

RESULTS OF CONSULTATION ON PROPOSED CONDITIONS- SNAP SURVEY

1. Purpose

To bring to the attention of the Hackney Carriage Private Hire (Trade) consultation carried out by the Licensing Service upon proposals to introduce a number of new licence conditions.

2. Method of Consultation

Consultation was carried out firstly through scheduled Hackney Carriage and Private Hire Trade Meetings. Additionally the trade was made aware of consultation taking place through known email addresses and regular updates on the Licensing Service website. The final consultation was in the form of an online survey (SNAP SURVEY) where the proposed conditions were outlined in brief, answerable with a simple Yes/ No or Undecided.

The consultation began on the 19th of November closing on the 16th of December 2016. It was an opportunity for the Trade to express their views on whether they agreed or disagreed with the proposed conditions. Response, to the initial consultation attracted only circa 20 responses so as a gesture of good will, the Licensing Service extended the consultation period 19th December until January 13th 2017.

A total of 126 responses were received via the Survey/Consultation from Drivers; Operators and Proprietors. This represents 1.68% of total Trade numbers. Hopefully in the future the Trade will more fully engage with the Licensing Service as the survey/ consultation is an opportunity to have their views on proposed changes taken into consideration. The consultation has been broken down into percentage terms of total trade response.

At the Operator Business Meeting 15.2.17, results of the Survey/Consultation were discussed. Operators suggested that for future consultations the Licensing Service include a comment box to allow for additional feedback and this is being considered.

3. Snap Survey- Breakdown of responses as a percentage % of the Trade

3.1 Displaying Safeguarding Information to Customers in Licensed Vehicles

Proposal - that a condition be introduced requiring proprietors of licensed vehicles to display approved safeguarding material on the inside of a vehicles rear passenger window (nearside). The condition shall also require operators and drivers to ensure the sticker remains in place.

Question 1	Driver	Operator	Proprietor
I agree with the proposal	0.6%	3.7%	0.5%
I disagree with the proposal	0.6%	3.7%	1.1%
Undecided	0.1%	0.9%	0.2%

Drivers & Operators were split on this proposal, while twice as many Proprietors disagreed than agreed.

3.2 Suitability of Employees

Proposal – a condition be introduced requiring operators/proprietors to conduct adequate background checks on non BMDC licensed employees and to also provide training for employees who work within their business. The condition shall also require a work activity record to be maintained showing the hours/shifts such employees work. All such information shall be made available to the Licensing Service on request.

Question 2	Driver	Operator	Proprietor
I agree with the proposal	0.5%,	4.7%	0.7%
I disagree with the proposal	0.7%,	2.8%	1.15%
Undecided	0.2%	0.9%	0.09%

The figures when broken down show Drivers slightly disagreed with the proposal, while four times as many Operators agreed to the proposal than Proprietors.

3.3 Employee Code of Conduct

Proposal - a condition be introduced which requires operators/proprietors to produce an employee charter/code of conduct and to enforce same.

Question 3	Driver	Operator	Proprietor
I agree with the proposal	0.4%,	4.7%,	0.4%,
I disagree with the proposal	0.7%,	0.9%,	2.8%
Undecided	0.24%	2.8%	0.28%

Nearly twice as many Drivers disagreed with this proposal than agreed. Operators predominantly agreed with the proposal. Proprietors were broadly in line with Drivers.

3.4 Fitment of In-Car Closed Circuit TV Systems (CCTV)

Proposal - a Condition be introduced requiring all licensed vehicles be fitted with in-car CCTV in accordance with ICO requirements and BMDC policy.

Question 4	Driver	Operator	Proprietor
I agree with the proposal	0.7%	3.7%	0.4%
I disagree with the proposal	0.6%	4.7%	1.4%
Undecided	0.07%	0%	0.06%

Drivers were roughly split by the proposal. Operators slightly disagreed. While three times as many proprietors disagreed with the proposal than agreed.

3.5 Amendment to hackney carriage and private hire licensing policy following Deregulation Act 2015 (2 Proposals)

Proposal 1 – Issue Drivers licences for one to three years.

Question 5 (Proposal 1)	Driver	Operator	Proprietor
I agree with the proposal	1.1%,	7.4%	1.5%
I disagree with the proposal	0.2%,	0%	0.3%
Undecided	0.1%	0.9%	0.09%

Of the Drivers, Operators and Proprietors who responded all were strongly in favour of this proposal.

Proposal 2 – Issue Operator’s licences for one year to five years

Question 5 (Proposal 2)	Driver	Operator	Proprietor
I agree with the proposal	0.9 %	7.4%	1.5%
I disagree with the proposal	0.17%	0%	0.2%
Undecided	0.12%	0.9%	0.9%

Drivers, Operators and Proprietors who responded were strongly in favour of this proposal.

3.6 Vehicle Safety and Maintenance

Proposal 1 – a Condition be introduced requiring the proprietor of a licensed vehicle to provide a certificate of mechanical safety and vehicle maintenance (in accordance with the vehicle’s user handbook) at the scheduled intervals. Also, that the certificates are retained to provide a history of the vehicles safety record.

Question 6 (Proposal 1)	Driver	Operator	Proprietor
I agree with the proposal	0.37%	4.7%	0.16%
I disagree with the proposal	0.9%	3.7%	1.6%
Undecided	0.17%	0%	0.12%

Of the Operators who responded a majority agreed with the proposal. Drivers and Proprietors who responded broadly disagreed.

Proposal 2 – that the proposed fees below be introduced.

Current Fees		Proposed Fees	
Fail (1 to 4 minor faults)	Free	Fail (Max 2 minor faults)	Free
Fail Multiple (5+ minor faults)	£20	Fail Multiple (Max 4 minor faults)	£50
		Fail Multiple (5 minor faults)	£75
Fail Safety Critical (1 x defect)	£20	Fail Safety Critical (1 x defect)	£100
Fail Dangerous (2 x defects)	£100	Fail Dangerous (2 x defects)	£100 + suspension

Question 6 (Proposal 2)	Driver	Operator	Proprietor
I agree with the proposal	0.2%	3.7%	0.1%
I disagree with the proposal	1%	2.8%	1.7%
Undecided	0.17%	1.8%	0.09%

Of the Operators who responded a majority agreed with the proposal. Drivers and Proprietors who responded broadly disagreed.