

Appendix 2

Review of Hackney Carriage and Private Hire Policy - Consultation Feedback

Question	Number of respondents	Consultees in support of proposal	Consultees not in support of proposal	Comments	Response to comments
In your view, should NWLDC stop the issue of 1 year licences for new drivers by requiring the applicant to pass a knowledge test that includes questions on safeguarding and disability awareness prior to granting a standard three-year licence (subject to relevant exceptions)?	9	6	3	-This are relevant things to acknowledge -But it should be made FREE to do the test -Some drivers may come into the trade and after 6 months or so may decide it is not for them, I think a 1 year licence should be granted for their first year followed by a 3 year licence	There is currently a fee for a knowledge test. Adding a new section to the test will not increase the fee. The national statutory standard is clear that a 3 year licence should be the default for licensing authorities. In the event of a driver wishing to surrender their licence before the 3 year period, they would be eligible for a pro-rata refund
In your view, should NWLDC introduce a policy and licence condition requiring drivers to subscribe to the DBS update service or continue to encourage licence holders to subscribe?	9	4 - Make subscription to the DBS update service mandatory	5 - Continue to encourage	Mandatory the best way to act. If it is mandatory there is no continuing work for upto 2 years after a conviction because convictions are automatically updated to the online subscription and can be seen straight away	The policy relating to the DBS Update Service should be considered together with the proposal to introduce 6 monthly DBS checks. A 6 monthly check would eliminate the possibility of a driver operating with a serious conviction for a prolonged period time. Anyone continuing to operate without notifying the council is in breach of licensing policy
Should NWLDC introduce a routine criminality (DBS) check for new information every 6 months?	8	4	4	-No need so often. - should not be a problem if the licence holder has subscribed to the update service	A subscription to the update service would enable the council to make a DBS check. The council is proposing to make that check every 6 months If the council chooses not to make subscription to the update service

				-You would not need to if online subscription was made mandatory	mandatory any driver not subscribed would need to submit a DBS application every 6 months. If the driver fails to make a DBS application resulting in the council not being able to carry out the criminality check, the driver licence would be suspended until a check could be made.
Do you agree that the time frame for notifying of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence be reduced from 7 days to 48 hours?	9	8	1	As soon is better. I agree with the exception of some motoring offences, eg - speeding offences Only because someone could be arrested on a friday and not released until monday so this would be more than 48 hours	Amending the timescale from 48 hours to 2 working days would address the weekend issue.
In your view should NWLDC adopt the Assessment of Previous Convictions policy annexed to the statutory standard?	9	7	2	Don't judge anyone by previous actions	Assessing previous convictions is a relevant consideration when assessing an applicants or licence holders fitness to hold a licence
In your view should a new safeguarding essential section be added to the knowledge test? Should drivers continue to be required to undergo safeguarding training within the first 12 months of holding a licence?	9	6	3	-The training is better -Refresher training in house conducted by the council every 3 years -You are putting to much pressure on taxi drivers, we are here to get the public from A to B not social workers	If safeguarding essentials is introduced to the knowledge test it would ensure that all drivers have adequate knowledge on day 1 of starting work. Currently drivers have 1 year to complete the training. The safeguarding essentials would be a brief summary of the pertinent points to remember. It would not

					<p>provide a driver with the depth of knowledge/awareness provided by the formal training. We would not see the refresh of the knowledge test as a replacement for the formal training.</p> <p>The purpose of the training is to provide the driver with the skills to identify when something appears to be wrong and how to report it.</p>
Should NWLDC introduce an annual basic DBS check for all vehicle proprietors?	9	5	4	<p>Too often. The paperwork should be simplified Pointless</p>	<p>The proposal is contained within the new national statutory standard</p> <p>The application process is online and designed by central government. An application can be written and submitted in less than 15 minutes</p>
Should NWLDC introduce a requirement to notify NWLDC of any change in directors or partners (private hire operator)?	9	9	0	Any changes should be known	Noted
Should NWLDC apply the 'fit and proper' test (Basic DBS check) to each of the directors or partners in a company or partnership?	9	9	0	No comments	Noted
Considering both the potential positive effect on public safety and potential privacy issues, should all taxi and private hire vehicles licensed by NWLDC be fitted with internal CCTV?	9	5	4	<p>-Cctv are not reliable in terms of operation, storage & reliability -I do corporate and sports stars on a regular basis, these people would not like to think they are being spied on -They should all have dash cams</p>	A report by the Information Commissioners Officer states that it would be disproportionate to require all licensed vehicles to be fitted with CCTV

In your opinion in which circumstances should a taxi vehicle be fitted with CCTV?				-Would improve drivers and passenger behaviour After receiving 3 complaints Deter crime and bad behaviour Hackneys and school contractors	Unfortunately dash cams may not comply with the current licence conditions Noted
Should NWLDC introduce an annual Basic DBS check for all private hire operators?	9	6	3	-I myself am an operator and a driver so it would make no difference to me as I already have my DBS online -What's the influence on daily activity?	If a private hire operator is also a driver an additional DBS would not be required A Private hire operator has significant influence over the management and day to day running of the taxi business
Should NWLDC introduce a licence condition requiring the keeping of a register of all staff that will take bookings or dispatch vehicles?	9	2	7	This is a private option	The requirement for a register is contained within the governments statutory standards. Maintaining a list of names of staff employed to take bookings is not considered to be burdensome. It is important that operators have systems in place to check the convictions of booking staff
Should NWLDC introduce a points-based system for recording breaches of licence conditions?	9	7	2	Will improve the activity	Noted The council will balance the results of the consultation with the resource requirement to set up and implement a scheme
Should NWLDC change the vehicle minimum power output from 105bhp to 57KW?	8	2	6	Don't give more power in a busy zone	105bhp is equivalent to 79.5KW 57KW is equivalent to 75bhp Technological advancements have meant that vehicles with less power

					than 105bhp are capable of functioning as a taxi
Should NWLDC introduce a requirement to provide a step if the vertical height from the road to the vehicle floor exceeds 300mm?	9	3	6	Helps a lot of people	Noted
Should NWLDC provide more flexibility by permitting door signs to be fixed to either both front doors or rear panels (above wheel arch) of private hire vehicles?	9	5	4	Some modern vehicles can not hold door signs on there doors due to design It will increase the visibility	The proposal would permit signs to be fitted to either front or rear doors, it would be for the licence holder to make the decision
Should NWLDC permit commercial advertising on private hire vehicles?	9	3	6	The cars are already made for another purpose	Noted The council has not received any requests from vehicle owners asking to display commercial advertising
Should NWLDC require vehicle proprietors and operators with 5 or more vehicles to provide at least one vehicle which is fully wheelchair accessible, that is, capable of carrying a person who remains in the wheelchair with sufficient provision to secure the wheelchair to the floor of the vehicle?	9	6	3	Yes as long as said driver knows how to secure the wheelchair in place I am a wheelchair driver and I regularly see others NOT clamping or using seat belts on the customers Help to extend the customer option	Noted
Should NWLDC reduce the licence vehicle fee for a fully wheelchair accessible vehicle by 25%?	9	6	3	Yes - The fitting changes are already too extensive.	Noted
Do you agree with the proposed changes relating to visual inspection of vehicle?	9	5	4	The existing ones are complete	Noted The changes introduce efficiencies for the council and more convenience for the vehicle proprietor / driver

Do you agree with the proposal to examine luggage trailers every 12 months?	9	9	0	No comments	Noted
Should NWLDC reduce the frequency of mechanical examinations of limousines from every 4 months to every 6 months?	9	6	3	rules are stringent enough as they are	The proposal is to reduce the number of checks from 3 to 2 per year (making the rules less stringent)
Should NWLDC amend the age policy for limousines from not licensing vehicles over 7 years old to requiring vehicles to be 10 years or newer when licensing for the first time?	9	7	2	Yes – Not so many changes in the last 20 years Yes - limousines are a complete kettle of fish to an average PH vehicle and should not be treated in the same way	Noted
Should NWLDC introduce a financial standing check to help assure themselves that the company is suitable to be licensed to operate as a private hire operator	7	5	2	No - The financial status of anyone should not be the business of a licensing body unless fraud is involved in which case this would show on a dbs check	Noted
Should NWLDC introduce a knowledge test for new private hire operators assessing knowledge of private hire operator policy and conditions including safeguarding?	9	7	2	Yes - I see lots of plated vehicles from other councils working our area and most don't have a clue where there going so end up over charging customers	Noted