

A. No, no, you just pay for the app --

Q. You pay for the app through them, I follow. So to look at matters just in broad outline to set the context, on Monday, 29 July, we have heard that you accepted a job that involved taking AR from his home at 10 Old School

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1 Close to 34a Hart Street, yes?

2 A. That's correct, yes.

3 Q. The journey was effectively done in silence; he didn't

4 really talk to you?

5 A. That's correct.

6 Q. Can I ask you this, leaving aside what you have thought

7 about since, so leave aside hindsight: at the time,

8 during the journey itself, did AR give you any cause for

9 suspicion at all while you were driving him?

10 A. No, none at all because quite a few of our customers are

11 black and I know he was wearing a face mask, which a lot

12 of them still do, the black people, we pick up a lot of

13 care workers that look like that, and I just presumed he

14 was going to pick his car up from Masters next door to

15 where we ended up.

16 Q. Thank you. So having a young, black man with a Covid

17 face mask on, your thought at the time was that you

18 might be taking a carer?

19 A. Yes, correct.

20 Q. You dropped him on the street in Hart Street and I think

21 he didn't pay you?

22 A. That's correct.

23 Q. You followed him towards the garage, Masters garage,

24 demanding payment and he didn't pay?

25 A. That's correct.

5

1 Q. I'm going to come on to the detail of it but, just to

2 deal with it in outline, you then heard some very loud

3 bangs, four to five and what you thought were gunshots

4 at the time?

5 A. Yeah, I thought it was between four and five gunshots at

6 the time.

7 Q. I'm going to come on to it but just to deal with this at

8 the moment, you have touched upon it, you heard loud

9 screams?

10 A. Yeah.

11 Q. You have said in your statements that it was terrifying,

12 you were fearful, you were in a state of shock and you

13 drove away at that stage from the scene, thinking that

14 there was someone shooting?

15 A. Yeah, I just thought someone was shooting, I thought,

16 "Oh no", that's when I went into panic mode.

17 Q. While you were still driving away -- sorry, once you had

18 got out of the driveway and turned on to the main road,

19 quite quickly while you were still driving you called

20 your friend Julian Medlock?

21 A. Yeah, he was next door at Masters. He is my best mate

22 of, like, 40-odd years and I just thought of him

23 straightaway because we'd been up that drive to begin

24 with and I just thought, if someone's got a gun, he's

25 going to have to be careful.

7

1 Q. You followed him down the parallel driveway, towards the

2 Hart Space, he was on foot, you were in your car,

3 demanding payment but he didn't respond?

4 A. That's correct.

5 Q. You threatened to call the police?

6 A. That's correct, thinking he might pay then.

7 Q. Yes. And he still didn't pay?

8 A. No.

9 Q. You saw him, I think, enter the Hart Space?

10 A. Yes, he tried one door, banging on one door but I'm

11 thinking, "What's going on here? Is someone going to

12 open the door?" Then he walked to the other door, which

13 was pretty close to it and just walked straight in.

14 Q. Thank you. Meanwhile, I think in that carpark you had

15 done a bit of a -- half of a three-point turn, you

16 reversed up and you were waiting for your next job, at

17 that stage, resigned to the fact that this young man had

18 not paid?

19 A. Yes, I wasn't waiting for my next job.

20 Q. What were you doing when you were waiting there?

21 A. I was waiting for money and then I was thinking perhaps

22 he's running up for money, you know. I thought, "Give

23 him a minute or two", which I did and then --

24 Q. I follow.

25 A. -- I heard all the screaming --

6

1 Q. Thank you. I will come back to that. You stopped on

2 Brompton Road and, having stopped there, you then

3 accepted another fare and you drove that other passenger

4 to her destination, making a stop en route, so that she

5 could go into a shop?

6 A. That is correct.

7 Q. You had a further call with Julian Medlock?

8 A. That's correct.

9 Q. Then you called the control room for One Call Taxis to

10 confirm what the pickup address for AR had been?

11 A. Yeah, that's it, just so I got the details for when

12 I rung the police, yeah.

13 Q. You then drove home, discussed things with your wife and

14 then called the police from home, called 999 from home?

15 A. That's correct.

16 Q. By the time that you had called the police, it was

17 12.36, about 50 minutes after the attack had taken

18 place; do you agree?

19 A. That's correct.

20 Q. Now, that's just an outline and, as I say, we will pick

21 up some of the detail but, if we look at paragraph 27,

22 please, of your Inquiry witness statement, it is at

23 page 7. At the bottom half of the page, you say this

24 and I'm going to read this to you, Mr Poland, so that we

25 have it as part of your evidence:

8

1 "On reflection of events:
2 "I do consider that I should have called the police
3 earlier, in hindsight I wish I had done and it is
4 something that I think about every day, what I should
5 have done, and how this is my fault because I drove him
6 there.

7 "I should have checked on the welfare of the
8 children and helped, I thought there was a gunman
9 shooting at people and believed this to be the person
10 who I had just been shouting at to pay me a fare and
11 threatened to call the police, so I did believe that
12 I was in danger of being a target. I regret not helping
13 the children, their screams were harrowing and I can
14 still hear them when I think back to that day.

15 "I regret not doing more, I do regret not calling
16 the police sooner and have done my best to explain my
17 actions and thought process on the day within this
18 statement. I cannot imagine what the victims and the
19 families of the victims have been through and they have
20 my deepest sympathy for what happened that day. Since
21 the incident, I have suffered periods of depression,
22 I have had to reduce my work hours and will only collect
23 customers who are known to me. There isn't a day that
24 passes when I don't think about that day and the
25 'what-ifs', what if I had called the police, what if

9

1 careful in your statement to the Inquiry to repeat in
2 a number of places, in a number of ways, both your
3 regret at not calling the police sooner but also seeking
4 to explain that the reason for it was that you were
5 fearful and panicking?

6 **A.** That's correct.

7 **Q.** We should look at one more reference just on this theme,
8 please, and it is back in your police statement, and I'm
9 sorry to jump around between the statements. It is
10 MERP000266 at page 3, please.

11 This is in your police statement given very soon
12 after the events, as we have seen, on the same day. If
13 we look at the next to last paragraph, so the
14 penultimate paragraph, right at the end of that
15 paragraph, you say:

16 "This was terrifying, I was in a state of complete
17 mortal terror and shock."

18 Is that accurate, Mr Poland?

19 **A.** Yeah, that is correct.

20 **Q.** So that's matters in overview. I'm going to turn now to
21 the second part of my questioning to look at some
22 matters in more detail. Could I start with the
23 licensing arrangements, please. You tell us in
24 paragraph 2(a) of your Inquiry witness statement that at
25 the time of the attack and now you hold a private hire

11

1 I had got out of my car, what if I had apprehended him
2 for not paying me but I do not know the answers.

3 "I accept that I could have done more, I still
4 believe my actions as a taxi driver were fit and proper.
5 This is not something that happens every day, it is
6 a tragic event that should never have happened. I did
7 what I did based upon fear, shock and panic, these are
8 human emotions which I could not control."

9 Are those sentiments that you still feel now and
10 that you would wish to stand as part of your evidence?

11 **A.** It is, yes.

12 **Q.** Thank you. I will not go through it all but it is right
13 to record, if we could just have page 4 of your
14 statement, please, paragraph 13:

15 "I can only say that I was in complete shock and
16 that is why I did not do anything to check on the
17 children's welfare."

18 Also at paragraph 14, page 5 the last part of
19 paragraph 14:

20 "Despite this I accept I did not call the police.
21 I can only say that I panicked, and I fled for my own
22 safety. I believed I had heard gunshots ..."

23 You go on to explain that you weren't thinking
24 clearly.

25 So on any view, Mr Poland, I think you have been

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1 taxi licence issued by Sefton Council; is that right?

2 **A.** That's correct.

3 **Q.** You remain licensed, you have exhibited your licence.

4 Sir, that's at page 11, we don't need to turn it up.

5 You also say -- if you want to look at it in your own
6 statement, it is paragraph 2(b) on IWS000038, page 1 --
7 that there are terms and conditions of your licence,
8 which you have exhibited to your statement; is that
9 correct?

10 **A.** That's correct.

11 **MR MOSS:** Sir, you have those at pages 13 to 16 of this
12 statement.

13 **SIR ADRIAN FULFORD:** Thank you very much.

14 **MR MOSS:** Mr Poland, it is right -- we don't need to turn
15 those up -- those conditions, the formal conditions of
16 the licence, contain matters such as the maintenance of
17 your vehicle, the signs you have to display, the rules
18 about charges, the duty to report road traffic
19 accidents, matters of that kind; would you agree?

20 **A.** That's correct, yes.

21 **Q.** You say at paragraph 4, I'm looking now at IWS000038, at
22 page 2, please, top of the page, that there are no terms
23 and conditions that you are aware of from One Call
24 Taxis. Can you help with that: is there any kind of
25 handbook from One Call Taxis? We have seen a reference

12

1 to a handbook in the evidence of Mr Rice, who we are
 2 going to hear from as our next witness. Do you recall
 3 any kind of a handbook?
 4 **A.** No, there's no handbook.
 5 **Q.** What did you understand your safeguarding duties to be
 6 and your duties in terms of when you should call the
 7 police when you were, if I can use the phrase, on duty
 8 as a taxi driver?
 9 **A.** Well, yeah, I mean, obviously an incident like that, you
 10 think you'd call the police straightaway. But until
 11 you're actually there and you are involved in something
 12 like that, you don't know what you are thinking. In my
 13 mind, I was not thinking straight, I don't know what was
 14 out there. My mind had just gone.
 15 **Q.** So would you accept that, really, it is a matter just of
 16 common sense that, if there is a serious incident where
 17 people may have been seriously injured any, member of
 18 the public, but perhaps importantly you as a taxi
 19 driver, when you had taken the perpetrator, it is
 20 a matter of common sense to call 999?
 21 **A.** Well, yeah, you automatically think that, yeah.
 22 **Q.** The Inquiry has received from Sefton Council -- and can
 23 we have it on the screen, please, it is SEF000169, the
 24 council's handbook for taxi drivers. Could we just go
 25 to the second page, please.

13

1 "Required standards and the council's conditions of
 2 licence"; do you see that there?
 3 **A.** Yes.
 4 **Q.** Also reading on a little bit, that:
 5 "All licence holders are expected to familiarise,
 6 understand and abide by the relevant parts of the
 7 handbook."
 8 It has been adopted as the policy document of the
 9 council. It goes on to deal with the requirements of
 10 legislation, which I don't need to read to you. Then it
 11 says:
 12 "Please ensure you also read the section
 13 'Safeguarding children and young people and child sexual
 14 exploitation' (pages 8-10). As a taxi driver, you are
 15 well placed to see signs of children and young people
 16 being exploited or abused. Information you have heard
 17 or seen could be vital to keeping the child or young
 18 person safe."
 19 Mr Poland, had you read and understood that?
 20 **A.** That's correct, yes.
 21 **Q.** Did you take anything from the fact that the
 22 safeguarding obligations towards children was something
 23 which the council were keen to emphasise in the
 24 introduction to their handbook?
 25 **A.** Could you repeat that question, please?

15

1 I think that might be the third page. Could we go
 2 to the second page, thank you.
 3 Is this document familiar to you?
 4 **A.** Yeah, yeah.
 5 **Q.** Had you read it?
 6 **A.** Yeah, yeah.
 7 **Q.** Were you familiar with its content?
 8 **A.** Yes.
 9 **Q.** Can you remember whenabouts -- I don't mean exactly the
 10 date, nobody can expect you to say that. But can you
 11 help us with whenabouts, prior to the attack on 29 July,
 12 you would have read it? This is a revised version dated
 13 March 2024.
 14 **A.** You get one when you plate your car up.
 15 **Q.** When would you have plated your car up?
 16 **A.** I don't know when it was due. Was it June? Around June
 17 time, I think.
 18 **Q.** So that's an annual thing, is it?
 19 **A.** Yeah.
 20 **Q.** Thank you. If we go, please, to page 4 -- thank you --
 21 we see the introduction to it, and do we see that it
 22 says:
 23 "This handbook contains details of the relevant
 24 legislation."
 25 Do you see under "Introduction to the handbook",

14

1 **Q.** Yes. Did you take anything from the fact that the
 2 council flagged up the particular importance of
 3 safeguarding in their handbook?
 4 **A.** Yeah.
 5 **Q.** What did you take from that?
 6 **A.** Well, I read it and, you know, what more ...
 7 **Q.** Did you understand from the emphasis --
 8 **A.** Oh, yeah, I understand it --
 9 **Q.** -- that it was particularly important. This was
 10 something that in the introduction was being flagged up
 11 by the council:
 12 "Please ensure you also read the section
 13 'Safeguarding ...' As a taxi driver, you are well
 14 placed to see signs of children and young people being
 15 exploited or abused."
 16 Did you understand from that that was something that
 17 the council was saying was particularly important for
 18 taxi drivers, such as yourself?
 19 **A.** Yeah.
 20 **Q.** Then if we just look at that section. It is page 8,
 21 please. Thank you very much.
 22 If we look at the top, please, at paragraph 1, first
 23 of all:
 24 "As members of the general community, drivers of
 25 hackney carriages and private hire cars are in a good

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1 position to help to keep children and young people safe.
 2 Drivers work with all sorts of members of the public and
 3 will often see things that seem strange or troubling,
 4 but they do not necessarily know what to do about it.
 5 The following advice is given in order to help licensed
 6 drivers to help us protect the children and young people
 7 in our area."
 8 That's making two points, isn't it, first of all,
 9 that while all members of the community may be expected
 10 to deal with this, taxi drivers are in a particularly
 11 good position to play a part in keeping children and
 12 young people safe because you see things; would you
 13 agree?
 14 A. Yeah, that's right. I mean, if I was to pick somebody
 15 up and somebody was abusing their kids, I thought they
 16 weren't treating them right and were really nasty,
 17 I would be getting in touch with, like, social services
 18 to ... you know.
 19 Q. If we just scroll down and we look in the middle of the
 20 page, advice is then given, it is the second part, on
 21 the sort of things to look out for. Paragraph 3. I'm
 22 not going to go through those one by one but, as well as
 23 emphasising the importance, this was giving guidance to
 24 taxi drivers such as yourself on things to look out for;
 25 would you agree?

17

1 A. It took me three years. Nowadays they give licences to
 2 anybody.
 3 Q. All right. Did you have any safeguarding training
 4 within that? I know it's a long time ago?
 5 A. I think when they brought the NVQs in, I think that it
 6 was about 15 years ago, at a guess, we did a few nights
 7 at college and there were all sorts involved in that.
 8 Q. In those few nights of college, I appreciate it was
 9 a long time ago for you, but did that touch on your
 10 safeguarding duties towards children?
 11 A. I can't -- I would have thought so. I can't remember,
 12 it went into everything.
 13 Q. All right. It sounds, from what you are saying, as
 14 though there wasn't a requirement for any refresher
 15 training?
 16 A. No. As I say, nowadays they give a licence to anyone.
 17 I get picked up when I get a cab, the foreigners that
 18 can't even speak English, simple as.
 19 Q. Let's focus on your driving as a driver, Mr Poland, and
 20 your training and what you did, all right?
 21 Notwithstanding -- so apart from the fact that you
 22 hadn't had refresher training, we should take from your
 23 evidence that you well understood, if a child was being
 24 mistreated you would be on to social services, if there
 25 was a more immediate physical harm, you knew to call

19

1 A. Yes, I would be straight in touch with social services
 2 if I thought there was anything wrong, if there was
 3 anything I thought wasn't right.
 4 Q. Then just at the bottom of the page, please, it gives
 5 a number in paragraph 4 to be contacted, if you see any
 6 of those signs but then in bold:
 7 "If, of course, you feel a child or young person is
 8 in serious danger of immediate harm, you should call the
 9 emergency police telephone number, 999."
 10 So you see that there?
 11 A. Yeah.
 12 Q. As we have already touched upon, while this is set out
 13 in bold in the handbook for taxi drivers, that's just
 14 common sense?
 15 A. That's right.
 16 Q. Thank you. Did you undergo any training to become
 17 a taxi driver? We have heard reference to a taxi driver
 18 NVQ, had you done that yourself?
 19 A. Yeah, we did that years ago. That's not involved with
 20 taxiing no more, that's gone. I had to do a -- it took
 21 me three years to become a taxi driver. Years ago, you
 22 had to do -- it was hard work. Nowadays it's easy, they
 23 let anybody have a licence.
 24 Q. Right. So a long time ago, you had quite a long period,
 25 you say, to qualify?

18

1 999?
 2 A. Correct.
 3 Q. Let's turn then to the collection of AR and your journey
 4 to Hart Street. We have seen quite a lot of this
 5 evidence directly and it is evidence both by DCI Pye and
 6 by the tracking information, so we can take it quite
 7 shortly. But I think that you received a notification
 8 on the phone booking app at 11.14 and you would have
 9 been given the address of 10 Old School Close; is that
 10 right?
 11 A. Correct.
 12 Q. The destination, I think, for this one was given and it
 13 was to 34a Hart Street?
 14 A. That's correct.
 15 Q. Perhaps we should have it on the screen for this, it's
 16 MERP000266, so your police statement at page 1. Just
 17 the bottom paragraph.
 18 The instructions, as you said in your police
 19 statement, were to take the customer to 34a Hart Street
 20 and the passenger was listed as "Simon", yes?
 21 A. That's correct.
 22 Q. We now know that "Simon" was a false name. It may sound
 23 an obvious question, but did you, Mr Poland, have any
 24 way of knowing at the time that that was a false name?
 25 A. No.

20

1 Q. In some ways it may be a trivial matter but when you did
 2 the pickup, there is no requirement for you to check the
 3 name at all? You are not expected to check --
 4 A. No, I picked up at the address where he came out of, so
 5 I'm not going to ask him his name.
 6 Q. So, as we have seen from the transcript and we will come
 7 onto it, your practice was what: just to check the
 8 destination that they were going to?
 9 A. Yeah, the destination came up on my app.
 10 Q. I understand that but I think we can see from the
 11 transcript that you would say something about the
 12 destination, trip to wherever it is?
 13 A. Yeah, when he got in the car I said, "Hart Street", he
 14 said, "Yeah". That was it.
 15 Q. Yeah, thank you. We have heard about a previous
 16 incident on 22 July. In very short terms, that involved
 17 a disagreement between AR and his father, Alphonse R, as
 18 to whether or not he could continue to use a taxi, which
 19 we now know was booked to go to his old school and that
 20 was a One Call taxi, as well, but a different driver,
 21 Mr Evanson; do you know him?
 22 A. I know Steve, yes.
 23 Q. On the morning of the 29th did you know anything about
 24 that? Had you heard about that, that --
 25 A. No.

21

1 that you collected AR at 11.31.03. You give a slightly
 2 different time in your statement but, if that's what the
 3 tracking shows, I don't suppose you would disagree with
 4 it?
 5 A. Well, the time I picked him up was what I said because
 6 it had that on my app at the time, so.
 7 Q. All right. The fare, which may become relevant to some
 8 questions I will have for you in a little while, was
 9 £9.70. MERP000266, page 1, bottom of the page, if that
 10 can stay on the screen for the moment.
 11 The approximate fare, do you see at the bottom, was
 12 £9.70, yes?
 13 A. That's correct.
 14 Q. Try to put what you have learnt since out of your mind,
 15 just thinking how it was and how it appeared to you at
 16 the time: what do you remember now of the journey
 17 itself?
 18 A. I just remember seeing the space. I can't sleep at
 19 night, I shut my eyes, I see his face, it's just there
 20 all the time in my head.
 21 Q. Do you remember that he was sat in the back diagonally
 22 opposite you, so behind the passenger seat?
 23 A. Yes.
 24 Q. Thank you. If we have on the screen, please, ILT000017.
 25 Again, this is not a criticism of you, in terms of what

23

1 Q. -- at this address there was a previous --
 2 A. No.
 3 Q. -- aborted fare?
 4 A. If I would have heard about that, I wouldn't have picked
 5 him up.
 6 Q. Was there a system for you being warned about that sort
 7 of case where somebody had ordered a taxi but then
 8 aborted it? We will hear evidence that AR's father
 9 actually paid £5 to Mr Evanson to cover his costs but is
 10 there a system to report those sorts of things
 11 happening?
 12 A. Well, generally, yeah. If there's -- it's like if
 13 I picked someone up and they were really nasty or
 14 something, I wouldn't pick them up again, I'd ban them
 15 from my cab and, if they were really bad, you'd get in
 16 touch with the office and say "Block that address". And
 17 then no taxi in our firm will pick them up again but
 18 they could go to another one anyway, so it makes no
 19 difference if you did block them because they would use
 20 another taxi firm, so.
 21 Q. But this address, by definition, certainly hadn't been
 22 blocked in that way?
 23 A. Well, they obviously hadn't been blocked, no.
 24 Q. So far as the timings are concerned, the Cab9 system,
 25 which is the app, I think, that does tracking, shows

22

1 was said initially and on the drop off, you gave
 2 an account in your statement but we actually have
 3 a transcript of it. So, you see the first thing that's
 4 transcribed is:
 5 "You all right, mate? Lift to Hart Street?"
 6 That's consistent, isn't it, with what you told the
 7 Inquiry a moment ago, that you wouldn't check on the
 8 name, no need to, you just check the destination, yes?
 9 A. Yeah, I just presumed he was going to pick his car up at
 10 my mate's spray shop, which is next door to where the
 11 incident happened.
 12 Q. Thank you. Then all that he said was, "Yep". If we
 13 look at the timings, that's the only thing that appears
 14 to have been said throughout the whole journey?
 15 A. That's correct.
 16 Q. The app shows that when you reached Hart Street it was
 17 11.44.48; does that sound about right?
 18 A. Yeah, that's correct.
 19 Q. Let's look at the arrival then, sticking with what we
 20 have on the page there, please. So we can see you say:
 21 "Just here mate, is it?"
 22 He says:
 23 "Is this 34a Hart Street?"
 24 Do you see that there?
 25 A. Yeah, yeah.

24

1 Q. We have looked at that for a slightly different purpose,
 2 Mr Poland, in seeing how clear AR was about the address,
 3 34a, which is the correct address for the Hart Space.
 4 Was the Hart Space itself something you were
 5 familiar with?
 6 A. No, it used to be a gym years ago, down there, I've
 7 never picked up or dropped off there for years and
 8 years. I didn't even know it was used. There is no
 9 sign up there saying there was something going on,
 10 nothing like that.
 11 Q. So, as we see in this exchange, although he had asked
 12 for 34a Hart Street, the exchange was:
 13 "That's it, yeah, down there?"
 14 He said, "Down there?" questioning, and you say:
 15 "Yeah, it's there, down there, the spray shop."
 16 I don't raise this critically of you, it's just
 17 a matter of fact that it looks from that as though, in
 18 fact, you directed him slightly in the wrong way to his
 19 intended destination because you were pointing him in
 20 the direction of the spray shop, the garage, thinking
 21 that's what he actually wanted?
 22 A. Yeah, as I say, I thought he was picking his car up.
 23 I didn't even know that next alleyway was used, as
 24 I say. I never picked up there, dropped off for ages.
 25 I just thought it was an empty building, and it looked
 25

1 something with his arm or his hoodie. He appeared to be
 2 holding this tightly and not swinging his arms whilst he
 3 walked. MALE ONE headed towards Julian's business."
 4 Do you have any recollection of that aspect now or
 5 not at all?
 6 A. Not really, I don't have a recollection of that now but,
 7 thinking about it, he might have walked that bit funny
 8 but nothing suspect, you know, at the time.
 9 Q. So whatever it was that was slightly odd about how he
 10 was walking, it wasn't enough to arouse your suspicion
 11 at the time?
 12 A. No.
 13 Q. Mr Poland, I think it is probably most helpful that if
 14 you really don't know the answer to my next question
 15 that you don't try to guess, all right? But knowing as
 16 we know now that AR must have had a knife on him, from
 17 what you did see, are you able to help the Inquiry and
 18 the families with where he may have been hiding the
 19 knife or were you simply not able to say and, again, if
 20 you don't know, please don't guess?
 21 A. No, I haven't got a clue where he was hiding the knife.
 22 Obviously, I didn't know he had a knife, did I?
 23 Q. Thank you. It's an obvious question but one I should
 24 ask you, just so that it's absolutely clear, you didn't
 25 see a knife or any other weapon at any time during the
 27

1 an empty building because there's no signs up there or
 2 anything.
 3 Q. I follow. Then, we get the start, don't we, of you, not
 4 at all unreasonably, asking for payment:
 5 "So are we cash or card, mate?"
 6 He says:
 7 "Spray shop?"
 8 You say:
 9 "Number 34a, yeah? Are we cash or card, mate? Are
 10 we cash or card, mate?"
 11 Presumably at that stage you start to realise that
 12 he doesn't seem to be paying and, indeed, was walking
 13 off?
 14 A. Yeah, that is correct.
 15 Q. Can we go back, please, to your police statement at
 16 MERP000266 and just look at page 3, please. Mr Poland,
 17 I want you to understand that there is no criticism of
 18 you on this aspect implied in my questions. I think the
 19 families, in particular, would just like your assistance
 20 because, at this stage, I think you did notice something
 21 about how AR was walking. Can you remember that now?
 22 A. Not really, no.
 23 Q. So what you said in your statement was:
 24 "MALE ONE kept heading away from me, ignoring my
 25 honest questions. It appeared that MALE ONE was doing
 25

1 journey or indeed when he had got out?
 2 A. No, if I thought he would have had a knife on him,
 3 things would have been different.
 4 Q. Thank you. So, he is going towards the garage, he has
 5 not paid, I think you followed him in the car; is that
 6 right?
 7 A. Yes.
 8 Q. You saw Colin Parry, I think, who is Mr Medlock's
 9 business partner?
 10 A. Yes.
 11 Q. There is a reference to the fact in your police
 12 statement -- we don't need to turn it up -- that
 13 Mr Parry, and others perhaps, were saying to pay the
 14 driver, to pay you?
 15 A. Correct.
 16 Q. We don't need to look at the detail of this, I can just
 17 lead the evidence from you because it is something that
 18 you corrected in your statement to the Inquiry, which
 19 you think wasn't clear enough in your police statement.
 20 But I think that, at this stage, he walked back past you
 21 heading back towards Hart Street; is that correct?
 22 A. That's correct.
 23 Q. You reversed out of the Masters Spray Shop driveway and
 24 followed him at a very slow speed as he walked into the
 25 driveway and then the carpark of the small industrial
 28

1 estate in which the Hart Space is located, yes?

2 **A.** That's correct.

3 **Q.** You were effectively driving alongside him as he was

4 working in the direction on foot, and you are still in

5 your car; is that right?

6 **A.** That's right.

7 **Q.** If we can have back on screen, please, ILT000017, if we

8 can just have the bottom half of the page, please. We

9 had seen the start of the "Are we cash or card", then:

10 "Excuse me, mate. Oi, not paid, mate. You've not

11 paid. How ya -- what are you doing?"

12 Then over the page, please. Can we have the top

13 half of the page just enlarged. There just seems to be

14 a difficulty with that page. If I could just have one

15 moment, please.

16 What I'm going to do just for a moment is take

17 a break and get the IT fixed but I think you will be

18 familiar enough with the material to know that, within

19 the transcript which you have seen before, one of the

20 things that you say, Mr Poland, as AR was walking across

21 the carpark is:

22 "You pay now or the police are on their fucking way,

23 you knob."

24 Okay? Now, don't worry about the language, I'm just

25 interested in exploring that with you. Obviously, at

29

1 prepared to shout the odds; you are not a shrinking

2 violet; would that be fair?

3 **A.** Correct.

4 **Q.** You explain in your Inquiry statement -- we don't need

5 to turn it up -- that you then saw him try one door,

6 which wouldn't open, then he tried the other door which

7 did and you saw him walk upstairs?

8 **A.** Yeah, he went straight up and I was thinking, "He's not

9 said much", I'm thinking, "He's gone to get some money",

10 I was thinking. I thought, "He's gone up to get my

11 money". And then that's when, a minute or two later,

12 I heard all these screams, and I thought, "What's going

13 on there". What I thought I heard was gunshots, four or

14 five gunshots, that's when I got worried and I thought,

15 "I'm not going to confront anybody with a gun", I don't

16 think anybody would.

17 **Q.** Just, at that stage, I was asked on behalf of some of

18 the Core Participants to ask you why you didn't call the

19 police at the stage that he'd walked off without paying

20 his fare but, if I have understood your evidence today

21 correctly, you're saying when he was going up the

22 stairs, you thought he might be somehow going to go and

23 get some money still to pay you?

24 **A.** Yeah, I thought he was going up to pay me.

25 **Q.** We can see from the CCTV footage, which we won't play

31

1 that stage, he has still not paid and, by then, you have

2 asked him a number of times, yes?

3 **A.** That's correct.

4 **Q.** You are entitled, of course, to be angry to an extent

5 about that. How often is it for fares not to be paid,

6 for people just to walk off without paying the fare?

7 **A.** It's not very often now, to be fair. Years ago it was

8 happening every week. Nowadays, it doesn't really

9 happen, to be fair. That's the first time I'd had it in

10 probably 18 months, two years.

11 **Q.** Thank you. In fairness to you, no doubt, if you had had

12 any suspicion at all that AR was carrying a knife, you

13 probably wouldn't have been saying things to him like,

14 "The police are on their way, you knob". You probably

15 wouldn't have confronted him in that way, if you thought

16 he had a knife?

17 **A.** If I thought he had a knife, I probably would have got

18 out and disarmed him.

19 **Q.** You would have got out and disarmed him, you think?

20 **A.** Yeah, it's only a knife.

21 **Q.** The fact that you were prepared to confront him

22 verbally, "You pay now or the police are on their

23 fucking way, you knob", might be thought to suggest,

24 Mr Poland, that you are the sort of person who, if

25 somebody has done something wrong to you, you are

30

1 for obvious reasons, that you waited a short while and

2 you have mentioned the gunshots that you thought that

3 you had heard. Are we able now to bring up

4 ILT000017_0002? ILT000017, at page 2. Just the bottom

5 of that page.

6 Now, I'm going to come back to this call, Mr Poland,

7 that you made to Mr Medlock in a moment. But the timing

8 of this call was only a minute after you had left the

9 Hart Space, all right?

10 **A.** That's correct.

11 **Q.** I'm really raising this transcript at this stage, in

12 fairness to you, because straightaway, when you made

13 this call to Mr Medlock, you were saying:

14 "I think he shot some people."

15 Do you see that there transcribed as part of your

16 call to Mr Medlock?

17 **A.** Yeah, that's correct.

18 **Q.** So I'm not going to suggest to you for a moment,

19 Mr Poland, that you didn't genuinely believe that what

20 you heard was gunshots, all right, because it is

21 something you were saying straightaway afterwards?

22 **A.** That's correct, yes.

23 **Q.** I'm not going to ask any more about what caused you to

24 think that, it is distressing for the families and

25 I apologise that we even have to go into it in that

32

1 detail, all right?

2 So gunshots and screams. In terms of the severity

3 of what you heard because you thought that you had heard

4 gunshots, it stands to reason, doesn't it, that you

5 would have realised immediately that this was a very

6 serious incident?

7 A. Oh, yes.

8 Q. It wasn't just that you believed that AR must have had

9 a gun, you believed that he had a loaded gun and had

10 used it?

11 A. That's correct.

12 Q. You give -- I don't think there's any need to turn it

13 up -- but you give, sadly, an extremely vivid

14 description of the screams, which I think stays with you

15 to this day?

16 A. That's correct.

17 Q. It is in that context that you use that phrase that

18 I looked at in the overview at the start of my

19 questioning, "complete mortal terror and shock"; is that

20 right?

21 A. That's correct.

22 Q. If we could have on screen, please, MERP000266. It is

23 your police statement at page 3. Right at the bottom of

24 page 3, bottom paragraph:

25 "I then saw a massed huddle of children, aged

33

1 Q. Did you see more children fleeing?

2 A. I think there was probably four or five, I would say.

3 Q. You say in your Inquiry witness statement -- I'm just

4 going to give the reference, we don't need to bring it

5 up, paragraph 13(a) -- that you did not know that the

6 children had been hurt or injured; is that right?

7 A. I didn't know that anybody had been injured because

8 I wasn't in there. Like I say, I heard the gunshots so,

9 you know, I didn't see anyone injured but, as I say,

10 I heard the gunshots, so I was presuming something had

11 gone on.

12 Q. It was a little bit more than that, was it not,

13 Mr Poland, because you'd said to Mr Medlock, "I think he

14 shot some people".

15 A. I'm just presuming he shot people because I heard the

16 gunshots. I didn't know, I wasn't in there.

17 Q. No, and while we all can understand that you can't have

18 known for sure and you didn't know, from what you say in

19 your statement, "I saw the children running but did not

20 know they had been hurt or injured", but your belief at

21 the time was that he had shot people?

22 A. Well, yeah. I mean, that's why I rang me mate up to

23 tell him, "I've heard gunshots and just be careful", you

24 know.

25 Q. Turning to then you leaving the scene. We know from the

35

1 approximately six or seven years old, stumble and run in

2 a panicked hurry out of 34a Hart Street. They were

3 screaming."

4 Again, I apologise to the families for the detail

5 but, in this context, it is relevant:

6 "It was like a stampede for their lives. I could

7 not describe the children any further."

8 If we go over the page. You say that, as a result

9 of that, you then feared for your life and you thought

10 that he was going to harm you, this is your police

11 statement given on the day, because you had been

12 shouting at him asking for the money and you immediately

13 made your way away from the scene in your vehicle; is

14 that still true and accurate?

15 A. That's correct, yes. That's accurate.

16 Q. We have given you, Mr Poland, and I do understand that

17 it would have been difficult for you as well as for

18 others, access to your dashcam footage. Do you accept

19 that, as you were driving away, children were fleeing,

20 they were alongside your car, yes?

21 A. That's correct.

22 Q. And that, as you drove further down the driveway, you

23 can clearly be seen in the rear-facing dashcam looking

24 in your rear view camera?

25 A. That's correct.

34

1 dashcam footage that you drove for something in the

2 region of two to three minutes away from Hart Street.

3 Sir, for your note the route is right onto Hart

4 Street, left up Lime Street, right onto Sussex Road and

5 then Oak Street, continuing onto Manning Road and then

6 the Brompton Road but the details, in essence, don't

7 really matter.

8 Could I just understand about the marking of the job

9 "Complete". The data shows that you marked the job

10 "Complete" when you were parked up on Brompton Road,

11 which was 11.49.16. Just help the Chair to understand

12 why you marked the job complete at that stage?

13 A. Because I never actually considered marking a job

14 complete when what had gone on, do you know what I mean.

15 Q. Just help us to understand that. Was there anything on

16 the app that you could say -- for example, to mark it as

17 not complete because he hadn't paid or there has been

18 an incident?

19 A. No, when you finished a job you swipe it, as if the job

20 is completed but I wasn't bothered about doing that.

21 That's, you know, irrelevant to what's happened, isn't

22 it?

23 Q. It is an obvious point, Mr Poland, but I have to ask you

24 about it: you were not so shocked that it made you

25 incapable of driving, were you, because you were able to

36

1 drive lawfully and normally, not erratically, for three
 2 minutes before pulling up on Brompton Road?
 3 **A.** I don't remember where I was driving or what happened,
 4 it just -- I don't know, my mind had gone.
 5 **Q.** But what's the answer to my question? You were not so
 6 shocked that it stopped you from driving, were you?
 7 **A.** I was driving, yeah, but I couldn't recall where I drove
 8 or what I did.
 9 **Q.** From the overview and your repeated statements of regret
 10 and acceptance in your statement, should we understand
 11 that you accept that what ought to have been done by you
 12 at this stage was you should have stopped on Hart
 13 Street, as soon as you were out of harm's way, and
 14 called the police?
 15 **A.** Yeah.
 16 **Q.** Had you heard about the police advice, "Run, Hide,
 17 Tell", the general advice that's given by police and
 18 counter-terrorism police on what to do in the event of
 19 an attack? Is that something you've come across on
 20 adverts or on telly or on social media?
 21 **A.** No.
 22 **Q.** No?
 23 **A.** No.
 24 **Q.** The first call that you made to Mr Medlock, we have
 25 touched on it: you made that call while you were still

37

1 page 2, could we have the bottom half of the page
 2 expanded. So "Caller 1" is Mr Medlock. You are calling
 3 him but he is answering the phone. Presumably, he's
 4 your number saved, so he knows it is you. He starts by
 5 saying:
 6 "Dude."
 7 You say:
 8 "Mr Medlock, are you in work now?"
 9 He says, "Yeah".
 10 You say:
 11 "Well, fucking -- I've just dropped a lad off,
 12 I chased him down your thing. Carl was there."
 13 Is that possibly a reference to "Col was there",
 14 Colin Parry?
 15 **A.** That's "Col".
 16 **Q.** "He ran down next door. That attitude thing and I think
 17 he shot some people."
 18 I have asked you about the "shot some people":
 19 "Do you not hear the screaming and shots go off?"
 20 Mr Medlock says:
 21 "Yeah, I can."
 22 You say:
 23 "He just fucking shot everyone, ain't he?"
 24 You say -- sorry, "Lucky you weren't in it", which
 25 is, I think, what Mr Medlock was saying.

39

1 driving to Brompton Road, the timings show it was about
 2 a minute after you had pulled away. Why did you call
 3 Mr Medlock?
 4 **A.** Because he is my best mate of 40-odd years and I was
 5 just scared for his welfare.
 6 **Q.** Would you accept that, in addition to Mr Medlock, many
 7 others may have been at risk. If you were scared for
 8 his welfare, the best thing to do would have been to
 9 call the police?
 10 **A.** Yeah, thinking about it, I can't understand why I did
 11 call Julian, I don't know why I didn't call the police.
 12 Like I say, my mind had gone, I was in shock for a good
 13 24 hours after.
 14 **Q.** I understand. If we look at your police statement,
 15 please, MERP000266 at page 4. The second paragraph
 16 please:
 17 "I was in a state of shock, I called my friend
 18 Julian, as I referred to previously in this statement,
 19 in order to tell him to mind his safety and keep
 20 indoors."
 21 When you told the police that in your initial
 22 statement, that that's the reason why you called
 23 Mr Medlock, was that true?
 24 **A.** Yes.
 25 **Q.** Could we look at ILT000017, please. If we go back to

38

1 If we go over the page please, top of the page:
 2 "A black guy I picked up from Banks. Then there's
 3 me chasing him. I went down the thing and said, 'You're
 4 going to fucking pay now?' And, like, he shot up stairs
 5 and I heard these fucking shots, and I just fucking shot
 6 off, Jim."
 7 Then you say:
 8 "Lucky he didn't fucking shoot me, weren't it?"
 9 Mr Medlock says something that's not picked up and
 10 then:
 11 "Are you there, Jim?"
 12 It looks like the call drops out. So, that's the
 13 call between the two of you. There was, in fact, no
 14 mention there at all, Mr Poland, of you saying to
 15 Mr Medlock, "Stay safe, stay indoors", was there?
 16 **A.** I'm not sure.
 17 **Q.** Well, I have just read the totality. I'm just exploring
 18 with you: you told the police that you phoned him to
 19 warn him about his welfare and to stay in doors?
 20 **A.** I rang him up and said, "Be careful".
 21 **Q.** With respect, you didn't say, "Be careful". I have just
 22 read out the totality of what's caught on the dashcam,
 23 which is why I asked you if it was true that the reason
 24 for you calling Mr Medlock was to check on his welfare
 25 and to advise him to stay indoors. So why did you call

40

1 Mr Medlock?

2 A. I thought that's what I said to him.

3 Q. Could we have it back on the screen, please. Again, we

4 are not going to play this footage but you could have

5 been calling 999 at this time, couldn't you, instead of

6 Mr Medlock on a hands-free --

7 A. I could have done, I knew the police were on their way.

8 Q. Well, how did you know that the police were well aware

9 at this stage?

10 A. All the noise, there was every police car about going

11 there.

12 Q. That is not accurate. At this stage, one minute after

13 the incident, the police were not there. It was, in

14 rough terms, some 9.5 to 10 minutes before the emergency

15 services attended.

16 We are not going to play this footage but the Chair

17 has seen it and Mr Poland we have given you a chance to

18 review it. The outside observer listening to this

19 exchange may pick up a sense of disbelief from you about

20 what had happened but not mortal terror and shock, as

21 you described in your police statement. That wasn't

22 your state at the time that you made this call, was it?

23 A. All I can say is I was in shock and, you know, I didn't

24 know what was what.

25 Q. The outside observer considering this exchange might

41

1 Q. We can see that the call dropped, Mr Poland, but you

2 didn't try to call Mr Medlock back to ask, "Are the

3 girls okay? Has anyone been injured? Has somebody

4 called 999?" You didn't do any of that?

5 A. I don't think so.

6 Q. Well, you didn't, did you, because we have looked at the

7 transcript; it is not a question of "I don't think so"?

8 A. I can't remember, really, what went on, so ... I'm just

9 going by what's in front of me now on the screen.

10 Q. All right. Could we have on the screen, please,

11 MERP000248. If we just look, please, at that. This is

12 the statement of Mr Medlock, and note please that it is

13 a statement that he also gave on 29 July, and I want to

14 focus on the third paragraph. So on 29 July, present at

15 place of work, and so on, and then he says:

16 "I was in the workshop and I received a phone call

17 from my friend [that is you] who is a local taxi driver

18 in the area. He (Mr Poland) stated to me, 'There is

19 a lad just come down your alleyway, who has not paid the

20 taxi fare. I wouldn't phone the police for a tenner'."

21 Do you see that there?

22 A. Yes.

23 Q. Now, Mr Poland, so that this is not misunderstood, the

24 Inquiry has had carefully transcribed the two phone

25 calls that you made to Mr Medlock, and nowhere in those

43

1 think that the purpose of this call was more a sort of

2 "Guess, what's just happened to me" call to your friend

3 Mr Medlock; is that fair or unfair?

4 A. Unfair.

5 Q. At any time during this call, did you say anything about

6 those young girls or their welfare?

7 A. I don't think so. I really don't know.

8 Q. Did you ask Mr Medlock whether he knew whether the girls

9 were injured or not?

10 A. He told me. He said they had run out into the road and

11 they'd been cut.

12 Q. Not in this phone call because I have just read you the

13 totality of the transcript.

14 A. That might have been the next phone, was it then?

15 Q. So on this call, did you ask after the girls in any way

16 whether they are injured, whether they were okay?

17 A. No, because I drove off because I heard the gunshots.

18 Q. Did you ask if the police or ambulance had been called

19 by Mr Medlock?

20 A. I think that was on the next phone call, I'm not sure.

21 That's what Mr Medlock had told me.

22 Q. So, at this time, you didn't know whether 999 had been

23 called at all, you hadn't called it yourself and it's

24 not something --

25 A. The first call, no, I wouldn't have thought so, no.

42

1 two phone calls, while you were still driving, is there

2 any sign of you saying, "I wouldn't phone the police for

3 a tenner", all right? So it's simply not captured in

4 the phone calls that you made and it doesn't appear that

5 you said that in the calls that you made to Mr Medlock

6 during the journey.

7 But if we look at your Inquiry witness statement,

8 please, at paragraph 20(a), so that's IWS000038, and it

9 is page 5, bottom of the page. This is where the

10 Inquiry was asking you about your use of that phrase,

11 and you said:

12 "I can see from the dashcam footage that this is not

13 something I said to Julian in the call. I cannot recall

14 specifically saying this to Julian, however it is right

15 that I would not call the police if someone did not pay

16 a £10 fare and so I may have said this to him at some

17 point."

18 So I just want to explore that with you. If we just

19 go over the page to complete your paragraph 20, you go

20 on to say:

21 "I do not believe that the police would assist if

22 I were to call about a £10 fare. Given matters they

23 have had to deal with, this would be very low priority

24 and in my view it is not worth the time in reporting as

25 it is wasting their time. I have never called the

44

1 police for non-payment of fare, however, there have been
2 other times when this has happened."

3 So if I have understood your statement correctly,
4 what you are saying is you may have said that to
5 Mr Medlock at some time, and it would have had to have
6 been on the day, "I wouldn't phone the police for
7 a tenner", but what you are saying is that that should
8 be understood as you saying, "If there was a £10 fare
9 that someone hadn't paid, I wouldn't bother calling the
10 police over such a small amount of money"?

11 A. That's correct.

12 Q. That's why, in fairness to you, I emphasised, when we
13 looked at the data, that the fare was £9.70 because, in
14 fairness to you, that's very close to a tenner. But
15 Mr Poland, another way that the phrase "I wouldn't phone
16 the police for a tenner" could be read is you saying
17 simply, "I wouldn't call the police even if somebody
18 paid me". In other words, "I'm not somebody who likes
19 to call the police and I wouldn't do it unless -- even
20 if someone paid me a tenner". Is that the sense in
21 which you said that to Mr Medlock, "I wouldn't call the
22 police even if somebody paid me?"

23 A. I don't know what you mean by that, "I wouldn't call the
24 police if somebody paid me". If somebody paid me to
25 call the police --

45

1 before we break. We know that, after this call and
2 after stopping, you took another fare and I just want to
3 deal with that. That is presumably something which you
4 actively had to accept off the app; is that correct?

5 A. Well, no, you have got an "Accept" button and a "Reject"
6 button, and I was going to reject it, obviously,
7 I didn't really want to do another job, I accepted it
8 and I thought, "I will just go and get this job done",
9 I must have thought at the time, you know, which
10 I shouldn't have done but, obviously, with my mind the
11 way it was at the time.

12 Q. Is that actually right? Are you sure it wasn't just
13 that you went on to do your next fare?

14 A. Yeah, I went on to do another job --

15 Q. You are saying now that, effectively, what happened is
16 that you pressed "Accept" by mistake and you meant to
17 press "Reject"?

18 A. Hmm.

19 Q. Is that true?

20 A. That's true.

21 Q. It might be suggested that what you did was deliberately
22 accept the next job, moved onto the next thing; what do
23 you say about that?

24 A. Well, no. I certainly wouldn't have accepted another
25 job -- I did accept it and I don't know what was going

47

1 Q. In other words, if somebody who didn't like the police,
2 somebody who didn't like dealing with the police and
3 wouldn't phone the police, even if they saw a crime,
4 might say something like, "I wouldn't phone the police
5 for a tenner", in other words, "I wouldn't phone the
6 police even if you paid me because I don't like them".
7 I'm asking whether that is the sense in which you used
8 that phrase to Mr Medlock or whether you really did
9 mean, "I wouldn't call the police over a £10 fare";
10 which was it?

11 A. If I didn't get paid a fare, I wouldn't call the police.

12 Q. Do you have any problem with phoning the police if there
13 is a need for you to do so?

14 A. If I thought -- if there was a need to call the police,
15 I would.

16 Q. You are not somebody, is that your evidence to this
17 Inquiry, who would say, "I'm not going to call the
18 police whatever the circumstances, I wouldn't call them
19 even if you paid me?" You are not somebody who holds
20 that attitude?

21 A. No, I would call the police if I thought I needed to on
22 an incident but, obviously, this time I was that
23 shocked, I had to get me head together and then I went
24 home and called them.

25 Q. I'm just going to deal with one small further topic

46

1 through my mind then but I took the job -- like I said,
2 if I accepted the job by accident, I should have just
3 rang One Call up and said, "Listen, can you take that
4 job back off me", but I did go -- I went ahead and did
5 the job, which I don't know why. I couldn't tell you
6 why. My head just wasn't there.

7 Q. That job, we know, lasted for about 15 minutes, yes?

8 A. I would have thought so. As I say, I don't really know
9 what I was doing.

10 Q. We know that during that -- and this wasn't you,
11 Mr Poland, it was your female passenger but she asked to
12 have an intermediate stop, to stop and go to a shop,
13 and, I think, you drove around the corner and picked her
14 up from the carpark; do you remember that? If not, you
15 may have seen it on the dashcam?

16 A. I remember stopping at a shop on the way to where she
17 was going.

18 Q. During the course of that journey, we know from the
19 transcript that you started off by having a chat about
20 very mundane things, very normal things. So, there was
21 a discussion between you and your female passenger about
22 the fact that you wouldn't be working for very much
23 longer. She said it was a nice day, saying you have got
24 to be working, and the effect of your response was,
25 "I won't be working for very much longer, I'm a very

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1 early riser, I normally finish about this time, I won't
 2 be out for very much longer", and she was asking you "Do
 3 you go to bed early?", and you were explaining matters
 4 of that kind to her. So a very normal, run-of-the-mill,
 5 normal conversation; do you accept that that's a fair
 6 summary?
 7 **A.** I can't remember anything of that but, if I've said
 8 that, I've said that, haven't I? I honestly can't
 9 remember what I --
 10 **Q.** But it is on the transcript, so perhaps you will take it
 11 from me at the moment. Also, during that journey, you
 12 passed a police car that drove in the opposite direction
 13 with its sirens and lights on, blue lights on,
 14 travelling at quite high speed, and your female
 15 passenger says, "I wonder what that was", and you said:
 16 "He's in a rush, isn't he?"
 17 Have you seen that on the transcript?
 18 **A.** I don't recall that.
 19 **Q.** Did you think that that vehicle might be going to the
 20 attack that you had witnessed?
 21 **A.** I would have thought so.
 22 **Q.** Did you think that at the time?
 23 **A.** I couldn't tell you.
 24 **Q.** Later on, I think there was heavy traffic you and said
 25 to the passenger:

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1 like a fairly normal exchange with no signs of you
 2 shaking, you are driving normally, you are talking
 3 normally, is it really right that you were suffering
 4 from shock to the degree that you state?
 5 **A.** I would have thought so because that evening, when my
 6 car got towed, all I could say to the person who took my
 7 car away, I said, "I need to work in the morning" and,
 8 looking back now, why would I ever possibly, after what
 9 went on, even if I'd have had my car. I wouldn't have
 10 gone to work -- I'd have had like a good month off.
 11 **Q.** All right. Mr Poland, we are going to take a break, all
 12 right, and I appreciate that I'm asking you these
 13 questions in a lot of detail but, as has been explained
 14 to you, I think, one of the reasons I'm asking you
 15 questions in a lot of detail is it will very much limit
 16 the number of questions, if any, that others have to ask
 17 you. Do you understand?
 18 **A.** Yes.
 19 **MR MOSS:** All right. So we are going to take a short break
 20 and we have got a good way through your questioning but,
 21 if the learned Chair is content, we will come back in
 22 about 15 minutes or so. Somebody is taking a note of
 23 your evidence here and we need to give them a break. So
 24 we will just break for 15 minutes, if we may, Mr Poland?
 25 **A.** Yes.

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1 "You can tell the kids are off, with the traffic."
 2 Again, have you seen that in the transcript?
 3 **A.** If that's what I said, that's what I said, yeah.
 4 **Q.** When you dropped her off, so that she could go to the
 5 shop, you had a period you had to drive to park up
 6 somewhere, but you did that. That was another
 7 opportunity, when parked up, to call 999, wasn't it?
 8 **A.** Yeah, I think that was when I rang One Call, to make
 9 sure I got the right address to where I picked him up --
 10 **Q.** Mr Poland, I'm going to stop you there because, in fact,
 11 it wasn't. That was still to come. You still had the
 12 second call with Mr Medlock and you still had, after
 13 that, the call to One Call Taxis. But this is a little
 14 while after the immediate event and you had been
 15 chatting to your fare in certainly what, on the dashcam
 16 footage, appears to be a very normal way and you have
 17 got an opportunity, parked up, and that was another
 18 opportunity that you didn't take to call 999; would you
 19 accept that?
 20 **A.** Yes.
 21 **Q.** She comes back in the car, you take her to her final
 22 destination, and there is a normal exchange about the
 23 fare and wishing each other well at the end. Again,
 24 although your evidence to the Inquiry is that you were
 25 incredibly shocked, to the outside observer, that seemed

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1 **SIR ADRIAN FULFORD:** We will sit again just after 11.45.
 2 (11.27 am)
 3 (A short break)
 4 (11.48 am)
 5 **SIR ADRIAN FULFORD:** Yes, Mr Moss.
 6 **MR MOSS:** Thank you, sir. Thank you, Mr Poland.
 7 Mr Poland, I have been asked to remind you just to
 8 keep your voice up. We all appreciate it is difficult
 9 but just try to keep your voice up if you can?
 10 **A.** Yeah, no probs.
 11 **Q.** Thank you very much. We have been dealing with the
 12 fare, with the young lady that you took. I want to turn
 13 to your second call with Mr Medlock. So can we go back
 14 to the transcript, please. It is ILT000017 at page 5.
 15 If we can look about a third of the way down, we see:
 16 "Mr Medlock, are you in one piece?"
 17 It may not matter: do you remember whether he called
 18 you or whether you called him?
 19 **A.** I don't know, I can't remember.
 20 **Q.** So you are saying:
 21 "Mr Medlock, are you in one piece?"
 22 He says something inaudible:
 23 "... he's stabbed about 15 kids, one's dead."
 24 Again, I'm going to apologise because the content of
 25 this is relevant but distressing. You say:

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1 "You're joking? Christ."
 2 Mr Medlock:
 3 "And ... and ..."
 4 You say:
 5 "It wasn't a gun then?"
 6 Mr Medlock:
 7 "No, well, we don't think it was."
 8 You said:
 9 "I thought I heard gunshots."
 10 Again, pausing there. Just in fairness to you,
 11 absolutely no doubt that that was a genuine belief on
 12 your part. Mr Medlock:
 13 "Kids are all over -- kids are all over the show."
 14 "Fucking hell", you say, "it's a good job I didn't
 15 ..."
 16 Then there's something inaudible. Then Mr Medlock
 17 asks:
 18 "How come he came to 36a?"
 19 You say:
 20 "He just said, 'Is this, like, number 34?' That's
 21 all -- that's all he actually said."
 22 Mr Medlock:
 23 "Number 34?"
 24 You said:
 25 "And I pointed him at yours and he went up yours."

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1 Then there's something inaudible. So for a second
 2 time, Mr Medlock was advising you that the police would
 3 want to speak to you; would you agree?
 4 **A.** That's correct.
 5 **Q.** He goes on to say:
 6 "The police, they will ask for ya."
 7 You say:
 8 "Yeah, yeah, okay. No problem, yeah, yeah."
 9 Again, in fairness, to you, you weren't indicating
 10 any difficulty with you speaking to the police; would
 11 that be fair?
 12 **A.** Yes.
 13 **Q.** You were saying "No problem".
 14 **A.** That's correct.
 15 **Q.** "No problem", and Mr Medlock says:
 16 "I'll speak to you later but there must be about 15
 17 kids stabbed."
 18 Mr Medlock:
 19 "One body's dead on the floor. Another one was dead
 20 on the floor."
 21 You say:
 22 "You're joking?"
 23 He says:
 24 "No."
 25 Then you say:

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1 You continue:
 2 "I went in and asked him for me money ..."
 3 Top of the page, please:
 4 "... and then I followed up the other entry and
 5 that's when they went inside and I'm sure I heard
 6 shots."
 7 Mr Medlock:
 8 "I know police will want to know where you picked
 9 him up from."
 10 Just pausing there. This was Mr Medlock making
 11 clear to you, wasn't it, that the police were going to
 12 want to speak to you?
 13 **A.** Correct.
 14 **Q.** You say:
 15 "Oh, I know, yeah. It was in Banks. I think it was
 16 10b Old School Close, opposite the Co-op there, the new
 17 Co-op."
 18 Mr Medlock says:
 19 "Couple of guys seen a taxi come down our way, none
 20 of them knew it were you."
 21 You say:
 22 "I wonder what he was playing at."
 23 Mr Medlock:
 24 "I don't know but obviously the police want to know
 25 your ..."

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1 "Fucking hell, of all the people I pick up, Jim.
 2 Unbelievable, innit? Unbelievable, Christ. And there
 3 is me chasing him and shouting at him saying, 'I want
 4 fucking paying'. Christ. I was lucky there myself,
 5 weren't I?"
 6 Mr Medlock says:
 7 "Yeah, yeah."
 8 Mr Medlock says:
 9 "All right, mate, no worries."
 10 You say:
 11 "All right."
 12 It is transcribed as "Jim" but I don't know whether
 13 it might be "Jule" but:
 14 "I will catch you soon, mate."
 15 That exchange, when you re-read it now and you are
 16 saying, "Of all the people I pick up. Unbelievable.
 17 And there's me chasing him and shouting at him, 'I want
 18 fucking paying'. I was lucky there myself", in response
 19 to what Mr Medlock was saying to you about the fact that
 20 15 kids had been stabbed, when you read that now, does
 21 it seem to you that you were quite preoccupied with how
 22 lucky you had been, rather than with the injuries to the
 23 girls?
 24 **A.** I think I was lucky that with him being sat behind me,
 25 me not knowing he had a knife on him, he could have just

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1 got me just like that. I mean, but he didn't, did he?
 2 No.
 3 **Q.** No, but when you are told about quite how serious it is,
 4 in the terms that we see set out here, "There must be
 5 about 15 kids, one's probably dead on the floor, dead on
 6 the floor", your reaction is to think about how lucky
 7 you were and, again, there is no further questioning
 8 from you about the girls, is there?
 9 **A.** It does sound pretty bad, yeah.
 10 **Q.** As a matter of factual accuracy, I appreciate that
 11 after, this call, you did call One Call Taxis and ask
 12 about the pickup address. But you did do that and then
 13 drive home and then speak to your wife before you made
 14 the 999 call. Why didn't you make it straightaway after
 15 the call to Mr Medlock, who had really been saying the
 16 police are going to want to speak to you?
 17 **A.** I just thought the police, like, were on the way because
 18 I had heard, like, a lot of sirens.
 19 **Q.** As I have indicated, you stopped and you made a call to
 20 One Call Taxis. Mr Poland, I'm not going to go through
 21 the totality of that. Can we just have it on the
 22 screen, please, at ILT000017, page 7, first of all.
 23 There is one point that it is only right that I should
 24 bring up as a matter of fairness to you.
 25 So, if we could look at the bottom half -- actually,

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1 **A.** I spoke to him before a few times, yeah.
 2 **Q.** I brought this up on screen because it is only right
 3 that we should see that that person was saying that they
 4 could tell by your voice that you were shaken up; do you
 5 see that there?
 6 **A.** Yes.
 7 **Q.** After that call, you drove home. You remained in your
 8 car briefly on your drive doing something with your
 9 phone. What were you doing with your phone at the time,
 10 can you remember? Can you remember what you were doing
 11 at that time with your phone?
 12 **A.** I couldn't remember, no.
 13 **Q.** Thank you. You then called the police, and we have seen
 14 that it was at 12.36. We know from records that the
 15 call lasted some 20 minutes. I'm not going to go
 16 through it all because I have covered much of the ground
 17 but could we look at a few aspects, please. Could we
 18 have MERP000647 on the screen.
 19 If we can just deal with the start of the call. So
 20 they say it is Merseyside Police:
 21 "I'm just ringing up about an incident that's
 22 happened probably about an hour ago ... I'm a bit
 23 shaken up. Hart Street.
 24 "Right, okay.
 25 "What it was, I'm a taxi driver and I just rang up

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1 that will be fine, I think. So this is the start of the
 2 call that you are making to One Call Taxis and, if we
 3 just go to the bottom of page 7 for context. You are
 4 giving a description:
 5 "He had a mask on, a black guy, and then he went
 6 into sort of next door but of me mate's place, like
 7 a fitness place."
 8 If we can go over the page, please, to the top of
 9 page 8:
 10 "He went in there and the gunshots and the screaming
 11 and I shot off quick. I thought, "Fucking hell, could
 12 have been me that". I know I shot off quick though."
 13 The caller from One Call Taxis says:
 14 "I don't blame you. I tell you what, it's the best
 15 £10 you have never had."
 16 That's what the caller from One Call Taxis is
 17 saying. You say:
 18 "Yeah, I know, I'm absolutely shaken, I tell ya."
 19 The call operator says:
 20 "I can tell by your voice", and I think it is your
 21 name Gary.
 22 So you know I have been asking questions about how
 23 shocked you were. Did you know this person? It is
 24 a male voice, I think, at the other end of the line.
 25 Did you know the controller who was speaking to you?

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1 the err -- I just rang up One Call to make sure it was
 2 the address I picked him up from. And the lad who's
 3 done everything I picked him up from, it's called ..."
 4 The call handler says:
 5 "Slow down, slow down. What's your name, sorry?
 6 "It's Gary Poland.
 7 "And you're a taxi driver for where?
 8 "It's One Call.
 9 "Right, okay.
 10 "I'm just a bit shook up. I can't believe it. My
 11 heart's going like I don't know what."
 12 Again, Mr Poland, you might understand the reason
 13 why I'm taking you through that is, as a matter of
 14 fairness to you, the emergency call handler on this call
 15 for the police needed to ask you to slow down and you
 16 were saying that you were shook up and that your heart
 17 was "going like I don't know what".
 18 Was there any sense in which, when you got home,
 19 that the shock and emotion of it all started to come out
 20 a bit? Were you particularly shocked when you got home
 21 and you were making this call?
 22 **A.** Oh, yes, yes. I was shocked for a good 24 hours after
 23 it.
 24 **Q.** Thank you. Can we go on. I don't think I need to go
 25 through the totality of this call by any means but can

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1 we go on, please, to the middle of page 6.
 2 Bottom half of the page, please. There is one
 3 detail that I do want to ask you about. Do you see the
 4 long answer there? You say:
 5 "The thing is, that's why I said, 'I'm sure I heard
 6 gunshots', 'cos I rang my mate and said "are you all
 7 right'. Apparently, he thinks it was just a knife he
 8 used, so have I dreamt it, have I heard gunshots or
 9 what? I don't know."
 10 Call handler:
 11 "He hasn't paid the fare and you've said to him
 12 'I want my money'. You have asked the male for money.
 13 You have asked him for the fare. Did you say how much
 14 it was?"
 15 You say:
 16 "No, it would say what it was on the meter anyway.
 17 I don't know. I think it was about £9-something, £10."
 18 Call handler:
 19 "And he's walked up the drive of this play place?"
 20 Then you said this:
 21 "Yeah, it was obviously planned, wasn't it?
 22 Obviously all planned."
 23 What led you to think that it was obviously all
 24 planned? Why did you say that? What gave you that
 25 impression?

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1 That's when I shot off then. I thought, 'I'm not
 2 getting shot'.
 3 Again, that does emphasise, doesn't it, Mr Poland,
 4 that you had an absolute understanding immediately of
 5 how very serious this event was?
 6 A. Yes.
 7 Q. During this call, we don't need to turn up the detail
 8 but you were able to give a rough description --
 9 although he had a mask, you were able to give a rough
 10 description of AR, including a rough description of what
 11 he was wearing and you would have known that your
 12 dashcam might have captured information of relevance;
 13 would you agree?
 14 A. Yes.
 15 Q. That can be taken from the screen, thank you. I just
 16 want now, Mr Poland, just finally to take a step back
 17 and draw the strands together. I have taken you through
 18 the seriousness of the event and what you knew and what
 19 you believed, which was that people had been shot and
 20 that you had seen young girls running away. You have
 21 been frank in your statement, to the extent that you
 22 have accepted repeatedly in your statement that you
 23 should have called 999 and you have expressed regret
 24 about that. Yes?
 25 A. Yes.

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1 A. I just presumed it was, which it was.
 2 Q. Thank you. I think we also see and we don't perhaps
 3 need to turn it up within the transcript, but you also
 4 do say, within this transcript to the call handler, that
 5 you can't drive now. So you were saying, at that stage,
 6 that you thought you couldn't drive any further. Do you
 7 remember saying that on the call?
 8 A. Drive any further from where? I was at home there.
 9 Q. But you were saying "I can't drive now". I think the
 10 context being that you were so shaken up you couldn't
 11 drive now?
 12 A. I don't know. I can't recall that.
 13 Q. All right. Could we just go, please, to the final page.
 14 Thank you. The call handler was getting the information
 15 back from you to check that they had correctly
 16 understood, and you said:
 17 "Yeah, it would be about -- I was just about to
 18 drive off then I heard these gunshots and screaming,
 19 proper screaming. I thought 'What's that?' and then
 20 there was, like, young people coming down the steps,
 21 like running down."
 22 Call handler:
 23 "And you'd seen them running down ..."
 24 You said:
 25 "I think they were young, probably 6, 7, 8 not sure."

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1 Q. Would you accept that it would have been the responsible
 2 thing for you to have stopped and called 999 very much
 3 earlier?
 4 A. Well, yes, looking back now, yes.
 5 Q. Do you accept that it would have been the morally right
 6 thing for you to have stopped and reported this dreadful
 7 incident at a much earlier stage?
 8 A. Oh, yes, certainly.
 9 Q. Thank you. The reason you have given in your statements
 10 and in your evidence this morning throughout is that the
 11 reason you did not do so is shock and that you were not
 12 thinking clearly. Does that remain the evidence that
 13 you are asking the Inquiry to accept?
 14 A. Yes.
 15 Q. It may be that no one who was being completely fair to
 16 you would doubt that you were suffering from some degree
 17 of shock but, if it were suggested that, while you were
 18 shocked, the main cause of the delay in your 999 call
 19 was that you were too preoccupied with what had happened
 20 to you and your lucky escape, and not concerned enough
 21 about the girls, what would you say to that?
 22 A. Yeah, looking back now, if I could change things,
 23 I would, obviously. But, as I say, at the time, I don't
 24 know what was going on in my head, in that situation
 25 to -- I don't know. I think about it all the time.

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1 **Q.** I understand. But I do want to make sure Mr Poland that
 2 you have understood my question. What I'm giving you
 3 a chance to comment on is that it might be thought that
 4 the real main reason why you didn't call 999 earlier was
 5 that you were preoccupied with yourself and this event
 6 that had happened to you and to your lucky escape -- not
 7 shock -- and that mainly you were thinking about
 8 yourself and not concerned enough about the girls. Is
 9 that fair, do you think?

10 **A.** No. Looking back, I should have called the police
 11 obviously a lot more sooner than what I did.

12 **Q.** Finally this, as an Inquiry, we need to look towards the
 13 future. It is, on any view, deeply regrettable that you
 14 did not call 999 earlier, as a matter of fairness to
 15 you, you should understand that the evidence to the
 16 Inquiry is that it did not make any difference to the
 17 speed of the response from the police and the Ambulance
 18 Service because Leanne Lucas, one of the organisers who
 19 was stabbed, called the police just 27 seconds or so
 20 after you could first have done so.

21 But if we look to the future, what would have made
 22 a difference for you, what would have made the
 23 difference so that you did call 999 earlier, if
 24 anything?

25 **A.** Could you repeat that question again, please?

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1 time, I do appreciate that it is not easy. Before
 2 I check if there are questions from anybody else, is
 3 there anything else that you wanted to say or anything
 4 that I haven't asked you about that you want to make
 5 clear?

6 **A.** I would just like to say I feel really sorry for the
 7 families, everyone that's been involved in it and I know
 8 it's never going to leave their minds for the rest of
 9 their lives. I just can't understand how the parents
 10 are thinking, how everybody involved's -- you know, it
 11 is just awful.

12 **MR MOSS:** Sir, there was a question from Mr Bowen, who
 13 I know is not here today, and from Mr Temkin, but
 14 I don't think Mr Temkin has any questions.

15 Those are my questions.

16 **SIR ADRIAN FULFORD:** Thank you very much. Thank you for
 17 your assistance, Mr Poland. We can now close the link
 18 please.

19 **MR MOSS:** I think we need to break for a short period
 20 probably no longer than 5, absolute most 10 minutes to
 21 reconfigure the room. The question is whether you want
 22 to take a very early lunch now or whether you want to
 23 reconfigure the room and make a start.

24 **SIR ADRIAN FULFORD:** It might be more sensible to take lunch
 25 now.

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1 **Q.** Yes. You delayed before calling 999, and I'm asking if
 2 anything would have made a difference, if any training
 3 or any terms and conditions or reminders would have made
 4 a difference, would have made you think, "The first
 5 thing I've got to do, once I'm safe, is call 999"?

6 **A.** Yeah, I should have done, looking back, and, yeah.

7 **Q.** If you had known that your licence might have been at
 8 risk if you didn't call 999, do you think that would
 9 have made a difference on the day?

10 **A.** I couldn't say. I really couldn't say what was going
 11 through my head on the day. I couldn't say yes or no.
 12 It is not what you think of, is it, when something like
 13 that happens, you are not thinking --

14 **Q.** I follow. There has been reason, the Inquiry has been
 15 told, for One Call Taxis to give you support and the
 16 Inquiry has been told about why that was necessary, and
 17 I don't overlook that. Have you been through any
 18 process of review with One Call Taxis, has there been
 19 any investigation by One Call Taxis about what happened
 20 and the delay in you calling 999?

21 **A.** No.

22 **Q.** There's not been any disciplinary process of any kind at
 23 all?

24 **A.** No.

25 **Q.** Mr Poland, I have asked you questions for quite some

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1 **MR MOSS:** Might we say 1.00?

2 **SIR ADRIAN FULFORD:** Certainly, we will sit again at 1.00.

3 Thank you very much.

4 **(12.11 pm)**

5 **(The short adjournment)**

6 **(1.00 pm)**

7 **MR MOSS:** Sir, our next witness is Liam Rice, thank you.

8 **LIAM RICE (sworn)**

9 **Questioned by MR MOSS**

10 **SIR ADRIAN FULFORD:** Do have a seat, Mr Rice.

11 Yes, Mr Moss.

12 **MR MOSS:** Thank you, sir. Mr Rice, please just start by
 13 giving us your full name.

14 **A.** Liam Anthony Rice.

15 **Q.** Thank you. If we could have on screen, please, OCT, for
 16 One Call Taxis -- and it is OCT000001.

17 Mr Rice, I think you can confirm that this is the
 18 statement which you provided to this Inquiry and, if we
 19 look, please, at page 4, we have redacted your signature
 20 on privacy grounds but we can see that this is
 21 a statement that you signed on 23 July 2025; is that
 22 right?

23 **A.** Yes.

24 **Q.** Just keep your voice up.

25 **A.** Yes.

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1 Q. Is that statement true to the best of your knowledge and
2 belief?
3 A. Yes.
4 Q. Thank you. If we look, please, also at MERP000730. We
5 will see an earlier statement that you provided to
6 Merseyside Police. We can see, can't we, that that was
7 dated 8 August 2024?
8 A. Yes.
9 Q. Thank you. We can see that you signed it under the
10 standard terms of providing a statement to the police,
11 with a declaration there?
12 A. Yes.
13 Q. Thank you. Go back to your witness statement to the
14 Inquiry please at OCT000001, page 1. Just to introduce
15 your role, you were at the time, and I think still are,
16 is that right, the General Manager of One Call Taxis?
17 A. Yes.
18 Q. You explained in your police statement that One Call
19 Taxis was founded, was it, back in 2015?
20 A. 2017, it was, but there is obviously the wrong date on
21 there, but it was 2017.
22 Q. I think it was created though when a number of different
23 taxi companies merged?
24 A. Yes, that is right.
25 Q. You yourself, I think, Mr Rice have a lot of experience.

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1 A. 26.
2 Q. Thank you. I'm asked just to check this: we know that
3 AR's father, Alphonse, worked at times as a taxi driver.
4 Could I just check whether Alphonse R, same surname as
5 AR, has he ever worked for One Call Taxis?
6 A. No.
7 Q. Thank you. I want to ask you about the mechanism of
8 bookings, although we have heard a certain amount about
9 this already. If somebody phones the number for One
10 Call Taxis, they get through, is this right, to
11 an automated booking system?
12 A. Yes, it is, yeah.
13 Q. There's recognition software presumably that captures
14 what's been said as to the name and also as to the
15 pickup address and the destination address?
16 A. Yes.
17 Q. If I have understood it correctly, so far as the
18 destination is concerned, if that's not picked up,
19 there's a way that that can be put in later on when the
20 driver does the pickup?
21 A. Yeah, it just sets it as "as directed", so.
22 Q. We have seen from your police statement -- there is no
23 particular need to turn it up -- that all of the calls
24 that are made to One Call Taxis are recorded and stay on
25 the system until they are manually deleted; is that

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1 You have worked as the General Manager, if I have
2 understood your statement correctly, for about five
3 years, as the General Manager?
4 A. Yes.
5 Q. But I think before that you held the same position with
6 Kwik Cars North West Limited, one of the companies that
7 merged to become One Call Taxis?
8 A. Yes.
9 Q. Even before that, I think you were working in the same
10 business?
11 A. Yes.
12 Q. Thank you. One Call Taxis, at the time of the attack,
13 should we understand, I think it was in your police
14 statement, you said that it had a fleet of about 1,000
15 taxis?
16 A. Yes, that's correct.
17 Q. So a big operation?
18 A. Yes.
19 Q. As we have understood it from your statement, all of the
20 taxi drivers work on a self-employed basis; is that
21 correct?
22 A. Yes.
23 Q. Just so that we have a feel for it, how many staff do
24 you have in the office, how many are on the payroll, as
25 opposed to self-employed?

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1 right?
2 A. Yes.
3 Q. So you have quite a good audit trail of the incoming
4 calls?
5 A. Yes.
6 Q. If somebody is calling in and for any reason they have
7 an issue or a problem, so they don't want to book a taxi
8 but they need to speak to someone, is the standard sort
9 of option, whatever number it might be, to speak to
10 an operator?
11 A. Yes, it tells you, if you -- say you are not trying to
12 book a taxi and you say something that it doesn't
13 understand, it would automatically transfer you to
14 an operator or it says "Press 3" after the first option,
15 so you can always get through.
16 Q. Thank you. We will come to it in the context of a call
17 that AR's father believes he made to the taxi company,
18 which, in context, would have been your company. But so
19 far as you are aware, if he had made such a call, would
20 it have been retained on your system?
21 A. Yeah, that's why I asked -- I asked Tech to check it
22 because, although I can check it, they can do a more
23 in-depth search and they said there was no call found
24 for that number.
25 Q. Thank you. Once the person has made the booking, it

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1 then goes through to drivers to accept. Just tell us
 2 the essence of that: does it go to the drivers that the
 3 system knows are closest to it and gives them the option
 4 of accepting or rejecting?
 5 **A.** It does. It will hit the screen basically and it will
 6 try for three minutes to find the nearest car, who's had
 7 the most free time, that's how our system works. If
 8 after three minutes no one has accepted it or there are
 9 no cars in the area, it will then go to bid, and then it
 10 goes to bid and the car that's nearest that bids within
 11 10 seconds will get the job.
 12 **Q.** I follow. Is that system all automated, so there is not
 13 a controller who is choosing?
 14 **A.** No.
 15 **Q.** So it wouldn't have been someone choosing Mr Poland, for
 16 example, to do this one. It would have been automated
 17 who basically accepts it first, and then a system if
 18 nobody accepts it?
 19 **A.** Yes, that's it.
 20 **Q.** There is a tracking system. Your system, is it called
 21 Cab9?
 22 **A.** That's the dispatch system, so that's what we use to
 23 dispatch the jobs, as well as the tracking.
 24 **Q.** Thank you. If we have on the screen MERP000665 -- see
 25 if that works -- I think is this the tracking

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1 at. At the time and indeed now, does it follow from
 2 what you have been telling us so far that a 17-year old
 3 is able to book a taxi without having any prior
 4 registration of any kind with you, you just call
 5 a number and give the details and the taxi will turn up.
 6 **A.** Yes.
 7 **Q.** Do you have an app or an account system for those who
 8 use you a lot?
 9 **A.** We have an app where people can register on the app but
 10 we wouldn't set up accounts for individuals, they would
 11 just literally just book on the app.
 12 **Q.** On the app, I don't want to go through the technical
 13 details, can you do the sort of things as storing
 14 a payment card and paying via the app?
 15 **A.** Yes.
 16 **Q.** If it were appropriate to do so, I appreciate there
 17 would be economic impacts for you as a firm but, if it
 18 were appropriate for you to do so, could you move to
 19 a system whereby only those who were registered with
 20 a form of ID and a card linked could book the cabs?
 21 **A.** If it was an industry-wide thing then we would,
 22 obviously, because we would have to but then it would --
 23 the elder generation are less likely to use an app or
 24 a phone, so you would be alienating them and they may
 25 not be able to book a taxi, if that was put in place.

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1 information that we can see, the pick up for Mr Poland
 2 picking up AR, and the information about the distance
 3 driven, and so on, that's the sort of information that
 4 you can get from the system; would that be fair?
 5 **A.** Yes.
 6 **Q.** I think there is a second page on that, which shows,
 7 actually, in quite a lot of detail -- we can see here
 8 the effect of Mr Poland going down Masters Vehicle and
 9 coming back up and then the route he took on exit, which
 10 I was asking about this morning. So the system tracks
 11 all of that in quite a lot of detail, including speed
 12 and things like that?
 13 **A.** Yeah. Yeah, it does.
 14 **SIR ADRIAN FULFORD:** What do the green dots mean?
 15 **A.** That means that his meter is active, so he is on the
 16 job. So that means he is actually on the job. When he
 17 is driving to the job they will be light blue and when
 18 he's done "Arrive", which is swipes and say he's
 19 outside, it goes purple. So it tells us what stage
 20 they're at. So that just means his meter is still live.
 21 **SIR ADRIAN FULFORD:** Thank you very much.
 22 **MR MOSS:** Mr Rice, can I just ask you, taking a step back,
 23 about one aspect about the system. I ask this, not as
 24 a criticism of you as an individual but in terms of the
 25 forward-looking aspects that the Inquiry needs to look

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1 **Q.** If I have understood the elements of that answer, there
 2 would be problems with that, one is that it would have
 3 to be industry wide because otherwise you would be at
 4 a disadvantage compared to your competitors --
 5 **A.** Yes.
 6 **Q.** -- and the point that you are making is that more
 7 elderly folk are less happy using that sort of
 8 technology?
 9 **A.** Yes.
 10 **Q.** Do you think, in general terms -- and I will come onto
 11 this later again in a different context, but do you
 12 think in general terms that there might be a case for
 13 that, where the passengers are children, that you should
 14 be registered?
 15 **A.** I do but we kind of have our own industry standard
 16 within the Southport area and Merseyside, which anyone
 17 under the age of 12 or 13, we don't allow to travel on
 18 their own. Obviously, I know it doesn't cover the age
 19 group that we are looking at but we do kind of have our
 20 own industry standard just because, obviously, they are
 21 exceptionally vulnerable.
 22 **Q.** The industry standard that you refer to there, is that
 23 an informal one, just a regional area?
 24 **A.** It is regional, it depends on what town you go to,
 25 different towns have different standards, amongst their

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1 own taxi companies.

2 **Q.** But if you wanted to extend a system whereby, say, those

3 between 12 and 18 or 13 and 18 were allowed to book cabs

4 but had to be registered to do it, is that something

5 that could be looked at?

6 **A.** It could be but it would be very difficult to implement

7 because it is the age verification. Once you turn 16,

8 you obviously can have a provisional driver's licence,

9 but anyone younger than that, it's going to be hard.

10 **Q.** Thank you. Can we turn then to the events of 22 July

11 and that's something that you were asked about in your

12 police statement. If we could just have on the screen

13 MERP000730 and page 3. Thank you.

14 You go through the details there, which the Inquiry

15 has heard quite a bit about now. So this was, as with

16 the 29 initially, an attempt to book which was aborted.

17 No booking was made. But at 12.21 a further call was

18 received from the same mobile phone number; is that

19 right?

20 **A.** Yes.

21 **Q.** The customer said his name was Simon. We know that that

22 is not correct now. Presumably, on this system, the

23 customer can give any name they want, true or false?

24 **A.** Yes.

25 **Q.** We heard from Mr Poland this morning that he didn't do

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1 statement that there had been a report of sorts made in

2 relation to this by Mr Evanson. Could we just have

3 a look at paragraph 5 of your statement. It is

4 OCT000001 at page 2:

5 "I remember a message being sent around either

6 verbally or via the internal messaging system to not

7 send any more taxis to the address."

8 I think reading the totality of this statement,

9 would this be fair, you are not totally sure exactly how

10 this message was conveyed?

11 **A.** No.

12 **Q.** Would that sometimes just be done informally between the

13 drivers, as opposed to a formal stop being put on the

14 system?

15 **A.** No, generally, with this instance, because the driver

16 has driven quite a long distance for basically not

17 picking up a fare, he would ring up and just say, "Don't

18 send any more taxis, they're probably not going to pick

19 up", and it just means for that day. And then

20 an internal message would be sent between the booking

21 staff to say "Don't send any more taxis", or to watch

22 out for the job, to cancel it because obviously they

23 won't get paid.

24 **Q.** As the evidence so far has come forward to the Inquiry,

25 there doesn't seem to have been any warning on the One

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1 any sort of check. I think some of us might be used to,

2 with some cab firms, that they do say, "Is it Nick", for

3 example, when you get in the cab. But I don't think you

4 have that requirement, even at that basic level?

5 **A.** He wouldn't because it was a home address. If it was

6 a public, like a pub or a supermarket, you would check

7 the name, obviously, to make sure. But because it was

8 a home address, if you pull up and someone comes out of

9 that house, nine times out of ten, it is going to be for

10 you.

11 **Q.** Thank you. We know that Mr Steven Evanson was allocated

12 to this job and we know that the destination was Range

13 High School.

14 Sir, for your note, the reference for Mr Evanson's

15 statement about this is MERP000216.

16 **SIR ADRIAN FULFORD:** Thank you very much.

17 **MR MOSS:** I'm not going to ask you about the detail because

18 you weren't there but I think you will know in broad

19 terms that there was a disagreement between AR and his

20 father, Alphonse R, that led to that booking not going

21 ahead. Yes?

22 **A.** Yes.

23 **Q.** And that Mr Evanson, the taxi driver on that occasion,

24 was paid £5 to cover his expenses. Can I ask a few

25 questions about that. You say in your Inquiry witness

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1 Call Taxis system about this address when it came to the

2 29th.

3 **A.** Yes, because there was -- there would be nothing that

4 flagged up that would make us put a warning on. There

5 was no -- the driver's driven there, he's been paid and

6 obviously there's been a family dispute, so he's not

7 gone to that. It wouldn't make us put a blocker on it

8 permanently, it would just be literally for that day, to

9 stop another driver driving out there and not picking

10 up.

11 **Q.** All right. So should we understand there are two types

12 of things: a sort of informal warning for a short period

13 of time, "Something is going on there, it is probably

14 not a reliable one, if we get another booking" --

15 **A.** Yes.

16 **Q.** -- don't go there today?"

17 **A.** Yes.

18 **Q.** But if something more serious happens, you could put

19 a block on it saying, well, that passenger, whatever it

20 may be, was violent in the cab or threw up in the cab or

21 whatever and you can put up a blocked account,

22 effectively?

23 **A.** We would block the phone number, so they couldn't ring

24 up and if there was a threat of violence the drivers

25 would actually block the address. You'd just draw

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1 a zone round it, so they could not book any taxis on any
2 platform.
3 **Q.** Thank you. On the evidence the Inquiry has received in
4 writing and heard so far, I think it is important that
5 I should make clear that we have not seen any evidence
6 that there was anything that would have alerted
7 Mr Evanson, the taxi driver, to the fact that the reason
8 why AR's father was concerned was that he was concerned
9 that AR might use the taxi to go and launch an attack on
10 his old school. So, there's no indication at the moment
11 on the evidence that that was known to Mr Evanson. From
12 your understanding of what happened on the 22nd, did
13 Mr Evanson do what would have been expected of him as
14 a taxi driver?
15 **A.** Yes. It said to drive away because, obviously, there
16 was a dispute.
17 **Q.** If there was any indication of weapons or a suspicion of
18 weapons or a suspicion that they might be using the taxi
19 to go and do a criminal offence, what would then happen?
20 Is there some system to deal with that?
21 **A.** You notify the office and then the operator would ring
22 the police on the driver's behalf.
23 **Q.** Have you had incidences such as that, where that's
24 happened?
25 **A.** Not for a long time but we have had incidences where

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1 go to the Range, he called the taxi company.
2 Now, in relation to that, if we look, please, at
3 paragraph 3 of your Inquiry statement, that's OCT000001,
4 the first page, you touched on this a little earlier,
5 I think you got your technical people to search the
6 system and we the Inquiry provided you with what we
7 understand to be Alphonse R's then telephone number and
8 I think you can confirm that you don't have any record
9 of that telephone number phoning you on that day?
10 **A.** No, we don't.
11 **Q.** What he says about it is that you were not prepared --
12 not you personally, but the company -- was not prepared
13 to indicate whether you had a booking or not because of
14 data protection reasons. In paragraph 4, as we can see
15 on the screen, what you say is:
16 "We would have had no way of knowing if the person
17 calling was AR's father as it is very difficult to
18 verify a person's legitimate relationship to a caller or
19 to verify the age of the original booker."
20 Then you say this:
21 "We come across this quite a lot in the taxi
22 industry where jealous partners, ex-partners and/or
23 stalkers call to try and find information about others'
24 journeys. For this reason and the Data Protection
25 rules, we do not give any information out unless it's

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1 threats of violence has made us call the police for the
2 driver.
3 **Q.** But you tell us that there is a system whereby drivers,
4 if they have those sort of concerns, can raise them with
5 control and control will then raise them with the
6 police?
7 **A.** Yes, there's like a warning button and when it presses
8 it sends an alert to all the operators, so then the
9 operator would ring the driver. So if there was
10 obviously a threat, they would get in touch with them.
11 **Q.** So to round this topic off, the reason why Mr Poland
12 didn't get any kind of warning was simply that, on
13 22 July, so far as your cab company was concerned,
14 there'd have been a temporary unreliability problem that
15 had a temporary warning but not a longer-standing more
16 serious warning?
17 **A.** Yeah, because the way it looked to us, he had driven out
18 there, he'd been paid for the journey but he hadn't
19 picked up. It wouldn't raise any flags. It's not
20 uncommon.
21 **Q.** You will be aware but, for those who wish to look at it,
22 the reference is MERP001060, the fifth page, the third
23 paragraph on the page -- you will be aware that
24 Alphonse R, AR's father, has told the police that when
25 he realised that AR had called a taxi, was planning to

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1 from the original booker, ie the same phone number, or
2 if we get a UK GDPR request from the police."
3 Is that right?
4 **A.** Yes, that is correct.
5 **Q.** Now, in the forward-looking aspects of the Inquiry, we
6 have to be pragmatic and our terms of reference require
7 us only to make recommendations that will be pragmatic
8 and to ensure that we take account of what those who are
9 working in the area say.
10 So, anything in this area would need to take
11 account, wouldn't it, of the risks that you indicate,
12 that there are people who could make that sort of a call
13 for bad motives, the jealous lovers, et cetera, the
14 stalkers?
15 **A.** Yes.
16 **Q.** Can I just explore the contrary risks with you. If AR's
17 father made this call, he was the father of a 17-year
18 old child, who was concerned about what his son might be
19 about to do and, if he made the call, he would have been
20 a genuine caller trying to limit harm to others.
21 **A.** Yes.
22 **Q.** Can you see a way in which the technology could be used
23 so that you would have a system of being able to
24 recognise or test the relationship of those who are
25 calling and making that sort of a call?

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1 A. I can't think of any technology that would allow
 2 a separate caller from a different phone number to
 3 verify that they are related -- I can't think of any to
 4 verify who they are, in relation to the person that they
 5 are phoning about, unless it is from the same phone
 6 number.
 7 Q. Can I explore that with you just a little and
 8 I positively invite you, if you disagree with me, to say
 9 so because we are looking for what might work. If you
 10 had a system in which child users had to be registered,
 11 would you be able to list the parents' phone numbers and
 12 the teachers' phone numbers, or have some code or
 13 something like that, so that, for children -- not for
 14 others but for children -- those with a duty of care,
 15 whether parents or teachers, phoning up would be able to
 16 get that information? Could a system around that be
 17 made to work?
 18 A. I mean, you'd have to develop one because there's
 19 nothing like that available at the minute. You'd have
 20 to have it developed and then you would have to have all
 21 the children -- it could be developed, yeah, but I don't
 22 know anyone that's making anything like that, at the
 23 minute.
 24 Q. Thank you. Please don't be unduly perturbed by the
 25 following document because it doesn't directly concern

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1 morning, the taxi driver's seen him get into a different
 2 cab from a different firm ..."
 3 Are you following, so far?
 4 A. Yes.
 5 Q. Thank you:
 6 "... and he's still not arrived at school, which is
 7 extremely unusual. Now, we're -- we obviously have
 8 concerns over weapons for AR, we don't know his
 9 whereabouts because when I have rang -- he's booked the
 10 taxi himself, so it's been a pre-meditated, you know,
 11 situation."
 12 If we just go down:
 13 "I have rang up All White taxi firm, which is the
 14 taxi he's got into and his dad works for them and they
 15 won't give me any information on where they have dropped
 16 him off. They won't even confirm whether they've picked
 17 him up or anything like that because they say for data
 18 protection. But as you can imagine we are quite
 19 concerned."
 20 Do you see that there?
 21 A. Yes.
 22 Q. So that's another taxi firm doing the same thing as
 23 I think your taxi firm would have done in that
 24 situation?
 25 A. I don't know if we would because it's a school phoning.

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1 you and it may not concern One Call Taxis at all but
 2 I think we have given you notice of it. It is
 3 LANC000072, please. Just so that we have the context of
 4 this, can you see at the top of the page this is
 5 a Lancashire Constabulary transcript of a phone call.
 6 If you take it from me for the moment that what is
 7 happening here on 11 December, which we know is the day
 8 that AR, back in December 2019, went to the Range School
 9 and carried out a serious criminal assault on a pupil
 10 there. The caller is Ms Martindale, who is one of the
 11 members of staff of Acorns School, who is phoning the
 12 police to raise her concerns.

13 So that's the background to it. You can see:

14 "I'm wondering if I could give you a previous log
 15 number please", and so on.

16 Can we go down to the bottom of the page. She gives
 17 the address, "10 Old School Close", which you will
 18 recognise?

19 A. Yes.
 20 Q. If we go over the page. So what Ms Martindale was
 21 saying was this:
 22 "So we're his current school and there's been quite
 23 an urgent safeguarding thing this morning. We organise
 24 a taxi firm to collect [AR] every morning, take him
 25 home. Yeah, when a taxi driver's turned up for him this

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1 Obviously, you can Google a phone number for a school
 2 and ring them back. Our problem is confirming who these
 3 people are that are ringing. Now, because that's
 4 a school, you could just ring the school back and ask to
 5 speak to the person, and then you could give them the
 6 information. It's making sure the person is a safe
 7 person to give the information out and it also depends
 8 on what they told the taxi company as well. If they've
 9 said, "I think he's got a knife", that might have
 10 changed the mindset.

11 But, for me, I think our company would have. It is
 12 like if the police phone us, you know it's a police
 13 number. If you can Google the number and check that
 14 it's a real number, or legitimate one, sorry, then you
 15 would give the information out.

16 Q. Would I be right in thinking that for many taxi firms,
 17 the regular orders to take children to and from school
 18 is a significant source of business?

19 A. Yes, quite a lot of them it is, yeah.

20 Q. Do you have arrangements with local schools, so that in
 21 this sort of a scenario you can impart information? Do
 22 you have numbers that are recognised?

23 A. Different parts of the company do have different
 24 contracts with different councils. So they would know
 25 the phone numbers coming through because they would ring

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1 them directly. But it wouldn't be impossible to just
 2 export -- if we could get every phone number of every
 3 school in Merseyside then we could import it into the
 4 system and put "trusted phone number" or "ring back to
 5 confirm". So with the schools, you could list every
 6 school in the system with that note and then ring back
 7 and ask to speak to the person, so you can confirm that:
 8 (1) it is a school phoning; and (2) that it is a trusted
 9 person.

10 Q. Thank you. Could you have a system with parents that
 11 you would provide the information if they could provide
 12 identification, so if they could provide birth
 13 certificate or proof, passport or something of that
 14 kind?

15 A. I mean, we would but the problem is, as shown, a false
 16 name was given anyway and it was a first name. It would
 17 be hard to say this person is related to this person
 18 unless, obviously, they were booked on the app and it
 19 did have ID verification on it.

20 Q. Thank you. Turning to the events of the 29th. You deal
 21 with this in your police statement, if we could go back
 22 to that, at the fourth page please, so that's
 23 MERP000730, page 4.

24 Again, much of this now is familiar, that the
 25 automated phone says, "Hi Simon", because he has used

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1 Q. Clearly, in this situation, your expectation of any of
 2 your drivers, if they thought that there had been
 3 a serious assault or something so extreme that gunshots
 4 had been fired, you would have expected them to call 999
 5 as soon as they got to a safe position?

6 A. Yes, as with anyone, we would expect them to ring 999.

7 Q. Following these events, I covered in outline with
 8 Mr Poland that there was a need for you as a firm to
 9 provide some support to Mr Poland. There are some
 10 financial aspects, there was obviously a forensic
 11 examination, his car was required, matters of that kind,
 12 and a financial impact on him, and I think some
 13 emotional support as well.

14 Is it right that no disciplinary action has been
 15 taken in relation to Mr Poland?

16 A. No, there hasn't.

17 Q. If we look, please, in your Inquiry statement at the
 18 third page, so that's OCT000001 at page 3, what you say
 19 is:

20 "As a firm, One Call Taxis did not perform
 21 an internal review in regard to the dealings with the
 22 perpetrator/his father. I now know that I was not fully
 23 aware of what Mr Poland reported to the police about
 24 what happened on 29 July 2025."

25 Is that right?

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1 that name before from that phone, yes?

2 A. Yes.

3 Q. The pattern of a call which dropped and then a further
 4 one being made, I think, and going through this time to
 5 Mr Poland, our previous witness?

6 A. Yes.

7 Q. Thank you. We know that he was very particular about
 8 the destination because 34a was what he said in answer
 9 to the call. I don't need, I think, to go through the
 10 timings with you because they're a matter of record.
 11 Can I ask about this, what happened, as we heard this
 12 morning, was that AR initially went off without paying
 13 and I think Mr Poland was seeking to explain that his
 14 options, so far as the app were concerned were fairly
 15 limited because you sort of swiped to indicate that the
 16 job was clear.

17 A. Yes.

18 Q. Is there anything that you can do to indicate that there
 19 has been a problem at the end of a booking:
 20 a non-payment or something similar?

21 A. You ring the operator and inform them and then we would
 22 generally block the phone number and explain why it was
 23 blocked.

24 Q. That's what you would have expected a driver to do?

25 A. Yes.

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1 A. Yes.

2 Q. Would it be fair, in overview, to say that when the
 3 Inquiry wrote to you and set out in its request for
 4 a statement from you some details about the delay in the
 5 calling of 999, was that the first you had understood of
 6 that?

7 A. I knew he had accepted a job but, in my mind, he had
 8 accepted a job and then obviously come out -- in shock
 9 and then phoned. But, obviously, there was a lot more
 10 of a delay than I thought.

11 Q. You set out in paragraph 10 what you had previously
 12 understood and what you had been told about the incident
 13 and what you thought was to be true before reading the
 14 statement from Mr Poland. What you say in the
 15 subparagraph is:

16 "If I remember correctly, I was told he dropped AR
 17 off and confronted him over not paying and as he was
 18 driving out, he heard 4 or 5 loud bangs that could have
 19 been gunshots."

20 Do you now understand that he was firmer than that,
 21 he definitely thought it was gunshots and phoned
 22 a friend to say, "I think he shot someone"?

23 A. Yes.

24 Q. You say:

25 "I was under the impression that Mr Poland did not

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1 know what building AR had gone into ..."

2 Do you now understand that he was right in front of

3 it in his cab and saw it?

4 A. Yes.

5 Q. "Then he accepted a job and realised he should report it

6 to the police. He then called our office to confirm the

7 details, then went home and reported it to the police."

8 I think you indicated a moment ago that you now

9 understand the delay was much lengthier?

10 A. It was, yes.

11 Q. You tell us, in terms of other matters, in relation to

12 the aftermath of these awful events, that you have

13 checked your systems, this is something that I think you

14 reported to the police, and that, other than the 22nd

15 and the 29th, you haven't identified any other bookings

16 that AR made from the mobile phone number concerned on

17 the 22nd and the 29th?

18 A. No, we got the dispatch company to check it from the

19 beginning. There wasn't anything shown.

20 Q. Thank you. Can I ask you a couple of matters, please,

21 about your policies and how they work. I don't know

22 whether you were able to hear Mr Poland's evidence this

23 morning where he said that there were no terms and

24 conditions for drivers from One Call Taxis; is that

25 right?

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1 Q. Thank you.

2 As it stood at the time, did it include, insofar as

3 it matters, the section in bold from Sefton Council

4 which said, "If you see, effectively, anything that may

5 put a child immediately in danger, you should call 999",

6 that's in bold in Sefton's?

7 A. Yes, and call MASH as well.

8 Q. Call MASH?

9 A. MASH online, saying it is a -- it is an exact copy, so

10 it is --

11 Q. We should understand, should we, that you are reviewing

12 that and you think you might strengthen it?

13 A. Yes, just for the general reporting of crimes because

14 when you see safeguarding, you think of more like people

15 moving kids around the country. So I just want to put

16 a separate section about any crime, obviously violent

17 crime as well, just to be reported immediately.

18 Q. I understand. But just to be clear, perhaps we can have

19 a look at it, paragraph 12 of your statement, it is at

20 page 3 of OCT000001. What you said was:

21 "After reading the attached statements I will be

22 creating a policy for our driver's handbook with

23 a section on the reporting of crimes ..."

24 A. Yes.

25 Q. There you are talking about a handbook, rather than

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1 A. No, it is not right. We do have terms and conditions.

2 We email them out, probably every 18 months, if we

3 update them, but we do email them to all drivers.

4 Q. Is that something you provided with the Inquiry?

5 I don't think you have provided --

6 A. No, I've got it, there is copies on my laptop, so I can

7 always send it over.

8 Q. Could you please just make sure this evening, if you

9 would, that you provide a copy of those. Have they

10 changed since?

11 A. They haven't changed since. We are in the process of

12 updating it for the reporting of crimes and just doing

13 a separate section from that but I wanted to see what

14 comes from this first.

15 Q. I follow. Do the terms and conditions currently have

16 anything about reporting crime?

17 A. Safeguarding. It is basically a copy of Sefton

18 Council's safeguarding policy.

19 Q. So it's got the things we have seen already from page 8

20 of that safeguarding manual -- sorry, the handbook from

21 Sefton, which has a safeguarding section in it?

22 A. Yes.

23 Q. Does it reflect that?

24 A. It is the same as theirs because one of our operator

25 licences is Sefton, so that's what we used.

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1 terms and conditions --

2 A. Sorry, for me, it's the same thing as terms and

3 conditions.

4 Q. Will you consider making it a condition, so

5 a requirement, that if they witness crime they must call

6 999 --

7 A. Yes.

8 Q. -- such that, if they fail to do that, that might become

9 a disciplinary matter?

10 A. Yes.

11 Q. Thank you. Are there any other changes or improvements

12 that you have made or that you are contemplating making,

13 arising out of these events?

14 A. No, I can't think of any -- anything else.

15 Q. Is there anything more that you can think could be done

16 to prevent children booking taxis using false names?

17 A. The only way to do it would be to just go fully on the

18 app and only take app bookings and then, obviously, you

19 could maybe verify the age but, at the minute, I don't

20 think practically it is something we could do as

21 a company or most taxi companies could do.

22 Q. Thank you. Is there a system now in place that means

23 that, if there was an issue of concern at an address,

24 that that would be flagged on your systems?

25 A. It would but, again -- did you mean the incident on the

96

1 22nd?

2 **Q.** Yes.

3 **A.** There would be nothing that would flag up as

4 an incident. The driver's gone to an address, he's not

5 had the journey, he's been paid and he's gone. No one

6 said, "He's got a knife in his bag", or he is going to

7 be violent. The driver has just turned up at the

8 address and not picked up.

9 **Q.** Understand. If it had gone further, do your systems

10 allow for that to be flagged up?

11 **A.** Yes, again, the driver would either send a message in or

12 he would phone up and we would -- depending on what it

13 was. If they were just drunk or drunk and violent we

14 may just block it off because it might just be a day

15 thing but, obviously, if he was being violent towards

16 the driver or anyone else, then we'd ring the police.

17 **Q.** Thank you. You have explained that there has not

18 previously been an internal review in terms of what

19 Mr Poland did and didn't do, for the reasons that you've

20 made clear. It might be thought that, with the greater

21 knowledge that you now have, that there may be grounds

22 for that just to be looked at again; is that something

23 you are intending to do?

24 **A.** Yes, I do agree.

25 **MR MOSS:** Sir, those are my questions. There was one

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1 **MR TEMKIN:** Do you think it would be useful for such

2 a database to be created?

3 **A.** Sorry, again, I'm not quite following.

4 **MR TEMKIN:** So that caller names that have been given can be

5 retained in one particular database?

6 **A.** Well, that is what we do.

7 **MR TEMKIN:** All right. The second issue is this: the

8 present system doesn't require any form of

9 identification to be given by a caller or by

10 a passenger; is that correct?

11 **A.** Yes, that is correct.

12 **MR TEMKIN:** Do you think there would be any benefit in

13 a caller or a passenger being asked to show

14 an identification document?

15 **A.** I think it would have -- I mean, it obviously would but

16 I think it would have a negative impact. Customers

17 don't like people prying and, at the end of the day,

18 your ID has all your information on you're then showing

19 it potentially to just a taxi driver who you don't know.

20 I think it would cause problems. Yeah, I think it would

21 cause problems. People don't like people enquiring

22 about their information.

23 **MR TEMKIN:** Thank you very much.

24 Those are my questions, sir.

25 **SIR ADRIAN FULFORD:** Thank you very much, Mr Temkin.

99

1 questioning *pro forma*. I don't know if Mr Temkin has

2 any questions?

3 **Questioned by MR TEMKIN**

4 **MR TEMKIN:** Thank you. Mr Rice, I just want to raise two

5 discrete matters with you.

6 **MR MOSS:** Mr Temkin, I'm so sorry, it is completely my

7 fault, do you want to step forward.

8 **MR TEMKIN:** Certainly. *(Pause)*

9 Thank you, Mr Rice. Just two matters. The first is

10 this: when a call is made to book a taxi, the name of

11 the caller is requested?

12 **A.** Yes.

13 **MR TEMKIN:** The caller then, of course, gives a name, which

14 may be the correct name or may be a false name.

15 **A.** Yes.

16 **MR TEMKIN:** Does your system then associate the name they

17 give with the collection address?

18 **A.** Yes, it creates a profile for them.

19 **MR TEMKIN:** But is the name that is given recorded on any

20 separate database?

21 **A.** Sorry, I don't quite understand.

22 **MR TEMKIN:** Is the name that's given by the caller recorded

23 separately so that you build up a database of caller

24 names?

25 **A.** No, the name is linked to the phone number.

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1 I'm very grateful to you. Thank you very much. You

2 are now free to go.

3 **THE WITNESS:** Thank you very much.

4 **MR MOSS:** Sir, our next witness will probably be the

5 briefest of the day but I wonder if we should take

6 a short break.

7 **SIR ADRIAN FULFORD:** 15 minutes.

8 **(1.46 pm)**

9 **(A short break)**

10 **(2.02 pm)**

11 **MR MARK TOOHEY (sworn)**

12 **Questioned by MR BOYLE**

13 **SIR ADRIAN FULFORD:** Do have a seat.

14 **MR BOYLE:** Mr Toohey, would you give your full name to the

15 court, please.

16 **A.** Mark William Toohey.

17 **Q.** Thank you. Could we have document SEF000170 on the

18 screen, please. Do you recognise that as your

19 statement, Mr Toohey?

20 **A.** Yes, I do.

21 **Q.** Thank you. Could we turn, please, to the last page of

22 that statement, penultimate page, page 7. Thank you.

23 Your signature has been blacked out for data

24 protection reasons but did you sign that document on

25 12 August 2025?

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1 A. I did, yes.
 2 Q. Thank you. Is it true to the best of your knowledge and
 3 belief?
 4 A. It is, yes.
 5 Q. Thank you very much.
 6 Mr Toohey, you are employed by Sefton Metropolitan
 7 Borough Council; is that right?
 8 A. Yes.
 9 Q. Your role involves managing the daily operation of taxi
 10 licensing functions of the council --
 11 A. Yes.
 12 Q. -- is that correct?
 13 A. Yes.
 14 Q. Can you just tell us, please, what that entails?
 15 A. So it is probably just over ten years ago I was
 16 previously employed as a Principal Trading Standards
 17 Officer and, because of some internal adjustments to
 18 roles, I took on the role of licensing and taxi
 19 licensing. I look after two teams, the licensing team
 20 and taxi licensing team. Taxi licensing enforcement
 21 team do day-to-day operations involving inspections,
 22 dealing with complaints. I liaise with our customer
 23 services team who employ approximately 14 full-time
 24 equivalent staff to deal with the face-to-face delivery
 25 of the service, issuing of licences to drivers, vehicle
 101

1 attempt in statutory standards was to put some meaning
 2 into it as to what would an ordinary person think; would
 3 you allow this person to carry family members; would you
 4 feel safe with your own children in the back of the car.
 5 We obviously attempt to put some provisions in relation
 6 to convictions, any convictions policy. But the
 7 information can be quite far and wide as to what makes
 8 a person fit and proper.
 9 Q. Thank you. So it is wider than just having certain
 10 convictions?
 11 A. Yes.
 12 Q. Thank you. Could I just ask you, Mr Toohey, just to
 13 keep your voice up, please. Thank you.
 14 Is this right: the council will investigate if there
 15 are allegations regarding a driver, to determine if that
 16 driver remains fit and proper?
 17 A. Yes, that's correct.
 18 Q. Thank you. So, if allegations are referred to the taxi
 19 licensing enforcement team, they carry out
 20 an investigation into those allegations to determine
 21 whether there should be a penalty?
 22 A. Yes, we receive quite a lot of complaints about the
 23 actions or behaviour of drivers over the course of the
 24 length of the licence. So, depending on the allegation,
 25 it will depend on the type of investigation required.
 103

1 owners and operators. And I deal with consultations and
 2 policy changes and deal directly with the Licensing and
 3 Regulatory Committee in the operation of policy changes
 4 or setting fees, et cetera.
 5 Q. Thank you Mr Toohey. I'm now going to move on to the
 6 legal framework in relation to licensing.
 7 At page 2, paragraph 4 of your statement, if we
 8 could have that up on the screen, please, you talk about
 9 the legislation that is in place around licensing and
 10 you cite three statutes there. I think the one that
 11 matters for our purposes today is the Local Government
 12 (Miscellaneous Provisions) Act 1976?
 13 A. Yes.
 14 Q. Is it right that that Act allows the council to set
 15 local conditions as it deems necessary and appropriate,
 16 to ensure drivers and operators are fit --
 17 A. Yes, once the council adopts the provisions relating to
 18 private hire vehicles, the private hire system itself,
 19 it allows for a set of conditions relating to driver's
 20 vehicles and operators.
 21 Q. Thank you. We will come on to the provisions of the
 22 taxi licensing handbook but, in terms of what is meant
 23 by fit and proper, should those words just be given
 24 their ordinary meaning?
 25 A. Well, there has been an attempt -- I think the latest
 102

1 Q. The outcome of an investigation could be a warning,
 2 a suspension or a revocation of the licence?
 3 A. Correct, yes.
 4 Q. I just want to move on now to the licensing of One Call
 5 Taxis and Mr Poland. One Call Taxis had been licensed
 6 by Sefton since 5 December 2019 and Mr Poland a licensed
 7 driver with Sefton Council since February 2012, correct?
 8 A. Yes, that's as far back as the records of Mr Poland
 9 went.
 10 Q. Thank you. When he gained his licence, he would have
 11 been required to meet various checks and requirements,
 12 such as an enhanced DBS check; is that correct?
 13 A. Yes.
 14 Q. For a driver to remain licensed, do they have to renew
 15 their licence with Sefton annually?
 16 A. Driver licences are every three years, vehicle licences
 17 are annually.
 18 Q. Thank you. Is it right that Mr Poland renewed his
 19 licence shortly before the attack happened, in June
 20 2024?
 21 A. Yes.
 22 Q. Thank you. Sorry, we can have the statement off the
 23 screen for now, thank you.
 24 Are you able to recall: was that the vehicle licence
 25 or the driver's licence?
 104

1 A. I would have to check my statement for the driver
 2 licence renewal but there has been a 2024 and a 2025
 3 vehicle licence issued by the council.
 4 Q. Sir, we have those documents disclosed recently. Just
 5 for your note, they are SEF000191 and SEF000192.
 6 **SIR ADRIAN FULFORD:** Thank you.
 7 **MR BOYLE:** When a driver renews their vehicle licence, does
 8 that involve any assessment of their suitability as
 9 a driver themselves?
 10 A. Not currently, no. It's vehicle condition and insurance
 11 and vehicle testing governs the suitability of the
 12 vehicle itself.
 13 Q. The safety of the vehicle, et cetera?
 14 A. Yes.
 15 Q. It's every three years, is it, that the drivers --
 16 sorry, on the third -- every third year when the
 17 driver's licence is renewed, does that require the
 18 council to look at their suitability as a taxi driver?
 19 A. Yes.
 20 Q. When that process is undertaken, is a driver required to
 21 declare any relevant history, for example, any
 22 complaints that might have been made or convictions
 23 that --
 24 A. Convictions or pending legal action, in relation to any
 25 possible convictions, and plus, during the length of the
 105

1 A. Yes.
 2 Q. Can I check I have understood this correctly: does that
 3 relate to the taxi licensing handbook that we're going
 4 to come onto?
 5 A. That's the council taxi licensing handbook. The line is
 6 badly worded. It should say "the licensing handbook"
 7 rather than "this".
 8 Q. That's the policy of guidance that we're about to come
 9 onto?
 10 A. Yes.
 11 Q. Thank you. So the licence itself does, through that,
 12 emphasise the importance of the handbook but is it right
 13 that there is not a condition specifically requiring the
 14 licence holder to abide by the guidance in the handbook?
 15 A. Not a separate condition. The handbook itself contains
 16 all relevant conditions relating to drivers but there
 17 isn't an actual condition to carry the handbook.
 18 Q. Understood. So, the council considers that the handbook
 19 itself is effectively a condition of the licence?
 20 A. Yes, it contains all relevant information that we think
 21 is applicable to licence holders.
 22 Q. Should that be made clearer, do you think, on the face
 23 of the licence?
 24 A. I think it is something that we could consider making
 25 much clearer, yes.
 107

1 licence, it should be declared as well.
 2 Q. Does the council look any wider than just whether there
 3 have been any convictions at the time of a driver
 4 renewing?
 5 A. Drivers are now subject to the DBS Update Service, so we
 6 get notifications if a driver acquires a conviction
 7 during the length of their licence. If a driver is
 8 unable to sign up to the Update Service, we issue
 9 six-monthly licences so we will physically check for
 10 fresh convictions every six months.
 11 Q. If there had been a complaint about a driver, is the
 12 process of investigating that separate to the renewal or
 13 could it be taken into account?
 14 A. The enforcement team would investigate the complaints
 15 about the driver, separate to the licensing process
 16 itself.
 17 Q. Thank you. Could we have Mr Poland's current licence up
 18 on the screen, please. It is SEF000165. If we could,
 19 please, just scroll through to page 3. So, if we just
 20 quickly see -- thank you very much. We saw the front
 21 page there, briefly.
 22 Under "Responsibilities of licensed drivers", at
 23 (b), one of the responsibilities is:
 24 "To ensure that this licensing handbook is carried
 25 within their licensed vehicle for inspection."
 106

1 Q. Turning now to the handbook itself, which we have
 2 already seen, but you summarise it in your statement as
 3 the main document which summarises the relevant
 4 standards and policies which have been adopted by the
 5 council in relation to taxi drivers, correct?
 6 A. Yes.
 7 Q. Thank you. You describe it as an all-encompassing
 8 document that brings together legislation and policy, so
 9 there are no other relevant guidance documents to
 10 consider. So the aim is, is it, to provide a taxi
 11 driver with a single document for them to consider?
 12 A. Yes, the document is intended as -- it contains policy
 13 advice and guidance that we thought was relevant to all
 14 the licence holders, so that it was easily available in
 15 one document.
 16 Q. So that, I think, covers the licence, its conditions and
 17 the handbook.
 18 Can I just consider one discrete topic with you
 19 before turning to the actions of Mr Poland, and that is
 20 the evidence you will have heard about under 18s using
 21 private hire vehicles.
 22 A. Yes.
 23 Q. I think you have been in the Inquiry today --
 24 A. Yes.
 25 Q. -- so you have heard the evidence in relation to that.
 108

1 Can I ask that we just have up, please, page 5,
2 paragraph 20 of your statement. So SEF000170, page 5.
3 Paragraph 20, at the bottom of the page. Just
4 specifically looking at the last line of that, you made
5 the point that there is no conditions or guidance
6 covering this situation and:

7 "Such a situation would currently be left to the
8 discretion of the firm to handle."

9 A. That is correct, yes.

10 Q. You will have heard of the two examples where this issue
11 arose in the background of AR, one was in December 2019,
12 where he went back to the school that he had been
13 excluded from and attacked another pupil with a hockey
14 stick, whilst armed with a knife?

15 A. Yes.

16 Q. The school that he was currently at tried to call the
17 taxi company, who would not provide details about his
18 taxi journey. The second example was a week before the
19 attack, where AR booked a taxi back to that school
20 again, the Range, and AR's father says that he called up
21 One Call Taxis but they would not confirm the details of
22 where the booking has been made?

23 A. Yes.

24 Q. Given that it appears that two separate firms have
25 refused to share information with a school and a parent

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1 require careful consideration before we make a change to
2 any policy to say that information should be given out.
3 I think identity is a problem from what was alluded to
4 previously.

5 Q. Just trying to put the practicalities of how you would
6 do this to one side to begin with and asking you whether
7 you agree with the principle that there would be
8 circumstances --

9 A. I think there could be certain circumstances, yes, where
10 it should be possible.

11 Q. In terms of the practicalities then, am I right in
12 taking from your answers that you haven't really
13 considered how those might be tackled at this stage?

14 A. No, a lot of this information only very recently came to
15 light from the council's point of view. So we've not
16 had an opportunity to review since the Inquiry got in
17 touch.

18 Q. Is it something that you are intending to take away and
19 consider?

20 A. I think it would be sensible for us to take away and
21 consider, yes, definitely.

22 Q. In terms of your early thoughts, can you think of any
23 ways that there might be to allow such a system to work,
24 examples that have been given are that a parent, for
25 example, provides the birth certificate of their child?

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1 making enquiries about a person under 18, do you agree
2 that this is an area where the council should consider
3 giving guidance on?

4 A. I have not previously considered giving guidance on this
5 situation. It's obviously part of a legal framework
6 covering data protection. We make it a condition of
7 licence that they share information with us and we
8 remind them that they should share information with
9 police but we use a gateway provision under the data
10 protection of legal obligation and I think, outside of
11 that, I am aware that people are careful about what data
12 they share. So, as much as we could consider a dialogue
13 with the operators to cover the subject, I think it
14 would require careful consideration before any changes
15 are made.

16 Q. So I understand that there are data protection issues
17 that have to be considered, and also that there might be
18 challenges in terms of practicality but do you accept
19 that a school or a parent should be able to get details
20 of where their child is going?

21 A. I think Liam Rice alluded to the problem of identity
22 checks. I know he has had some suggestions about
23 schools and parents. From a safeguarding point of view,
24 there might be situations where children are looking to
25 get away from certain adults. So, as I say, it would

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1 A. Again, we would have to examine those ideas and see what
2 would work practically. From the sound of it, it would
3 be more of a national issue, rather than just a local or
4 a Sefton issue.

5 Q. If that is a national issue, who would Sefton Council be
6 liaising with --

7 A. Well, we have a regional group. I think we would start
8 liaising with regional partners and then feed into
9 Government departments.

10 Q. What is that regional group?

11 A. There is a city region licensing officers' group.

12 Q. Thank you. I'm going to move now onto the fit and
13 proper provisions, which I think we have already
14 discussed to some extent.

15 Could we just, please, have the handbook up briefly
16 at SEF000169, and page 11. Thank you. I'm looking at
17 (g). We have there the fit and proper assessment
18 process being referred to. Is that what we have already
19 discussed, when a new driver's licence is renewed?

20 A. I think so, yes.

21 Q. Would a failure to follow the guidance in the handbook
22 call into question whether a person is fit and proper?

23 A. Yes.

24 Q. Next is the requirement to report. I'm not going to
25 pull up the guidance because we have seen it on a number

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1 of occasions today. But I don't think it could be
2 suggested that the guidance fails to make clear the need
3 to call 999 in circumstances such as these; do you
4 agree?

5 A. Yes, I agree.

6 Q. However, the way the guidance is written is in the
7 context of safeguarding issues; is that right?

8 A. Yes.

9 Q. Should the guidance make clear a duty to report
10 criminality more generally?

11 A. I think it is something that we should consider.

12 I think at the moment it is in a guidance section rather
13 than a policy section I know that might not be clear for
14 drivers. So, as a guidance, we expect drivers to report
15 any and all safeguarding issues. I think the wording
16 of -- those areas of the handbook could -- it would be
17 right to review those after the Inquiry.

18 Q. Thank you. Just keep your voice up, please.

19 A. Sorry.

20 Q. Should the guidance also make clear that a failure to
21 report criminality could result in an investigation and
22 penalties?

23 A. Again, yes, something we could consider. Changes to
24 policy normally require consultation, obviously
25 agreement by a regulatory committee, but it is something

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1 well as driver licences.

2 Q. Okay. So actually on an annual basis then?

3 A. Yes.

4 Q. Thank you. You have said that they have to confirm that
5 they know it is available online. Should they be asked
6 to confirm that they have read it and agree to abide by
7 its contents?

8 A. I think that would be a sensible rewording of that
9 requirement, yes.

10 Q. Thank you. You say that the council has introduced
11 a knowledge of conditions test at your paragraph 18.
12 First of all, can you just explain when a driver has to
13 carry out that test?

14 A. So, all new drivers since -- I think the end of 2013
15 have had to -- it's effectively a test on the contents
16 of the handbook and, in particular, the policy sections
17 in the handbook. So, all new drivers -- previous to
18 that it was a topographical route test but lately it has
19 been a test of everything in the handbook, basically.

20 Q. So new drivers are tested on knowledge, including the
21 safeguarding section?

22 A. Yes.

23 Q. But not drivers when they renew?

24 A. No, not currently. No.

25 Q. Again, do you think that is something that may be --

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1 that we could consider for the future, yes.

2 Q. Thank you. So when you say we should consider, you are
3 saying that because it is not within your own power to
4 just go and --

5 A. I can't change policy overnight by myself, no. There is
6 an entire legal framework and a process to go through.
7 So that would have to be considered as part of that.

8 Q. Thank you. Mr Poland suggested that he was aware of the
9 handbook --

10 A. Yes.

11 Q. -- and its conditions. You say at your paragraph 15,
12 which is at page 5 of your statement, that all drivers
13 are expected to read and understand the current handbook
14 of conditions and, when completing their licence
15 application, all applicants have to confirm that they
16 are aware that the handbook is available online and
17 there is a link to the handbook provided at that stage,
18 correct?

19 A. Yes, correct.

20 Q. This might be a question of terminology, but does
21 a licence application include a renewal of a licence?

22 A. After three years, yes.

23 Q. So every three years they have to confirm that they have
24 seen the handbook?

25 A. Yes, for driver and -- sorry, for vehicle licences as

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1 A. Yes, moving forward, as part of our training course we
2 are planning, we are looking at refresher training for
3 all drivers, yes.

4 Q. We will come onto that shortly.

5 I now just want to talk specifically about
6 Mr Poland. He is still a licensed driver with Sefton
7 Council now, as we have seen?

8 A. Yes.

9 Q. You say at your paragraph 21 that the council were not
10 made aware of any concerns relating to his behaviour
11 during and following the attacks; is that right?

12 A. Yes, I was not aware of any of the information that was
13 shared, as part of this Inquiry, to the council
14 recently.

15 Q. You haven't received any complaints against Mr Poland?

16 A. No. No complaints on record.

17 Q. There might have been some reporting but you have been
18 in the Inquiry today to hear the evidence of Mr Poland
19 and Mr Rice. Do you agree that when Mr Poland left the
20 immediate scene, he was aware that AR had made off
21 without paying?

22 A. Yes.

23 Q. That he had heard what he believed to be four to five
24 gunshots?

25 A. Yes.

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1 Q. That he believed that AR had actually shot people?
 2 A. Yes.
 3 Q. And that he had a loaded gun that he was using?
 4 A. Yes.
 5 Q. That he had heard screams and seen a group of children
 6 running from the Hart Space and he continued to see that
 7 when he looked in his rear view mirror as he drove away?
 8 A. Yes, that was his evidence, yes.
 9 Q. Do you also agree that, because of his role as the taxi
 10 driver who had transported AR, he was uniquely placed to
 11 assist the police because he knew the address that AR
 12 had been collected from?
 13 A. Yes.
 14 Q. That and he could give a description of AR's appearance
 15 and demeanour immediately before the attack?
 16 A. Yes.
 17 Q. And that he also had dashcam footage on his vehicle?
 18 A. Yes.
 19 Q. Given the provisions of the handbook that have been
 20 considered, do you agree that Mr Poland should have
 21 called 999 immediately after he was satisfied it was
 22 safe to do so?
 23 A. I would say, yes.
 24 Q. We know, after leaving the scene, Mr Poland called his
 25 friend on more than one occasion, who was in the

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1 A. Yes.
 2 Q. Thank you. Obviously it is not my role in any way to
 3 make a suggestion as to the outcome of any such
 4 investigation but do I take from your earlier answer
 5 that the council intends to do so?
 6 A. Yes. I don't make decisions in isolation, we have
 7 a licensing panel and a driver such as Mr Poland would
 8 be invited to make representations and supply any
 9 information that he thought was relevant to support him
 10 before any decision was made.
 11 Q. So he will have the chance to put forward his case?
 12 A. Yes.
 13 Q. Thank you. Can I ask you now, please, about changes
 14 that have been made in this area.
 15 You mentioned earlier a training programme --
 16 A. Yes.
 17 Q. -- which is in the process of being procured; is that
 18 right?
 19 A. Yes, the procurement process has started.
 20 Q. That will include training of safeguarding, child sexual
 21 exploitation, human trafficking and then the general
 22 conditions --
 23 A. And disability awareness, plus council policies, as
 24 well.
 25 Q. Thank you. That's to be done by all new drivers,

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1 neighbouring garage, he took another fare, then drove
 2 home and spoke to his wife. Do you accept that it was
 3 contrary to the terms of the handbook to fail to make
 4 a 999 call until 50 minutes later?
 5 A. Yes.
 6 Q. We covered earlier in your statement that you said the
 7 council will investigate if there are allegations
 8 regarding a driver to determine if a driver remains fit
 9 and proper. Any driver who breaches conditions or
 10 examples of inappropriate behaviour can be dealt with by
 11 way of warnings, suspension or revocation of licence.
 12 Has the council conducted any such investigation into
 13 Mr Poland's actions to date?
 14 A. Not as yet. Due to the confidential nature of the
 15 information we were given, we thought it would be
 16 prudent to wait until this part of the hearing had been
 17 concluded.
 18 Q. Now more light has been shed, do you agree that there is
 19 a question as to whether Mr Poland's actions amounted
 20 to, taking wording from your statement, "inappropriate
 21 behaviour"?
 22 A. I think it warrants an investigation into the actions of
 23 Mr Poland, yes.
 24 Q. Would that also consider the question of whether those
 25 actions were fit and proper?

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1 correct?
 2 A. Yes. It will be for all drivers. Initially, we will
 3 start with new drivers but then for anyone looking to
 4 re-licence, they will be required to attend the same
 5 mandatory training session.
 6 Q. Thank you. Can I look, please, at your paragraph 23 on
 7 page 6 and could we have that on screen, please. So you
 8 have helpfully given some recommendations as measures
 9 that could be brought in. You recommend consideration
 10 is given to including in the training reporting of
 11 criminality, and that training to be mandatory for all
 12 new and existing drivers. You recommend periodic
 13 refresher training regarding safeguarding and any
 14 changes to legislation or council policies every three
 15 years be incorporated as a condition of the licence and
 16 you also recommend a review of conditions to consider
 17 the issues raised by this Inquiry?
 18 A. Yes.
 19 Q. Those all sound like recommendations that Sefton Council
 20 could put in place as part of the training package
 21 that's being brought in?
 22 A. Yes.
 23 Q. Is the intention to do that?
 24 A. Yes. I think the idea of the wider reporting of
 25 criminality, we are in an ideal position to include that

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1 in this training package that's being developed, so yes.
 2 **Q.** Is there anything else in terms of changes that you can
 3 think of that may be relevant?
 4 **A.** Not outside of what we have already discussed, I don't
 5 think so.
 6 **Q.** Will you be able to update the Inquiry in writing as to
 7 the progress that has been made on these changes and
 8 improvements?
 9 **A.** Yes.
 10 **Q.** Thank you. If we were to say by the end of November,
 11 would that be possible?
 12 **A.** I can certainly give an update by the end of November,
 13 yes.
 14 **Q.** Is there anything else you would like to raise?
 15 **A.** No, thank you.
 16 **SIR ADRIAN FULFORD:** Thank you very much indeed for your
 17 help. You may now leave.
 18 **MR MOSS:** Thank you, sir, that completes our evidence for
 19 today and indeed for this week.
 20 Can I just mention, if I may, the programme for
 21 Monday. So, on Monday, sir, we will be hearing our
 22 final witnesses in the attack phase of our evidence.
 23 That's Ms Jenie Scholes, who will be giving evidence
 24 remotely, and Leanne Lucas.
 25 After that, on Monday, the plan had been, and we had

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1 time set aside, for a procedural hearing in case any of
 2 the Core Participants wished to raise procedural
 3 matters. That's been dealt with administratively this
 4 week and I'm pleased to say that there are no matters
 5 that have been raised or certainly none that require
 6 a procedural hearing.

7 That is a good outcome and may I thank all of the
 8 legal representatives for their ongoing assistance, so
 9 we won't need that slot on Monday.

10 Sir, if the logistics and the preparation that is
 11 necessary permit it, we will, with your permission,
 12 bring forward the outline of further written evidence on
 13 the attack phase from Tuesday to Monday afternoon
 14 because Tuesday has a very full day.

15 **SIR ADRIAN FULFORD:** I would strongly encourage that.

16 **MR MOSS:** I think 11.00 on Monday.

17 **SIR ADRIAN FULFORD:** Thank you very much, Mr Moss. Then we
 18 will sit again at 11.00 on Monday.

19 (2.33 pm)

20 (The Inquiry adjourned until 11.00 am on Monday,
 21 29 September 2025)
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