

APPENDIX E

Consultation on Version 10.0 of the Hackney Carriage & Private Hire Licensing Policy

Questions (summarised)	Response of the Licensed Trade (144)	Response of the Public (14)	Response of Group / Association representative or 'other' (3)
CCTV should be mandatory (agree)	13.53% (18)	50% (7)	100% (3)
There should be a vehicle age limit (agree)	11.76% (16)	30.77% (4)	100% (3)
There should be an emissions limit (agree)	9.02% (12)	46.15% (6)	100% (3)

Comments received during the consultation (largely unedited)

1. I think the system before are now is ok because all ready taxi drivers are struggling so please don't change thanks
2. If doncaster Council put a age restriction on vehicle it would put a lot of drivers out of work
3. I have been a Taxi driver for over 20 years never have been asked by a customer what age is my car, or the council MOT, if my Taxi meets and covers all MOT test and is road worthy to drive legally, the councils recommendations on age of taxi doesn't make any sense, as all Taxi drives pass the MOT Test and legally drive,
4. Fare should go up Customers don't respect sometime They don't pay sometime
5. Having been a taxi driver for almost 15 years , I quickly learned that contrary to popular belief, we do not earn a fortune . Bearing this in mind it would make the job for me impossible if I was made to buy nearer cars more frequently. Iv always looked after my cars and kept them road worthy and well maintained., and I only recall once when a car didn't pass a test , and that was cos I'd only just picked it up, but apart from that iv had dozens of tests with no issues , confirming my cars are always safe . And I certainly don't have the means to pay the thousands that you are suggesting for a new car. I'd end up just leaving as running costs would outweigh the profit. If the car passes to mot standards, why create unnecessary expense.
6. We don't except these changes we are also stressed from corona
7. Specially in pandemic we can't effort this additional stress

8. Under the current economic climate of Covid and Brexit which will adversely affect all businesses for the next decade , we should be very wary of imposing additional operating costs that are not a well proven necessity.
9. I am a reputable private hire licence holder/operator and also a sole trader. My vehicle is a 9 seat 8 passenger carrying minibus. Its currently 11 years old, yet is in excellent condition and is mechanically perfect and highly maintained. I've never had a single advisory and its passed all the council set MOT and Interim tests with flying colours. I simply cannot afford to replace my vehicle with another under 10 years of age, or 5 years of age if its a new test. If this ruling happens it basically puts me out of business. Secondly, as stated im a sole trader/operator. I use my private hire vehicle as my personal vehicle all the time. Surely having permanent CCTV installed becomes a breach of my privacy when not at work?
10. Hi, I'm a hackney Taxi Driver. I feel that it's down to the drivers discretion regarding having CCTV or Cameras Fitted. I have one fitted which was mandatory from the insurance company. If the vehicle meets all the requirements for testing & mot it should always be allowed to use. If the amount of drivers in Doncaster was CAPPED, then it makes sense to have new vehicles. All Mercedes etc etc as this will give Doncaster a good image, however there is so many taxi drivers currently. The suggestions don't make any benefit to drivers. Cap the number or vehicles and drivers would invest in a expensive taxi as the plate Number will also hold some value. Doncaster Airport is £7000 Doncaster Train Station is between 15-20k That's why they all have new cars, because they will have a good pension when they retire and sell their plate. Regards
11. Private mot should be removed because we have 2/3 mot in year with Doncaster licensing but we have to get private mot for the taxi thanks
12. Please don't take new driver
13. This is not the time to bring this on us. We are in a pandemic In testing time like these, you can't put this Financial pressure on the taxi business, there is no work out there, Doncaster council hasn't even supported driver on school whereby all the councils up and down country has and now you want to put this on us. Have some compassion please.
14. I can not afford to buy a new car all the time. I get by just as it is now. As long as the car is road worthy and the car passes VOSA standards all cars should be able to do the job. If the council are worried about standards do more spot checks during the week/weekend by pulling taxis. With regards to cctv, another local council charged the driver for this and I can not afford for this to be put in mine and to record private journeys if they are on 24/7. Is this not a breach of privacy. And more like big brother into personal lives.

15. I strongly believe that there is a lot expected from us taxi drivers, but not giving a lot back from the council especially in this difficult time. Doncaster is a small town and taxi drivers hardly can keep themselves working and being able to keep up with all the bills never mind paying for installation of CCTV or changing cars so often .
16. 24/7 recordings should be optional as I use my Taxi for personal use as well as a Taxi. Age of Taxi's should continue the way they are, as long as they meet all the requirements. Euro 6 will put jobs at risk in the Taxi trade as most will not be able to afford A new Vehicle. If a current Taxi passes all the current annual, 6monthly & quarterly checks there should be no issues at all.
17. As long as vehicle should be safe and healthy for road worthy
18. It should be made mandatory that all vehicles should display door stickers that cannot be removed and that taxi plates should not be permitted to be displayed in windows. A plate that is displayed in a back window cannot be read properly by either a police officer or a member of the public, also private hire vehicles should not be exempt from displaying plates. It should be a level playing field
19. The age thing about taxis' would kill the taxi trade in Doncaster. How can you expect taxi drivers to keep upgrading taxis in an already dead trade. This notion is disgusting.
20. No comment
21. We in a pandemic
22. Vehicle age limit should not be 5 years , especially in the current climate it is a unnecessary expense. I don't believe CCTV is required in cabs as Doncaster does not have serious issues like neighbouring towns. Or atleast have some leeway on vehicle age such as older cars being hybrid.
23. I been working 13 year as taxi driving & never issues related to vehicle age ,emissions or whether we have CCTV or not Plz stop putting more restrictions on my taxi job as it is no work out there What u need to change is to stop putting more new drivers on road ,am not happy with this policy change We live in small town by doing this i might loose my job
24. There are way too many Hackney cabs in Doncaster now and there is no space to park over the weekend as we don't have enough ranks to park Hackney licenses should be stopped and the new style Hackney cars shouldn't be allowed as they don't have proper wheelchair access

25. Had problems to get through licensing. should be a quick service to resolve are issues like taxi vehicle test. renew badge.
26. English Qualification Driver Must Be ABLE TO AND MUST THIS IS A MESS UP IN ROTHERHAM AND SHEFFIELD TILL THIS DAY THEY DONT HAVE CUSTOMER SERVICE OR THEY DONT KNOW WHAT TO DO IN A SCENRIO THEY ARE WORSE FOR IT THERE MORE THAN JUST TAKING CUSTOMER TO A TO B FORGET KNOWLEDGE ITS WHAT TO DO WITH VULNERABLE PEOPLE IN A VIOLENCE SCINERO AND IN A ARGUMENT THEY CANT EVEN TELL THE CUSTOMER WHAT THEY PLANNED IN A JOURNEY IF THE ROAD IS CLOSED
27. Cars up to 10year old yes after maybe not .
28. Can't afford too fund car less then 5 years old .. no business out there bern affected by covid
29. I have no nothing to add and there is no comments
30. I am agreed on all other matter accept CCTV, the age of the vehicle and the emissions.
31. No
32. My name is ***** my i have HC *** HACKNEY carriage I think it should be optional to to put on a taxi as long as it is not more than ten year old and should come off no older then 15 year old and on school runs any taxi or private hire should be given a school run if it's not more than ten year old, I've been taxi driver for almost 35 years and as you know the taxi trade is not as good as it use to be. My email *****
33. 1) The taxi plates should be of an adhesive plastic stickers as drilling the vehicle Vallance immediately does approx £500 of damage as these are non repairable for vehicle resale. 2) Issue a QR code to every licensed driver, to work in line with an app. to show his name and badge number, this being so the passengers can with their phone instantly record and identify the driver. This would reduce instantly the unidentified complaints. This would reduce the badge sharing which has been a long standing issue that has not been dealt with. Complaints about blatantly wrongful drivers using another mans badge and licence have not been attended to.
34. Regarding age of vehicles in theory it sounds okay but in this area and others the level of trade would make it difficult to afford newer vehicles I suggest a compromise or 7 years old at initial licencing and up to 12 years maximum age.

35. Every thing should stay as it is as it meets all the requirements
36. I do believe any car should be allowed to be registered as taxi/private hire vehicle, otherwise most drivers will be priced out of a job. Expecting somebody to spend tens of thousands of pounds to earn a living is totally unacceptable. CCTV should absolutely be mandatory in all vehicles.
37. 6 month DBS checks are excessive especially as there is a requirement to report any convictions. DBS should be annually. DBS checks can be delayed and take up to 6 weeks which would potentially mean constant applications being made.
38. All cars should have permanent stickers on door for safe guarding
39. Plates should be secured correctly not simply placed anywhere in back windows etc also cars private hire should have the name of the operator on the side not all cabs have so how can you know who you're dealing with
40. I would like to suggest the use of electric cars as Hackney carriage.
41. Protection shield for private hire cars needed to be obtained
42. Having read your proposals on changes of the current licensing rules I believe!
- 1 That all drivers must have a British driver's license for 2 years
 - 2 That all drivers must be a British citizen for 2 years to reflect a DBS certificate
 - 3 That all cars must have CCTV fitted in their vehicle where only the council can get access
 - 4 That operators also can be disciplined and checked more often and that the council protect drivers from bullying tactics by operators for refusing work! Drug runs, banned customers ETC!
 - 5 That drivers that do contracts for schools should be paid for when they are absent by the customer on short notice and that drivers should have been paid for the current Covid 19 when their school was closed which I understand most councils did except Doncaster!
43. My view on the new policies is as follows
- Age limit for new vehicles at 5 years is a very bad idea as this would be a very unnecessary expense, as long as the vehicle is fit to be a taxi I believe it to be sufficient. Or at least consider extending it 10 years for new vehicles as that is a lot more reasonable.
- Euro 6 emissions-
- If the age limit is coming into play due to environmental concerns could it be possible to allow older cars that are electric/Hybrid to minimize cost.
- CCTV-

Is good for both passenger and driver safety if it is just CCTV video footage and NOT audio because privacy wise this would be very uncomfortable to know every conversation or call is recorded even when off duty.

Vehicle age is very concerning to me and to most other drivers, unfortunately a lot of cab drivers have no idea of the policy recommendations as I don't think they even read most emails sent by council and that's probably why you want get much of a response. COULD YOU LET ME KNOW IF THERE IS ANY WAY OF VEHICLE AGE POLICY BEING SCRAPPED OR MADE MORE REASONABLE (eg older age, older hybrids, stricter interim tests. BY HAVING A PETITION WITH A CERTAIN AMOUNT OF SIGNATURES OR SOMETHING. SO ABLE TO SHOW LICENSING THAT DRIVERS DON'T AGREE WITH AGE LIMIT BEFORE IT'S TOO LATE.

Everything else is fine

44. Sir/Madam, I wish to express my view regarding the proposed taxi policy.

While it does not matter may I state I am originally from Nigeria, in Nigeria most of us are educated and we claim to practice democratic system of government,

However, in reality what we practice is autocracy, where people in government, including the president are referred to as your excellency, where those in government exercise unlimited powers

Sir, with this proposed Taxi policy, I am afraid Doncaster Council is heading to the direction stated above. While I agree on some, however, I disagree on majority of it, as it is malicious, opprobrious, racist, etc

Below are list of what I disagree on

1. item number 6

the council's authority or jurisdiction upon a license holder should specifically be limited to Taxi trade. I have never heard anyone that works for Doncaster Council nor Westminster providing such, so why will Taxi drivers be subjected to that,

this section is racist and uncalled for

2. item 8

Those conducts which are not limited to criminal convictions should be specified

3. item 12

I refer to my starting statement, however, it is of common that where the head of a department is not around, authority should be delegated to

the next in command (with limitation) to avoid abuse use of power, otherwise cases might arise where licences are been revoked just because an officer is not in good terms with a driver.

so the implication is very High, because we are talking people livelihood

4. item 16

I wish to draw your attention that this is Doncaster not Sheffield, here we don't have business such as services, university, cooperates,

all we have are the Council, DRI and few small businesses that dying off, people are barely managing. Moreover the air quality of Doncaster is very

good and total number of taxis and private hire vehicles is only about 0.1 percent of the total vehicles in Doncaster, the majority of taxis here are not bad,

regarding, emissions I think it should be left to the national accepted standard

5. item 23

with due respect I belief every taxi in Doncaster has a CCTV camera in their vehicles, and it has been going on for a long time now whenever evidence are required drivers always provide footage, including in accident claims. the police, etc. I don't see any reason for introducing new style of CCTV, unless some sort of company or companies are lobbying to marketing their own version of it

6. item 26

I strongly belief that law is for everyone, be a Taxi driver or a Council officer, Police, Nurse, Lawyer, etc

there should not be disparity, or a law for taxi and another for a Council Officer

7.item 28

I refer you to my answer on comment on item16 and 23

with regards to stickers, I belief the Council should direct its attention to making sure that all stickers comply with the mandatory wordings, however, choice of type of sticker should be left to the licence holder (be it magnet or parent fit)

8. item 36

I refer you to my comment on item 16 and 23, however, I wish to state that the neighbouring Councils as stated had a reason to do that, but here in Doncaster there are no reasons, and all the taxis and private hire plying in Doncaster have CCTV.

In conclusion I belief Doncaster Council, Including its Licensing department should concentrate more on how to attract businesses to Doncaster Instead of trying to squeeze out life from its already malnourished Taxi drivers, also the licensing department should help in sensitising the public to treat Taxis with its drivers with respect and not like dustbins or crap,

Taxis are supposed to be for pleasures not bin bags, skip loader, ambulance, removals, servants, slaves or scapegoat,

Thank you

45. Thank you for email regarding changes. I am private hire PH***

I don't have any problems except number 5, DBS check 3 years going to 6 months. I don't feel comfortable doing it so often feel have to report immediately any changes so would be addressed at the time

36....CCTV I again would not be comfortable having it installed. I work for my self and only driver. I take family and friends mainly so never have any trouble so dont feel the necessity for a camera

I was asked to send any concerns

Many thanks

46. No comment
47. If a good standard of examination exists then we should not change anything that is not broken.
48. All taxi driver must be able to speak basic English language
49. Possible dress code
50. All vehicles should have their plate number on their doors. These should be of a readable size for someone with low vision. That all receipts should be machine issued to include cost, duration or distance of journey, vehicle number and driver number. That no vehicle should have polished floors that cause Guide Dogs to slide around due to the over polishing of the floor. That where requested by a female passenger a female driver is supplied.
51. is there any way that some of the guidance re covid that can be brought in – something stronger about cleaning procedures of common touch points. It doesn't have to mention covid specifically but it would be good to have health protection measures incorporated into the policy as a matter of course.

Changes made to the Policy following consultation

1. In the consultation version of the Policy at Appendix 18 'Taxi Licensing Board Hearing' it stated that the recommendation of the Board would be ratified by the Head of Service or Assistant Director.

In accordance with the Statutory Standards recommendations the ratification process has been removed so that decisions are made by the Board and not an individual officer.
2. Under the heading 'Attendance, Assistance and Representations' in Appendix 18; the line 'Hearings may be held in person or remotely'.
3. Under the heading 'Board Members' in Appendix 18; clarified that the board will consist of the Trading Standards & Licensing Manager and two elected members of the Licensing Committee, unless there is no available elected members in which case the board members can be extended to include department managers and/or senior officers.
4. Under the heading 'Referrals' in Appendix 18; clarified that following refusal or revocation, information may be shared with relevant authorities.
5. In the consultation version of the Policy at Appendix 19 'Delegation' it stated that where there is a deviation from the Hearing policy (Appendix 18) due to serious incidents requiring immediate action, that the recommendation of the Board could be ratified by the Head of Service, Assistant Director, Chair/Vice Chair of the Licensing Committee, Trading Standards & Licensing Manager or the Licensing Officer (subject to the availability of the most appropriate officer at the time).

In accordance with the Statutory Standards recommendations the ratification process has been removed so that decisions are made by the Board and not an individual officer.