

Taxi Licensing Policy **Appendix**

- i) The Appendix (redacted)
- ii) The Survey

Produced by Consultation and Engagement Team
for Dorset Council

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| Q9 As you don't use taxis regularly, could you tell us any reasons you might have for not using them more often or at all? |
| 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 |

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| Q11 Protection of children – what are your concerns? |
| the use of the term CSE is in urgent need of changing to safeguarding, it gives the wrong impression |

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| Q13 Equalities – what are your concerns? |
| 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 |

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| Q14 Suitable vehicles - what are your concerns? |
| 2.11 Electric vehicle I have purchased all electric PHV. There is a need for more charge points throughout county. |

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| 2.11. Dorset Council recognises that action needs to be taken to protect the environment and the Licensing Team will work with the DC Highways Team to ensure a joined-up approach for any policies or strategies based on sustainability, such as the Electric Vehicle Charging Strategy. The Council will encourage the use of electric vehicles, and other Ultra Low Emission Vehicles by exploring the potential for reduced fees for applications for these types of vehicles. Any fees, or any changes to those fees will be subject to a separate consultation. No! Don't just explore the potential, legislate! If Dorset Council was serious about "protecting the environment" it would use its power in this instance to insist on all taxis being electric from now on. Not only do they produce fewer CO2 emissions over their lifetime but taxis operate in congested areas so air pollution should be a major factor in deciding what kind of vehicles to operate. Many taxis sit idling in the winter in order to keep their drivers warm, but meanwhile pollute the air which causes disease and illness for ordinary Dorset Council residents and voters who are pedestrians. This is a perfect example of how Dorset Council could use its (very limited) power to encourage more environmentally friendly forms of transport. |
| 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. |
| Its about time dorset adopted a age limit for newly licenced vehicles . I personally dont think a taxi private hire vehilce should be licenced enicially if is more than 5years old |
| 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. |
| 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 |
| Some older vehicles may not have the same level of safety features. That some newer vehicles may have |
| The section below (2.13) does not seem to be fair or reasonable. I purchase all of my vehicles new and replace them between 6 to 8 months. None of my fleet of cars are over 8 months old and their mileage is always less than 6,000 miles and they are appear new when I sell them. Having to take new vehicles to be tested (again) when they are only 6 months old seems excessive and I disagree with the focus group. I feel the ruling would be fair if the 6 month mandatory checks are required when vehicles are at least 1 year old? 2.13. The work with focus groups suggest that it is the maintenance and upkeep of vehicles that is the most important consideration to assess the suitability of a vehicle rather than assigning an arbitrary age or mileage limit. For that reason, all vehicles will be inspected twice yearly by an approved garage to ensure compliance with the FTA Inspection Standards ⁸ , or any subsequent National Standard. |

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| Q15 Insurance - what are your concerns? |
| cat N |
| Checks on these vehicles need to be very stringent. |
| 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. |
| The vehicle may still not be safe |

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| Q16 Zones - what are your concerns? |
| 2.19 All other Hackney carriages will be able to use ranks in other area of Dorset apart from Weymouth. Driving in West Dorset for 38 years I have not once wanted to sit on a rank outside of west Dorset even when dropping customers in that area, in Dorchester we have a rank issue with limited spaces, and local drivers have to keep driving around the town trying to find an empty rank space, and you want to encourage more drivers to park on our ranks, unless you are going to introduce another 10n to 20 rank spaces in Dorchester which are suitably placed in the town you will cause a lot of problems with the local drivers. Drivers from other areas will be dropping customers at Dorset County Hospital and will have time to wait so they will take the opportunity to earn more money off our streets, taking money from our pockets, we do not have reason to do the same in their area ?? it is going to be one sided and local drivers will loose out./ |
| Allowing drivers from other areas ti freely operate in small zones will have a negative effect on income, something that a great dealof drivers are already suffering from due to the pandemic. |
| As discussed in the meeting i dont want to get rid of the zones and i didnt think you were getting rid of them. |

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| Drivers all flocking to the busy areas leaving more rural areas not covered by a Taxi presence and urban areas being overwhelmed with drivers. |
| IF one policy for everyone so why Weymouth and Portland is better then others to have limit in hackney carriages |
| Possible deregulation on the weymouth and portland zone for hackney carriages. |
| Should all be under one plate as one council , save time and money for council |
| 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 |
| When Dorset Council was formed it was made clear that all areas covered by Dorset Council would be under one umbrella. This idea was proposed on the basis that it would save the taxpayer money, merge services, share resources and reduce the spending and overheads of the Council. So far as a licenced PH driver and as an Operator I have never seen a saving on licensing. Whilst I have no real issue with Zone beings abolished (except for Weymouth & Portland) it does beg the questions that different parts of Dorset operator very differently, the job types vary widely, hours of service vary and income of the different areas differ very widely. This needs to be considered when costings and fares are structured. I disagree allowing a vehicle, which currently is licenced in East Dorset, for example, being able to rank up in West Dorset as this could allow certain areas to be flooded with vehicles and other areas having few or no cars available for hire. This will have an impact on passengers both negatively and positively but also could have a negative impact on drivers capabilities to earn. Drivers will not necessarily be competent in knowing the areas in which they are driving, therefore taking passengers on a longer route to their destination thus charging more. This undermines and makes the current knowledge test pointless. I for one expect a taxi driver to know within a few streets of where I live and the shortest route to and from my destination. For those people who have disabilities such as non verbal this could prove extremely difficult to explain and show the driver where they live. This could potentially result in someone being dropped off in the wrong place and left stranded. |

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| Q17 Types of licence - what are your concerns? |
| As with my concerns over zones. |
| Costs of holding a dual licence! When some drivers may not need or want both. |
| Dorset Council will therefore issue all drivers with one combined badge and licences to drive both types of vehicle. this may not be required by many drivers, those with hackney vehicles may not wish to drive private hire as this could risk their hackney vehicle status due tot he cap, whilst private hire drivers may only carry out pre booked work such as airport runs and school runs. there is also the risk of confusion since a hackney driver whilst driving a private hire vehicle may think he can accept his or her own bookings, or even sit on a rank since the driver license allows taxi driving. |
| Having the licenses combined will only work if the price is right, raising the cost will push drivers out |
| 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- |
| It all well and good issuing both PH and HC licences to those who wish to have them, but myself personally, I have no need for a HC licence nor would I want one. Will drivers be paying extra or double to be dual licensed? This is not mentioned or explained. As it's a strong possibility that Weymouth and Portland could be deregulated in 3 years, would it not make more sense to wait until that point to offer a dual licence? |
| Not really an issue unless there will be an extra charge for the privilege ? |
| Two tier should be kept in place. No combining licences. |

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| Q18 Decisions - What are your concerns? |
| 2.24 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. |
| Decisions made by people not in the trade. Drivers/ Operators have had no input up until this point. |
| Decisions seem to be made regardless of drivers' input. |
| Need to be proportionate and fairness for all licence holders and operators. |

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.

Q19 Fares - What are your concerns?

Again, No fair increase since 2017 yet they are to be capped. Less income, more expenditure.

As a local taxi driver I know we have not had a tariff raise (north Dorset) since 2012. I recently signed a thing done by another driver [name redacted] requesting a 10% increase - I would have been happy to sign for a 15 or even 20% increase. It's clear that as other people's pay checks have risen inline with annual cost of living each year since 2012 - us taxi drivers have not received this. Also the volume of work has reduced which drops our income again... obviously compounded recently by Covid, but pre-covid that trend of reducing work was apparent.

Enforced increases can take away competition.

have to be affordable we live and service a small area

I do not understand how the maximum price works? 1. Are you saying that only a set price can be charged to a specific location regardless of the mileage involved (some areas are closer to Airports or Stations than others) ? 2. Will different companies come into different towns at different tariff rates making it more complicated for those that use the taxis regularly and affect the drivers / companies in those areas as they could loose work to the Cheaper companies (who are supplemented by having contracts with hospitals etc) ? which could then lead to drivers / companies going under. Or a Price War would develop, as it is currently some companies / drivers do not follow the current tariff rates/schedules as laid out. Also Taxi users seem to think currently they should be able to set the cost of a trip and can lead to arguments, many treat drivers badly. The current behaviour of many users towards taxis would be the same as going into a supermarket have £30.00 of goods and only want to pay £15.00 for it as that is all they want to pay (why is it £12.00 for 4 miles) the fact that is is 3 am in the morning seems irrelevant to them. Guidance / rules should come down from the council which needs to take the geography, the facilities and distances between locations of the areas that the taxis operating area into account which was part of the reasons for the varying zones!!!

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.

Needs a price increase as haven't had one since 2012 and needs to be reviewed regularly

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.

To set a maximum tariff across the whole area is not a bad thing, but to let the drivers set their own tariff will cause issues, it will start a price war which we have not had for several years, rank customers will complain about the price if they get into different vehicles and get charged different prices then its down to driver to explain why, if drivers are forced to drop their prices to keep a level playing field with the others I am concerned that the income will not support the full maintenance and upkeep of vehicles as corners will have to be cut, also new vehicles will not be bought to replace excising vehicles as income will not support the finance, so standards will drop. set a maximum charge by all means and all drivers have to use that tariff, then drivers can charge their regular customers what they want, that is what we do at the moment and it works OK.

Variation in the rates is driving down prices already. With some companies generally working for a lot less than meter rate. It is becoming uneconomical to do some journeys. The council should set the rates for the area and taxi firms should be obliged to charge those rates to keep the fairness between hackney carriages. This is the whole point of having a meter. The customer knows what the rates are in the area, as all cars charge the same. Rather than every firm charging differently and having to display these fares all over the vehicle. I believe how we have it now is the correct way and it should not be changed. In actual fact, the fares should be enforced to keep an even playing field between companies. With the proposed changes, big companies will now drive prices down to run the smaller firms out of business and then charge full whack once they're gone. Private hire is different as the fare is agreed in advance over the phone. That's the benefit of the private hire licence.

Q20 Licensed Vehicles should be easily identifiable - What are your concerns?

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.

Having 'Pre-booked only' down the side of the car is pointless. How are we supposed to do wedding bookings with that down the side of a private hire vehicle? It is a ridiculous proposal. Fact of the matter is I have seen plenty of times private hire vehicles picking up customers that have not pre-booked. They open the window and tell them to call the telephone number on the side of the car... and the driver takes the booking in the car themselves. However they do not take all the relevant details from the customer that they should. Having 'Pre-booked only' on the side of the car isn't going to help. Customers don't care and will ask for a lift anyway. Its what happens. Policing the rules and policing the drivers is the only way to ensure private hire vehicles are not accepting customers off the street. With the new rules, we will massively reduce wedding and private bookings taken because of writing down the side of the vehicle. This is a massive issue!!!

HC are identifiable because they have a TAXI roof light. PH vehicles normally display the company's name they work from making them identifiable. Most companies are now computerised and offer ring back and text back and these give the customer the vehicle registration, make and model of the car that is for them, so they know in advance before the vehicle arrives. Some PH drivers only do school contract work and no other work, so having pre-booked only on them is irrelevant. Having pre-booked on a vehicle will make it no more identifiable. If you asked the general public what pre-booked on a vehicle meant I don't believe the majority would know or care. These vehicles may be a licensed taxi but they are also the only vehicles that a taxi driver own and used as their own private car, to have it livered up when being used privately can cause confusion. Many a times I have been in a supermarket on my day off and been approached as to whether or not I am their taxi. Taxis also being livered up can be an easy target for vehicle break ins and vandals.

My luxury private hire mercedes is easilly identified by a plate on the rear and a small plate on the inside on the Windscreen . My passangers 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 exeptions 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 genral taxi bussiness .

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

Too much identification, could possibly make vehicles a target. Also costing.

Q23 Codes – What are your concerns?

What About Actions of Other Drivers (non hackney etc) Towards Taxi Drivers. It is ok for them to be abusive to Taxi Drivers but not the other way around. Taxi Drivers are not the scum of the earth though on many occasions they are treated so by other road users! Some Previous Officials have also been aggressive towards Drivers (even at times when it was the officials fault that the situation came about). If it is a level playing field then things will be ok but it does require some two way traffic!!

Q24 Complaint handling - What are your concerns?

Bureaucratic nonsense

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.

Q25 Inspections – What are your concerns?

Inspections to be carried out by Council approved garages where garages will not participate, therefore driving up costs for drivers.

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.

Q26 Sharing information - What are your concerns?

No information should be shared without the individual's written consent prior to any sharing of data.

Nonsense

there is no such thing as assumed consent anymore under GDPR, any sharing of information should be much clearer than is set out here, for example, the sharing of information council tax department would not be considered to be reasonably necessary also it is noted that when it comes to the DBS, sharing of information is not utilised in order to simplify the DBS procedure for drivers which is a simple solution since the DBS is issued to the same person, showing much the same details, and would be presented along with the update service reference number to the department concerned, to reinforce this view, the two certificates can actually be linked to the same update service reference number.

Q27 CCTV and Dash Cams - What are your concerns?

As mentioned in my email certain clients would not want conversations recorded for security reasons

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 ?

Invasion of privacy

My only concern here is regarding the privacy and personal data protection of our customers. Providing that can be ensured I see no problems

This section can be read to allow dashcams to record internally, which is simply not the case under ICO regulations, specifically: 1 devices must be securely mounted, in the case of a dashcam they are merely stuck to the windscreen using a sticky pad or suction cup, which makes them extremely easy to remove. 2 where there is audio, it must be disabled or only activated by way of a panic switch. in the case of most dashcams, the audio is active by default and there is no facility to install a panic switch. 3 all data must be secure and protection from unauthorised removal and viewing (the ICO refers to encryption) this is not the case with dashcams as the data is stored in the camera housing, is not encrypted, or if it is, the viewing software is readily available to download, rendering the encryption useless. many dashcams now come with dual lens either fixed, or as a separate lens which is intended for rear view, but those are invariably installed internally, in fact some even come with 3 lenses for this purpose. many drivers seem to believe that simply adding a sticker and registering themselves with the ICO, makes it lawful to use anything they like to record, which simply is not the case, this merely makes them the person legally responsible to ensure that any devices are compliant with very little information out there to explain what this means in practice. So we are extremely worried that this vague approach will further enhance the confusion. a simple addition to this section to read "Dashcams may only be used for external recording, and must have no audio recording functionality." would be a much better approach.

Q28 Criminal Convictions and Rehabilitation - What are your concerns?

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

Changing from standard to enhanced dbs. Why? Spent is spent. Drivers will be persecuted for 20/30 year old offences.

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.

The policy doesn't mention about police Voluntary Attendance interviews. These are used as an alternative to arrest to secure evidence by questioning. Do you want to be informed when a driver is interviewed about a criminal matter albeit not under arrest. Does the council also wish to know about other out of Court disposals such as 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).

Q29 Disclosure and Barring Service Checks (DBS checks) - What are your concerns?

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.

I dont agree with this policy . We have checks every three years . If a driver has been caught doing something illigal , the court would inform the council ! Yet more paper work and expence for bussness that are struggeking to recover from the Covid 19 pandemic.

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.

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.

More expense to the driver yet again. Not enough work and income for the extra expenditure.

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

Whilst I agree DBS checks should be carried out more frequently, it is also the responsibility of the driver to report any pending convictions and this put the 'fit and proper persons' to the test. Currently I believe a DBS for Licensing is different to the DBS needed for School Transport. I believe if you can not pass a DBS for school transport (Dorset Travel) should you be able to pass the DBS for licensing. We carry vulnerable adults and children for normal taxi jobs as well School Contract work. I'm all for supporting and signing up to the online service however there is no further information attached to these proposals outlining how to sign up, when to sign up and the cost.

Will This Come Into Affect only at licence renewal time (for some recently re-licensed drivers 3 years time) or will a New DBS be Required once this Policy is adopted? (As this leads to another cost to be borne by the driver as the update system can only be initialised within a set time of the DBS Being Carried out otherwise The Update can only be set up with a New DBS check being carried out and paid for)!! Will having the Update Mean the Drivers will No Longer have to Pay for the 3 Yearly DBS Check as you can see the updates live every day if you so require!! Will the DBS Fee & Renewal Fee Be Paid to DBS Or Dorset Council? What will the Cost Be? How do drivers sign up to the Update Through DBS Or Council? Will Guidance on this and the Procedure be sent out to Drivers?

Q30 Approved garages - What are your concerns?

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 ?

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| <p>I agree taxis should have a yearly MOT (law by DVSA) and a 6 monthly inspection however I strongly disagree and oppose to having it carried out at any garage that the Council has approved. All MOT test stations are highly regulated as standard. Currently 6 monthly vehicles inspections can only be carried out by MOT approved garages. By allowing garages that only are council approved this may well reduce the number of available places to have an inspection and MOT carried out, thus causing a potential for long delays and a monopoly. I suggest any MOT test station can carry out an MOT and the 6 monthly inspection be carried out at a council approved garage. However, a survey needs to be carried out to see if enough garages in the area (for the amount of taxis) would be prepared to sign up to the council, agree with what's being asked of them such as checking meters etc and also to set a limit of what the maximum charge can be for such a test. Currently the Council have their own garage and maybe they could incorporate 6 monthly taxi inspections. With regards to checking taxi meters and installing taxi meters this can prevent a HC from working if they are unable to have a meter fitted or checked in a timely manner. The garages will need an auto electrician or taxi meter specialist to be able to fit, supply and maintain meters. They will also need a supply of microchips for any meter upgrades. Currently, with computerised operated taxi firms they are able to provide a price to the customer without a need for a taxi meter in a PH vehicle, thus this could make them obsolete in the future however HC laws state a HC must be fitted with a meter. There are several pit falls to only using council approved garages and I don't believe this proposed policy has explored this in the detail it is needed.</p> |
| <p>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>Less choice and higher cost for inspections. Any MOT station should be allowed to carry these out. Less choice higher cost. Again paid for by the drivers.</p> |
| <p>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>This will limit the number of garages willing to sign up, for, this. Due to the extra adhoc work involved. You could end up with only 1 or 2 garages, inspecting thousands of licenced vehicles each year. Charging as much as they want. All current vosa/dvsa mot test stations are already stringently regulated and inspected. The council can access, all vehicles mot and tax status, on the gov website. As a rule, when my car is inspected. The mot report will be sent to taxi licensing team, within 24 hours, so they can update their records. As for meters, when the council will not even supply tamper evidence seals to approved taxi meter installers. How can this practice be achievable.</p> |
| <p>we already travel a long way and dont want to go further again</p> |

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| Q32 Drivers - What are your concerns? |
| 3.55 Historical events to be considered, is this is what is being contemplated? |

A knowledge test of the local area is a concern as if we are all going to be able to work right across Dorset, a wider area will have to be tested since zones are being done away with. Medical examinations - This section appears to take 'bits and pieces' from different legislations in the UK and different sectors of the transport industry and has been 'chucked' together to form some sort of contradicting policy. I agree with Medicals being carried out by another GP other than your own providing they have full access to your medical history as this will ease the burden of trying to get an appointment with your registered GP, which we all know can be extremely difficult. I do believe more consideration needs to be taken on the frequency of medicals and requirements from medical professionals with guidance taken from legislative bodies to make it more coherent in what this change in policy is trying to achieve. I also believe it should be made mandatory for GP or medical professionals to contact the licensing authority should a driver present to have medical issues that would impact their medical fitness to drive a taxi. I understand patient confidentiality and data protection however I have over the years known drivers to work when they shouldn't have, but because the GP hasn't contacted licensing there is nothing to stop them. Cost of License - This proposed policy needs to be made much transparent as to the actual cost of fees. I also would like to see the TRUE costs of what the licensing departments need in order to run as we are led to believe that the licensing team operates at a not-for-profit. In recent years we have seen costs increase yet the services we received have dropped. I can not remember the last time I saw a licensing officer carrying out spot checks on vehicles, like was done in years previously. Largely I support the new proposed policy but it does appear to distinctly lack clarity, research and method.

Because of the very strict need for confidentiality for an enhanced check this information cannot be shared with any other department within the Council. If an applicant will be undertaking any School Contract work, they will have to complete checks with that department, this is because the coding under which the DBS check is undertaken is different for a general taxi licence and one for working with children or adults. Please see the comments on sharing of information here, the DBS is applied for by the same person, driving the same vehicle, in most cases, transporting the same passengers, the check is for the same purpose, which is the protection of children and vulnerable adults, so with the greatest of respect, if the two departments are using different coding, then work together and use the same coding. The whole point of the DBS update service was that it was and should be transferable, so if there is something stopping that from happening, then this needs to be addressed without the need for drivers to apply for two DBS certificates for the same job, which is effectively what is happening here. Child Sex Exploitation Awareness Training forget the following explanatory paragraphs, which although they do explain it quite well, will not be seen by the public. Look at the words used and then consider how many this reads to the public! The Driving Standards Agency (DSA) provides a driving test specifically designed for hackney carriage and private hire drivers, this was actually abolished in December 2016 by the DVSA, so should ideally be removed from this policy, the driver training by local testers has been adopted by most local authorities as we can see is also the case here. A fresh medical will be required at every subsequent renewal. This time frame is relative to group 1 medicals, not group 2 medicals which are according to Group 2 Standards of Medical Fitness (as applied by the DVLA to the licensing of lorry and bus drivers every 5 years from the age of 45, and then annually at the age of 60). Cost of a licence £3.25. The fee for a licence will be made up of two parts, the application fee which covers the Council's costs in considering the application. This fee is payable in all circumstances and must be made at the time of applying. If a licence is granted there will be an additional licence fee which covers the costs of compliance. This is applaudable and in our view should be adopted by many other local authorities.

I would be concerned with people under 21 being drivers as many professional driving jobs stipulate over 21 and having held a licence for 3 years to drive in a professional role!!! (along with the associated insurance costs and questions as to their suitability for the role at that age). Have the Council taken into account any drivers that do not have internet or email facilities? Will there be a drivers hotline for those that do not have the other facilities or have limited knowledge of computers etc? Will the Council maintain postal notifications / phone calls rather than relying on email to contact drivers (as nobody knew of this survey as no notifications sent to drivers from licensing or Dorset Council direct via email, letters or phone). There seems to be an awful lot expected from the drivers when it comes to keeping in touch! Who when working may very easily forget especially when it comes to renewals, medicals etc!! Whereas the council have dedicated staff to deal with this the drivers have themselves and that is all they have!!! Is there really a need for the Council to require drivers to have and bear the cost of having to have a medical every 3 years for all ages (18 to 65) of drivers?? (After a certain age a 3 yearly or yearly for over 65/70 would make sense)

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.

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

Q33 Vehicles - What are your concerns?

"Licences are specific to one vehicle and may not lawfully be transferred to a different vehicle" - Sometimes a vehicle can be taken off the road for whatever reason, such as an accident - written off, engine failure or no longer cost effective to run and needs to be replaced, does this mean the current license will not be able to be transferred to a new vehicle? If so does a driver have to pay another 12 months for a license when it may only have had use of 5 months on its previous? If this is the case, this will create more expenditure for the drivers and may encourage drivers to have a vehicle on the road that perhaps otherwise they may have replaced. This would be counter-productive to raising standards and safety for the passenger. Type - By removing an age limit on first licensing this may encourage old vehicles with less safety features. I agree 8 years and younger on first licensing is appropriate and measured. Does the 4 door and solid roof still apply for the type? If not this will cause issues for passenger accessibility? Sizes of vehicles - Consideration needs to be taken into the size of vehicles. Currently we are seeing an increase of folding mobility aids, such as walkers, wheelchairs and even mobility scooters. If vehicle sizes are reduced this also reduces luggage space, rendering some vehicles unable to carry such mobility aids. Again, there's lack of clarity also if these new policies are to be brought in this year it gives little time for drivers to prepare for these changes. Some drivers have only just changed their vehicles and are tied into HP or Lease Hire agreements ranging 1 year to 5 years this also needs to be considered. Is it known that a Vauxhall Zafira will still be licensed as able to carry 6 passengers or do the new seat size requirements render them as only being 4 passengers? Drivers purchase vehicles with a life span in mind and also for the type of work they undertake, this could render some vehicles unfit for the what the driver originally purchased it for.

4.33 More charging points needed, especially in rural locations.

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 fuction 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.

As stated earlier. All vehicles should be mot inspected at any qualified mot test station, as per dvsa guidelines

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.

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.

the vehicle must not be driven whilst the application is being processed and until the new plate and/or paper licence is issued. this has recently been challenged in courts, no person should be rendered unemployed whilst simply awaiting local authority internal delays. Plate Exemptions 4.24. Plate exemptions will only be granted by exception and only if there is a need to remove a plate for matters relating to the safety of the occupant. Exemptions will only be granted if there has been evidence produced that satisfies the Council thatthere is a real and credible threat to safety of the person(s) travelling. this is an excellent approach, although may we suggest for cases where the exemption is long term, such as vulnerable children, then maybe an exemption disc to be displayed on the windscreen be issued CCTV see previous concerns regarding the use of internally recording dashcams.

Vehicles should not be over 4 years old at iinisial licening

Q36 Equality Charter – What are your concerns?

Surely Allowing Dogs to Sit on the Seats (especially if no restraint is provided by the owner to secure the dog safely) should not be allowed due to the risk of damage to the vehicle, Along with the vehicle having to be cleaned following the transportation of a dog that sits on the upholstery. In the event of an accident the risk to passengers if the dog is launched from on the seat if no Restraint is provided to connect the dog to the seat belts in the vehicle It would be safer All round if the dog was seated on the floor would it not??

Q37 Driver Code of Practice - What are your concerns?

My car is my office, if I want the radio on then I'll have it on regardless.

Q38 Vehicle Code of Practice - What are your concerns?

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.

I completely agree all vehicles should be clean, presentable and maintained to a high standard, however to have vehicles judged by how many finger marks are on the boot is an absurd test. Most drivers like a clean car and many spend huge amounts of time and money having cars professionally valeted. However, during the bad weather you could be cleaning a car after every journey to meet the criteria. On Portland you only have to drive up Easton Lane and Grove Road after the lorries have exited from the stone site and the exterior of the car looks like it been through the quarries and off roading! (I have seen this first hand). Scratches - Unfortunately cars do pick up scratches and small dents (aka Shopping trolley dinks) and its inevitable, this includes customers scratching a dark car with something as simple a handbag as they are entering or exiting the car, high heels on the kick plates, buttons and zips on coats and customers who feel is ok to let go of the trolley which bangs into the car! With an average of 30 people in and out the car daily its inevitable! Will there be a maximum size of scratch to which this will fail the vehicle being passed? There needs to be some reality about how much these working vehicles have wear and tear to interior and exterior.

Q39 Driver Licence Conditions - What are your concerns?

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.

surely if you only recieve 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

Q40 Vehicle Licence Conditions - What are your concerns?

No smoking I have seen drivers driving and sat on a rank vaping and they get away with it how will this be enforced ?

Q42 Criminal Conviction Policy - What are your concerns?

1.3 1.4 1.6 1.8 in Appendix G. Does a Licensed Operator have to have a fixed abode? Does a pop up camp site or council emergency B&B accommodation following eviction qualify? Historical antecedent history of misogynistic abuse and threats of violence, civil proceedings, history of unpaid debt and high court enforcement. Should this disqualify a renewal or new application for the applicant to hackney or private hire.

3.10 The term "taxi driver" encompasses two different occupations: hackney carriage drivers and private hire drivers. "Taxi driver" is therefore used as a broad, overarching term to cover both hackney carriage and private hire drivers it actually doesnt, this misuse of the term causes various issues and in fact the word "taxi" or "cab" may not be used in connection with any private hire company, a taxi driver is the driver or a hackney carriage or taxi, whilst a private hire driver may only drive a private hire vehicle. Such misuse of the term opens up a whole new argument about the term when used to indicate taxis being able to use bus lanes, or taxi ranks, if the term means both, then surely the term used on signage also allows for both.

Again. Rehabilitation of offenders act not considered. Police officers have convictions but not drivers.

Q44 Please explain your answer (impact Q43)

Anything that regulates, and protects women and other vulnerable individuals has to be beneficial

As explained in every section I have concerns about. These proposals lack clarity for drivers, lack wider consultation with those needed to support and aid implementation. I believe this will have some negative impact on customers as they will be getting smaller cars, some that are difficult to get in and out of and vehicles that are old with less safety features such as side impact air bags. I believe if further consultation is not carried out the public will end up paying too much for a taxi services or on the flip side, drivers will not be able to make a living wage. There needs to be more time to enable drivers to adapt to vehicles changes and I do believe that we could face drivers being forced to leave the industry if more careful consideration is not taken. Drivers could be forced off the road if the garages are unable to fit the MOTs and Inspections in a timely manner, reducing the drivers earning capacity. This is the worst time economically to be introducing such changes in such uncertain times whilst we are still in a pandemic. What has already been a challenging 18 months is about to be made even more challenging. I do truly think consideration needs to be taken to delay these policy changes or gently transition the changes to allow everyone involved to be able to sustain the changes without undue hardship.

As Pointed out in my previous concerns on different subjects. I do not understand how the maximum price works? 1. Are you saying that only a set price can be charged to a specific location regardless of the mileage involved (some areas are closer to Airports or Stations than others) ? 2. Will different companies come into different towns at different tariff rates making it more complicated for those that use the taxis regularly and affect the drivers / companies in those areas as they could loose work to the Cheaper companies (who are supplemented by having contracts with hospitals etc) ? which could then lead to drivers / companies going under. Or a Price War would develop, as it is currently some companies / drivers do not follow the current tariff rates/schedules as laid out. Also Taxi users seem to think currently they should be able to set the cost of a trip and can lead to arguments, many treat drivers badly. The current behaviour of many users towards taxis would be the same as going into a supermarket have £30.00 of goods and only want to pay £15.00 for it as that is all they want to pay (why is it £12.00 for 4 miles) the fact that it is 3 am in the morning seems irrelevant to them. Guidance / rules should come down from the council which needs to take the geography, the facilities and distances between locations of the areas that the taxis operating area into account which was part of the reasons for the varying zones!!! What About Actions of Other Drivers (non hackney etc) Towards Taxi Drivers. It is ok for them to be abusive to Taxi Drivers but not the other way around. Taxi Drivers are not the scum of the earth though on many occasions they are treated so by other road users! Some Previous Officials have also been aggressive towards Drivers (even at times when it was the officials fault that the situation came about). If it is a level playing field then things will be ok but it does require some two way traffic!! Will The New DBS Policy Come Into Effect only at licence renewal time (for some recently re-licensed drivers 3 years time) or will a New DBS be Required once this Policy is adopted? (As this leads to another cost to be borne by the driver as the update system can only be initialised within a set time of the DBS Being Carried out otherwise The Update can only be set up with a New DBS check being carried out and paid for)!! Will having the Update Mean the Drivers will No Longer have to Pay for the 3 Yearly DBS Check as you can see the updates live every day if you so require!! Will the DBS Fee & Renewal Fee Be Paid to DBS Or Dorset Council? What will the Cost Be? How do drivers sign up to the Update Through DBS Or Council? Will Guidance on this and the Procedure be sent out to Drivers? I Would be concerned with people under 21 being drivers as Many Professional Driving Jobs stipulate over 21 and having held a Licence for 3 years to drive in a professional role!!! (along with the associated insurance costs and questions as to their suitability for the role at that age) Have The Council Taken Into Account Any Drivers that Do Not Have Internet or Email Facilities? Will There Be A Drivers Hotline for Those that do not have the other facilities or have limited Knowledge of Computers etc Will The Council Maintain Postal Notifications / Phone Calls rather than relying on Email to contact Drivers (as nobody knew of this survey as no notifications sent to drivers from licensing or Dorset council direct via email, letters or phone). There Seems to be an awful lot expected from the Drivers when it comes to keeping in touch! who when working may very easily forget especially when it comes to renewals, medicals etc!! Where as the council have dedicated staff to deal with this the drivers have themselves and that is all they have !!! Is there really a need for the Council to require drivers to have and bear The Cost of having to have a Medical Every 3 Years for All Ages (18 to 65) of Drivers?? (After a Certain age a 3 yearly or yearly for

over 65/70 would make sense) Surely Allowing Dogs to Sit on the Seats (especially if no restraint is provided by the owner to secure the dog safely) should not be allowed due to the risk of damage to the vehicle, Along with the vehicle having to be cleaned following the transportation of a dog that sits on the upholstery. In the event of an accident the risk to passengers if the dog is launched from on the seat if no Restraint is provided to connect the dog to the seat belts in the vehicle It would be safer All round if the dog was seated on the floor would it not?? All Of These Things listed Above could and probably will affect drivers due to Associated costs, or the he potential to loose income, depending on the tarriff questions. Many Drivers & Companies are struggling as a result of the covid-19 pandemic and the future is still unknown, work and incomes levels still remain low and now the holiday season is ending income is dropping away rapidly. The Costs of Implementing the changes could be quite large and could / will cause drivers/companies to go under. Many Questions are still unanswered on the costs front and levelling up is not always possible or sensible when the varying geography, distances and services are taken into account along with increasing costs for running of vehicles etc.

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 policys 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.

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| 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 wherever 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. |

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| Q45 Do you have any other comments about Dorset Council's Draft Taxi policy that you have not mentioned above |
| 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. A lot 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 their 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) |

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](#)

Consultation

This purpose of this survey is for you to tell us what you think about our draft Taxi Licensing Policy.

This consultation will last for 12 weeks, between Monday 28 June until midnight on 19 September 2021.

Please contact us by email customerservices@dorsetcouncil.gov.uk or phone 01305 221000 if you need the survey in another format or would like to respond in a different way e.g. a paper survey. You can also download a paper survey [here](#). Please return your survey to Licensing Team, Dorset Council, County Hall, Dorchester, Dorset. DT1 1XJ

The Survey

Are you responding as a...? (Tick all that apply)

- ☐ Hackney carriage proprietor (vehicle owner)
- ☐ Hackney carriage driver
- ☐ Private hire vehicle proprietor (vehicle owner)
- ☐ Private hire driver
- ☐ Private hire operator
- ☐ Employee of a private hire company
- ☐ Regular user of either hackney carriages or private hire vehicle
- ☐ A resident of Dorset
- ☐ A resident elsewhere
- ☐ Private business
- ☐ Public sector organisation
- ☐ Third sector organisation (Voluntary groups, Community groups, Charities)
- ☐ Councillor / Politician
- ☐ Other

If other please specify

Are you providing your organisation's official response?

- ☐ Yes
- ☐ No

Name of your organisation

Your name (as a member of the public or service user you may respond anonymously if you prefer)

Your contact email/phone if responding on behalf of an organisation (optional)

Your details will only be used for the purposes of this survey and will be held in accordance with our Data Protection Policy. This can be found on our website.

What is your postcode? (or local area if no postcode) (mandatory field)

Do you use taxis?

- ☐ Regularly
- ☐ Occasionally
- ☐ Never

As you don't use taxis regularly, could you tell us any reasons you might have for not using them more often or at all?

Question 1 (part a). The policy has a section on General Principles and these are listed below. Which of the following sections do you support?

| | I support this section | I have concerns | I'm not sure |
|---|------------------------|-----------------------|-----------------------|
| Protection of Children (page 7) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Adults at risk (page 7) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Equalities (page 8) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Suitable Vehicles (page 9) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Insurance Write Offs (page 9) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Zones (page 9) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Types of licence (page 10) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Decisions (page 10) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Fares (page 11) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Licensed Vehicles should be easily identifiable (page 11) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Protection of Children - What are your concerns?

Adults at risk- What are your concerns?

Equalities - What are your concerns?

Suitable vehicles - What are your concerns?

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Insurance right offs - What are your concerns?

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Zones - What are your concerns

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Types of licence - What are your concerns

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Decisions - What are your concerns

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Fares - What are your concerns

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Licensed Vehicles should be easily identifiable - What are your concerns

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Question 1(part b). The policy has a section on General Principles and these are listed below. Which of the following sections do you support?

| | I support this section | I have concerns | I'm not sure |
|--|-------------------------------|------------------------|-----------------------|
| Advertising (page 12) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Codes (page 12) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Complaint Handling (page 13) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Inspections (page 13) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sharing Information (page 13) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| CCTV and Dash Cams (page 14) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Criminal Convictions and Rehabilitation (page 14) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Disclosure and Barring Service Checks (DBS checks) (page 14) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Approved Garages (page 15) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Advertising - What are your concerns

Codes - What are your concerns

Complaint handling - What are your concerns?

Inspections - What are your concerns?

Sharing information - What are your concerns?

CCTV and Dash Cams - What are your concerns?

Criminal Convictions and Rehabilitation - What are your concerns?

Disclosure and Barring Service Checks (DBS checks) - What are your concerns?

Approved garages- What are your concerns?

Question 2. The policy has sections relating specifically to Drivers, Vehicles and Operators. Which of the following sections do you support?

| | I support this section | I have concerns | I'm not sure |
|---------------------------|-------------------------------|------------------------|-----------------------|
| Drivers (pages 16 - 22) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Vehicles (pages 23 - 26) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Operators (pages 27 - 28) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Drivers - What are your concerns?

Vehicles - What are your concerns?

Operators - What are your concerns?

Question 3. The policy has an Appendix and the sections of it are listed below. Which of the following sections do you support?

| | I support this section | I have concerns | I'm not sure |
|--|------------------------|-----------------------|-----------------------|
| Equality Charter (pages 29 - 30) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Drivers Code of Practice (pages 30 - 31) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Vehicle Code of Practice (page 32) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Driver Licence Conditions (page 33) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Vehicle Licence Conditions (page 37) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Operator Licence Conditions (page 40) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Criminal Conviction Policy (pages 43 - 58) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Equality Charter - What are your concerns?

Driver Code of Practice - What are your concerns?

Vehicle Code of Practice - What are your concerns?

Driver Licence Conditions - What are your concerns?

Vehicle Licence Conditions - What are your concerns?

Operator Licence Conditions - What are your concerns?

Criminal Conviction Policy - What are your concerns?

Question 4: 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?

- ☐ A very positive impact
- ☐ A fairly positive impact
- ☐ A slightly positive impact
- ☐ No impact at all
- ☐ A slightly negative impact
- ☐ A fairly negative impact
- ☐ A very negative impact
- ☐ Don't know

Please explain your answer

Question 5. 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.

About You

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. We would appreciate if you can complete the following details.

Which age group do you belong to?

- ☐ Under 18
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65 or over
- ☐ Prefer not to say

What is your gender?

- ☐ Male
- ☐ Female
- ☐ Prefer to self describe
- ☐ Prefer not to say

Please self describe below

The Equality Act 2010 describes a person as disabled if they have a longstanding physical or mental condition that has lasted, or is likely to last 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day-to-day activities. People with some conditions (cancer, multiple sclerosis and HIV/AIDS for example) are considered to be disabled from the point that they are diagnosed.

Do you consider yourself to be disabled as set out in the Equality Act 2010?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

If yes, please tell us which type of impairment applies to you. You may have more than one type of impairment, so please select all the impairments that apply to you

- ☐ Physical disability
- ☐ Learning disability / difficulty
- ☐ Long-standing illness or health condition
- ☐ Mental health condition
- ☐ Sensory impairment (hearing, Sight or both)
- ☐ Prefer not to say
- ☐ Other (please specify)

Other

Please specify your ethnic group?

- ☐ White British
- ☐ White Irish
- ☐ Gypsy/Irish traveller
- ☐ Any other White background
- ☐ Asian/Asian British - Bangladeshi
- ☐ Asian/Asian British - Chinese
- ☐ Asian/Asian British - Indian
- ☐ Asian/Asian British - Pakistani
- ☐ Any other Asian background
- ☐ Black/Black British - African
- ☐ Black/Black British - Caribbean
- ☐ Any other Black background
- ☐ Mixed ethnic background - White and Asian
- ☐ Mixed ethnic background - White and Black African
- ☐ Mixed ethnic background - White and Black Caribbean
- ☐ Any other mixed background
- ☐ Prefer not to say
- ☐ Any other ethnic group (please specify)

Any other ethnic group

What best describes your religion/belief?

- ☐ Buddhist
- ☐ Christian
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ No religion
- ☐ Other (please describe)
- ☐ Prefer not to say

Other (please describe)

Please be aware that any comments given on this form may be published in the report. However, the council will endeavour to remove any references that could identify individuals or organisations.

The consultation closes at midnight on Sunday 19 September 2021. After this date, all feedback will be analysed and considered before a final decision is made.

If you would like to be kept informed of the outcomes of this consultation and our new Taxi policy please leave your email below

Thank you for your time completing this consultation. Please now click submit.