

Crawley Borough Council



Report to Licensing Committee

2nd November 2016

Hackney Carriage and Private Hire Licensing Policy Revisions Post Consultation

Report of the Head of Economic and Environmental Services **PES/225**

1. Purpose

- 1.1 To request that the Licensing Committee consider the consultation responses in relation to the proposed addition of a Penalty Points Scheme and a Driver Code of Conduct to the Council's Hackney Carriage and Private Hire Vehicle Licensing Policy (Policy).

2. Recommendations

- 2.1 To consider the responses received as part of the formal consultation process.
- 2.2 Having considered the responses received to the consultation process, to then resolve to recommend that Full Council amend the Hackney Carriage and Private Hire Vehicle Licensing Policy as follows:
- (1) To add both a Penalty Points Scheme and a Driver Code of Conduct as set out in Appendix A to this report; and
 - (2) To delegate jointly to the Chair of Licensing and Environmental Health Manager (or Head of Economic and Environmental Services) the authority to make minor revisions to the Hackney Carriage and Private Hire Vehicle Licensing Policy.

3. Reasons for the Recommendations

- 3.1 Hackney carriage proprietors and private hire operators, together with their drivers and vehicles are subject to control by way of the Local Government (Miscellaneous Provisions) Act 1976, Town Police Clauses Act 1847, relevant byelaws and the conditions attached to certain licences.
- 3.2 The proposed addition of a Driver Code of Conduct and Penalty Points Scheme to the Policy is considered by officers to be reasonable, proportionate and appropriate method of providing the Council with a range of enforcement options and a mechanism to set and maintain a high standard of professionalism by those licensed by the Council under the legislation listed in 3.1 above.
- 3.3 The Council's Licensing Office has received many complaints from hackney carriage drivers regarding the conduct of other drivers whilst on the taxi ranks and across the Borough in

recent months. It is therefore timely to consider the introduction of a code of conduct, as well as the penalty point scheme as part of the overall policy.

4. Background

- 4.1 In July 2015, the Policy was adopted by Full Council after extensive consultation with the public, trade bodies and consideration by the Licensing Committee. It is designed to provide guidance, a consistency of approach and to ensure the Council is transparent in relation to its procedures and decisions relating to the hackney carriage and private hire trade. The Policy is also intended to provide a progressive and evolving approach to the matter of licensing hackney carriages, private hire vehicles, drivers and private hire operators in the Borough of Crawley.
- 4.3 At the last Committee on 16th June 2016, Members agreed to a consultation process being carried out in relation to the proposal to add to a Driver Code of Conduct and a Penalty Points Scheme to the Policy.

5. Consultation and Responses

- 5.1 Following agreement by the Licensing Committee on 16th June 2016, the proposed Driver Code of Conduct and Penalty Points Scheme was released for public consultation for the period from 11th July 2016 to 9th October 2016.
- 5.2 The consultation documentation was made available online, in local libraries, and was promoted using various mediums, including social media, newspapers and via direct contact with representatives of the local Hackney Carriage Association and private hire trade.
- 5.3 A series of structured open questions were asked, inviting respondents to answer questions on specific areas of the proposed Driver Code of Conduct and Penalty Points Scheme. A series of general questions were also asked in order to invite the broader views of respondents in relation to the hackney carriage and private hire trade.
- 5.4 A total of 41 responses were received and these are set out at Appendix B.

6. Information & Analysis Supporting Recommendation

- 6.1 The headline responses to the consultation are summarised below.
- 88% of respondents supported the introduction of the Driver Code of Conduct and Penalty Points Scheme.
 - In relation to offences or other acts of non-compliance which should be included in the Policy, respondents raised a number of issues including speeding, dangerous driving and non-compliance with the Highway Code, smoking in the vehicle and anti-social driving or parking.
 - 82% of respondents agreed that the 12 or more penalty points threshold in 2 years is appropriate, although some respondents stated that a 1 year duration would be more appropriate, and consideration should be allowed for the number of miles and hours hackney carriage drivers spend in their vehicle and that the number of Penalty Points issued should be reflected accordingly. It has since emerged that the 2 year threshold period as stated, should have in fact read 1 year.

- There were also a number of comments made regarding the implementation of a Driver Code of Conduct and Penalty Points Scheme, including that this was “long overdue” and that there “should be increased spot checks on licensed vehicles,” particularly during the hours of darkness to monitor compliance and ensure vehicles are road worthy.
- 90% of respondents supported the introduction of a Driver Code of Conduct.
- Members of the hackney carriage and private hire trade formed 12% of respondents, and offered feedback regarding the apparent complexity of the Penalty Points Scheme, and raised the purported removal of “rest areas” for drivers in connection with eating in their vehicles.
- Although out of scope in relation to this consultation, feedback was also received regarding the over-population of the rank at Three Bridges Station, and associated safety concerns.

In relation the responses referred to in the second dot point above, officers’ views are that these are matters covered by existing legislation, bylaws and associated regulatory regimes so it is not recommended these are added to the Penalty Points Scheme.

7. Implications

- 7.1 There are no foreseen financial or staffing risks.
- 7.2 The regulation and enforcement of hackney carriage and private hire matters will continue to be conducted with reference to the Council’s General Enforcement Policy and Hackney Carriage and Private Hire Vehicle and Driver Licensing Policy thus there are no additional legal risks foreseen to arise through the proposal.
- 7.3 The introduction of the additional appendices to the Policy would not result in any significant changes to the current control regime and is therefore considered as compliant with the Equality Act 2010 and compliant as regards the Licensing Authority’s Public Sector Equality Duty.

8. Background Papers

- 1. Hackney Carriage and Private Hire Vehicle Licensing Policy
<http://www.crawley.gov.uk/pw/web/PUB177287>
- 2. Minutes of Full Council
http://www.crawley.gov.uk/pub_livx/groups/operational/documents/minutes/pub263568.pdf
- 3. Minutes from Licensing Committees since the introduction of the Policy
http://www.crawley.gov.uk/pub_livx/groups/operational/documents/minutes/pub259342.pdf
- 4. Code of Practice on Consultation
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/47158.pdf

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**PROPOSED PENALTY POINTS SCHEME
(To become appendix (m) of extant policy)**

1. Issue of Penalty Points

- 1.1 Complaints concerning breaches of conduct, conditions of licence or policy will be subject to investigation by a Taxi Licensing Officer or their deputy who may then issue discretionary points.
- 1.2 Where a licence holder accumulates 12 or more penalty points in any 12 month period, the matter will be referred to the Environmental Health Manager. The Environmental Health Manager may then revoke a licence, or issue a warning to the licence holder, depending on the circumstances.
- 1.3 Points issued to either the proprietor of a vehicle, a driver or operator will usually be confirmed in writing within 10 working days from the discovery of the contravention.
- 1.4 The system will operate without prejudice to the Crawley Borough Council's ability to take other action that it is entitled to take under legislation, byelaws and regulations.
- 1.5 Any appeals regarding the issuing of penalty points will be referred to the Environmental Health Manager (or Head of Economic and Environmental Services) who will have the discretion to award a greater or lesser number of points than displayed on the tariff, if the appeal is not upheld. Any appeal must be submitted in writing to the Council within 21 days from the date they are notified of the points being issued.
- 1.6 If a decision is made to issue points to a proprietor/driver rather than prosecute, for a matter which is also a criminal offence e.g. bald tyres; no badge etc., those person(s) will not normally then be the subject of a prosecution by the Council in respect of the same matter for which the points were issued. Such matters will be looked at on a case by case basis

	Offence/Breach of Condition	Maximum Points	Driver	Proprietor or Operator
1	Providing misleading information on licence application form / failing to provide relevant information or the relevant fee (including dishonoured cheques).	6	✓	✓
2	Failure to notify, in writing, the Council of change of address within 14 calendar days.	3	✓	✓
3	Refusal to accept hiring without reasonable cause e.g. drunk or rude customer (Hackney Carriages only).	6	✓	
4	Unreasonable prolongation of journeys or any misconduct regarding the charging of fares.	6	✓	
5	Plying for hire by private hire drivers.	9	✓	✓
6	Failure to have current vehicle excise licence.	4		✓
7	Driving or operating and unlicensed vehicle for carrying passengers for hire or reward or vehicle without insurance.	12	✓	✓
8	Failure to produce relevant documents within timescale, when requested by a Licensing Officer/Police Officer.	6	✓	✓

9	Failure to maintain vehicle in a satisfactory condition – including interior or exterior.	4	✓	✓
10	Failure to provide proof of insurance cover when requested.	6	✓	
11	Failure to produce hackney carriage or private hire vehicle for testing when required.	4		✓
12	Driving for reward or gain or operating a vehicle when the vehicle does not hold the appropriate licence (including where the vehicle had been licensed but where the licence is either suspended or has been revoked).	12	✓	✓
13	Failure to report an accident the at the earliest reasonable opportunity or damage to a licensed vehicle, which may affect the comfort or convenience of passengers.	4	✓	✓
14	Carrying more passengers than stated on the vehicle licence.	6	✓	
15	Failure to display external/internal licence plate as required.	4		✓
16	Carrying any article which would reasonably be considered an offensive weapon in the vehicle.	12	✓	
17	Failure to notify transfer of private hire or hackney carriage vehicle licence.	4		✓
18	Failure to carry fire extinguisher in a serviceable condition.	4		✓

19	Failure to apply for prior approval for advertising signage on the outside of the vehicle.	3		✓
20	Displaying unsuitable or inappropriately sited signs or advertisements in or on the vehicle.	3		✓
21	Failure to use authorised roof sign.	4	✓	
22	Displaying unauthorised written or other material on any window.	4	✓	✓
23	Failure to provide information or assistance to a Licensing Officer/Police Officer.	6	✓	✓
24	Using a non-approved or uncalibrated taximeter.	6	✓	✓
25	Obstruction of Licensing Officer/Police Officer wishing to examine a licensed vehicle.	12	✓	✓
26	Evidence of food or drink in vehicle as defined in 5(f) of the Code of Good Conduct.	3	✓	✓
27	Displaying any feature on a private hire vehicle that may suggest that it is a taxi.	6		✓
28	Failure to carry an assistance dog without requisite exemption.	12	✓	✓

29	Failure to wear driver's badge.	4	✓	
30	Failure to notify, in writing, a change in medical circumstances.	6	✓	✓
31	Unsatisfactory appearance of driver in as specified in the Code of Conduct.	3	✓	
32	Failure to observe rank discipline as specified in the Code of Conduct (hackney carriage only).	4	✓	
33	Failure to maintain proper records as required by any condition attached to the licence.	3		✓
34	Failure to keep or produce booking records of private hire bookings or other documents required to be kept or produced.	6		✓
35	Failure to issue receipt on request.	3	✓	
36	Unsatisfactory behaviour or conduct of driver as defined in the Code of Conduct.	4	✓	
37	Failure to notify the Council, in writing, of any motoring or criminal convictions within 7 days of said conviction or caution.	6	✓	✓
38	Failure to notify the Council, in writing, of being charged with any motoring or criminal convictions within 7 days of being so charged.	6	✓	✓

39	Failure to behave in a civil and orderly manner towards a Licensing Officer.	4	✓	✓
40	Failure to give assistance with loading/unloading a passenger's luggage to or from any building or place.	3	✓	✓
41	Failure to display table of fares. (Hackney carriage only.)	4	✓	✓
42	Failure to carry legal spare wheel or authorised suitable alternative and tools.	4	✓	✓
43	Failure to attend punctually at appointed time and place without sufficient cause.	4	✓	✓
44	Using a licensed vehicle with bald tyre(s). 4 Points will be awarded for each tyre.	4	✓	✓
45	Operating a licensed vehicle where the Certificate of Compliance has expired.	6		✓
46	Failure to display a current private hire vehicle or hackney carriage licence plate.	4		✓
47	Waiting or stopping on a double yellow line area, bus stop or private land (without the owner's permission) and double parking unless requested by a paying customer present in the vehicle.	3	✓	

Ticks indicate potential recipients of penalty points for infringements.

N.B. Certain infringements may result in drivers, proprietors or operators receiving penalty points. Points may be awarded to one or several persons depending upon the nature of the infringement, however each case must be determined on its own merits. The list above is not exhaustive and may

be subject to change.

If the matter is referred to the Environmental Health Manager they may impose up to 12 points.

Decisions taken above will be made with regard to the Council's General Enforcement Policy.

PROPOSED CODE OF GOOD CONDUCT

(To become appendix (n) of policy)

This Code should be read in conjunction with the other statutory and policy requirements set out in this document.

1 Responsibility to the Trade

Licence holders shall endeavour to promote the image of the hackney carriage and private hire trades by:

- (a) complying with this Code of Good Conduct;
- (b) complying with all the conditions of their licence, byelaws and the Council's Hackney Carriage and Private Hire Licensing Policy;
- (c) behaving in a civil, orderly and responsible manner at all times.

2 Responsibility to Clients

Licence holders shall:

- (a) maintain their vehicle(s) in a safe and satisfactory condition at all times;
- (b) keep their vehicle(s) clean and suitable for hire to the public at all times;
- (c) attend punctually when undertaking pre-booked hires;
- (d) assist, where necessary, a passenger into and out of the vehicle;
- (e) provide reasonable assistance to passengers with their luggage.

3 Responsibility to Residents

To avoid nuisance to residents when picking up or waiting for a fare, a driver shall:

- (a) not sound the vehicle's horn illegally between 11.30pm and 7.00am or from a stationary vehicle, except when another road user poses a danger);
- (b) keep the volume of music media player media systems and VHF radios to a minimum;
- (c) switch off the engine if required to wait; and
- (d) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood, which might arise from the conduct of their business.

4 Responsibilities at Ranks and Offices

Hackney Carriage Licence holders shall:-

- (a) rank in an orderly manner and proceed along the rank in order and promptly;
- (b) remain in attendance of their vehicle;
- (c) not allow their music media players or VHF radios to cause disturbance to residents of the neighbourhood; and
- (d) take whatever additional action is necessary to avoid disturbance to residents of the neighbourhood which might arise from the conduct of their business.
- (e) not sound the vehicle's horn from a stationary vehicle whilst sitting waiting at the taxi rank. This includes requesting drivers to move up the rank.

5 General

Drivers shall:-

- (a) pay attention to personal hygiene and dress so as to present a professional image to the public;
- (b) be polite, helpful and fair to passengers;
- (c) drive with care and due consideration for other road users and pedestrians;
- (d) obey all Traffic Regulation Orders and directions at all times;
- (e) not consume alcohol immediately before or at any time whilst driving or being in charge of a hackney carriage or private hire vehicle;
- (f) not drive whilst having misused prescribed medication or illegal drugs;
- (g) fulfil their responsibility to ensure that adequate rest periods are taken during and after the working day;
- (h) not eat in the vehicle in the presence of customers; and
- (i) respect Officers at Council offices and elsewhere during the normal course of their duties.



APPENDIX B



Taxi Penalty Points & Code of Good Conduct scheme proposals

Consultation survey results – October 2016

This report was generated on 25th October 2016. In total, 40 survey responses were received in addition to one email response. The consultation period ran from 11th July 2016 until 9th October 2016. The report is split in to two parts; part one covering the proposed penalty points scheme and part two covering responses to the proposed code of good conduct. The data collected includes both qualitative and quantitative responses, of which the qualitative responses are presented verbatim.

The survey was made available online along with the consultation document which participants were asked to read before completing the survey. Consultation materials are available to view in the appendix section at the end of this document.

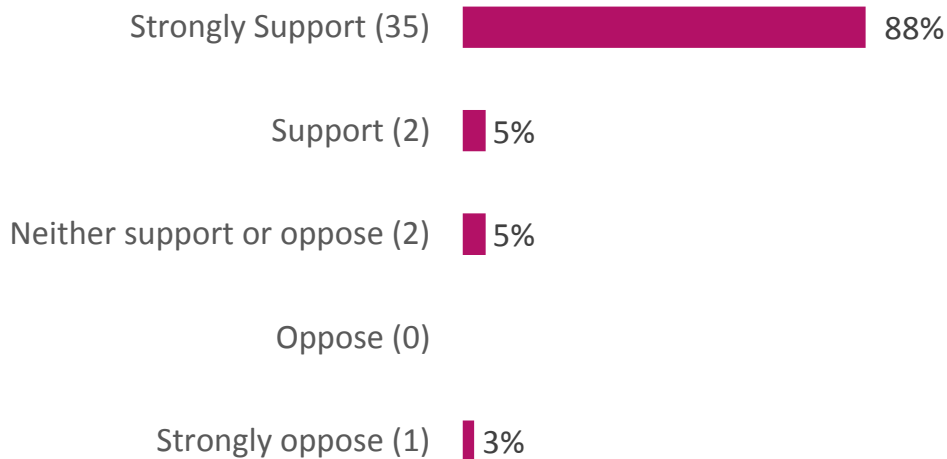
The survey was promoted through a variety of avenues in order to garner views from members of the public in a cost effective and efficient way. The survey was made available on Crawley Borough Council consultation webpage in addition to promotion via:

- Crawley Borough Council website (via press release)
- Regular social media updates (Facebook & Twitter)
- E-alerts to members and consultation subscribers
- Crawley Live magazine – Autumn 2016 issue distributed to all residents in Crawley
- Featured in Crawley News - online and in newspaper print edition.

The Crawley Hackney Carriage Association were also a consultee. Each person holding a licence with the Council in connection with private hire or hackney carriage matters were also contacted to seek their comments.

Part 1: Proposed Penalty Points Scheme

Question 1: How much do you support or oppose the proposal to introduce a penalty points scheme for taxis and private hire vehicles?



*Question 2: Are there any offences or other acts of non-compliance that are contained within the draft penalty points scheme that you think the Council **should not** include within any scheme they adopt?*

Response	Number	Percent
Yes	1	2%
No	39	98%

Respondent comments to Question 2:

Blocking roads when picking up when there is adequate pull-ins, parking on grass verges, double yellows and zig-zags outside school. They are always doing it outside school and are always doing it outside Northgate School.

*Question 3: Are there any offences or other acts of non-compliance that are contained within the draft penalty points scheme that you think the Council **should** include within any scheme they adopt?*

Response	Number	Percent
Yes	13	32%
No	27	68%

Respondent comments to Question 3:

Rudeness to a passenger, not helping disabled or infirm passengers, driving in a manner that causes alarm or distress to a passenger such as breaking suddenly, taking bends too sharply or speeding.

Speeding. It its very rare to find a taxi driver who sticks to the speed limits around Three Bridges station.

Dangerous driving... i.e. speeding, cutting people up and I have noticed a lot of taxi drivers using their phone whilst driving! Causing them to drift whilst driving and also they tailgate.

Failure to maintain 'passenger sympathy' by their manner of driving and lack of awareness of the passenger's needs. This is about comfort and quality of driving as opposed to the offense of driving with due care and consideration.

Responsibility to residents section – change (a) to ANYTIME. People should be ready and waiting for their taxi. To avoid nuisance to residents when picking up or waiting for a fare, a driver shall: (a) not sound the vehicles horn at ANY TIME, except when a anther road user poses a danger; (b) keep the volume of media players/ systems and VHF radios to a minimum; (c) switch off the engine if required to wait; and (d) take whatever additional action is necessary to avoid disturbance to residents which might arise from the conduct of their business.

I have frequently been a victim of taxi drivers ignoring basic rules in the Highway Code, such as giving way where parking has caused only single lane traffic to access, and just push their way through. The lack of signalling on roundabouts also is very common as though they have a right to go where they want without letting anyone else know.

Should not indulge in anti-social parking such as parking on Crawley's grass verges.

Smoking in the vehicle

Inconsiderate driving

I am a member of Crawley Speed Watch and a high percentage of offenders that we catch speeding are taxis – some we have caught multiple times. They receive a letter from the police making them aware that they have been caught but I think it would be valuable if there was a chance they could also receive points on their taxi license.

Question 4: The Council proposes that those who receive 12 or more penalty points in a two year period referred to the Environmental Health Manager. Do you think that this threshold is appropriate?

Response	Number	Percent
Yes	33	82%
No	7	18%

Respondent comments to Question 4

Should be one year (period)

12 points in 12 months

I think the threshold should be 10 points

As a licensed taxi driver in London with 20 years' experience in the trade, this may cause a driver to lose his license based on a spurious complaint from a vindictive member of the public.

1 year. Then a fresh start. What you need to take in is an average motorist drives 15,000 miles per year and an average licensed driver does between 40,000 miles Hackney to 80,000 miles Private Hire per year. It can be 3 to five times your average motorist. So if 15,000 into 12 points then a Private Hire driver should get 70 points before a ban and a Hackney driver 30 points. Thus it equalling it out to be the same as Joe Public.

Question 5: Please use the space below to make any other comments or observations that you may have regarding the proposed penalty points scheme.

I think this scheme is long overdue, most drivers are responsible dress appropriately and drive in a safe manner, but there are some who do not look or drive professionally.

Should be 12 month period not two years

Taxi drivers tailgate, speed, use their phone while driving, foul mouthed and some are still taking advantage of young girls.

Many a time been in a taxi (and) they don't think they have to wear seat belts and also be and go through red lights particularly late evening. About time they are monitored.

I'd like to see better spot checks on taxis in Crawley. If you ever drive in the evening/ night you will see how many of Crawley's taxis have headlights out or the beam is completely out of line to the point of being very dangerous to other road users. Also plenty of bulbs not working, tail lights and lots of number plate lights out. Seems to me they get through their MOT and then don't maintain the vehicles to a roadworthy standard. Bulbs out is illegal I have seen the same taxis nearly two weeks later with the same bulbs out.

I think this is an excellent idea and would go a long way to improving the quality of service and professionalism of some drivers.

Excellent proposal

It is about time the taxis in Crawley were monitored to a high standard.

There is already laws concerning taxi drivers why create confusion.

I think it is a very good idea.

Excellent

I think it's an extremely good idea - they are professional drivers but don't always act in this way.

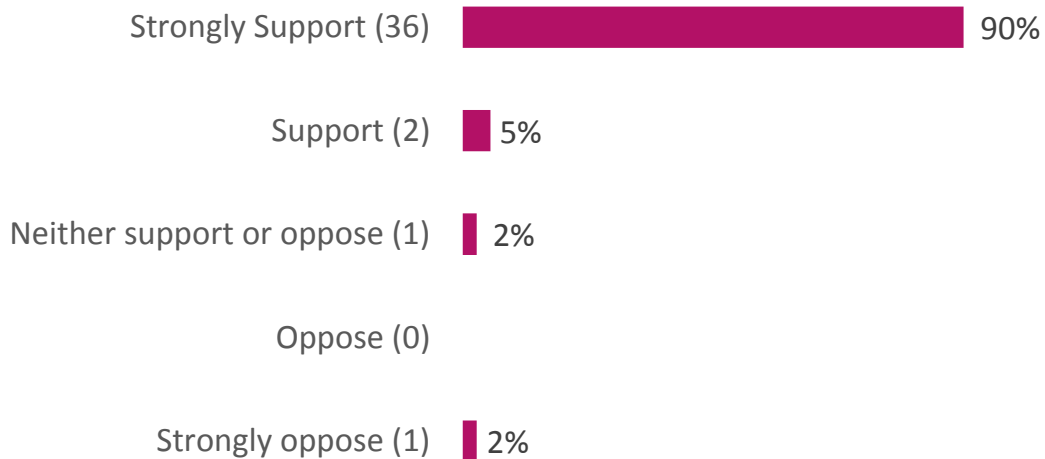
I think you have the basis of a sensible scheme here that possibly needs a few tweaks rather than a points system. Each case should be looked at individually, and needs to be considered with relevance to how serious the offence/complaint is. Might I suggest that any license violation such as not keeping the vehicle roadworthy condition results in a stop note resulting in the driver having to get it repaired and inspected before being allowed to work. If a driver consistently gets serious complaints such as taking a longer route in the first instance call the driver in to explain his actions perhaps a verbal warning, if complaints continue a suspension of licence 1 month/ 3 months. Further offences if not curtailed (a) revocation of license.

Three Bridges Forum discussed this issue at their meeting this week – we were strongly in favour of adding to this schedule the recording of any repeated instances of verge parking – quite often the culprits seem to be taxi drivers parking on verges near their homes. Concern was also raised about the number of taxis parked around Three Bridges station – this leads to dangerous access for travellers.

We often come across taxis blocking private entrances in Crawley, and when asked to move they are very rude and unwilling. Hopefully this scheme will assist in changing their attitude in where to wait and generally to the public.

Part 2: Code of Good Conduct

Question 6: How much do you support or oppose the proposal to introduce a code of good conduct for taxis and private hire vehicles?



*Question 7: Are there any rules or responsibilities contained within the code of good conduct that you think the Council **should not** include?*

Response	Number	Percent
Yes	1	2%
No	39	98%

Comments to Question 7

No food in vehicle. CBC removed our rest taxi ranks from Broadway. They have never been replaced, so we are forced to eat between jobs or risk walking to the park and getting a parking ticket. Totally not acceptable.

*Question 8: Are there any rules or responsibilities contained within the code of good conduct that you think the Council **should** include?*

Response	Number	Percent
Yes	8	20%
No	32	80%

Comments to Question 8

No speeding, no using phone whilst driving, no tailgating and politeness goes a long way. No overcharging and aggressiveness.

No parking on verges too many park down residential streets so residents unable to park. Need to leave these vehicles at place of work.

All bulbs and lights working and headlight beams legal, start doing spot checks at night to catch repeat offenders.

Courtesy towards other motorists.

I refer to the vehicle waiting area at Three Bridges and Crawley stations specifically. Taxi drivers not to use or block access to and from private vehicle spaces at all times.

Personal hygiene – not smelling of smoke.

Parking on grass verges.

Q9: Please use the space below to make any other comments or observations that you may have regarding the proposed code of good conduct.

Responsibility to residents: I do not feel the horn should be sounded between dusk and dawn as there are a lot of elderly and young children that would be disturbed with the horn being sounded after dark.

Overall the proposal is a good code or practice which all good taxi drivers will accept. However for occurrences where taxi drivers are non-compliant, how does the general public report this?

If the driver receives a good report for his driving and assisting passengers maybe reward them with a deduction of penalty points.

This is long overdue

Having been involved with the taxi trade for twenty years or so now every driver should be civil and polite to customers however dealing with the public has many pitfalls, not at least difficult customers so a certain amount of leeway should be afforded to the driver having said that, drivers who don't behave in a reasonable manner should expect appropriate action taken against them.

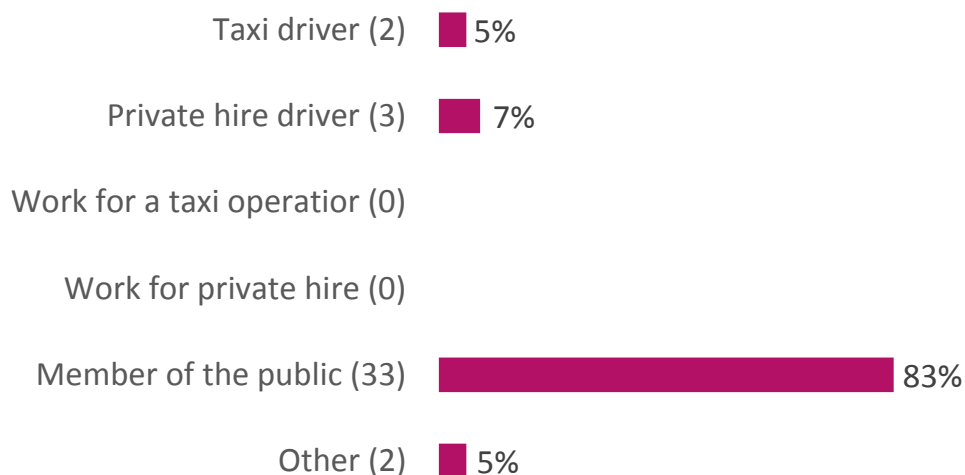
Repeated grass verge parking close to the taxi drivers' homes. Sensible parking at Three Bridges station – a limit to the number permitted at one time.

I work for a local training company, Niton Training, based in Manor Royal. Our trainers are all ex police officers and advanced drivers. I approached the council about a year ago with an idea to provide refresher training for taxi drivers who have had their licence revoked. Before the licence is re issued they could undertake some structured training in best practice (like CPD for professional drivers) in this way they could demonstrate that they have developed their skills and learned from having lost their licence. We already have the necessary criteria in place and could adapt it to suit your needs. Please consider the benefits of this idea and contact me if you would like to discuss the idea further. Many thanks [Name and contact details supplied.]

If a customer can ask me to turn my radio or off, then I must be allowed to ask them not to make phone calls while I'm driving and not talk a foreign language while vehicle is in motion. This is most distracting as they tend to shout when talking on the phone.

Respondent demographics

Respondent profile:



*Other identified as:

BCRP Manager

Training provider at Manor Royal

Respondent gender:

Gender	Number	Percent
Male	19	49%
Female	21	51%

Respondent age profile:

Age	Number	Percent
under 16	0	0%
16 to 24	1	2%
25 to 44	11	28%
45 to 64	20	50%
65+	8	20%

Email responses

Taxi company/ driver email

I will list the numbers that I find wrong points issued for.

- 5 = this offence means the driver had no Insurance so 12 points and 9 = 27
- 6 = again to commit this offence means you had no Insurance so 12 points for that plus 4 for the offence = 16
- 7 we would rather 24 points for this offence
- 14 No Insurance should be 18 points not 6
- 16 too complicated? A fire extinguisher or the glass hammer (for vehicles over 4 seats) can be classed as an offensive weapon. Rather not have this in their at all, however if your telling me drivers have a history of carrying these items then so be it, but a wheel jack hurts round your head, and most drivers carry one of these. Wheel braes I could list hundreds, waste of time in my humble opinion.
- 26 Evidence of food or drink? I carry my lunch and a coffee in a flask and until you replace the rest Ranks you took away from us on the left side of the Broadway. (Was supposed to be going opposite County Mall Taxi Rank between Friary and Bus station). We are forced to have our lunch on our lap in bad weather and in parks when nice weather.
- 40 people walk from T B Stn Rank to Milton Mount flats but will happily have 1 person and 5 or 6 suit cases (get a taxi) to expect me to carry these up the stairs is unreasonable. At most to lift door and only to entrance of the flats if the lift not working. This goes for shopping too I pick up from Iceland Broadfield to Kensington

Road 72 carrier bags. I was only prepared to carry to top of steps on entrance to flats. Anything further should have a surcharge of 0.20p per bag. Times money after all.

The old rules have been ok since 1698 Police town clauses act. How many complaints do we get in regard to the above on a monthly bases?

Also can I point out the worst offenders are persons renting a room that move from say Three Bridges to Bewbush have toaster kettle 40 to 50 bags TV and everything they own, Is it fair to expect me to carry these items up 3 or 6 flight of stairs. I think not. I am a Taxi A to B not a cheap removal company. Which would charge man and van half day hire £70 they think they can get a taxi and pay what is on Taxi meter £12 to £15 pounds total joke?

Hope this is the positive feedback you expected.

Not being negative any improvement can be good.

Appendix: Consultation materials

The background information to the consultation was made available as a PDF document for download. This document is available as Annex 1.

A preview version of the survey used as part of the consultation can be accessed on: https://www.snapsurveys.com/wh/SURVEY_PREVIEW.asp?k=146780815796

The Council published a press notice on 11th July as follows:

Have your say on penalty points plan for taxi drivers

Taxi drivers who commit minor offences could receive penalty points under a new proposal – and Crawley Borough Council wants your views.

The council is proposing to introduce a penalty points scheme and a code of good conduct to help secure compliance with licensing requirements as well as responsible and ethical behaviour from hackney carriage and private hire licence holders.

A short survey along with the draft penalty points scheme and code of good conduct can be viewed and completed at www.crawley.gov.uk/consultation

This scheme would issue an appropriate number of points to taxi drivers who commit minor offences or acts of non-compliance instead of taking more formal action. The council wants to identify those drivers who persistently commit minor offences or fail to comply with requirements placed upon them as licence holders.

A licence holder that reaches a certain number of points in a given period would then be referred to the council's Environmental Health Manager, who would consider whether to suspend or revoke the individual's licence.

The penalty points scheme is not intended to be used to deal with more serious offences or acts of non-compliance and in deciding what action to take, each case will continue to be considered on its own individual merits.

Councillor Mike Pickett, Chair of the council's Licensing Committee, said: "We want to find out what the public and taxi drivers think about these proposals before making a final decision.

"I'd urge everyone to give us their views so we can ensure that any final policy works for both taxi users and taxi drivers."

The survey will remain open for responses until Sunday 9 October.