

Taxi Licensing Policy **Consultation Response Report**

Produced by Consultation and Engagement Team
for Dorset Council

October 2021

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Taxi Licensing Policy

Consultation Response Report

What was the consultation about?	Prior to the formation of Dorset Council, each of the predecessor District and Borough Councils had their policies setting out how they would process hackney carriage and private hire matters. Due consideration of these policies has been taken when drafting a new Dorset Council Taxi Policy and any areas of good practice have been retained and developed. The new policy will be supported by a new fee structure for applications that will look to consolidate the current fees to ensure the income raised covers the cost of the taxi licensing function. Fees and tariffs will be consulted and advertised separately to this policy prior to coming into force. The purpose of the consultation was to gather views on the draft new policy.
What did we need to find out	The draft policy sets out how Dorset Council will manage applications, make decisions about who can drive and what vehicles will be licenced, what is expected from those that are licenced and how the Council will deal with complaints. The policy will be used to assist officers, the Licensing Committee and Sub-Committees to make decisions that are fair, clear, and consistent. Further to this the council needs to find out if there are any unforeseen impacts of the policy, and if so whether these can be mitigated.
Over what period did the consultation run?	The consultation period ran for 12 weeks, from Monday 28 th June to midnight on Monday 19 th September 2021
What consultation methods were used?	<p>The consultation involved an online and paper consultation survey. This included:</p> <ul style="list-style-type: none">• Online survey. This included a free text section for people to add any other comments.• Paper surveys. <p>35 online survey responses were received (1 paper copy was input) and 29 separate email submissions were made.</p> <p>In developing the policy, the Licensing Team conducted two focus groups with drivers and one with an Equalities group. All licence holders were contacted via email or letter about the consultation at the start and two weeks later. This report just focuses on the responses to the online survey/consultation.</p>
How many responses were received overall?	35 responses were received to the online survey. Respondents could select any options that applied to them and therefore could fall into several categories. 17.1% were hackney carriage owners, 22.9% private hire vehicle owners - one respondent owns both types. 20% drive hackney carriages, 31.4% drive private hire vehicles and 3 respondents drive both types. 20.0% were private hire operators and 14.3% stated that they were regular users of either hackney carriages or private hire vehicles. The 4 'other'

	<p>individuals were: reader, Police, Retired Police & Coastguard and a trade representative at a national private hire and taxi association and in-vehicle CCTV specialist.</p> <p>51.4% stated they were residents of Dorset, but no further respondents reported that they resided elsewhere. 11.4% were a private business, all of whom gave their business official response and 1 respondent was also a third sector organisation.</p> <p>A further 29 responses were received via e-mail submissions where respondents set out their key comments and objections to the policy – 15 of these were a group of Hackney Carriage vehicle owners who offered near identical responses. Any differences in response were also noted. These are summarised at the end of the report.</p>
How representative is the response to the wider population?	<p>The response size is not unusual for a council consultation of this type however caution is still urged in how the results are interpreted. As this was an open survey it is not possible to define a statistically valid sample size. There was an uneven balance between males and females with 76% of responses from males and 19% from females. All respondents were over the age of 35, with half between the ages of 35 – 54, and a further third between 55 - 64. With 82% of the respondents saying their ethnic group was White British this is fairly typical of the wider population. Responses from disabled people were above average at 12.5% of responses compared to a Dorset figure of 5% based on those claiming either Disability Living Allowance, Personal Independence Payments or Attendance Allowance.</p>
Where will the results be published?	<p>Results will be published on the council's website www.dorsetcouncil.gov.uk</p>
How will the results be used?	<p>The results will be used to inform the development of the new Dorset Council Taxi Licensing Policy.</p>
Who has produced this report?	<p>Consultation and Engagement Team, Dorset Council, October, 2021</p>

Background

The consultation explained:

What we are proposing - The Draft Taxi Licensing Policy

This is Dorset Council's first Taxi Licensing Policy and Officers have prepared the draft policy with reference to the predecessor council policies and also through engagement with key stakeholders and interested parties through focus groups. Prior to the formation of Dorset Council, each of the predecessor District and Borough Councils had their policies setting out how they would process hackney carriage and private hire matters. Due consideration of these policies has been taken when drafting the Dorset Council Taxi Policy and any areas of good practice have been retained and developed.

The new policy will be supported by a new fee structure for applications that will look to consolidate the current fees to ensure the income raised covers the cost of the taxi licensing function. Fees and tariffs will be consulted and advertised separately to this policy prior to coming into force.

You can view the draft Taxi Licensing Policy here ([link provided to respondents](#)).

The landing webpage also explained: The purpose of licensing drivers, vehicles, and operators for public or private hire is for the protection of the public who use this form of transport. A member of the public stepping into a motor vehicle driven by a stranger must be able to trust that the driver is honest, competent, safe, and trustworthy, and that the car being used is suitable, safe, and well maintained. The draft policy sets out how Dorset Council will manage applications, make decisions about who can drive and what vehicles will be licenced, what is expected from those that are licenced and how the Council will deal with complaints. The policy will be used to assist officers, the Licensing Committee and Sub-Committees to make decisions that are fair, clear, and consistent.

Consultation

Respondents were advised that the purpose of this survey was for them to tell Dorset Council what you think about the draft Taxi Licensing Policy.

The consultation period ran for 12 weeks from Monday 28th June to midnight on Sunday 19th September 2021. Respondents were advised to contact the team via email or phone if they required the survey in an alternative format or wanted to respond in a different way. They could also download a paper survey. Some responses were received up until 4th October and these have been included.

A copy of the survey is available in the appendix.

Analysis method

Questions were considered on an individual basis. Overall responses were examined and specific responses of certain groups where possible. 29 respondents submitted individual submissions via email.

The main method of analysis was looking at the percentage of respondents who expressed a view on each question. Usually, for each open question the comments would be studied and coded for the main issues raised. As there are few responses, it is difficult to pull out common themes, therefore the comments are either provided verbatim or the

key issues bullet-pointed from longer responses – the full comments are available in an appendix and should be referred to.

For the 29 separate submissions, the key issues in each have been identified and, where possible, presented under the key headings of the policy.

Response Method

Overall, 35 responses were received through the online survey, 1 of which was a paper survey that was inputted. 29 separate submissions were received via e-mail directly to the service. 15 of these were from a group of Hackney Carriage vehicle owners operating in the Weymouth area who gave near identical responses.

About respondents

35 responses were received to the online survey. Respondents could pick as many options as applied to them to the first question.

Q Are you responding as:

Respondents:

	% of all respondents	Number
Hackney carriage proprietor (vehicle owner)	17.1	6
Hackney carriage driver	20.0	7
Private hire vehicle proprietor (vehicle owner)	22.9	8
Private hire driver	31.4	11
Private hire operator	20.0	7
Employee of a private hire company	0.0	0
Regular user of either hackney carriages or private hire vehicle	14.3	5
A resident of Dorset	51.4	18
A resident elsewhere	0.0	0
Private business	11.4	4
Public Sector organisation	0.0	0

	% of all respondents	Number
Third sector organisation (Voluntary groups, Community groups, Charities)	2.9	1
Councillor / Politician	0.0	0
Other	11.4	4

Respondents could select any options that applied to them. 17.1% were hackney carriage owners, 22.9% private hire vehicle owners - one respondent owns both types. 20% drive hackney carriages, 31.4% drive private hire vehicles and 3 respondents drive both types. 20.0% were private hire operators and 14.3% stated that they were regular users of either hackney carriages or private hire vehicles. The 4 'other' individuals were: reader, Police, Retired Police & Coastguard and a trade representative at a national private hire and taxi association and in-vehicle CCTV specialist.

51.4% stated they were residents of Dorset, but no further respondents reported that they resided elsewhere. 11.4% were a private business, all of whom gave their business official response, they were

- Steve's Cabs Ltd
- Eric's Taxis
- Southern Comfort Travel
- Purbeck Taxis and Purbeck Toastmasters

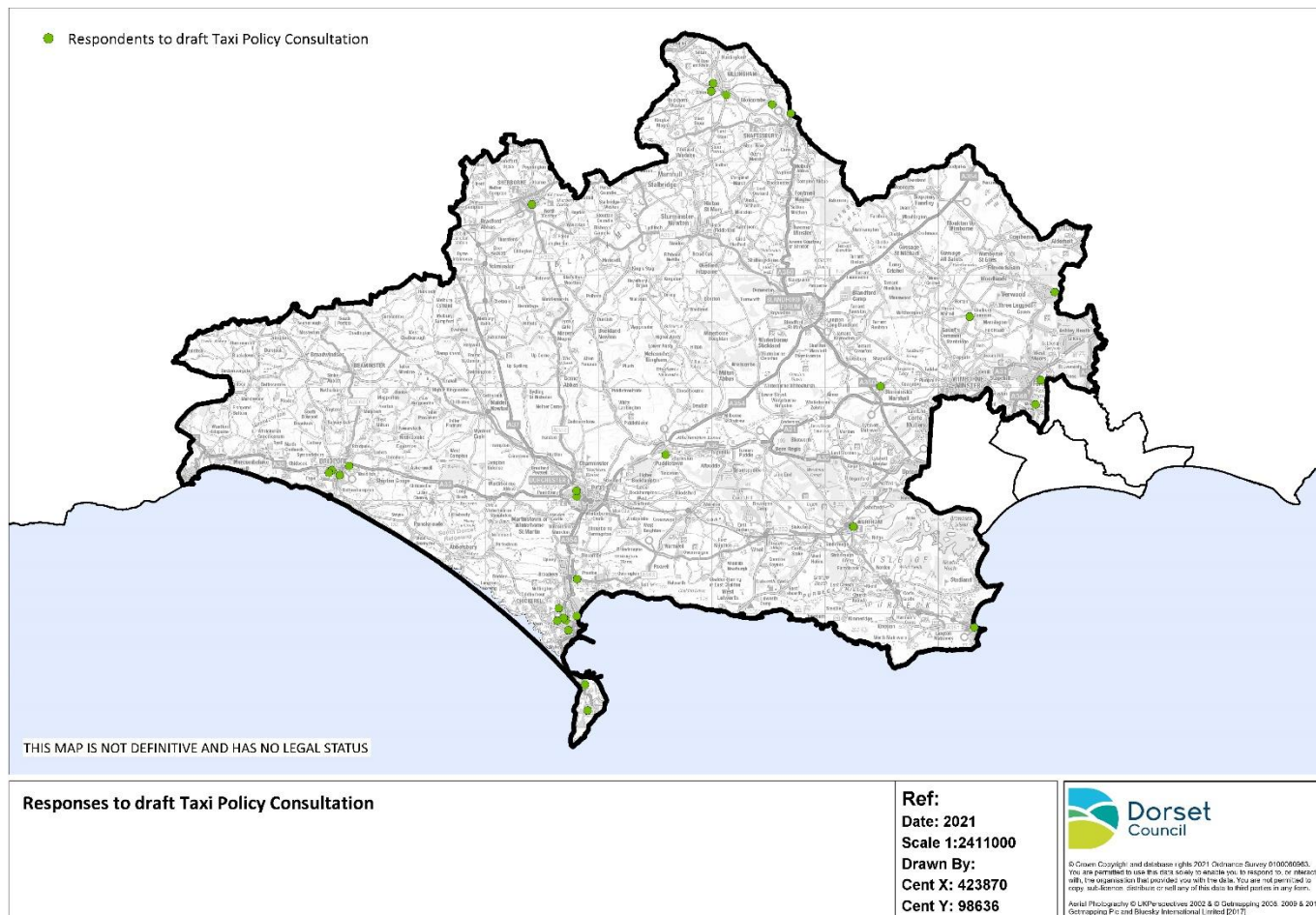
A further 29 responses were received via e-mail submissions where respondents set out their main representations, key comments and any objections to the policy.

Cllr <i>[name redacted]</i>
Schoolchildren transport - <i>[name redacted]</i>
Taxi driver - <i>[name redacted]</i>
Private hire driver - <i>[name redacted]</i>
Ex-Hackney carriage owner - <i>[name redacted]</i>
<i>[name redacted]</i>
<i>[name redacted]</i>
Executive taxi business owner – <i>[name redacted]</i>
Sherborne Cabs – <i>[name redacted]</i>
Coastal Cabs Ferndown – <i>[name redacted]</i>
Weymouth Taxis – <i>[name redacted]</i>
Weyline/Bee Cars/A Line taxis – <i>[name redacted]</i>
Dorset Disability Equality Forum
Swanage Town Council
15 Hackney Carriage Vehicle owners – Weymouth taxi trade <i>[All names redacted]</i>

Map of responses to the consultation

This map shows the postcodes of the respondents who replied to the survey. They are generally centred around towns, especially Weymouth and Portland.

Note: a paper survey response was received 2 weeks after the consultation end date after this map was created and thus does not appear (postcode BH20)



Q. Do you use taxis?

	%	Number
Regularly	27.3	9
Occasionally	69.7	23
Never	3.0	1

Almost 70% of respondents stated that they used taxis occasionally, just over a quarter use a taxi more regularly. Those who said that they do not use taxis regularly were asked to give reasons why they do not use them or use them more often. These are presented verbatim in the table below.

The most common reason was that the respondent was a taxi driver themselves but may use them occasionally. Others comment on using taxis occasionally, such as for social occasions and leisure.

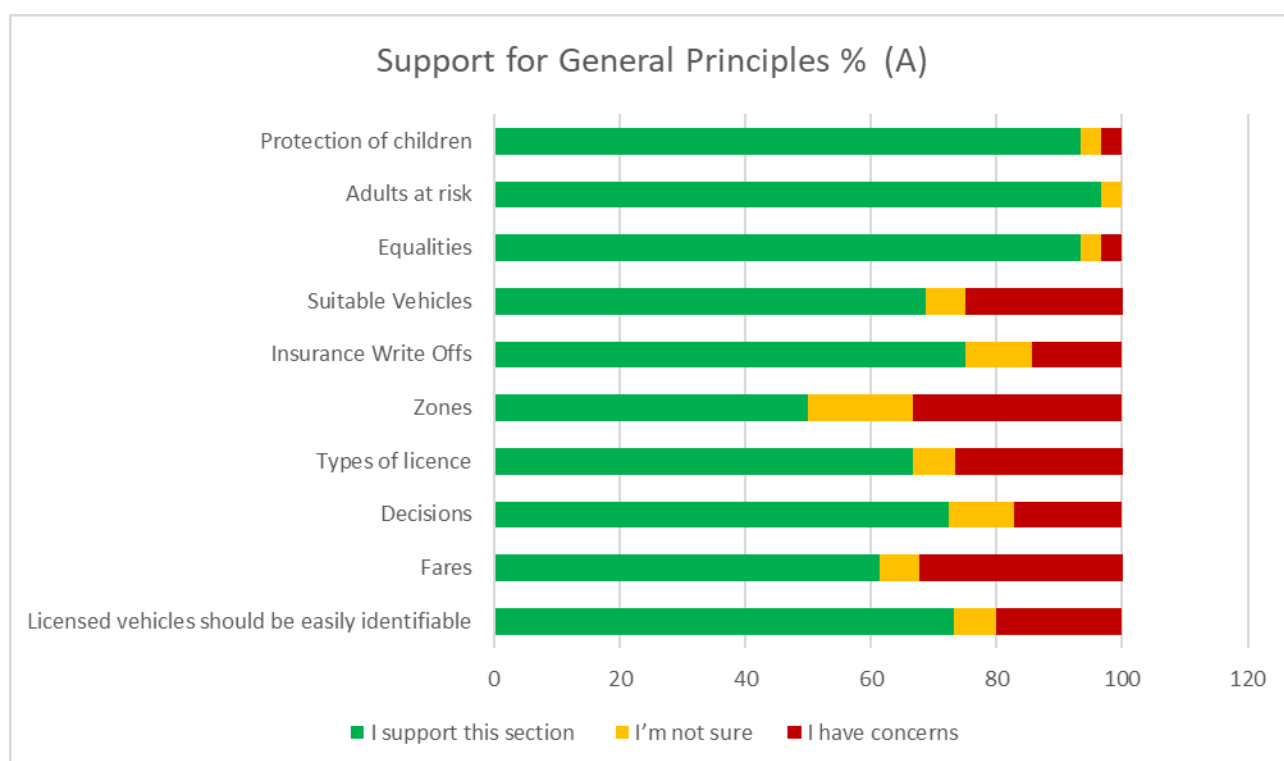
Comments
As a licenced private hire driver and operator. I use taxi for occasional week night and weekend for recreational and leisure
Don't need them
I am a private hire driver so only use them on my occasional days off.
i am a taxi driver
I am a Taxi driver so I drive a Taxi, Occasionally I will use a taxi to get somewhere if required
I am a taxi driver, out side of work hours I use my personal car or walk.
I do not use Taxis Very Often Because I Work and I Need to drive to my jobs as I need to Carry Tools. I Also Walk Into Town if we are going for a few Drinks as We Live close to town and its Healthier To Walk. If we are going to an event out of town one of us will normally drive as we then have flexibility to leave when we want, unless we both want to have a drink then we will use Taxis but not very often used to be once or twice a year.
I don't go anywhere much at the moment. Also I drive and have a car, so only need them at the moment if I want to drink alcohol, or if I have been given a lift somewhere and then need to get home.
I don't need them more often
i drive
I use my own Taxi/vehicle
I use other private hire vehicles, buses and private transport
I usually walk!
I'm private hire driver myself
Only use for going to a restaurant (so as to not drink and drive) and to the airport for holidays
Only use them if I'm going out for a social event and would like to drink.
Too expensive
we live in a rural area and use a car for most of our journeys

Q1. (Part A) The policy has a section on General Principles, and these are listed below. Which of the following sections do you support?

Respondents were invited to read the policy and to indicate how far they supported the proposals in each section; whether they supported it, they had concerns or they were not sure. These are presented in the table below.

	I support this section % (no)	I have concerns % (no)	I'm not sure % (no)
Protection of children	93.3 (28)	3.3 (1)	3.3 (1)
Adults at risk	96.7 (29)	0 (0)	3.3 (1)
Equalities	93.3 (8)	3.3 (1)	3.3(1)
Suitable Vehicles	68.8 (22)	25.0 (8)	6.3(2)
Insurance Write Offs	75.0 (21)	14.3 (4)	10.7 (3)
Zones	50.0 (15)	33.3 (10)	16.7 (5)
Types of licence	66.7 (20)	26.7 (8)	6.7 (2)
Decisions	72.4 (21)	17.2 (5)	10.3 (3)
Fares	61.3 (19)	32.3 (10)	6.5 (2)
Licensed vehicles should be easily identifiable	73.3 (22)	20.0 (6)	6.7 (2)

The table and the chart below show that the respondents strongly supported the sections of the policy relating to the protection of children and also adults at risk. They also very strongly supported the section on equalities. Respondents had more concerns around the sections on zones, fares, types of licence and suitable vehicles.



If respondents had concerns, they were invited to expand on them. These comments are presented in the table below - verbatim where possible, however some comments extended to several lines and/or hundred words and, in these cases, the main points have been drawn from these as indicated by two asterisks. Full comments are available in the appendix.

	Comments
Protection of children	i) The use of the term CSE is in urgent need of changing to safeguarding, it gives the wrong impression
Equalities	i) The training modules should be included as part of the safeguarding course in order to avoid increasing costs to the industry the exclusion from promoting those who do not feel the need to sit this additional course could be deemed to be showing preferential treatment to those who have paid for the additional course
Suitable vehicles	i) Some high mileage vehicles can be in better condition than some newer ones and forcing a driver to change can render this profession unviable due to upfront costs in purchasing a newer vehicle. If a high mileage vehicle is maintained and can pass the council test then it should be up to the driver if he/she wants to replace ii) Some older vehicles may not have the same level of safety features. That some newer vehicles may have. iii) A great deal of drivers use diesel engines for their longevity of use and they need to be available for the foreseeable future. All electric and hybrid vehicles are prohibitive in purchase cost for a great deal of drivers, especially after the massive loss of earnings due to the pandemic. iv) Requirement to change to all electric which are financially not viable. No infrastructure in place for this. No fare increase since 2017 a pandemic which has hit income yet drivers income not taken into account. v) **No further consultation on fees for electric vehicles – legislate that all taxis are electric. Dorset Council to encourage more environmentally friendly forms of transport** vi) Its about time dorset adopted a age limit for newly licenced vehicles. I personally don't think a taxi private hire vehicle should be licenced enicially if is more than 5years old vii) **2.13 is not fair or reasonable – seems excessive to re-test new vehicles after 6 months. Maybe when 1 year old? Disagree with focus group – work with them

	<p>suggest maintenance and upkeep important consideration rather than arbitrary age/mileage limit**</p> <p>viii) Electric vehicle I have purchased all electric PHV. There is a need for more charge points throughout county.</p>
Insurance Write-offs	<p>i) The vehicle may still not be safe</p> <p>ii) Checks on these vehicles need to be very stringent.</p> <p>iii) If written off cat. S is suitable to repair and then roadworthy to use on roads, so why isn't worthy to use for taxi purposes.</p> <p>iv) Cat N</p>
Zones	<p>i) As discussed in the meeting i dont want to get rid of the zones and i didnt think you were getting rid of them.</p> <p>ii) Possible deregulation on the weymouth and portland zone for hackney carriages.</p> <p>iii) Allowing drivers from other areas to freely operate in small zones will have a negative effect on income, something that a great deal of drivers are already suffering from due to the pandemic.</p> <p>iv) Drivers all flocking to the busy areas leaving more rural areas not covered by a Taxi presence and urban areas being overwhelmed with drivers.</p> <p>v) Should all be under one plate as one council, save time and money for council</p> <p>vi) ultra-low emission vehicles (ULEVs) any application for a fully electric hackney carriage will also not be refused on the basis that the limit would be exceeded not sure how this fits in with the unmet demand survey referring to WAV's, this could inadvertently circumnavigate the 80 vehicle cap.</p> <p>vii) **Formation of Dorset Council was to save taxpayer money but have not seen saving on licensing. No issue with zone abolition (bar W&P) but different parts of Dorset operate very differently – take into account when considering costings and fares. Disagree with vehicles parking at ranks outside their area – impact passengers but also driver ability to earn. Drivers may not know area they are driving in – would cause various problems.</p> <p>viii) **2.19 Disagree with being able to park in ranks out of 'area' – ranks have limited spaces e.g. Dorchester. Drivers from other areas may take opportunity to earn money while waiting for passengers at DCH. One-sided. Local drivers lose out**</p> <p>ix) If one policy for everyone so why Weymouth and Portland is better then others to have limit in hackney carriages</p>
Types of licence	<p>i) Having the licenses combined will only work if the price is right, raising the cost will push drivers out</p> <p>ii) Costs of holding a dual licence! When some drivers may not need or want both.</p> <p>iii) As with my concerns over zones.</p> <p>iv) Two tier should be kept in place. No combining licences.</p> <p>v) **One combined badge may not be required by many drivers - risks. It may cause confusion between hackney vehicle role and private hire role**</p> <p>vi) **Have no need for dual licence nor want one. Will it cost extra/double - not mentioned nor explained. Better to offer/wait until W&P is deregulated in 3 years?*</p> <p>vii) Not really an issue unless there will be an extra charge for the privilege?</p> <p>viii) I am concerned that the length of time it takes to licence a PH driver will increase due to the more onerous testing- eg geographical knowledge.</p>
Decisions	<p>i) Need to be proportionate and fairness for all licence holders and operators.</p> <p>ii) Decisions seem to be made regardless of drivers' input.</p> <p>iii) Decisions made by people not in the trade. Drivers/Operators have had no input up until this point.</p> <p>iv) There are issues with the IOL guidance, since it is only guidance, meaning there is no lawful reason why it should be adopted in full or even in part, whilst most of it makes sense and is reasonable, there is an issue around the historic issues and the disqualification for 7 years aspect.</p>

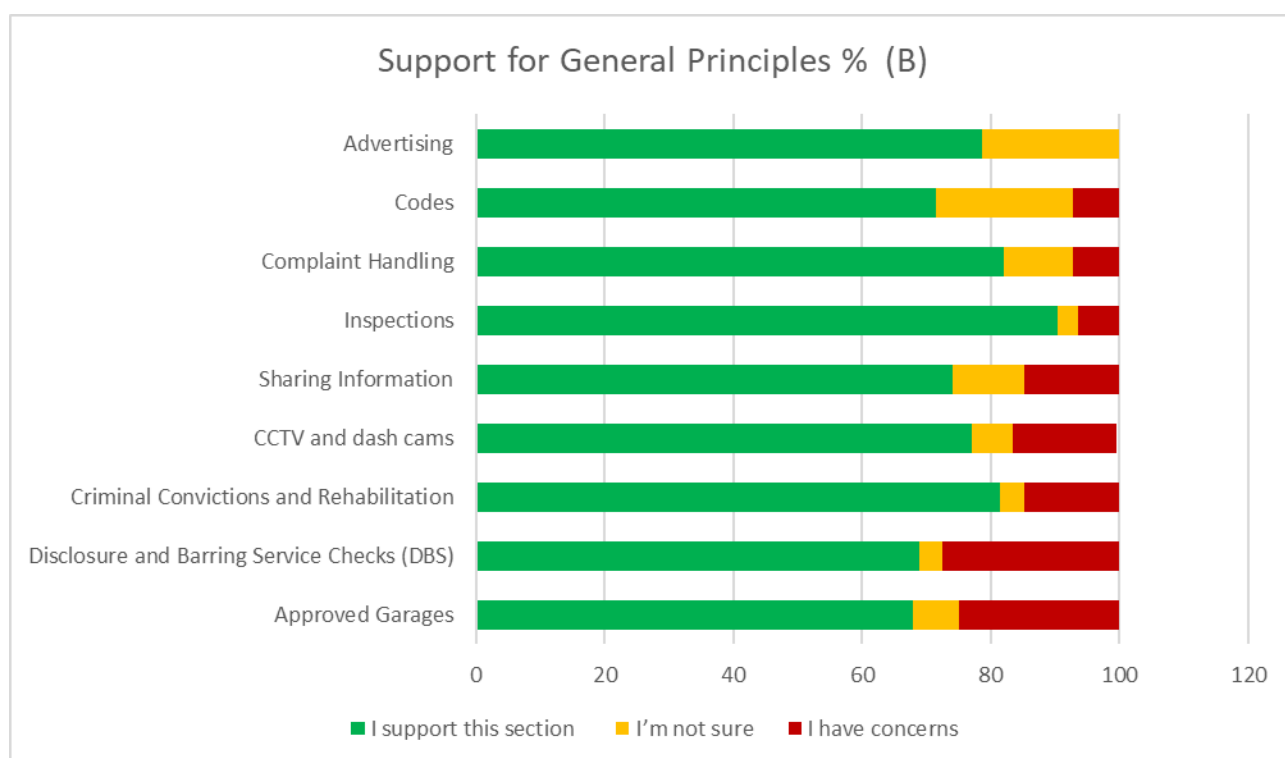
	v) I have concerns that not 'fit and proper' person(s) have had hackney licences renewed following police investigations allegations of stalking, threats of violence and intemperate habits.
Fares	<ul style="list-style-type: none"> i) Have to be affordable we live and service a small area ii) More consultation with hackney and private hire before changes are made. So this practice, is not economically damaging. Simplified tariff cards in vehicles, more customer understanding. iii) Enforced increases can take away competition. iv) **No tariff raise (North Dorset) since 2012. Have signed thing requesting increase – taxi drivers As a local taxi driver I know we have not had a tariff raise (north Dorset) since 2012. Taxi drivers have not received raise in line with cost of living. Volume of work has also reduced – compounded by COVID but pre-covid trend of reducing work** v) Again, No fair increase since 2017 yet they are to be capped. Less income, more expenditure. vi) **Variation in rates driving price down already. Council should set rates for the area for fairness. Customer knows rates for area as all cars charge the same. No need for displaying fares all over the vehicle. How it is now is the correct way. Fares should be enforced to ensure even playing field. Private hire is different as fare agreed in advance – benefit of the private hire licence. vii) Needs a price increase as haven't had one since 2012 and needs to be reviewed regularly viii) This needs to be consulted with drivers and for Dorset Council to fully understand what expenditures a driver has just to turn a profit and make a living wage from. Again different areas in Dorset are more affluent than others, have a greater reliance on taxis and have a different type of geography. A West Dorset Taxi could travel more distance to obtain their next fare than a Weymouth & Portland taxi would. ix) **Maximum tariff across whole area is not bad, but letting drivers set own tariff will cause issues – price war and problems with customers being charged different prices, a forced drop in price might not cover maintenance/upkeep etc. Set maximum charge and all drivers use that tariff, then drivers charge regular customers what they want – works okay at the moment** x) **Do not understand how maximum tariff works – series of questions i) set price to specific location regardless of mileage? ii) Will different companies come into different towns with different rates – local drivers could lose work? Or leads to price war. Customers think they can set the cost of a trip – causes problems. Guidance/rules should come from the Council which needs to take into account geography, facilities, distances between locations of areas**
Licensed vehicles should be easily identifiable	<ul style="list-style-type: none"> i) Too much identification, could possibly make vehicles a target. Also costing. ii) Personally, and I'm probably not the only one, I don't want my vehicle looking like a taxi when I am not working or when I'm on holiday as its my personal use vehicle as well. If the sign is to be on permanent for example on the doors, when it comes off to sell the vehicle the paintwork will be visually damaged- will the council pay for the respray? Also some drivers only do school runs, so a schools sign in the front and rear window would suffice. iii) **Having 'pre-booked' doesn't the side is pointless – not suitable for wedding vehicles. Have seen PHV picking up non-pre-booked customers – get them to call the number on the car then and then. Customers do not care, will ask for lift anyway. Policing the rules/drivers is only way to ensure PHV do not accept customers off the street. Will reduce wedding/private bookings as the vehicle has writing down the side. iv) **HC and PH vehicles already identifiable, so having pre-booked on the side is irrelevant. Public would not know what it meant. May also be the drivers own private car and cause confusion. Can also make taxis an easy target for vandals/break-ins**

	<p>v) As mentioned in my email, I have the confidence of the Lord Lieutenant and other VIP's. They most certainly would prefer to travel in unidentifiable vehicles for security reasons.</p> <p>vi) My luxury private hire mercedes is easily identified by a plate on the rear and a small plate on the inside on the Windscreen. My passengers do not need or would like the words pre book only on the side of my vehicle. As for those with plate exceptions In gillingham there are a few vehicles that have these exceptions and as far as i can see all they do is one or two Weddings a year and the rest of the time travel from a2b with county council school runs and general taxi business.</p>
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Q1. (Part B) The policy has a section on General Principles, and these are listed below. Which of the following sections do you support?

As before, respondents were invited to read the policy and to indicate how far they supported the proposals in each section; whether they supported it, if they had concerns or if they were not sure. These are presented in the table below.

	I support this section % (no)	I have concerns % (no)	I'm not sure % (no)
Advertising	78.6 (22)	0 (0)	21.4 (6)
Codes	71.4 (20)	7.1 (2)	21.4 (6)
Complaint Handling	82.1 (23)	7.1 (2)	10.7 (3)
Inspections	90.3 (28)	6.5 (2)	3.2 (1)
Sharing Information	74.1 (20)	14.8 (4)	11.1 (3)
CCTV and dash cams	77.4 (24)	16.1 (5)	6.5 (2)
Criminal Convictions and Rehabilitation	81.5 (22)	14.8 (4)	3.7 (1)
Disclosure and Barring Service Checks (DBS)	69.0 (20)	27.6 (8)	3.4 (1)
Approved Garages	67.9 (19)	25.0 (7)	7.1 (2)



Respondents very strongly supported the section on inspections; there was also good support for the sections on complaint handling and criminal convictions and rehabilitation. Respondents had more concerns around the sections on DBS checks, Approved Garages and Codes. If respondents had concerns, they were invited to share them. These are again reported verbatim in the table below and summarised for the main points for longer responses (indicated by **) Full comments are available in the appendix.

	Comments
Codes	i) **Query re: actions of other drivers (non-hackney etc) towards taxi drivers – okay for them to be abusive, taxi drivers are treated badly by other road users. Some previous officials have been aggressive towards drivers (even when official's fault). Needs to be a level playing field**
Complaint Handling	i) Whenever I have had reason to complain to the Council, whether it be local or county, I have been responded to by cut and pasted documents and do not feel that concerns are either listened to nor truly cared about. ii) Bureaucratic nonsense
Inspection	i) Possible monopolisation of garages, limiting choice and availability for licence holder. Current mot legislation state that hackney carriages have there own inspection standard. However private hire vehicles, come under the classification of cars. Thus as per dvsa standards they only require 1 mot inspection per year, regardless of mileage from the department of transport. ii) Inspections to be carried out by Council approved garages where garages will not participate, therefore driving up costs for drivers.
Sharing Information	i) No information should be shared without the individual's written consent prior to any sharing of data. ii) Nonsense iii) **No such thing as assumed consent under GDPR, any information sharing should be clearer than is set out here. Example of request for council tax data, also sharing of information in simplifying the DBS procedure**

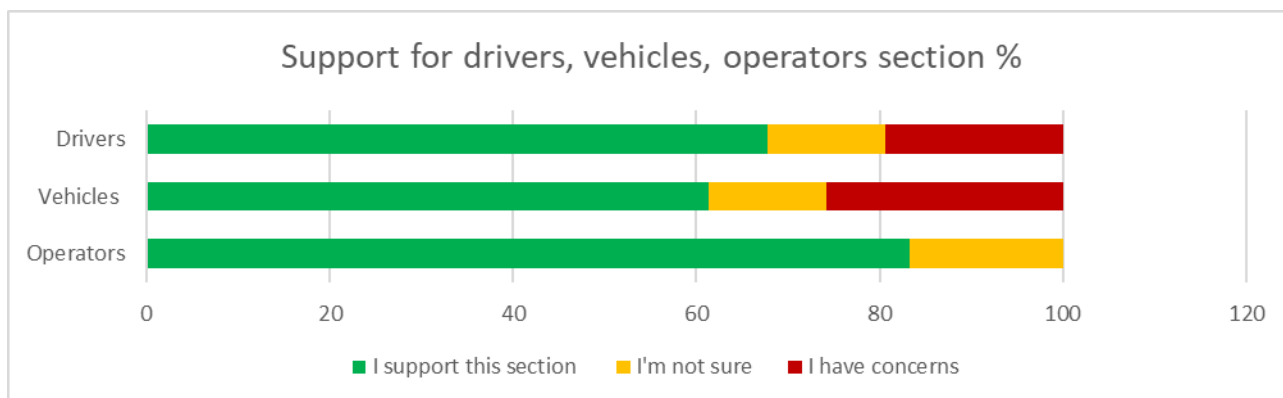
CCTV and dash cams	<ul style="list-style-type: none"> i) My only concern here is regarding the privacy and personal data protection of our customers. Providing that can be ensured I see no problems ii) Invasion of privacy iii) **Section reads as allowing dashcams internally, but not the case under ICO regulations – a sticker and registration with the ICO does not make it lawful to record. Just makes person legally responsible that devices are compliant, little information out there. Worried that vague approach will enhance confusion – requires simple addition of statement that dashcams are for external recording and have no audio functionality’ would be better** iv) As mentioned in my email certain clients would not want conversations recorded for security reasons v) Dash cams that are bought and installed by the driver are they going to be an issue with make and model, are the council going to insist what has to be used like Insurance companies?
Criminal Convictions and Rehabilitation	<ul style="list-style-type: none"> i) I feel this is a great idea in principle, but I have knowledge regarding a local taxi driver who has been through court following physical assault - involving a knife... this is a case I believe the council are aware of, as I am also aware that another driver has been quite vocal about him informing the licensing team. My point... I fail to see that the council is taking its responsibilities seriously enough on this front. ii) Changing from standard to enhanced dbs. Why? Spent is spent. Drivers will be persecuted for 20/30 year old offences. iii) ** No mention of police Voluntary Attendance interviews – do you want to be informed of these? Or other out of court disposals e.g. Community Protection Warnings and Notices, Restorative Justice, Community Resolutions, Drugs Educations Programmes, Cannabis Warnings, and Education Courses as an alternative to prosecution (such as speeding or seatbelt offences) ** iv) having read appendix G, we see it refers to having worked with licensees on production on this "guidance" and yet there is no mention of any such organisation or representative body within the list shown, in fact there are areas of concern from the industry relating directly to this guidance, the only inclusion of trade bodies was in a pre lockdown workshop meeting which was set up after the issue of this guidance, not before as is stated.
DBS checks	<ul style="list-style-type: none"> i) The 6 monthly DBS check is just adding more costs to the profession, plus this will just cause a backlog on the checks as it can take several weeks just for the first one ii) i dont understand why dispatchers should have to have a dbs check where does it end otherwise next youll be saying a cashier at a supermarket needs a dbs check iii) Although I am happy to sign up to this to happen. And I currently hold an enhanced DBS, for school contract work. I would need to know how to sign up to this potential new service and the costs involved. iv) It has been proposed to make drivers undertake these checks every 6 months. This would be very costly for drivers and, if there are any administrative delays e.g. due to the pandemic, it can enforce drivers off the road and not earning a living, through no fault of their own. Two yearly checks would be more flexible. v) More expense to the driver yet again. Not enough work and income for the extra expenditure. vi) **Agree checks should be more frequent, but responsibility of driver to report pending convictions – ‘fit and proper person’ test. DBS for licensing different to DBS for school transport – if you cannot pass DBS for school transport (Dorset Travel) should not pass DBS for licensing. Carry vulnerable adults/children for normal jobs as well as school contract. Support sign up but no further info as to how to sign up, when or the cost.**

	vii) I don't agree with this policy. We have checks every three years. If a driver has been caught doing something illegal, the court would inform the council! Yet more paper work and expense for business that are struggling to recover from the Covid 19 pandemic.
Approved Garages	<p>i) Are all areas going to have designated garages to go to or are other areas just going to MOT stations of their choice, I feel that we should all be treated the same as we are now under the same Council ?</p> <p>ii) **Agree with yearly MOT and 6mth inspection but disagree it is carried out at Council approved garage. All MOT test stations are highly regulated. May reduce no. of available places to have inspection – long delays and monopoly. Any MOT test station for MOT and council approved for 6-month check (or council own). Needs survey to check for garage sign-up, set max charge limit. Meters – could prevent HC from working if unable to get meter fitted or checked in timely manner. Computerised may make obsolete but HC laws say HC must have meter. Pitfalls to council approved garages that need more exploration in policy**</p> <p>iii) If any garage is MOT certified then they are fit to do the inspection. Bringing the council approved only garages rule in will cause a backlog as don't forget they have other customers that need work doing as well, as a mechanic is not going to want to be doing inspections all day at £30 a pop</p> <p>iv) Most drivers have mechanics that they know and trust and should not be forced to use a garage that is not of their own choice.</p> <p>v) **Will limit number of garages willing to sign up due to extra adhoc work. Could end up with 1 or 2, thousands of vehicles and charging what they want. All current VOSA/DVSA MOT test stations are regulated/inspected. Council can access status on website, MOT report sent to licensing team to update records. Meters – council will no supply tamper evidence seals to approved taxi meter installers – how can practice be achievable?**</p> <p>vi) we already travel a long way and don't want to go further again</p>

Q2. The policy has sections relating specifically to Drivers, Vehicles and Operators. Which of the following sections do you support?

This section of the survey asked respondents about three key areas of the policy: Drivers, Vehicles and Operators. Results show there is high support for the section on operators and generally good support for the sections relating to drivers and vehicles, however some raised concerns with the latter.

	I support this section % (no)	I have concerns % (no)	I'm not sure % (no)
Drivers	67.7 (21)	19.4 (6)	12.9 (4)
Vehicles	61.3 (19)	25.8 (8)	12.9 (4)
Operators	83.3 (25)	0 (0)	16.7 (5)



Respondents did not raise any concerns about the section relating to operators, those relating to drivers and vehicles are reported verbatim in the table below – again, any longer comments have been summarised and are indicated by an **. Full comments are in the appendix.

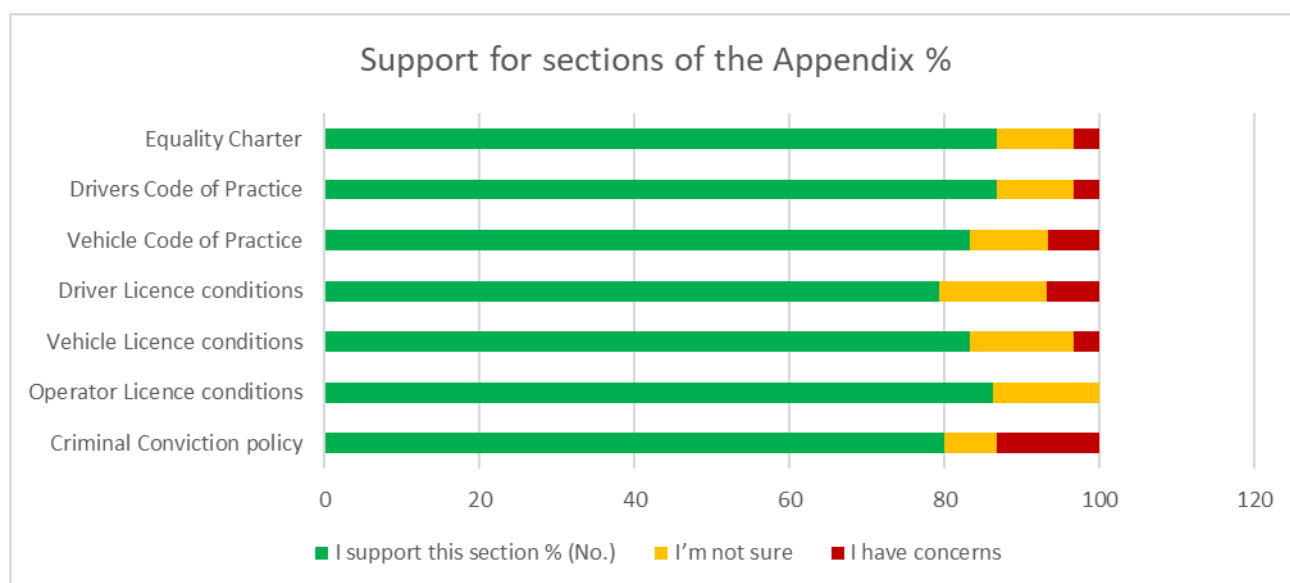
	Comments
Drivers	<ul style="list-style-type: none"> i) There is absolutely no reason as to why a driver has to get a medical on every renewal, until you reach a certain age or have medical issues. Its just another cost exercise. Its hard enough to get a general doctors appointment as it is ii) The proposal of 3 year medicals, does not meet the standard of medical examination of other group 2 vocational driver medical standards. They should be every 5 years, until the age of 65. Then every year. It seems that a 3 year medical suits the council licensing more than the licence, due to the current 3 year licence renewal and provides no extra safety benefits to the public. iii) **Comments on DBS checks, how it is different for school contract work (and children and adults) to a general taxi licence check. DBS info should be shared and check transferable if same person is doing both tasks – rather than applying for two separate checks for the same job. Comment on CSEA training. Suggestion of removal of reference to DSA driving test as it was abolished in 2016. Comment re: medicals and timeframes. Agree with fee being in two parts, payable in all circumstances and additional fee for covering the costs of compliance** iv) **Knowledge test of local area is concerning if wider Dorset area to be tested. Medical exam section seems contradictory – requires more consideration on frequency of medicals/requirements and guidance from legislative bodies so it is coherent. Mandatory for GP to contact licensing authority if driver presents with medical issues that would impair their fitness to drive. Cost of licence – needs to be more transparent and to see the true costs for a licensing department. Costs increase yet service drops. Largely support new proposed policy, but lacks clarity, research and method** v) Concern with under 21 being drivers. Have drivers without internet/email been taken into account – e.g. drivers hotline? Maintain post/phone rather than rely on email – problems with survey knowledge – a lot expected of drivers to keep in touch. Is there need to medical every three years (exc. Over 65/70 years)? vi) 3.55 Historical events to be considered, is this is what is being contemplated?
Vehicles	<ul style="list-style-type: none"> i) If a garage is fit to do MOT's then its fit do the inspections. Where are these "Dorset Council mechanics" based or will be based. ii) As stated earlier. All vehicles should be mot inspected at any qualified mot test station, as per dvsa guidelines iii) Expense. More bureaucracy, less income. Jumping through hoops for a trade not supported properly in the day to day functioning of the industry. Drivers pay out for a vehicle which is no longer financially viable. iv) As previously mentioned, having 'PRE-BOOKED ONLY' on the door does not solve the problem of picking up customers off the street. It means that wedding and function bookings will be massively reduced. Who wants wedding pictures with that down the side of the wedding car? This is a very bad proposal and it needs to be retracted, or an exemption made of wedding and private function bookings.

	<p>v) **No person should be rendered unemployed while waiting local authority delays (while app being processed). 4.24 plate exemptions is an excellent approach but if long term (e.g. vulnerable children), maybe exemption disc on windscreen. CCTV – see previous concerns on use of internal recording dashcams**</p> <p>vi) **Query re: not allowing transfer for licence to a new vehicle e.g. in the event of a car being written off/engine failure etc – will create more expenditure and encourage poor practice – counter productive to raising safety standards. Type – removing age on first licence may encourage old vehicles - agree 8 years and younger is appropriate. Query over 4 door/solid roof. Size of vehicles – needs consideration due to increase in mobility aids. Lack of clarity and gives little time to prepare for changes – some are tied into lease/hire agreements. Query re: Vauxhall Zafira and seat size. Drivers buy vehicle with lifespan in mind and type of work – could render some vehicles unfit for original intended purpose.</p> <p>vii) Vehicles should not be over 4 years old at initial licencing.</p> <p>viii) 4.33 More charging points needed, especially in rural locations.</p>
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Q3. The policy has an Appendix and the sections of it are listed below. Which of the following sections do you support?

Respondents were invited to read the Appendix and to indicate how far they supported the proposals in each section; whether they supported it, if they had concerns or if they were not sure. These are presented in the table below.

	I support this section % (No.)	I have concerns % (No.)	I'm not sure % (No.)
Equality Charter	86.7 (26)	3.3 (1)	10.0 (3)
Drivers Code of Practice	86.7 (26)	3.3 (1)	10.0 (3)
Vehicle Code of Practice	83.3 (25)	6.7 (2)	10.0 (3)
Driver Licence conditions	79.3 (23)	6.9 (2)	13.8 (4)
Vehicle Licence conditions	83.3 (25)	3.3 (1)	13.3 (4)
Operator Licence conditions	86.2 (25)	0.0 (0)	13.8 (4)
Criminal Conviction policy	80.0 (24)	13.3 (4)	6.7 (2)



Overall, there was strong support for all sections of the Appendix, most concern raised was around the criminal conviction policy. Respondents were invited to explain any concerns further – these are mostly reported verbatim in the table below; any longer responses are summarised and identified by the **. Full comments are available in the appendix.

	Comments
Equality	i) **Allowing dogs to sit on seats with no restraint risks damage to the vehicle, plus cleaning costs. Risk if accident and dog is not secure. Safer to seat the dog on the floor?**
Driver Code of Practice	i) My car is my office, if I want the radio on then I'll have it on regardless.
Vehicle code of practice	i) Child Seats - The law allows a child in a taxi to be carried on a lap without the need for a child seat or belt in the back seat. Over 3's should be in the back with a seat belt. it actually does not allow for anyone to be transported on anyone lap at all. in fact the law specifically prohibits such practices. ii) **Agree vehicles clean/presentable/maintained but disagree with criteria. Difficult to keep that clean, inevitable with locations (e.g. Portland stones, customers scratching on entry/exit), volume of customers per day. Max scratch size? Needs reality on how much the vehicles have wear and tear interior and exterior**.
Driver licence conditions	i) Passengers - not to make any additional charges for doing so in (wheelchair), I believe this is happening and that customers are told a price for a trip and its more than meter price, I carry some customers who would rather travel in my vehicle which is not wheelchair accessible but I am cheaper so they will struggle in and out of my car. ii) surely if you only receive 3 points for first offence you should not need to inform the council maybe if you get a second offence then i see that should be mandatory
Vehicle licence conditions	i) No smoking I have seen drivers driving and sat on a rank vaping and they get away with it how will this be enforced?

Criminal Conviction Policy	<ul style="list-style-type: none"> i) See above answer. ii) Again. Rehabilitation of offenders act not considered. Police officers have convictions but not drivers. iii) CC iv) **Query over 1.3, 1.4, 1.6, 1.8 – licensed operator have to have fixed abode – what qualifies? Query over historical criminal activity and whether it disqualifies from renewal** v) **3.10 – ‘taxi driver’ term encompasses two different occupations (hackney carriage and private hire) – misuse of the term opens up argument e.g. using bus lanes, taxi ranks. If term means both, then surely the term used on signage also allows for both**
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Q4: If the draft taxi policy was to be implemented, what impact do you feel this may have on you, your business or the wider community?

Overall, 43.4% said that they felt that the policy, if implemented, would have some form of positive impact on them, their business or the wider community. A third (33.3%) however felt there would be a negative impact. 16.7% did not know, and 2 respondents said it would have no impact at all.

	%	No.
A very positive impact	6.7	2
A fairly positive impact	26.7	8
A slightly positive impact	10.0	3
No impact at all	6.7	2
A slightly negative impact	13.3	4
A fairly negative impact	13.3	4
A very negative impact	6.7	2
Don't know	16.7	5

20 respondents further explained their answer; 10 who felt it would have a negative impact, 8 who gave a positive response, and 2 from those who responded either ‘Don’t know’ or ‘No impact’. These are reported verbatim in the table below; for lengthier responses these have been summarised and are indicated by **. Full comments are available in the Appendix.

Comments
Anything that regulates, and protects women and other vulnerable individuals has to be beneficial
As explained in previous sections – proposals lack clarity, wider consultation with those needed to support/aid implementation. Negative impact on customers due to vehicle size/old. Further consultation needed to prevent customers paying too much/drivers able to make living wage – may be forced to leave industry. Problem if MOTs/inspections are not done on time. Not good time economically to introduce changes – make more challenging. Should delay or gentle transition
Do not understand how maximum price will work – i.e. set price for specific location/drivers coming in from different areas with different tariffs affecting local drivers. Price War. Taxi users think they can set price of trips – treat drivers badly, leads to arguments. Guidance should come from council – taking in geography, facilities and distances – reason for the zones. Actions of other drivers towards Taxi drivers – treated badly by other road users and previous officials. Needs to be level playing field. Will new DBS policy be at time of renewal or once policy is adopted – added costs – paid to Council or DBS and further queries about process. Concerns about under 21 drivers. Consideration of drivers without internet or email facilities, drivers hotline? Maintain post/phone calls? Lots expected of drivers to keep in touch. Medicals should be more regular for over 65/70, no need for every three years for younger drivers. Dogs safer seated on floor – risks if sat on the seat and no restraint. All things listed could and probably will affect drivers due to costs/losing income. Struggling due to pandemic, future unknown. Implementing change could be large/companies go under. Questions unanswered on costs and levelling up not always possible or sensible when taking geography, distance, services into account along with increasing costs for running of vehicles
Confusing! Why different coloured plates for areas? Who is going to check the credentials of drivers and cars before hiring? For hiring outside of your area, it appears that private hire only is available, is this correct? Nanny State strikes again!
Experienced drivers will leave the trade. Leaving open to the likes of Uber who will license in a different area and flood this area
i agree with most of the polycys but not some like the zones, why do dispatchers have to have a dbs, the approved garages should be a fare distance for all taxi companies, the size of the new badges are ridiculous and you cannot wear around your neck.
I don't believe that bits of paper in an office draw are going to make much difference to day-to-day running. We will still have companies with substandard questionable cars, along with those with excellent vehicles. We will still have polite and hard working drivers (as I hope I am) and those with lower standards. Honestly I don't think much will change the level of work available to us drivers, or the public perception of us.
I don't know ? with all what is in the policy it has both Positive and Negative. Negative) as a owner driver for 38 years I have seen some changes but not all good, I only have 9 years left before I retire and since the pandemic my income has dropped considerably, it has been a struggle through covid 19 and I believe it will continue like this for a few more years, if the the tariff and opening the ranks to other drivers go ahead it will certainly have an impact on local drivers of Dorchester. Positive) The other changes will put the customers safety 1st.
I have concerns as to the "Weymouth" question. But would welcome the ability of the cessation of territorial divisions used by the industry for mutual sharing of contractual work amongst operators. Will save time, fuel and expense. I welcome the intent of electric vehicles.
I support the document, but not the parts previously mentioned. Having 'pre-booked only' down the side of the private hire vehicle should not be enforced. This will massively reduce the number of wedding and private function bookings.
I think that the changes proposed of increasing mechanical inspections, but taking away age limits on vehicles will increase safety in licensed vehicles. The DBS update service is an excellent improvement for driver safety. The only concern that I have amongst the changes is the combining of the licence types. Our drivers do a very specific job for school transport for children with special needs, and whilst they obviously do require a good geographical knowledge, it is not needed in the same depth as the hackney drivers, as they do regular routes. We understand that our business is different to many other operators I

I understand the rationale for the change. However, my situation may have been overlooked by the focus group as I doubt other operators run their businesses as I do. If I have to pay to have all of my new vehicles tested twice, it will have a financial impact on my business - this will inevitably be passed on to my customer. All of my fleet of cars are bought new and sold at 8 months old or when they reach 5,000 miles - whichever happens first. It does not feel right that I will be financially penalised for maintaining a new fleet of smart, clean, reliable vehicles. There should be an age which triggers the 6 monthly checks - 1 year old seems fair.
If things are working well, it seems pointless to change them, for the sake of change. Most drivers, whether hackney or private hire, are self employed and should not have their freedom of choice taken away from them nor enforced upon them.
it gives confidence that drivers and vehicles will be of a uniform high standard where ever you use a taxi in Dorset.
just means more money for you with some of the things you are going to put in like dbs medicals
Needs more transparency with regards to costs and implementation period.
None
The policy would reassure my clients regarding their own and their colleagues security. Likewise the quality of service relating to drivers, vehicles and operators by having been approved and closely monitored by the Council.
There are already too many vehicles; although there is a need for more wheelchair accessible vehicles to be available.
there are issues as detailed within the comments submitted, provided they are resolved, then the impact would be positive.

Q5 Do you have any other comments about Dorset Council's draft Taxi Policy that you have not mentioned above? Please do so in the box below.

Respondents were given the opportunity to comment further on the policy and to highlight any issues they felt had not yet been covered that they wanted to raise. 12 respondents took the opportunity to do so. These are all reported verbatim in the table below.

Comments
Drafted by people not in the trade.
I believe the correct spelling of courtesy has a U in it (and the word curtesy has a different meaning) CONTENTS - SECTION 6 - PAGE 29 & also in text of section 5.9
I have emailed [name redacted] on this issue to explain what some of the points mean but no response.
I kindly request to be involved in future with focus groups for proposed changes. I was not aware there were focus groups happening and would have liked to have been involved to contribute.
i think we pay well above at the minute with insurance licence mot tick tests and now you want dbs every six months etc i think we all should have emails out laying everything you want in this new policy i mean all hackney drivers and private hire drivers too as well as the companys we work for

More research and consultation with those directly and indirectly involved in helping these proposed policy changes to come into effect. I also believe Licensing need to work with drivers more and provide a reliable licensing service that help and support the drivers. This was NOT evident during lockdown. Very little information and support was offered to drivers during lockdown and licensing didn't even have the decency to make it widely known to license holders in Weymouth and Portland that local support grants were available as well as the SEISS grants. Dorset Travel provided a good deal of information and support to School Contract Drivers and it would have been nice for Licensing to have followed suit. Happy drivers make happy customers and happy public.
No
Not worth the effort.
Other than those two issues, I believe it looks good
Very little fact finding. Alot of old regulations from the old west Dorset District Council days that are no longer applicable in the this current climate. Although the policy could be a good one. The recommendations for medicals, mots and additional added to my request need to be addressed with more exploration needed.
When will Potential Questions & Costs Be Answered or Known and will it be before adoption of the Policy? Will All Drivers Be Notified and consulted? Will Communication with Drivers Be Improved between now and the implementation. Will The Actions of Customers, People with disabilities, Road users be considered during the next phase of this consultation? Do Drivers Remain able to refuse customers due to thier drunken state? Can Drivers Stop and remove troublesome or abusive customers with no fear of retribution? Do drivers have to suck it up and live with the verbal abuse, wrangling on prices and threats etc from customers? What Protection to drivers is supplied / given if this policy is adopted? Will the Taking of other Courses (C&G) Benefit The Drivers/Firms that have Paid out for the Courses?
Yes. I received this questionnaire but not the draft thing,.. please bare in mind I support things because I believe their important (like child protection and equality)

19 provided a contact e-mail address to be kept informed of the outcomes of the consultation and the new Taxi policy.

Separate submissions

29 respondents sent a separate submission to the Council via email. These have been reviewed and each comment has, where possible, been allocated to the relevant section of the policy.

15 were near identical responses from a group of Hackney carriage vehicle owners from the Weymouth area. Any differences or additional comments were noted. They also highlighted that they would welcome a face to face meeting.

	Nature of comments	No of mentions
Adults at risk	Taxi drivers trained to recognise/be a first point of support in cases of domestic abuse	1
Equalities	Should be training for operators/drivers as standard prior to licence being granted/renewed	1
	Consideration of need from booking (checklist of need at start), through to respect during the journey, methods of payment and dropping the person at their destination.	1
		1

	Suggestions of co-producing an Accessibility App, an Accreditation scheme for all taxi operators and Accessibility packs for vehicles.	1
	Standardise funding to contracted taxi operators	1
	Experience, information, signage, language should be inclusive and appreciate diversity of experience across all protected and any additional characteristics.	
Suitable vehicles	Will electric charge points be provided/installed to encourage commitment? None currently on Hackney carriage ranks.	15
	Electric unsuitable for taxi due to distance, restricts ownership/use of vehicles to those who have off street parking/charge point	1
	No reason to have vehicles over 10 years old – reasonable customer expectation.	1
Zones	Do not mix the two issues of Weymouth & Portland zone deregulation and this consultation	16
	Disagree there is no evidence of unmet demand – muddled with failings of private hire	15
	Protect Hackney ranks/stands from illegal use by other road users/PHVs	2
	One plate for the whole of Dorset, including Weymouth, easier to manage and to save time and money	1
	Should be no segregation between Weymouth & Portland or phasing in of working areas	1
	Agree with no limit to Hackney in W&P if WAV vehicle – but caveats (e.g. new/liveried WAV vehicle to prevent abuse of system)	1
	Happy W&P zone is to remain	1
Types of licence	If combine licence how will you ensure the driver knows the legislation for each vehicle – would need harder knowledge test	15
Fares	Potential for 'price wars'/rate-cutting if set own tariffs – further problems with customers/marshalls may be needed. Set taximeter with same rate.	17
	No universal fare - each zone should have own tariff – Dorset-wide tariff allowing own rate-setting offers little protection to the public. Fares should remain local to area – retain W&P zone which has short journey distance.	16
	Private hire should not have a taxi meter – will masquerade as Hackney	15
	All in Weymouth & Portland should operate at the same rate and this should be calendar controlled to avoid manipulation	15
	Should be one set tariff across the licensing area. Not free to set/negotiate own tariffs due to problems it will cause (e.g. ASB).	2
	Support for all fares to be displayed, transparent, visible to passengers	2
	Meter tariffs should be reviewed on a regular basis as costs increase, linked to inflation	2
	Agree with fares in principle but could cause problems in rural areas e.g. West Dorset	1

Licensed vehicles should be easily identifiable	Support identification but requires flexibility eg. PH executive vehicle should be exempt from such signage/working/contract work	16
	Support all licensed vehicles having a taxi/PHV license plate clearly displayed on rear of vehicle within the correct frame.	15
	Widen parameter of exemption for plate/door sticker/Sticker will affect business image/bookings/gain attention/No stickers on private hire vehicles re: pre-booking – eyesore/Plate exemption for wedding cars?	5
	Preference for illuminated ‘for hire’ sign in front window, not lit on roof. Also a query over the rule for hackney carriages.	2
	Every taxi in the area should have a sign to say who they are	1
	Yes agree with pre-booking sticker – has been helpful.	1
	PHV should be marked as such – no exemption for display of ID plate Already have plate on rear of vehicle. Some authorities have repeater on the side door of their vehicles.	1 1
Advertising	Private Hire Vehicles should not advertise fares on the outside of their vehicle – touting for business. Rates should not be advertised on the outside of taxis	16
	Agree but rear doors only suitable place/could be covered in adverts	1
Codes	Should overhaul ‘rule book’, issue on granting/renewal of licence – could sell advertising in books to cover cost	1
Complaint Handling	Better information on how to complain in the event of overcharging/dangerous driving – clear and accessible feedback process.	2
	Have a responsible officer assigned to a complaint to facilitate progress feedback	1
	Have escalated complaint to authority and matter not advanced – need to show there are ramifications	1
CCTV and Dash Cams	Useful but difficult if transporting school children/prisoners.	1
DBS checks	Amend future taxi driver apps to reflect need for ‘Child and Adult workforce DBS check’	1
Approved Garages	Need flexibility of unrestricted number of testing stations – any VOSA/MOT garage should be suitable – logistically difficult and created monopoly on service (and could up costs)	16
	Place of testing must be in the licenced area and argue it should be in the boundary of the old Borough Council.	15
	Current works well – have list of non-approved garages or insist they are VOSA registered	1
Sec 3: Drivers	English language test/ability important	2
	Badge should be re-designed/too big/not professional. Badge should be worn/visible	2
	Knowledge test should be harder	1
	Drivers should have a probationary period Previous issues with validity of assessment previously, but resolved	1 1
Sec 4: Vehicles	4.5 should read 4 passengers and 8 passengers, not 1 passenger and 8 passengers.	15
		1

	Question around the purchase of either a WAV or hybrid/full electric and eligibility for a Weymouth Hackney plate	1
	6-seaters that pretend to be MPVs should be blocked from being hackneys/PHV (seat measurement)	
Sec 5: Operators	5.8. Suggests provided the customer is aware the vehicle is operated under that licence then it should be legal – relevant if operator wishes to operate a 16 seater.	1
Equality Charter	Should have a clear system for operator to escalate complaint if a driver refuses to carry an assistance dog without medical exemption. Should be clear at time of booking if they cannot take a dog.	2
	Accessible vehicles – private hire companies to operate a minimum amount of WAVs and drivers to have at least MIDAS accreditation	1
	Need wider fleet of accessible vehicles including better operating times.	1
Driver's Code of Practice	Dress code should be more specific	1
Driver Licence Conditions	Fare and Fare cards: Should not disclose the driver's address on a receipt – safety concern. Is Licence number sufficient? (one suggested a QR code so customers can access it?)	17
	Found property – hand into the police	16
	Private hire – hand to operator, hackney carriage hand into the police.	1
	Change of operator – drivers to inform the authority – operators could provide a weekly/monthly list.	1
Vehicle Licence Conditions	No smoking: it needs to include all types e.g. vapes, cigars.	1
	Tyres: Problem of no spare or if driver is incapable of safely changing a wheel	1
	Additional equipment: Vehicles with standard manual ramps should be subject to a test like accessible vehicles with electric tail lifts.	1
Operator Licence Conditions	Record keeping: Requires a computer-based system to meet criteria, might be difficult for smaller operators. All operators should have 'call recording'	1
Criminal Conviction Policy	Random drug testing should be introduced	1
Other	Desire to maintain good working relationship with the authority and for their trade to be respected/to be worked with	16
	Policy consultation meetings earlier in the year were not accessible to those non-technology literate	15
	Positive comment e.g. agree with most of it, welcome changes, generally fair, thank you for opportunity to express views	4
	More advice and support for those not working through a company	1
	Nothing on protecting drivers from the public – may encourage women to apply	1
	Section 2.2 – agree on regular meetings/newsletter	1
	Want to see clamping down on 'pirates' and those without operator licences.	1
	Presents as 'anti-hackney' and near future enforced deregulation – there is no unmet demand. Free licence plates for WAVs/Electric might saturate Hackney vehicle trade – bring in 2030 in line with Govt proposal?	1
	If no unmet demand, why deregulate by licensing unsuitable vehicles?	1
	Agree with a single standard for taxis and private hire vehicles	1

Demographic Information

We collect diversity information, not only to ensure any changes do not unfairly impact on specific sectors of the community, but also to try to make sure our consultation response comes from a representative sample of local residents.

Please note that there were 35 responses to this survey, so please treat results with caution if drawing comparisons.

Age

The tables below show the profile of people taking part in the consultation. All were over the age of 35. Only 1 person preferred not to disclose their age (3.0%)

	Under 18	18-24	25-34	35-44	45-54	55-64	65-and over	Prefer not to say
% of responses in age group	0.0	0.0	0.0	24.2	24.2	30.3	18.2	3.0

Gender

The current profile of the residents of Dorset shows 49.8% male and 51.1% female. As the table below shows the responses from males does vary considerably from the Dorset profile but this is perhaps not unusual in this type of survey.

	Male %	Female %	Prefer to self describe %	Prefer not to say %
What best describes your gender?	75.8	18.2	0.0	6.1

There was an uneven balance between males and females with 76% of responses from males. This is perhaps expected given the topic of the consultation.

Disability

12.5% of respondents considered they had a disability. This equates to 4 people. Responses from disabled people were above average at 12.5% of responses compared to a Dorset figure of 5% based on those claiming either Disability Living Allowance, Personal Independence Payments or Attendance Allowance.

	Yes %	No %	Prefer not to say %
Do you consider yourself to be disabled as set out in the Equality Act, 2010?	12.5%	75.0%	12.5%

When looking at the specific disabilities of the 4 people responding, 3 reported a long-standing illness or health condition, 1 a physical disability.

Ethnic Group

	What is your ethnic group?
White British	82.4%
White Irish	0.0%
Gypsy/Irish traveller	0.0%
Any other white background	2.9%
Asian/ Asian British - Bangladeshi	0.0%
Asian/ Asian British - Chinese	0.0%
Asian/ Asian British - Indian	0.0%
Asian/ Asian British - Pakistani	0.0%
Any other Asian background	0.0%
Black/Black British - African	0.0%
Black/Black British - Caribbean	0.0%
Any other black background	0.0%
Mixed ethnic background – White and Asian	0.0%
Mixed ethnic background – White and Black African	0.0%
Mixed ethnic background – White and Black Caribbean	0.0%

Any other mixed background	5.9%
Prefer not to say	8.8%
Any other ethnic group	0.0%

With 82% of the respondents saying their ethnic group was White British this is fairly typical of the wider population.

What best describes your religion/belief?

The most common religion/belief was Christian (50.0%) with 28% saying they had no religion. The 2 'Other' responses were Jedi and Pagan (Wiccan).

	%
Buddhist	0.0
Christian	50.0
Hindu	0.0
Jewish	0.0
Muslim	0.0
Sikh	0.0
No religion	28.1
Other	6.3
Prefer not to say	15.6