

Results of public consultation:

Do you agree with the introduction of a standalone Convictions Policy?

9 respondents

5 yes (55.6%)

3 no (33.3%)

1 not sure (11.1%)

5 yes reasoning:

- I would like to request that the revised Hackney Carriage and Private Hire Licensing Policy includes a clear and accessible mechanism for licensed drivers to raise concerns about the conduct or treatment they receive from licensing staff.

While the revised policy sets out drivers' responsibilities and the council's enforcement powers, it should also explain what drivers can do if they believe they have been treated unfairly, unprofessionally, or disrespectfully during their interactions with the licensing department.

I suggest that the policy includes:

- * A clear complaints procedure for concerns relating to the conduct of licensing staff.
- * Information on how concerns will be investigated, including expected timescales.
- * Details of any review or escalation process if a driver is dissatisfied with the outcome.
- * Confirmation that drivers who raise genuine concerns in good faith will not be disadvantaged as a result.

Including this information within the Licensing Policy would promote transparency, accountability, and confidence in the licensing process, while ensuring that both licensed drivers and licensing staff are held to appropriate standards of conduct.

I appreciate that drivers may have legal routes available, including appeals to the Magistrates' Court where applicable. However, having a clear internal mechanism within the Licensing Policy would help resolve concerns at an earlier stage, reducing unnecessary escalation, saving public resources, and avoiding avoidable pressure on the courts.

A more localised and transparent process would benefit both the licensed driver community and the Licensing Department by strengthening trust, improving communication, and ensuring that rights and responsibilities are clearly recognised on both sides.

- We need this to keep our community safe
- Increased clarity
- It looks ok for me

- I believe a convictions policy should be in place

3 no reasoning:

- Some of the sanctions imposed by the Cambridge City Council based on certain convictions are very severe
- We already have a dbs
- Only serious and violent crime should be considered here, including sexual offences.

In other cases where a sentence has expired the individual should be given the opportunity to make a living should he or she want to be a taxi driver.

1 not sure

- Too harsh

Do you agree with the proposed Convictions Policy?

9 respondents:

2 yes (22.2%)

5 no (55.6%)

2 not sure (22.2%)

2 yes reasoning:

- Good step
- Yes - but could go even further. Taxi drivers deal with our citizens at their most vulnerable. We owe it to these people to introduce even stricter standards

5 no reasoning:

- Some of the sanctions imposed by the Cambridge City Council based on certain convictions are very severe
- DBS is sufficient
- Too harsh on mobile phone while driving convictions
- Only serious and violent crime should be considered here, including sexual offences.

In other cases where a sentence has expired the individual should be given the opportunity to make a living should he or she want to be a taxi driver.

- I do not believe any drivers should have been convicted of violent crimes or possession of a weapon at any point, no time having elapsed since these crimes convinces me that these people are safe to work with potentially vulnerable members of the public

2 not sure reasoning:

- Broadly agree, but I think it is too lenient for elements related to responsible driving (drunk driving, mobile phone use, motoring offences, etc)
- the convictions should be handled on individual basis, especially motoring offences, dishonesty convictions, discrimination etc. A carpet application of these articles could cause injustices and the loss of jobs of some drivers

Do you agree with the proposed Enforcement Management System?

9 respondents:

2 yes (22.2%)

7 no (77.8%)

2 yes reasoning:

- It looks ok
- These conditions all seem acceptable

7 no reasoning:

- Some of the sanctions imposed by the Cambridge City Council based on certain convictions are very severe
- Minor traffic-related offences should not automatically be considered as grounds for licensing action, drivers should not be subject to additional punishment through the licensing process where the matter has already been dealt with under existing road traffic regulations.
- It's too harsh
- How can you penalize driver because his vehicle failed Mot twice in 18 months period? Seriously guys....
- Escalation is too slow. Policy not harsh enough- lacks teeth

- Broadly agree with the approach but generally think it to be too lenient to encourage public confidence. This applies to both matters of driving-related elements and passenger safety related elements.

As drivers, professional drivers should be held to a higher standard than others because of their increased road use.

For public safety, many vulnerable people rely on taxis for safe passage.

- In places it seems, not clear, disproportionate and unfair, for example what do you mean by 'a substantiated complaint'. With the current increase in racism and Islamaphobia how would you protect an individual from made up or malicious complaints?

If the DVLA allows an individual with a driving license to drive in the UK, even with six penalty points, it could be considered unfair if the individual is considered unfit to drive a Taxi.

The 10 year ban could be seen as extreme and disproportionate punishment.