

## Taxi licensing policy

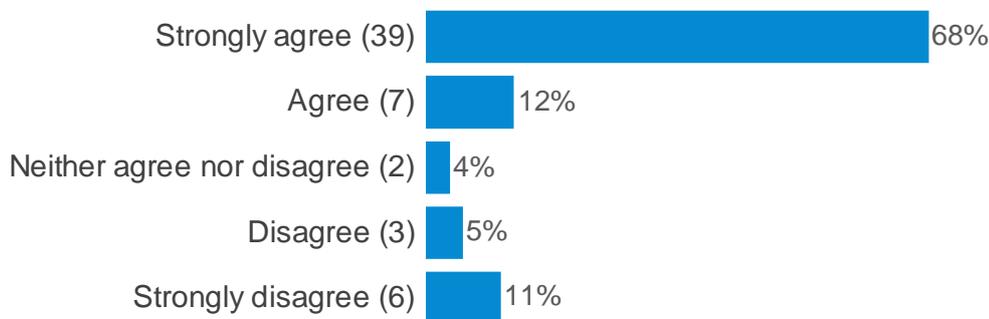
This report was generated on 21/01/22. Overall 57 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Requirement to subscribe to the DBS update service

**The Council is proposing that holders of a hackney carriage or private hire driver licence must subscribe to the DBS Update Service and to remain subscribed throughout the period that they hold such a licence. The Council will then carry out a DBS update check using this service at least every six months in respect of each licence holder.**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



**Please use the free text box below for any further comments or suggestions to this proposal:**

3years

I thought they already had to!

Many people, especially women and disabled people, are at their most vulnerable when alone in a taxi and any reassurance that they are in safe hands is to be welcomed

It's not fair for the drivers

Any further public safety measures should be encouraged

Can't believe this isn't already a thing. Taxis in Crawley make me feel unsafe

We are in total agreement and support the proposed changes in the DBS protocol. Having all Drivers signed up to the "DBS Update Service" will allow the Licence Officer (LO) to conduct a DBS check in quick time, identify positive content at a much earlier stage and conduct a check at shorter intervals.

Acting check system is ok

Keep it as it is please.

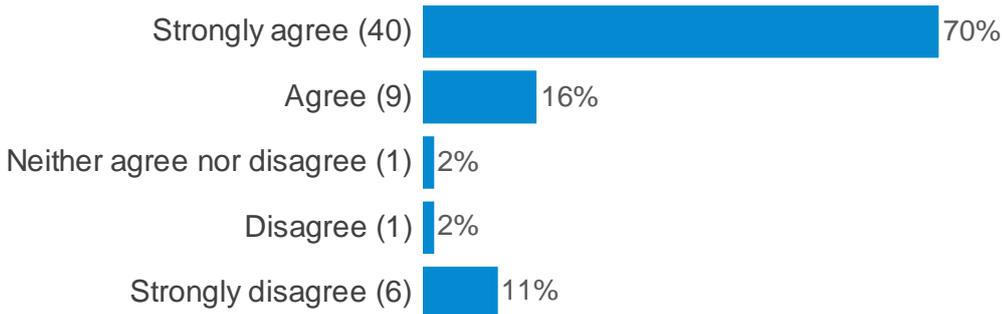
When we have hackney carriage licence holders getting into fist fights in the middle of the road in broad daylight I think it's fair to say we should be DBS checking everyone.

Particularly for safety of passengers traveling alone and those with protected characteristics . E.g. women traveling alone late at night, customers with disabilities, vulnerable adults and children

Use of the National Register of Revocation and Refusals (NR3)

**The Council is proposing to use the National Register of Revocations and Refusals (NR3) to check the details of all applicants for licenses to drive hackney carriage and/or private hire vehicles. This is to confirm that there is no record of them having been revoked or refused a licence by another Council. The Council is also proposing to use NR3 to record details of applications for licences that we have refused or revoked so that this information is available to other licensing authorities.**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



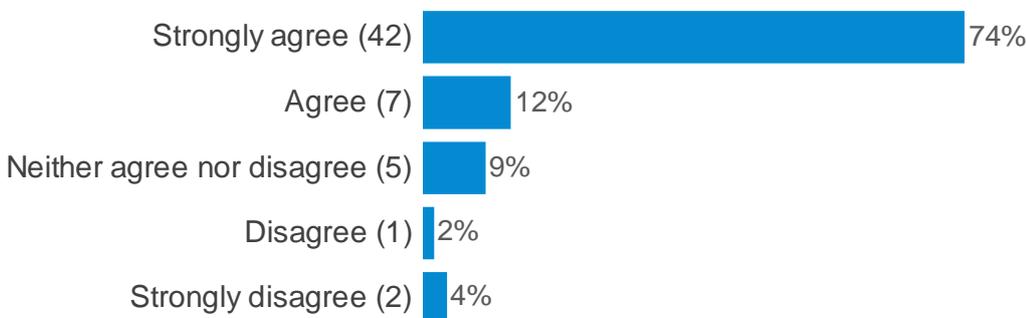
**Please use the free text box below for any further comments or suggestions to this proposal:**

- \_\_\_\_\_  
This affects peoples privacy
- \_\_\_\_\_  
Any further public safety measures should be encouraged
- \_\_\_\_\_  
Keep it as it is please.

Child and Adult Barred Lists

**In the interest of public safety, the Council is proposing that any individual who appears on either of the children and adult barred lists maintained by the Disclosure and Barring Service (DBS) will not be granted a licence.**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



**Please use the free text box below for any further comments or suggestions to this proposal:**

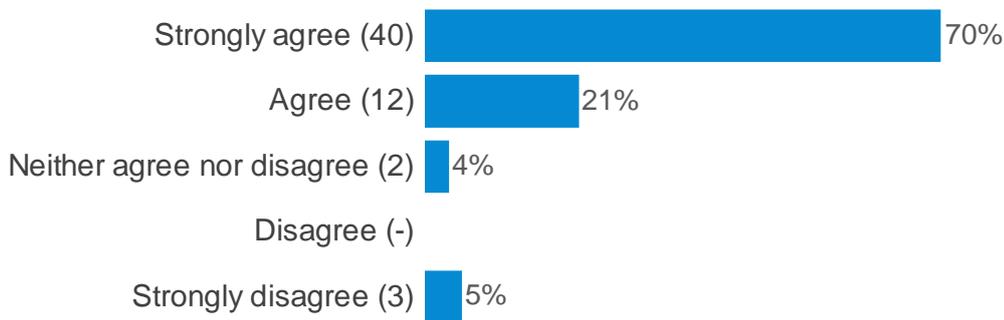
Any further public safety measures should be encouraged

Keep it as it is

Making referrals to the Disclosure and Barring Service

**The Council is proposing to refer information to the Disclosure ad Barring Service where it takes a decision to refuse or revoke a licence and where the individual is thought to present a risk of harm to children or vulnerable adults.**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



**Please use the free text box below for any further comments or suggestions to this proposal:**

Any further public safety measures should be encouraged

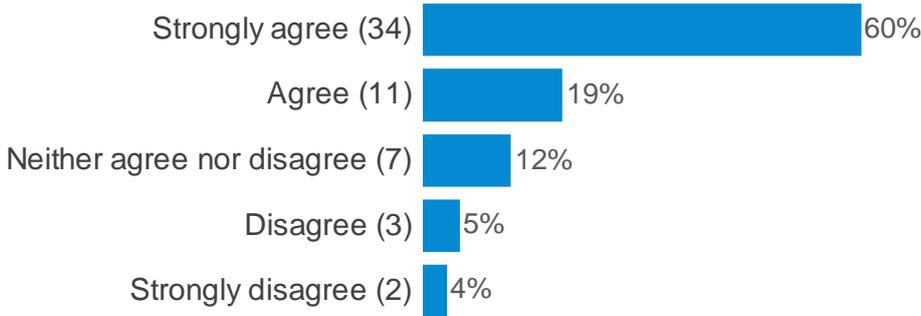
Vulnerable , elderly , women , children all need this protection in cabs

Keep it as it is

Guidelines on the Assessment of previous convictions

**The Council is proposing to update our “Guidelines relating to the relevance of convictions” which is set out at Appendix L. The revised guidelines are more comprehensive than the current guidelines and provide greater clarity to decision-makers and applicants.**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



**Please use the free text box below for any further comments or suggestions to this proposal:**

Any further public safety measures should be encouraged

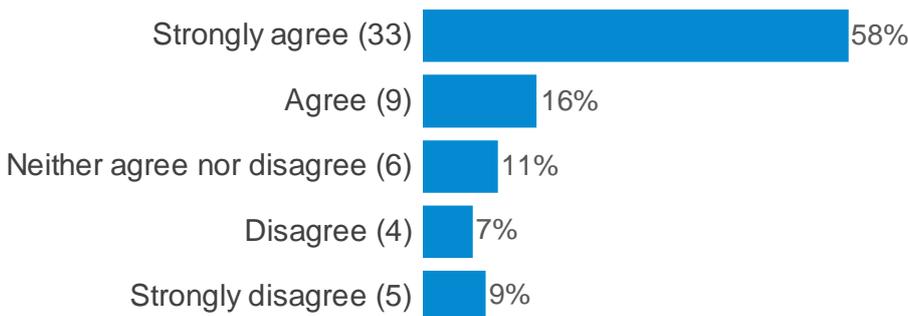
Under part 13 of Appendix L it says that a licence will not be granted or renewed for at least 7 years following a motoring offence that involves damage to another vehicle. A very minor traffic collision causing minor damage to another vehicle could result in a charge of Careless Driving if the police become involved. A minor traffic collision causing minor damage to another vehicle should not result in losing a HC or PHV licence for 7 years. That is totally out of all proportion.

Keep it as it is

Mandatory Safeguarding Training

**The Council is proposing that a requirement will be placed on all new applicants for licences to drive hackney carriage and/or private hire vehicles to undertake safeguarding training and all existing licence holders to undertake safeguarding training within 12 months of the Policy being adopted.**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



**Please use the free text box below for any further comments or suggestions to this proposal:**

3 years

We in the believe All current drivers should have to pay for the training BUT all new drivers should pay

Would be delighted to discuss whether we can assist you. Please email [contact@spectrumcourses.co.uk](mailto:contact@spectrumcourses.co.uk) for a demo and/or chat about our award winning, specialist Safeguarding and Awareness Courses for the Taxi/PHV industry

Although as a school run carrier I do a safe guarding for children and adults with extra needs. Would this be acceptable or would another course be necessary? I also attended a safe guarding course run by CBC a few years back is that still acceptable?

Any further public safety measures should be encouraged

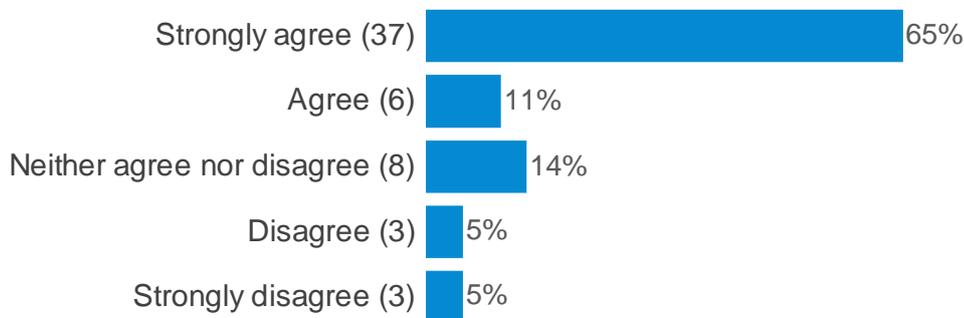
We would welcome any additional training delivered by Borough, City and District Councils however, would see this as in addition to the Safeguarding and Disability Awareness training provided to drivers by the WSCC.

Keep it as it is

**English Language Standards**

**The Council will require all new applicants for licences to drive hackney carriage and/or private hire vehicles to demonstrate they have suitable oral and written English language skills and has set out the minimum standards it expects to see.**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



**Please use the free text box below for any further comments or suggestions to this proposal:**

This should have been implemented years ago

Good communication creates confidence. It is also needed for safety reasons if something goes wrong

All drivers should be able to communicate with members of the public. Whether that be written or verbal

This is a robust process.

Keep it as it is

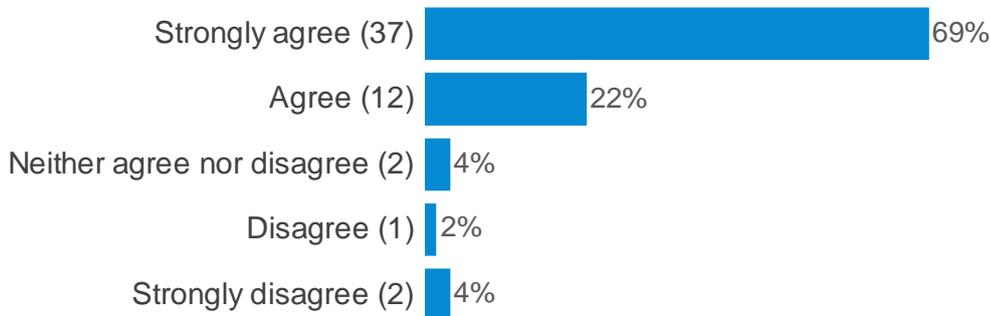
Passengers with learning difficulties are discriminated against if they have a driver who does not speak English. It is a reasonable expectation that any taxi driver in this country speaks and understands English.

In terms of suitable oral and written English, depends on how this is defined. For example Alongside this there needs to be disability awareness training and if the level of English will be sufficient in order to support the diversity of customers with disabilities. I

Requirement for operators to maintain a register of staff and for these to be DBS checked

**The Council is extending its requirements that all private hire operators maintain a register of all staff that will take bookings or dispatch vehicles and that these should undergo a basic disclosure check.**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



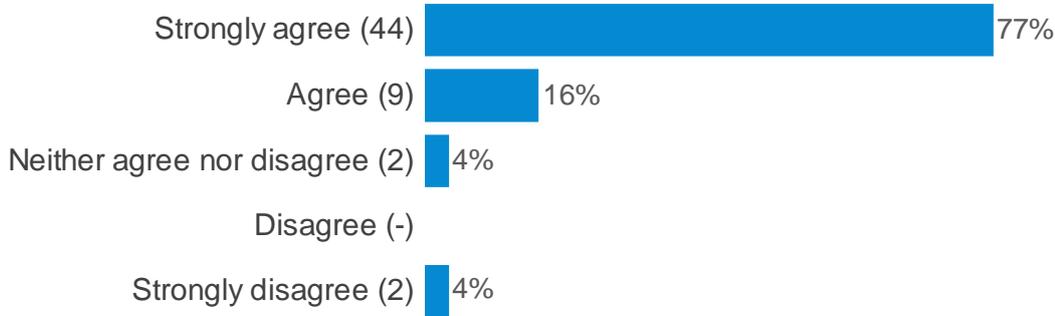
**Please use the free text box below for any further comments or suggestions to this proposal:**

Keep it as it is

Criminality checks for operators

**The Council is proposing that every person applying for a private operator licence is required to provide a basic disclosure every 12 months (unless they already hold a licence to drive hackney carriage and/or private hire vehicles).**

**How strongly do you agree or disagree that the Council should adopt this requirement?**



**Please use the free text box below for any further comments or suggestions to this proposal:**

- Any further public safety measures should be encouraged
- More checks for individuals connected with the company welcomed.
- Keep it as it is
- Every person who holds an operator licence should be checked and anyone with any drug related convictions, violence, or sexual offences should be barred.

**Please use the free text box below if you have any comments to make in relation to any of the areas of the Policy outlined above.**

**After each comment, please indicate the section and paragraph reference number, where applicable, of the Policy in brackets e.g. (Conditions of Licence, 5.26.1)**

- I don't know much about the details of each item above but I am amazed that some of the basic safety and DBS elements are not undertaken now. Anyone in a position of trust especially when alone should be proven to be safe. Wish they were made to wear seat belts too
- Good luck with your new initiative
- Disability Awareness Training is very important as many disabled people have no option but to rely on taxis.
- What about mandating CCTV to protect drivers and passengers?

**Please use the free text box below if you have any comments to make in relation to any of the areas of the Policy outlined above.**

**After each comment, please indicate the section and paragraph reference number, where applicable, of the Policy in brackets e.g. (Conditions of Licence, 5.26.1)**

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It's clear that The Council feels the installation of CCTV is a good idea, however, we would liked to have seen this made a condition of The Driver's Taxi Licence. This would make any investigation into an allegation reported to the WSCC Transport Bureau a much clearer case to resolve. Security and Closed Circuit Television (CCTV) in Licensed Vehicles, 2.13.1

\_\_\_\_\_ It is felt that WSCC should also report the more serious incidents to the Taxi licence Officer for them to consider "licence officer points". Drivers will take these points issued more seriously as it could result in their licence being suspended or revoked. Penalty Points Scheme - Appendix O \_\_\_\_\_ Overall we welcome the proposed changes.

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MEDICAL EXAMINATIONS. 3.6.1 "All applicants are required to meet the DVLA Group 2 Medical Standard or equivalent. This will require the applicant to undergo a full medical examination by their own GP at their own cost" The DVLA requirements for professional drivers is a Group 2 medical when a licence is applied for and then every five years between the ages of 45 and 65, and then annually from the age of 65. The CBC Taxi Policy does not follow the DVLA Group 2 Medical Standard and is far more stringent. I hold a PCV licence that allows me to drive all buses and coaches. Very large vehicles carrying maybe 70 passengers. I do not require to undertake a medical to hold a PCV licence between the ages of 60 and 65, but CBC require an annual medical to drive a car with just 4 passengers. This deviation from the DVLA requirements will cost an additional £500 (at current medical costs). The Taxi Policy should be changed to conform with the DVLA requirements for professional drivers (Condition of Licence 3.6.1 and 3.6.5) MEDICAL EXAMINATIONS 3.6.5 "This will require the applicant to undergo a full medical examination by their own GP". The DVLA requirements for Group 2 medicals do not specify that the medicals must be carried out by the applicants own GP. The medical examination can be carried out by any registered doctor. For my PVC licence to drive buses and coaches the medical examination is not usually carried out by my own GP. All GP have full access to the medical records of a person as medicals records are computerised and accessible by medical staff. Therefore the CBC requirement for their licensed drivers to only use their own GP is both unnecessary and costly for the licensed drivers as medicals from other GPs can be substantially cheaper. This requirement should be removed from the CBC Taxi Policy to confirm with the DVLA Group 2 medical requirements. (Condition of Licence 3.6.1)

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Please make no changes to any of that.

Disagree

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There is not a link for the draft policy. I would like to know more on the Disability awareness training and if it is mandatory and in relation to the aces rights and treatment of guide dog owners. I have witnessed a disabled woman in Crawley town center not being assisted appropriately trying to use a taxi and is concerning.

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It would be helpful for a list of licensed vehicles and photos of licensed drivers to be available online so passengers could check the driver is the actual person licensed. This is not in the policy but would stop non licensed drivers filling in and ensure the licensed driver is fully identifiable. Once in the vehicle it is very difficult to see the license and match the photo with the drive who has their back to the passenger seats. Grant of license. Page 14

**In order to help us better understand where responses are coming from, please state the capacity in which you are completing this survey:**

