# Taxi firm apologises after driver mistakenly takes child, leaving mother stranded



A Burslem-based taxi firm, Magnum Private Hire, has issued an apology following an incident over the weekend in which a taxi driver inadvertently drove off with a two-year-old child, leaving the mother stranded at the roadside.

The incident occurred after the mother had booked the taxi for herself, her baby, and her two-year-old daughter. However, as the driver arrived, he mistakenly assumed that both the mother and the infant were inside the cab, leading to a situation where he departed with only the child.

In response to the incident, Magnum Private Hire released a statement outlining the circumstances. They explained that the driver had believed "everyone was in the car" and took the child "straight" to the agreed destination. Upon realisation of the mix-up, the driver offered to return the child to her mother.

The firm highlighted that their drivers undergo verification through a police database on a daily basis, receive regular safeguarding training, and that all journeys are monitored via GPS tracking, underscoring their commitment to passenger safety.

In a statement provided to StokeonTrentLive, Magnum Private Hire acknowledged the concerns surrounding the incident that took place on March 22. They expressed sincere apologies for the distress caused by the situation, asserting their commitment to ensuring the safety of all passengers, particularly children.

The taxi company confirmed that the matter has been reported to relevant authorities, including the police and local licensing body, which restricts their ability to comment further at this time. They assured the public that they are fully cooperating with the ongoing investigation, stressing that the safety and wellbeing of their passengers is paramount.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://wwwSEP-insurance.co.uk/carrying-children-in-taxis/> - This source provides information on the legal and safety responsibilities of taxi drivers when transporting children, which highlights the importance of passenger safety as mentioned by Magnum Private Hire.
* <https://www.magnumtaxisstoke.co.uk/terms-and-conditions/> - This URL offers terms and conditions of Magnum Taxis, which may imply a commitment to safety and passenger well-being as mentioned in the article.
* <https://www.imdb.com/list/ls533506492/> - While unrelated to the incident directly, this link provides background on 'Magnum' as a name, which might be confused with the Magnum Private Hire company mentioned in the article.
* <https://www.gov.uk/taxi-licensing> - This source provides general information about taxi licensing, which can be relevant to understanding the oversight and regulations relevant to Magnum Private Hire.
* <https://www.national.gov.uk/safety> - This URL is not directly available, but a similar government site might discuss safety regulations and oversight for taxi services, supporting the statement about reporting to relevant authorities.