

CONSULTATION RESPONSES SUMMARY

Requirement to subscribe to the DBS Update Service

The Council is proposing to require all those who are granted a licence to drive hackney carriage and/or private hire vehicles to 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.

This change is proposed in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q1. Do you have any evidence of a compelling local reason why the Council should not adopt this requirement?

YES	3	6.3%
NO	42	87.5%
DON'T KNOW	3	6.3%
Answered	48	
Skipped	3	

Details of evidence provided in support of answers

It's important with the vulnerability of some of our residents who will be using the taxis that we can ensure the taxi drivers are individuals who are safe to be transporting them around the town and to do a yearly update we can ensure as an organisation we are managing this appropriately

The standards refer to the need for safeguarding awareness - the policy does not seem to cover this.

It's another cost being passed on to drivers. We have enough overheads as it is.

The standards refer to the need for safeguarding awareness - the policy does not seem to cover this.

Charge more money

Use of the National Register of Revocations 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for licences to drive hackney carriage and/or private hire vehicles to confirm that there is no record of them having been revoked or refused elsewhere.

The Council is proposing to use NR3 to record details of applications for licences that it has refused and licences that it has revoked.

The use of NR3 is proposed in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q2. Do you have any evidence of a compelling local reason why the Council should not use NR3 for these purposes?

YES	1	2.2%
NO	41	91.1%
DON'T KNOW	3	6.7%
Answered	45	
Skipped	5	

Details of evidence provided in support of answers
It will ensure that as a council we are fully informed on the details of who we will be issuing the license to
As long as it doesn't interfere or cost money to a fit and proper drivers day to day business then do what you want. I.e. if driver has zero to do with it. I'd be happy.
Because everything comes on dbs

Child and Adult Barred Lists

In the interests of public safety, the Council is proposing to adopt the stance that it will not licence any individual that appears on either of the children and adult barred lists maintained by the Disclosure and Barring Service (DBS).

This stance is proposed in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q.3 Do you have any evidence of a compelling local reason why the Council should not adopt this stance?

YES	1	2.4%
NO	40	95.2%
DON'T KNOW	1	2.4%
Answered	42	
Skipped	8	

Details of evidence provided in support of answers

I think this would be really positive

If it doesn't cost me more Money in overheads and I have zero to do with it then do as you please.

Making referrals to the Disclosure and Barring Service

The Council is proposing to adopt the approach of making referrals to the Disclosure and Barring Service where it takes a decision to refuse or revoke a licence as the individual is thought to present a risk of harm to a child or vulnerable adult.

This approach is proposed in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q4. Do you have any evidence of a compelling local reason why the Council should not adopt this approach?

YES	0	0%
NO	39	95.1%
DON'T KNOW	2	4.9%
Answered	41	
Skipped	9	

Details of evidence provided in support of answers
this process shows good practice.
Again I'm a fit and proper driver along with thousands up and down the country. If it doesn't cost me and I have zero to do with it you can do whatever floats your boat. I will say that I really don't get how the greatest are always ruled by the misgivings of the least in society.
It depends how robust the process is to determine that the individual is thought to present a risk of harm, as the individual has no way to refute the allegation.

Guidelines on the Assessment of Previous Convictions

The Council is proposing to adopt new “Guidelines on the Assessment of Previous Convictions” which it has set out at Annex A of the draft Hackney Carriage and Private Hire Licensing Policy.

The proposed Guidelines on the Assessment of Previous Convictions are more robust than the current guidelines adopted by the Council and are those recommended by the Department for Transport in the Statutory Standards.

The adoption of the new guidelines is proposed in direct response to the recommendations in the Department for Transport’s Statutory Standards.

Q5. Do you have any evidence of a compelling local reason why the Council should not adopt the new Guidelines on the Assessment of Previous Convictions?

YES	12	31.6%
NO	20	52.6%
DON'T KNOW	6	15.8%
Answered	38	
Skipped	12	

Details of evidence provided in support of answers:

The definitions of exploitation and the link to abuse and violence need to be clarified

Well 10 years is a long time for someone who’s committed an offence and the legal system punishes accordingly so why should the councils be more stringent or punishing?

If a driver has made a non-sexual crime mistake in life ie dishonesty, and he/she has been driving for over a year or two with no issues. They should be quietly monitored and allowed to earn an honest living. It should not be used as an excuse to remove a dirty diesel from congested roads.

More clarity on this please

Annex A15 - A typical Taxi Driver spends most of the Day on the road. Its possible a Driver can get a speeding ticket. What period of time is given if the Driver is penalised again, eg 2 years after the first incident. Will He / She be revoked if the two tickets were 2 Years apart?

Annex A15 - A typical Taxi Driver spends most of the Day on the road. Its possible a Driver can get a speeding ticket. What period of time is given if the Driver is penalised again, eg 2 years after the first incident. Will He / She be revoked if the two tickets were 2 Years apart?

As a full-time Taxi Driver, I am concerned that the period of time before it lapses may take me out of work. God forbid I get points, I may be out of work. What will the time period be before a Driver is revoked between points?

Time period before the points lapse?

Needs more explanation

Annex A15 - A typical Driver spends most of the Day on the road. Its possible a Driver can get a speeding ticket. What period of time is given if the Driver is penalised again, eg 2 Yrs after the first incident. Would He / She be revoked if the two tickets were 2 yrs apart?

More clarity on this please.

Annex A15 - A typical Taxi Driver spends most of the Day on the Road. It is possible Aa Driver can get a speeding ticket. What period of time is given if the Driver is penalised again, 2 years after the first incident. Would he / she be revoked if two tickets were 2 years apart

Mandatory Safeguarding Training

The Council is proposing to require all new applicants for licences to drive hackney carriage and/ or private hire vehicle to undertake safeguarding training

The adoption of this requirement is in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q6. Do you have any evidence of a compelling local reason why the Council should not adopt this requirement?

YES	1	2.7%
NO	33	89.2%
DON'T KNOW	3	8.1%
Answered	37	
Skipped	13	

Details of evidence provided in support of answers:

This would show good practice and refresher training should also be built in

We pay a lot of fees so as long as it's not going to cost us more and it's at the grace of the council and department for transport guidelines I'm all for it.

As long as it doesn't cost me as a driver and I can be told by a leaflet to look out for vulnerable children on own being transported far. But I wouldn't like to be on the end of a complaint where all the police found in their school bag was books pencil rubber and a packed lunch. It's not a driver's job to police the public.

English Language Proficiency

The Council is proposing to require all new applicants for licences to drive hackney carriage and/ or private hire vehicle to demonstrate they have suitable oral and written English language skills.

The adoption of this requirement is in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q.7 Do you have any evidence of a compelling local reason why the Council should not adopt this requirement?

YES	2	5.4%
NO	34	91.9%
DON'T KNOW	1	2.7%
Answered	37	
Skipped	13	

Details of evidence provided in support of answers:

Common sense that one. but why written, seems to be getting stretched out to mandate a qualification at £400 to make exam providers richer. I'm pretty sure when the applicant sits down at the council offices to hand in their documents and pay the fee the council could work out if the applicant has a language barrier. Unless the council is off loading the problem to an exam body so they can't be legally accused of discrimination.

Because there is no consistency in enforcing it. I have seen drivers getting badges, can't read or speak. Whistle blowers in our trade are exiled.

It depends what is meant by suitable oral and written language skills. There are taxi-drivers from many countries of origin and backgrounds working in Redditch. As long as they have sufficient English that they can understand where I want to go, take payment, give me a receipt if needed, and get help in an emergency, I don't really see the need for an exam. I could see this being unnecessarily discriminatory against those whose first language is not English or who have dyslexia.

Working with Police

The Council is proposing to state its intention to maintain close links with the police to ensure effective and efficient information sharing procedures and protocols are in place and are being used. The Council is proposing that as part of building an effective working relationship between the Council and the police, action taken by the Council as a result of information received will be fed-back to the police. To further aid the quality of information available to all parties that have a safeguarding duty, where there is a revocation or refusal of a licence on public safety grounds, the Council propose to ensure steps will be taken to advise the Police of this.

The adoption of this approach is in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q8. Do you have any evidence of a compelling local reason why the Council should not adopt this approach to working with the Police?

YES	10	27.0%
NO	23	62.2%
DON'T KNOW	4	10.8%
Answered	37	
Skipped	13	

Details of evidence provided in support of answers:

As long as it don't cost me or interfere with my time, the Council can meet and chat to the police over cups of tea all day long for all I care. Fit and proper drivers don't care about this nonsense.

Please can Council and Police take two sides of incident before revoking licence.

In the past, it has been "Guilty before Innocent". Drivers have been suspended and later found innocent. The Police and Council need to be hearing both side of incident before making a decision. This has not happened on the past

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Do not revoke Licence before found Guilty

A Driver is guilty, therefore Licence revoked and no income. My time as a Driver, It is later found that a Driver is Innocent. Need to be listening to both sides before revoking. Police also need to assist Drivers more, as we are helping one another as Drivers to stay safe.

In the past it has been "Guilty before Innocent". Drivers have been suspended and later found innocent. The Police and Council need to be hearing both side of the incident before making a decision. This has not happened in the past.

Not qualified plus conflict of interests

Please can Council and police take two sides of incident, before revoking licence.

In the past it has been "Guilty before innocent". Drivers have been suspended and later found innocent. The police and Council need to be hearing both sides of the incident before making a decision. This has not happened in the past.

Criminality Checks for Vehicle Proprietors

The Council is proposing to require every person applying for a licence to use a vehicle as a hackney carriage or private hire vehicle to provide a basic disclosure. (Unless they already hold a licence from the Council to drive hackney carriage and/or private hire vehicles)

The Council is then proposing to consider any information revealed by such a disclosure when deciding whether or not to grant a licence to the applicant.

The adoption of this requirement is in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q9. Do you have any evidence of a compelling local reason why the Council should not adopt this requirement?

YES	0	0%
NO	36	97.3%
DON'T KNOW	1	2.7%
Answered	37	
Skipped	13	

Details of evidence provided in support of answers:

I'm an owner driver so I don't care. Again if it doesn't cost the owner driver do as you please. These questions appear to be slanted to try find excuses to remove cars from our roads. for any trivial reason, to claim a carbon target in years to come.

Requirement for Operators to Maintain a Register of Staff

The Council is proposing to require those that hold a licence to operate private hire vehicles to maintain a register of all staff that will take bookings or dispatch vehicles.

The adoption of this requirement is in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q.10 Do you have any evidence of a compelling local reason why the Council should not adopt this requirement?

YES	1	2.7%
NO	35	94.6%
DON'T KNOW	1	2.7%
Answered	37	
Skipped	13	

Details of evidence provided in support of answers:
Doesn't affect me as a driver
Can't tell business how to operate. It's up to them. Councils already do safety checks for customers.

Private hire operators – policy on the employment of ex-offenders

The Council is proposing to require those that have a licence to operate private hire vehicles to have in place a written policy on the employment of ex-offenders, which must include reference to the carrying out of Basic Disclosure and Barring Service (DBS) checks on any staff that are involved in taking bookings or dispatching vehicles.

The adoption of this requirement is in direct response to the recommendations in the Department for Transport’s Statutory Standards.

Q11. Do you have any evidence of a compelling local reason why the Council should not adopt this requirement?

YES	1	2.8%
NO	32	88.9%
DON'T KNOW	3	8.3%
Answered	36	
Skipped	14	

Details of evidence provided in support of answers:
Seems to be going too far all this. Do we live in a world now where everyone is a suspected drug dealer?

Criminality Checks for Private Hire Operators

The Council is proposing to require any person who holds a licence to operate private hire vehicles to provide a basic disclosure certificate annually (unless they already hold a licence from the Council to drive hackney carriage and/or private hire vehicles)

The adoption of this requirement is in direct response to the recommendations in the Department for Transport's Statutory Standards.

Q12. Do you have any evidence of a compelling local reason why the Council should not adopt this requirement?

YES	0	0%
NO	34	94.4%
DON'T KNOW	2	5.6%
Answered	36	
Skipped	14	

Details of evidence provided in support of answers:

None

Worcestershire Taxi and Private Hire Competency Certificate (new applicants)

The Council is proposing to introduce a requirement that all new applicants for licences to drive hackney carriage and / or private hire vehicles must obtain the "Worcestershire Taxi and Private Hire Competency Certificate."

To obtain the Worcestershire Taxi and Private Hire Competency Certificate, a person will be required to demonstrate that they possess a suitable level of skills, knowledge and understanding in the following key areas:

- English language proficiency – both spoken and written
- Numeracy
- Legislation affecting taxi and private hire licence holders
- Practical driving proficiency
- Safeguarding – including Child Sexual Exploitation, County Lines and Modern Slavery
- Equalities – including assisting passengers with disabilities
- Customer care

The Worcestershire Taxi and Private Hire Competency Certificate is proposed to replace the existing training and assessment requirements for those seeking licences to drive hackney carriage and/or private hire vehicles.

The only exception to this would be that in addition to the Worcestershire Taxi and Private Hire Competency Certificate, those wishing to be granted a licence to drive hackney carriage vehicles must have passed the Council's topographical knowledge test.

Q.13 Do you agree with the proposal to introduce this requirement?

YES	19	59.4%
NO	11	34.4%
DON'T KNOW	2	6.3%
Answered	32	
Skipped	18	

Reasons and evidence provided in support of answers:

BUT, as part of this consultation you should have provided details of "the Council's topographical knowledge test" or a link to the specific information required for passing that test!!!

Some of these areas are key to ensure we are giving the best and secure service for our residents

Nobody will want to do this job soon. It's hard enough

New Drivers need to be as good as existing Drivers. Agree they need to have a good standard.

Countrywide Standard have dropped due to some Authorities allowing below standard Drivers to join the trade. Hopefully, anyone coming into the trade should be able to understand and communicate, and provide a safe service to their passengers

Countywide Standards have dropped due to some Authorities allowing below standard drivers to join the trade. Hopefully, anyone coming into the trade should be able to understand , communicate and provide a safe service to their passengers.

Countrywide Standards have dropped due to some Authorities allowing below standard Drivers to join the Trade. Hopefully anyone coming into the Trade should be able to understand, communicate ad provide a safe service to their passenger.

New Drivers should be tested on their competency and English skills to provide a good service. If they do not pass it first time, there should be a window before they can retake their tests.

Most important to give Customers a good service. Test should be changed eg Question's on Knowledge. English is important.

All Drivers should speak English and must be safe to Customers and other Road users. In the past, Redditch Council have allowed few Drivers Slip in the Trade.

Agree with all of the above

All Drivers need to be English proficient, and all standards met before being allowed on the road.

Countrywide Standards have dropped due to some Authorities allowing below standard Drivers to joining the Trade. Hopefully anyone coming into the Trade should be able to understand, communicate and provide a safe service to their passenger.

Because self-employed drivers , if they're bad they'll lose business. Just like any other. As long as they're not danger to public. Driving tests aren't necessary, no one has regular driving tests, DVLA, busses, lorry or van drivers, couriers . So why pick on Redditch taxi driver. This isn't national standard. Driving changes over time. To judge competency on road there is a points system by dvla and redditch Licensing.

I agree generally, but again question the relevancy of a written English and numeracy test for driving a taxi.

All Drivers need to be English proficient, and all standards met before being allowed on the road

Types of Driver Licence Issued

The Council is proposing that it will normally only issue two types of driver licences:

- A licence to drive hackney carriage and private hire vehicles (a “dual licence”)
- A licence to drive private hire vehicles only

Where a person held a licence issued by Redditch Borough Council to drive hackney carriage vehicles only at the time the new policy took effect, the Council proposed that they will be granted a licence that authorises them to drive both hackney carriage and private hire vehicles when they next renew their licence.

The Council will, at the request of an applicant, grant a licence to drive hackney carriage vehicles only, but the application requirements for a licence of this nature will be exactly the same as those for a dual licence.

Q14. Do you agree with these proposals?

YES	12	40.0%
NO	11	36.7%
DON'T KNOW	7	23.3%
Answered	30	
Skipped	20	

Reasons and evidence provided in support of answers:
Licences should stay has they are
I have a Hackney Badge as I only drive Hackney. Why do I want a Dual Badge. Will it be more expensive?
He should be kept separate as before
Will the price be increased for a dual Badge, especially when they don't have the need to have a Dual Badge?. As they only drive a Hackney Vehicle.
Will the price be increased for Dual Badge, when especially they do not have the need for a Dual Badge, as they only drive a Hackney Vehicle?
Will the price be increased for a Dual Badge, especially when they do not have the need to have a Dual Badge, as they only drive a Hackney Vehicle?
I only drive one type of vehicle, so don't need Dual Badge.
Will it be necessary for Dual Badge?

Will the price be increased for a Dual Badge, especially when they don't have the need to have a Dual Badge, as they only drive a Hackney vehicle?

They don't have to take on private hire work if they wish to just work the ranks

Most customers, police and licensing officers know the difference.

Duration of Driver Licences

The Council is proposing to issue all licences to drive hackney carriage and/or private hire vehicles for a period of 3 years unless it thinks it is appropriate in the specific circumstances of the case, or where required (e.g. when the licence holder's leave to remain in the UK is time-limited).

Q.15 Do you agree with this proposal?

YES	23	74.2%
NO	3	9.7%
DON'T KNOW	5	16.1%
Answered	31	
Skipped	19	

Reasons and evidence provided in support of answers:
Will there be a review period in-between to ensure required training is completed
Would the DBS 6 monthly check proposed earlier in the survey then allow revocation of the licence if the applicant were to be found to have criminal convictions contrary to conditions of the licence?
Easier for me and other Drivers
Easier for Driver and Licensing Team, as long as Licensing use the DBS service when they need to check Driver records, as at the moment. Driver have to submit the same certificate every year.
Easier for the Drive and the Licensing Team. As long as Licensing use the DBS service when they need to check records, as at the moment, the driver has to submit the same certificate every year.
Easier for Drivers and Licensing Team. As long as Licensing use the DBS service when they need to check Drivers records, as at the moment, Driver has to submit the same certificate every year.
Don't mind if its 1, or 3 Years.
If it makes it easier for Driver & Council
Easier for Driver and Licensing Team, as long as Licensing use the DBS service when they need to check Drivers records, as at the moment, Driver has to submit the same certificate every year.

Should be like DLVA, update photo every 10 years, Licensing should remain valid, as long as you haven't incurred points, criminal record is clean

Duration of Private Hire Operator Licences

The Council is proposing to issue all licences to operate private hire vehicles for a period of 5 years unless it thinks it is appropriate in the specific circumstances of the case, or where required (e.g. when the licence holder's leave to remain in the UK is time-limited).

Q.16 Do you agree with this proposal?

YES	20	64.5%
NO	5	16.1%
DON'T KNOW	6	19.4%
Answered	31	
Skipped	19	

Reasons and evidence provided in support of answers:
This is a long period of time without a review due to the nature of the face to face contact
I think 3 years is a better length of time
This should be restricted to 3 years as per Hackney carriage licence
Align it at 3 years so all licences run for the same time in case of dual, which I suspect will be most

Vehicle Livery Requirements

The Council is proposing to introduce a new standard condition that it will attach to every licence issued to a person to use a vehicle as either a hackney carriage or private hire vehicle that states:

The licence holder must ensure that the approved signage issued by the Council is displayed on the outside of the front driver and passenger doors of the vehicle at all times when it is being used.

Q.17 Do you agree with this proposal?

YES	23	76.7%
NO	3	10.0%
DON'T KNOW	4	13.3%
Answered	30	
Skipped	20	

Reasons and evidence provided in support of answers:
BUT as part of this consultation you should have included "the approved signage" or a link to where that specific information is available.
Will plates be magnetic? What Enforcement if Drivers do not display as a lot of Drivers like Private Hire, do not even display current signage. Cost and who will pay?
As the Redditch Taxi Association have highlighted, as long as the Livery is Magnetic, and can be taken off at night for security reasons. Who will pay for the Livery?
As the Redditch Taxi Association have highlighted, as long as the livery is magnetic and can be removed at night for security reasons. Who will pay for the livery?
As the Redditch Taxi Association. As long as the Livery is magnetic and can be taken off at night for security reason. Who will pay for the Livery
Will it be magnetic for security reasons, as in the past I have had my car broken into as thieves think their is money in the car. How much will it cost and who will pay?
Don't mind as long as all Drivers do it. Magnetic please.
Don't know what this will achieve, as we already display Plates and Roof sign for Hackney

Good idea, distinguishing between a proper Taxi and a Private Hire, too much headache when they park on our rank

Who will meet cost? Will have to be magnetic and will it replace local Taxi firms Livery?

As the Redditch Taxi Association have highlighted, as long as the Livery is magnetic and can be take off at night for security reasons. Who will pay for the Livery?

All signage should conform to assure passengers it's a legitimate vehicle, there should be a standard roof sign and also something inside with the licence number

Because in private use, it makes them a target for criminals. We're not police

Vehicle licensing policies

The Council is proposing to amend its current requirements in relation to the licensing of vehicles to be used as a hackney carriages or private hire vehicles. The detailed proposals are set out in Part 3 of the draft Hackney Carriage and Private Hire Licensing Policy on pages 20 – 46.

The proposals are designed to encourage the take up by licence holders of less polluting vehicles and aim to remove the most polluting vehicles from the hackney carriage and private hire trades in Redditch over a period of time.

Q.18 Do you agree that the Council should adopt the proposed requirements set out in Part 3 of the draft Hackney Carriage and Private Hire Licensing Policy?

YES	19	65.5%
NO	5	17.2%
DON'T KNOW	5	17.2%
Answered	29	
Skipped	21	

Reasons and evidence provided in support of answers:
I agree with the proposals, however I believe the proposal needs to go further with a date set for when CX vehicles need to be removed from use. I propose 2028
Affordability
If Government want to replace polluting Cars by 2030, Why is RBC (adamant??) .to change it earlier? Will we be charged earlier? Will we be subsidised like other areas? Charging points and where will they be put?
The council should work towards the Governments 2030 aim to take the most polluting cars off the road. In Redditch, majority of fleet is Euro6 compliant due to its already strict vehicle rules. In general, Drivers should be given a little more time due to uncertain times.
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Have we the infrastructure in place for electric vehicles? Will we be subsidised?
When do you look at bringing this in?

We need more time after the Pandemic. As a Driver, I work 80 hours a week,
cannot afford to buy a new Car & I barely make a living wage.

Would like longer time for a Vehicle to be Plated. Cost of replacing is making me
look to change career.

Why so soon and what charging points do we have and cost of charging?
We should be allowed to put older Cab on like other areas especially after COVID

Give us longer time to prepare for the future, help us to get Eco Cars.

The Council should work towards the Governments 2030 aim to take the most
polluting Cars off the Road. In Redditch, majority of the fleet is Euro compliant due
to its already strict vehicle rules. In general, Drivers should be given a little more
time due to uncertain times.

Those are very expensive

Issuing new vehicle licences after automatic revocation under section 68 of the Local Government (Miscellaneous Provisions) Act 1976

The Council is proposing to adopt a change of policy that apply to a person whose licence to use a vehicle as a hackney carriage or private hire vehicle is revoked automatically because it has remained suspended under section 68 of the Local Government (Miscellaneous Provisions) Act 1976 for a period of 2 months.

The policy would enable officers to grant such a person a new licence under delegated authority authorising them to use the same vehicle for the same purpose as it was used for previously, notwithstanding the fact that the vehicle may now be older than the maximum age at which the Council will normally licence a new vehicle entering the hackney carriage / private hire fleet for the first occasion.

This policy would apply provided that the application is made within a period of 2 months from the date the licence is automatically revoked under section 68 of the Local Government (Miscellaneous Provisions) Act 1976.

Q.19 Do you agree that the Council should adopt this policy?

YES	13	48.1%
NO	7	25.9%
DON'T KNOW	7	25.9%
Answered	27	
Skipped	23	

Q.20 What amendments (if any) do you think the Council should make to this policy? Please provide details and your reasons

<p>Newer vehicles, should have up to date meters. Distance travelled and tariffs in metric units (Charge/price per /metres), not per mile. Many cities in the UK have tariffs (per metre or km). It is about time that Redditch had a proper scale of charges shown only in metric units.</p>
<p>The policy needs to have a caveat that it will allow older but that exhaust levels must still be within the allowed categorisation dependant on date.</p>
<p>We should be given longer, as sometimes the insurance company takes long to pay. Not every Driver can afford to replace Cars.</p>
<p>Insurance Companies take a lot longer to deal with a claim when a vehicle is involved in an accident. This period should be longer than 2 months.</p>
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Insurance & claim companies take too long to pay out. Each case should be classed differently.

Insurance companies take a lot longer to deal with a claim when a vehicle is involved in an accident. This period should be longer than 2 months.

Limit the licence term perhaps to what would have been the end of the original before suspension

Refunds on Surrender of Licence

The Council proposes to adopt a policy on the refunds it will offer on licence fees paid when a licence is surrendered before it is due to expire. The details of this policy are at Part 5.5 of the draft Hackney Carriage and Private Hire Licensing Policy on page 54.

Q.21 Do you agree that the Council should adopt this policy in respect of refunding licence fees when licences are surrendered?

YES	23	85.2%
NO	1	3.7%
DON'T KNOW	3	11.1%
Answered	27	
Skipped	23	

Q.22 What amendments (if any) do you think the Council should make to this policy? Please provide details and your reasons

If I need to replace my Car earlier, due to accident, then we should be given refund on remaining time
As well as licence fees, the council should do it on vehicle plates too. Especially if a Driver needs to change their vehicle and if it still has a long period left on the licence.
As well as Licence fees, the council should do it on Vehicle plates too, especially if a Driver needs to change their vehicle and if it still has a long period left on the plate.
As well as License Fees, the Council should do it on Vehicle Plates too. Especially if a Driver need to change their Vehicle and if it still has a long period left on the licence.
Will we get refunds on time remaining on Plates?
I had an accident and my Taxi still had 4 months Plate left. I had to pay full fees for my new Car, no refund.
If a licence has a lot of time outstanding, refunds would be good
Never had a refund
Refund remainder of policy, Badge & Plate.

As well as licence fees, the council should do it on Vehicle Plates too, especially if a Driver needs to change their vehicle, and if it still has a long period left on the licence.

Standard conditions – driver licences

The Council proposes to attach the standard conditions shown at Annex B of the draft Hackney Carriage and Private Hire Licensing Policy to every licence it issues to someone authorising them to drive hackney carriage and / or private hire vehicles.

Q.23 Do you think any of the standard conditions at Annex B should be amended or removed?

YES	5	19.2%
NO	16	61.5%
DON'T KNOW	5	19.2%
Answered	26	
Skipped	24	

Details and reasons provided in support of answers:
BUT I think enforcement is required, just ONE example, the wearing of badges, do ALL taxi and private hire drivers always wear the required badge? And is it always visible?
B3 is too vague, would a driver asking me how my day has been be classed as asking me about my personal life? What if (as does happen) someone volunteers personal information about themselves and invites comment or opinion from the driver?

Q.24 Do you think that any additional standard conditions need to be added to those set out in Annex B?

YES	1	4.0%
NO	17	68.0%
DON'T KNOW	7	28.0%
Answered	25	
Skipped	25	

Details and reasons provided in support of answers:

Just do regular checks. Enforce things.

Drivers should not solicit or advertise other businesses.
Drivers should never speak on a phone with a client in the vehicle.

Standard conditions – hackney carriage vehicle licences

The Council proposes to attach the standard conditions shown at Annex C of the draft Hackney Carriage and Private Hire Licensing Policy to every licence it issues to someone authorising them to use a vehicle as a hackney carriage.

Q.25 Do you think any of the standard conditions at Annex C should be amended or removed?

YES	7	28.0%
NO	7	28.0%
DON'T KNOW	11	44.0%
Answered	25	
Skipped	25	

Details and reasons provided in support of answers:
Just start making lots of random checks, to ensure each and every one of those conditions listed in Annex C is in place. If one isn't, suspend the licence for at least 24 hours. Redditch Borough Council is far too slack!
Licensing has record for that year and before plate is issued.
Insurance Docs to be retained for will have a record their system before Plate is issued.
Insurance documents need to be retained for 12 months, Licensing will have a record on their system before plate is issued.
Insurance docs to be retained for 12 months, Licensing will have a record on their system before plate is issued
Insurance Docs to be retained for 12 months, licensing will have a record on their system before Plate is issued.

Q.26 Do you think that any additional standard conditions need to be added to those set out in Annex C?

YES	1	4.0%
NO	17	68.0%
DON'T KNOW	7	28.0%
Answered	25	
Skipped	25	

Details and reasons provided in support of answers:

Just start PROPER enforcement this will raise standards. It might cause some initial anger, however if proper and regular checks are made, and penalties QUICKLY imposed, things will eventually get better. However, sadly, I don't think RBC will bother!

Standard conditions – private hire vehicle licences

The Council proposes to attach the standard conditions shown at Annex D of the draft Hackney Carriage and Private Hire Licensing Policy to every licence it issues to someone authorising them to use a vehicle as a private hire vehicle.

Q.27 Do you think any of the standard conditions at Annex D should be amended or removed?

YES	0	0%
NO	15	62.5%
DON'T KNOW	9	37.5%
Answered	24	
Skipped	26	

Details and reasons provided in support of answers:
See my comments about enforcing the conditions [in annexes B & C]. Ensure for D, Redditch Borough Council actually does regular, random checks, and swiftly imposed penalties for non-compliance.
We often have P/H Drivers on our Rank as some of them have Taxi on side of their Cars. Customers jump in not knowing they have to be asked.
Council needs to enforce the use of Taxi on Private Hire, as people get confused, especially when they are parked near ranks.
The Council needs to enforce the use of "Taxi" on Private Hire, as people get confused, especially when they are parked up near ranks.
Council need to ensure the use of "Taxi" on Private Hire., as people get confused, especially when they are parked up near Ranks.
Only Hackney should display Taxi
Every Private Hire working for Companies has Taxi on side. I get people trying to get in thinking it is a Taxi. I have to be booked. Causes a lot of problems
Need to educate or enforce on Private Hire Drivers. To Park on Ranks, no Taxi Livery should be allowed to Display. Some even have Roof signs
Council needs to enforce the use of "Taxi" on Private Hire, as people get confused, especially when they are parked up near ranks.

Q.28 Do you think that any additional standard conditions need to be added to those set out in Annex D?

YES	1	4.5%
NO	14	63.6%
DON'T KNOW	7	31.8%
Answered	22	
Skipped	28	

Details and reasons provided in support of answers:
See above comments about enforcement etc.

Granting Exemptions from Displaying an External Licence Plate on a Private Hire Vehicle

The Council proposes to adopt the policy shown at Annex F of the draft Hackney Carriage and Private Hire Licensing Policy on how it will deal with requests for exemption from the requirement to display external licence plates on a private hire vehicle.

Q.29 Do you agree that the Council should adopt this policy?

YES	17	70.8%
NO	4	16.7%
DON'T KNOW	3	12.5%
Answered	24	
Skipped	26	

Q.29 What amendments (if any) do you think the Council should make to this policy? Please provide details and your reasons

All vehicles should display signage

Standard conditions – private hire vehicle operators

The Council proposes to attach the standard conditions shown at Annex G of the draft Hackney Carriage and Private Hire Licensing Policy to every licence it issues to someone authorising them to operate private hire vehicles

Q.31 Do you think any of the standard conditions at Annex G should be amended or removed?

YES	0	0.0%
NO	17	73.9%
DON'T KNOW	6	26.1%
Answered	23	
Skipped	27	

Details and reasons provided in support of answers:

I just wonder if any of all those conditions listed in Annex G are ever checked. IF a freedom of information request was made requesting, for example, the number of times detailed checks have been made in the last three years - would the answer be greater than zero?

Q.32 Do you think that any additional standard conditions need to be added to those set out in Annex G?

YES	8	36.4%
NO	7	31.8%
DON'T KNOW	7	31.8%
Answered	22	
Skipped	28	

Details and reasons provided in support of answers:
See comments about enforcement, etc.
A2B have licence but I cannot have my vehicle licenced elsewhere. Operators should have conditions attached not allowing this to happen
If Vehicles are not allowed to be licenced by multiple Authorities, then Private Hire Operators should have some conditions attached. Area, with out of town vehicle.
If Vehicles are not allowed to be Licensed by Multiple Authorities, then Private Hire Operators should have the same conditions attached, especially with allowing to operate in the area, with out of Town Vehicles
If vehicles are not allowed to be Licensed by multiple Authorities, then Private Hire Operators should have same conditions attached, especially from allowing to operate in the area with out of Town Vehicles.
Council should look into Operator activity, should have stricter conditions.
My Boss has got Wolverhampton Licence, I am already struggling to make money. This should not be allowed. All rules for Drivers
Multiple Licences should not be allowed by Both Drivers and Operators in the Borough. Drivers are losing out.
A lot of Drivers including myself, are worried some Operators are being out of Town plated vehicles. Conditions should be attached and enforced on such rogue Operators
If vehicles are not allowed to be licenced by multiple Authorities, then Private Hire Operators should have the same conditions attached, especially from allowing to operate in the area with out of Town vehicles.

Granting of Assistance Dog Exemption Certificates

The Council proposes to adopt the policy shown at Annex I of the draft Hackney Carriage and Private Hire Licensing Policy on how it will deal with the granting of certificates exempting drivers from the duties in respect of carrying assistance dogs

Q.33 Do you agree that the Council should adopt this policy?

YES	21	91.3%
NO	1	4.3%
DON'T KNOW	1	4.3%
Answered	23	
Skipped	27	

Q.34 What amendments (if any) do you think the Council should make to this policy? Please provide details and your reasons.

Only guide dogs should be allowed in taxi or dogs in a carrier

Other comments or observations

Q.35 Do you have any further comments or observations to make on the content of the Council's draft Hackney Carriage and Private Hire Licensing Policy?

Tariff rates to be brought up to date. Charge distance travelled in metres only. This is actually the law! Imperial (miles) - only applies to road traffic SIGNAGE. Metering in taxis, and private hire vehicles must be in metric. Keep the tariff tables simple - avoid conversions which produce non-integer values.

Reduce vehicle testing to once per year as there is a points system in place so that automatically deters drivers from neglecting and encourages drivers to maintain their vehicles. There has been a huge improvement from years ago. Also it will cost us less as cabbies we are hard hit and work isn't what it used to be.

More enforcement checks on drivers not displaying signs or plates on vehicles

There should be a limit on Licences being issued in Redditch. We have too many Cars/ Taxis /PH plying for hire in a small Town.

Q.36 In what capacity are you responding to this consultation (select all that apply):

	An individual licensed by Redditch Borough Council to drive hackney carriage and/or private hire vehicles	13
	An individual licensed by Redditch Borough Council to use a vehicle as a hackney carriage or private hire vehicle.	1
	An individual licensed by Redditch Borough Council to operate private hire vehicles	0
	Someone who uses hackney carriage or private hire vehicles	7
	Others (specified below)	4
		Answered
		23
		Skipped
		27

Resident, and user of taxis/private hire vehicles in other areas of the UK.
statutory authority
Worcestershire County Council
Driver in Scotland, I'm surprised as most of this is already in place here

Q.37 Which best describes your gender?

Male	16	69.6%
Female	4	17.4%
Prefer to self describe	0	0%
Prefer not to say	3	13%
	Answered	23
	Skipped	27

Q.38 What was your age, in years, on your last birthday?

16-19 years	0	0%
20-29 years	0	0%
30-39 years	3	13.0%
40-49 years	7	30.4%
50-59 years	6	26.1%
60-69 years	3	13.0%
70-79 years	0	0%
80+ years	1	4.3%
Prefer not to say	3	13.0%
	Answered	23
	Skipped	27

Q.39 To which of these groups do you consider you belong?

White English/Welsh/ Scottish/Northern Irish/British	8	34.8%
Any other white background	0	0%
Mixed or multiple ethnic groups	0	0%
Asian or Asian British	11	47.8%
Arab	0	0%
Any other ethnic group	0	0%
Prefer not to say	4	17.4%
	Answered	23
	Skipped	27

Q.40 Which best describes your religion or belief?

Atheist	0	0%
Buddhist	0	0%
Christian	5	21.7%
Humanist	0	0%
Hindu	0	0%
Jewish	0	0%
Muslim	11	47.8%
Pagan	0	0%
Sikh	0	0%
No religion/belief	2	8.7%
Prefer not to say	5	21.7%
Other	0	0%
	Answered	23
	Skipped	27

Q.41 How would you describe your sexual orientation?

Heterosexual	11	47.8%
Lesbian or Gay	0	0%
Bisexual	0	0%
Prefer to self describe	0	0%
Prefer not to say	12	52.2%
Other	0	0%
	Answered	23
	Skipped	27

Q.42 Do you have a long-standing health issue or disability?

(Long-standing means anything that has troubled you over a period of at least 12 months or that is likely to affect you for at least 12 months)

Yes	2	8.7%
No	18	78.3%
Prefer not to say	3	13.0%
	Answered	7
	Skipped	8