

Responses received to draft Hackney Carriage & Private Hire Policy - 2016

Part(s) of Policy	Respondee	Comments	Relevant Points / Recommendations
Paragraph 3.5 (page 7)	Mr Trevor Emms (Uffculme Parish Councillor)	<p><i>The Prevention of Crime and Disorder – there is not any mention of working with religious and ethnic groups.</i></p> <p>Following a request for clarification from the licensing department, this additional comment was added:</p> <p><i>To accommodate the growth of ethnic groups, with their cultural dress, religious and moral standards, within the south west area, it is vital that any licence contains a clause that protects them from not being integrated (setting them apart or liable to abuse).</i></p>	<p>The primary consideration of the Policy is public safety and it is not felt that integration is prevented. The Policy sets out what the authority expects in terms of an applicant (or licence holder) being considered fit and proper, and this principle is applied equally.</p> <p>During discussions with Mr Emms the point of taxi drivers exhibiting racist behaviour was raised and it was noted that, as part of the code of conduct, the Policy states:</p> <p>‘The driver must not, at any time... Use offensive, racist, abusive, profane or insulting language or behaviour’.</p> <p>No amendment to the policy is suggested.</p>
Paragraph 3.6 (page 7)	As above	<p><i>The Health and Safety of Drivers – There is not any mention of obeying all the rules of the road contained in the latest Highway Code (especially speed).</i></p> <p><i>There must be a specific written section that considers past, current and, most importantly, future training. This should include awareness programmes for drugs, alcohol, basic first aid and advanced motorist.</i></p> <p>Following a response to this point from the</p>	<p>It is not necessary (or practical) to cover each and every legal requirement in the policy. The following point is made before the driver conditions are listed:</p> <p>‘Where reference is made to legal requirements either in the conditions below or in the Council’s policy, drivers are advised that such references are not exhaustive and it is the driver’s responsibility to ensure they are fully aware of all relevant legal requirements with which they must comply’.</p> <p>In relation to driving standard, it is noted that applicants</p>

		<p>licensing department, the following additional comment was added:</p> <p><i>It was not apparent to me that there was a specific stipulation that drivers, by making their living from using public highways, must obey all of the parts of the Highway Code at all times. Further, by being in the public eye, drivers should be exhorted to teach other road users to do likewise.</i></p>	<p>must undertake a Driving and Vehicle Standards Agency test before a licence is issued. Also, the conviction policy does cover issues relating to alcohol and drugs.</p> <p>No amendment to the policy is suggested</p>
<p>Reference throughout the Policy to supplying the Council with an MOT document</p>	<p>Mr Robert Redman (Hackney Carriage / Private Hire Driver)</p>	<p>With reference to MOTs:</p> <p><i>Why, when the information is freely available online, does the council still need operators and council staff to waste time, paper and photocopier ink bringing in a hard copy of the certificate so the council can make a copy?</i></p>	<p>Historically, the online MOT check service (a .Gov site) required a certificate number to gain access to the relevant information. It also may not have provided details on advisory items of the vehicle examination. This has now been revised and the free online system only requires you to enter a vehicle registration and its make. It is therefore easy to use and provides all of the required information.</p> <p>It is suggested that the policy be amended to make clear that the MOT is checked online by the Council and that drivers do not need to provide documentation, unless it is directly requested by the Council for some reason.</p> <p>It is further suggested that the licensing team continue to remind the trade of when MOTs are due. The licensing team will investigate alternative ways of reminding licence holders of all checks in the future (i.e. a direct login to our live system / SMS text messages) at which point the entire reminder system can be reviewed. This ensures a consistent approach.</p>

<p>Paragraph 6.8.2 (page 17) and any reference to taxi tests</p>	<p>Mr Chris Rendell (Hackney Carriage / Private Hire Driver)</p>	<p><i>The current policy of having 2 taxi tests plus an MOT is very unpopular. As I told you I recently had both an MOT and taxi test done at the same time and although given a discount by the testing garage, I still paid approx. £40 more than the standard MOT fee, this seems unfair as the taxi test extra bits only take a few minutes.</i></p>	<p>The vehicle test covers additional checks to the MOT. Some examples include; the standard of the vehicle externally (i.e. checking for damage, rust, bad paintwork and repairs); the standard internally (i.e. cleanliness, seating, seat covers and lose items); roof signs; taxi meters; MDDC plates; wheelchair accessibility (if applicable); and window accessibility. An MOT will take approximately 45 minutes to 1 hour whereas the vehicle test should take approximately 1 hour 15 minutes to 1 hour 30 minutes.</p> <p>No amendment to the policy is suggested</p>
<p>Paragraph 6.8.2 (page 17) and any reference to taxi tests</p>	<p>As above</p>	<p><i>It would be good if we could keep the period between taxi tests to exactly 6 months, so a driver will not lose days if he gets it done a week early.</i></p>	<p>In the past a proprietor may have submitted a vehicle test document early, with the following test being set as due 6 months from this date. They therefore (potentially) lost some time for having it done early.</p> <p>It is suggested that, similar to the MOT system, the vehicle test can be conducted and submitted a maximum of 28 days early, preserving the original due date. The next vehicle test will then be due 6 months (or if applicable, 12 months) after the original due date. Stating this in the policy will ensure a consistent and clear approach.</p>