

Taxi Statutory Standards Survey responses/officer comments – Part One

Appendix 1

Proposal	Survey question and responses	Comments	Officer/Member Working Group recommendations	Areas of the licensing process requiring amendment
<p>1. All Hackney Carriage and Private Hire Vehicle licensed drivers are subject to an annual enhanced Disclosure and Barring Service (DBS) check. This checks the criminal record of the driver. There are currently two ways to obtain this check. By full application to the DBS Service or by the driver optionally signing up to the DBS online service. Although there is an annual charge the online service is a quicker, more efficient and cheaper way to carry out a DBS check. The Council recommend making it mandatory for all drivers for new and renewal licences to sign up to the online service and</p>	<p>Do you agree with this change?</p> <p>86 people responded 79% - Yes 21% - No</p>	<ul style="list-style-type: none"> • Why make something mandatory when both ways of dbs check are the same. • If a driver chooses to have the paper dbs check then that should be there choice. • The process is too slow. Drivers had difficulty with their banks • Should only be conducted every 3 years • I have registered myself for many years best option. • We should be able to have our say there should be privacy. Our human rights and privacy is being abolished • No objection 	<p>That it is made a mandatory requirement for applicants to sign up to the online DBS Service unless they can provide evidence from the DBS Service that they are unable to sign up for the online service.</p>	<p>Application process Advice will be given to applicants when making their application that they are required to sign up to the online DBS service.</p> <p>Condition amendment To amend the Hackney Carriage and Private Hire Driver Conditions to require the driver to be signed up to the online DBS system with regard to renewal applications and declarations.</p>

<p>authorise the Council access to their record.</p>		<ul style="list-style-type: none"> • Is that cheaper for the driver or council? • Makes the process easier • Quick and easier to check DBS • Yes • They should do a DBS at least annually • Council should not have the right to check driver's record with prior consent from the driver concerned. • Because if direct debit don't go through DBS system online. You be off the system automatically. So the basic application process is required to fill out and to send. 		<p>Implementation This will come into force immediately after approval for new drivers and on renewal for existing drivers.</p>
<p>2. The Council currently have a condition on every Hackney Carriage/Private Hire Drivers Licence that the holder of the licence should notify the Council, in writing, of any convictions, motoring offences and pending</p>	<p>Do you agree with this change?</p> <p>84 people responded 52% - yes 48% - no</p>	<ul style="list-style-type: none"> • Arrest and release should not be included, charges, criminal convictions and motoring convictions should however be notified within 48 hours. • Under these circumstances a lot of 	<p>To agree to amend the conditions of a taxi driver licence to notify the Council of any arrest and release, pending charges, convictions, motoring offences and civil charges, within 48 hours, in writing, preferably by email.</p>	<p>Condition amendment To amend the Hackney Carriage and Private Hire Driver Conditions to state that the driver shall, within 48 hours (in writing and preferably</p>

<p>charges within 7 days. It is proposed that this be amended to notifying the Council of any arrest and release, pending charges, convictions and motoring offences, within 48 hours, in writing, preferably by email. The Council will provide a link to a template on the website so this can be done more easily and will provide an email address.</p>		<p>the time the person would be under immense stress and pressure, this could easily slip his/her mind.</p> <ul style="list-style-type: none"> • 7 days is plenty of time to be informed. 48 hours is to shorter time frame. • Keep the motor offences as 7 days but arrest and release should be 48 hours • 7 days seems fine.... • I would recommend to keep 7 days option. • Until the person is not convicted they shouldn't have to. Currently there are too many false allegations made against drivers • Should be 14 days • Phone in to give information • This does not give the License holder enough time. • 7 days is ok. • The driver may not settle down within 48 hours 	<p>That officers be requested to draft a template for this purpose and that a link to this to a template be put on the Council's website with an email address for the information to be sent.</p>	<p>by email or by using the online link on the Council's website) disclose details of any arrest and release, pending charges, convictions and motoring offences incurred by them during the period of the Licence.</p> <p>Implementation This will come into force immediately after approval for new drivers and on renewal for existing drivers.</p>
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		<ul style="list-style-type: none"> • will be handled time effective • What if the driver is unable to notify the council within 48 hrs?, due to illness or injury. • 7 days notice is sufficient. • Motoring convictions has nothing to do with the council has the council are not insurance company. If you are arrested in a serious offence the police automatically inform the council 		
<p>3. It is proposed that the vehicle testing manual, specification and vehicle conditions be amended to state that a notice must be carried in all licensed vehicles giving details of how a customer can make a complaint/compliment.</p>	<p>Do you agree with this change?</p> <p>84 responded 58% - Yes 42% - No</p>	<ul style="list-style-type: none"> • Carried within yes, but not displayed. We already display enough signs in the vehicle. • Customer can obtain our details from our badge / plate with the new QR codes, there is no reason for this. • Most GBC drivers are working for private hire firms if customer has an issue they will also contact 	<p>To agree that a notice must be carried in all licensed vehicles giving details of how members of the public can make complaints/compliments about a licensed driver or the vehicle. The notice will be supplied by the Council.</p> <p>That changes to the conditions and vehicle specification be implemented to reflect this</p>	<p>Condition amendment</p> <p>That the Hackney Carriage and Private Hire Vehicle Licence Conditions be amended to include a new condition stating that the complaint/compliments notice provided by the Council must be displayed in the</p>

		<ul style="list-style-type: none"> • But needs to be considered about the size of the sign. To many signs in a vehicle that are mandatory could lead to so many signs in the windscreen that the driver is unable to see the road properly • There is a procedure in place already through the Council • Providing that the council provides such a notice or at least, provides a copy of the wording of such a notice that may be printed and kept in the vehicle. • Already a complain procedure in place. Can lead to unsubstantiated complaints from drunk people. • Why.....we already have the drivers name badge number and license name on show..... 	<p>That officers draft such a notice and investigate the possibility of the notice containing a QR code.</p>	<p>vehicle at all times during the period of the vehicle licence.</p> <p>Specification amendment</p> <p>That the Hackney Carriage and Private Hire Specification and Test Manual be amended to include a check by the vehicle tester to ensure that this notice is displayed in the vehicle.</p> <p>Implementation</p> <p>After approval officers will draft the online form, notice for the vehicle and QR code then it will apply to at the grant and renewal of every vehicle licence.</p>
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		<ul style="list-style-type: none">• Notices should be visible in all taxis and anyone not showing this or where the notice has perished beyond readable must be reported to the appropriate authorities• This should be clearly visible to the passengers too!!!• If a customer is not satisfied with a specific driver they complaints made against (sometimes unfairly)• Could jeopardise his lively hood, let's face it the council always agrees with the customer!!• Customers are fully aware of how to comply if something doesn't fit in,• The customer has no right to thoroughly inspection of your vehicle, specification make and model.• Customer already has the ability to make a		
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		complaint on your appearance if they don't like you.		
<p>4. The Council's application form currently requests a certificate of good character for those applicants that have lived for 6 months or more in another country after the age of 18 years. For those applicants that cannot obtain this information they must provide 3 references from professional people attesting to their character. It is proposed to make it mandatory for all new applicants to provide a certificate of good character from all the countries they have resided in outside the UK for 3 months or more over the age of 18 years old and that their application is deemed incomplete without this information.</p>	<p>Do you agree with this change?</p> <p>84 people responded 64% - Yes 36% - No</p>	<ul style="list-style-type: none"> • This will unfairly delay the process, and potentially discriminate on the grounds of race, nationality and against those who have served in the Armed Forces. • Unnecessary work • Depends on how it is worded. I could go visit family outside of the UK for three months and technically that could be counted as residing outside the UK • This is breaching human rights • Absolutely ridiculous. You do checks when you license a driver so why ask him again and again as if he is a criminal. • Could be difficult for refugees whose home town or city has been destroyed or taken over by despots or dictators 	<p>That the length of time spent out of the country before a certificate of good character is required remains at 6 months.</p> <p>For applicants that have lived in the UK continuously for 10 years or more but are unable to provide a certificate of good character from the countries they previously resided in addition to an enhanced DBS certificate the applicant must provide three references on the prescribed form.</p> <p>Officers are to draft a referee prescribed form with a statement for the referee to sign. The statement will include that the referee understands that they are endorsing that they consider the applicant to be 'fit and proper' to hold a licence.</p> <p>Where an applicant cannot demonstrate that they have lived in the UK for 10 years or</p>	<p>Application process New applicants only.</p>

		<ul style="list-style-type: none"> • May not be possible for those from counties in conflict • Too many foreign drivers pass their licences around because some people can't tell them apart • If it can be managed efficiently. How can you be sure a driver is truthful when they state they have not lived in another country? • As long as the applicant has no police and no serious dvla offences, I don't see a problem of 3 character witnesses. • If your British citizen, good character can be seen on your DBS disclosure. So why make it difficult for drivers? 	<p>more and cannot provide a certificate of good character their application will be deemed to be incomplete.</p>	
<p>5. The Council do not currently require private hire operators to keep a register of staff employed by them for the booking and dispatch of vehicles.</p>	<p>Do you agree with this amendment to the private hire</p>	<ul style="list-style-type: none"> • If a driver is fit to have a licence there is no need for the operator to have such information, it's unnecessary 	<p>That the Private Hire Operator conditions be amended to include a requirement for private hire operators to keep a record of staff employed by them and to also have sight of</p>	<p>Condition amendment That the Private Hire Operator Conditions be amended to include</p>

<p>The Council are seeking to amend the private hire operator conditions to require all private hire operators to keep such a record and to also have sight of a basic Disclosure and Barring (DBS) for each member of staff.</p>	<p>operator conditions?</p> <p>84 people responded 69% - Yes 31% - No</p>	<ul style="list-style-type: none"> • Would need a think for us that use the online update service as our original paper DBS is technically out of date. • You are ruining our human rights laws • But only where dispatch is not fully automated. • The basic DBS is of no value whatsoever • Essential really - a booking clerk would know that a house could be empty for a period whilst someone is away and pass that on to criminals for dishonest purposes. • I'm not a p/hire no comment. • Taxi operators should have DBS disclosure in place already, if it's mandatory for taxi why not for taxi operator staff? 	<p>a basic Disclosure and Barring (DBS) for each member of staff.</p>	<p>a condition to this effect.</p>
<p>6. The Council do not currently have a condition on a private hire operators</p>	<p>Do you agree with this</p>	<ul style="list-style-type: none"> • You are making things really complicated 	<p>That the Private Hire Operators licence conditions be amended to include a condition requiring</p>	<p>Condition amendment</p>

<p>licence preventing operators from providing a PSV licensed vehicle or driver in the place of a Gedling licensed vehicle and driver if they have not asked for the bookers informed consent. PSV are vehicles with more than 8 passenger seats and are not subject to licensing by the Council. It is proposed that the private hire operator conditions be amended to state that they must inform the hirer that a PSV is being dispatched and they must make the hirer aware that the vehicle is not licensed by the Council.</p>	<p>amendment to the private hire operator conditions?</p> <p>83 people responded 64% - Yes 36% - No</p>	<ul style="list-style-type: none"> • It is PCV not PSV and that licensing is as stringent for drivers as Gedling and more so for the vehicle. It would appear that you are unaware of PCV regulations! • PSV drivers are also subject to an enhanced DBS, therefore would not pose additional danger to passengers. 	<p>the operator to inform any hirer when a PSV is being dispatched and they must make the hirer aware that the vehicle is not licensed by the Council.</p>	<p>That the Private Hire Operator Conditions be amended to include a condition to this effect.</p>
<p>7. The Council does not currently request vehicle proprietors to submit a Disclosure and Barring Service certificate with their applications for vehicle licences. The Council is considering changing its application process to require all</p>	<p>Do you agree with this amendment to the applicant process for a vehicle proprietor?</p>	<ul style="list-style-type: none"> • Why is there a need for a DBS if the operator is only licensing the vehicle. • This process should only be used with submitting new if renewal badge applications • What a stupid idea 	<p>To agree that basic DBS certificates are not necessary for vehicle proprietors for the following reasons:</p> <ul style="list-style-type: none"> • Many of the proprietors are licensed drivers as well and as such will already have undertaken an enhanced DBS check. 	<p>That no change be made.</p>

<p>vehicle proprietors to submit a basic DBS check as a minimum requirement when licensing a vehicle. If the vehicle proprietor is already a licensed driver with the Authority, he will be exempt from this requirement as they will already have undertaken an enhanced DBS check.</p>	<p>84 people responded 64% - Yes 36% - No</p>	<ul style="list-style-type: none"> • It's like the taxi department and drivers are an easy target to extort money more and more. • The owner of the vehicle is not considered a potential threat to passengers. Therefore, as long as the driver is properly licenced then that should be adequate. • Considering there are people that ride alone in taxis as well as people travelling with children, all applications should submit a DBS check • The basic DBS is of no value whatsoever 	<ul style="list-style-type: none"> • For those that are not licensed drivers they would be unable to drive the vehicle as a licensed driver and would be hiring the vehicle to a licensed driver who would have already undertaken a DBS check. • In addition, many vehicle licences are held in the name of companies so a DBS would not be able to be carried out as it is done for a person not a company. 	
<p>8. The Council currently offers alternatives to providing a DBS disclosure to applicants for a private hire operator's licence which includes providing a statutory declaration by a solicitor or Commissioner of</p>	<p>Do you agree with this change?</p> <p>83 people responded 75% - Yes 25% - No</p>	<ul style="list-style-type: none"> • I think you should keep everything as is. • Oaths are no longer viable considering they are based on Old English laws. They are outdated • The basic DBS is of no value whatsoever 	<p>To agree that a basic disclosure is the only check available to applicants for a private hire operator licence and that all references to any other type of criminal records check be removed from the application form.</p>	<p>Application process</p> <p>Amend the Private Hire Operator application stating that:</p> <ul style="list-style-type: none"> • At least a basic

<p>Oaths. The Council is seeking to change the application process so that a basic Disclosure and Barring certificate is provided as a minimum by all applicants for a private hire operator's licence. If the private hire operator is already a licensed driver with the Authority, he will be exempt from this requirement as they will already have undertaken an enhanced DBS check.</p>			<p>If the private hire operator is already a licensed driver with the Authority, he will be exempt from this requirement as they will already have undertaken an enhanced DBS check. If the DBS check is older than 28 days, then an online DBS check will need to be carried out on application for a private hire operator's licence. If an online check is not available for any reason, then a basic disclosure will be required.</p> <p>In addition, the business references requested for a private hire operator applicant do not serve any purpose in relation to public safety so this requirement be removed from the application process.</p>	<p>disclosure is required or</p> <ul style="list-style-type: none"> • An enhanced DBS certificate that is less than 28 days old or • An up-to-date online DBS check.
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