

Notice of Meeting

Licensing Committee

Date: Thursday 9 November 2023

Time: 5.30 pm

Venue: The Annexe, Crosfield Hall, Broadwater Road, Romsey, Hampshire,
SO51 8GL

For further information or enquiries please contact:

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Legal and Democratic Service

Test Valley Borough Council,
Beech Hurst, Weyhill Road,
Andover, Hampshire,
SP10 3AJ

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The recommendations contained in the Agenda are made by the Officers and these recommendations may or may not be accepted by the Committee.

PUBLIC PARTICIPATION SCHEME

If members of the public wish to address the meeting they should notify the Legal and Democratic Service at the Council's Beech Hurst office by noon on the working day before the meeting.

Membership of Licensing Committee

MEMBER

WARD

Councillor C Donnelly (Chairman)	Andover Downlands
Councillor L Lashbrook (Vice-Chairman)	Charlton & the Pentons
Councillor I Andersen	Andover St Mary's
Councillor J Budzynski	Andover St Mary's
Councillor D Cattell	Andover St Mary's
Councillor G Cooper	North Baddesley
Councillor N Daas	Romsey Abbey
Councillor D Drew	Harewood
Councillor K Dunleavey	Chilworth, Nursling & Rownhams
Councillor A Ford	North Baddesley
Councillor N Gwynne	Romsey Cupernham
Councillor R Kohli	Romsey Cupernham
Councillor P Lashbrook	Bellinger
Councillor L Matthews	Andover Winton
Councillor T Swain	Chilworth, Nursling & Rownhams

Licensing Committee

Thursday 9 November 2023

AGENDA

**The order of these items may change as a result of members
of the public wishing to speak**

- 1 Apologies**
- 2 Public Participation**
- 3 Declarations of Interest**
- 4 Urgent Items**
- 5 Minutes of the previous meeting** **4 - 6**

To approve as a correct record the minutes of the meeting held on 28 September 2023.
- 6 Minutes of the Licensing Sub-Committee** **7 - 8**

To approve, as a correct record, the minutes of the meeting held on 12 October 2023.
- 7 Taxi Consultation and Licensing Policy** **9 - 104**

To consider the results of the public consultation exercise concerning the development of a new taxi licensing policy.

ITEM 5 Minutes of the **Licensing Committee**
of the **Test Valley Borough Council**
held in Conference Room 1, Beech Hurst, Weyhill Road, Andover
on Thursday, 28 September 2023 at 5.30 pm

Attendance:

Councillor C Donnelly (Chairman)

Councillor I Andersen
Councillor J Budzynski
Councillor D Cattell

Councillor D Drew
Councillor R Kohli
Councillor L Matthews

217 **Apologies**

Apologies for absence were received from Councillors Cooper, Daas, Dunleavey, Ford, Gwynne, L Lashbrook and P Lashbrook.

218 **Public Participation**

There was no public participation.

219 **Declarations of Interest**

There were no declarations of interest.

220 **Urgent Items**

There were no urgent items to consider.

221 **Minutes of the previous meeting**

Councillor Donnelly proposed and Councillor Budzynski seconded the motion that the minutes of the previous meeting were an accurate record. Upon being put to the vote the motion was carried.

Resolved:

That the minutes of the meeting held on 12 January 2023 be confirmed and signed as a correct record.

222

Minutes of Licensing Sub-Committees

Councillor Andersen proposed and Councillor Cattell seconded the motion that the minutes of the previous meeting were an accurate record. Upon being put to the vote the motion was carried.

Resolved:

That the minutes of the Licensing Sub-Committees held on 11 January, 27 March, 6 July and 24 August 2023 be confirmed and signed as a correct record.

223

Licensing Summary 2022/23

The report of the Licensing Manager provided a summary of licences and associated activity under the Licensing Act 2003, Gambling Act 2005, taxi licensing and the Scrap Metal Dealers Act 2013.

The Licensing Section of the Legal and Democratic Service carries out a variety of work to support the statutory responsibility of the Borough Council to undertake various licensing functions set within the different pieces of legislation governing licensable activities.

The following recommendations were proposed by Councillor Budzynski and seconded by Councillor Drew and unanimously agreed by the Committee.

Resolved:

That the contents of the report be noted.

224

Licensing Enforcement Policy and Service Standards

The Legal and Democratic Service is responsible for a number of areas of work where enforcement action may be necessary. As such it is appropriate to have an Enforcement Policy giving customers an indication of what they can expect when dealing with the Council.

The Licensing Manager presented a revised Policy for adoption together with Service Standards which describe the level of service that customers should expect.

The following recommendations were proposed by Councillor Andersen and seconded by Councillor Kohli and unanimously agreed by the Committee.

Resolved:

- 1. That the Enforcement Policy and Service Standards set out as Annexes to this report are adopted in respect of all the licensing functions, except Scrap Metal Dealer licensing, and any associated enforcement work undertaken by the Licensing Section of the Legal and Democratic Service.**

Recommended to Cabinet:

- 2. That the Enforcement Policy and Service Standards set out as Annexes to this report are adopted in respect of Scrap Metal Dealer licensing and any associated enforcement work undertaken by the Licensing Section of the Legal and Democratic Service.**

(The meeting terminated at 5.59 pm)

ITEM 6 Minutes of the **Licensing Sub-Committee**
of the **Test Valley Borough Council**
held in The Annexe, Crosfield Hall, Broadwater Road, Romsey
on Thursday, 12 October 2023 at 9.30 am

Attendance:

Councillor I Andersen

Councillor L Matthews

Councillor P Lashbrook

1 **Appointment of Chairman**

Resolved:

That Councillor P Lashbrook be appointed as Chairman for the duration of the meeting.

2 **Apologies**

There were no apologies for absence.

3 **Declarations of Interest**

There were no declarations of interest.

4 **Application for a new Premises Licence - Hasan Kebab van pitch, Premier Way, Romsey SO51 9DQ**

The Licensing Manager presented the report to consider an application for a new Premises Licence in respect of a mobile kebab van trading from Premier Way, Romsey.

The applicant sought provision of late-night refreshment until 0100 hours Monday to Sunday inclusive. The application had attracted a representation objecting to the application which necessitated it being determined at a hearing.

The applicant was invited to address the Sub-Committee. Members were given the opportunity to ask questions of the applicants.

The objector was invited to address the Sub-Committee. Members were given the opportunity to ask questions.

The Chairman adjourned the meeting to enable the Sub-Committee to consider the matter.

On its return, the Committee was minded to grant the premises licence, but include the following caviat.

Resolved:

The decision of the Sub Committee is that the Licence be granted. However, should there be any complaint in regard to the Licensing objectives within 6 months of the grant of the Licence, an application for review would be submitted.

(The meeting terminated at 10.59 am)

ITEM 7 Taxi Consultation and Licensing Policy

Report of the Head of Legal and Democratic (Portfolio: Democracy and Governance)

Recommended:

- 1. That the Committee considers the results of the public consultation exercise set out in Annex 1 to the report.**
- 2. That subject to any suggested amendments, agree that the results of the consultation form the basis of a new Taxi and Private Hire Licensing Policy which will be submitted to a future meeting for approval.**

SUMMARY:

- The Committee needs to consider the response to the public consultation on a new Taxi and Private Hire Licensing Policy.
- A new Policy will provide clarity for licensed operators, drivers, vehicle proprietors and the public as to how the Council will undertake its licensing functions.
- The Policy will also seek to assist the Council in making licensing decisions.

1 Introduction

- 1.1 The Council's current Hackney Carriage and Private Hire Vehicle Licensing Guidelines (Policy) was first adopted in 2007 and has been periodically revised since then. In July 2020, the Department for Transport (DfT) published Statutory Taxi and Private Hire Vehicle Standards outlining how authorities should carry out their taxi licensing functions.
- 1.2 On 23 September 2021, the Licensing Committee considered the Standards and agreed a basis for public consultation on a new Policy which would address not only those matters raised by the publication of the Standards but also a more general review of existing policies and procedures.

2 Background

- 2.1 The Council is responsible for the licensing of Hackney Carriages, Private Hire Vehicles, Operators and Drivers primarily through the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976. The Hackney Carriage and Private Hire Licensing Policy applies to all drivers, vehicles and operators and the Policy is intended to ensure the trade and the public have access to a document that fully explains the licensing requirements to all in a clear and transparent manner.

- 2.2 The Statutory Standards are published under s177(1) of the Policing and Crime Act 2017 and set out a framework of policies that licensing authorities must have regard to when exercising taxi licensing functions. The Standards have been set directly to address the safeguarding of the public and the potential impact of failings in this area and the DfT expects recommendations to be implemented unless there is a compelling local reason not to.

3 Corporate Objectives and Priorities

- 3.1 Hackney Carriage and Private Hire licensing falls within the broader remit of public safety which cuts across the Council's Corporate Plan aim of supporting our communities to thrive with particular reference to the priorities of environment and prosperity. In deciding whether a driver, vehicle or operator should be issued with and then retain a licence, the overriding consideration will be the protection of the public. The Council's role in safeguarding and protecting the travelling public cannot be understated and strong measures to improve standards in the trade should be built upon and not diluted.

4 Consultations/Communications

- 4.1 A public consultation ran for seven weeks ending 7 March 2022 and included all members of the licensed taxi trade and was also sent to: Hampshire Constabulary; National Private Hire and Taxi Association; Hampshire County Council School Transport Team; and all Hampshire and neighbouring local authorities i.e., Wiltshire Council and West Berkshire Council. In addition, the Communities Team sent details of the consultation to all those organisations listed in Annex 2 to this report with a request that they share this within their existing networks.
- 4.2 A total of 143 responses were received to the online questionnaire and the results are shown in Annex 1 to the report. Most of the responses were received from members of the taxi trade or members of the public. The consultation responses highlighted that there is overall agreement for those matters which are proposed to form a new policy. There were however some exceptions to this, and these are explored in more detail below.

5 Options

5.1 Option 1

To produce a Policy which reflects the consultation responses in all areas except the policy for issuing of new hackney carriage licences (question 1).

5.2 Option 2

To produce a Policy which entirely reflects all the consultation responses.

5.3 Option 3

To resolve not to adopt a new Policy or take some other course of action.

6 Option Appraisal

- 6.1 Option 3 can be dismissed as impractical. As the September 2021 report on this matter explained, the existing licensing policies and conditions are outdated and do not take account of the DfT Statutory Standards. In their introduction to this document the DfT states they expect the Standards to be implemented “unless there is a compelling local reason not to” (1.3) and that “as the Statutory Taxi and Private Hire Vehicle Standards might be drawn upon in any legal challenge to an authority’s practice ... failure to adhere to the Standards without sufficient justification could be detrimental to the authority’s defence” (2.8).
- 6.2 The consultation exercise consisted of questions which either related to an aspect of the Standards or another area of licensing which had already been identified as needing review. It is proposed that those aspects will form the basis of a proposed new Policy. The Policy will set out the context within which Hackney Carriage and Private Hire vehicles operate and outline the standards required by the Council for Hackney Carriage and Private Hire vehicles, drivers, and operators. For the avoidance of doubt all the requirements shall be deemed to form both the Council’s policy (i.e., pre-requisite to the grant of a licence) as well as conditions subject to which the licence is granted (which will continue to apply throughout the duration of the licence as appropriate).
- 6.3 In all but two cases the consultation responses showed support for those matters which would potentially form the new Policy. One exception was the strengthening of the existing policy regarding exemption from displaying the vehicle plate on private hire vehicles undertaking contract and other specific work (question 17). It is the view of officers that the existing policy – which permits private hire vehicles undertaking journeys solely to specific types of destination or for specific corporate customers to be exempt from displaying the vehicle licence plate – is in some cases being used inappropriately and requires additional safeguards to ensure persons seeking such exemption are only granted it where appropriate. This would involve operators evidencing that they are undertaking such work rather than continuing with the current practice where they are merely asked to declare the fact. The consultation responses showed a majority (56%) against any change to the current policy. Accordingly, no change is proposed presently but officers will revisit this issue in the future as it is still considered an area requiring review.
- 6.4 There was one area where the consultation response was unclear; this was in relation to the policy for issuing of new hackney carriage licences (question 1) where the current policy is to restrict the number of licences issued and only allow new licences for wheelchair accessible vehicles. Consultees were given four options of either: maintaining the current limit; removing the limit but only allowing wheelchair accessible vehicles to be licensed; removing the limit and allowing any vehicles to be licensed; or another option. There was the same level of support (43%) for the options of maintaining the limit and removing the limit and allowing any vehicle to be licensed.

- 6.5 In hindsight this question should have been expanded upon or accompanied by additional information to help inform consultees with their answer. The Council can only maintain its current policy of restricting licence numbers based on there being no unmet demand; this is identified by means of undertaking a specific survey of taxi demand. The last survey undertaken in 2005 did indicate unmet demand although, increasingly, the survey results cannot be relied upon as justification for our current policy as they become more and more outdated. The government recommends that a regular, ideally triennial, survey of unmet demand be undertaken. Officers had originally put forward a bid for sufficient budgetary provision for a survey to be undertaken in 2009-10 but due to the financial situation at that time, this bid was rejected, and officers were asked to consider other means of reviewing the current policy.
- 6.6 In the absence of a survey, officers have undertaken consultation exercises the most recent being in September 2013 which was considered at a Licensing Committee meeting held in 2014. The absence of a current survey is only an issue if the Council were to impose a restriction upon issuing licences. Members should be aware that only two licences remain available for issue and the Council could at any time receive applications for those remaining licences. Any further applications received after that would have to be refused if no licences were available for issue which could result in a legal challenge which the Council would be unable to defend. Consequently, in the view of officers maintaining the current limit is not a viable option.
- 6.7 Officers were surprised by the significant support for the option of removing the limit and allowing any vehicle to be licensed. Whilst this option may seem appealing, anecdotal evidence from those authorities that have pursued such a policy suggests that complete derestriction results in a sudden dramatic increase in number of vehicles which, whilst providing more choice for customers, does not necessarily result in an overall improvement. Consequently, this option is not considered viable.
- 6.8 Although the consultation questionnaire allowed consultees to suggest further options none of the comments made offer a practical solution to the issue. Thus, the only remaining option is that of removing the restriction but retaining the policy of only issuing new licences for wheelchair accessible vehicles. Officers were surprised by the seemingly low level of consultees that supported this option (4.9%). Consequently, officers determined to undertake some targeted consultation on this particular issue and with the assistance of the Communities Team produced a further questionnaire seeking views on: the availability of wheelchair accessible taxis; whether that [lack of] availability impacts upon wheelchair users ability to access work, services and leisure activities; whether the Council should only issue new hackney licences for wheelchair accessible vehicles; and whether the Council should issue licences for vehicles that would assist ambulant disabled persons. This further consultation was sent to: Enham Trust; Carers Together; #NeedsToo; Mencap; Romsey Disabled Peoples Partnership; Koala Community Hub; and Andover 21. These are the major disability groups within the Borough.

- 6.9 A copy of the consultation questions and results is attached as Annex 3 to this report. The responses were from care home residents, those living independently and a group response from the Enham Trust on behalf of all those people they support. Whilst the overall response rate is small, a clear majority: indicate a difficulty in booking a wheelchair accessible vehicle; confirm that the shortage of suitable vehicles causes them practical difficulties; is supportive of the council only issuing new licences for wheelchair accessible taxis; and supports the council issuing licences for vehicles that could be used by ambulant disabled persons. The Enham Program Manager makes the comment that “there should be no limits on the amount of licences given out to accessible vehicles, as more of these are needed.”
- 6.10 There are further matters to be considered when addressing the policy on issue of hackney licences as set out in Annex 4. Having taken all these matters into consideration, officers recommend approving Option 1 namely to develop a Policy which reflects the consultation responses in all areas except in respect of question 1 regarding the policy for issuing of new hackney carriage licences. Whilst this would result in a policy which does not entirely reflect the results of the initial consultation, such a policy does take account of the further targeted consultation and the factors set out in Annex 4. As such, officers believe this provides the Council with justification for pursuing this policy which can be robustly defended if challenged.
- 6.11 There is a clear expectation that licensing authorities will introduce policies which encompass the DfT Standards. In the matter of criminal convictions, the current policy – adopted in March 2020 – matches the Standards in most areas apart from the following:

Offence	DfT Standards	Current TVBC Policy
Possession of a weapon	Grant licence seven years after sentence	Grant after five years
Dishonesty	Grant licence seven years after sentence	Grant after five years
Drugs - supply	Grant licence ten years after sentence	Refuse to grant
Drugs - possession	Grant licence five years after sentence	Grant after ten years
Discrimination	Grant licence seven years after sentence	Grant after ten years
Motoring	No specific period stated	Grant one year after sentence if one conviction or three years if more than one
Drink/drug driving	Grant licence seven years after sentence	Grant after five years

The public consultation questionnaire (question 13) specifically asked if, having taken account of the differences detailed above, the Council should keep the current limits or adopt whichever is the stricter limit. A clear majority (54.9%) of respondents stated the current limits should be maintained. It is the view of officers that this provides sufficient justification for the Council maintaining a Policy which does not entirely reflect the DfT Standards.

7 Resource Implications

- 7.1 The process of developing and adopting a new Policy will not in itself create any resource implications. However, there may be new policy requirements which will have implications for the taxi trade and officers. These will be examined in more detail when a proposed Policy is brought to this Committee for adoption. The hackney carriage and private hire licensing function is operated on a cost recovery basis and fees are set at a level which covers the Council's costs in providing the function.
- 7.2 Any new policy may also create a resource implication for officers in that there might be additional requirements upon the trade which will need to be administered and enforced. Existing working practices may in some cases require amendment to ensure that the authority complies with the Standards. Again, these issues will be addressed in more detail at the time the Committee is presented with a new Policy for adoption.

8 Legal Implications

- 8.1 Any proposed new Policy will be drafted to reflect current legislative requirements and statutory guidance. The Policy must be taken into consideration when making decisions in respect of matters relating to hackney carriage and private hire vehicle licensing.

9 Equality Issues

- 9.1 The need to undertake an Equalities Impact Assessment will be considered taking into account whether there are any perceived major impacts from adoption of a proposed new Policy. The Department for Transport carried out an Impact Assessment which included Equalities Impact consideration prior to introducing the Standards. That assessment included the following:
- 9.2 130.0 The Jay and Casey reports demonstrate that not all councils apply the same high standards when undertaking their taxi and private hire vehicle licensing functions. To address this the Police and Crime Act 2017 enabled the Secretary of State for Transport to issue statutory standards to local authorities.
- 9.3 131. Whilst we are aware that the statutory standards may impact disproportionately a higher level of ethnic minorities in some areas due to the makeup of the taxi and private hire trade, any possible negative impacts on minority licensees must be weighed up proportionately against the legitimate aim of protecting children and vulnerable adults from harm through the use of licensing authorities' powers.

- 9.4 132. It is expected that the standards will be applied equitably but this is the responsibility of local authorities and could be subject to challenge. We expect that both drivers and passengers will benefit from a safer environment in which to travel. We also expect that the policy will increase user confidence and may facilitate higher passenger demand from more vulnerable groups such as older or disabled people.
- 9.5 Overall, the adoption of a new Policy and Licence conditions is expected to produce a positive impact (and certainly not a negative impact) for those with protected characteristics. Specifically, if the Committee agrees with the recommended continuation of the existing policy of only issuing additional new hackney carriage licences for wheelchair accessible vehicles this will undoubtedly benefit wheelchair users and other disabled persons.

10 Other Issues

- 10.1 Community Safety – nothing specific although the significance of promoting safeguarding is paramount. The new Policy should ensure the appropriate balances and mitigations are in place to minimise risk to public safety whilst enabling businesses to trade effectively, efficiently and legally.
- 10.2 Environmental Health Issues – none identified.
- 10.3 Sustainability and Addressing a Changing Climate – none identified.
- 10.4 Property Issues – none identified.
- 10.5 Wards/Communities Affected – potentially the whole Borough.

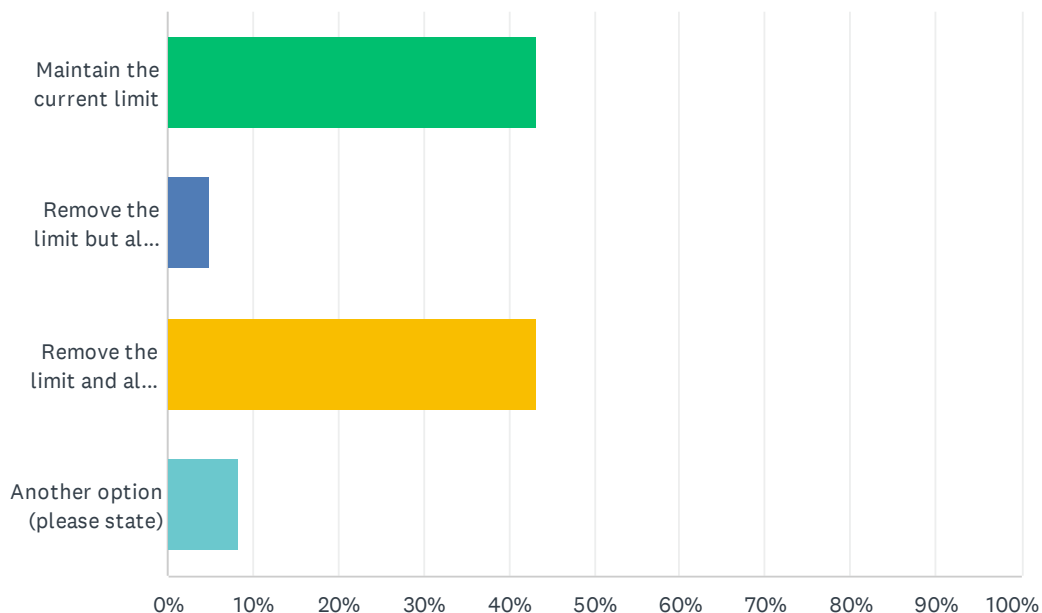
11 Conclusion

- 11.1 A modern robust Policy is essential for the efficient administration of the hackney carriage and private hire vehicle licensing function. There is a clear expectation that local authorities will, unless there is a compelling reason to the contrary, have policies which reflect the DfT Statutory Standards. With that in mind the Committee is recommended to consider the results of the public consultation exercise at Annex 1 and subject to any further amendments it considers necessary, approve the production of a new Policy based on those consultation responses.

<p><u>Background Papers (Local Government Act 1972 Section 100D)</u> Minutes of the meeting of the Licensing Committee 21 September 2021 Department for Transport Statutory Taxi and Private Hire Vehicle Standards https://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards</p>			
<p><u>Confidentiality</u> It is considered that this report does not contain exempt information within the meaning of Schedule 12A of the Local Government Act 1972, as amended, and can be made public.</p>			
No of Annexes:	4		
Author:	Michael White	Ext:	8013
File Ref:	N/A		
Report to:	Licensing Committee	Date:	9 November 2023

Q1 The Council currently limits the number of taxi (hackney carriage) licences it issues. Which of the following options would be your preference?

Answered: 143 Skipped: 2



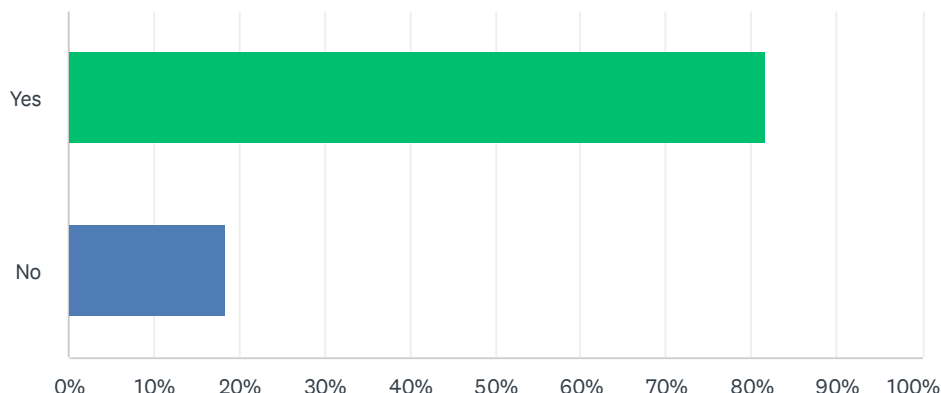
ANSWER CHOICES	RESPONSES	
Maintain the current limit	43.36%	62
Remove the limit but allow only wheelchair accessible vehicles to be licensed	4.90%	7
Remove the limit and allow any type of vehicle to be licensed (provided it is safe and suitable)	43.36%	62
Another option (please state)	8.39%	12
TOTAL		143

#	ANOTHER OPTION (PLEASE STATE)	DATE
1	Either remove the limit for Hackney Carriage (same as the Private Hire) or limit both of them	2/3/2022 1:33 PM
2	I have no opinion on this.	2/2/2022 2:17 PM
3	Either maintain or remove and all any type of vehicle, both would fit in with other Hants authorities	1/28/2022 2:35 PM
4	Up the current level and add a statuses to them that you can have for mini bus but if they choose to chsnge into a car then they would have to check how many cars on rank plates	1/28/2022 11:53 AM
5	Impossible to answer: you don't explain what the "current limit" is!	1/26/2022 10:41 AM
6	Better Bus Services to Villages!	1/26/2022 10:41 AM
7	Increase the limit	1/26/2022 10:19 AM
8	No opinion	1/25/2022 5:33 PM

9	Are ride hailing apps are making this licence redundant?	1/19/2022 12:59 PM
10	Allow any type of vehicle and maintain the current numbers but limit the age to a maximum of 6 years old. This is because at the end of the day the vehicles are also acting as representatives of our borough.	1/17/2022 12:10 PM
11	I think Hackney carriage and private hire should merge into one category and remove the limit	1/14/2022 6:41 PM
12	⁸	1/14/2022 4:44 PM

Q2 At present new hackney carriages must be side-loading wheelchair accessible vehicles. Rear-loading vehicles cannot currently be licensed. Should the Council allow rear-loading wheelchair accessible vehicles to be licensed as taxis?

Answered: 137 Skipped: 8



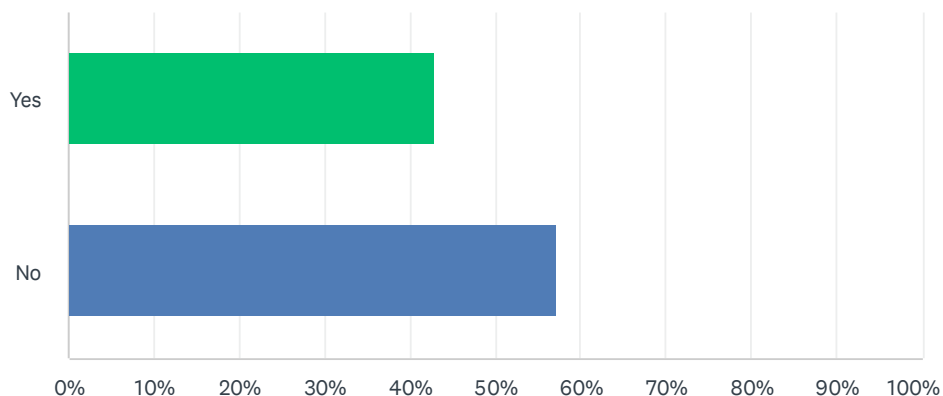
ANSWER CHOICES	RESPONSES
Yes	81.75% 112
No	18.25% 25
TOTAL	137

#	PLEASE ADD ANY COMMENTS	DATE
1	Strongly support this proposal	3/3/2022 11:27 AM
2	Many of the electric wheelchairs are impractical to use thru side loading doors and turn safely when inside to secure, Rear loading vehicles are safer for the passenger and reduce back injuries for the driver	2/28/2022 10:05 PM
3	Much more convenient for all concerned to load from rear	2/18/2022 3:22 PM
4	Provided that they are suitable to be licensed, and that provision is made on taxi ranks for loading space.	2/4/2022 11:25 AM
5	Should be the same for side loading or rear loading in my opinion	2/3/2022 1:33 PM
6	So long as safe, appreciate it does impact on the number of vehicles which may fit on rank but hopefully rank etiquette would allow driver at head of rank space to safe load and secure customer.	2/3/2022 12:34 PM
7	Because this also helps with the space within the vehicle and allows 7 seats and more space for wheelchair user	1/28/2022 11:53 AM
8	There may be a legitimate safety concern as to why not?	1/27/2022 4:46 PM
9	Can't comment as I don't know the reasoning for this.	1/26/2022 4:23 PM
10	No comment. Issue not explained and I don't know any wheelchair users, who might be able help explain.	1/26/2022 10:41 AM
11	Vehicles should be loadable from Rear or Side	1/26/2022 10:41 AM

12	Side loading vehicles tend to be more expensive. Loading from the rear can be undertaken safely.	1/25/2022 5:33 PM
13	We need more options for usability usage.	1/24/2022 5:34 PM
14	It would but be safe for passengers.	1/20/2022 5:52 PM
15	For safety they should be side loading but this involves a very large outlay when it has to be less than 2 years old	1/19/2022 12:59 PM
16	Feel it would be undignified for user	1/18/2022 3:26 PM
17	As far as I know there are only two Hackney plates in Romsey and they don't sit on the taxi rank, most people in Romsey say they can never get a taxi especially at night, i think if I had a Hackney plate and people new there was a good chance of someone being there you should have plenty of work	1/18/2022 10:22 AM
18	Rear end collision risk identified. Passenger would be trapped if rear access was the only option.	1/17/2022 11:52 AM
19	These Vehicles are side loading as this is safer for the passengers entry into the vehicle.	1/17/2022 11:14 AM
20	If there has to be a wheelchair accessible vehicle - I don't see how the way the customer is loaded makes any difference to the experience. As long as People are strapped in correctly.	1/17/2022 11:02 AM
21	As long as the rear meets safety standards.	1/15/2022 5:30 AM
22	I don't know	1/14/2022 8:55 PM
23	I think many of the customers can't get in bus through the middle door	1/14/2022 6:41 PM
24	I am sure that the council is unaware of how expensive these vehicles are and this has led to a decrease in available taxis.	1/14/2022 4:45 PM

Q3 The above comments do not apply to existing hackney carriage licence holders with licences first issued before 1st September 2012 who apply to change their vehicles. However, the Council could consider introducing a policy for these vehicles that upon transfer of the licence to a new proprietor they must license a wheelchair accessible vehicle. Should the Council introduce this policy?

Answered: 133 Skipped: 12



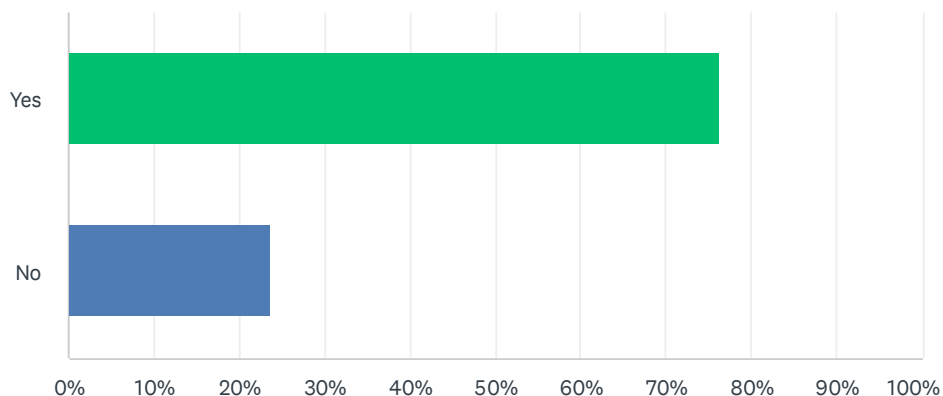
ANSWER CHOICES	RESPONSES
Yes	42.86% 57
No	57.14% 76
TOTAL	133

#	PLEASE ADD ANY COMMENTS	DATE
1	These is a place for non-wheelchair accessible vehicles. For example, smaller vehicles often generate fewer harmful emissions than larger vehicles. Perhaps all new vehicles have to be wheelchair accessible, but existing 'saloon' plates are allowed to remain?	2/4/2022 11:25 AM
2	Yes and no this question is hard to answer with no relavate stats to show the issues of wheelchair clients struggling for taxis but agree there should be more	1/28/2022 11:53 AM
3	The proportion of disabled people with wheelchairs is not great compared with abled people and those disabled capable of using a normal vehicle	1/26/2022 4:57 PM
4	Impossible to give a reasoned answer, since you don't explain the issues.	1/26/2022 10:41 AM
5	Non disabled users use taxis as well. Strictly speaking any normal taxi can take the wheelchari folded up in the boot. We should not discriminate against the able bodied!	1/26/2022 10:41 AM
6	If it does, it definitely ought to allow rear loading due to the cost.	1/25/2022 5:33 PM
7	More taxis = greater availability = competition = lower prices.	1/24/2022 5:35 PM
8	This would be very unfair to these current plate holders. They have invested heavily in this trade and should not be penalised when passing the plate onwards.	1/20/2022 5:52 PM
9	Wheelchair accessible vehicles are not easily accessible to disabled or physically restricted non-wheelchair users such as the elderly or infirm	1/18/2022 3:26 PM

10	Bear in mind that not all disabled people use wheelchairs and that not all people can access WAVs. There must be a mix of vehicles.	1/18/2022 11:07 AM
11	Don't know Wheelchair accessible vehicles are very expensive	1/18/2022 10:22 AM
12	massive difference in purchase cost. Some passengers do not like the openness of wheelchair vehicles.	1/17/2022 11:52 AM
13	The proprietors of these such vehicles/plates have invested hugely in the acquisition. It would be unfair to now limit any future hand over. These decisions should not be made retrospectively.	1/17/2022 11:14 AM
14	There isn't a huge demand of wheelchair accessible vehicles. Whilst I understand that there is a necessity for them - I don't think there is such a high demand for them	1/17/2022 11:02 AM
15	I don't know	1/14/2022 8:55 PM
16	I reckon the license shouldn't be transferred or sold	1/14/2022 6:41 PM
17	There is a shortage of taxis so making it harder will only make the situation worse	1/14/2022 4:45 PM

Q4 Some Councils have had problems with Hackney Carriage drivers becoming licensed in their area but then going to work in another area. To address this, Hackney Carriage drivers could be asked what area they intend to work in predominantly and licences refused to those intending to work predominantly out of the area. Should the Council introduce this requirement?

Answered: 140 Skipped: 5



ANSWER CHOICES	RESPONSES
Yes	76.43% 107
No	23.57% 33
TOTAL	140

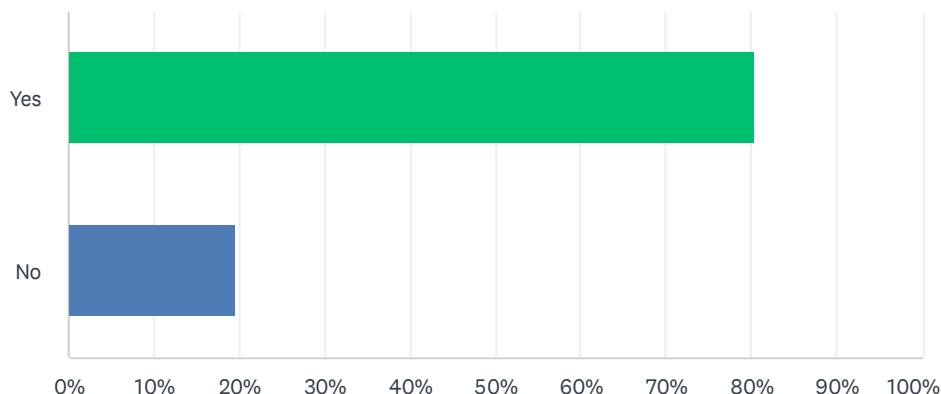
#	PLEASE ADD ANY COMMENTS	DATE
1	This would just be open to abuse unless penalties attached for giving false information.	2/18/2022 3:22 PM
2	Provided that the hackney carriage is not plying for hire in another district, they're not breaking the law. They can drop off in other districts and undertake pre-booked journeys in other districts. A requirement like this may be poorly received by the trade as it limits their opportunities to work and earn.	2/4/2022 11:25 AM
3	Business travel can take a driver (HC or PH) out of the licensed area, so if there were restrictions then this would limit the work a driver would be able to carry out.	2/3/2022 1:33 PM
4	A uniformed approach regarding 'intended use' would help to ensure councils have the best chance of regulating drivers they issue licences to. It's impossible to regulate drivers you grant a licence to who then goes and works miles away from the councils area.	2/3/2022 12:34 PM
5	Despite being a neighbouring authori	2/2/2022 2:17 PM
6	But I didn't think we could with current legislation/guidance	1/28/2022 2:35 PM
7	But let's face it, they will say what you want to hear to get the licence.	1/26/2022 1:45 PM
8	What purpose would you have in licencing taxis used only out of area? The drivers use is obvious, would not other area licensers complain?	1/26/2022 10:41 AM
9	It is not possible to condition hackney carriage drivers. There is also case law supporting the	1/25/2022 5:33 PM

vehicle can work anywhere and not be restricted in the manner suggested. Predominately will need to be defined and is likely to unenforceable.

10	Seriously..??? Why make things harder..???	1/24/2022 5:35 PM
11	Thinking of companies who provide local as well as airport runs and drivers who do both according to need.	1/24/2022 12:14 PM
12	How would you actually enforce this, they could just lie on the form or say their circumstances changed? How would you stop outside licenced vehicles working predominantly working in TVBC area?	1/19/2022 12:59 PM
13	Whilst local licensing exists licence holders should work predominantly in the area in which they are licensed.	1/18/2022 11:07 AM
14	I've had no problems/experiences with Hackney carriage drivers working outside their area. Only private hire where they come into our area. Eg Basingstoke licensed vehicles constantly working in the Andover/test valley.	1/17/2022 11:14 AM
15	The driver is paying their way. I don't see what the issue is. They're licensed drivers. What difference is there between "not being allowed to pick up somewhere - when they could easily arrange to be picked up. I.e. if a customer asked to be picked up somewhere, we're not going to refuse it.	1/17/2022 11:02 AM
16	5star PH have notice Id an increase in cross boarder activity within the Test Valley area (Taxis).	1/15/2022 5:30 AM

Q5 Should licensed drivers be required to notify the Council within 48 hours of any arrest, charge or conviction including any motoring offence (including the imposition of penalty points)?*

Answered: 137 Skipped: 8



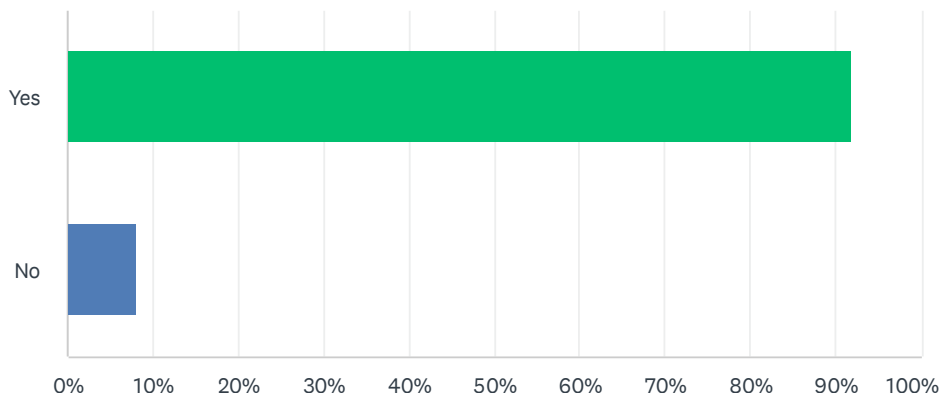
ANSWER CHOICES	RESPONSES
Yes	80.29% 110
No	19.71% 27
TOTAL	137

#	PLEASE ADD ANY COMMENTS	DATE
1	Should only notify council if paedophilia or criminal offence where license has been lost	2/3/2022 1:38 PM
2	Public safety.	2/3/2022 12:46 PM
3	Criminal only	1/30/2022 5:12 PM
4	But if weekend between the charge that would have to be taken into account 5pm friday means 5pm sunday so maybe 72hours	1/28/2022 12:04 PM
5	This should only be required if a clear set of requirements is published so taxi drivers know what is expected of them. Ideally you should do a criminal records search so sex offenders can be excluded to protect women and children as is required in many other jobs. Motoring offences should only be a barrier if they are serious or show clear negligence. Speeding and minor offences are dealt with by the court system.	1/26/2022 10:49 AM
6	They should have to notify, but 48 hours is very short: 7 days would suffice	1/26/2022 10:46 AM
7	Again Hackney drivers cannot be conditioned	1/25/2022 5:39 PM
8	Innocent until proven guilty. Depending on level of charge brought against a person. If it's violence or sexual related then yes.	1/20/2022 5:34 PM
9	Notification ONLY when/if convicted. Innocent until proven guilty is the basis of our justice system	1/18/2022 3:30 PM
10	I would advocate for a time period of one week.	1/18/2022 11:14 AM
11	Yes to arrest no to penalty points.	1/17/2022 7:04 PM
12	consequences should be balanced and reflect conviction.	1/17/2022 11:55 AM

13	This isn't always possible, depending upon the nature of the arrest. However, you should be aware as soon as possible.	1/17/2022 11:14 AM
14	For a more serious motoring offence but a minor speeding firm should be no	1/17/2022 11:01 AM
15	I am saying yes to any serious arrest or conviction. However a minor speeding conviction or similar as a one off should not be an issue	1/17/2022 11:01 AM
16	I believe this could be safety critical to the public.	1/15/2022 5:52 AM
17	There is a difference between arrest/charges and convictions. The convictions should be reported only.	1/14/2022 6:54 PM
18	Yes you need to be notified but give them 30days to let you know	1/14/2022 5:38 PM
19	Won't be able to if late on Friday night.	1/14/2022 5:33 PM
20	48 hours for penalty points is too low. Perhaps 7 days	1/14/2022 4:48 PM
21	Minor offences such as speeding fine , should not restrict the driver .	1/14/2022 4:48 PM

Q6 Should the Council introduce a driver code of conduct which would make clear the standards and behaviours expected of drivers?

Answered: 137 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	91.97%	126
No	8.03%	11
TOTAL		137

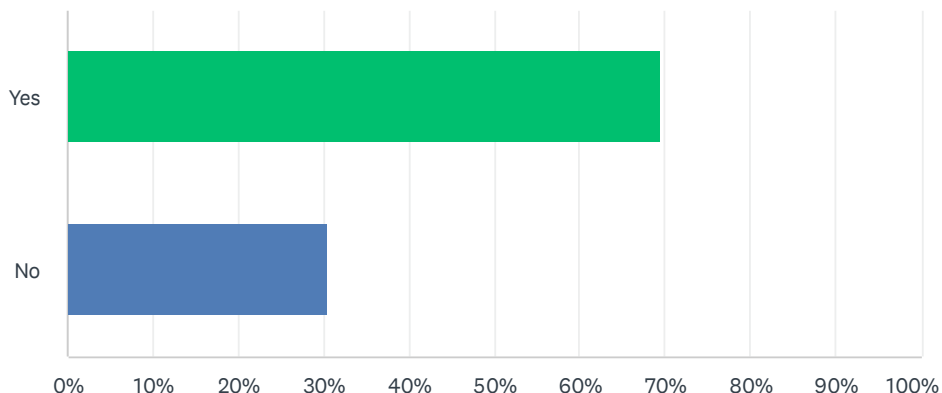
#	PLEASE ADD ANY COMMENTS	DATE
1	Without standards you can not easily manage bad standards or behaviours	2/28/2022 10:11 PM
2	Should already be in place in the work place	2/3/2022 1:38 PM
3	Improve public safety and trade professionalism.	2/3/2022 12:46 PM
4	Include in HC/PH Policy rather than have a separate document	1/28/2022 2:39 PM
5	And increase the level of conduct .	1/27/2022 12:15 PM
6	This should win a clear english award so everybody knows what is expected.	1/26/2022 10:49 AM
7	To overcome the inability to attach conditions to hackney carriage drivers	1/25/2022 5:39 PM
8	some drivers dress really tatty, it is a customer acing service, and should be smart.	1/24/2022 5:36 PM
9	Anything that raises the standard of drivers is a good thing	1/19/2022 1:03 PM
10	Although any such code should be subject to discussion beforehand and not unilaterally introduced.	1/18/2022 11:14 AM
11	Although drivers should be of a good standard as part of the service they are offering	1/17/2022 4:31 PM
12	Passengers alike, some customers are abusive to death. Especially with us ethnic minorities. The amount of abuse with come across is beyond comprehension.	1/17/2022 11:25 AM
13	Absolutely, driver/operators provide a public service and should conduct themselves accordingly. A code of conduct will help maintain public confidence and assurance.	1/15/2022 5:52 AM
14	Clean cars, bad driving, customer service	1/14/2022 6:54 PM
15	Thought this is already in place	1/14/2022 4:48 PM

16 Unfortunately the practicalities of such a policy may be detrimental to drivers who deal with myriad of different customers at all times, such as drunk passengers, subjective offence caused, a malicious complaint (one customer's word vs a driver etc)

1/14/2022 4:48 PM

Q7 Should the Council introduce a requirement for drivers to hold public liability insurance to the value of £2 million?

Answered: 131 Skipped: 14



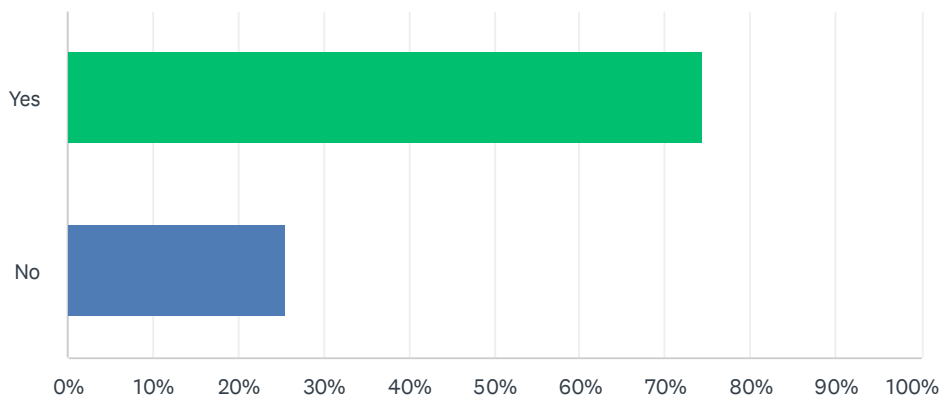
ANSWER CHOICES	RESPONSES	
Yes	69.47%	91
No	30.53%	40
TOTAL		131

#	PLEASE ADD ANY COMMENTS	DATE
1	Provided the cost of the public liability insurance is not prohibitive	3/3/2022 11:37 AM
2	Thought it was a given that public liability insurance is £5 to £10 million anyway!	2/3/2022 1:38 PM
3	Would need to understand why more info	1/28/2022 12:04 PM
4	Presumably a solo taxi service doesn't qualify for this? I can understand companies should.	1/26/2022 4:27 PM
5	What is the current requirement- is this hugely different- if so maybe a review of PLInsurance	1/26/2022 11:34 AM
6	I am not sure what the point of this is. Surely you require the vehicle to be insured for public carriage use and some specifications as to its adequacy?	1/26/2022 10:49 AM
7	Only if their motor insurance doesn't suffice.	1/26/2022 10:46 AM
8	No opinion	1/25/2022 5:39 PM
9	Being on the road more than most, there are higher chances of an accident so good liability should be in place.	1/24/2022 5:36 PM
10	Would this put fares up ?	1/24/2022 12:22 PM
11	Most have 10 million if they do schools	1/17/2022 7:04 PM
12	Most have a 3 million minimum	1/17/2022 6:22 PM
13	I don't know why 2m is the bench mark - there should be public liability insurance. If you can justify why it should be £2m then fair enough.	1/17/2022 11:14 AM
14	Too expensive	1/16/2022 5:13 PM
15	1-2 million should be the guideline. The cost to include this factor does not cost much more.	1/15/2022 5:52 AM

16	I would say that all hire and reward policies already have that ?	1/14/2022 4:51 PM
17	They already do ?	1/14/2022 4:48 PM
18	We already need insurance for our vehicles. Further costs to the drivers through insurance would put the costs up locally for passengers and help big firms whilst punishing small and solo operators.	1/14/2022 4:48 PM

Q8 Currently driver licences can be issued for either one or three years and expire at the end of a month. The Council is considering making three year licences the default. Should the Council make three year licences the default?*

Answered: 137 Skipped: 8



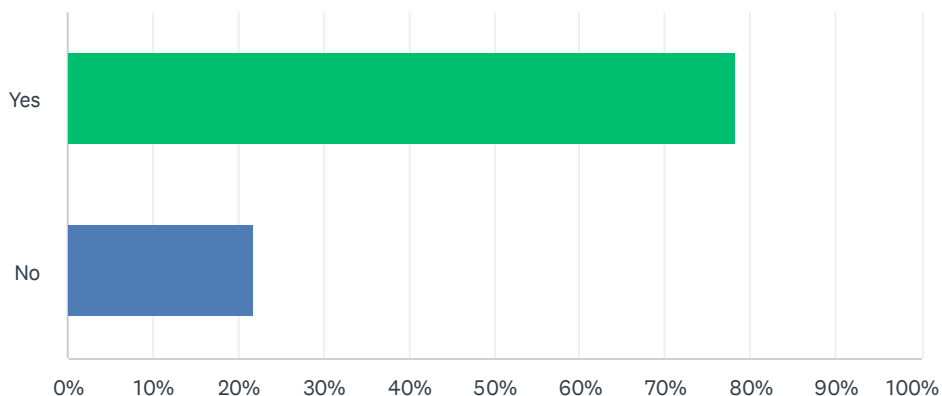
ANSWER CHOICES	RESPONSES
Yes	74.45% 102
No	25.55% 35
TOTAL	137

#	PLEASE ADD ANY COMMENTS	DATE
1	DFT advice is to do this	2/28/2022 10:11 PM
2	Not unless applied for. 3 year licences must be offered, but those with lower incomes may only want a one year licence.	2/4/2022 11:28 AM
3	So long as the price doesn't go up. Should be beneficial for a longer license.	2/3/2022 1:38 PM
4	As per the recent changes, the default position should be 3 years.	2/3/2022 12:46 PM
5	As per deregulation Act	1/28/2022 2:39 PM
6	Means stats can be monitored better as yearly its hard to get clear standardised results of ratios of taxis/phv to population	1/28/2022 12:04 PM
7	To much can change in 3 years.	1/27/2022 12:15 PM
8	3 years is far too long, anything can happen in that time it should be annually as per any kind of insurance or service	1/27/2022 11:00 AM
9	No doubt if they wish not cease driving, they can notify without penalties	1/26/2022 4:27 PM
10	Yes, but suspended should there be any criminal offences or police investigation into a criminal offence.	1/26/2022 1:50 PM
11	An annual review is a good idea to allow for updates like traffic offences. This should be a straightforward paper exercise unless there is a significant change with a more complete re-issue every 3 years.	1/26/2022 10:49 AM

12	but be prepared to issue licences for shorter periods when there is a good reason.	1/25/2022 5:39 PM
13	This would only attract drivers that take the trade seriously.	1/20/2022 5:53 PM
14	The option of 1 or 3 should remain.	1/18/2022 11:14 AM
15	This would give the industry more security. Only drivers with serious ambition and care for the industry would apply.	1/17/2022 11:17 AM
16	Not all drivers can afford the 3 year licence when they are starting out. Some times they don't know if it's something they want to do ongoing. The 1 year option gives them the chance to 1) afford it 2) work out if its what they want to do.	1/17/2022 11:14 AM
17	Three years may make a new driver feel that it is too long a commitment, if they have never had any Taxi driving experience, and currently the three year is more expense than the 1 year and in these times may prove more difficult for people to fund	1/15/2022 11:58 AM
18	1 year makes no sense. I don't think many drivers would apply for this. So 3 years should be a minimum. Unless (individual) special circumstances need to be addressed/applied.	1/15/2022 5:52 AM
19	Keep it the same	1/14/2022 10:38 PM
20	It's better	1/14/2022 6:54 PM
21	If fact you should have 5 year licenses. Cost of medical etc is always an issue	1/14/2022 4:48 PM
22	I like the flexibility and it would discourage potential new drivers from trying out the profession, again hurting small local operators.	1/14/2022 4:48 PM

Q9 Currently new driver applicants pay a single licence fee which covers all aspects of processing the application and issuing the licence. As part of the application process new drivers are required to sit a written knowledge test. Unfortunately, some drivers delay sitting the test and so the Council is proposing measures to address this. Should the Council have a separate fee for the driver knowledge test paid in advance (to encourage applicants to attend)?

Answered: 138 Skipped: 7



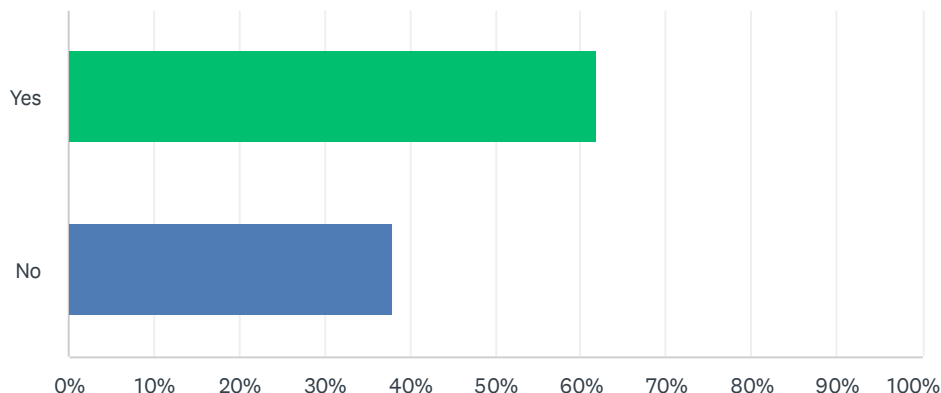
ANSWER CHOICES	RESPONSES	
Yes	78.26%	108
No	21.74%	30
TOTAL		138

#	PLEASE ADD ANY COMMENTS	DATE
1	Licences should only be issued after the knowledge test has been passed	3/3/2022 11:37 AM
2	Makes sense, dont understand why this isn't already in place	2/28/2022 10:11 PM
3	It would give more confidence to users that drivers are suitably qualified	2/18/2022 3:26 PM
4	Perhaps refunded after they attend?	2/4/2022 11:28 AM
5	However, I didn't think a taxi license would be given to a driver until the knowledge test and paperwork had been completed!	2/3/2022 1:38 PM
6	Yes, you should recover costs for the admin and granting of the licence. If the driver has to take several tests, you are unlikely presently to be recovering the costs it takes the council to adjudicate several tests. If any applicant takes 3 tests, they should pay for the time it takes for those 3 tests.	2/3/2022 12:46 PM
7	Both my Authorities charge the fee separately to the application fee	1/28/2022 2:39 PM
8	But total price not to change	1/28/2022 12:04 PM
9	Delaying the sitting of the test should be prohibited	1/27/2022 4:48 PM

10	Can't believe that people are getting away with not doing this. surely it is a matter of urgency?	1/27/2022 11:00 AM
11	The knowledge test might itself be difficult. The process should be as easy as possible to encourage entries.	1/26/2022 10:49 AM
12	It will also assist in any challenge on fees.	1/25/2022 5:39 PM
13	We pay taxes so that you do this sort of stuff. If you're charging fees, you limit licensing to the rich.	1/24/2022 5:37 PM
14	Additional cost and bureaucracy	1/24/2022 12:22 PM
15	There are a lot of drivers who don't know the area they are licensed, which results in passengers being overcharged. They also are not paying full attention to the road because they spend more time looking at a sat nav.	1/20/2022 5:34 PM
16	However I think the part of the test which covers area knowledge should be dropped as every driver now uses google maps/Waze etc, so the questions are superfluous.	1/19/2022 1:03 PM
17	If a licence will not be issued until this test is passed, I don't see how altering the charging will make any difference.	1/18/2022 11:14 AM
18	All in one. The longer the driver takes to do it - the longer they don't get paid..	1/17/2022 11:14 AM
19	Knowledge is critical to new drivers, especially drivers from outside the area. I have noticed some new drivers lacking basic local knowledge which has a detrimental effect on the passengers (being late or concerned).	1/15/2022 5:52 AM

Q10 Should the Council have a repeat test fee paid in advance (to encourage applicants to try to research and pass the test)?

Answered: 134 Skipped: 11

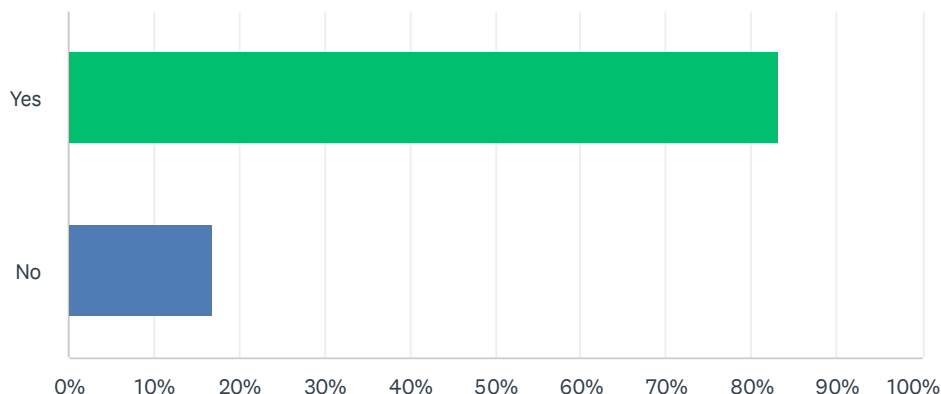


ANSWER CHOICES	RESPONSES	
Yes	61.94%	83
No	38.06%	51
TOTAL		134

#	PLEASE ADD ANY COMMENTS	DATE
1	We understand that licences should only be issued to drivers who have passed the test	3/3/2022 11:37 AM
2	Again this should be in place already	2/28/2022 10:11 PM
3	Absolutely. See above, recover costs per	2/3/2022 12:46 PM
4	Pay the fee when booking onto a test date. Forfeit the fee if you don't attend without cancelling in advance. If you have to resit, pay first.	1/28/2022 2:39 PM
5	Don't know	1/26/2022 4:27 PM
6	Is this a serious problem? A repeat could be paid on the day of failing the first test and a re-test scheduled. How much of a worry is this with Satnavs available?	1/26/2022 10:49 AM
7	Issue not adequately explained.	1/26/2022 10:46 AM
8	The fee should only cover the costs incurred.	1/25/2022 5:39 PM
9	WHY ARE YOU CHARGING.. YOU GET LOADS OF COUNCIL TAX..	1/24/2022 5:37 PM
10	Repeat fee paid upon retest.	1/18/2022 11:14 AM
11	If refundable on passing test first time	1/17/2022 4:31 PM
12	if a second test is a fail.	1/17/2022 11:55 AM
13	Sat navs are wonderful thing. Failing that drivers can call the customer.	1/17/2022 11:14 AM
14	Council should separate the 'areas' Andover & Romsey. 20 years of driving in Romsey & I can count on one hand the amount of times I've had a 'job' to anywhere in Andover..	1/16/2022 1:07 PM
15	If you fail you pay again. This should not be at the expense of the TVBC licensing team.	1/15/2022 5:52 AM

Q11 Should the Council continue the current policy of allowing three attempts to pass the test and then not allowing a resit for a further 12 months?

Answered: 137 Skipped: 8



ANSWER CHOICES	RESPONSES
Yes	83.21% 114
No	16.79% 23
TOTAL	137

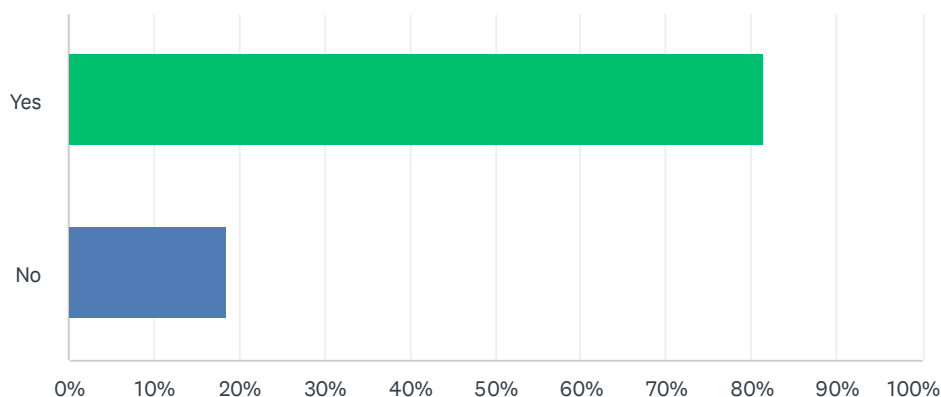
#	PLEASE ADD ANY COMMENTS	DATE
1	12 months is too long, other councils tend to be 6 months	2/28/2022 10:11 PM
2	Not really applicable for my business as don't cover local town work so the knowledge test is irrelevant really.	2/3/2022 1:38 PM
3	Encourage applicants to prepare properly so keep this as an incentive to save authority time and the applicant money.	2/3/2022 12:46 PM
4	2 attempts	1/27/2022 4:48 PM
5	Absolutely. check on taxi drivers more, some we know are not licenced. My grand daughter was hit from behind in her car by a taxi who refused her to take pictures of the damage and refused to give details. It turned out that 3 people were using the same licence and 2 were not authorised. they were working '8 hour' shifts between them! this must stop. We need to know taxi's are safe.	1/27/2022 11:00 AM
6	Presumably this'll encourage study to pass!	1/26/2022 11:34 AM
7	This will encourage applicants to take the test seriously.	1/25/2022 5:39 PM
8	Change the tests at random. There are copies of the test circulating out there.	1/20/2022 5:34 PM
9	New technology makes the area knowledge unnecessary.	1/17/2022 11:17 AM
10	If someone puts the effort in to learn - and pass.. let them pass.	1/17/2022 11:14 AM
11	Current climate- applicants should be helped to gain the licence; people are put off even applying because of the hoops they have to jump through. Also- Should not be penalised for an out of date exam. It's the 21st century - sat Nav's, despatch Apps etc. My suggestion for a new application process is. 1. DBS CHECK & MEDICAL 2. BLUE LAMP DRIVING	1/16/2022 1:07 PM

ASSESSMENT 3.RELEVANT 'knowledge' TEST (checking English Language, knowledge of general area , main places of interest Hospitals, main towns etc. I cannot express enough how irrelevant knowing where the 'Anton Arms' is to someone driving for a Romsey operator...

12	1-3 months I believe to be acceptable for the driver/operator to research/study in preparation for the test. Basic local knowledge is absolutely critical.	1/15/2022 5:52 AM
13	In the test the Council should asses the English level and recommend or open an English course	1/14/2022 6:54 PM
14	Should be allowed more attempts	1/14/2022 4:48 PM

Q12 All new and licensed drivers are required to undergo an enhanced level criminal records check with the Disclosure and Barring Service (DBS) upon initial application and then every three years. The DfT Standards suggest that drivers should also be required to evidence continuous registration with the DBS update service to enable the Council to routinely check for new information every six months. Drivers that do not subscribe to the Update Service should still be subject to a check every six months. All drivers will subscribe to the DBS Automatic Update Service and provide evidence of this subscription. DBS checks will be undertaken by the Licensing Team every 6 months on all drivers. Should the Council require drivers to register with the DBS Update Service and be subject to criminal records checks every six months?*

Answered: 135 Skipped: 10



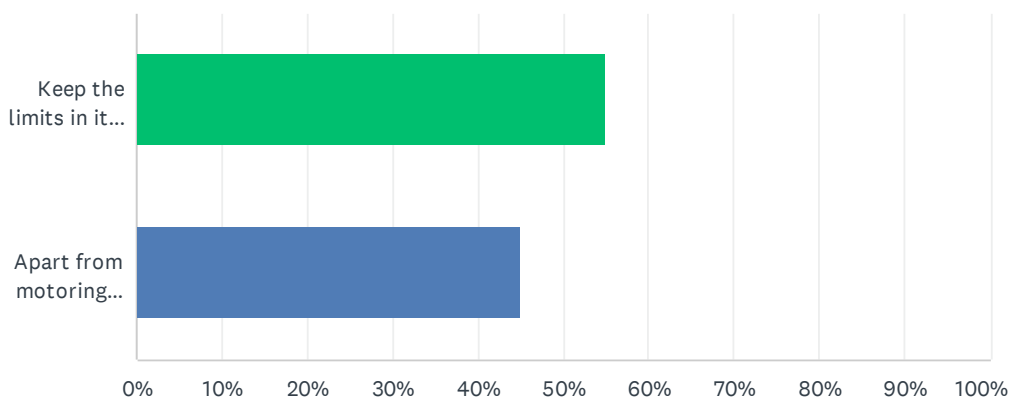
ANSWER CHOICES	RESPONSES
Yes	81.48% 110
No	18.52% 25
TOTAL	135

#	PLEASE ADD ANY COMMENTS	DATE
1	Without a doubt	3/3/2022 11:37 AM
2	Most councils have already adopted this inline with DFT standards recommendation	2/28/2022 10:11 PM
3	Provided there is not a 6 monthly fee to do so. Taxi drivers are trying to earn a living but with all the costings involved, and if they go up, it is hard to do so.	2/3/2022 1:38 PM
4	A year should be ok	1/30/2022 9:31 AM
5	Can be made a condition on the licence	1/28/2022 2:39 PM
6	Is there a cost per check	1/28/2022 12:04 PM

7	Too often	1/27/2022 5:14 PM
8	Yes absolutely. Who would get into a car willingly knowing the driver had a conviction?	1/27/2022 11:00 AM
9	Encourage confidence in users	1/26/2022 4:59 PM
10	Maybe annually is sufficient. No doubt records would show how often this is necessary.	1/26/2022 4:27 PM
11	Don't understand the question. This seems to be happening anyway: you say "Drivers that do not subscribe to the Update Service should still be subject to a check every six months." and "All drivers will subscribe to the DBS Automatic Update Service and provide evidence of this subscription".	1/26/2022 10:46 AM
12	There are any examples of drivers, the police and courts failing to notify the licensing authority of convictions, leaving the public at risk.	1/25/2022 5:39 PM
13	Too frequent.	1/20/2022 5:53 PM
14	Nothing to fear if innocent	1/18/2022 3:30 PM
15	Only people with spent convictions should.	1/17/2022 7:04 PM
16	It seems too soon.	1/17/2022 11:17 AM
17	I think it's everyone's interest.	1/17/2022 11:14 AM
18	Complete transparency is key.	1/15/2022 5:52 AM
19	If it's easy to update it I'd say yes	1/14/2022 6:54 PM
20	It would depend on how much the service is.	1/14/2022 5:32 PM
21	It's just needless beaurocacy at that point.	1/14/2022 4:48 PM

Q13 Looking at the differences do you think the Council should:*

Answered: 131 Skipped: 14

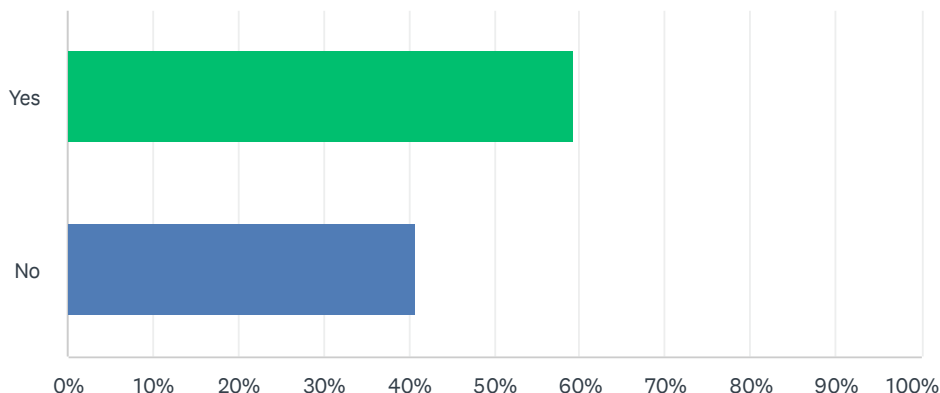


ANSWER CHOICES	RESPONSES	
Keep the limits in its own Policy?	54.96%	72
Apart from motoring convictions, adopt the limits set out in the DfT Standards?	45.04%	59
TOTAL		131

#	PLEASE ADD ANY COMMENTS	DATE
1	Weapon - 7 years Dishonesty - 5 years Drugs Supply - 10 years Drugs Possession - 10 years Discrimination - 7 years Drink/Drugs - 7 years	3/3/2022 11:54 AM
2	adopt limits set out by DfT standards for all convictions	2/28/2022 10:13 PM
3	Get tougher please, we are becoming very complacent. Rules are rules and must be adhered to. Who on earth would want to get into a car with a driver with a drink/drug issue no matter how long ago?	1/27/2022 11:02 AM
4	All the above are serious and should be within the limits Placed by TVBC	1/26/2022 4:30 PM
5	Drug offences should also stay permanently banned for Dealing though not possession. The latter should be treated as a medical issue and evidence of treatment or rehab accepted. Treating drug users as having a medical problem and accepting treatment is more effective than excluding or criminalising them.	1/26/2022 10:53 AM
6	Council should apply the standards it thinks most appropriate	1/26/2022 10:23 AM
7	There needs to be a good reason to move away from the DfT guidance.	1/25/2022 5:40 PM
8	drink /drug, should never get a license back	1/24/2022 5:38 PM
9	Add part about driving with a hand held device to TVBC standards under motoring offences	1/24/2022 12:27 PM
10	If they are good enough for Dft shouldn't the council adopt them?	1/19/2022 1:04 PM
11	Everyone has the right to a second/third chance but under stricter conditions	1/14/2022 6:56 PM
12	There's been no issues so why change?	1/14/2022 4:49 PM

Q14 Should details of how to make a complaint to the Council be displayed in all licensed vehicles?*

Answered: 128 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	59.38%	76
No	40.63%	52
TOTAL		128

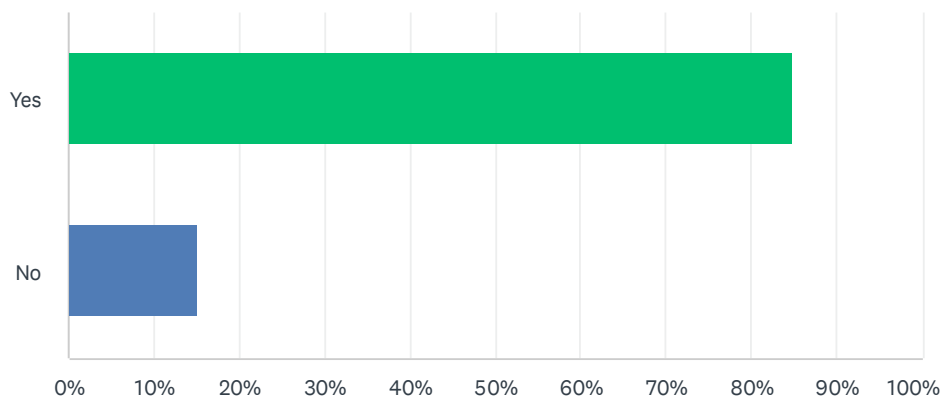
#	PLEASE ADD ANY COMMENTS	DATE
1	On the Hackney tariff card only	2/28/2022 10:30 PM
2	Displayed so that passengers in the front and back can see it.	2/4/2022 11:31 AM
3	If a customer wishes to complain they should be able to approach the operator, or look on line. Our executive cars don't want signs up inside or outside of the car.	2/3/2022 1:44 PM
4	Discreetly but available.	2/3/2022 12:59 PM
5	At the vehicle owners expense	1/28/2022 2:40 PM
6	As long as its small	1/28/2022 12:27 PM
7	And should be checked on a randomly to make sure they are displayed and not put in a glove box.	1/27/2022 12:25 PM
8	By law councils have to do this, so why not/	1/27/2022 11:05 AM
9	On allocated Taxi ranks as well. Process should be clear and notice get a clear english award	1/26/2022 11:01 AM
10	available in the vehicle, but not on display. Lack of display areas in vehicles.	1/17/2022 12:01 PM
11	Customers should raise concerns with the firm first to give them a chance to resolve any issues.	1/17/2022 11:29 AM
12	Encouraging complaints	1/16/2022 5:19 PM
13	Will the council also be doing this in pubs etc? I think the council need to allow the operator deal with grievances in the first instance. You may find you're over run with 'complaints' if the private hire vehicle is 10 minutes late for example.	1/16/2022 1:24 PM
14	If the public are concerned enough about the driver/standard they know the TVBC is where	1/15/2022 6:05 AM

complaint is to be made. Although making this visible would I believe make the driver/operator more conscientious.

15	You'll end up with loads of complaints which can easily be sorted by the company for PHV but for Hackney Carriage I'd say yes	1/14/2022 7:03 PM
16	That would be open to abuse and customers complaining unnecessarily	1/14/2022 5:43 PM
17	Don't like to make stickers in the vehicle.	1/14/2022 4:57 PM
18	Where am I going to keep this information? It's not practical.	1/14/2022 4:55 PM

Q15 On occasions the Council is asked to license a vehicle which has been adapted since production. Adapted vehicles can potentially present a safety risk. Should the Council introduce a requirement that vehicles to be licensed must either meet Driver and Vehicle Standards Agency (DVSA) M1 category or if not, will need to have a DVSA Individual Vehicle Approval?

Answered: 125 Skipped: 20

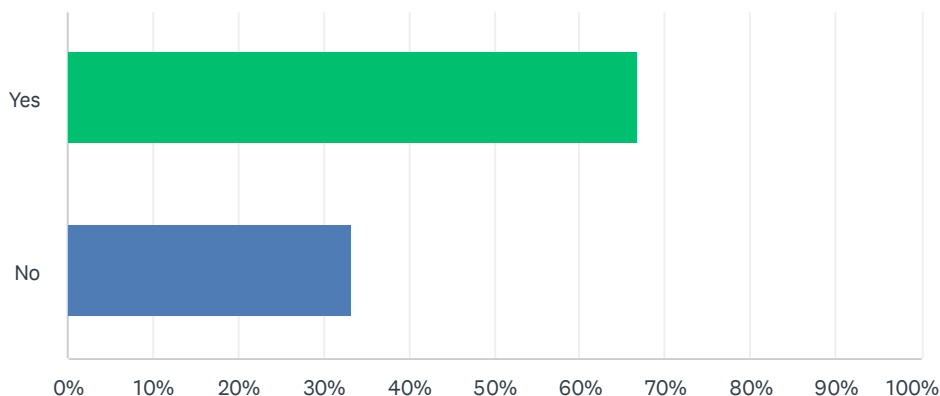


ANSWER CHOICES	RESPONSES	
Yes	84.80%	106
No	15.20%	19
TOTAL		125

#	PLEASE ADD ANY COMMENTS	DATE
1	Yes and Yes.	1/27/2022 11:05 AM
2	I suspect they would not get public carriage insurance if this is not the case so evidence of valid insurance would cover this?	1/26/2022 11:01 AM
3	Probably, but meaning of M1 etc not explained, so cannot sensibly answer yes or no.	1/26/2022 10:55 AM
4	I have no idea so I just answered to stick with what we got.	1/14/2022 4:55 PM

Q16 Currently Private Hire Vehicles may only display signage consisting of the operator’s name and telephone number. In addition, signage can only be displayed on either the sides or front and rear of a vehicle and may only be 5cms in height. Should the current conditions be relaxed to allow PHVs to advertise the operator in any way appropriate but introduce a requirement for PHVs to display Council signage indicating they are a licensed TVBC vehicle?

Answered: 129 Skipped: 16



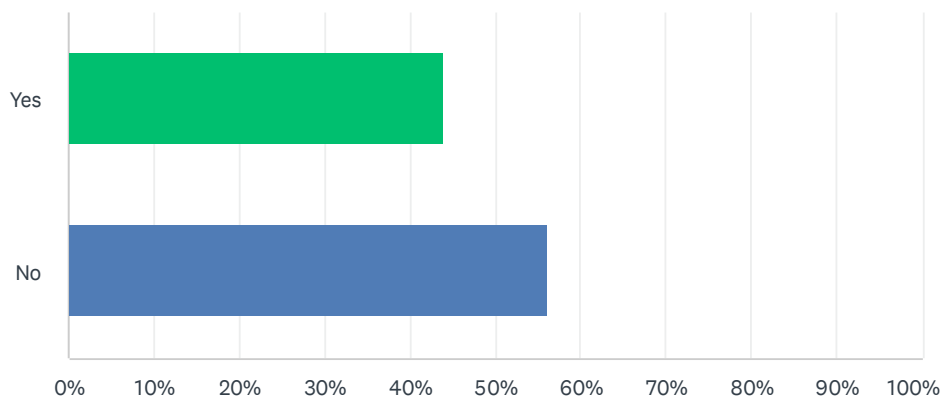
ANSWER CHOICES	RESPONSES	
Yes	66.67%	86
No	33.33%	43
TOTAL		129

#	PLEASE ADD ANY COMMENTS	DATE
1	Both larger operator signage and extra Council side signage for PHV's improves safety and will reduce the number of illegal vehicles operating	2/28/2022 10:30 PM
2	We operate a Chauffeur service with executive cars and our customers don't want signage all over the outside of the cars!	2/3/2022 1:44 PM
3	So long as the vehicle is easily recognisable as a licensed vehicle and there are reasonable controls in place to limit advertising.	2/3/2022 12:59 PM
4	I think advertising a postive company or charity should be allowed but with the council approval to make sure its appropriate and not discrediting other local firms or company's	1/28/2022 12:27 PM
5	Adding taxi plates is increasingly awkward due to the physical construction of modern vehicles. It can also be damaging. Allowing it to be signwritten (transfer) or part of a 'wrap' should be allowed provided it is clearly visible and meets council signage standards	1/26/2022 11:01 AM
6	Taxis are easily identifiable at present, and nearly all will be booked online or at a taxi rank. The marketing is sufficient with smaller signs	1/26/2022 10:55 AM
7	Also suggest a policy on what advertising will be allowed.	1/25/2022 5:47 PM
8	This should be hackney carriage only.	1/20/2022 5:58 PM

9	Don't all PHV's have a plate to say they are licenced by TBC? As below some vehicles like to be unsignwritten so that they can service weddings and execs.	1/19/2022 1:58 PM
10	In general I am not in favour of vehicle signs.	1/18/2022 11:22 AM
11	I don't see what the issue is. Hackney carriage vehicles can do it... So why not private hire? No need for additional signage ref: licenced by tvbc ... There is already a yellow/white plate on the back and the driver should have their licence on them.	1/17/2022 11:29 AM
12	What's the point?	1/14/2022 7:03 PM
13	You should be able to advertise how you like as it does not effect anything.	1/14/2022 5:43 PM
14	Again, it's fine as is. Additional signage is clumsy looking and I might want to work locally for a business customer who don't want the signs on the car.	1/14/2022 4:55 PM

Q17 Currently Private Hire Vehicles which undertake solely contract work or journeys to/from airports and similar can apply for exemption from displaying the vehicle licence plate on the rear of the vehicle. Should the current policy be amended to allow PHVs to be exempt from displaying the licence plate only when undertaking contract or chauffeur work and the operator will have to evidence this?

Answered: 125 Skipped: 20



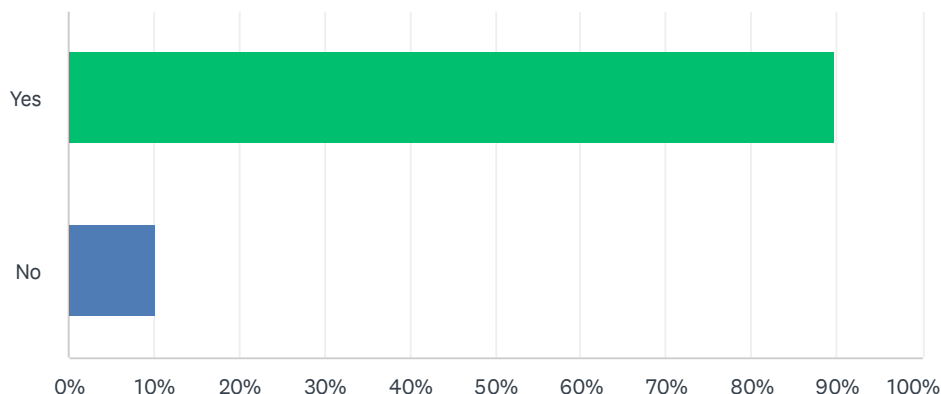
ANSWER CHOICES	RESPONSES
Yes	44.00% 55
No	56.00% 70
TOTAL	125

#	PLEASE ADD ANY COMMENTS	DATE
1	A PHV should not have the ability to take off its plate with the frequency that some currently do. TVBC need a much tighter policy, exemption should only be granted to chauffeur work that has conditions, suit and tie at all times. For vehicles that are not exempt serious consideration to stickers on bumpers that tear if removed	2/28/2022 10:30 PM
2	Suggest a form of discreet/soft style plate (alike DfT taxi disc sized plate).	2/3/2022 12:59 PM
3	We inspect operator records before renewing a plate exemption	1/28/2022 2:45 PM
4	All badges should show if where allowing advertising on vehicles then badge got to stay by chauffeur vehicles stay in vehicle	1/28/2022 12:27 PM
5	A taxi is a taxi.	1/27/2022 11:05 AM
6	I don't understand why this should be an issue or why they want to remove it	1/26/2022 11:01 AM
7	The current policy works fine	1/20/2022 5:58 PM
8	This would be great fro weddings etc, should they apply in advance of carrying out the work?	1/19/2022 1:58 PM
9	Each application should be considered on its merit.	1/18/2022 11:22 AM
10	As long as it's only contract work and no cash is taken then it should be fine but to display a plate in the same way as many other boroughs.	1/17/2022 11:23 AM

11	Don't know	1/14/2022 6:15 PM
12	Many drivers have magnetic badges which they choose when and when. It's needs to be one or the other.	1/14/2022 5:43 PM
13	If I am buying a £50k vehicle for executive work why should it have a plate on it.	1/14/2022 4:57 PM

Q18 Should the Council continue to allow the licensing of stretched limousines, prestige/ vintage and novelty vehicles subject to the vehicle undergoing an Individual Vehicle Approval (see 16 above)?*

Answered: 126 Skipped: 19

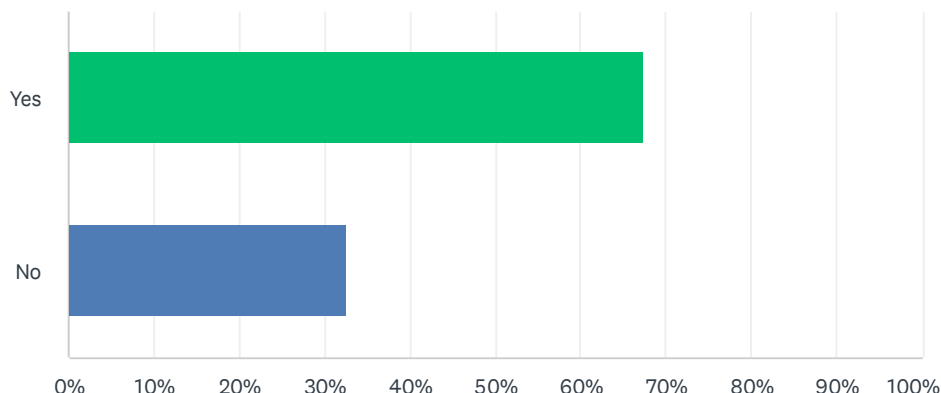


ANSWER CHOICES	RESPONSES
Yes	89.68% 113
No	10.32% 13
TOTAL	126

#	PLEASE ADD ANY COMMENTS	DATE
1	Provided that they are in excellent condition, and considered on a case-by-case basis.	2/4/2022 11:31 AM
2	So long as vehicle is road safe	2/3/2022 1:44 PM
3	Rather they be licensed than unregulated due to local authorities refusing to licence or being too strict regarding licensing of the limos.	2/3/2022 12:59 PM
4	Provided it is also properly insured or insurable	1/26/2022 11:01 AM
5	Why not	1/17/2022 11:29 AM
6	Dont know	1/14/2022 6:15 PM

Q19 Currently vehicles less than six years of age are licensed for 12 months and vehicles over six years of age are licensed for only six months. Should all vehicles be licensed for 12 months with vehicles over six years of age still needing to be inspected after 6 months?

Answered: 129 Skipped: 16



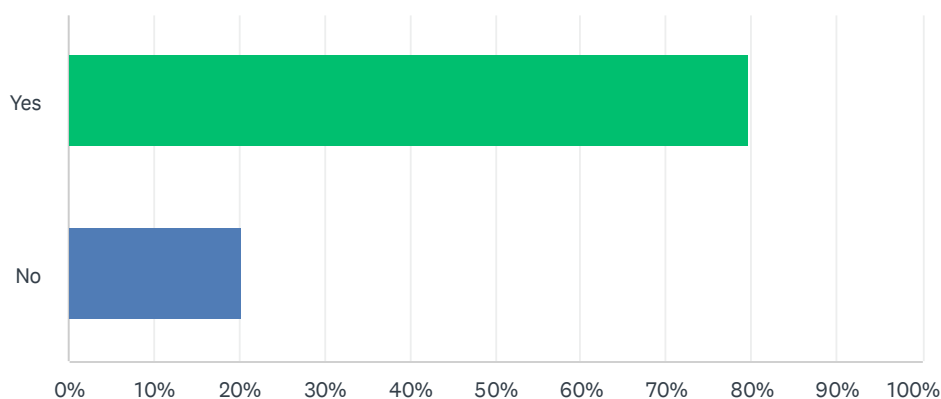
ANSWER CHOICES	RESPONSES
Yes	67.44% 87
No	32.56% 42
TOTAL	129

#	PLEASE ADD ANY COMMENTS	DATE
1	Perhaps the mileage information should also be considered	3/3/2022 12:06 PM
2	Age shouldn't be a concern as we have executive cars over 6 years which look and drive more safely and smoother than a local taxi used for town work. Just adds cost when inspected every 6 months.	2/3/2022 1:44 PM
3	All vehicle licences should be for a year, mechanic and inspection checks should be required more regularly. I suggest 6 monthly which allows an additional check in a year if any further check considered necessary following a complaint or matter identified during compliance/enforcement.	2/3/2022 12:59 PM
4	After 8	1/28/2022 12:27 PM
5	All vehicles regardless of age should be inspected at least every 6 months .Taxi's do huge mileages compared to other road vehicles and the condition / roadworthy state can change very quickly.	1/27/2022 12:25 PM
6	Why the 6 month inspection	1/26/2022 11:58 AM
7	This will reduce the admin process but retain safety	1/25/2022 5:47 PM
8	The 6monthly requirement should be dropped and vehicles should be on 12monthly checks	1/23/2022 8:31 AM
9	As long as the inspection is carried out thoroughly and to consistent standards, all licenses for vehicles should last 12 months regardless of age of vehicle	1/18/2022 3:38 PM
10	The key here is the frequency of inspection.	1/18/2022 11:22 AM

11	Present system is appropriate as it encourages drivers to possibly make a vehicle change sooner.	1/17/2022 12:20 PM
12	one hcc test and an mot should suffice.	1/17/2022 12:01 PM
13	I have a really good condition 2012 Mercedes, that gets serviced every 3 months, and have been paying every 6months for an extra inspection on top of my mot. I feel this is unnecessary expense.	1/17/2022 11:56 AM
14	All vehicles should be licensed for 12 months just like a normal MOT.	1/17/2022 11:35 AM
15	It should be done on mileage - not on age of vehicle.	1/17/2022 11:29 AM
16	Definitely	1/17/2022 11:21 AM
17	Yes , Licence the older cars for 12 months- perhaps get them MOT'd every 6 months. No need to traipse all the way to Andover. (just email the certificate) also would relieve the pressure on Commercial services workshop.	1/16/2022 1:24 PM
18	12 months for all vehicles	1/15/2022 6:05 AM
19	TVBC should allow a vehicle to be licensed if more than 6 years. PHV are costly to buy and the ability to purchase a good used vehicle makes sense.	1/14/2022 4:57 PM
20	All vehicles inspection should be every 12 months..	1/14/2022 4:56 PM
21	If we pass an MOT, there's no need for us to undergo further tests with the council anyway. The MOT is a legally recognised standard already, why waste the time and money?	1/14/2022 4:55 PM

Q20 Currently vehicle proprietors are not required to undergo a criminal records check. Nearly all currently licensed vehicle proprietors are either licensed drivers or operators and so will undergo a criminal records check on that basis. It is suggested licensing authorities should require vehicle proprietors to provide a basic disclosure from the DBS and that a check is undertaken annually. An individual may apply directly for a basic check and the certificate will disclose any unspent convictions recorded on the Police National Computer (PNC). Should the Council introduce this proposal?*

Answered: 129 Skipped: 16



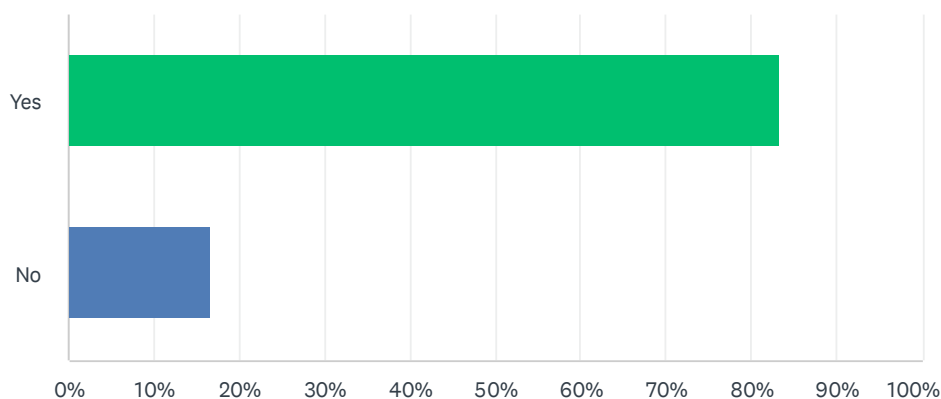
ANSWER CHOICES	RESPONSES	
Yes	79.84%	103
No	20.16%	26
TOTAL		129

#	PLEASE ADD ANY COMMENTS	DATE
1	But it should also include office staff working for the operator to be DBS checked, they are dealing with personal information for vulnerable persons, an ex burglar knowing customers on holiday could benefit from that information!	2/28/2022 10:30 PM
2	Would be the taxi driver or operator that is the proprietor of the vehicle so would have undertaken the DBS check anyway	2/3/2022 1:44 PM
3	For those not covered by the checks for drivers or operators	1/28/2022 2:45 PM
4	Safety reasons surely?	1/27/2022 11:05 AM
5	It's the driver that ahs the customer contact, not the vehicle owner.	1/26/2022 10:55 AM
6	but also accept an enhanced check in its place.	1/25/2022 5:47 PM
7	Will any convictions bar them from being vehicle proprietors?	1/19/2022 1:58 PM
8	Everyone involved with private hire/taxi work should be safe (or as safe as possible) it is in the councils interest and customers interest to do this	1/17/2022 11:29 AM

9	But only for those that are not licensed operators or drivers, as these already have one and it would be duplication.	1/17/2022 11:21 AM
10	Yes to those who are not operators or drivers	1/17/2022 11:21 AM

Q21 Wheelchair Accessible Hackney Carriage Vehicle Licences - A condition could be added to wheelchair accessible hackney vehicle licences that the vehicle must always carry the appropriate equipment to transport wheelchair passengers otherwise the vehicle licence will be suspended immediately. Should the Council introduce this proposal?

Answered: 127 Skipped: 18

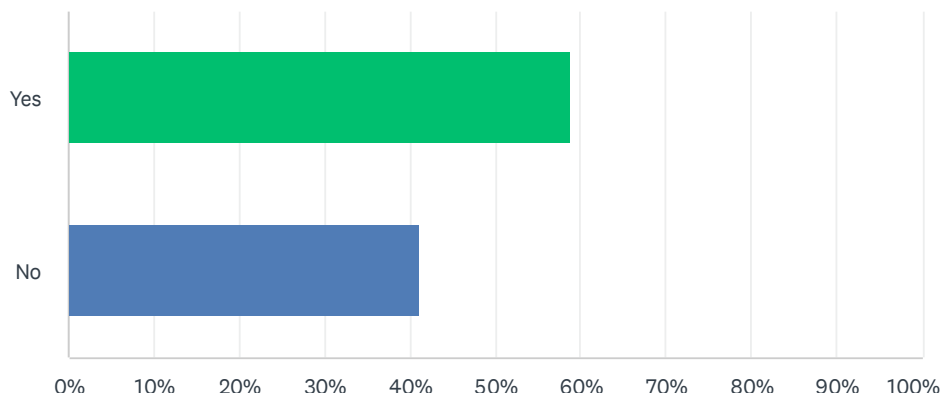


ANSWER CHOICES	RESPONSES
Yes	83.46% 106
No	16.54% 21
TOTAL	127

#	PLEASE ADD ANY COMMENTS	DATE
1	If its not ready to work because of a broken ramp or missing strapping it shouldn't be working so yes	2/28/2022 10:30 PM
2	And should have spare equipment just incase of damage or faulty equipment	1/28/2022 12:27 PM
3	Not adequately explained. Impossible to give a sensible answer.	1/26/2022 10:55 AM
4	Suspended if not remedied within a reasonable period	1/26/2022 10:26 AM
5	Unless you add 'without reasonable excuse '.	1/18/2022 11:22 AM
6	The driver may have had to remove the equipment to allow for a different job that requires more space.	1/17/2022 12:20 PM
7	If you have a WAV... Why wouldn't you have these things Available?	1/17/2022 11:29 AM
8	A warning should be issued first	1/17/2022 11:21 AM
9	Is that not like suspending a licence for a compliance test failure? They should be asked to acquire and fit the appropriate equipment immediately before they can continue to work.	1/17/2022 11:21 AM

Q22 Card Payments - A condition could be added to the vehicle licence that when credit cards are accepted by a driver, they cannot set a minimum card payment amount. Should the Council introduce this proposal?

Answered: 129 Skipped: 16



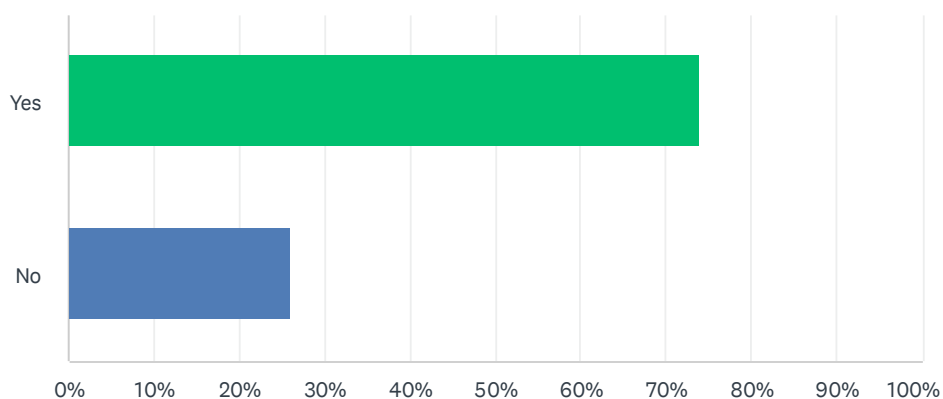
ANSWER CHOICES	RESPONSES
Yes	58.91% 76
No	41.09% 53
TOTAL	129

#	PLEASE ADD ANY COMMENTS	DATE
1	As long as cash payment is an alternative for low amounts.	2/18/2022 3:33 PM
2	And cannot set an 'administration fee', such as £0.50 extra for payments made via card.	2/4/2022 11:31 AM
3	N/A to us as all payments taken through the office. Our drivers don't take payments in the vehicles at all as all contracted work.	2/3/2022 1:44 PM
4	Everyone now in modern covid days expects card readers for any fair should be accepted	1/28/2022 12:27 PM
5	Many credit card companys charge businesses for transactions. Minimum fees should reflect this and be of a reasonable level and displayed in the vehicle. Exceptions for lone women and disabled travelers should apply and contactless be free- assuming the driver and prprieter are not charged to the use.	1/26/2022 11:01 AM
6	Others can, so why shouldn't taxis? Taxis are a financially marginal business providing an important service and should and the policy aim should be to avoid imposing excessive financial burdens on them	1/26/2022 10:55 AM
7	Allowing it would leave it open to abuse.	1/25/2022 5:47 PM
8	Card companies make too much money from payments. The driver is currently charged/penalised.	1/20/2022 5:58 PM
9	Not sure why you would need this when any trip is going to be more than £5 anyway	1/19/2022 1:58 PM
10	Will result in higher basic fares to cover costs of card use for "small" fares thus discriminating against elderly/disabled who are more likely to use vehicle for short journey	1/18/2022 3:38 PM

11	Many small enterprises have minimum transaction level which I think is reasonable.	1/18/2022 11:22 AM
12	There are always costs involved with card payments anyway.	1/17/2022 12:20 PM
13	Card payments are becoming more and more prevalent. Merchant service providers take a % of the transactional value. £5 or £10... Proportionally it is the same Value.	1/17/2022 11:29 AM
14	Card payments are subject to commission from the card company. This charge should be passed on to the customer. A min charge of £5 per journey should be quite acceptable.	1/17/2022 11:23 AM

Q23 Insurance write-offs – the Council has on occasions been asked to license vehicles that have been written off for insurance purposes. The Council could adopt a policy that it will license vehicles from write off categories S and N only provided the vehicle is no more than five years six months old and all damage is supported by a repair report and pre inspection carried out at the Council’s workshop so that the Council is satisfied the vehicle is road worthy. Should the Council introduce this proposal?

Answered: 127 Skipped: 18

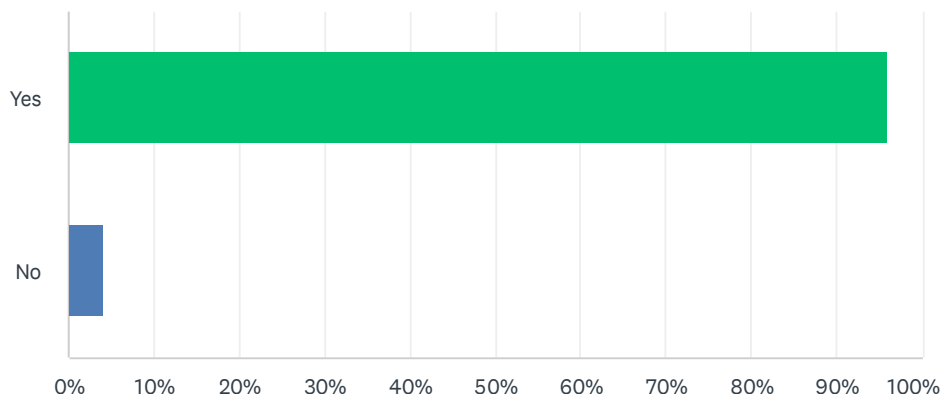


ANSWER CHOICES	RESPONSES	
Yes	74.02%	94
No	25.98%	33
TOTAL		127

#	PLEASE ADD ANY COMMENTS	DATE
1	Only if you could be satisfied regarding the write off reasons and the vehicle does not compromise public safety.	2/3/2022 12:59 PM
2	Insurance write-offs should not be permitted!	1/27/2022 4:52 PM
3	No, No NO. Please ensure my family are safe in such a car. Would you own/drive such a car?	1/27/2022 11:05 AM
4	Not adequately explained. Impossible to give a sensible answer.	1/26/2022 10:55 AM
5	Council should be satisfied that the vehicle is roadworthy	1/26/2022 10:26 AM
6	I am not familiar with the categories so cannot answer.	1/18/2022 11:22 AM
7	No vehicle that has been an insurance write-off should be considered for a licence at all.	1/17/2022 12:20 PM
8	If the car is road Worthy. Why not	1/17/2022 11:29 AM
9	I would agree that work should be inspected	1/14/2022 4:57 PM

Q24 Operators with premises open to the public may be required to display a copy of their Operator licence. Should the Council introduce this proposal?

Answered: 123 Skipped: 22

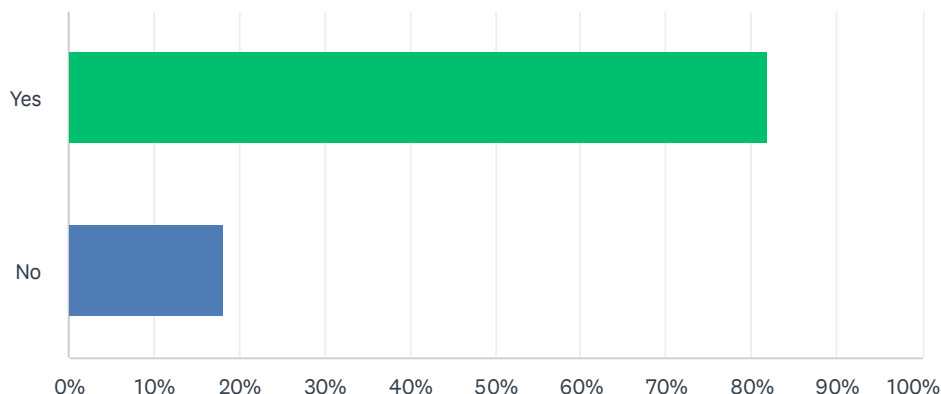


ANSWER CHOICES	RESPONSES
Yes	95.93% 118
No	4.07% 5
TOTAL	123

#	PLEASE ADD ANY COMMENTS	DATE
1	If public are on premises then yes, but this doesn't relate to us as we don't have premises open to public.	2/3/2022 1:50 PM
2	Surprised it isn't already mandatory.	1/26/2022 11:01 AM
3	/	1/24/2022 5:25 PM
4	It is tvbc'a duty to ensure they're licenced. Customers don't care and don't know what to look out for. More so - if you are detailing that premises must supply evidence of operating, then would it expected for firms without premises to supply a copy of the license in their vehicle? It doesn't add value to anyones business.	1/17/2022 11:37 AM
5	I believe we already do	1/14/2022 6:22 PM

Q25 Currently Operator licences can be issued for either one or five years and expire at the end of a month. The Council is considering making five year licences the default. Should the Council introduce this proposal?*

Answered: 121 Skipped: 24

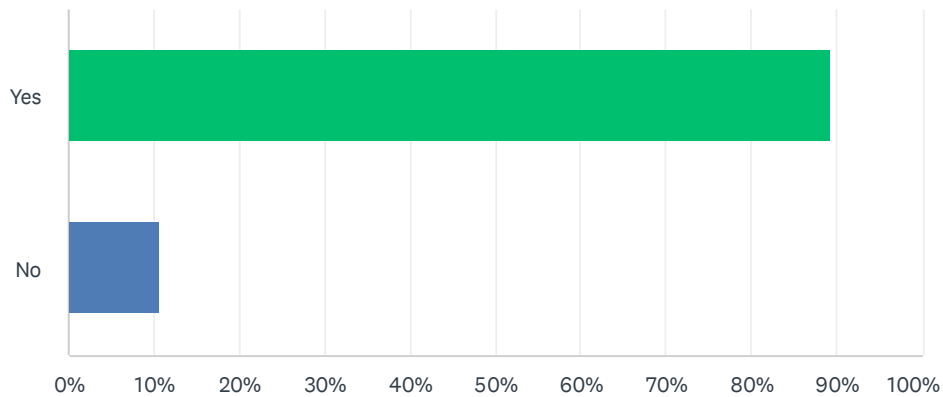


ANSWER CHOICES	RESPONSES
Yes	81.82% 99
No	18.18% 22
TOTAL	121

#	PLEASE ADD ANY COMMENTS	DATE
1	Unless there are relevant reasons for restricting the period	3/3/2022 12:14 PM
2	Continue to offer the option, for those on lower incomes.	2/4/2022 11:33 AM
3	Provided payment doesn't go up.	2/3/2022 1:50 PM
4	Less admin increased time for officers to undertake operational checks which is more beneficial than just admin.	2/3/2022 1:03 PM
5	In line with Deregulation Act	1/28/2022 2:49 PM
6	Need a check on what is happening, 5 years is too long.	1/27/2022 11:09 AM
7	need to be prepared to grant shorter licences when there is good reason to.	1/25/2022 5:50 PM
8	1) when starting out drivers/firms might not have the capital to pay for a 5 year licence. 2) when starting out people may not know if they want to do it for 5 years.	1/17/2022 11:37 AM
9	Should be yearly	1/17/2022 9:59 AM
10	It stifles small businesses compared to large ones who can stomach the start up costs.	1/14/2022 5:02 PM

Q26 Currently the Council requires Operators that are not already checked as a driver to provide a basic criminal records disclosure upon application and renewal of their licence. The Council could request a basic criminal records disclosure for private hire vehicle operators annually. This check could also apply to all named directors where the Operator is a company. Should the Council introduce this proposal?*

Answered: 122 Skipped: 23

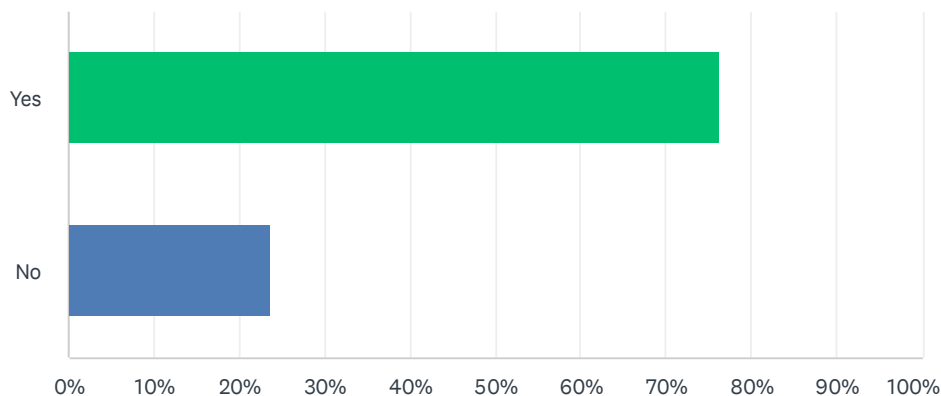


ANSWER CHOICES	RESPONSES
Yes	89.34% 109
No	10.66% 13
TOTAL	122

#	PLEASE ADD ANY COMMENTS	DATE
1	The operator keeping a log of basic DBS checks on staff should be introduced also as previously mentioned	2/28/2022 10:40 PM
2	It would be another unnecessary cost involved for Directors to obtain a basic criminal records document no doubt?	2/3/2022 1:50 PM
3	Need stringent rules in law to ensure honesty.	1/27/2022 11:09 AM
4	Again protection of women is an issue and for that matter all passengers.	1/26/2022 11:04 AM
5	Already sufficient.	1/26/2022 11:01 AM
6	But only for operators who are not drivers otherwise this would be duplication.	1/17/2022 11:58 AM
7	Yes but only if they are not drivers which have been checked already.	1/17/2022 11:54 AM
8	We shouldn't punish and limit operators who aren't drivers as they pose little risk to customers regardless.	1/14/2022 5:02 PM

Q27 The Council may require that as a condition of granting an operator licence, a register of all staff that will take bookings or dispatch vehicles is kept. Should the Council introduce this proposal?*

Answered: 122 Skipped: 23

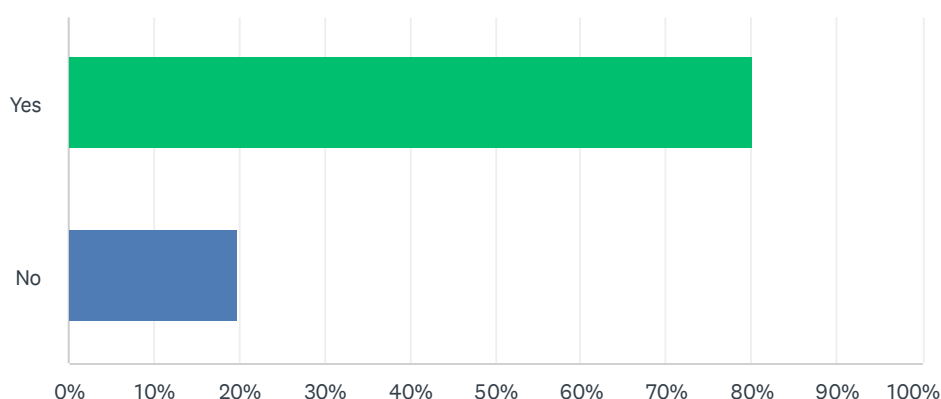


ANSWER CHOICES	RESPONSES
Yes	76.23% 93
No	23.77% 29
TOTAL	122

#	PLEASE ADD ANY COMMENTS	DATE
1	YES. see my other comments re 'sharing' a licence.	1/27/2022 11:09 AM
2	It should always be possible to determine who was driving the vehicle. It is likely an operator would want this for their own administration anyway.	1/26/2022 11:04 AM
3	Over-regulation. It doesn't matter who takes the call. If there's a criminal investigation, ID can readily be found out.	1/26/2022 11:01 AM
4	This would not be relevant to the majority of Small independent operators who take bookings only for themselves.	1/17/2022 11:58 AM
5	Staff can easily change	1/14/2022 7:18 PM
6	Yes some operators are allowing drivers to man the phones and take bookings.	1/14/2022 5:02 PM

Q28 Operators may be required to evidence that they have had sight of a Basic criminal records check on all individuals listed on their register of booking and dispatch staff and to ensure that Basic DBS checks are conducted on any individuals added to the register and that this is compatible with their policy on employing ex-offenders. Records that the operator has had sight of a basic DBS check certificate should be retained for the duration that the individual remains on the register. Should the Council introduce this proposal?*

Answered: 121 Skipped: 24

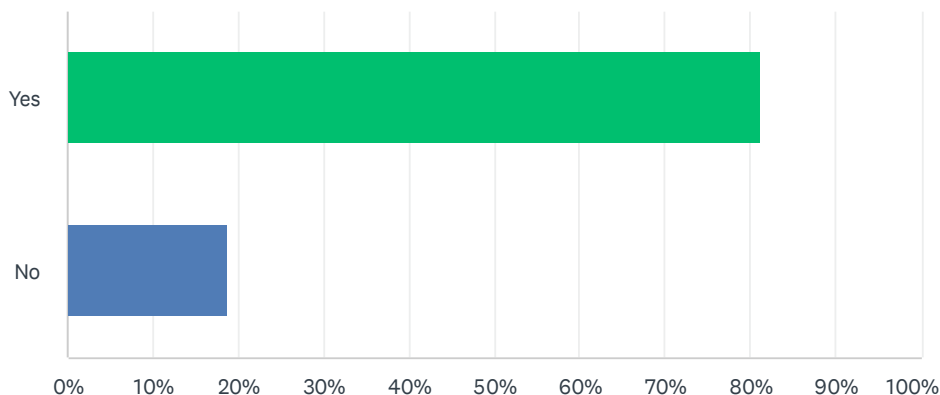


ANSWER CHOICES	RESPONSES
Yes	80.17% 97
No	19.83% 24
TOTAL	121

#	PLEASE ADD ANY COMMENTS	DATE
1	Big difference between large and small Businesses	1/30/2022 9:37 AM
2	Young vulnerable girls hire taxis at early hours of the morning. Would you want someone driving who was not criminally checked?	1/27/2022 11:09 AM
3	red tape.	1/26/2022 11:01 AM
4	This should also be the case for all drivers that the operator sends bookings to.	1/19/2022 2:03 PM
5	Again only relevant to larger companies who employ people to take bookings and despatch cars. Not small companies who control their own work.	1/17/2022 11:58 AM
6	They don't need to see the record. But they should check with tvbc that the driver is actually duly licensed. The DBS certificate has information that someone may not want to disclose. A simple "yes they are a licenced driver " by tvbc should suffice.	1/17/2022 11:37 AM
7	These checks are made by Test Valley Council before a license is issued to a driver.	1/17/2022 11:29 AM
8	Drivers already provide that to the council.	1/14/2022 5:02 PM

Q29 When individuals start taking bookings and dispatching vehicles for an operator they may be required, as part of their employment contract, to advise the operator of any convictions while they are employed in this role. Should the Council introduce this proposal?*

Answered: 122 Skipped: 23

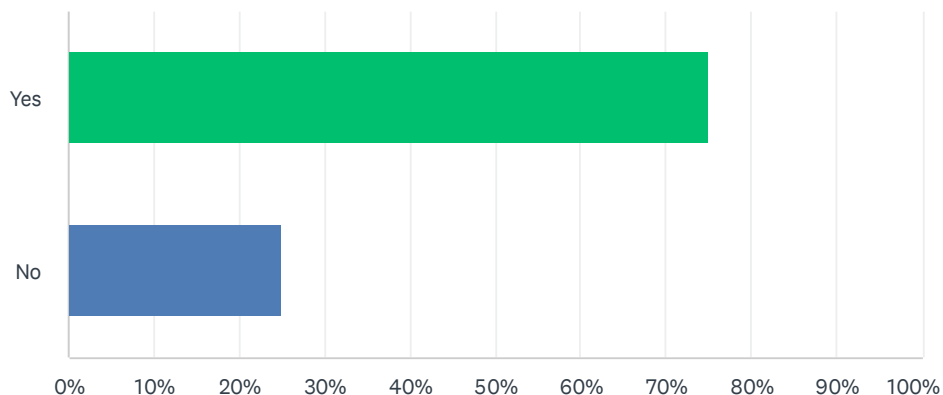


ANSWER CHOICES	RESPONSES
Yes	81.15% 99
No	18.85% 23
TOTAL	122

#	PLEASE ADD ANY COMMENTS	DATE
1	Council should make it an operator condition that instead staff register with the online service so that the employer can check status rather than the employee failing to advise	2/28/2022 10:40 PM
2	All about raising standards.	2/3/2022 1:03 PM
3	Most certainly. Safety again.	1/27/2022 11:09 AM
4	red tape	1/26/2022 11:01 AM
5	Again only relevant to larger companies who employ people	1/17/2022 11:58 AM
6	The council shouldn't meddle with how businesses choose their staff.	1/14/2022 5:02 PM

Q30 Operators could be required to evidence that comparable protections to those matters listed in points 27, 28 and 29 above are applied to any company to which they outsource these functions. Should the Council introduce this proposal?*

Answered: 120 Skipped: 25

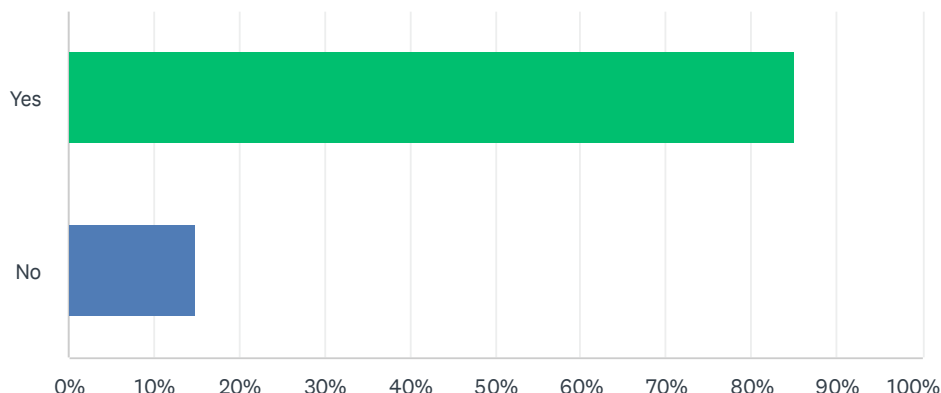


ANSWER CHOICES	RESPONSES
Yes	75.00% 90
No	25.00% 30
TOTAL	120

#	PLEASE ADD ANY COMMENTS	DATE
1	with exception of 29 unless written differently	2/28/2022 10:40 PM
2	The above are detailed in the D for T guidance	1/28/2022 2:49 PM
3	red tape	1/26/2022 11:01 AM
4	A bit cumberson.	1/24/2022 12:36 PM
5	Independent operators are only likely to out source work to other independent operators who are licensed with TVBC so are already DBS checked	1/17/2022 11:58 AM

Q31 Operators may be required to advise the Council when any driver is subject to complaints regarding safeguarding, dishonesty, abusing customers or more than one complaint which does not fall into these categories in any 12 months. Should the Council introduce this proposal?*

Answered: 121 Skipped: 24



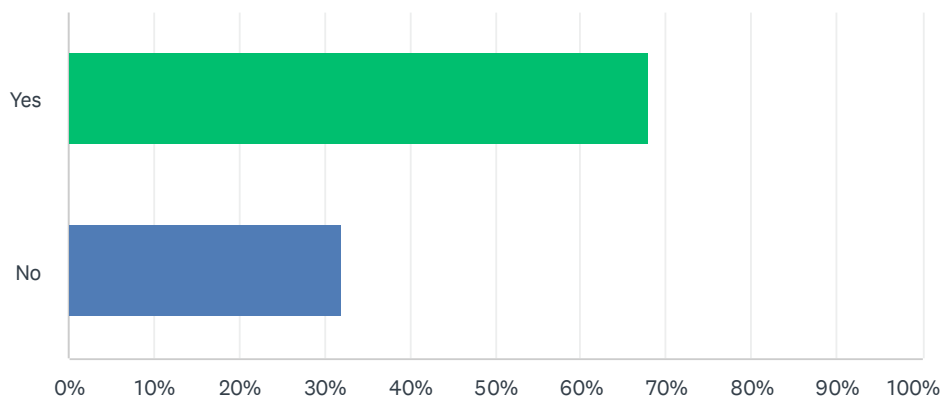
ANSWER CHOICES	RESPONSES
Yes	85.12% 103
No	14.88% 18
TOTAL	121

#	PLEASE ADD ANY COMMENTS	DATE
1	Would need to see if DFT guideline on this	2/28/2022 10:40 PM
2	Unless it is for criminal or paedophilia, or would cause harm to a passenger. If a complaint can be dealt with by the operator then shouldn't need to involve other parties.	2/3/2022 1:50 PM
3	Honest people have nothing to worry about, why not introduce such a rule?	1/27/2022 11:09 AM
4	This will allow the council to have a fuller picture of a drivers behaviour.	1/25/2022 5:50 PM
5	The safety of passengers is paramount	1/19/2022 2:03 PM
6	Legal minefield where customers could use the rule to settle "personal gripes"	1/18/2022 3:42 PM
7	should be delt with internal, with the option of referring to licensing.	1/17/2022 12:05 PM
8	Tvbc should know about any matter that is considered "disturbing"	1/17/2022 11:37 AM
9	I reckon the bad driving and abuse of customers are to be reported but how do you know that customer is telling the truth ?	1/14/2022 7:18 PM
10	The customer could inform the council direct (via signage displayed in the vehicle.)	1/14/2022 6:22 PM
11	Do not agree. Too many customers who feel the need to complain for no reason other than not wanting to pay a fare.	1/14/2022 5:02 PM
12	It's too subjective and a customer might say "I didn't really like him, as he seemed in a bad mood" and it would need to be reported by the operator and potentially used against the driver	1/14/2022 5:02 PM

if the operator was nefarious in intent. I do think that any complaint made should require the operator to provide information on how to complain to the council if they're not happy, however.

Q32 Use of PCV licensed Drivers – The use of a driver who holds a PCV licence and the use of a public service vehicle (PSV) such as a minibus to undertake a private hire vehicle booking will not be permitted as a condition of the private hire vehicle operator’s licence without the informed consent of the booker. Should the Council introduce this proposal?*

Answered: 116 Skipped: 29

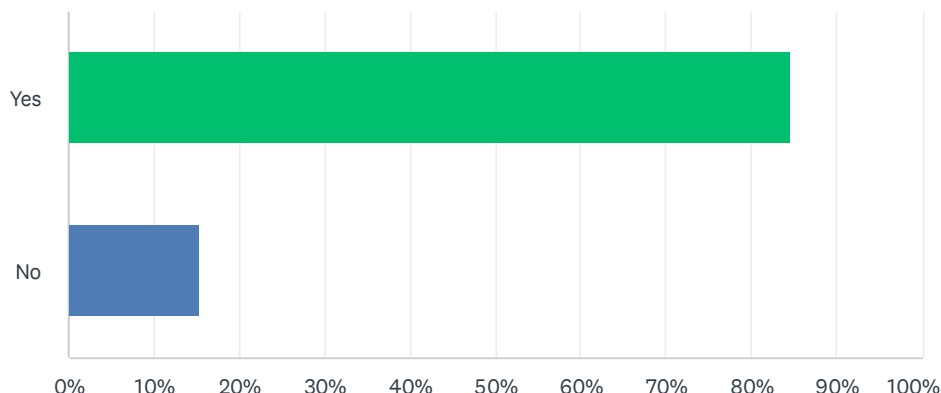


ANSWER CHOICES	RESPONSES
Yes	68.10% 79
No	31.90% 37
TOTAL	116

#	PLEASE ADD ANY COMMENTS	DATE
1	Would like to see a condition that the booking can not be cross bordered or bounced to another TVCBC operator without customer agreement	2/28/2022 10:40 PM
2	I don't think PH Operators can sub-contract to an O licence holder, the customer should book directly with the O licence holder.	2/3/2022 1:03 PM
3	Unsure as to implications	1/26/2022 11:38 AM
4	why? As long as records are kept and the person is competent	1/26/2022 11:04 AM
5	red tape	1/26/2022 11:01 AM
6	Would the Booker be aware of the difference?.	1/18/2022 11:25 AM
7	Don't know	1/18/2022 10:38 AM
8	I don't understand the question.. is this asking "if someone has a minibus they have to tell the customer prior to booking?" If so... It's common sense to not charge a minibus price for a car booking.	1/17/2022 11:37 AM
9	What's the point?	1/14/2022 7:18 PM
10	Don't know	1/14/2022 6:22 PM

Q33 The Council could introduce a licence condition requiring Operators to assist the Council with investigations in the event of allegations and complaints about drivers or vehicles. Should the Council introduce this proposal?*

Answered: 110 Skipped: 35

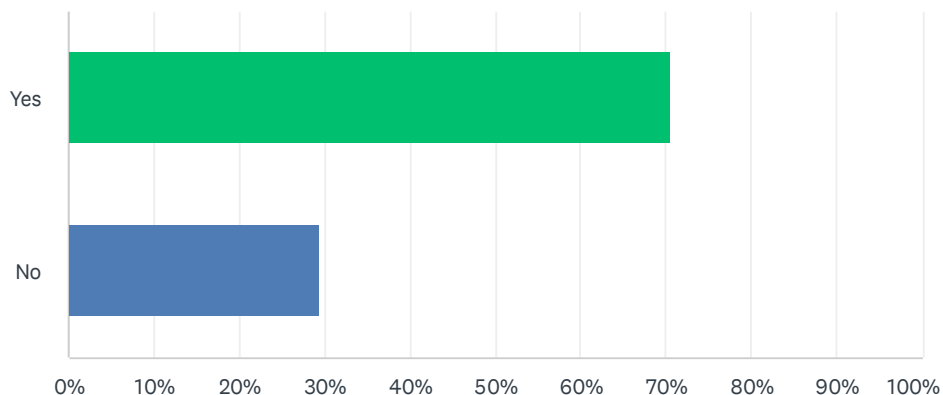


ANSWER CHOICES	RESPONSES
Yes	84.55% 93
No	15.45% 17
TOTAL	110

#	PLEASE ADD ANY COMMENTS	DATE
1	this should be in place now	2/28/2022 10:59 PM
2	Provided that driver or vehicle relates to that operators license then it should be common practice to help with investigations.	2/3/2022 2:01 PM
3	Partnership working.	2/3/2022 1:07 PM
4	Happy to help out but feel it should not be a condition.	1/17/2022 12:15 PM
5	Always happy to help out but i don't feel it should be a condition.	1/17/2022 12:15 PM
6	Absolutely. If there's something that is unlawful... Everyone who can should help support and find out what happened.	1/17/2022 12:01 PM
7	If the company deals with the matter then it should be over with	1/14/2022 5:13 PM
8	Malicious complaints means they should be kept private between the council and drivers.	1/14/2022 5:11 PM

Q34 The Council could amend the existing condition regarding bookings to require subcontracted bookings to show date, time the booking was subcontracted as well as the name of the 2nd operator. Should the Council introduce this proposal?

Answered: 109 Skipped: 36

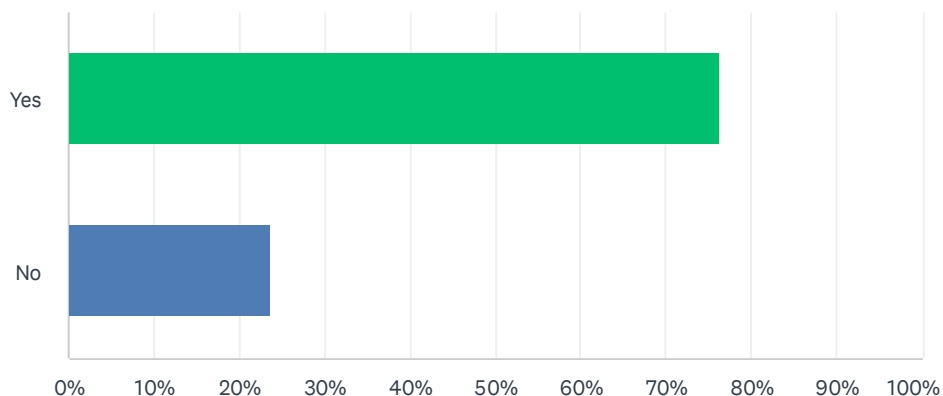


ANSWER CHOICES	RESPONSES
Yes	70.64% 77
No	29.36% 32
TOTAL	109

#	PLEASE ADD ANY COMMENTS	DATE
1	The condition should require customer agreement and the original operator should know what vehicle/driver was used plus all timings of journey	2/28/2022 10:59 PM
2	Hopefully reduce the amount of Basingstoke PH in the town.	1/20/2022 6:05 PM
3	Don't feel this is necessary	1/17/2022 12:15 PM
4	To what end does this help anyone? The booking should be recorded.	1/17/2022 12:01 PM
5	To much useless information	1/14/2022 8:17 PM
6	Too much beurocracy for no benefit.	1/14/2022 5:11 PM

Q35 The Council could add a new condition “Any records, including electronic that contain personal and confidential information shall be stored in a secure/locked location and kept for a minimum period of 12 months. All records must be made available within a reasonable timescale to an authorised officer or constable upon request”.Should the Council introduce this proposal?

Answered: 110 Skipped: 35

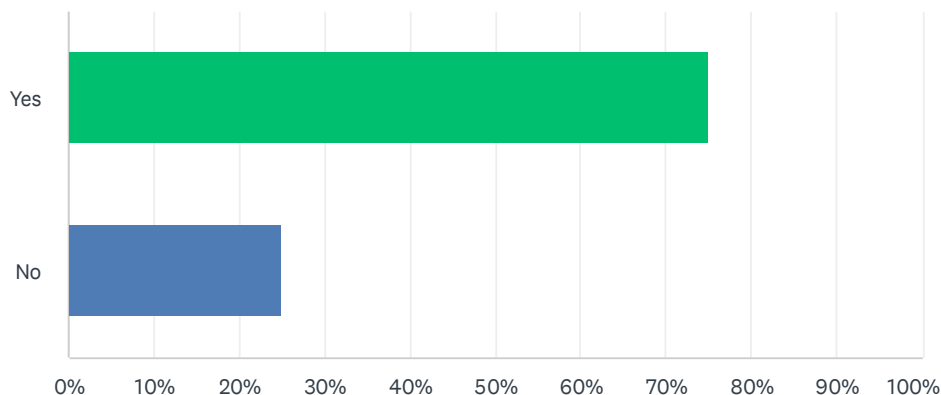


ANSWER CHOICES	RESPONSES	
Yes	76.36%	84
No	23.64%	26
TOTAL		110

#	PLEASE ADD ANY COMMENTS	DATE
1	Should state what is considered reasonable	2/28/2022 10:59 PM
2	All records is excessive. Re worded to all appropriate records to authorised officer/constable upon a request to assist with an investigation.	2/8/2022 3:31 PM
3	We already abide by this ruling on our computers and c/c machine use.	2/3/2022 2:01 PM
4	Adherence to GDPR?	1/27/2022 4:58 PM
5	Staff or customer?	1/26/2022 11:42 AM
6	If it's required due to unlawful reasons, everyone should help investigate.	1/17/2022 12:01 PM
7	You have to be more specific than personal and confidential information .	1/14/2022 8:17 PM

Q36 The Council could add a new condition “Every contract for the hire of a private hire vehicle shall be deemed to be made with the operator who has accepted the booking for the vehicle, whether or not they themselves provide the vehicle”. Should the Council introduce this proposal?

Answered: 108 Skipped: 37

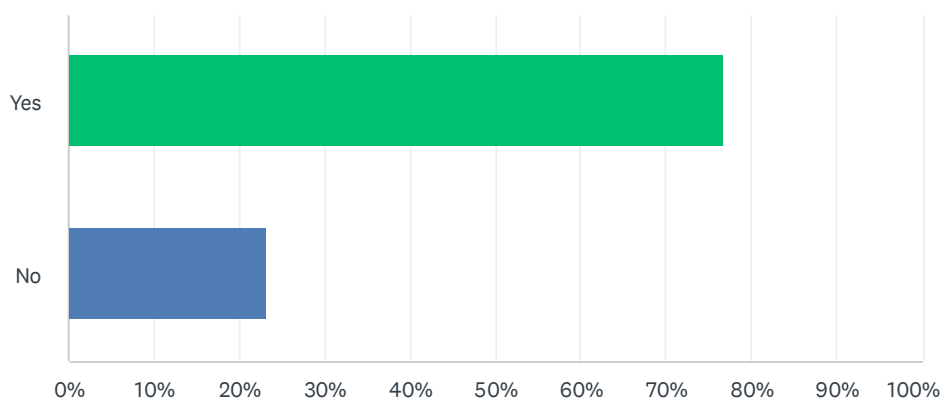


ANSWER CHOICES	RESPONSES	
Yes	75.00%	81
No	25.00%	27
TOTAL		108

#	PLEASE ADD ANY COMMENTS	DATE
1	Think the courts are deciding this and legislation already makes the operator responsible.	2/8/2022 3:31 PM
2	Already done.	2/3/2022 2:01 PM
3	not adequately explained	1/26/2022 11:02 AM
4	As said before there are too many Basingstoke private hire vehicles around Andover. Being sent by alpha car to an Andover address/booking. This should not be allowed.	1/20/2022 6:05 PM
5	The PHAT App operates in a very different manner to Uber and only facilitates a booking between customer and various individual PH firms. We would be happy to discuss the differences.	1/19/2022 2:21 PM
6	The operator may well have subcontracted with the expectation the booking would be sufficiently carried out. The operator is not responsible for the failures of another.	1/17/2022 12:32 PM
7	It is assumed that all licenced owner drivers will follow licencing requirements.	1/17/2022 12:12 PM
8	The operator should take record of the booking, however responsibility lies with the person/driver/firm that fulfilled the booking.	1/17/2022 12:01 PM

Q37 The Council could add a new condition “The operator may make provision for the invitation and acceptance of bookings for private hire vehicles and drivers licensed only by Test Valley Borough Council but may subcontract a booking to another licensed operator from outside the district making sure diligent checks are undertaken to ensure suitable licences and insurance cover are in place for any sub-contracted services prior to using those services. This includes keeping licence records of those services”.Should the Council introduce this proposal?*

Answered: 108 Skipped: 37



ANSWER CHOICES	RESPONSES
Yes	76.85% 83
No	23.15% 25
TOTAL	108

#	PLEASE ADD ANY COMMENTS	DATE
1	May subcontract with agreement of the customer	2/28/2022 10:59 PM
2	Not too sure on the last line. What licence records?	2/8/2022 3:31 PM
3	It would restrict where a driver can and cant work.	2/3/2022 2:01 PM
4	This could be as simple as checking vaild phv or taxi licence badges as they cant be badged without there local council checks an dthis also covers insurance	1/28/2022 12:55 PM
5	As said above.	1/20/2022 6:05 PM
6	The work must be carried out by a Test Valley Licensed vehicle/driver only.	1/17/2022 12:32 PM
7	1) it could be a one off job and asking for all copies of licences seem excessive. 2) one would assume that a firm based in a region outside of tvbc is properly licenced and expect their respective councils to ensure that the firms are properly licenced.	1/17/2022 12:01 PM
8	The booking is made with the operator and they take responsibility for that whether it is outsourced or not.	1/14/2022 5:13 PM

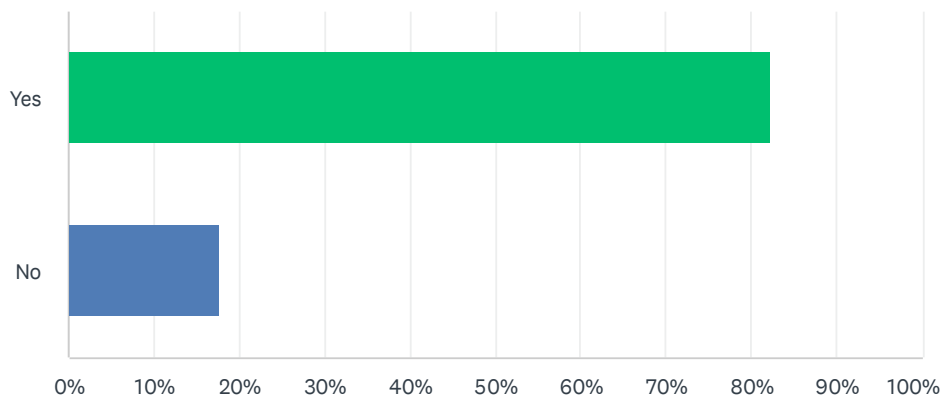
9

That would just encourage Alpha Cars or any large operator from multiple jurisdiction to flood the area with drivers, hurting all other operators. This is a terrible idea I am most opposed to!

1/14/2022 5:11 PM

Q38 The Council could add a new condition “Complete records must be kept of all bookings to include driver and vehicle details who undertook the booking, and any relevant comments or issues arising out of the journey”. Should the Council introduce this proposal?*

Answered: 108 Skipped: 37

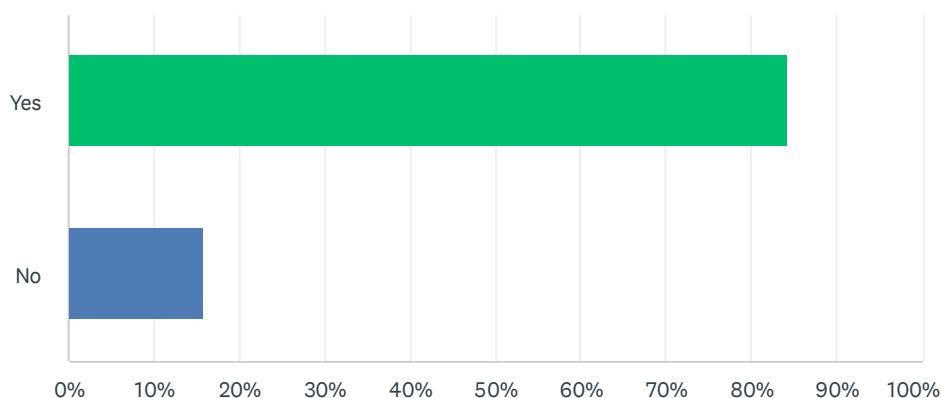


ANSWER CHOICES	RESPONSES
Yes	82.41% 89
No	17.59% 19
TOTAL	108

#	PLEASE ADD ANY COMMENTS	DATE
1	"complete" is not adequate definition	2/28/2022 10:59 PM
2	Safety again. Many young single girls hire taxis, please lets do all we can to ensure they are safe to get into such a car.	1/27/2022 11:13 AM
3	Adding to the paperwork	1/24/2022 12:40 PM
4	I thought this was mandatory already?	1/19/2022 2:21 PM
5	You don't have this already?	1/18/2022 11:29 AM
6	Only again relevant to big companies with several employees.	1/17/2022 12:15 PM
7	If I transfer a booking to 1-2 call (for example) and they can fulfilled the Job, I don't need to know who's done it and what vehicle they're using etc. Any jobs fulfilled by the operator, should have and keep a record of who done it and what vehicle they are in.. not so if the job is transferred.	1/17/2022 12:01 PM
8	This is already done	1/14/2022 6:50 PM
9	Some operators are singularly owned and this is not necessary. Companies with more drivers perhaps.	1/14/2022 5:13 PM

Q39 The Council could add a new condition “The licensed operator shall not refuse a booking if it requires the carriage of a guide dog or assistance dog belonging to a passenger. There must be no charge to the passenger for the carriage of such a dog. NB: Drivers in possession of valid exemption certificate from the requirement to carry guide or assistance dogs issued by the Council will not be required to undertake such bookings”. It will also be stressed that exemption will only be granted after the Council having been supplied with appropriate medical evidence from the driver’s GP or a GP at the practice where they are registered and their medical records are held. Should the Council introduce this proposal?

Answered: 108 Skipped: 37



ANSWER CHOICES	RESPONSES
Yes	84.26% 91
No	15.74% 17
TOTAL	108

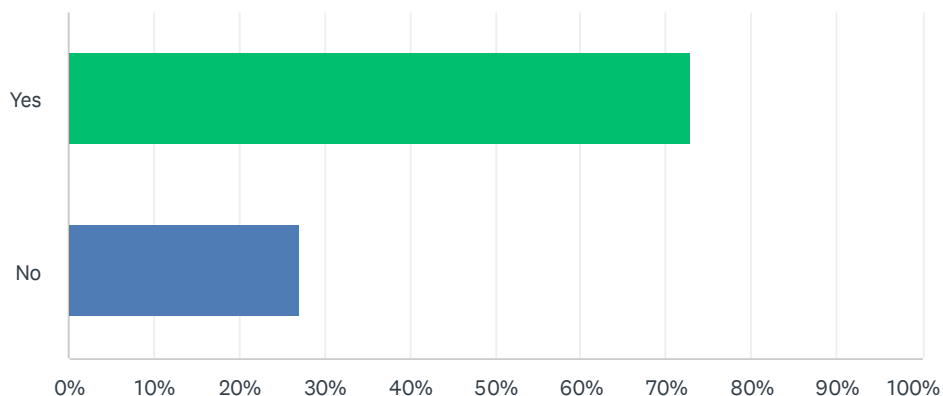
#	PLEASE ADD ANY COMMENTS	DATE
1	It should be down to the individual driver to accept dogs or not. We do not wish to carry any animals in our executive vehicles as we do not have the capacity (cages) to transfer them and dog hairs etc would cause an issue.	2/3/2022 2:01 PM
2	Exists in law already?	1/18/2022 11:29 AM
3	Because some dogs are very unpredictable. On two occasions I have a dog jump on me in the middle of the journey for no reason and the owner assured me he is harmless.	1/17/2022 12:29 PM
4	That's already the case	1/17/2022 12:08 PM
5	I thought this was the case anyway.	1/17/2022 12:01 PM
6	A dog can do a damage inside the care	1/14/2022 8:17 PM
7	There is a conflict in Highway Code that states all animals should be secured. Clarity is	1/14/2022 6:50 PM

needed regarding who supplies the appropriate harness and how liability is covered by insurance should an unsecured animal be involved.

8	However the cleanliness of the dog must be taken into consideration.	1/14/2022 5:13 PM
9	We should have a right to refuse a booking to someone with a guide dog if they, for example, have a history of not paying their fares or are rude.	1/14/2022 5:11 PM

Q40 The Council could add “The licensed operator shall ensure that any PHV operated under this licence does not display any mark or sign on the licensed vehicle that shall include the word ‘taxi’ or ‘taxis’ or ‘cab’ or any words of a similar meaning or construction that may suggest the overall appearance of the vehicle is a hackney carriage”. Should the Council introduce this proposal?

Answered: 107 Skipped: 38



ANSWER CHOICES	RESPONSES	
Yes	72.90%	78
No	27.10%	29
TOTAL		107

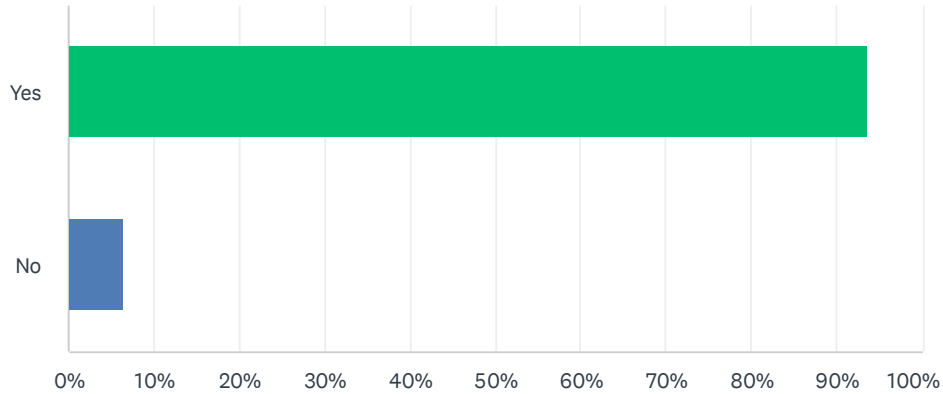
#	PLEASE ADD ANY COMMENTS	DATE
1	Executive vehicles should be exempt of showing signage on the outside of the vehicles.	2/3/2022 2:01 PM
2	If it is a particular problem, otherwise no as in the legislation anyway.	1/28/2022 2:57 PM
3	Surely some indication is required to show th tthe vehicle is a PHV?	1/27/2022 4:58 PM
4	A " Taxi " should be easily identified as such. Most customers would never check on the PHV licence on the rear. And it would be much simpler for the council to check on a unlicensed vehicle if it had permanently fitted signs.	1/27/2022 1:14 PM
5	It will deceive people	1/27/2022 11:13 AM
6	No opinion	1/26/2022 11:08 AM
7	A taxi is a hackney carriage. Not private hire and should be ambiguous from the customers/public point of view.	1/20/2022 6:05 PM
8	I don't think the general public know the difference between PHV and Taxi, Taxi is a generic term, PHV's just need to have pre booked only on them	1/19/2022 2:21 PM
9	Exists in law already?	1/18/2022 11:29 AM
10	I thought that this already applies	1/17/2022 12:12 PM
11	No one cares. No one in the history of man has ever said "can you order us a private hire	1/17/2022 12:01 PM

vehicle".. I am to this day still called "Mr taxi man". Literally the most useless, pointless rule ever. You may need to know if it's a hackney carriage or private hire vehicle... Joe public doesn't care.

12	This would give more clarity and highlight the difference between the two vehicle types.	1/17/2022 11:30 AM
13	Every customer I have picked up over 22 years calls a phv taxi or cab, it's a lot of fuss about nothing really, in my opinion. Should licenced Hackney carriage vehicles own the word taxi, taxis, cabs ?	1/14/2022 6:50 PM

Q41 The Council could add a condition “The Operator shall maintain a system to prevent bookings being allocated to any vehicles which are not suitably licensed, insured and/or up to date compliance tested”. Should the Council introduce this proposal?

Answered: 108 Skipped: 37

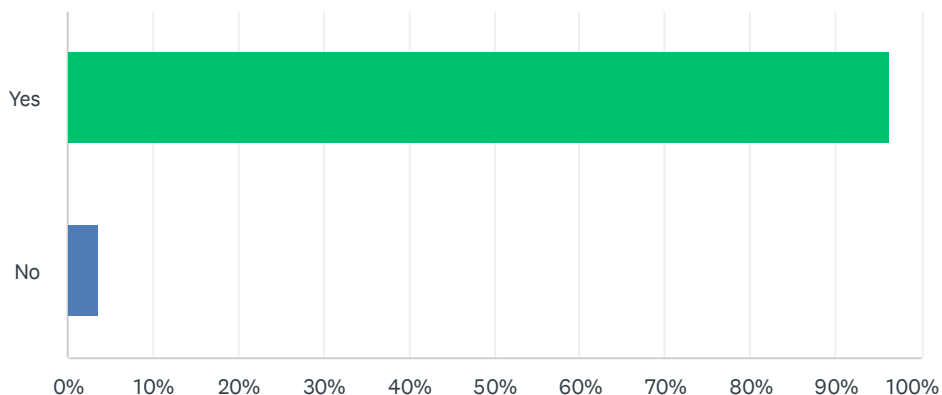


ANSWER CHOICES	RESPONSES	
Yes	93.52%	101
No	6.48%	7
TOTAL		108

#	PLEASE ADD ANY COMMENTS	DATE
1	Should already be a given.	2/3/2022 2:01 PM
2	Are you saying that this is not already in place? surely its a given to do so?	1/27/2022 11:13 AM
3	Surely this is happening anyway?	1/19/2022 2:21 PM
4	Again only relevant to larger companies	1/17/2022 12:15 PM
5	No one should be getting into unlicensed vehicles.	1/17/2022 12:01 PM
6	We already do	1/14/2022 6:50 PM

Q42 The Council could add a condition “The Operator shall maintain a system to ensure it does not allocate bookings to any drivers who are not suitably licensed including if their PHV/HC Driver licence expires”.Should the Council introduce this proposal?

Answered: 108 Skipped: 37

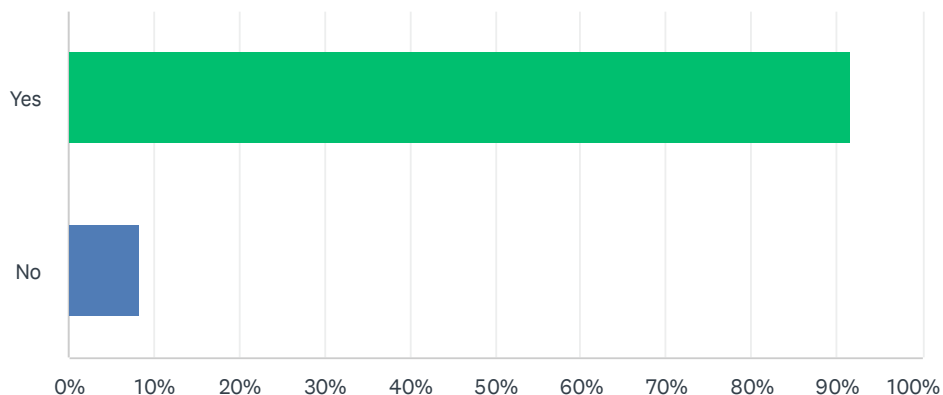


ANSWER CHOICES	RESPONSES
Yes	96.30% 104
No	3.70% 4
TOTAL	108

#	PLEASE ADD ANY COMMENTS	DATE
1	Should already be a given.	2/3/2022 2:01 PM
2	Again, isnt this standard practice?	1/19/2022 2:21 PM
3	No one should be getting into a vehicle whereby the driver isn't licenced.	1/17/2022 12:01 PM
4	We already do	1/14/2022 6:50 PM

Q43 The Council could add a condition “If an electronic private hire booking system is used, the operator must block drivers and vehicles from being allocated bookings where any licence, insurance or compliance tests show to have expired”. Should the Council introduce this proposal?

Answered: 108 Skipped: 37

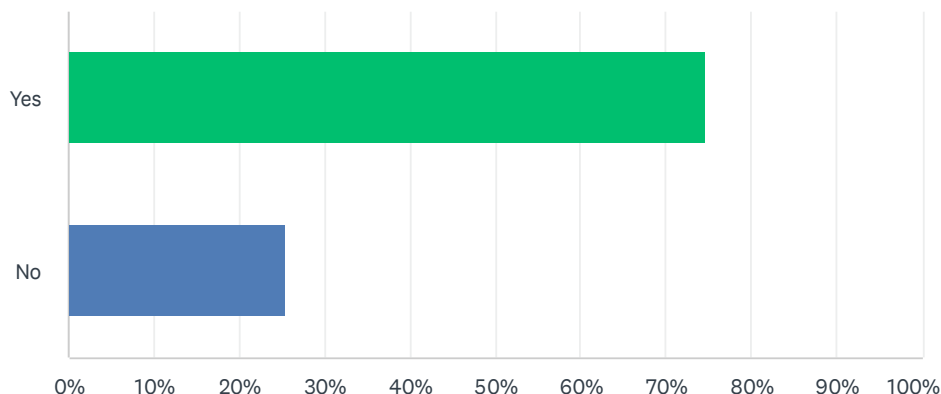


ANSWER CHOICES	RESPONSES
Yes	91.67% 99
No	8.33% 9
TOTAL	108

#	PLEASE ADD ANY COMMENTS	DATE
1	Should already be a given.	2/3/2022 2:01 PM
2	No one should be driving if they are not licenced.	1/17/2022 12:01 PM
3	We already do	1/14/2022 6:50 PM
4	That is in force now with the company I work for	1/14/2022 5:04 PM

Q44 The Council could delete the existing condition requiring drivers to keep booking records (particularly if proposed Operator conditions in 36 above are adopted). Should the Council introduce this proposal?

Answered: 106 Skipped: 39

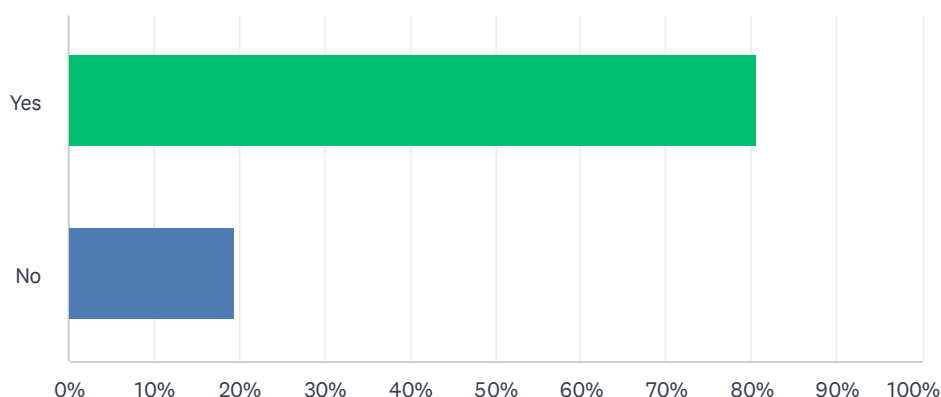


ANSWER CHOICES	RESPONSES
Yes	74.53% 79
No	25.47% 27
TOTAL	106

#	PLEASE ADD ANY COMMENTS	DATE
1	The operator must keep suitable records	1/28/2022 2:57 PM
2	the function must be carried out but there is no sense in adding duplication, cost or complication	1/26/2022 11:08 AM
3	All drivers should be able to access the operators booking system records so they can comply with HMRC reporting?	1/19/2022 2:21 PM
4	As long as the operator keeps a record and record is kept somewhere.	1/17/2022 12:01 PM
5	All our bookings are kept electronically and not only stored in the office dispatch computers but also kept on the drivers pda. Re writing it all down in a separate individual logbook seems a little old fashioned.	1/14/2022 6:50 PM
6	Drivers need to keep their own log as well as the operator. Too often an operator can say another driver did the job and should a problem arise the driver has no way of knowing if he did a job or not if he doesn't have his own detailed log of jobs he's actually done. Example where the operators driving friend is complained about so the operator just says another driver did the job.	1/14/2022 5:34 PM

Q45 The Council could add “The licensee shall not while driving or in charge of a PHV (i) tout, ply for hire or solicit on a road, taxi rank or other public place any person to hire or be carried for hire in any PHV; (ii) cause or procure any other person to tout, ply for hire or solicit on a road, taxi rank or other public place any person to hire or be carried for hire in any PHV; (iii) accept an offer for the immediate hire of that PHV while the licensee or that vehicle is on a road, taxi rank or other public place.” Should the Council introduce the proposed condition?

Answered: 103 Skipped: 42



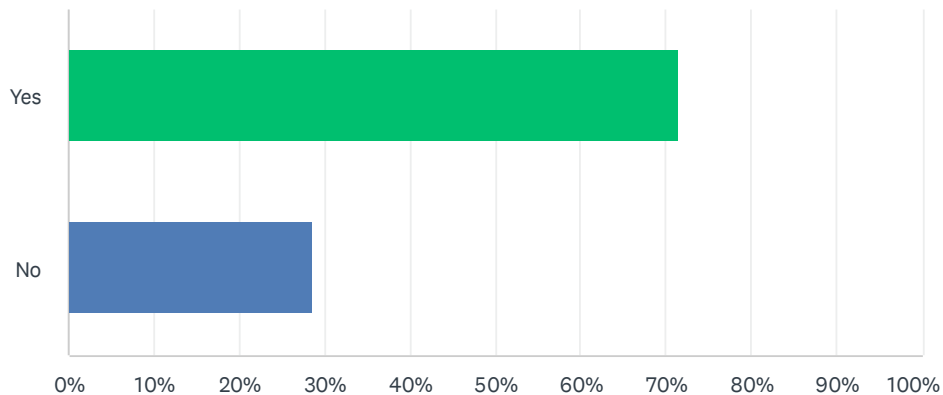
ANSWER CHOICES	RESPONSES
Yes	80.58% 83
No	19.42% 20
TOTAL	103

#	PLEASE ADD ANY COMMENTS	DATE
1	Pre booked only for us	2/3/2022 2:01 PM
2	I don't know that it is necessary to introduce conditions for legal requirements? they stand in their own right, so I don't if it is necessary?	1/28/2022 2:57 PM
3	I think if a driver drops in high street or outside a club they should be allowed to hand out the operators number and once a customer has booked and instructed by operator to take them and they have record of going through the operators before accepting them into vehicle would come under prebooked	1/28/2022 12:55 PM
4	Clear english please!	1/26/2022 11:08 AM
5	This should be Hackney carriage only.	1/20/2022 6:05 PM
6	If i have just dropped a passenger and someone asks me if they can book me, and I say you have to download the app which could potentially be advertised on the side of my vehicle, is that touting for work? Ride hailing apps have blurred the lines between PHV and Hackney carriages, this needs a longer discussion	1/19/2022 2:21 PM
7	But is this not already a condition?	1/18/2022 4:09 PM

8	You don't have this already?	1/18/2022 11:29 AM
9	It's already the case... So not sure why this is a question... However, as outlined easier the distinction between PHV and HC for the public - is irrelevant. No one cares they just want a lift. By pushing this agenda - it makes the ability to get a lift - more difficult. Also - why shouldn't a phv be available immediately... If they are actually available? To what end does this advantage the experience for the customer who is in need of a lift ?	1/17/2022 12:01 PM
10	This should be for Hackney carriage only.	1/17/2022 11:30 AM

Q46 The council could amend the existing condition prohibiting radio playing to be amended to require the driver to ask that each passenger does not object to the radio or for the radio to not be so loud as to cause nuisance or annoyance to any passengers and must be turned off at the passenger's request. Should the Council introduce the proposed amendment?

Answered: 105 Skipped: 40

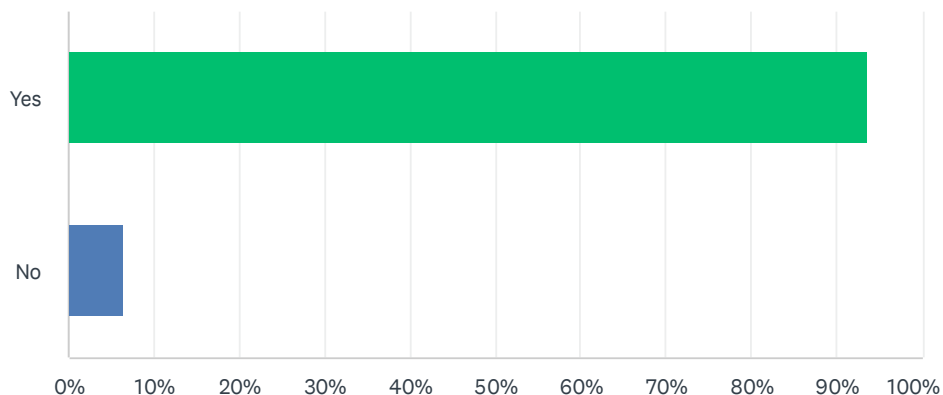


ANSWER CHOICES	RESPONSES
Yes	71.43% 75
No	28.57% 30
TOTAL	105

#	PLEASE ADD ANY COMMENTS	DATE
1	Not sure any condition relating to this is required. The customer has a choice of who they go with.	2/8/2022 3:31 PM
2	Should be common sense already to check with customer	2/3/2022 2:01 PM
3	This should be down to the passengers as some like the radio on so that the driver is not eavesdropping their conversation.	1/19/2022 2:21 PM
4	Shouldn't have to ask each individual person.. but if a customer has asked to turn it down or off.. in the interest of the firm wanting the Customer again... Probably best they listen to their request.	1/17/2022 12:01 PM
5	Some passengers ask if the radio can be played.	1/14/2022 5:13 PM

Q47 The Council could add a condition “the driver is required to advise the Licensing Authority of any medical conditions that may affect his ability to comply with the group 2 medical standard during the period of the licence”. Should the Council introduce the proposed condition?

Answered: 108 Skipped: 37

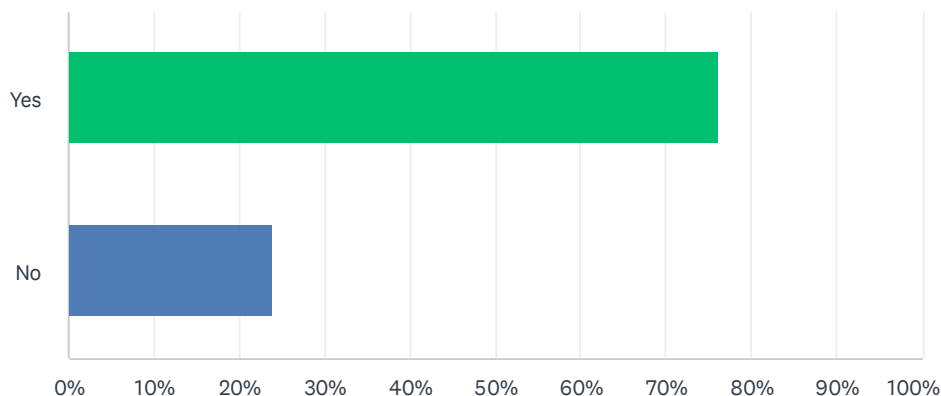


ANSWER CHOICES	RESPONSES
Yes	93.52% 101
No	6.48% 7
TOTAL	108

#	PLEASE ADD ANY COMMENTS	DATE
1	Could be worded siialr to the DVLA requitement	2/8/2022 3:31 PM
2	Within x hours or days of becoming aware of the condition	1/28/2022 2:57 PM
3	If it potentially puts members of the public at risk... You should know about it	1/17/2022 12:01 PM

Q48 The Council could add a condition “drivers are required to check a vehicle at the end of each hiring for lost property and either return to the customer immediately or if not possible return the item/s to the Operators office or local police. (Note that most police stations now do not accept or keep small items of lost property). Every effort must be taken to return the item to the customer”.Should the Council introduce the proposed condition?

Answered: 105 Skipped: 40

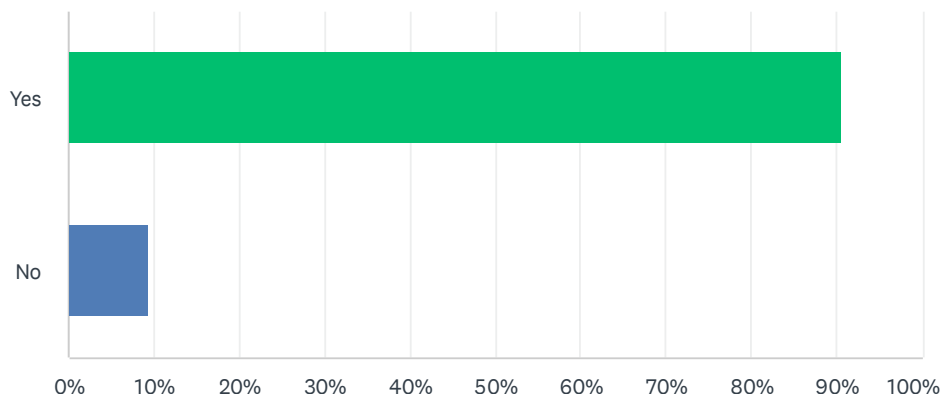


ANSWER CHOICES	RESPONSES	
Yes	76.19%	80
No	23.81%	25
TOTAL		105

#	PLEASE ADD ANY COMMENTS	DATE
1	Should not be a 'requirement', although good practice would suggest that drivers do carry out such checks.	2/18/2022 3:43 PM
2	This should do away with the driver charging to return the property if found later. They should have seen it at the end of the journey.	2/8/2022 3:31 PM
3	Already be a practice in place	2/3/2022 2:01 PM
4	I think driver should if enough time to check after every journey so noone else they takes the lost property	1/28/2022 12:55 PM
5	a brief look to check for bags or phones. Driver mot accountable for left property allegedly left in vehicle.	1/17/2022 12:12 PM
6	Simply put.. this isn't practical.. whoever wrote this question has never actually driven and been working on a busy Saturday evening.	1/17/2022 12:01 PM
7	Not practical and if a customer is getting on a train might be impossible to adhere to, thus making the drivers liable.	1/14/2022 5:11 PM

Q49 Vaping – The current condition banning smoking by drivers could be amended to add a prohibition on drivers or passengers not vaping in licensed vehicles. Should the Council introduce the proposed amendment?

Answered: 107 Skipped: 38

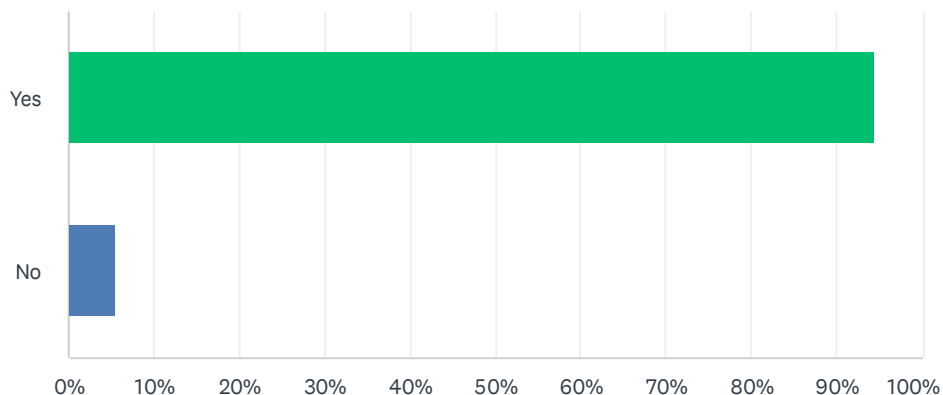


ANSWER CHOICES	RESPONSES
Yes	90.65% 97
No	9.35% 10
TOTAL	107

#	PLEASE ADD ANY COMMENTS	DATE
1	Definitely as you've probably encountered many drivers accused of smoking, but respond I was only vaping!	2/28/2022 10:59 PM
2	prohibition on vaping - not 'not vaping'	2/18/2022 3:43 PM
3	No smoking at all vapor or not - executive vehicles!	2/3/2022 2:01 PM
4	No smoking or vaping in vehicles by passengers Drivers i think should be able to vap while no passangers on borad as this is a means of changing there life from the risk of cancer and vapinging is a aid to help with an addiction to nicatine	1/28/2022 12:55 PM
5	Who wants to travel in a vehicle smelling of " incense "	1/27/2022 1:14 PM
6	Obviously shouldn't be allowed.	1/20/2022 6:05 PM
7	The driver shouldn't be smoking or vaping.	1/17/2022 12:01 PM
8	Definitely. This is unacceptable. Passengers should not be vaping in a vehicle. It leaves a bad smell and loads of smoke.	1/17/2022 11:30 AM

Q50 Sharing Licensing Information – The Council requires applicants and licensees to disclose if they have had an application for a licence refused, or a licence revoked or suspended by any other licensing authority. Should this be retained?*

Answered: 109 Skipped: 36

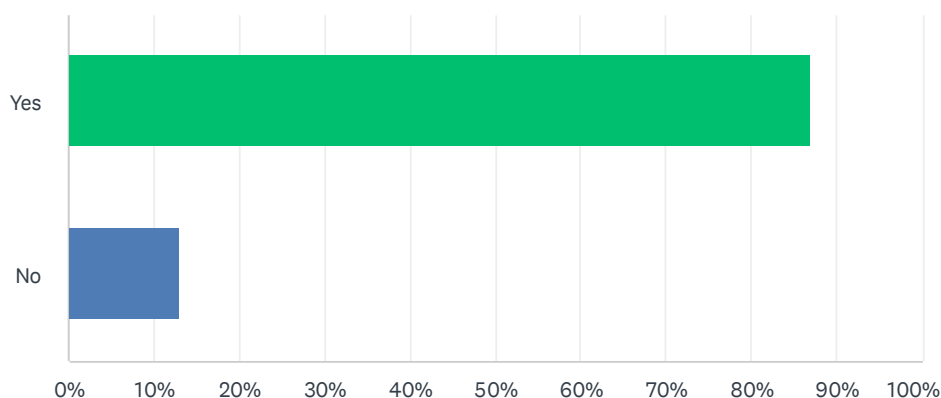


ANSWER CHOICES	RESPONSES
Yes	94.50% 103
No	5.50% 6
TOTAL	109

#	PLEASE ADD ANY COMMENTS	DATE
1	Prevent drivers revoked/refused elsewhere from obtaining licences with other authorities (if they are a risk to the public)	2/3/2022 1:08 PM
2	What use do you make of this information?	1/26/2022 11:08 AM
3	You need to know	1/17/2022 12:01 PM

Q51 The Department for Transport Standards asks all licensing authorities to consult to identify if there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users, including children or vulnerable adults, and taking into account potential privacy issues. In the absence of any evidence to suggest there is a particular problem in Test Valley the Council believes it should continue with the current policy which does not mandate CCTV but does encourage it. Should the Council continue the existing policy meaning CCTV in vehicles is voluntary not mandatory?*

Answered: 108 Skipped: 37



ANSWER CHOICES	RESPONSES
Yes	87.04% 94
No	12.96% 14
TOTAL	108

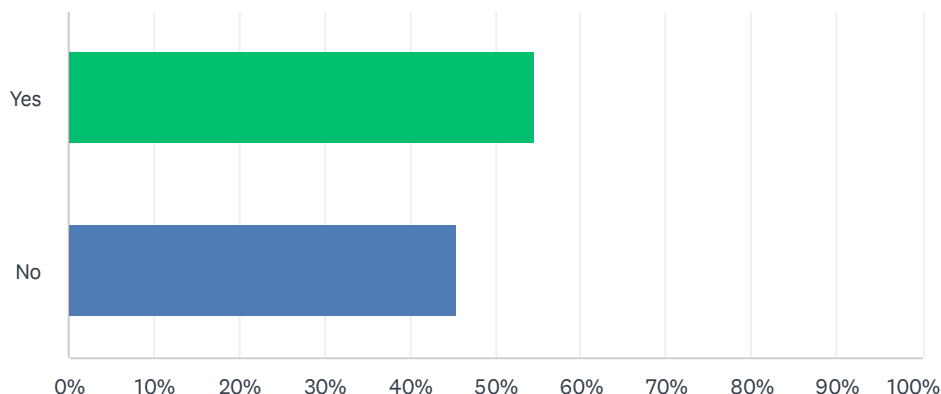
#	PLEASE ADD ANY COMMENTS	DATE
1	Unless TVBC can secure funding for changing to mandatory	2/28/2022 11:02 PM
2	notice to that effect should be displayed in the cab, so that passenger can ask for it to be switched off ? Difficulty of distinguishing between at risk passenger / at risk driver	2/18/2022 3:46 PM
3	I fully support taxi cameras but they do need to be justified. The risk is TV vehicles working out of area where taxi cameras are considered necessary.	2/8/2022 3:37 PM
4	Good idea to have CCTV but would be a cost to the operator or driver so should be optional and not compulsory (unless TVBC will be paying for the installation!!)	2/3/2022 2:03 PM
5	Unless there is local evidence to demonstrate CCTV is mandatorily needed.	2/3/2022 1:08 PM
6	Divers should be aloud to fit CCTV in HC or PHV for there own safety as long as well signed	1/28/2022 12:57 PM
7	Make it mandatory , anything transporting people is covered by some type of CCTV so why	1/27/2022 1:19 PM

are taxi's exempt.

8	Too costly for some	1/20/2022 6:06 PM
9	No point in changing this until HCC schools policy changes to allow CCTV to be used whilst children are in the vehicle. Personally I think using CCTV while they are in the vehicle protects them and the driver more than not allowing it, I'm not sure what the privacy issues are preventing it	1/19/2022 2:24 PM
10	The installation of cctv can be costly.. if there is a grant to help pay for the installation of cctv, then great. I think everyone SHOULD have it, in the interest of Safety... But not everyone can afford it.	1/17/2022 12:03 PM

Q52 Hackney carriages can ply for hire from a rank. There are currently only a handful of ranks in Andover and one in Romsey. Should the Council investigate providing more ranks?

Answered: 108 Skipped: 37



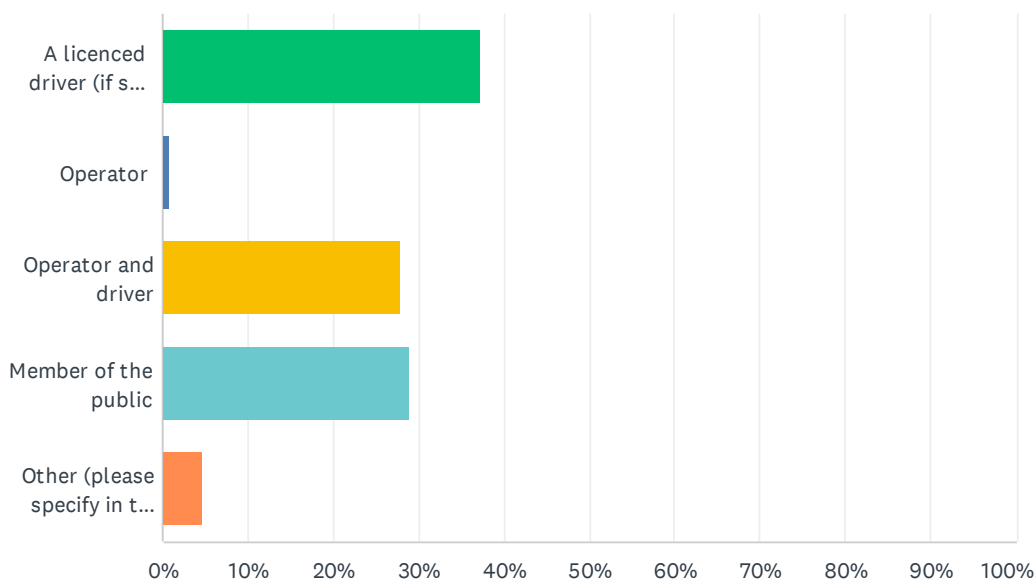
ANSWER CHOICES	RESPONSES	
Yes	54.63%	59
No	45.37%	49
TOTAL		108

#	IF YES, PLEASE PROVIDE DETAILS OF ADDITIONAL LOCATIONS	DATE
1	If more ranks were provided these would be charged to the Hackney owners and not out of private hire funds?	2/28/2022 11:04 PM
2	A rank at Romsey railway station would be very helpful.	2/18/2022 3:47 PM
3	Otherwise P/H drivers may lose work	2/3/2022 2:03 PM
4	Unless the current rank provisions are not fit for purposes/demand.	2/3/2022 1:09 PM
5	If required	1/31/2022 4:42 PM
6	Yes if you are going to continue to restrict numbers	1/28/2022 2:58 PM
7	These are not enough ranks/spaces for the 45 or so Hackney carriages. The public constantly park and block most ranks as it is. But also there is no work in town due to the lack of footfall in the town centre due to high rents in shops.	1/20/2022 6:07 PM
8	Most of the ones in Andover are not used as it currently stands.	1/20/2022 5:57 PM
9	No, because this limits where PHV drivers can drop and pick up pre booked passengers? Yes, if you allow pre booked PHV's to use the ranks to drop collect passengers (not tout for business)	1/19/2022 2:26 PM
10	Existing rank at bus station is never used. Existing rank on Station Approach is rarely used except as a "feeder rank" for the Network Rail rank directly outside the railway station. The rank on Bridge Street is rarely used during the day. Providing more ranks would be a waste of money.	1/18/2022 4:13 PM
11	One would be good at Romsey rail station	1/18/2022 10:47 AM

12	<p>The ranks aren't full. They should relax rules for PHV so they can ply for work and/or relax the number of white plates being available and/or relax the vehicle type that can have plates. There is a shortage of drivers at the weekend -(there aren't) but the public's opinion is that it is difficult to get a lift - because tvbc have suffocated the market. Only white plates can go to side loading, brand new wheelchair accessible vehicles... there is a huge investment here. The investment of which wheelchair jobs making up maybe 5-10% of anyone's business. Subsequently, firms aren't buying these kind of vehicles hence the increase of PHV over hackney carriage.</p>	1/17/2022 12:07 PM
13	<p>There is currently not enough rank space in Andover. Although there is not enough Hackney work in Andover at present due to the pandemic. So this can be assessed in a year or two. The current town rank is used by the public more than Hackney carriages. These are people picking up their takeaways.</p>	1/17/2022 11:32 AM
14	<p>Not enough Hackney taxis in Romsey. Perhaps allow PHV to be able to sit on a rank</p>	1/14/2022 5:15 PM

Q53 Are you:

Answered: 107 Skipped: 38



ANSWER CHOICES	RESPONSES	
A licenced driver (if so please specify whether Hackney Carriage or Private Hire in the comments box below)	37.38%	40
Operator	0.93%	1
Operator and driver	28.04%	30
Member of the public	28.97%	31
Other (please specify in the comments box below)	4.67%	5
TOTAL		107

#	COMMENTS	DATE
1	Longstock Parish Council	3/3/2022 12:29 PM
2	Operations Manager for Operator	2/28/2022 11:05 PM
3	Hackney carriage	2/9/2022 11:36 AM
4	Another local authority officer	2/8/2022 3:38 PM
5	Licensing Manager - Winchester City Council	2/4/2022 11:38 AM
6	Private Hire (chauffeur)	2/3/2022 2:03 PM
7	Licensing Officer.	2/3/2022 1:09 PM
8	Licensing Team Leader, EHDC and HBC	1/28/2022 2:58 PM
9	Also a oparater	1/28/2022 12:57 PM
10	Dual	1/26/2022 12:05 PM
11	This form is far too long, and yet many of the issues are also inadequately explained for the	1/26/2022 11:03 AM

public to be able to comment. So it is a bizarre exercise.

12	Solo owner/operator HV plate 37. Bdge no: 0122	1/23/2022 8:41 AM
13	PHD	1/21/2022 9:32 PM
14	Private hire driver	1/20/2022 6:08 PM
15	Private hire	1/19/2022 2:08 PM
16	Dual licenced driver predominantly driving PHV	1/18/2022 4:14 PM
17	P h	1/18/2022 11:37 AM
18	Hackney.	1/18/2022 11:34 AM
19	PHV Driver	1/18/2022 11:30 AM
20	Private hire	1/18/2022 10:48 AM
21	Hackney Carriage	1/17/2022 7:16 PM
22	Private hire	1/17/2022 6:46 PM
23	Private Hire	1/17/2022 4:47 PM
24	Private Hire	1/17/2022 2:06 PM
25	Hackney and PHV licence driver	1/17/2022 1:41 PM
26	Private hire	1/17/2022 12:22 PM
27	Private Hire	1/17/2022 12:17 PM
28	Private Hire	1/17/2022 12:17 PM
29	Hackney Carriage and Operator	1/17/2022 12:13 PM
30	Hackney Carriage	1/17/2022 10:17 AM
31	Ph	1/16/2022 9:32 PM
32	Hackney carriage	1/15/2022 11:12 PM
33	Dual License	1/15/2022 12:18 PM
34	Great line of questions and potential amendments which in turn will only increase and enhance the services/assurances to the public.provided	1/15/2022 6:20 AM
35	Private hire	1/14/2022 9:06 PM
36	Private hire	1/14/2022 8:19 PM
37	PH	1/14/2022 8:17 PM
38	Duel badge holder	1/14/2022 7:49 PM
39	Both	1/14/2022 7:19 PM
40	Private hire	1/14/2022 7:04 PM
41	Hackney	1/14/2022 7:02 PM
42	Phv	1/14/2022 6:52 PM
43	Private hire	1/14/2022 6:11 PM
44	Private hire	1/14/2022 6:06 PM
45	Hackney carriage	1/14/2022 6:06 PM
46	Private Hire	1/14/2022 5:53 PM
47	Private hire driver	1/14/2022 5:36 PM
48	Hackney carriage	1/14/2022 5:34 PM

49	Private hire	1/14/2022 5:20 PM
50	Private Hire Driver	1/14/2022 5:15 PM
51	Private hire	1/14/2022 5:13 PM
52	Private Hire	1/14/2022 5:12 PM
53	Both	1/14/2022 5:05 PM
54	Hackney	1/14/2022 5:01 PM
55	Hackney carriage	1/14/2022 5:01 PM
56	Hackney Carriage	1/14/2022 4:58 PM
57	Private hire	1/14/2022 4:58 PM

All Parish & Town councils

Valley Leisure Ltd

Yellow Brick Road

Unity

Test Valley CAB

Koala hub

RCS Ltd

Tower House Horses

Endeavour school

Pilgrims Cross School

Augusta Park Community Association

Picket Twenty Community Association

Picket Piece Residents Association

King Arthurs Way Community Association

Sovereign Housing

Vivid Housing

Sentinel Housing

Andover Foodbank

Andover Crisis Centre

Andover Community Events

Love Andover

Andover Mind

Andover Mencap

Koinonia Church

Rothsay Barchester Care Home

Lion Oak Court Care Home

Andover Churches Together

Andover PCN Social Prescribers team

MHA (older peoples' group)

Army welfare and community engagement staff

Places Leisure

Test Valley Family Support

Andover Museum

Asked John Parker to publicise on social media- Romsey Network information

Enham Trust

The Boaz Project

April's Farm

Bourne Valley & Harewood village hall committees, schools and pre-schools

Age concern Hampshire

Andover Older Peoples Forum

Carers Together

Good Neighbours

Romsey Radishes

NeighbourCare

Village Agents

Thorngate Care Group

More Education

#NeedsToo

Andover Twenty1

Lip Readers

Breathe Easy

Andover Hard of Hearing Club

Hearing Concern Romsey

Romsey Stroke Club

All Mid-Test Parish Clerks

Andover Muslim Cultural Association

Andover Nepalese Community

Andover Chinese Community Leader

Andover Indian Community Leader

Silk Route Charity, Romsey

Overall responses 22

1. Do you find it difficult to book a wheelchair accessible taxi?

Yes – 20

No – 0

N/a e.g. have never tried to book a WAV – 1

2. Does the shortage of wheelchair accessible taxis cause you difficulties by preventing you from travelling to work, appointments, social events, etc?

Yes – 21

N/a – 1

Comments: Often have to wait a long time for a taxi (x 2)

3. Do you think the Council should only issue new licences for wheelchair accessible taxis?

Yes – 21

4. Do you think the Council should also look at issuing new licences for vehicles that could be used by the ambulant disabled e.g. vehicles with hearing loops, contrasting hand rails, swivel seats, etc?

Yes – 19

No – 0

Not sure – 2

Taxi de-restriction consultation – Summary of options**Maintaining the current policy of restriction of numbers**

- Goes against government guidance
- Should only be retained where there is shown to be a clear benefit for the customer
- Should be justified with reasons made public
- Potentially is not in the interests of the public
- Is likely to satisfy most elements of the existing hackney carriage trade
- Restricts new entrants to the trade
- Requires a survey with results showing there is no unmet demand to justify its retention otherwise leaves the Council open to legal challenge

Moving to a policy of issuing a set number of licences either immediately or over a period of time i.e. current policy with the addition of quality controls namely wheelchair accessible vehicles only

- Goes against government guidance
- Should only be retained where there is shown to be a clear benefit for the customer
- Should be justified with reasons made public
- Potentially is not in the interests of the public
- May satisfy some elements of the existing hackney carriage trade
- Provides some opportunities for new entrants to the trade
- Once all licences are issued the Council will have to reconsider the matter and decide whether to retain a limit or issue more licences

Moving to a policy of complete de-restriction with no form of controls (other than the Council's existing licence conditions)

- Potentially a better service for consumers e.g., decreased waiting times and more choice
- Any perception or potential allegation that market forces are unnecessarily interfered with by restricting entry to the trade is removed
- There will be no need for a survey with associated costs
- This option lets market forces immediately dictate the number of hackney carriages without Council intervention and fully accords with Government wishes
- Whether a better service would be provided overall would only be ascertained after a period of implementation
- Is unlikely to satisfy any elements of the existing taxi trade
- May result in a sudden increase in numbers which would be difficult to administer without increased resources

Moving to a policy of complete de-restriction but with some form of quality control i.e. recommended new policy

- Potentially a better service for consumers e.g., decreased waiting times and more choice although possibly not to the same extent as above

- Any perception or potential allegation that market forces are unnecessarily interfered with by restricting entry to the trade is removed although if controls are too stringent this comment will still apply
- There will be no need for a survey with associated costs
- This option lets market forces immediately dictate the number of hackney carriages without Council intervention and fully accords with Government wishes
- Whether a better service would be provided overall would only be ascertained after a period of implementation
- Is likely to satisfy some elements of the existing taxi trade
- Should not result in a sudden increase in numbers which would be difficult to administer without increased resources
- Scope to introduce quality controls which reflect local needs (see below)

Taxi de-restriction consultation – other matters

Quality control – factors to consider

- Quality controls for vehicles are generally restricted to only one type of vehicle e.g., wheelchair accessible
- 66% of local licensing authorities require all or part of the taxi fleet to be wheelchair accessible¹
- 44% of the existing hackney carriage fleet in Test Valley comprises wheelchair accessible vehicles but anecdotal evidence suggests wheelchair users experience problems in booking vehicles
- There is no direct correlation between the population size of a local authority and the size of its taxi fleet. There is no direct correlation between the size of a taxi fleet and how accessible it is
- The UK has more wheelchair accessible taxis than most European nations although there are only a few manufacturers of purpose-built wheelchair accessible taxis and several small companies who convert standard production vehicles into wheelchair accessible taxis
- Council policy currently is that there is no age restriction although once a vehicle reaches six years since first registration it will only be licensed for six months (instead of 12) although the proposed new policy will alter this
- Any new quality controls would not apply to the existing first 35 hackney carriages
- Only 8% of disabled people are wheelchair users²; introducing quality controls in the form of wheelchair accessible vehicles would therefore not be an appropriate means of introducing vehicles more suited for the ambulant disabled
- Considering the above, requiring all newly licensed vehicles to be wheelchair accessible is not always appropriate or necessary
- A new wheelchair accessible taxi (either purpose built or a converted multi-purpose vehicle) can cost between £20,000 and £40,000³. The second-hand market for these vehicles is small as drivers tend to purchase such vehicles new and then keep it until the end of its life (typically 12 years)

¹ DfT Taxi and private hire vehicle statistics, England 2022

² CSR Europe, Disability: facts and figures 2007

³ Based on prices in Private Hire & Taxi Monthly May 2022

- The average typical purchase cost of a three-year-old second-hand car for use as a taxi is £17,418⁴. Drivers of these vehicles tend to buy second-hand cars when they are three years old and sell them on (for very little) at seven years old

Equality and diversity

- Specific groups are at risk of social exclusion including those in most poverty, those without qualifications and those with a mental illness
- In 2020, on average, people in households without access to a car made over 4 times as many taxi or PHV trips than those with access to a car (18 trips per person versus 4 trips per person respectively), and travelled over twice as far (61 miles per person versus 23 miles per person respectively). This pattern has remained broadly stable since 2002⁵
- As in previous years in 2020, the average number of trips taken by taxi or PHV was higher for those with mobility difficulties (13 trips per person per year) compared with those with no mobility difficulties (6 trips per person per year). In both cases, these numbers represented a fall from the previous years. Between 2011 and 2019 people with mobility difficulties took between 16 and 23 trips per year, while those without difficulties took around 10 trips⁶
- Average taxi or PHV usage makes up 3% of all trips for those with mobility difficulties, compared to just 1% for those without mobility difficulties. These proportions have remained broadly stable since 2010⁷
- The average number of trips taken by taxi or PHV was relatively similar across income quintiles. However, those in lower income quintiles tended to travel less far by taxi than those in higher income quintiles, with those in the bottom quintile travelling 20 miles per person per year, while those in the highest income quintile travelled 32 miles per person per year⁸
- There are over 14.6 million people in the UK with a limiting long-term illness, impairment or disability⁹
- The growing number of disabled and older people will have social and economic implications and there will need to be a focus in the coming years on accessibility of public transport
- Hackney carriage (and private hire vehicle) services will continue to play an increasingly important role in helping people travel and to connect to other public transport services
- We do not know the extent to which disabled people want wheelchair accessible taxis, given that such vehicles may not meet the needs of many disabled people e.g., the ambulant disabled such as those with a sensory impairment

⁴ Auto Trader May 2022

⁵ DfT Taxi and private hire vehicle statistics, England 2022

⁶ As above

⁷ As above

⁸ As above

⁹ Family Resources Survey 2020/21

Numbers of taxis

- As 2022, there were 74 local authorities including Test Valley that restrict numbers of hackney carriages i.e. 75% of councils do not restrict numbers¹⁰
- Most local authorities in Hampshire do not restrict numbers. In addition to Test Valley, Havant, Portsmouth, and Southampton still restrict. The table below gives details for each authority.
- Whilst there is no direct relation between population size and size of a Council's licensed hackney carriage fleet, it is interesting to note the variation in numbers of taxis between the different Councils in Hampshire:

Council	Hackney carriages	Numbers restricted?	Ratio of hackney carriages to population**
Basingstoke & Deane	50	No	1:3726
East Hampshire	86	No	1:1488
Eastleigh	106	No	1:1316
Fareham	133	No	1:869
Gosport	61	No	1:1375
Hart	137	No	1:751
Havant	40	Yes	1:3192
New Forest	114	No	1:1573
Portsmouth	234	Yes	1:910
Rushmoor	94	No	1:1060
Southampton	283	Yes	1:936
Test Valley	44*	Yes	1:3071
Winchester	92	No	1:1436

* With a further two plates available for issue

** 2022 Population Forecasts using Hampshire County Council 2021 Small Area Population Forecasts

¹⁰ DfT Taxi and private hire vehicle statistics, England 2022