

Taxi Policy and Conditions Review: Summary report

This report was created on Tuesday 15 March 2022 at 14:18 and includes 7 responses.

The activity ran from 14/02/2022 to 14/03/2022.

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- Question 17: The Department for Transport has recommended that private hire operators be required to record that they have seen a basic DBS certificate for all staff that are responsible for taking bookings and/or dispatching vehicles. Do you agree or disagree with this recommendation?** 12
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- Question 20: The Department for Transport has recommended that private hire operators should maintain records of all bookings, including the pickup point, registration number of the vehicle used; the name of any individual that responded to the booking request and the name of any individual that dispatched the vehicle. Do you agree or disagree with this recommendation?** 14
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- Question 21: The Department for Transport has recommended that private hire operators do not use public service vehicles to fulfil bookings unless the customer is informed of this and provides consent. Do you agree or disagree with this recommendation?** 14
- The Department for Transport has recommended that private hire operators do not use public service vehicles to fulfil bookings unless the customer is informed of this and provides consent. Do you agree or disagree with this recommendation? 14
- Question 22: The Department for Transport has recommended that the council reviews it taxi policy at least every five years, with provision made for interim reviews where required. Do you agree or disagree with this recommendation?** 15
- The Department for Transport has recommended that the Council reviews it taxi policy at least every five years, with provision made for interim reviews where required. Do you agree or disagree with this recommendation? 15
- Question 23: Do you agree or disagree that the council should conduct a review into whether mandatory CCTV in taxis and private hire vehicles is both proportionate and necessary?** 15
- Do you agree or disagree that the council should conduct a review into whether CCTV in taxis and private hire vehicles is both proportionate and necessary? 15
- Question 24: The council last reviewed its taxi (hackney carriage) fares in 2011. At present, a two-mile journey (during the daytime, without delays) costs approximately £6.16 to the customer. Do you think that the council should review its fares?** 16
- The council last reviewed its taxi (hackney carriage) fares in 2011. At present, a two-mile journey (during the daytime, without delays) costs approximately £6.16 to the customer. Do you think that the council should review its fares? 16

Question 25: If you have any other comments to make on these proposed changes to the council's policy and conditions relating to taxi and private hire licensing, please use the box below: 16

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Question 26: Are you a licensed hackney carriage or private hire driver, vehicle proprietor or private hire operator? 16

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Question 27: If 'Yes' to question 26, please provide the following information: 16

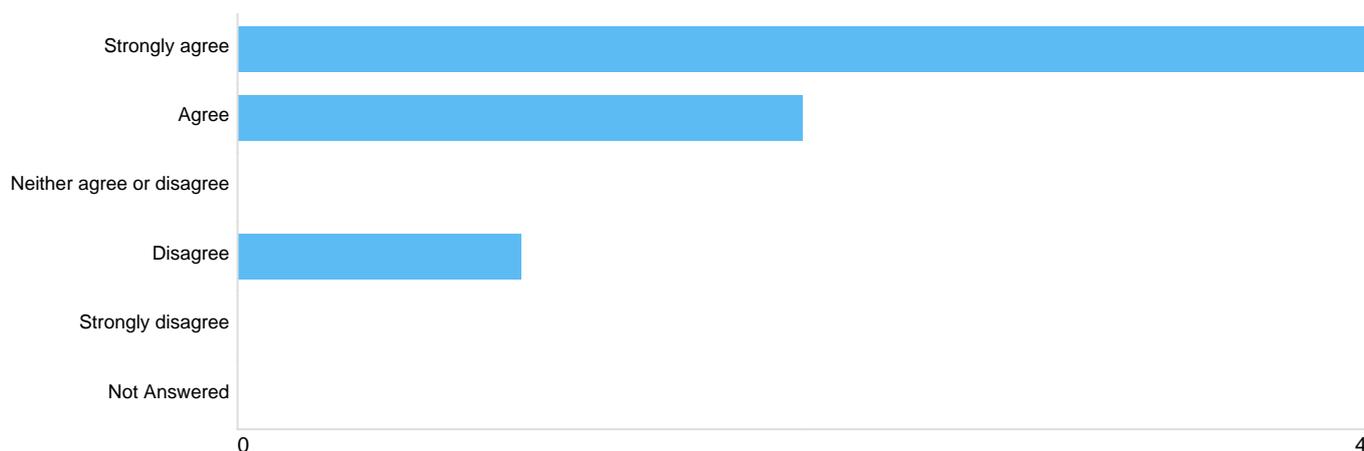
Full name: 16

Licence number: 16

Name of Council that issued your licence: 17

Question 1: Do you agree or disagree that the council should require an enhanced DBS certificate to be provided every six months by taxi and private hire drivers?

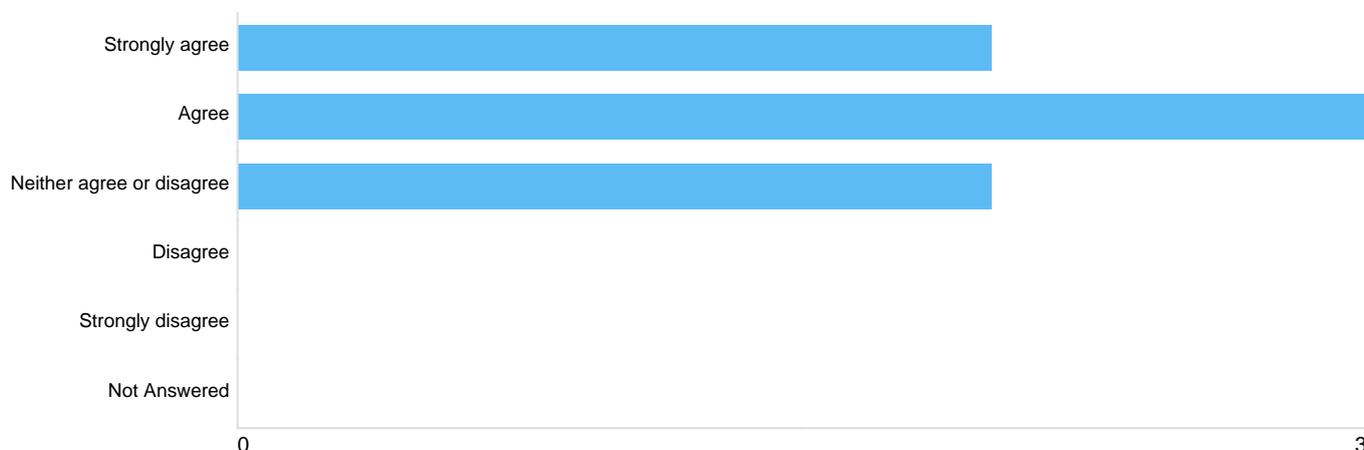
Do you agree that the Council should require an enhanced DBS certificate to be provided every six months by taxi and private hire drivers?



Option	Total	Percent
Strongly agree	4	57.14%
Agree	2	28.57%
Neither agree or disagree	0	0.00%
Disagree	1	14.29%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 2: Do you agree or disagree that the council should require taxi and private hire drivers to subscribe to the DBS Update Service?

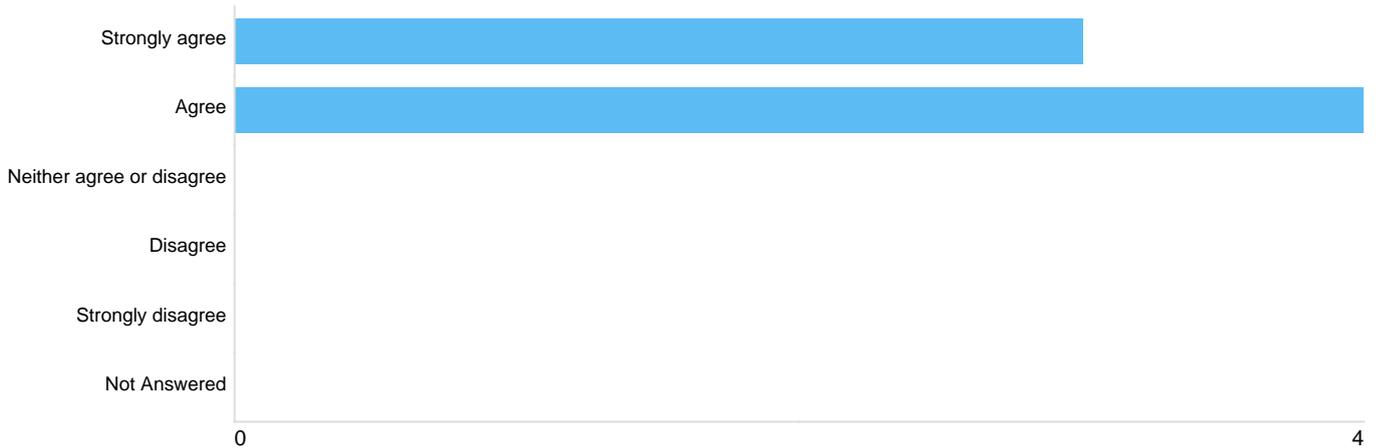
Do you agree or disagree that the Council should require taxi and private hire drivers to subscribe to the DBS Update Service?



Option	Total	Percent
Strongly agree	2	28.57%
Agree	3	42.86%
Neither agree or disagree	2	28.57%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 3: Do you agree or disagree that the council should require a basic DBS certificate to be provided every 12 months by taxi and private hire vehicle licence holders?

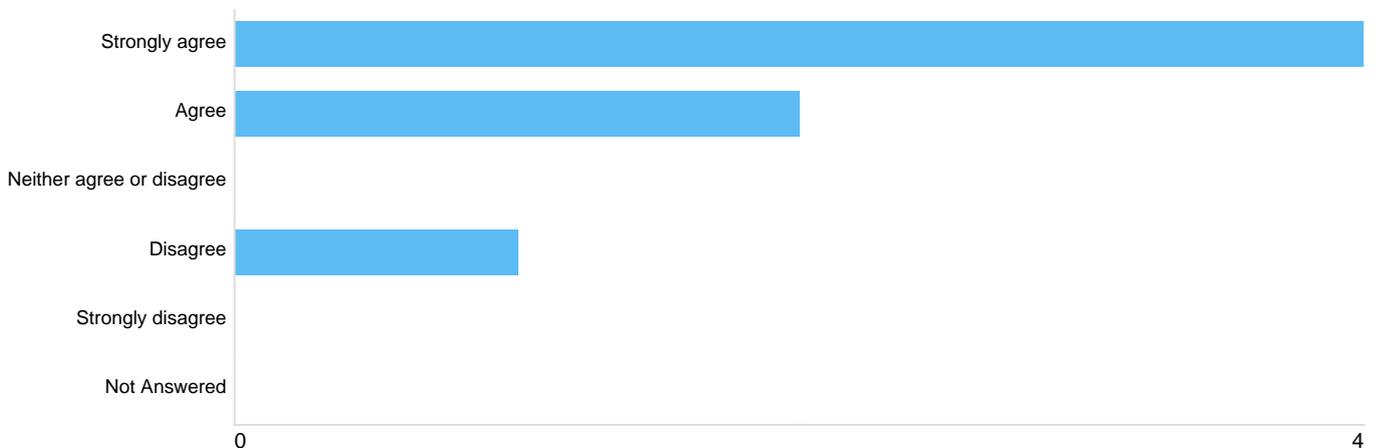
Do you agree or disagree that the council should require a basic DBS certificate to be provided every 12 months by taxi and private hire vehicle licence holders?



Option	Total	Percent
Strongly agree	3	42.86%
Agree	4	57.14%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 4: Do you agree or disagree that the council should require a Certificate of Good Character to be provided by any taxi or private hire applicant who has spent at least six months overseas?

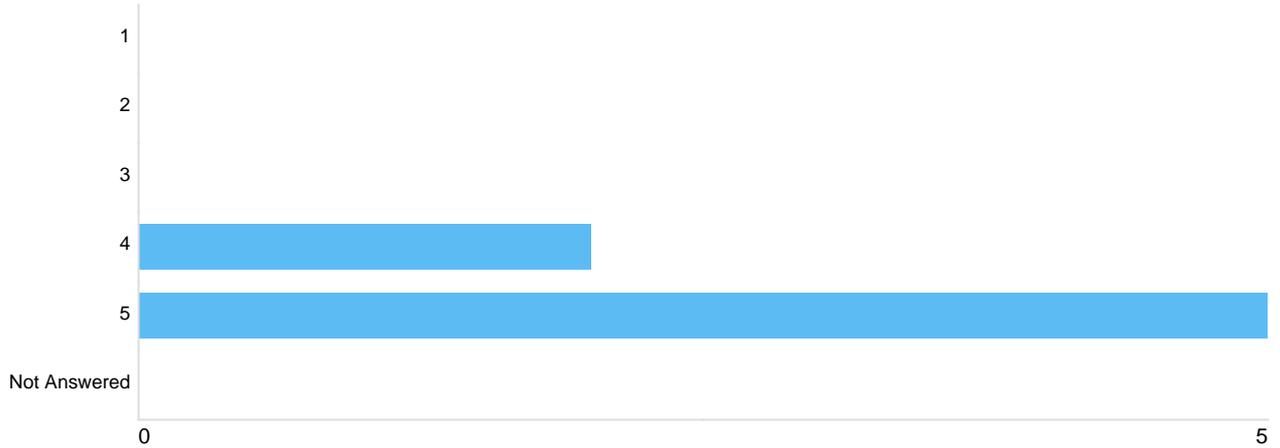
Do you agree or disagree that the council should require a Certificate of Good Character to be provided by any taxi or private hire applicant who has spent at least six months overseas?



Option	Total	Percent
Strongly agree	4	57.14%
Agree	2	28.57%
Neither agree or disagree	0	0.00%
Disagree	1	14.29%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

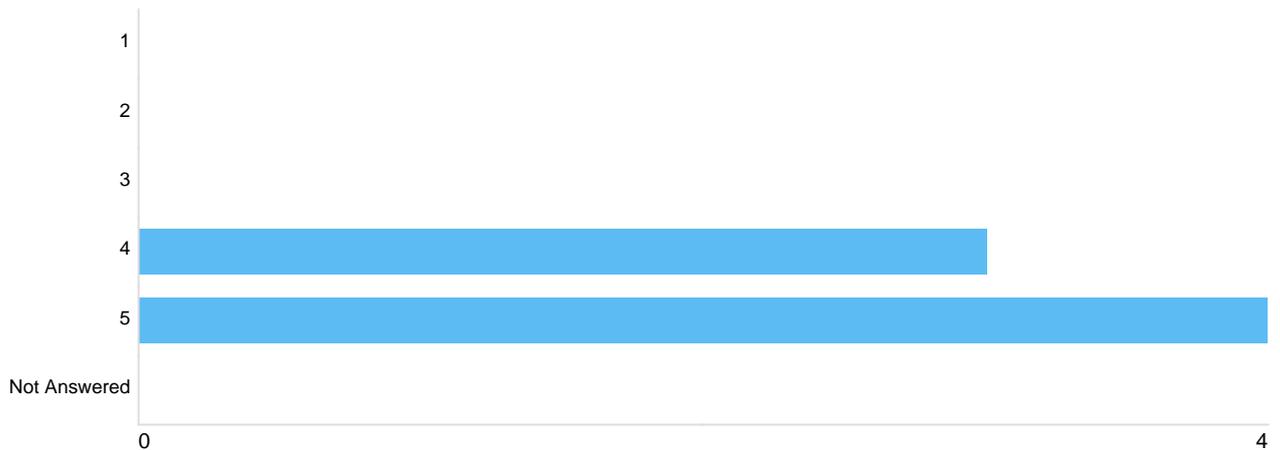
Question 5: Please answer the following questions by rating level of importance from 1 to 5 (with 5 being very important, and 1 being not important).

Please answer the following questions by rating level of importance from 1 to 10 (with 10 being very important, and 1 being not important). - How important is it to you that taxi and private hire drivers have a regular criminal record check?



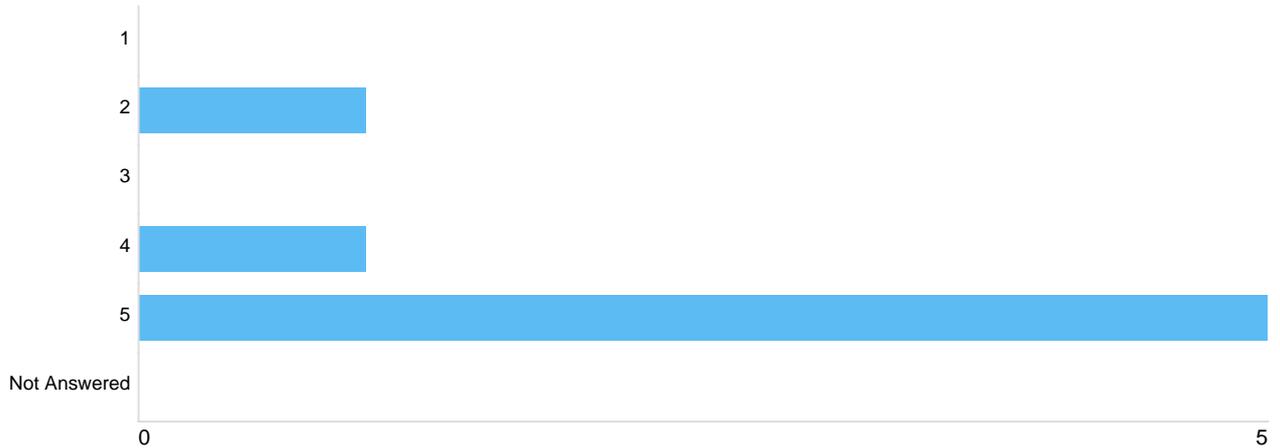
Option	Total	Percent
1	0	0.00%
2	0	0.00%
3	0	0.00%
4	2	28.57%
5	5	71.43%
Not Answered	0	0.00%

Please answer the following questions by rating level of importance from 1 to 10 (with 10 being very important, and 1 being not important). - How important is it to you that taxi and private hire vehicle licence holders have a regular criminal record check?



Option	Total	Percent
1	0	0.00%
2	0	0.00%
3	0	0.00%
4	3	42.86%
5	4	57.14%
Not Answered	0	0.00%

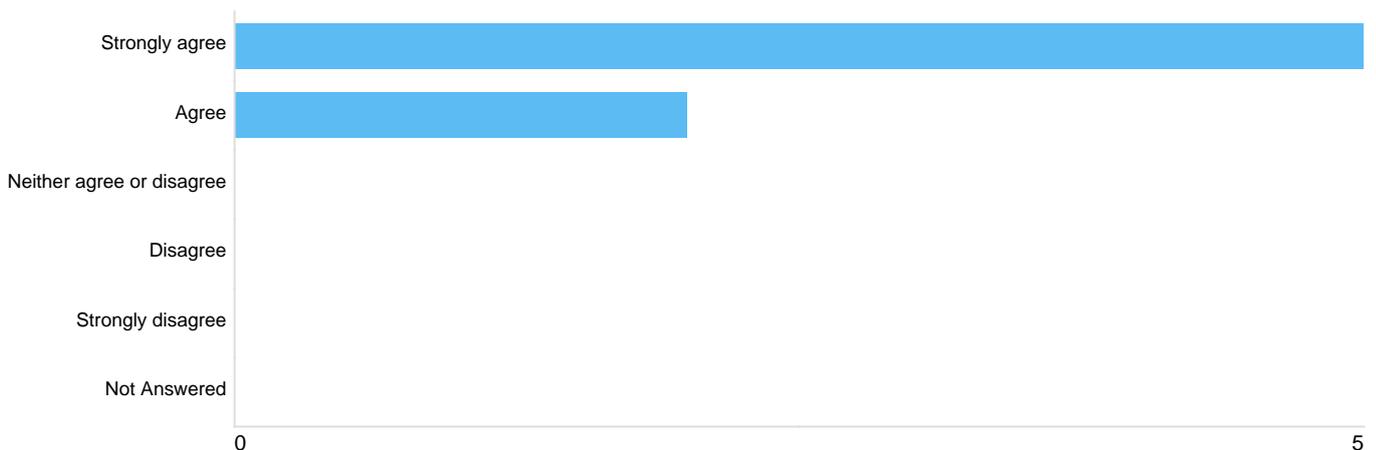
Please answer the following questions by rating level of importance from 1 to 10 (with 10 being very important, and 1 being not important). - How important is it to you that private hire operators have a regular criminal record check?



Option	Total	Percent
1	0	0.00%
2	1	14.29%
3	0	0.00%
4	1	14.29%
5	5	71.43%
Not Answered	0	0.00%

Question 6: Do you agree or disagree that checking taxi and private hire licence holder's criminal records can help to protect children and vulnerable people?

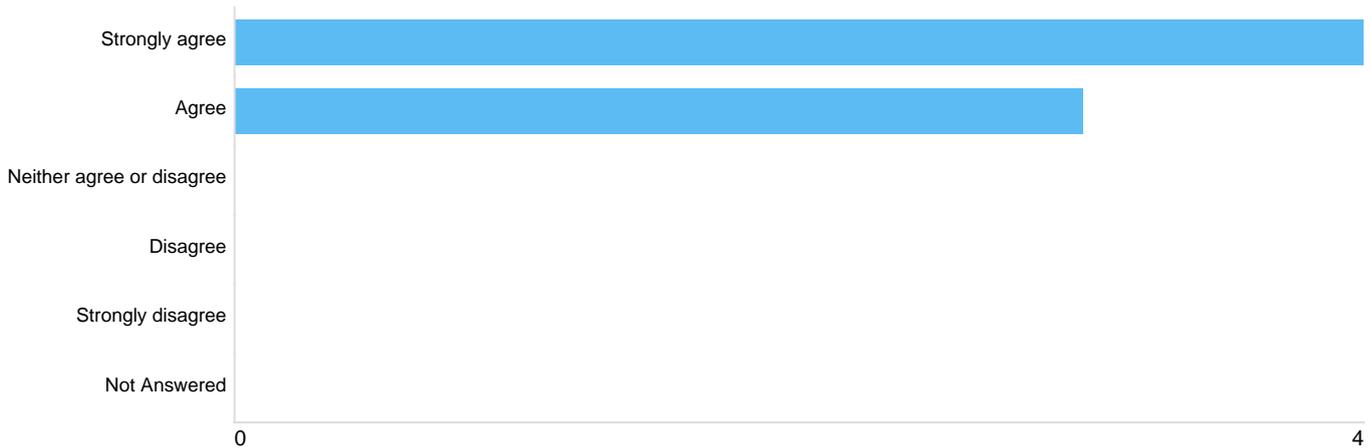
Do you agree or disagree that checking taxi and private hire licence holder's criminal records can help to protect children and vulnerable people?



Option	Total	Percent
Strongly agree	5	71.43%
Agree	2	28.57%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 7: Do you agree or disagree that the council should require drivers and operators to disclose the above information within 48 hours?

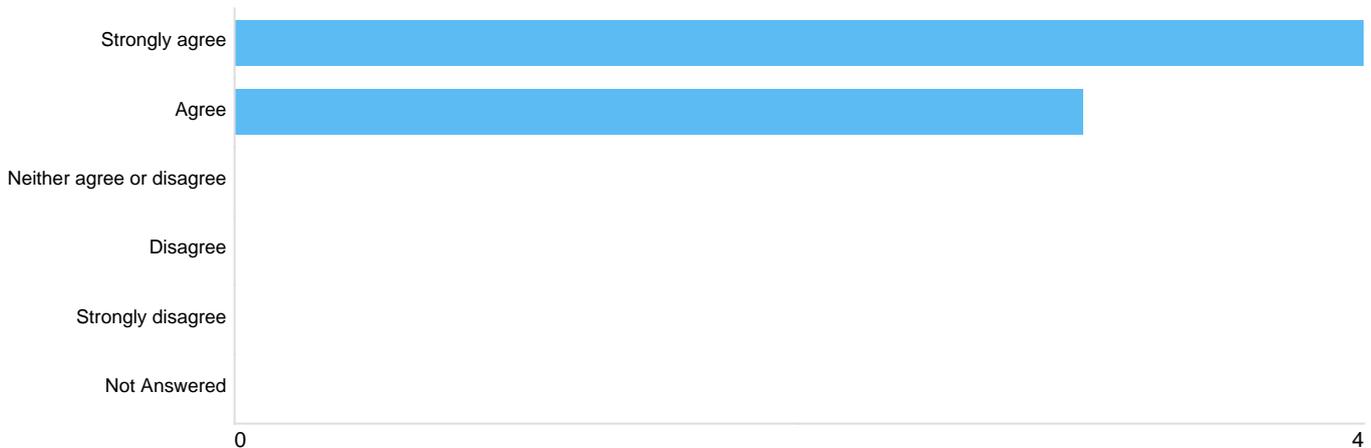
Do you agree or disagree that the Council should require drivers and operators to disclose the above information within 48 hours?



Option	Total	Percent
Strongly agree	4	57.14%
Agree	3	42.86%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 8: Do you agree or disagree that the council should require taxi and private hire applicants to disclose whether they have had an application refused, or a licence suspended or revoked, by another licensing authority?

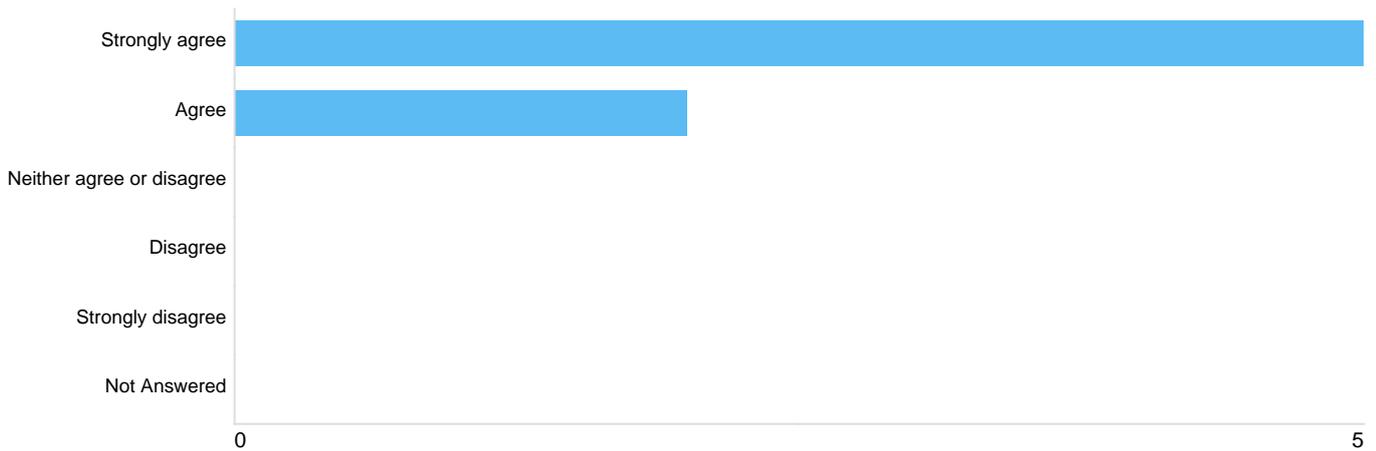
Do you agree or disagree that the council should require taxi and private hire applicants to disclose whether they have had an application refused, or a licence suspended or revoked, by another licensing authority?



Option	Total	Percent
Strongly agree	4	57.14%
Agree	3	42.86%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 9: Do you agree or disagree that knowing whether a taxi or private hire applicant has previously had an application refused, or a licence suspended or revoked, can help the council to protect children and vulnerable people?

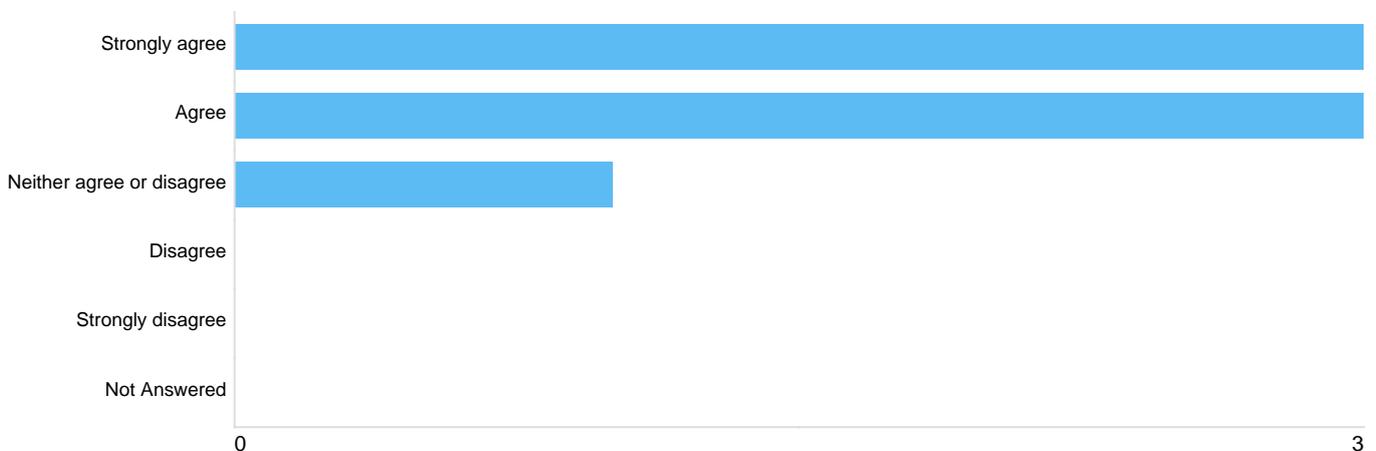
Do you agree that knowing whether a taxi or private hire applicant has previously had an application refused, or a licence suspended or revoked, can help the Council to protect children and vulnerable people?



Option	Total	Percent
Strongly agree	5	71.43%
Agree	2	28.57%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 10: Do you agree or disagree with the council's proposal to mandate the display of the information above in all taxis and private hire vehicles?

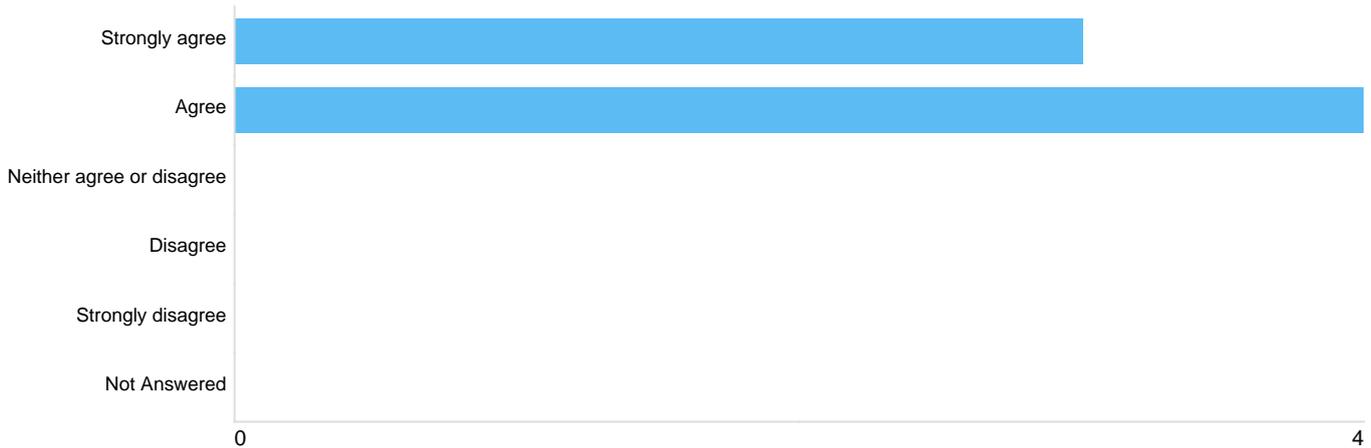
Do you agree or disagree with the council's proposal to mandate the display of the information above in all taxis and private hire vehicles?



Option	Total	Percent
Strongly agree	3	42.86%
Agree	3	42.86%
Neither agree or disagree	1	14.29%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 11: Do you agree or disagree that making it easier for customers to provide feedback on taxi and private hire licence holders will help the council to protect children and vulnerable people?

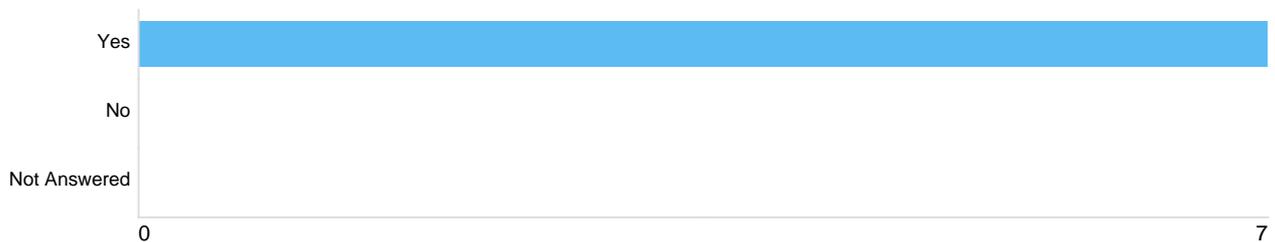
Do you agree or disagree that making it easier for customers to provide feedback on taxi and private hire licence holders will help the council to protect children and vulnerable people?



Option	Total	Percent
Strongly agree	3	42.86%
Agree	4	57.14%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 12: If the council did not display information in taxi and private hire vehicles about how to provide feedback, would you know how to contact them?

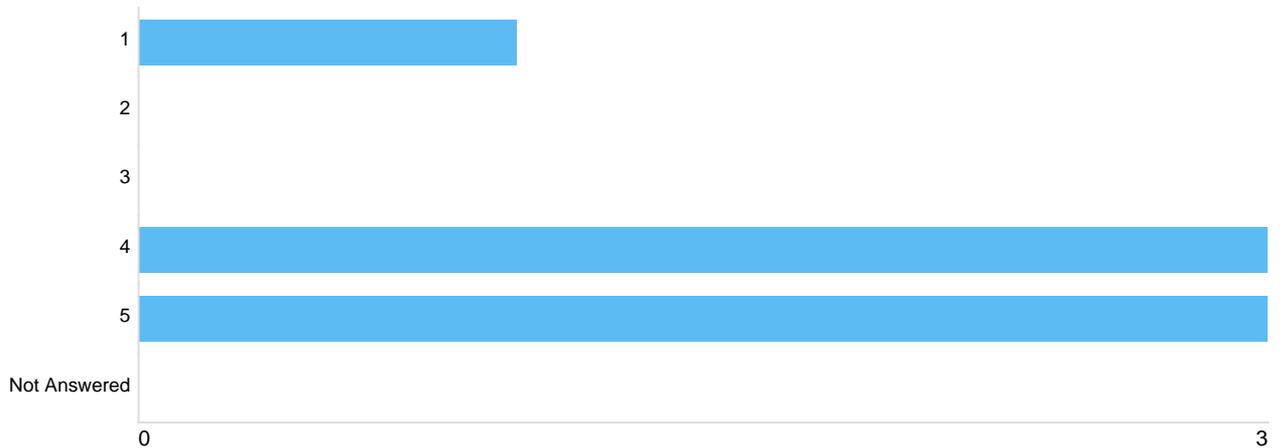
If the Council did not display information in taxi and private hire vehicles about how to provide feedback, would you know how to contact them?



Option	Total	Percent
Yes	7	100.00%
No	0	0.00%
Not Answered	0	0.00%

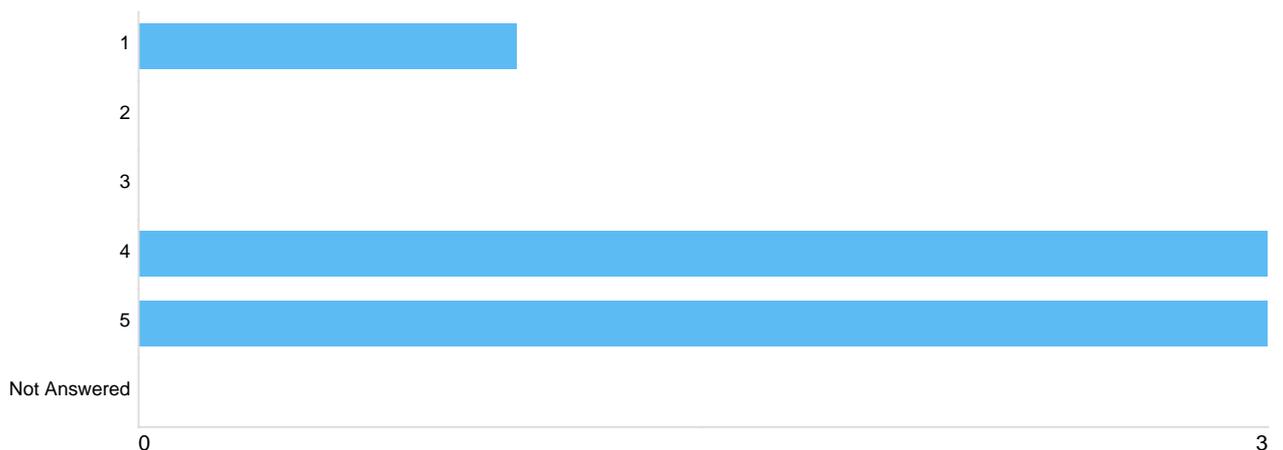
Question 13: Please answer the following questions by rating level of importance from 1 to 5 (with 5 being very important, and 1 being not important).

How important is it to you that customers have access to a range of options to contact the council to provide feedback about taxi and private hire licence holders?/How important is it to you that customers can provide feedback to the council using their smartphone? e.g. by scanning a QR code displayed in the vehicle. - How important is it to you that customers have access to a range of options to contact the council to provide feedback about taxi and private hire licence holders?



Option	Total	Percent
1	1	14.29%
2	0	0.00%
3	0	0.00%
4	3	42.86%
5	3	42.86%
Not Answered	0	0.00%

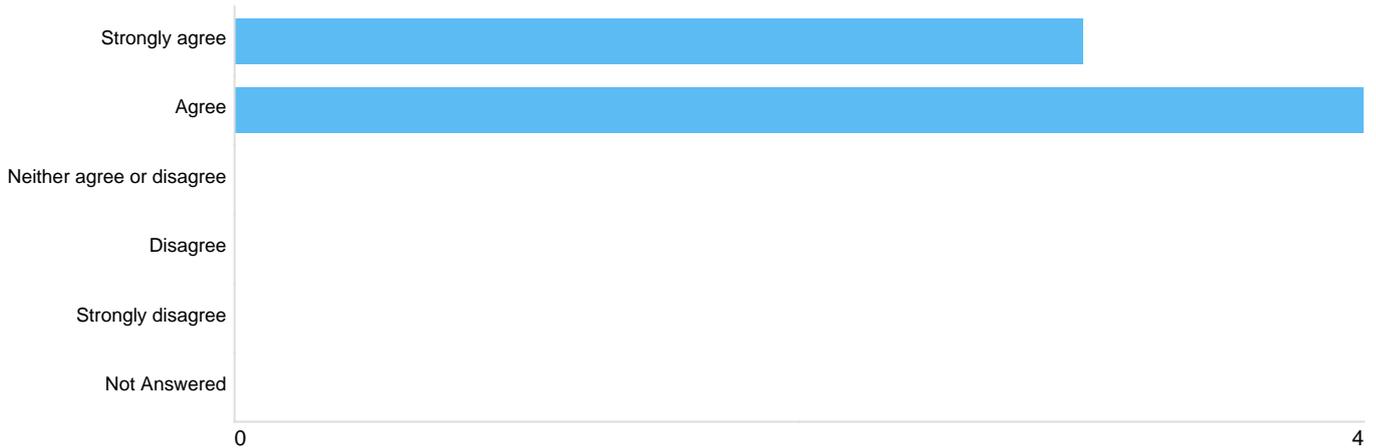
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Option	Total	Percent
1	1	14.29%
2	0	0.00%
3	0	0.00%
4	3	42.86%
5	3	42.86%
Not Answered	0	0.00%

Question 14: Do you agree or disagree with the recommendation that the council uses information on the national register to inform their decisions about whether to grant taxi or private hire licences?

Do you agree or disagree with the recommendation that the council uses information on the national register to inform their decisions about whether to grant taxi or private hire licences?



Option	Total	Percent
Strongly agree	3	42.86%
Agree	4	57.14%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 15: Do you think that the council should make it clearer in its policy that many factors are considered in determining whether an applicant is 'fit and proper'?

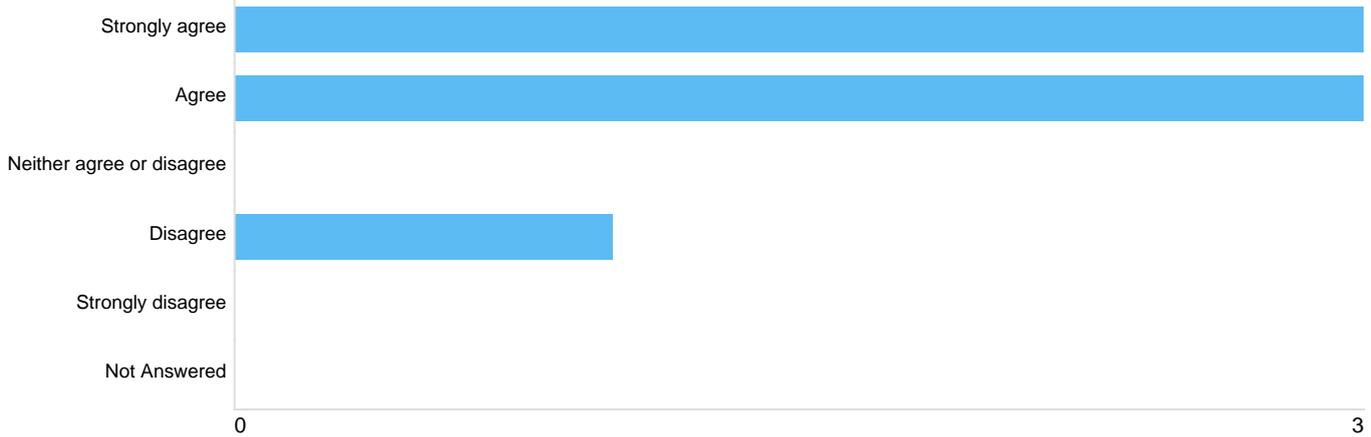
Do you think that the Council should make it clearer in its policy that many factors are considered in determining whether an applicant is 'fit and proper'?



Option	Total	Percent
Yes	6	85.71%
No	0	0.00%
Don't know	1	14.29%
Not Answered	0	0.00%

Question 16: The Department for Transport has recommended that private hire operators be required to maintain a register of all staff that are responsible for taking bookings and/or dispatching vehicles. Do you agree or disagree with this recommendation?

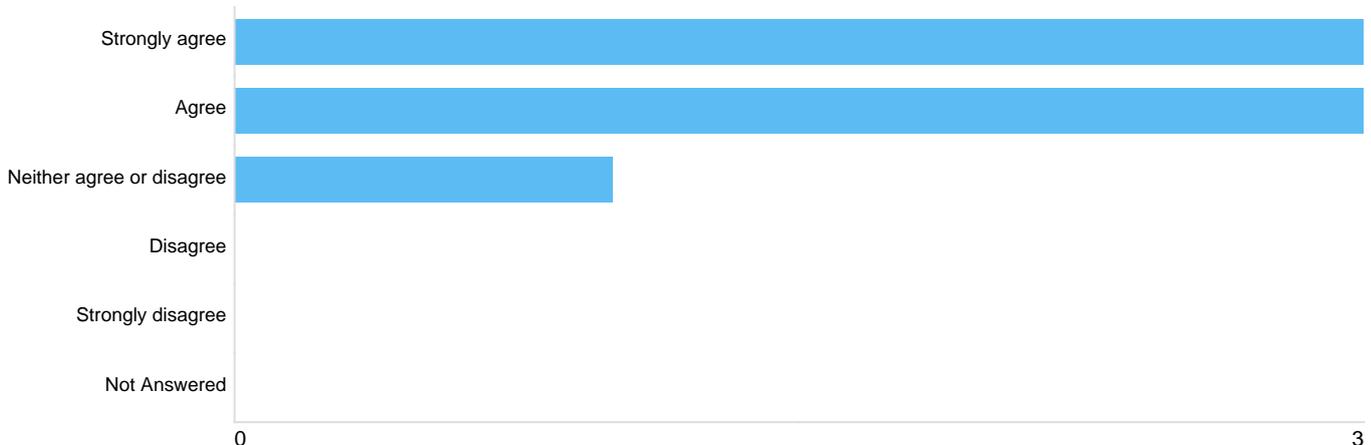
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Option	Total	Percent
Strongly agree	3	42.86%
Agree	3	42.86%
Neither agree or disagree	0	0.00%
Disagree	1	14.29%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 17: The Department for Transport has recommended that private hire operators be required to record that they have seen a basic DBS certificate for all staff that are responsible for taking bookings and/or dispatching vehicles. Do you agree or disagree with this recommendation?

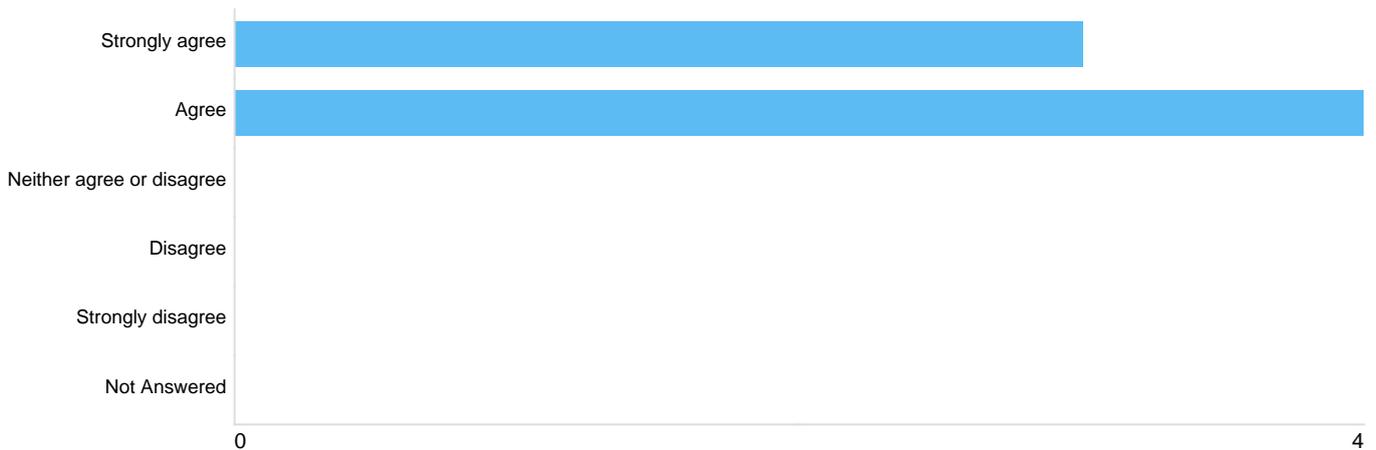
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Agree	3	42.86%
Neither agree or disagree	1	14.29%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 18: The Department for Transport has recommended that, where a private hire operators outsources their booking and dispatch functions to a third-party provider, the private hire operator should retain a copy of the third-party's policy on protecting children and vulnerable adults. Do you agree or disagree with this recommendation?

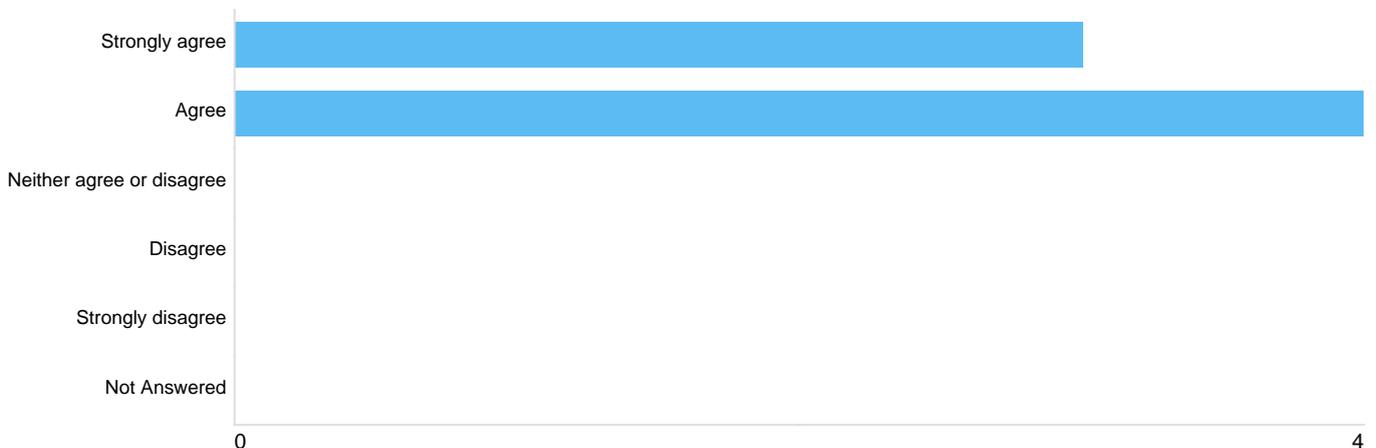
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Agree	4	57.14%
Neither agree or disagree	0	0.00%
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Question 19: The Department for Transport has recommended that private hire operators should produce a policy on employing ex-offenders, and provide a copy of this to the council. Do you agree or disagree with this recommendation?

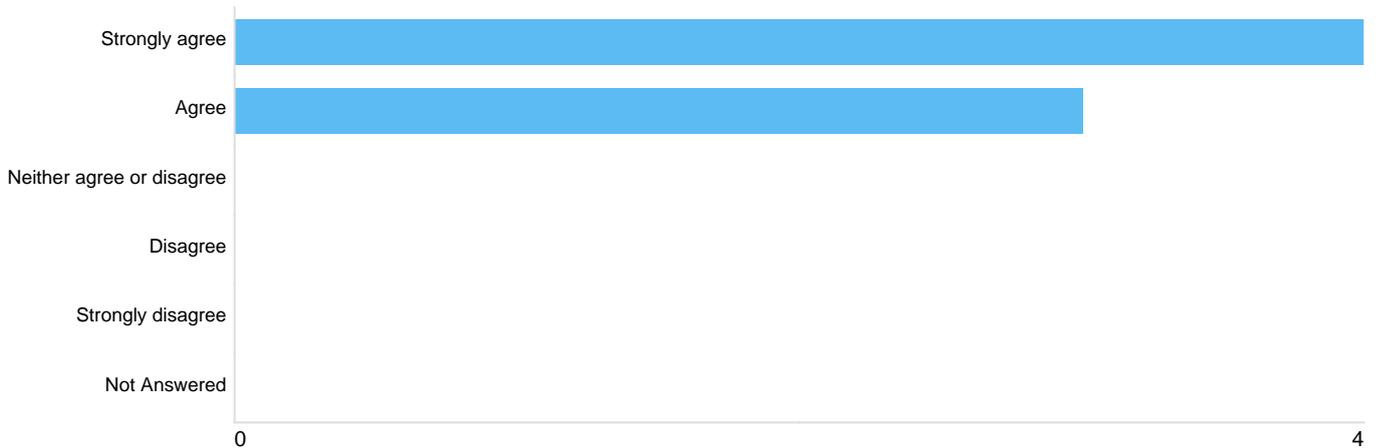
*The Department for Transport has recommended that private hire operators should produce a policy on employing ex-offenders, and provide a copy of this to the Council. *Do you agree with this recommendation?*



Option	Total	Percent
Strongly agree	3	42.86%
Agree	4	57.14%
Neither agree or disagree	0	0.00%
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Question 20: The Department for Transport has recommended that private hire operators should maintain records of all bookings, including the pickup point, registration number of the vehicle used; the name of any individual that responded to the booking request and the name of any individual that dispatched the vehicle. Do you agree or disagree with this recommendation?

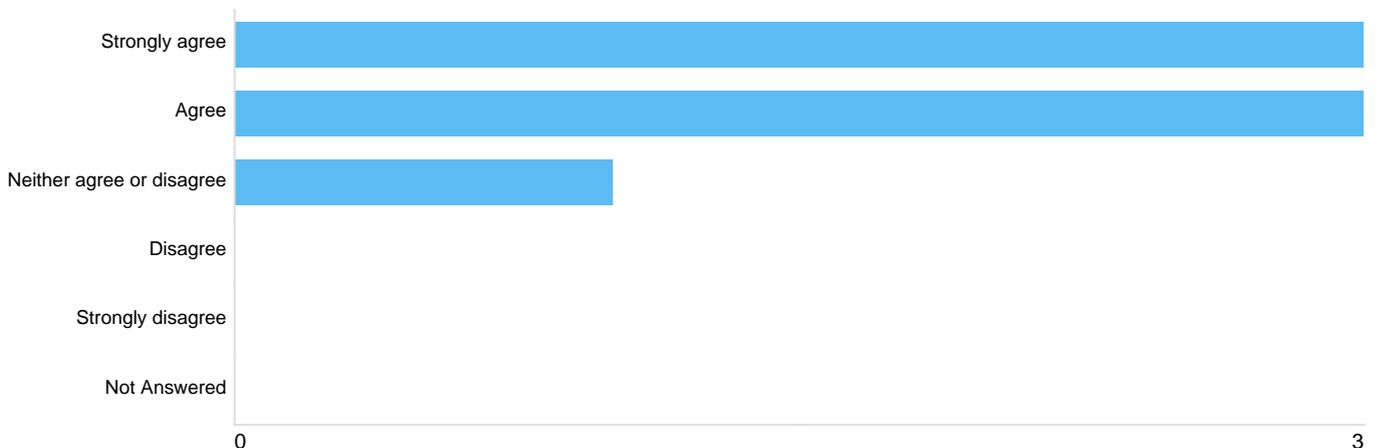
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Option	Total	Percent
Strongly agree	4	57.14%
Agree	3	42.86%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 21: The Department for Transport has recommended that private hire operators do not use public service vehicles to fulfil bookings unless the customer is informed of this and provides consent. Do you agree or disagree with this recommendation?

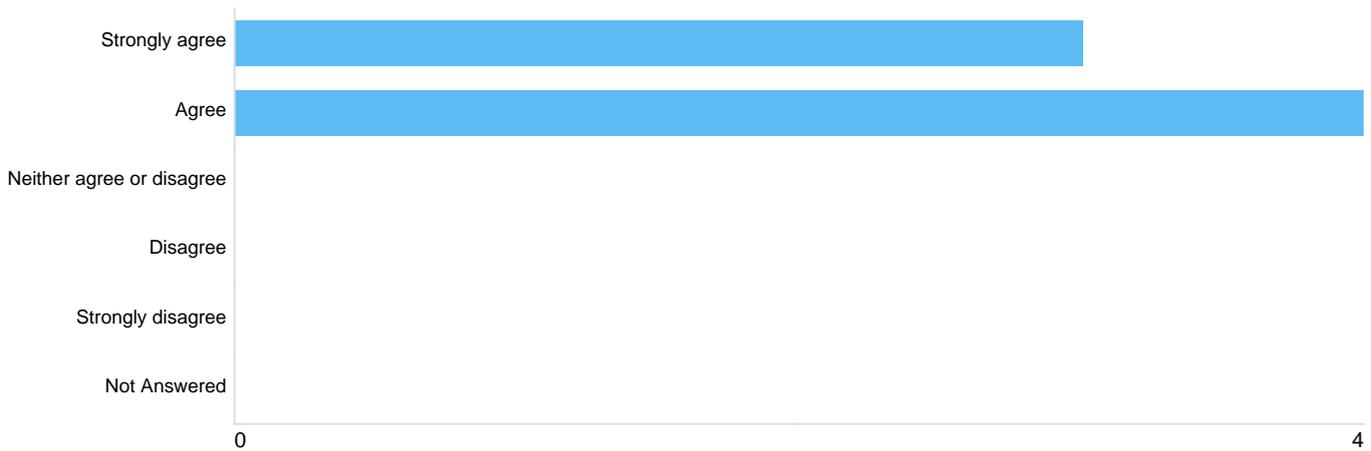
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Option	Total	Percent
Strongly agree	3	42.86%
Agree	3	42.86%
Neither agree or disagree	1	14.29%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 22: The Department for Transport has recommended that the council reviews its taxi policy at least every five years, with provision made for interim reviews where required. Do you agree or disagree with this recommendation?

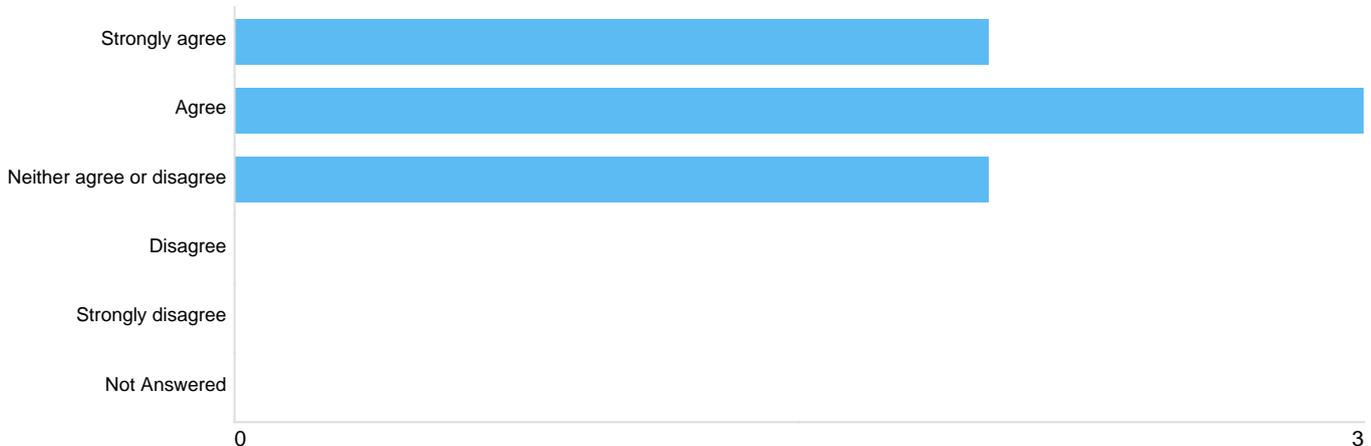
The Department for Transport has recommended that the Council reviews its taxi policy at least every five years, with provision made for interim reviews where required. Do you agree or disagree with this recommendation?



Option	Total	Percent
Strongly agree	3	42.86%
Agree	4	57.14%
Neither agree or disagree	0	0.00%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 23: Do you agree or disagree that the council should conduct a review into whether mandatory CCTV in taxis and private hire vehicles is both proportionate and necessary?

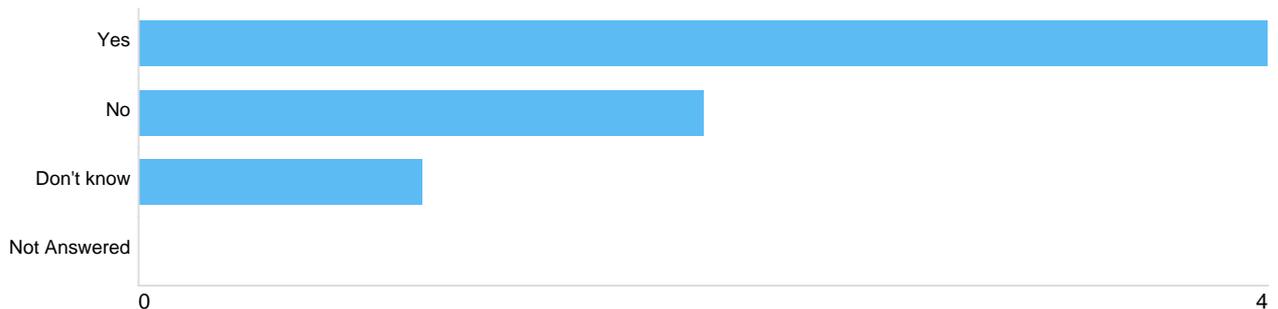
Do you agree or disagree that the council should conduct a review into whether CCTV in taxis and private hire vehicles is both proportionate and necessary?



Option	Total	Percent
Strongly agree	2	28.57%
Agree	3	42.86%
Neither agree or disagree	2	28.57%
Disagree	0	0.00%
Strongly disagree	0	0.00%
Not Answered	0	0.00%

Question 24: The council last reviewed its taxi (hackney carriage) fares in 2011. At present, a two-mile journey (during the daytime, without delays) costs approximately £6.16 to the customer. Do you think that the council should review its fares?

The council last reviewed its taxi (hackney carriage) fares in 2011. At present, a two-mile journey (during the daytime, without delays) costs approximately £6.16 to the customer. Do you think that the council should review its fares?



Option	Total	Percent
Yes	4	57.14%
No	2	28.57%
Don't know	1	14.29%
Not Answered	0	0.00%

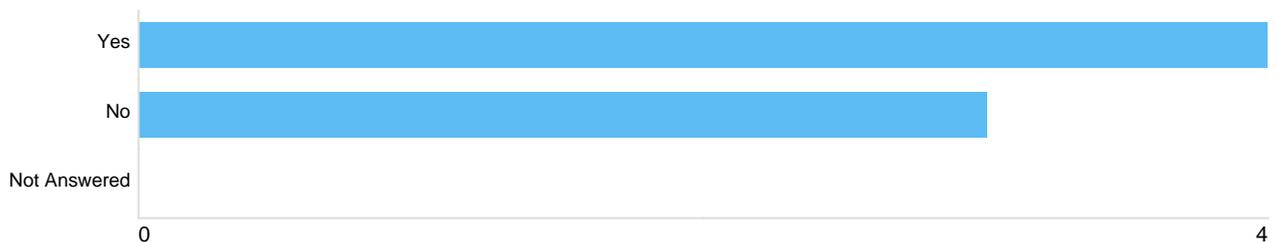
Question 25: If you have any other comments to make on these proposed changes to the council's policy and conditions relating to taxi and private hire licensing, please use the box below:

If you have any other comments to make on these proposed changes to the Council's policy and conditions relating to taxi and private hire licensing, please use the box below.

There were **0** responses to this part of the question.

Question 26: Are you a licensed hackney carriage or private hire driver, vehicle proprietor or private hire operator?

Are you a licensed hackney carriage or private hire driver, vehicle proprietor or private hire operator?



Option	Total	Percent
Yes	4	57.14%
No	3	42.86%
Not Answered	0	0.00%

Question 27: If 'Yes' to question 26, please provide the following information:

Full name:

There were **4** responses to this part of the question.

Licence number:

There were **4** responses to this part of the question.

Name of Council that issued your licence:

There were **4** responses to this part of the question.