

# South Somerset District Council

*Notice of Meeting*



## Licensing Committee

*Making a difference where it counts*

**Tuesday 11<sup>th</sup> February 2014**

**10.00 am**

**Council Chamber B  
Council Offices  
Brympton Way  
Yeovil  
Somerset**

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The public and press are welcome to attend.

Disabled Access is available at this meeting venue.



If you would like any further information on the items to be discussed, please ring the Agenda Co-ordinator, **Jo Morris** on Yeovil (01935) 462462  
email: [jo.morris@southsomerset.gov.uk](mailto:jo.morris@southsomerset.gov.uk), website: [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk)

This Agenda was issued on Monday 3<sup>rd</sup> February 2014

*Ian Clarke, Assistant Director (Legal & Corporate Services)*

**This information is also available on our  
Website: [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk)**



INVESTOR IN PEOPLE

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# Licensing Committee Membership

**Chairman** Nigel Mermagen  
**Vice-Chairman** Martin Wale

Dave Bulmer	Jenny Kenton	Wes Read
John Vincent Chainey	Tony Lock	Linda Vijeh
Pauline Clarke	Paul Maxwell	William Wallace
Nick Colbert	Roy Mills	
Tony Fife	David Norris	

## South Somerset District Council – Corporate Aims

**Our key aims are:** (all equal)

Jobs - We want a strong economy which has low unemployment and thriving businesses  
 Environment - We want an attractive environment to live in with increased recycling and lower energy use  
 Homes - We want decent housing for our residents that matches their income  
 Health and Communities - We want communities that are healthy, self-reliant, and have individuals who are willing to help each other

## Members' Questions on Reports prior to the Meeting

Members of the Committee are requested to contact report authors on points of clarification prior to the Committee meeting.

## Information for the Public

The Licensing Committee shall be responsible for those licensing functions listed in part 3 of the Constitution as being the responsibility of the Committee. This will include licensing matters referred to it by officers, in accordance with the Officer Scheme of Delegation, such as contested public entertainment licences, and applications for taxi driver licences where the officer considers the application should be determined by members. The Committee shall also be responsible for all the functions assigned to it under the Licensing Act 2003.

Meetings of the Licensing Committee are held bi-monthly at 10.00am normally on the second Tuesday of the month in the Council Offices, Brympton Way.

Licensing Committee agendas and minutes are published on the Council's website [www.southsomerset.gov.uk](http://www.southsomerset.gov.uk)

The Council's Constitution is also on the web site and available for inspection in council offices.

Further information can be obtained by contacting the agenda co-ordinator named on the front page.

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# Licensing Committee

Tuesday 11<sup>th</sup> February 2014

## Agenda

### *Preliminary Items*

1. **To approve as a correct record the Minutes of the Licensing Committee meeting held on 10<sup>th</sup> December 2013 and various Licensing Sub Committee Meetings.**
2. **Apologies for Absence**
3. **Declarations of Interest**

In accordance with the Council's current Code of Conduct (adopted July 2012), which includes all the provisions relating to Disclosable Pecuniary Interests (DPI), personal and prejudicial interests, Members are asked to declare any DPI and also any personal interests (and whether or not such personal interests are also "prejudicial") in relation to any matter on the Agenda for this meeting. A DPI is defined in The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 (SI 2012 No. 1464) and Appendix 3 of the Council's Code of Conduct. A personal interest is defined in paragraph 2.8 of the Code and a prejudicial interest is defined in paragraph 2.9. In the interests of complete transparency, Members of the County Council, who are not also members of this committee, are encouraged to declare any interests they may have in any matters being discussed even though they may not be under any obligation to do so under any relevant code of conduct.

### 4. **Public Participation at Committees**

#### a) **Questions/comments from members of the public**

This is a chance for members of the public and representatives of Parish/Town Councils to participate in the meeting by asking questions, making comments and raising matters of concern.

### *Items for Discussion*

### *Page No.*

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|----|---|----------|
| 5. | <b>Hackney Carriage and Private Hire Policy .....</b> | <b>1</b> |
| 6. | <b>Enforcement Update .....</b>                       | <b>4</b> |
| 7. | <b>Law Commission Update .....</b>                    | <b>7</b> |
| 8. | <b>Date of Next Meeting .....</b>                     | <b>9</b> |

Licensing Committee – 11<sup>th</sup> February 2014

## 5. Hackney Carriage and Private Hire Policy

*Executive Portfolio Holder:* Peter Seib, Regulatory and Democratic Services  
*Strategic Director:* Vega Sturgess, Strategic Director Operations & Customer Focus  
*Assistant Director:* Laurence Willis, Assistant Director - Environment  
*Service Manager:* Nigel Marston, Licensing Manager  
*Contact Details:* nigel.marston@southsomerset.gov.uk or (01935) 462150

### Purpose of the Report

To inform the Licensing Committee of the results of the consultation on the Taxi Licensing Policy. The appendices to this report have been sent out under separate cover.

### Recommendations

1. The Licensing Manager to review the draft policy in light of the consultation results in relation to wheelchair accessible vehicles, age of vehicles on first licensing, vehicle emission standards and additional testing requirements;
2. The Licensing Manager to draft further options for consideration that will achieve an increase in the number of wheelchair accessible vehicles and promote increased public safety;
3. The Licensing Manager to bring back these options to the Licensing Committee in April 2014.

### Background

South Somerset District Council (SSDC) acts as a Licensing Authority for the hackney carriage and private hire licensing regimes. It considers and grants applications for drivers, vehicles and operators, and enforces the legislation under these regimes. It has carried out these statutory functions for many years with no one single policy document available to the public that brings together all of the relevant policies and procedures that might exist, or informs all parties how it sets out to administer these regimes.

It is seen as imperative that SSDC implements a Taxi Policy to provide such a document that will give all parties a clear expectation of what we expect from those that we licence and also what they and the public can expect from us, as a Licensing Authority. In putting together this draft policy, we have reviewed how we provide the service and considered how the service could be improved and standards raised. Therefore, the policy not only brings together current practice, but also recommends certain changes to how this regime is regulated. We will highlight these key changes throughout the process and ensure that ample opportunity is given by us to enable all stakeholders to provide feedback on them.

This document will be referred to as the South Somerset Taxi Licensing Policy & Guidance. This policy is a significant and important document as it will guide the Authority in its decision making and administrative processes. It will raise standards and bring consistency, all applications will still be considered individually on their own merits; but this will be done in accord with the policy. The policy will guide decision makers, but

they may depart from the policy; however where they do so they must give their reasons for doing so.

It will formalise many aspects of current practice and will also implement changes aimed at generally raising standards. It should assist the Licensing Team in continuing to deliver a comprehensive and consistent service of a high standard.

Standards will be raised and the means used to do this may generally raise costs to business and may make entering this employment somewhat more difficult, but it is hoped that these costs will be offset by the improvements sought – which should not only better protect the public but also make the trade more sustainable for the well run businesses.

The following paragraphs are taken from the policy itself, and better encapsulate the focus for the policy. These comments are based upon the Taxi and Private Hire Vehicle Licensing: Best Practice Guidance from the Department for Transport:-

We believe that taxis are an integral part of the public transportation system and a part of the infrastructure of our society. There are few people who have not used a taxi service for some purpose at some time, whether it be for business, domestic or social purposes.

Society takes the provision of such a service, whether private hire (PH) or hackney carriage (commonly referred to as taxis), largely for granted and expects that the journey will be without incident or concern. We believe that this is exactly as it should be and that taxi passengers simply want a reliable, efficient and effective service delivered in a safe and secure manner.

However, while we recognise that there are many hardworking licence holders, within the industry, who are rightly proud of the service they provide, any service to the public is a potential target for the less scrupulous in society. This may include those who might use their position to exploit the travelling public, for example by demanding more than the legal fare or to abuse them or their property (e.g. when carrying vulnerable individuals such as children or unaccompanied females).

In view of these concerns, we believe that the service of providing a driver and vehicle to convey persons from one place to another needs to be appropriately regulated to prevent the less than honest or able persons from undertaking such work, or, more appropriately to allow only those individuals and vehicles that are safe and suitable to undertake such work.

However, we also recognise that while licensing of the taxi and PH trades seeks to protect the public from the unscrupulous, too restrictive an approach can work against the public interest. This can potentially create barriers of entry to the trade, restricting the supply of taxi services, and subsequently, having unintended safety implications (e.g. resulting in insufficient taxis to ensure the vulnerable get home safely). We therefore want to ensure that each of our licensing requirements is suitably justified and proportionate to the risks we seek to address and that the costs incurred are commensurate to the benefits.

In summary, we want to enable good business for all concerned by providing quality, timely and value for money taxi licensing and regulatory services that reasonably ensures the safety and protection of both the public and other road users and provides for a suitable, good quality and efficient public transportation service for all. This

document sets out how we intend to do this within the existing legislative framework and other constraints.

### **Consultation**

The Consultation was carried out according to the plan in the report to Licensing Committee of the 8<sup>th</sup> October 2013. The consultation questionnaire is attached as Appendix A to this report. The online responses to the consultation, 47 in total are included as Appendix B. A response from Yeovil Town Council is attached as Appendix C. The feedback from the meeting with the Disability Group is included as Appendix D and a further response received via e-mail albeit after the close of the consultation is attached as Appendix E.

It is interesting to note that the majority of the responses to the policy have been positive. In fact the only areas where there has not been broad agreement relate to the requirements for wheelchair accessible vehicles, the requirement for all vehicles to be new at first licensing, emission standards and additional vehicle safety testing.

Whilst the Council could still impose the proposed policy as it stands. It is thought that a better approach would be to investigate the areas where concern has been raised. A further report could then be brought before Licensing Committee outlining options in order to address these areas of concern, whilst still promoting increased accessibility to public transport for disabled people and maintaining high standards of vehicle safety and therefore public protection.

The consultation also identifies that the trade clearly perceive that there is inadequate enforcement in relation to taxi matters.

### **Financial Implications**

None at this stage. There is the possibility of legal challenge to the policy should the consultation results be ignored.

### **Implications for Corporate Priorities**

The new policy will positively impact on Focus 1 – Jobs, the standards for taxis will be raised resulting in more employment opportunities for all within the trade.

The proposed policy will also have a positive impact on Focus 2 – The Environment, as the emission standards for taxis will be stricter, resulting in less pollution to the environment. Focus 3 – Health & Wellbeing will also be positively affected as officers will be able to undertake more targeted inspection of vehicles to improve public safety.

### **Other Implications**

None.

**Background Papers:** *Equality Impact Assessment – Hackney Carriage & Private Hire Policy*  
*Department for Transport – Taxi & Private Hire statistics 2013*  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/226355/taxi-private-hire-statistics-2013.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/226355/taxi-private-hire-statistics-2013.pdf)

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# South Somerset District Council - Taxi Licensing Policy

## Introduction

We are currently consulting on the draft of a new Taxi Licensing Policy for South Somerset. The final draft will be approved by the Licensing Committee and then the Full Council.

The consultation process will run from noon 31st October 2013 until midnight on 31st December 2013. All responses must be received by the Licensing Team at South Somerset District Council by midnight on 31st December 2013, responses received after that time will not be considered. Anonymous responses will not be considered, and we will not publish respondent's details apart from their surname or their company name.

In order to make the consultation process as comprehensive as we can we have produced this survey. We hope it helps all parties in making their comments on the draft Taxi Licensing Policy. Comments are welcomed from any person or business that believes that the Policy may impact on them. This could include individuals and businesses directly or indirectly connected with the taxi and private hire trades; the general public, organisations and businesses that use these services and other statutory bodies involved in the regulation of those licensed.

If you support a proposal please tell us, and equally if you do not like a proposal we need to know that too, explaining your thoughts in both instances will help us gauge opinion regarding our proposals. If you do disagree with a proposal, please let us know how we might improve it.

All responses received through the consultation process will be summarised for the Licensing Committee, and then for the Full Council when they consider the approval of the final draft of this policy; but all responses will be available to view in full by the Licensing Committee in hard copy prior to their consideration of this matter.

The main issue referred to in each proposal has the section number or paragraph number given for ease of reference in locating the details within the policy itself.

## Length of Driver's Licence (Para 5.8)

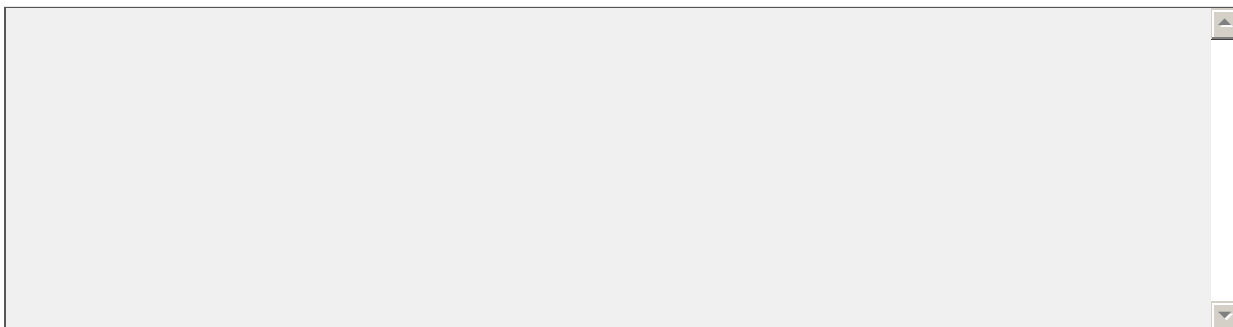
It is proposed that driver's badges are issued for a period of 3 years, rather than 1 year, 2 years or 3 years as under the current system. This will reduce the burden upon drivers of having to renew their badge annually.

### 1. Do you agree with this proposal

Yes

No

Comments



## Disclosure & Barring Service Checks (DBS) (Para 5.39)

SSDC currently check drivers' criminal records on initial application then every 3 years. It is proposed that these checks remain at 3 yearly intervals.

## 2. Do you agree that these checks should be carried out every 3 years

Yes

No

Comments

## 3. Are you an existing driver

Yes

No

## 4. Are you happy for SSSDC to access your DBS check online more frequently where you have subscribed to the DBS Update Service, and you have given us a signed mandate to do so

Yes

No

Comments

## DVLA Licence Checks (Para 5.89)

It is proposed that SSSDC will check DVLA records to ensure that driving licence details are accurate and that the licence is still valid. This will be a requisite of a licence application and a signed mandate will be required allowing SSSDC to access driver records



## 5. Do you agree with this proposal

Yes

No

Comments

## Knowledge Test (Para 5.115)

SSDC is proposing that prior to submitting an application for a hackney carriage/private hire drivers licence a knowledge test must be passed

## 6. Do you agree with this proposal

Yes

No

## 7. Do you agree that the following question categories should be included in the knowledge test

	Yes	No
Highway Code	<input type="checkbox"/>	<input type="checkbox"/>
Local Topography	<input type="checkbox"/>	<input type="checkbox"/>
Taxi Law	<input type="checkbox"/>	<input type="checkbox"/>
Drivers Etiquette	<input type="checkbox"/>	<input type="checkbox"/>
English Comprehension	<input type="checkbox"/>	<input type="checkbox"/>
Basic Numeracy	<input type="checkbox"/>	<input type="checkbox"/>

Comments

## South Somerset District Council - Taxi Licensing Policy

**8. Are there any other question categories that should be included in the knowledge test, if so what should they be**

### Public Liability Insurance (Para 5.145)

**9. Do you agree that SSDC should request a copy of drivers' Public Liability insurance as part of the application process**

Yes

No

Comments

### Out of Area Working (para 6.24)

When an applicant wishes to license a vehicle as a hackney carriage the Council will require information as to whether the applicant intends to use the vehicle to stand or ply for hire in the South Somerset District or whether the applicant intends to use the vehicle entirely or predominately remotely from South Somerset.

If the Council believes that the vehicle is to be used entirely or predominately remotely from South Somerset District Council's area on a pre-booked basis, then the application for a licence will normally be refused.

**10. Do you agree with this approach**

Yes

No

Comments

### Accessibility of Vehicles (Para 6.30)

SSDC is proposing that as hackney carriages can be hired on the spot/in the street by customers dealing directly with the driver, the licensing authority believes that anyone should be able to hire a hackney carriage on approach of

## South Somerset District Council - Taxi Licensing Policy

the driver with the minimum delay or inconvenience. For this purpose it is proposed that all hackney carriages should be accessible to disabled people.

### 11. Do you agree that all hackney carriages should be wheelchair accessible

Yes

No

### 12. If you don't agree that all hackney carriages should be wheelchair accessible, what percentage do you think should be

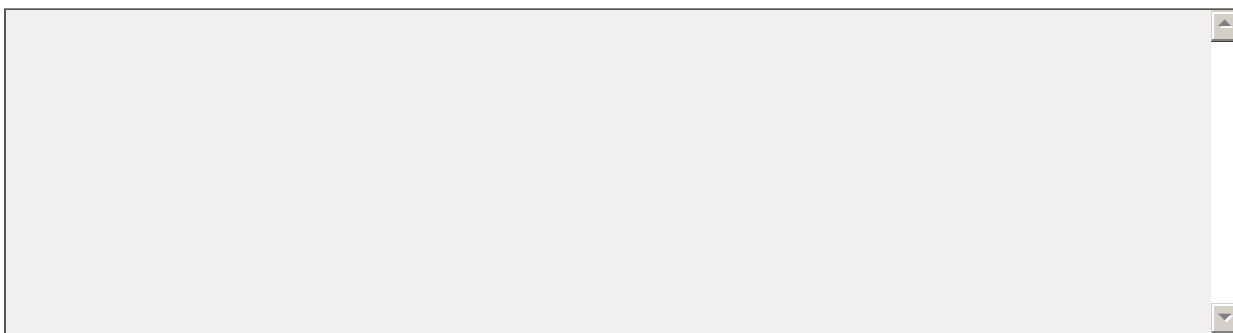
75%

50%

25%

10%

Comments



## Age of Hackney Carriage Vehicles (Para 6.40)

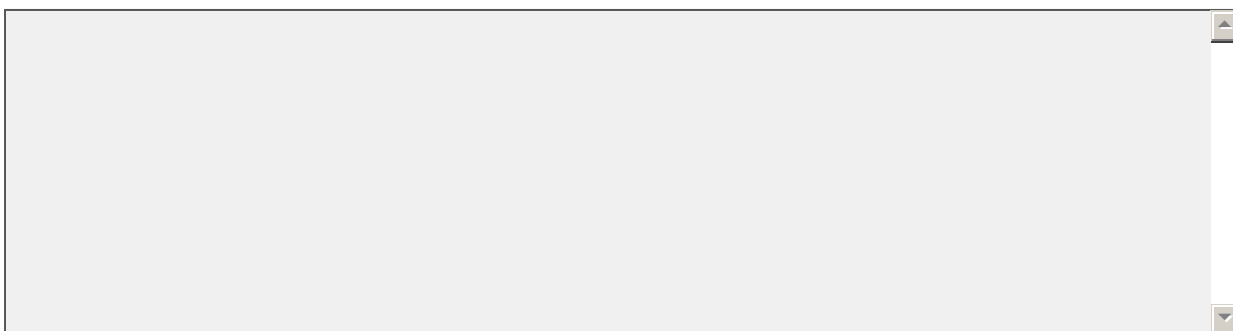
It is proposed that a vehicle will only be licensed as a hackney carriage vehicle for the first time, if it is a brand new vehicle. There is no age beyond which the vehicle will not be licensed provided it passes annual SSDC and MOT test requirements.

### 13. Do you agree that only new vehicles should be licensed as hackney carriages

Yes

No

Comments



## Hackney Carriage Vehicle Emissions (para 6.42)

## South Somerset District Council - Taxi Licensing Policy

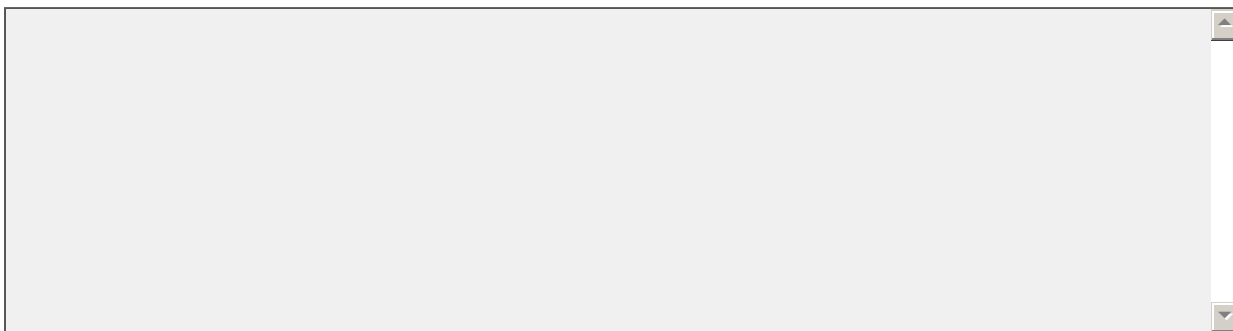
In recognition of the Council's wider role, the licensing authority will normally seek to promote and encourage vehicle proprietors to offer well maintained, sustainable, environmentally friendly and efficient taxi vehicles. To this end it is proposed that vehicles will have to comply with the relevant extant European Emission Standard on application.

### 14. Do you agree with this proposal

Yes

No

Comments



### Additional MOT requirements (Para 6.97)

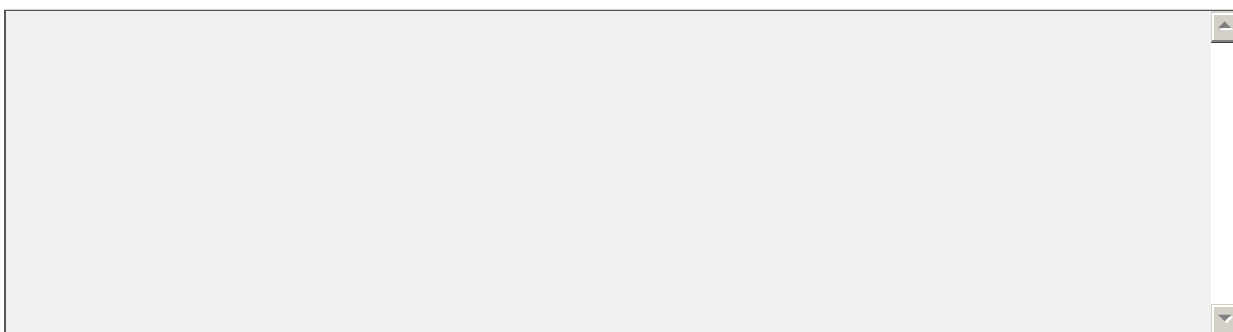
In recognition of the high use and high mileage to which hackney carriages and private hire vehicles are subject to, it is proposed that additional MOT's will be required based upon the vehicles total and annual mileage figures.

### 15. Do you agree with this proposal

Yes

No

Comment



### Taxi Meter Calibration Certificates (Para 6.119)

Currently SSDC test taxi meters manually by measuring their accuracy over a measured mile. It is proposed that in the new policy this practice will cease. Installers of meters will be required to complete a meter calibration certificate to confirm that they have calibrated the meter accurately to SSDC's tariff of fares and that they have sealed the meter to prevent tampering.

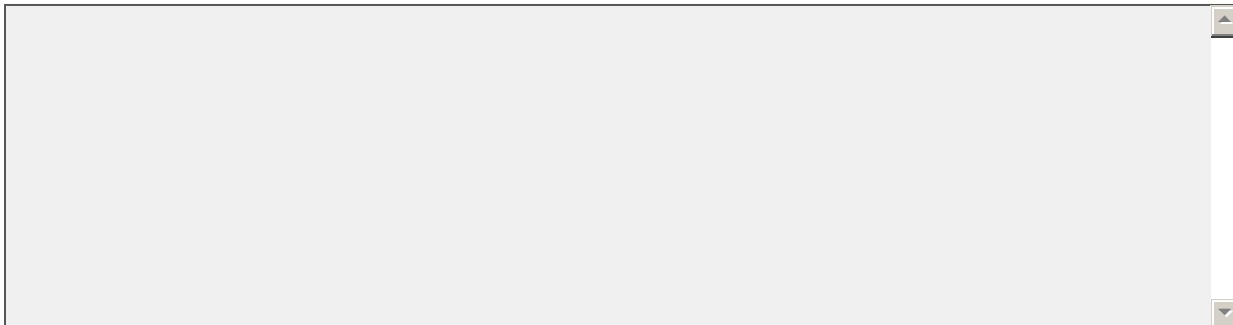
## South Somerset District Council - Taxi Licensing Policy

### 16. Do you support this proposal

Yes

No

Comment



## Disclosure & Barring Checks for Operators (7.12)

Section 55 of the Local Government (Miscellaneous Provisions) Act 1976 states that the licensing authority cannot grant a private hire operator's licence unless satisfied that the applicant is a "fit & proper" person to hold such a licence.

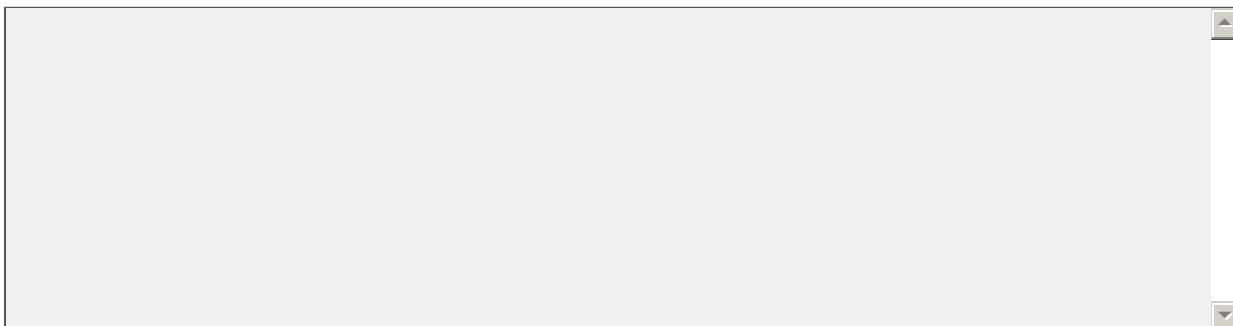
Although an operator does not drive members of the public (unless also holding a private hire driver's licence), the operator will be in possession of information about people's movements, whereabouts and property. As a result, the licensing authority believes that the need for operators to be "fit & proper" and the standards to be applied are just as important as those for drivers.

### 17. Do you agree that private hire operators should be subject to a criminal records check.

Yes

No

Comment



## Policy on Convictions (Appendix C)

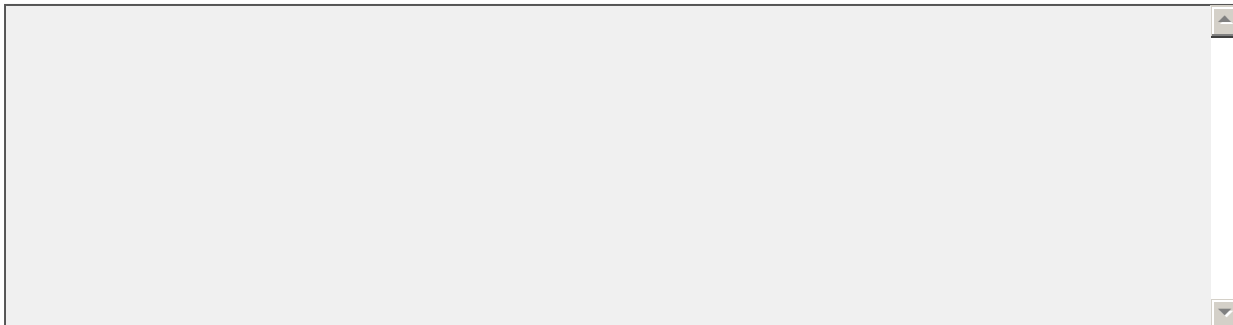
This section contains the policies and guidelines which the authority will normally use to determine the relevance of convictions, cautions and other known issues concerning those holding or seeking to apply for a hackney carriage/ private hire drivers or operators licence.

## 18. Do you agree with the policy on relevance of convictions

Yes

No

Comment



## Standard Conditions (Appendix E)

Conditions include any terms, limitations or restrictions attached to a licence and are essentially the steps that a licence holder will be required to take or refrain from whenever acting in the capacity of a licensed driver, operator and/or when using otherwise providing a licensed vehicle.

The Licensing authority will seek to avoid disproportionate and/or over burdensome conditions wherever reasonably practicable and will, where it is entitled to do so, normally seek to ensure that conditions-

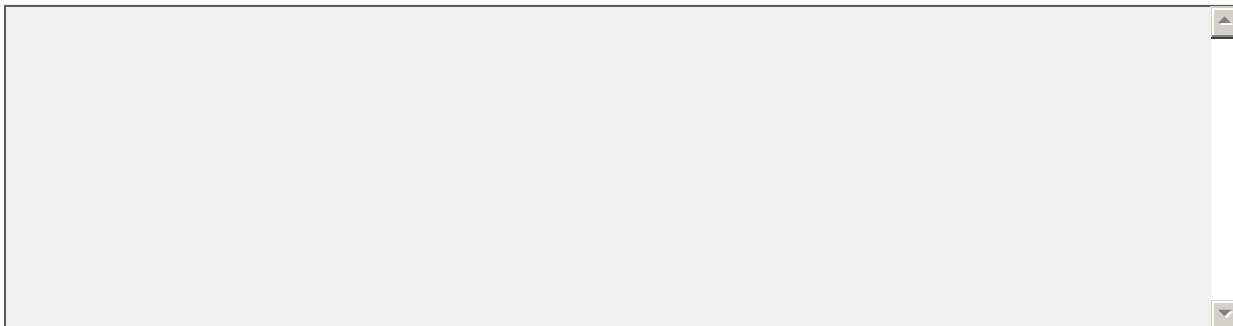
- a) are only imposed where legal authority exists to do so;
- b) are reasonable;
- c) are proportionate to any risks/problems identified;
- d) directly relate to any harms being addressed;
- e) are consistent in the circumstances;
- f) are capable of being complied with by the relevant licence holder;
- g) do not unjustifiably duplicate the requirements of other legislation.

## 19. Do you agree that it is necessary to impose conditions on a licence in order to ensure that minimum standards are met

Yes

No

Comment

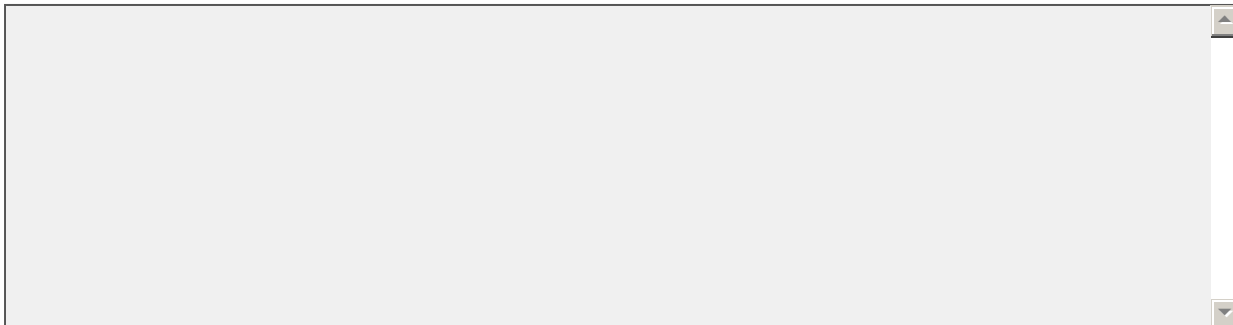


## 20. Do you think that the standard pool of conditions is comprehensive enough

Yes

No

Comment

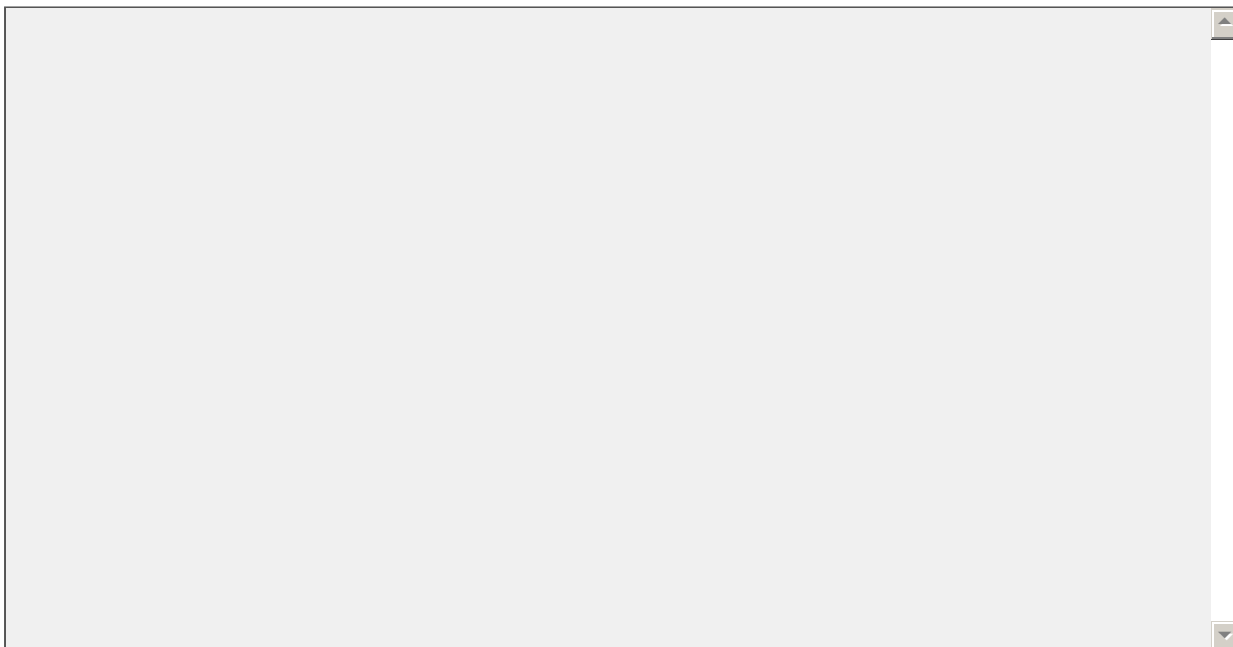


## 21. Are there any other conditions that you feel should be added to the list, if so please outline what they are in the comments box below

Yes

No

Other (please specify)



## Penalty Points Scheme (Appendix G)

It is proposed that taxi enforcement will be enhanced by the introduction of a penalty points scheme.

There is no direct financial penalty associated with the penalty point scheme, and the licensee may continue to work. However the licensee may be asked to appear before the Licensing Committee where 12 or more penalty points are imposed on an individual licence in any one 12 month rolling period, where appropriate action will be taken under this policy.

## 22. Do you agree with this approach

Yes

No

Comment

## 23. Are there any other issues that you feel should be included within the penalty points scheme

Yes

No

Comment

## Enforcement

SSDC currently has one dedicated enforcement officer, who covers all types of licenses.

## 24. Do you feel that this is adequate

Yes

No

## 25. If it were possible to increase the amount of enforcement officer time available would you support this

Yes

No



# South Somerset District Council - Taxi Licensing Policy

**26. If the additional enforcement officer time came at an increased vehicle licence cost, how much extra would you consider reasonable in order to pay for this**

- £10
- £20
- £30
- £40
- £50
- more than £50

Comment

**27. At what times do you feel that additional enforcement is required.**

	08.00hrs to 12.00hrs	12.00hrs to 16.00hrs	16.00hrs to 20.00hrs	20.00hrs to 24.00hrs	24.00hrs to 04.00hrs	04.00hrs to 08.00hrs
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comment

## Equalities Monitoring

Please only complete this section if you are responding as an individual.

We collect this information to build up an accurate understanding of the communities that we serve so that services

and policies can be delivered to meet the needs of everybody.

please feel free to leave out any questions that you do not wish to answer. All information gathered in this section of the questionnaire is confidential.

## 28. What is your gender?

- Female
- Male
- Prefer not to say

## 29. Is your gender identity the same as the gender you were assigned at birth

- Yes
- No
- Prefer not to say

## 30. How old are you

- 0 to 17
- 18 to 24
- 25 to 34
- 35 to 49
- 50 to 64
- 65 to 74
- 75+
- Prefer not to say

## 31. Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

## 32. what is your disability

- Mental Health
- Hearing Impairment
- Sight Impairment
- Physical Disability
- Learning Disability
- Other Disability (please tell us what this is in the comment box below)

Comment

## 33. What is your religion or belief

- None
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Buddhist
- Prefer not to say

Other (please specify)

**34. Do you provide care for anyone (e.g a parent, child or other relative, friend who has any form of disability, long term or terminal illness**

- Yes
- No (please skip question 35)

**35. What is their disability**

- Mental Health
- Hearing Impairment
- Sight Impairment
- Physical Disability
- Learning Disability
- Other


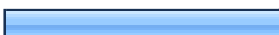
Other (please specify)

## 36. How would you describe your ethnic background or identity?



- English/Welsh/Scottish/Northern Irish
- Irish
- White Central & Eastern Europe
- European other
- Gypsy/Roma/Irish Traveller
- Any other white background (please specify)
- Caribbean
- African
- Any other black background (please specify)
- Dual or multiple heritage
- Any other mixed background (please specify)
- Bangladeshi
- Indian
- Pakistani
- Any other Asian background (please specify)

Other (please specify)


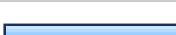
**1. Do you agree with this proposal**

		Response Percent	Response Count
Yes		58.1%	25
No		44.2%	19
	Comments		21
answered question			43
skipped question			4



**2. Do you agree that these checks should be carried out every 3 years**

		Response Percent	Response Count
Yes		76.2%	32
No		23.8%	10
	Comments		11
answered question			42
skipped question			5

**3. Are you an existing driver**

		Response Percent	Response Count
Yes		72.5%	29
No		27.5%	11
answered question			40
skipped question			7

**4. Are you happy for SSDC to access your DBS check online more frequently where you have subscribed to the DBS Update Service, and you have given us a signed mandate to do so**



		Response Percent	Response Count
Yes		96.8%	30
No		3.2%	1

Comments 4

answered question 31

skipped question 16

**5. Do you agree with this proposal**



		Response Percent	Response Count
Yes		92.7%	38
No		7.3%	3

Comments 3

answered question 41

skipped question 6

**6. Do you agree with this proposal**

		Response Percent	Response Count
Yes		71.8%	28
No		28.2%	11

answered question 39

skipped question 8

**7. Do you agree that the following question categories should be included in the knowledge test**



	Yes	No	Rating Count
Highway Code	86.5% (32)	13.5% (5)	37
Local Topography	72.2% (26)	27.8% (10)	36
Taxi Law	83.8% (31)	16.2% (6)	37
Drivers Etiquette	89.2% (33)	10.8% (4)	37
English Comprehension	89.2% (33)	10.8% (4)	37
Basic Numeracy	89.2% (33)	10.8% (4)	37
		Comments	15
		answered question	37
		skipped question	10

**8. Are there any other question categories that should be included in the knowledge test, if so what should they be**



	Response Count
	8
	answered question
	8
	skipped question
	39





**9. Do you agree that SSDC should request a copy of drivers' Public Liability insurance as part of the application process**

		Response Percent	Response Count
Yes		81.6%	31
No		18.4%	7
	Comments		7
answered question			38
skipped question			9





**10. Do you agree with this approach**

		Response Percent	Response Count
Yes		64.9%	24
No		35.1%	13
	Comments		11
answered question			37
skipped question			10

**11. Do you agree that all hackney carriages should be wheelchair accessible**

		Response Percent	Response Count
Yes		15.8%	6
No		84.2%	32
answered question			38
skipped question			9

**12. If you don't agree that all hackney carriages should be wheelchair accessible, what percentage do you think should be**



		Response Percent	Response Count
75%		3.3%	1
50%		33.3%	10
25%		33.3%	10
10%		43.3%	13

Comments 20

answered question 30

skipped question 17

**13. Do you agree that only new vehicles should be licensed as hackney carriages**


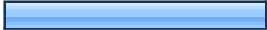
		Response Percent	Response Count
Yes		18.4%	7
No		81.6%	31

Comments 20



answered question 38

skipped question 9



### 14. Do you agree with this proposal

		Response Percent	Response Count
Yes		57.9%	22
No		42.1%	16
	Comments		11
answered question			38
skipped question			9



### 15. Do you agree with this proposal

		Response Percent	Response Count
Yes		47.4%	18
No		52.6%	20
	Comment		12
answered question			38
skipped question			9



### 16. Do you support this proposal

		Response Percent	Response Count
Yes		83.3%	30
No		16.7%	6
	Comment		11
answered question			36
skipped question			11



**17. Do you agree that private hire operators should be subject to a criminal records check.**

		Response Percent	Response Count
Yes		94.7%	36
No		5.3%	2
	Comment		5
answered question			38
skipped question			9

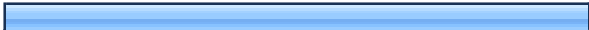

**18. Do you agree with the policy on relevance of convictions**

		Response Percent	Response Count
Yes		94.6%	35
No		5.4%	2
	Comment		3
answered question			37
skipped question			10



**19. Do you agree that it is necessary to impose conditions on a licence in order to ensure that minimum standards are met**

		Response Percent	Response Count
Yes		86.1%	31
No		13.9%	5
	Comment		5
answered question			36
skipped question			11



**20. Do you think that the standard pool of conditions is comprehensive enough**

		Response Percent	Response Count
Yes		94.4%	34
No		5.6%	2
	Comment		1
answered question			36
skipped question			11



**21. Are there any other conditions that you feel should be added to the list, if so please outline what they are in the comments box below**

		Response Percent	Response Count
Yes		9.1%	3
No		90.9%	30
	Other (please specify)		4
answered question			33
skipped question			14



**22. Do you agree with this approach**

		Response Percent	Response Count
Yes		77.8%	28
No		22.2%	8
	Comment		10
answered question			36
skipped question			11

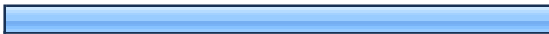

**23. Are there any other issues that you feel should be included within the penalty points scheme**

		Response Percent	Response Count
Yes		28.6%	10
No		71.4%	25
Comment			9
answered question			35
skipped question			12






**24. Do you feel that this is adequate**

		Response Percent	Response Count
Yes		39.4%	13
No		60.6%	20
answered question			33
skipped question			14

**25. If it were possible to increase the amount of enforcement officer time available would you support this**

		Response Percent	Response Count
Yes		88.2%	30
No		14.7%	5
answered question			34
skipped question			13




**26. If the additional enforcement officer time came at an increased vehicle licence cost, how much extra would you consider reasonable in order to pay for this**

		Response Percent	Response Count
£10		45.8%	11
£20		29.2%	7
£30		16.7%	4
£40		0.0%	0
£50		4.2%	1
more than £50		4.2%	1
	Comment		13
<b>answered question</b>			<b>24</b>
<b>skipped question</b>			<b>23</b>

## 27. At what times do you feel that additional enforcement is required.



	08.00hrs to 12.00hrs	12.00hrs to 16.00hrs	16.00hrs to 20.00hrs	20.00hrs to 24.00hrs	24.00hrs to 04.00hrs	04.00hrs to 08.00hrs	Rating Count
Monday	<b>63.6%</b> (7)	54.5% (6)	<b>63.6%</b> (7)	27.3% (3)	9.1% (1)	9.1% (1)	11
Tuesday	<b>60.0%</b> (6)	<b>60.0%</b> (6)	<b>60.0%</b> (6)	30.0% (3)	20.0% (2)	10.0% (1)	10
Wednesday	60.0% (6)	60.0% (6)	<b>70.0%</b> (7)	30.0% (3)	10.0% (1)	10.0% (1)	10
Thursday	50.0% (5)	40.0% (4)	<b>60.0%</b> (6)	50.0% (5)	30.0% (3)	10.0% (1)	10
Friday	25.0% (5)	20.0% (4)	40.0% (8)	70.0% (14)	<b>95.0%</b> (19)	15.0% (3)	20
Saturday	14.3% (3)	14.3% (3)	33.3% (7)	76.2% (16)	<b>95.2%</b> (20)	14.3% (3)	21
Sunday	12.5% (1)	<b>62.5%</b> (5)	<b>62.5%</b> (5)	50.0% (4)	37.5% (3)	12.5% (1)	8
						Comment	12
						answered question	21
						skipped question	26

## 28. What is your gender?


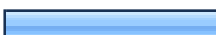
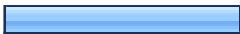


		Response Percent	Response Count
Female		12.5%	4
Male		<b>81.3%</b>	<b>26</b>
Prefer not to say		6.3%	2
		answered question	32
		skipped question	15






### 29. Is your gender identity the same as the gender you were assigned at birth

		Response Percent	Response Count
Yes		90.3%	28
No		0.0%	0
Prefer not to say		9.7%	3
<b>answered question</b>			<b>31</b>
<b>skipped question</b>			<b>16</b>

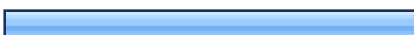
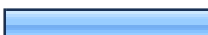
### 30. How old are you

		Response Percent	Response Count
0 to 17		0.0%	0
18 to 24		0.0%	0
25 to 34		15.6%	5
35 to 49		34.4%	11
<b>50 to 64</b>		<b>37.5%</b>	<b>12</b>
65 to 74		9.4%	3
75+		0.0%	0
Prefer not to say		3.1%	1
<b>answered question</b>			<b>32</b>
<b>skipped question</b>			<b>15</b>

### 31. Do you consider yourself to have a disability?

		Response Percent	Response Count
Yes		6.5%	2
<b>No</b>		<b>83.9%</b>	<b>26</b>
Prefer not to say		9.7%	3
<b>answered question</b>			<b>31</b>
<b>skipped question</b>			<b>16</b>

### 32. what is your disability

		Response Percent	Response Count
Mental Health		0.0%	0
Hearing Impairment		0.0%	0
Sight Impairment		0.0%	0
<b>Physical Disability</b>		<b>66.7%</b>	<b>2</b>
Learning Disability		0.0%	0
Other Disability (please tell us what this is in the comment box below)		33.3%	1
Comment			1
<b>answered question</b>			<b>3</b>
<b>skipped question</b>			<b>44</b>


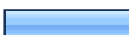
### 33. What is your religion or belief

		Response Percent	Response Count
None		31.3%	10
<b>Christian</b>		<b>46.9%</b>	<b>15</b>
Hindu		0.0%	0
Jewish		0.0%	0
Muslim		3.1%	1
Sikh		0.0%	0
Buddhist		0.0%	0
Prefer not to say		18.8%	6
	Other (please specify)		0
<b>answered question</b>			<b>32</b>
<b>skipped question</b>			<b>15</b>





### 34. Do you provide care for anyone (e.g a parent, child or other relative, friend who has any form of disability, long term or terminal illness)

		Response Percent	Response Count
Yes		19.4%	6
<b>No (please skip question 35)</b>		<b>80.6%</b>	<b>25</b>
<b>answered question</b>			<b>31</b>
<b>skipped question</b>			<b>16</b>

### 35. What is their disability

		Response Percent	Response Count
Mental Health		0.0%	0
Hearing Impairment		0.0%	0
Sight Impairment		0.0%	0
<b>Physical Disability</b>		<b>80.0%</b>	<b>4</b>
Learning Disability		0.0%	0
Other		20.0%	1
	Other (please specify)		1
<b>answered question</b>			<b>5</b>
<b>skipped question</b>			<b>42</b>

### 36. How would you describe your ethnic background or identity?

		Response Percent	Response Count
English/Welsh/Scottish/Northern Irish		85.7%	24
Irish		0.0%	0
White Central & Eastern Europe		7.1%	2
European other		0.0%	0
Gypsy/Roma/Irish Traveller		3.6%	1
Any other white background (please specify)		0.0%	0
Caribbean		0.0%	0
African		0.0%	0
Any other black background (please specify)		0.0%	0
Dual or multiple heritage		3.6%	1
Any other mixed background (please specify)		0.0%	0
Bangladeshi		0.0%	0
Indian		0.0%	0
Pakistani		0.0%	0
Any other Asian background (please specify)		0.0%	0
	Other (please specify)		0
<b>answered question</b>			<b>28</b>
<b>skipped question</b>			<b>19</b>

**Page 2, Q1. Do you agree with this proposal**

1	I am unable to find para 5.8 in the (hard) draft policy document. New driver badges should be issued for an initial period of one year and only renewed for a further three years upon satisfactory conduct & knowledge etc within this 'probation' period.	Dec 31, 2013 10:46 PM
2	1. The initial cost implication for potential (employed) new drivers would be higher, with the current cost and time already taken to obtain a DSA test and DBS, makes the trade already unattractive to new employees. 2. Ongoing the one off cost every three years would be off putting maybe a monthly or annual fee for renewal would help. 3. If drivers leave the industry part way through their licence tenure would the pro-rata difference be refunded.	Dec 30, 2013 7:21 PM
3	For some people taxi driving might be a temporary income solution. Or some could find out they are not meant to do it after a few months of experience. So having the option for shorter term license would be nice if you ask me.	Dec 30, 2013 12:28 PM
4	What happens to the Over 65's who have to have a medical every year, they are not going to buy a 3 year licence?	Dec 18, 2013 9:56 AM
5	Would like the option of 1 year or two, the fees for two or three years would have to be considered, I couldn't afford to pay for a three year licence.	Nov 25, 2013 12:00 PM
6	But i think it should be a lower fee.	Nov 18, 2013 3:40 PM
7	I don't really see what is the point of this. If anyone wants they can renew their badge every 3 years anyway.	Nov 13, 2013 5:22 PM
8	I prefer the choice of 1 2 or 3 years	Nov 13, 2013 10:01 AM
9	great idea	Nov 9, 2013 3:32 PM
10	As long as can be revoked if found unsuitable within the period up to the renewal date	Nov 7, 2013 3:18 PM
11	Good idea, also reduces burden on your staff.	Nov 6, 2013 10:05 PM
12	Stating the obvious really!	Nov 6, 2013 7:22 PM
13	But if you intend to retire or end your career as a taxi driver in the period of that 3 years, will a rebate be issued for the full 12 month period or periods not used ?	Nov 6, 2013 6:27 PM
14	Already renew my badge for 3 years	Nov 6, 2013 6:26 PM
15	I prefer to renew annually as due to my age I am not sure if I will be continuing for 3 years	Nov 6, 2013 3:50 PM
16	MORE RED TAPE AND RULES AND COST,S TO OPERATOR .	Nov 6, 2013 3:29 PM
17	i belive it should be kept as per the current system to ensur the safety of the public	Nov 6, 2013 1:44 PM
18	cost	Nov 6, 2013 12:16 PM
19	The current system of Annual renewal is adequate given the consistent level of offending amongst licenced drivers. To increase the time would be detrimental.	Nov 6, 2013 12:18 AM

**Page 2, Q1. Do you agree with this proposal**

20	I think that it is easier to keep the drivers in check with a one year badge. I would there is a review at the end of each period, where the drivers complaints are looked at to see if they are worthy of a Hackney Licence.	Nov 5, 2013 8:06 AM
21	I agree with this in principle however, there must still be a clearly defined process for the withdrawal of badges through voluntary surrender and/or through enforcement on the grounds of a failure to comply with regulations or consistent poor standards of practice.	Nov 4, 2013 10:00 PM

**Page 3, Q2. Do you agree that these checks should be carried out every 3 years**

1	An annual check would be more useful.	Dec 31, 2013 10:49 PM
2	This is the current trade standard and works well with the new ongoing online portaling system.	Dec 30, 2013 7:22 PM
3	3 YEARS IS A LONG TIME SPAN WHICH MAY NOT INCORPORATE ANY CRIMINAL ACTIVITY WHICH MAY OCCUR DURING THIS TIME ESPECIALLY AS YOU MAY BE REQUIRED TO CARRY UNACCOMPANIED MINORS. I WOULD SUGGEST 18 MONTHS AS A MAX.	Nov 27, 2013 10:14 PM
4	But i do believe that non UK citizens/drivers, should be perhaps checked more frequently. I hope this comment is appreciated, i must point out this is not meant at all in any racist way.	Nov 18, 2013 3:44 PM
5	Should be reduced to every years	Nov 12, 2013 4:17 PM
6	no they should be checked every 12 months	Nov 6, 2013 6:29 PM
7	With the introduction of the new DBS system, would it not make sense to utilise this service? As long as each driver pays the annual subscription to keep the data base live this system will inevitably highlight any offences directly to SSDC.	Nov 6, 2013 1:55 PM
8	they should be carried out every 2 years	Nov 6, 2013 1:45 PM
9	Per my response to question 1. Additionally, a driver could gain a significant conviction a short while after gaining their licence, and then not be checked for a considerable length of time under the 3 year proposal.	Nov 6, 2013 12:19 AM
10	I think the checks should be carried out annually with the badge review. Three years is a long time frame if you have committed a crime.	Nov 5, 2013 8:07 AM
11	Criminal Records should be checked annually. The protection of vulnerable members of society from exploitation is of paramount importance and the local authority would make a significant contribution to this by carrying out annual checks.	Nov 4, 2013 10:03 PM

**Page 4, Q4. Are you happy for SSDC to access your DBS check online more frequently where you have subscribed to the DBS Update Service, and you have given us a signed mandate to do so**

1	Not bothered either way online subscribing is a good system	Dec 30, 2013 7:23 PM
2	Although not yet subscribe, will be at next application in 2014.	Nov 6, 2013 10:06 PM
3	No problems as I have nothing to hide!	Nov 6, 2013 7:23 PM
4	YES IF YOU HAVE NOTHING TO HIDE YOU HAVE NOTHING TO FEAR .	Nov 6, 2013 3:30 PM



**Page 5, Q5. Do you agree with this proposal**

1	MORE RED TAPE AND COST TO OPERATER AND DRIVERS .	Nov 6, 2013 3:31 PM
2	Definitely. This will promote safer drivers and improved accuracy of licencing.	Nov 6, 2013 12:21 AM
3	I'm surprised that this is not already the case. I have personal experience of a situation where a driver had two driving licences and produced the 'clean' licence to SSDC whilst retaining the other with a large number of endorsements on it. This is clearly an abuse of position which could be avoided through annual checking of driver records with the DVLA.	Nov 4, 2013 10:06 PM

**Page 6, Q7. Do you agree that the following question categories should be included in the knowledge test**

1	Too many drivers have no proper knowledge of our local area (as evidenced by comments from my passengers) and there is a complete ignorance amongst most drivers of the laws and regulations governing their trade and operations.	Dec 31, 2013 11:15 PM
2	It is already very difficult to attract new drivers and is very difficult to train to local topography for a rural area. Making it very difficult for smaller companies to make a reasonable profit	Dec 30, 2013 7:28 PM
3	Im presuming this is for new applications and think local knowledge comes with experience of driving in your area.i think operators should know the taxi laws and drivers understand the basics.	Dec 26, 2013 5:29 PM
4	WE SEE NO NEED UNLESS THE APPLICANT HAS LIVED IN THE AREA FOR LESS THAN TEN YEARS.	Dec 18, 2013 10:04 AM
5	It is important for drivers to have a good understanding of customers different needs like if they are disabled or from a different country	Nov 11, 2013 5:56 PM
6	Customer safety. The customers is the most important person in the car ( or should be ) if you stop to drop off a customer you should always, try to stop with the customers door on to the pavement side, do not let the customer get out on the traffic side. If circumstance forces this action the driver should get out.before the customer with the intention of protecting the customer from any traffic hazards.	Nov 10, 2013 8:49 AM
7	topography to difficult b to wide an area to cover .	Nov 9, 2013 3:35 PM
8	A speed awareness course would not go amiss from some of the 'professional' driving I have seen from some taxi drivers.	Nov 7, 2013 3:21 PM
9	Local topography would only be needed by taxi drivers not private hire drivers, as private hire drivers should familiarise themselves before starting required passenger transportation.	Nov 6, 2013 10:11 PM
10	I am a member of Mensa and do not need unqualified people testing me. The driving test has been passed to gain the licence and the local area is covered by my Sat Nav.	Nov 6, 2013 7:26 PM
11	also health and safety and customer care ....	Nov 6, 2013 6:35 PM
12	IT IS JUST ANOTHER NAIL IN THE COFFIN , THEIR IS NO WORK OUT THERE SO ITS HARD TO MAKE A LIVING BUT SSDC JUST WANTS MORE MONEY .	Nov 6, 2013 3:33 PM
13	I think it should be four new drivers not four the ones how have badges now	Nov 6, 2013 2:34 PM
14	A long time coming.	Nov 6, 2013 12:22 AM
15	All the above are what should be expected of a professional driver and ensure that high standards are set and met.	Nov 4, 2013 10:07 PM

**Page 6, Q8. Are there any other question categories that should be included in the knowledge test, if so what should they be**

1	Plenty !!. Ask any driver, for example, what the law is regarding the carriage and 'belting up' of infants and children. Most do not know and believe that they can carry in excess of their 'license to carry' if the extra passengers are 'babes in arms'.	Dec 31, 2013 11:15 PM
2	Dont think so	Dec 26, 2013 5:29 PM
3	NO	Dec 18, 2013 10:04 AM
4	Treat other taxi drivers with respect	Nov 28, 2013 12:48 PM
5	disability training and understanding	Nov 11, 2013 5:56 PM
6	Child booster seat legislation	Nov 7, 2013 3:21 PM
7	Health and Safety Customer Care	Nov 6, 2013 6:35 PM
8	Vehicle safety, roadworthiness and cleanliness.	Nov 6, 2013 12:22 AM

**Page 7, Q9. Do you agree that SSDC should request a copy of drivers' Public Liability insurance as part of the application process**

1	IN OUR CASE IT WOULD BE THE COMPANY LIABILITY INSURANCE.	Dec 18, 2013 10:06 AM
2	As a driver, I do not own the cars or mini bus I drive at any given time. Any public liability is covered under the firms name and is the responsibility of the owner to organise. You would have to request those details with them.	Nov 25, 2013 12:16 PM
3	I thought that this was Compulsary anyway,as it is in many cases built in with the insurance.	Nov 18, 2013 3:49 PM
4	As long as this isnt going to cost me more money	Nov 13, 2013 10:03 AM
5	And random checks made to ensure not cancelled once produced	Nov 7, 2013 3:22 PM
6	If not working for a company which should have them insured.	Nov 6, 2013 10:11 PM
7	Not every driver would have this surely? Only company owners. I have it but any person who applies for a licence and then drives for me would then have to obtain a copy from me to send in. Do not think this is needed.	Nov 6, 2013 6:31 PM

**Page 8, Q10. Do you agree with this approach**

1	The running of individual businesses, the costs and the business approach (action plans), should be left to the business owners so long as national legalisation (law) is not broken. Otherwise the ability to react to cover the ever changing scope and business environment and protecting ones business and lively hood would be put at jeopardy and in turn put jobs and employees lively hoods at risk, and could result in family's being put under extra unnecessary financial hardship and or worse especially in the current environment. For example if one was to do a council contract and then lost the contract the could then ply hire and reward whilst without contract, if someone had a mix of private hire trade and saw a down turn in trade, they would be able to then ply in times of lower trade. However without the ability to be flexible, change and adapt to the current trade environment this would cause major problems.	Dec 30, 2013 7:44 PM
2	As long as vehicle is licensed I dont see what difference it makes to where you work , its a service that operator provides	Dec 26, 2013 5:42 PM
3	THERE IS VERY LITTLE HOPE OF KNOWING WHAT A VEHICLE IS GOING TO DO BEFORE IT IS LICENCED.	Dec 18, 2013 10:10 AM
4	neither agree or disagree	Nov 25, 2013 12:19 PM
5	I should be free to ply for hire in my district and have the freedom of choice to take bookings from outside my area after all it is the customers choice which taxi service they choose to use	Nov 13, 2013 10:05 AM
6	Not supporting local businesses and communities	Nov 7, 2013 3:23 PM
7	Licence is incorrectly spelt so how can we trust you to question us?	Nov 6, 2013 7:27 PM
8	In some cases a taxi owner may wish to licence his cab to work in a neighbouring town that is in a different county because he may want to work in his local community during the day but at night there may be a lack of services in the neighbouring town at night that he could service ...	Nov 6, 2013 6:47 PM
9	Do not see it makes a lot of difference. I cannot believe there are people who apply for a Hackney licence but only operate the vehicle as a private hire vehicle for further a field??	Nov 6, 2013 6:34 PM
10	MORE RULES !!!!	Nov 6, 2013 3:34 PM
11	basis of free trade	Nov 6, 2013 12:20 PM

**Page 9, Q12. If you don't agree that all hackney carriages should be wheelchair accessible, what percentage do you think should be**

1	The provision of WAV's should be subject to the economies of supply and demand. Larger fleet operators should be required to have at least one WAV available at any given time but I question how, in Yeovil, any WAV could be useful as a HC given the fundamental flaws of access to the Silver St rank.	Dec 31, 2013 11:33 PM
2	There is not the requirement or financial reward for a higher number of wheelchair access, this would generate a surplus to requirement, and the potential revenue is by far outweighed by the cost and would result in smaller business going out of business and putting put more jobs at risk in large ones. The way forward would be for local or central government to invest in local companies by way of grants or incentives for the change of vehicle for the disabled people, rather than putting the burden onto the local businesses in a trade sector already severely struggling with very limited profits. Another way would be for all larger business to have one in five hackney carriages as a wheelchair access, this would mean areas large businesses would be able to afford it, as the limited revenue would not be surplus to requirement as numbers would be limited and thus having a unique sale point. And the smaller businesses and one man bands could afford to carry on and mix ply and private hire, this would look after and protect both larger and smaller business and protect council taxi revenue and jobs and as importantly look after the disabled customers without damaging businesses.	Dec 30, 2013 8:17 PM
3	Your authority should have all the statistics on the amount of registered wheelchair users. That's why You should pick the figure of the accessible vehicles needed, based on the demand.	Dec 30, 2013 3:16 PM
4	I dont believe it is practical for all vehicles to be wheelchair accessible,especially where the company only has a few vehicles,this would involve small companies having to buy specialist vehicles that they wont be able to afford and may mean the company would have to stop trading and making the staff unemployed . If it is a large company then it is more acceptable for them to have a percentage of such vehicles.	Dec 26, 2013 7:19 PM
5	THE LIKELY HOOD OF DISABLED PEOPLE STANDING ON A TAXI RANK IS VERY SMALL, THEY WOULD NORMALLY PRE BOOK A TAXI FOR OUTWARD AND RETURN JOURNIES	Dec 18, 2013 10:13 AM
6	Most accessible vehicles are not suitable for long distance work which makes up a large percentage of work. Most customers would not want to book this type of vehicle	Nov 28, 2013 12:55 PM
7	1 man band owner driver would not be able to absorb the cost of this regulation and should be a requirement for larger organisations with more than 5 vehicles, for example.	Nov 27, 2013 10:23 PM
8	cannot agree on a percentage with out knowing how many people in local area require wheelchair.	Nov 25, 2013 12:21 PM
9	Not all Drivers can afford to have a vehicle that is Wheelchair accessible,and on most occasions, we would find that if a wheelchair accessible vehicle is required,then, on most occasions the customer would telephone the appropriate taxi offices..I do not believe that independent drivers,need to be made to have such vehicles, at the moment.	Nov 18, 2013 3:56 PM
10	because I am a one car, owner operation having to have a wheelchair accessible vehicle would a .Be detrimental to longer journeys, ie Heathrow/Gatwick airports or North of England etc with one customer who	Nov 14, 2013 11:16 AM

**Page 9, Q12. If you don't agree that all hackney carriages should be wheelchair accessible, what percentage do you think should be**

requires comfort and efficiency of transport b. Be costly for 1, the purchase of such a vehicle and 2. the running costs are higher than most ordinary cars c. I have in ten years working from main line station at Castle Cary only been asked once to transport a mobility scooter which could not even access the transit style vehicle the severely paralised customer with him in it. He could not bend his head forward. We therefore got his scooter into the transit and we slid him on a board into my 4 seater estate car. He was happy and got there and there was no need to panic, infact he was the man who managed the disabled side of things for the London underground. So it proves it can be done. This man could only move his head from side to side and nothing else. Apart from this occasion people have always ordered a disabled access vehicle in advance, which of course any sensible person would do d. This ruling would mean that any customer wanting longer journeys would always book the comfortable option which would be a private hire vehicle therefore denying hackney vehicles this part of the trade e If hackney vehicles all have to be disabled access why shouldn't private hire also have to be?

11	This law should only apply to taxi companies that have at least 10 vehicles in their fleet. There is no need for EVERY single taxi to be wheelchair accessible.	Nov 13, 2013 5:26 PM
12	the requirement for wheel chair access is a grey area as most customers i deal with who use wheel chairs find my car perfectly good for them and if someone was to call me and they are wheelchair bound then i would pass them onto a company that could provide that service	Nov 13, 2013 10:09 AM
13	all vehicles should be accessible this not only helps disabled people but older people or people with kids	Nov 11, 2013 5:58 PM
14	I have marked the answer to this question at 50% I think that the amount of disabled vehicles required by the public on a genuine need basis is far lower than 50% may be 15% but If I am honist the correct percentage needs to be accessed by a survey of how many people use disabled vehicles or request the use on a daily basis. If there is high demand we would all benefit from buying disabled vehicles if the demand is not there taxi drivers will loose out financially in the long run especially the one man band. Vehicles built to take disabled people feel / look and are less comfortable. As a none disabled person I would prefer to travel in a none disabled vehicle I would like the choice.	Nov 10, 2013 3:18 PM
15	to expensive to buy does not suit all customers,{oap,s}	Nov 9, 2013 3:39 PM
16	There is obviously a cost implication and there are a variety of wheelchairs and mobility issues. Conversions such as those done by Brotherwood and other specialists companies should not be compulsory as many will go out of business. For individuals (self-employed) 'reasonable' boot space should allow active wheelchair users, car derived vans within a larger company could be adapted or suitable for about 10% of the vehicles.	Nov 7, 2013 3:27 PM
17	In answer to Q11. Not all disabled persons are in wheelchairs, they may have special requirements that do not involve wheelchairs. I think that 50% would be adequate. Making all vehicles wheelchair friendly could cut down on fare paying clientel.	Nov 6, 2013 10:19 PM
18	Cabs fitted to carry wheelchairs are specially produced, normal cabs do not need this facility as the cost is prohibitive.	Nov 6, 2013 7:29 PM

**Page 9, Q12. If you don't agree that all hackney carriages should be wheelchair accessible, what percentage do you think should be**

19	As someone who runs 2 vehicles, both under Hackney licence, I do not feel I need to provide a Wheelchair friendly vehicle. This will alienate the part of my business which I have taken years to build up where I am taking clients on long distance trips. I would no longer be able to convey 6 passengers, in comfort or safety.Has this been considered at all? I feel not!	Nov 6, 2013 6:37 PM
20	Our Taxi Company is based in Chard and it is extremely rare to be asked for a wheelchair accessible Taxi. In the unlikely event of being asked the contact number for a local Taxi Company that does have a vehicle with this facility is given to the enquirer	Nov 6, 2013 4:01 PM

**Page 10, Q13. Do you agree that only new vehicles should be licensed as hackney carriages**

1	A ridiculous proposal.....unless the Council is to pay for such new vehicles!!	Dec 31, 2013 11:42 PM
2	The cost would put a large number of businesses out of business, reduce council revenue from vehicle and driver licences. Putting a lot of drivers out of work for an unnecessary requirement. The current standard is good enough and works ( if it's not broke why fix it). As long as vehicles are legal and up to VOSA standard and up to the job this is an unnecessary requirement. A way forward if there is a concern would be for all hackneys to have have a MOT and council test 6 months apart thus being tested twice a year. The council test should allow failures without extra pain and cost and time to put right along the same lines as MOTs ie 10 days, however if the vehicle is deemed dangerous the plate should be removed until the test is passed, for minor faults a time scale for retest before plate is removed.	Dec 30, 2013 8:31 PM
3	This is impracticable for smaller companies that may not be able to afford to do this,as long as a vehicle is in good condition and has passed its SSDC inspection & MOT then it should be acceptable for it to be used as a Taxi,obviously if it doesnt reach the standard for the SSDC test then it would not be granted a License .	Dec 26, 2013 7:25 PM
4	As long as the vehicle is of suitable standard and lufton pass the vehicle then any vehicle within reason should be considered	Dec 26, 2013 5:53 PM
5	OLDER VEHICLES TEND TO BE FAR MORE RELIABLE THAN BRAND NEW VEHICLES.	Dec 18, 2013 10:17 AM
6	Age limit should not exceed 3 years for the car for it's 1st Hackney License. Limited mileage could apply.	Nov 27, 2013 10:25 PM
7	I do not agree with this part of the policy, i do believe that as long as the vehicle passes the Stringent test, that the ssdc provide at the moment,there should not be any major problems etc. I would also like to point out, that on behalf of the Independent Drivers, you would probably find, that we are unable to purchase Brand new vehicles. ( another suggestion perhaps, could be that all Hackney carriege vehicles,to be Black cabs,ie the london cab. on saying this they also would not need to be brand new. again as long as they pass a stringent test.Another point would be, that also this would cover the availability of wheelchair accessible vehicles, which would then be a uniformed vehicle, that the public would be able to flag down , with confidence.	Nov 18, 2013 4:14 PM
8	Why should I have to buy a brand new vehicle when I can get a low mileage 2nd hand one for thousands of pounds less money and it is still under warranty from the manufacturer. Again it will be one rule for Hackney vehicles and another for Private Hire	Nov 14, 2013 11:19 AM
9	I think a 5year limit on first time plates would be more reasonable	Nov 13, 2013 10:10 AM
10	I run a 24 hour 7 day a week taxi service trying to give the customers and the public a service that is above and beyond what they deserve. We take all types of people home, the drunks the sick the vulnerable we do not refuse any person if we only had new vehicles we would have to restrict our services as a new vehicle would be too good for this type of work.	Nov 10, 2013 3:35 PM
11	Up to 3 years old sholud be exceptable	Nov 7, 2013 3:31 PM
12	But perhaps an age limit of 10 years maybe. Modern cars have smaller boot space generally and may exclude access to active wheelchair users	Nov 7, 2013 3:28 PM



**Page 10, Q13. Do you agree that only new vehicles should be licensed as hackney carriages**

13	Stupid rule, cost prohibitive again.	Nov 6, 2013 7:30 PM
14	If this is introduced across the country there should be a vat reduction on cars that are purchased solely for the use as a taxi and painted or logo'd accordantly	Nov 6, 2013 6:54 PM
15	Having changed both my vehicles over the past year, both were 'nearly new' Would this count? I would not be able to operate having to purchase 2 brand new vehicles. Again what has been considered??	Nov 6, 2013 6:39 PM
16	Very few local Taxi Drivers/Companies will be in a position to purchase brand new vehicles therefore having to purchase second hand Taxi's and not have the choice of any second hand vehicle will limit the choice of vehicle far too much. The possibility of getting a second hand low mileage vehicle will be very slim indeed	Nov 6, 2013 4:12 PM
17	No "new" vehicles to be registered if they are more than 5 years old.	Nov 6, 2013 4:00 PM
18	THEIR WONT BE ANY TAXI,S IN YEOVIL IN YEOVIL AT THIS RATE !!!	Nov 6, 2013 3:35 PM
19	Its a joke as customers dont care about the car as they let there kids walk on the seats and eat in the car even when u ask them not to there is nice cars on the rank and they are not new so why make us all pay four new cars we pay out a lot as it is	Nov 6, 2013 2:39 PM
20	the cost of a new vehicle	Nov 6, 2013 12:21 PM

**Page 11, Q14. Do you agree with this proposal**

1	Don't know what the emission standard is but if it's a European or national standard then we should comply.	Dec 30, 2013 8:31 PM
2	Not if this means that regular vehicles cannot be used as a taxi, I do not think that having to use a specialist vehicle is a practical idea in Rural area's.	Dec 26, 2013 7:29 PM
3	MOT TESTS FOR SMOKE ARE BEING REDUCED, NOT INCREASED.	Dec 18, 2013 10:21 AM
4	don't they all ready.	Nov 25, 2013 12:22 PM
5	All vehicles sold in the EU must comply with defined emission standards by default	Nov 19, 2013 1:11 PM
6	Cars are covered by legislation at the moment so why would we need the EU interfering?	Nov 6, 2013 7:30 PM
7	As long as help is given to comply to this standard .... and its the same rule for every taxi company and sole trader	Nov 6, 2013 6:57 PM
8	Have no problem with this as I run newer vehicles only! Perhaps this will get rid of some of the poorly kept vehicles by others??	Nov 6, 2013 6:40 PM
9	As older vehicles are pensioned off and more up to date vehicles take their place This will automatically emerge	Nov 6, 2013 4:18 PM
10	MORE COST,S SSDC ARE DRIVING MORE COMPANY,S OUT BY THESE STUPID RULES .	Nov 6, 2013 3:36 PM
11	cost	Nov 6, 2013 12:22 PM

Page 12, Q15. Do you agree with this proposal

1	However, as previously commented on new vehicles - all hackneys should have have a MOT and council test 6 months apart thus being tested twice a year. The council test should allow failures without extra pain and cost and time to put right along the same lines as MOTs ie 10 days, however if the vehicle is deemed dangerous the plate should be removed until the test is passed, for minor faults a time scale for retest before plate is removed. This would be a standard for vehicles up to 50000 miles a year ie a test every 25000, furthermore every 25000 an extra mot would be good practice every 50000 a council test. Meaning every vehicle is with a minimum of 2 tests a year up to 50000 and at 50000 and 75000 would be extra mots at 100000 another council test so on and so forth.	Dec 30, 2013 8:37 PM
2	MOT and SSDC test should be staggered so that one of them would apply every 6 months thus giving vehicles 2 checks per year.	Nov 27, 2013 10:29 PM
3	Providing it is not a set tester and the owner of the car can go to any licenced MOT provider	Nov 14, 2013 11:21 AM
4	I already have 2 MOT's a year and think that is more than enough between the hackney test and the standard MOT	Nov 13, 2013 10:11 AM
5	to expensive with in current climate	Nov 9, 2013 3:42 PM
6	Extra MOT should be carried out at normal MOT garages thus costing less for the extra testing	Nov 7, 2013 3:34 PM
7	If insisting on new cars only the MOT is irrelevant for the 1st 3 years anyway, so seems pointless. Maybe an annual safety check?	Nov 7, 2013 3:30 PM
8	That would be discriminating. Some other vehicles cover far greater use and mileage than Hackney carriages and private hire vehicles.	Nov 6, 2013 10:22 PM
9	Are you going to do this to reps vehicles as they do huge mileages too.	Nov 6, 2013 7:31 PM
10	What use would this provide? Who covers the extra cost? Bad idea.	Nov 6, 2013 6:41 PM
11	Our vehicles are maintained to a high standard and I feel the current strict MOT is suitable	Nov 6, 2013 4:20 PM
12	Every 6 months should suffice for MOT, on all vehicles over 3 years old.	Nov 6, 2013 4:03 PM

**Page 13, Q16. Do you support this proposal**

1	Subject to there being no additional cost/hardship to owners/operators.	Dec 31, 2013 11:48 PM
2	Don't know the cost implication or ease of this. But sounds reasonable if possible	Dec 30, 2013 8:38 PM
3	All operators should have to use the fitted metre - not treat it as optional.	Nov 28, 2013 12:59 PM
4	Could be fraudulent if different tyre sizes are used for the calibration test and normal road usage.	Nov 27, 2013 10:32 PM
5	neither agree nor disagree only to say if this current system changes and a recognised firm has to confirm calibration this could lead to the potential for questionable practices.	Nov 25, 2013 12:26 PM
6	everybody should use meters as a matter of course different price,s cause hassle	Nov 9, 2013 3:44 PM
7	Open to abuse by those you are obviously trying to deter running a taxi business - counterproductive?	Nov 7, 2013 3:31 PM
8	I cannot see this really matters one way or the other as there still remains Taxis in SSDC that do not use their meters and have no intention of using their meters. Get that stopped first perhaps	Nov 6, 2013 6:42 PM
9	If it passes then it should be ok why make more paper work	Nov 6, 2013 2:42 PM
10	Although the checking of the seal should then be part of the Police/VOSA tests and an offence of tampering with the seal/using an uncalibrated meter, etc, should be introduced with tough penalties.	Nov 6, 2013 12:25 AM
11	Some kind of random spot testing should be incorporated as well. Only low numbers ie 5% but it should still be done.	Nov 4, 2013 8:24 PM

**Page 14, Q17. Do you agree that private hire operators should be subject to a criminal records check.**

1	NOT NEEDED EXCEPT FOR OPERATORS WHO DO NOT HOLD AN SSDC TAXI DRIVING LICENCE.	Dec 18, 2013 10:28 AM
2	If they are carrying children to school every day yes.	Nov 25, 2013 12:27 PM
3	they should be made aware of different laws and know how to treat different customers politely especially if they come from another country or have disabilities.	Nov 11, 2013 6:00 PM
4	Basic CRB check should sort the wheat from the chaff	Nov 7, 2013 3:32 PM
5	Do not think it matters too much but yes	Nov 6, 2013 6:43 PM

**Page 15, Q18. Do you agree with the policy on relevance of convictions**

1	Subject to further scrutiny.	Dec 31, 2013 11:50 PM
2	Public safety is main concern	Dec 26, 2013 6:32 PM
3	I believe that all drivers/ operators should be beyond reproach and the authorities should be aware of their standing.	Nov 6, 2013 10:26 PM

**Page 16, Q19. Do you agree that it is necessary to impose conditions on a licence in order to ensure that minimum standards are met**

1	neither agree or disagree	Nov 25, 2013 12:28 PM
2	They are meant to be 'professional drivers'	Nov 7, 2013 3:35 PM
3	Drivers should be beyond reproach at all times.	Nov 6, 2013 10:29 PM
4	Perhaps the standards should be a bit higher	Nov 6, 2013 6:54 PM
5	IF THEY ARE JUST AND NOT ANOTHER WAY OF SCREWING MONEY OUT OF TAXI OPERATORS .	Nov 6, 2013 3:39 PM

**Page 16, Q20. Do you think that the standard pool of conditions is comprehensive enough**

1	Not sure!!.	Dec 31, 2013 11:53 PM
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**Page 16, Q21. Are there any other conditions that you feel should be added to the list, if so please outline what they are in the comments box below**

1	I intend a letter to the Licensing Committee.	Dec 31, 2013 11:53 PM
2	Anyone operating without proper licences/insurance should automatically be barred from reapplying.	Nov 28, 2013 1:06 PM
3	If points are collected for speeding - perhaps refuse a licence after 6 or 9 points and not wait for them to collect 12 and lose the licence altogether, may also slow down a few taxi drivers and increase passenger safety.	Nov 7, 2013 3:35 PM
4	Driver etiquette towards other drivers and the running of day to day working. Why is it that some drivers are allowed to operate flouting the conditions already in place.	Nov 6, 2013 6:54 PM

Page 17, Q22. Do you agree with this approach

1	some of the penalty points are very open to abuse eg..Competitors making false allegations either directly or via a third party Members of the public also can make false allegations if they are members of that side of society therefore there must be a very thorough investigation into these allegations before any points are allocated, otherwise a persons living is in jeopardy through no fault of their own. Sometimes although the fare is either clear on the meter or has been told to the customer over the phone they still do not want to pay at the end of the journey..Once it is widely known they can get you penalised with points after they have complained on some other issue which did not exist, they will do so and there is no proof otherwise unless you have cctv fitted. Like any system there are always loopholes and catches but these should be very clearly thought through before affecting other peoples livelihoods	Nov 14, 2013 11:35 AM
2	See my comments on 20 which I wrote before seeing this	Nov 7, 2013 3:37 PM
3	The police have these powers already.	Nov 6, 2013 7:34 PM
4	Could SSDC introduce Taxi Representatives ( Rank Managers) who are trained to a higher standard in Taxi and private hire rules and regs ... they could be allowed to police the ranks in there area and to help and advise other taxi drivers to maintain a higher standard of professionalism....	Nov 6, 2013 7:13 PM
5	About time	Nov 6, 2013 6:56 PM
6	As a professional driver, there should be stricter restrictions on their licence, and no more than 2 minor infringements should be tolerated.	Nov 6, 2013 4:11 PM
7	WHICH HUNTS BY PEOPLE WHO HAVE NO RELIVENT KNOWLEDGE OR QUILIFYCATIONS TO JUDGE .	Nov 6, 2013 3:40 PM
8	I believe any driver who has 9 points or more should be invited in and the company's insurers should be contacted to establish if that drivers points affect the ability to drive?	Nov 6, 2013 2:08 PM
9	Excellent idea. I would suggest that the information is contained in an easily readable/checkable format that the driver must carry with them (small card?). Additionally the card should identify what transgressions the penalty points were issued for.	Nov 6, 2013 12:29 AM
10	I feel that 12 points is abit generous. In the capacity of a professional driver, there driving should be setting a standard to other drivers. Therefore I would suggest a much lower limit.	Nov 5, 2013 8:18 AM

**Page 17, Q23. Are there any other issues that you feel should be included within the penalty points scheme**

1	To be discussed.	Dec 31, 2013 11:54 PM
2	Taxi Drivers thieving other Drivers bookings or making it look like they have been booked when they haven't.	Nov 14, 2013 11:35 AM
3	touting by private hire vehicle,s	Nov 9, 2013 3:47 PM
4	Complaints from the general public should be added to the points system in one way or another	Nov 7, 2013 3:37 PM
5	Driver awareness course and made to watch films of crashes as used by the Fire Service and the Police	Nov 7, 2013 3:37 PM
6	Thr NON use of meters when taken from a rank. taking jobs from any other position than 1st available vehicle, Touting someone elses job pretending to be sent from your company.	Nov 6, 2013 6:56 PM
7	As above, if for some reason, a driver were for some reason to get more than 2 minor infringements, or 6 or more actual penalty points on his licence, then his Hackney licence should be withdrawn immediately and not returned until the licence is clean again.	Nov 6, 2013 4:11 PM
8	The requirement to produce, on demand, to either Police or VOSA at the roadside.	Nov 6, 2013 12:29 AM
9	Parking in non designated area's. Driving at excess speed for the conditions.	Nov 5, 2013 8:18 AM

**Page 18, Q26. If the additional enforcement officer time came at an increased vehicle licence cost, how much extra would you consider reasonable in order to pay for this**

1	Is this per year, week or day?????. Please be more explicit!!.	Dec 31, 2013 11:59 PM
2	As a separate cost or a rank fee	Dec 30, 2013 8:43 PM
3	None of it as I feel that license fee is high enough as it is and st present I think the service provided is limited to us in general ie. Appointment making to make an appointment for taxi testing at a time suitable for ssdc rather than self employes taxi companies who are limited to drop everything. I dont think the support is there and its all on one person all the time.The cost is high for what you actually get I understand administration costs and lufton fees but this ciuld be looked into and revised.	Dec 26, 2013 6:56 PM
4	NO AMOUNT	Dec 18, 2013 10:38 AM
5	Take it out of the considerable fees we already pay.	Nov 28, 2013 1:14 PM
6	No extra cost, because there are no guarantee that at any time the post could be withdrawn and the cost paid would still be there.	Nov 25, 2013 12:32 PM
7	I do not feel that the Drivers should have to pay additional extra fees, this i feel is something that the Council should be providing.	Nov 18, 2013 4:22 PM
8	just checking...the above is per year on the vehicle licence	Nov 14, 2013 11:41 AM
9	Taxis will only pass on the cost to customers, so not really an issue for them	Nov 7, 2013 3:39 PM
10	Licences are incorrectly spelt again	Nov 6, 2013 7:35 PM
11	With the vast amount of Hackney vehicles there are I would think £10 would be ample. I assume this is anual cost?	Nov 6, 2013 6:58 PM
12	ITS ALL ABOUT MONEY WITH SSDC WHY SHOULD WE HAVE TO PAY MORE FOR ALL THE HASSLE AND RED TAPE !!!!	Nov 6, 2013 3:48 PM
13	I cannot comment on this as I do not have enough information about the annual cost of an enforcement officer in these circumstances or the predicted financial burden on vehicle licence holders.	Nov 4, 2013 10:19 PM



**Page 18, Q27. At what times do you feel that additional enforcement is required.**

1	All Hours.	Dec 31, 2013 11:59 PM
2	During daylight hours 8 to 5 and perhaps 2 dedicated officers would be better to get problems sorted out	Dec 26, 2013 6:56 PM
3	ANY TIME.	Dec 18, 2013 10:38 AM
4	As and when appropriate..	Nov 18, 2013 4:22 PM
5	this depends on where you are located as a business. I work on the boundary of Mendip and South Somerset from Castle Cary station rank mostly. There have always been issues at this location and it would be impossible to have an enforcement officer there much of the time. However mostly the usual time you see Enforcement Officers is to check that we/or our cars are correct...not to catch out visiting taxis who take unbooked trade from there most of the time....	Nov 14, 2013 11:41 AM
6	School run times and weekends when demand is highest and drivers are rushing to get to next customer	Nov 7, 2013 3:39 PM
7	During peak hours Monday - Friday, Late night Friday & Saturday	Nov 6, 2013 10:33 PM
8	Sunday cover could be an on~line service of support	Nov 6, 2013 7:17 PM
9	I WORK LONG HOURS TO MAKE A LIVING SO SHOULD THE LICENSING OFFICERS AS YOU NEVER NO WHEN SOMEONE IS BREAKING THE LAW . HOW MANY PEOPLE DO THE SSDC CATCH AND PROSECUTE IN I YEAR ? !!!!! IT DOESNT COVER THE WAGES I BET WHAT THEY ARE FINED !!	Nov 6, 2013 3:48 PM
10	A taxi rank is where the customers go to first car not any where on ther rank and cars not moveing down to let others on	Nov 6, 2013 2:50 PM
11	I have a comment about drivers hours. I woul like to know if there are any provisions on checking break times for drivers who drive in the very early hours on Sunday evenings and during the week i.e. night club work etc. The reason for this is a lot of children are being transported to schools from as early as 0700hrs. Some drivers are finishing work at 0300 hrs etc and are then transporting these children. I would like to raise my concerns about the above as there appears to be no restriction when it comes to driving hours for hackney license holders?	Nov 6, 2013 2:18 PM
12	These time slots represent a high frequency time for Licenced vehicles to be operating and therefore a greater number of vehicles could be checked in a short amount of time. That said there is also an argument for varied times and days to capture a range of operators/vehicles and ensure that standards are maintained consistently throughout the week.	Nov 4, 2013 10:19 PM

**Page 19, Q32. what is your disability**

1	Aversion to stupid surveys which have not been spelt checked.	Nov 6, 2013 7:37 PM
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1 Severe back problems

Nov 6, 2013 10:36 PM

**Extract from Minutes of Yeovil Town Council Meeting  
held on 3 December 2013**

**8/387 TAXI AND PRIVATE HIRE LICENSING POLICY AND GUIDANCE**

The Council considered the report of the Town Clerk (Agenda item 6 refers).

During the ensuing discussion, reference was made to the benefits of the proposed “knowledge” test, which it was felt would ensure that all local taxi journeys were carried out in an effective and efficient manner.

The proposals regarding public liability insurance and the need to demonstrate competence in assisting wheelchair users were also supported, along with the proposed move to issuing triennial driver licences.

Whilst it was acknowledged that there was a need for more wheelchair accessible taxis, it was felt that a better approach would be to set a date in the future by which time all vehicles would need to comply with the proposed requirement. If this approach were taken, it was suggested that a five year period would be reasonable as this would give all proprietors the opportunity to plan ahead and make the necessary investment to meet the additional costs involved.

Reference was also made to the proposal to restrict first-time licences to new vehicles, which it was felt was unreasonable given the existing local and statutory checks and tests that were carried out to ensure that all vehicles regardless of their age met prescribed standards of safety and roadworthiness. However, it was felt that if such a requirement were to be introduced, it should apply to all vehicles from an appropriate future date.

Concern was expressed at the potential adverse impact of the proposed changes in vehicle licence conditions on local taxi service provision. Given the additional costs involved, it was felt that prospective and existing proprietors might decide to trade elsewhere with a resultant reduction in the volume of taxis in and around Yeovil, and that an impact assessment needed to be undertaken by the Licensing Authority to take this factor into consideration.

Members also expressed their support for the planned changes in the MOT requirements and the proposed introduction of a penalty points scheme.

**RESOLVED**

- (1) that the matter be noted; and
- (2) that the above-outlined comments be included in the Town Council’s response to the consultation exercise.

### Notes from Consultation with Disability Groups

#### Ranks

1. Disabled people do not rely on taxis in YTC as they find the current rank difficult to access due to the slope.
2. They feel the current rank is in the wrong place for disabled persons – other rank locations suggested were:
  - Outside Burger King
  - Princes Street
  - Opposite Argos
  - Back outside M & S

It was felt that these were better locations due to the wider pavements and the flat surface.

The location of the current rank also leads to problems with drivers queuing at the top of Middle Street to access the rank. Whilst queuing they are blocking the dropped kerb making life more difficult for people with disabilities.

3. It was felt that some ranks could be set aside for disabled accessible vehicles only.
4. A rank in the bus station was suggested.

#### Accessibility of Taxis

1. It was felt that there was currently only one company providing WAV's in Yeovil, and that due to the limited number of vehicles it was often difficult to access one of these vehicles.
2. School run times were a particular problem, as the vehicles tend to be used for these contracts as they can seat more passengers than a normal saloon car.
3. Some participants thought 100% of vehicles' should be WAV's, others thought that 50% would be a good figure. Others felt that each operator should have to provide a % of their vehicles as WAV's.
4. It is not just people with disabilities that find WAV's easier to use. They are also better for the elderly, children and mothers with pushchairs etc..
5. It was felt that there were currently problems with language, particularly where the drivers first language was not English. This makes it even harder for people with speech difficulties to communicate with the driver.
6. Disabled customers need more time, so drivers often unwilling to take a booking.

7. Taxi drivers more concerned with making money than providing a service to disabled customers.
8. Customers often left waiting for up to 30 minutes.
9. Often when calling to book a taxi everything is okay and agreed until you mention disability and then the vehicle suddenly becomes unavailable.
10. If we increase the % of WAV's will prices increase for the customer.
11. Community cars are only available for medical and hospital appointments and are now that expensive that if taxis were available, they would be preferred.

### Training Needs

1. All taxi drivers must have disability awareness training and understand the needs of disabled persons.
2. Taxi drivers' attitudes towards disabled persons need to change. They don't seem to realise that if the service provision was better, disabled persons would use taxis more.
3. Drivers have a lack of understanding in relation to assistance dogs. An example was given where a driver had refused to allow an assistance dog to sit at the feet of a blind person, which caused great distress to the dog owner.
4. Drivers should be reviewed every 6 months.

### Other Issues raised

1. SSDC should encourage reporting of complaints and make the whole process easier. Perhaps this could be provided online.
2. A customer newsletter was suggested, perhaps this could utilise South Somerset News.

## Appendix E

**Sent:** 10 January 2014 16:23

**To:** Licensing

**Subject:** for the attention of Mr Nigel Marston

Dear Nigel,

Just a few comments in regards to the draft Taxi Licensing policy.

On behalf of my firm in principle we agree with most of the thinking in regards to it's contents.

However we do not except the restriction on the age of a hackney carriage at licensing. We strongly feel that a sensible age should be from 5-6 years old, in addition we don't see the point of making all cars/cabs wheelchair accessible. It seems over the top when one considers that just 3% of the population need a wheelchair taxi if they used one.

We feel very strongly about the points above and would take legal action against enforcement if they were introduced.

I have taken a sounding from a very good friend of mine in the House of Lords.

Licensing Committee – 11<sup>th</sup> February 2014

## 6. Enforcement Update

*Executive Portfolio Holder:* Peter Seib, Regulatory and Democratic Services  
*Strategic Director:* Vega Sturgess, Strategic Director Operations & Customer Focus  
*Assistant Director:* Laurence Willis, Assistant Director Environment  
*Lead Officer:* Colin Chown, Licensing Enforcement Officer  
*Contact Details:* colin.chown@southsomerset.gov.uk or (01935)462135

### Purpose of the Report

To update members on the work of the Licensing Enforcement Team and the various issues they are currently involved with.

### Recommendation

That the report is noted.

### Background

Officers carry out a number of enforcement activities under the various legislative provisions that relate to licensing, in particularly with regard to taxi's and private hire vehicles. This report seeks to brief members on the current issues that are being dealt with by the Enforcement Team.

### Report Detail

#### Taxis

##### General

During the previous six months, two dates for taxi private hire vehicle enforcement checks with the police and other agencies were arranged and one was carried out, with advice given to two drivers on tyre tread issues.

During daily enforcement checks, several vehicles have had to be sent to be cleaned inside and out, when completed drivers have been reminded of the drivers handbook condition that vehicle exterior and interior shall be kept reasonably clean at all times. Several drivers had to be reminded that they must have two identical drivers badges, one badge must be worn by the driver and one must be visible at all times to the passenger.

The Licensing Enforcement Officer, Police, HMRC, Dept. of Works & Pensions and VOSA carried out a joint enforcement day at an area wide operation at Bristol International Airport with several prohibition notices being issued. No notices were issued to SSDC licensed drivers.

Further dates have been arranged with the police throughout the next three months. Weekly daytime checks and several late night checks were carried out throughout the past six months on taxis and private hire vehicles in and around the centre of Yeovil to ensure compliance with the our Private Hire and Hackney Carriage Policy and Bylaws.

Monthly taxi checks are carried out at the Pen Mill, Yeovil Junction and Castle Cary railway stations in order to ensure that vehicles which tend to use the ranks in and around the main towns are also subject to ad hoc inspections.

We have received twenty eight taxi/private hire related complaints in the past six months, which resulted in the issuing of five stop/prohibition notices, four for vehicle damage and two for vehicle cleanliness; all six notices were issues to hackney carriage vehicles.

### **Street Trading**

There are twelve permanent street traders; over one hundred and fifty consents for casual street trading were issued in the past six months.

### **Iminster Carnival 05/10/2013**

Eleven traders with consent paid and consent given in advance.

Approximately fifteen pedlars challenged. Two without a current permit were told to cease trading and to leave the area, which they did.

### **Chard Carnival 12/10/2013**

Thirteen traders with consent paid and consent given in advance, no traders without prior consent.

Approximately twenty pedlars challenged. Two without permit told to cease trading and to leave the area, which they both did.

### **Scrap Metal Dealers & Motor Salvage Operators**

The Licensing Enforcement Officer, Police, HMRC, Dept. of Works & Pensions, Gas Safety and VOSA carried out a joint enforcement day to ensure that all operators dealing in scrap metal are registered as scrap metal dealers if required to do so, and were compliant with the requirements of the act.

A number of vehicles were checked and all that needed to be registered were compliant.

The Scrap Metal Dealers Act 2013 has now replaced the Scrap Metal Dealers Act 1964 and the Motor Salvage Operators Regulations 2002 from 1<sup>st</sup> October 2013.

Fifteen sites and eleven collectors have applied for and received the appropriate licence for their type of operation.

### **Financial Implications**

None.

### **Implications for Corporate Priorities**

Ensure safe, sustainable and cohesive communities and increase economic vitality and prosperity.



**Other Implications**

None.

***Background Papers:*** *None*

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## 7. Law Commission Update

### LAW COMMISSION ON TAXI AND PRIVATE HIRE SERVICES SETS OUT ITS PROPOSALS FOR THE FUTURE

In a statement made at the NALEO National Training Event on the 21<sup>st</sup> January 2014 Ms Jessica Uguccioni of the Law Commission outlined the methodology behind the Commission's work on taxi and private hire services.

Jessica stated that although a draft bill is being prepared hopefully to be published in April 2014 it will depend on Government whether it decides to implement the Law Commission's recommendations, and even if they do, whether further changes may result during the parliamentary process. **Only if the Government of the day decided to accept the proposals (and any amendments) could new legislation result. It is unlikely to occur in the immediate future.**

Major proposals include:

- Maintaining a two tier system with only licensed taxis being allowed to pick up via hails or at ranks;
- Replacing plying for hire with a statutory definition of private hire bookings through licensed operators;
- Officers to have the statutory power to require private hire vehicles or out-of-area taxis to move on thereby removing the vehicles from being on display to the public;
- The retention of taxi quantity controls and in areas with a plate value those plates to continue to be transferable;
- Pedicabs and stretched limousines to be brought within the scope of licensing;
- Wedding and Funeral cars to continue to be exempted;
- National safety standards for both services with Ministers having the power to set standards for enforcement, safety, accessibility and the environment;
- In respect of taxis only authorities could set additional standards
- Cross border rules for taxis remains the same;
- Cross border for private hire would remove the "three licences from one council" rule with operators able to operate anywhere;
- Operator definition narrowed to dispatch functions;
- Intermediaries inviting or accepting bookings guilty of an offence if reckless to services provided being via unlicensed persons;
- Ministers to set standards for promoting accessibility;
- New duty on drivers to stop in specified circumstances;
- Mandatory disability awareness training for all licensed drivers;
- New enforcement powers including:
  - Powers to stop licensed vehicles by accredited officers;
  - Power to impound vehicles for serious breaches by accredited officers;
  - New fixed penalty schemes;
  - Cross border enforcement powers in respect of other borough vehicles and drivers;

- More uniform appeals procedure: an optional reconsideration stage with the licensing authority;
  - Magistrates' Courts to continue to hear appeals with an option of further appeal to the Crown Court; and
  - Simplified judicial review procedure in the County Court in respect of challenging local tax conditions.
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Licensing Committee – 11<sup>th</sup> February 2014

## **8. Date of Next Meeting**

Members are asked to note that the next scheduled meeting of the Licensing Committee will take place on Tuesday 8<sup>th</sup> April 2014 at 10.00 am at the Council Offices, Brympton Way Yeovil.

*Jo Morris, Democratic Services Officer, Legal and Democratic Services SSDC  
jo.morris@southsomerset.gov.uk or (01935) 462055*

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