

No.	Licensing Area	Item	Current situation	Proposed change	Survey results (28 respondents)	Survey responses	Proposed Implementation
1	Drivers	<p>Criminality checks for applicants and holders of driver's licences – Enhanced Disclosure</p> <p>Drivers to be subject to an Enhanced Disclosure and Barring Service (DBS) check with searches on both barred lists.</p>	Every 3 years.	Drivers will be subject to an Enhanced Disclosure and Barring Service (DBS) check with searches on both barred lists every 6 months.	<p>Agree – 43%</p> <p>Disagree – 57%</p>	<ol style="list-style-type: none"> 1. I would agree if the service was free because taxi drivers do not change their situation so fast. 2. Who will pay for this? 3. Driver should have update service for DBS 4. Currently we are being check once a year and everything works well.if we so more often its additional cost involve. 5. Unnecessary, cause delays even money losses, dbs service not relianle takes ages 6. Crucial for responding to concerns over drivers working with at risk customers. 7. DBS check every six months sounds weird. 	Within 3 months

2	Drivers	<p>Language proficiency test</p> <p>The DfT has commented that: “A lack of language proficiency could impact on a driver’s ability to understand written documents, such as policies and guidance, relating to the protection of children and vulnerable adults and applying this to identify and act on signs of exploitation. Oral proficiency will be of relevance in the identification of potential exploitation through communicating with passengers and their interaction with others.”</p> <p>Whilst the ‘Standards’ do not require adoption of a formal qualification in English language proficiency, the Council acknowledges the</p>	<p>English language proficiency and numeracy is examined to an extent in the Knowledge Test, which all applicants must pass (80% pass mark).</p>	<p>New driver applicants will be required to obtain a recognised qualification or undertake an English language proficiency course as part of the application process.</p>	<p>Agree – 64%</p> <p>Disagree – 36%</p>	<ol style="list-style-type: none"> 1. Needs to be done now. 2. Discriminative unnecessary, taxi drivers not giving lectures, knowledge test more than enough proven some bodies English understanding. 3. Crucial to avoid taxi hires where the taxi drivers are not English and cannot understand route instructions – not unusual at Cambridge Station. Also tourists cannot make themselves understood 4. That’s another cost couple of hundred to the driver. And the level of English is required that is very basic and anyone can communicate. 	<p>Implementation within 6 months.</p>
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		guidance above and notes some licensing authorities have such a requirement as part of their application process.					
3	Vehicles	<p>Criminality checks for applicants and proprietors of vehicle licences – Basic Disclosure</p> <p>Applicants and proprietors of vehicle licences (who are not existing holders of a driver's licence) to be subject to a Basic Disclosure check.</p>	Every 3 years.	Applicants and proprietors of vehicle licences (who are not existing holders of a driver's licence) will be subject to a Basic Disclosure check every 12 months.	<p>Agree – 64%</p> <p>Disagree – 36%</p>	<ol style="list-style-type: none"> 1. Red tape, serves nothing but make the dbs a bit richer 2. Should preferably be every 6 months. 	Immediate effect, at all vehicle licence renewals

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4	Vehicles & Operators	<p>Criminality checks for proprietors of vehicle and private hire licences – ‘Certificates of Good Character’</p> <p>The DBS cannot access criminal records held overseas so other checks must be considered where and applicant has lived or worked overseas. Licensing authorities should therefore seek or require applicants to provide where possible criminal records information or a ‘Certificate of Good Character’ from overseas in this circumstance to properly assess risk and support the decision-making process.</p>	Not routinely undertaken.	Applicants for vehicle and proprietor licences, who have lived abroad for anytime in the 5-year period immediately prior to applying for a licence, will be required to provide a ‘Certificate of Good Character’ authenticated and translated by the relevant Embassy, where appropriate.	Agree – 75%	Disagree – 25%	<ol style="list-style-type: none"> 1. It is not always possible get documents as you expected especially all the countries are different, pointless 2. Unless there is a way to access police records in the foreign country, this is a limited alternative. 	Immediate effect
5	Operators	Criminality checks for applicant and	Every 3 years.	Applicants and proprietors of	Agree – 75%		<ol style="list-style-type: none"> 1. The option of also accepting an 	Immediate effect – At next

		<p>proprietors of private hire operator licences – Basic Disclosure</p> <p>Applicants and proprietors of a private hire operator’s licence (who are not existing holders of a driver’s licence) to be subject to a Basic Disclosure check. Where a company or partnership applies or holds a licence then each director or partner will be required to produce a Basic Disclosure certificate.</p>		<p>operator licences (who are not existing holders of a driver’s licence) to be subject to a Basic Disclosure check every 12 months. Where a company or partnership applies or holds a licence then each director or partner will be required to produce a Basic Disclosure certificate..</p>	<p>Disagree – 25%</p>	<p>enhanced DBS which is signed up to the update service would be preferable.</p> <ol style="list-style-type: none"> 2. Dbs check only good for drivers when renewing driver badge otherwise it has nothing to do with improving safety, just the red tape, waste of sources. 3. Essential that management are responsible individuals. 4. This rules mean simply push drivers away to not become a taxi driver. 	<p>licence year anniversary</p> <p>Immediate effect for New applications</p>
6	Operators	<p>Register of staff</p> <p>Licensing authorities should be satisfied that private hire vehicle operators can demonstrate that all staff that have contact with the public and/or oversee the dispatching of vehicles</p>	<p>Reviewed at inspection, but not currently a condition of the licence.</p>	<p>It shall become a condition of the licence that the operator maintains a live register of all booking and dispatch staff, where applicable.</p>	<p>Agree – 75%</p> <p>Disagree – 25%</p>	<ol style="list-style-type: none"> 1. Avoid any non practical implementation, pointless, has nothing all little for return but Ton of Works! 2. Dispatch and booking staff have a key role and their data needs to be recorded. 	<p>With immediate effect. Signed declaration returned within 3 months.</p>

		do not pose a risk to the public. Licensing authorities should therefore, as a condition of granting an operator licence, require a register of all staff that will take bookings or dispatch vehicles is kept.					
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7	Operators	Criminality checks for booking and despatch staff employed by private hire operators Operators should be required to evidence that they have had sight of a Basic Disclosure check for all individuals listed on their register of booking and dispatch staff and to ensure that Basic Disclosure checks are conducted on any individuals added to the register and that this is	Not required by the licensing authority.	It shall become a condition of the licence that the operator must require and declare that all booking and dispatch staff have been subject to a Basic Disclosure, where applicable.	Agree – 71% Disagree – 29%	1. Subject to there being an exemption for outsourced staff where used as these cannot obtain DBS disclosure/basic disclosure. OK if this is what you mean by ‘where applicable’ and fully appreciate there should be an onus on Operator to evidence and obtain other relevant assurances from outsourced staff abroad again, where applicable.	Currently licence holders - Signed declaration returned within 6 months. New applicants – at application stage.

		compatible with their policy on employing ex-offenders.				2. Unnecessary, useless, just increase business work.	
8	Operators	<p>Record keeping standards for private hire operators</p> <p>Licensing authorities should as a minimum require private hire vehicle operators to record the following information for each booking: the name of the passenger; the time of the request; the time the vehicle is required; the pick-up point; the destination; the name of the driver; the driver's licence number; the vehicle registration number of the vehicle; the name of any individual that responded to the booking request; and, the name of any individual that dispatched the vehicle.</p>	Operators are required to maintain records to the standards as per Appendix P of the 'Handbook' document.	It shall become a condition of the licence that the operator must maintain the information outlined opposite for each booking for a minimum of 6 months.	<p>Agree – 64%</p> <p>Disagree – 36%</p>	<ol style="list-style-type: none"> 1. Agree in essence – and certainly when operators is taking the booking via telephone or e-mail but – with automated booking platforms such as App and IVR – it is not always possible to get/record/keep destination details if these are not supplied by the booker (customer) 2. Record keeping in taxi business is just not practical, each taxi take 20 passengers each day! What a odd idea, nonsense. 3. Essential that what occurs in taxi is recorded. 4. It will be such a burden on operator licence to maintain record. This can be 	Immediate effect – signed declaration returned to licensing authority within 3 months.

						consult and reduce to thirty or three months.	
9	Operators	<p>Registration with the Information Commissioner's Office as a data controller</p> <p>Private hire vehicle operators have a duty under data protection legislation to protect the information they record. The Information Commissioner's Office (ICO) provides comprehensive on-line guidance on registering as a data controller and how to meet their obligations.</p>	Some operators are registered with ICO, but this is not mandated by the Council.	It shall become a condition of the licence that the operator must register with ICO as a data controller, where applicable.	Agree – 61% Disagree – 39%	<ol style="list-style-type: none"> 1. Once collected data newer sure it is safe, how gone use, or serious concern about data whatever accurate, results noting but More office work has nothing to do with business, less business focuss, keep your energies for dealing with customers. 2. The management are responsible for the managing a high risk activity. 	All operators must be signed with the ICO within 6 months for current licence holders, send proof to licensing authority. New Operators must show they are signed with the ICO at application stage.
No.	Licensing Area	Item	Current situation	Proposed change			Implementation
10	Operators	Use of passenger carrying vehicles	Not a condition attached to operator licences.	It shall become a condition of the licence that the operator	Agree – 71%	<ol style="list-style-type: none"> 1. Taxi business less and less profitable business and time passes thanks to cost 	With immediate effect –signed declaration to inform that they

		<p>(PCV) licensed drivers</p> <p>PCV licensed drivers are subject to different checks from taxi and private hire vehicle licensed drivers as the work normally undertaken, i.e. driving a bus, does not present the same risk to passengers. Members of the public are entitled to expect when making a booking with a private hire vehicle operator that they will receive a private hire vehicle licensed vehicle and driver. The use of a driver who holds a passenger carrying vehicle (PCV) licence and the use of a public service vehicle (PSV) such as a minibus to undertake a private hire vehicle booking should not be permitted as a condition of the private</p>		<p>must not use a PCV licensed driver and PSV to fulfil a booking without the consent of the booker. Where used, the booker must be advised the driver is subject to different checks.</p>	<p>Disagree – 29%</p>	<p>of fuel, car price insurance an maintain, Any changes cost increases cause further damage, make business simply not sustainable, so as council whatever you do, never implement rules that increase cost, painting car silver £2000, all car must be new electric £30000 etc.... Who is gone pay that? Taxi driver getting by</p> <p>2. Helps avoid misdirecting customers.</p>	<p>have complied within 4 week.</p>
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		hire vehicle operator's licence without the informed consent of the booker. Where a booking required provision of a PSV then the person making the booking should be advised that a PCV licensed driver is subject to different checks.					
11	General	<p>Notification of convictions etc.</p> <p>Licence holders must notify the licensing authority of any arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence.</p>	Within 7 days.	48 hours (2 days).	<p>Agree – 79%</p> <p>Disagree – 21%</p>	<p>1. Current rules suffice and this potentially breaks the 'innocent until proven guilty' aspect/right that is a cornerstone of what always gone before in England. The point of conviction should surely be the point of having to notify. Also, if brought in, 48 hours in the case of arrest/ release must surely be measured from point of release NOT arrest as this could easily exceed 48 hours – given council are not</p>	With immediate effect.

						<p>open 24/7 and/or at weekends.</p> <p>2. Somebody passenger can falsely accuses taxi drivers with anything, because he doesn't like price, waiting time, or simply having a bad day, so open abuses by council. As long as no charge, no action should taken by council. But unfortunately council abuses its power, taken action based on just accusations which just not right, against the law everybody is innocent as long as other way proven by solid evidence.</p> <p>3. Be better if the police also resported incidences to the licensing authority.</p>	
12	General	Referral of matters to the Disclosure and	Not routinely undertaken.	Any decision by the licensing authority to refuse to grant or revoke a	<p>Agree – 86%</p> <p>Disagree – 14%</p>	<p>1. Open the abuses, council already has build up bad reputation, revoking driver and vehicle</p>	With immediate effect.

		<p>Barring Service (DBS)</p> <p>Any decision by the licensing authority to refuse to grant or revoke a licence as an individual is thought to present a risk of harm to a child or vulnerable adult, should be referred to the DBS. Rationale include: a) an individual has harmed or poses a risk of harm to a child or vulnerable adult; b) an individual has satisfied the 'harm test'; c) received a caution or conviction for a relevant offence; and, d) the person they are referring is, has or might in the future be working in a regulated activity.</p>		<p>licence to an individual thought to present a risk of harm to a child or vulnerable adult will be referred to the Disclosure and Barring Service (DBS). Rationale for referral are set out at No. 12 of the 'Consultation Document'.</p>		<p>licences, also it is entirely wrong somebody spend 6 months preparing for taxi exams, passing many test spending fortunes and end of the application processes being told "not good enough to grant licence". No body has the right to say that, just cruel, certainly council has no competency for that.</p> <p>2. Must look after vulnerable customers.</p>	
No.	Licensing Area	Item				Implementation	
13	General	Assessment of previous convictions		Agree - 71%	1. Open invitation abuse, bend use unintended way, council has	Current licence holders - With immediate	

The following eligibility criteria should be adopted and used as a starting point when considering whether to grant or renew a licence. Where a definite period is given then this will take effect after the completion of any sentence has elapsed. Authorities must consider each case on its own merits, and applicants/licensees are entitled to a fair and impartial consideration of their application.

Disagree - 29%

2. simply bad reputation for that
2. There is no reason to adopt this approach.

effect, will be checked at next DBS requirement date. Dates of convictions to be checked against new criteria, to pass to enforcement if new criteria is breached.

New applications will be passed to enforcement for consideration if they previous convictions are seen in DBS.

Offence	Current situation	Proposed change
A. Crimes resulting in the death of another person or intention to cause the death or serious injury of another person.	When spent ¹	Never
B. Crimes involving, related to or connected with abuse,	When spent ¹	Never

	exploitation use or treatment of another individual irrespective of whether the victim or victims were adults or children.					
	C. Offences involving violence against the person or connected with any violence against a person.	When spent ¹	10 years			
	D. Possession of a weapon or any weapon-related offence.	When spent ¹	7 years			
	E. Sexual offences and individuals listed on the Sex Offenders Register or barred lists.	When spent ¹	Never			
	F. Offences involving an element of dishonesty.	When spent ¹	7 years			
	G. Drugs:					
	i) Supply or possession with intent to supply.	When spent ¹	10 years			
	ii) Possession only.	When spent ¹	5 years ²			
	H. Discrimination offences.	Not specifically defined	7 years			

		I. Drink driving/driving under the influence of drugs.	When spent ¹	7 years			
		J. Using a handheld device whilst driving.	Not specifically defined	5 years ²			
		<p>¹ as per the Rehabilitation of Offenders Act 1974 (as amended)</p> <p>² in addition, any applicant/licence holder may also be required to undergo drugs testing for a period at their own expense to demonstrate that they are not using controlled drugs.</p>					