

Appendix 3

Consultation on changes to Eastbourne Borough Council taxi and private hire licensing guidance – consultation report

March 2021

Background

From 1st February to 26 March 2021 we consulted on proposed changes to our Taxi and Private Hire Licensing Guidance.

A statutory guidance document, issued by the Department for Transport to all Licensing Authorities in England and Wales, required us to look at our current guidance.

It recommended incorporating additional measures into our existing Taxi and Private Hire Guidance. This was with the intention of improving and updating existing measures to protect children, vulnerable adults and the wider public when using taxis and private hire vehicles.

As a result of these new standards the council has taken the opportunity to review and update the whole Guidance Document.

The Council's Taxi and Private Hire Licensing Guidance sets out the terms and conditions that apply to those seeking licences for the Hackney Carriage or Private Hire trade. This is to protect the public and help ensure they receive a good service.

How we consulted

- We carried out a public consultation from 1st February to 26 March 2021.
- We published a page on the district council website which included the background to the review and the draft guidance.
- We provided an online survey for respondents to structure their feedback and made the offer of providing paper copies of this on request.
- We also offered the consultation information in different languages and formats.
- We publicised the consultation through the local media, our social media channels, via the council's website and by email to the council's consultation mailing list.

Next steps

- This report will be published on the council website.
- The report will be taken to the Licensing Committee on 24th May 2021.

- Once a decision has been made it will be published on the council website and shared with residents, drivers, operators and other stakeholders.

Survey findings

1. Please tell us in what capacity you are responding to this consultation:			
		Response Percent	Response Total
1	A resident	49.54%	108
2	A licensed driver working in Eastbourne borough	47.71%	104
3	An operator based in Eastbourne borough	0.92%	2
4	Other (please specify):	1.83%	4
		answered	218
		skipped	3
Other (please specify): (4)			
1	Applicant frustrated at length of time to obtain drivers licence		Often use
2	Wife of private hire driver		Taxi driver
3	wife of a taxi driver		Derby
4	Licensed Driver and an operator		Taxi CCT

2. We are considering whether to prohibit the use of magnetised fittings to secure door signs to the front driver and passenger doors. Our intention is to ensure these signs are permanently fixed to the doors. How much do you agree or disagree with this proposal?			
		Response Percent	Response Total
1	Strongly agree	14.61%	32
2	Agree	11.87%	26
3	Disagree	11.87%	26
4	Strongly disagree	52.51%	115
5	Don't know	9.13%	20
		answered	219
		skipped	2

3. Under the current guidance CCTV is not mandatory but is strongly advised by the council. We are proposing that all licensed vehicles will be required to have a council-approved CCTV system installed by October 2022. How much do you agree or disagree with this proposal?

		Response Percent	Response Total
1	Strongly agree	26.48%	58
2	Agree	24.20%	53
3	Disagree	12.79%	28
4	Strongly disagree	31.96%	70
5	Don't know	4.57%	10
		answered	219
		skipped	2

4. We are proposing to introduce a Penalty Points scheme on driver's and operator's licence for breach of conditions. This would aim to improve levels of compliance and raise standards. Penalty Points would be cumulative and remain active for 12 months. This would not however prevent the council from taking other forms of legal action where needed. How much do you agree or disagree with this proposal?

		Response Percent	Response Total
1	Strongly agree	29.95%	65
2	Agree	33.64%	73
3	Disagree	12.90%	28
4	Strongly disagree	17.97%	39
5	Don't know	5.53%	12
		answered	217
		skipped	4

5. We are proposing to make safeguarding and disability awareness training mandatory for all new and current drivers. The aim of this would be to raise awareness of the exploitation of children and young vulnerable adults, including where to report incidents, within the trade. How much do you agree or disagree this should be implemented for all new and current drivers?

		Response Percent	Response Total
1	Strongly agree	34.70%	76
2	Agree	40.64%	89

5. We are proposing to make safeguarding and disability awareness training mandatory for all new and current drivers. The aim of this would be to raise awareness of the exploitation of children and young vulnerable adults, including where to report incidents, within the trade. How much do you agree or disagree this should be implemented for all new and current drivers?

		Response Percent	Response Total
3	Disagree	11.87%	26
4	Strongly disagree	9.13%	20
5	Don't know	3.65%	8
		answered	219
		skipped	2

6. We are proposing to introduce an English proficiency test, designed to ensure all new applicants are able to communicate effectively with passengers. This is particularly important when transporting vulnerable people and in the case of emergencies such as when medical treatment is required. All applicants, regardless of their nationality, would be required to take an English proficiency test or provide evidence of a relevant English Language qualification, for example a GCSE or equivalent (grade 4 or higher). How much do you agree or disagree with this proposal? Do you think this should be implemented for all new applicants?

		Response Percent	Response Total
1	Strongly agree	66.21%	145
2	Agree	21.46%	47
3	Disagree	5.94%	13
4	Strongly disagree	2.28%	5
5	Don't know	4.11%	9
		answered	219
		skipped	2

7. We are proposing to introduce a more robust and comprehensive convictions guidance. Please take a moment to read the proposed convictions guidance before answering this question. The guidance can be found here. How much do you agree or disagree with this proposal?

		Response Percent	Response Total
1	Strongly agree	35.62%	78
2	Agree	41.55%	91
3	Disagree	7.76%	17

7. We are proposing to introduce a more robust and comprehensive convictions guidance. Please take a moment to read the proposed convictions guidance before answering this question. The guidance can be found here. How much do you agree or disagree with this proposal?

		Response Percent	Response Total
4	Strongly disagree	5.02%	11
5	Don't know	10.05%	22
		answered	219
		skipped	2

8. Do you have any other comments to make about the proposed changes to the guidance?

Trade is very bad more expense is not needed at this time - 12 comments

Door Signs cant use as family car 14 comments

Door Signs – Damage paint work 12 comments

CCTV – Expensive 11

CCTV Intrusive and unnecessary 7

Conditions needed for electric vehicles and 2030 Carbon Neutrality 7

Drivers need Annual test – standard of driving is poor 6 comments

Too many Licensed vehicles 2 comments

Don't change anything 2 comments

Supportive of proposals 6

Other 26

answered 127

skipped 94

Questions about you

10. Would you like to answer or skip the following questions about you?

	Response Percent	Response Total
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10. Would you like to answer or skip the following questions about you?

		Response Percent	Response Total
1	Answer the questions	56.34%	120
2	Skip the questions	43.66%	93
		answered	213
		skipped	8

11. What is your age?

		Response Percent	Response Total
1	Under 18	0.00%	0
2	18 - 24	2.38%	3
3	25 - 34	3.97%	5
4	35 - 44	19.84%	25
5	45 - 54	23.81%	30
6	55 - 64	26.98%	34
7	65 - 74	13.49%	17
8	75 +	7.94%	10
9	Prefer not to say	1.59%	2
		answered	126
		skipped	95

12. What is your sex?

		Response Percent	Response Total
1	Male	78.40%	98
2	Female	21.60%	27
3	Other	0.00%	0
		answered	125
		skipped	96

13. What is your ethnic group? Ethnic groups are defined by the 2011 census

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		Response Percent	Response Total
1	English/Welsh/Scottish/Northern Irish/British	79.37%	100
	English/Welsh/Scottish/Northern Irish/British	0.00%	0
2	Irish	0.79%	1
3	Gypsy or Irish Traveller	9.52%	12
4	Any Other White background	0.00%	0
5	White and Black Caribbean	0.79%	1
6	White and Black African	0.79%	1
7	White and Asian	0.79%	1
8	Any Other Mixed background	1.59%	2
9	Asian/Asian British	1.59%	2
10	Indian	0.00%	0
11	Pakistani	0.00%	0
12	Bangladeshi	0.00%	0
13	Chinese	0.00%	0
14	Any Other Asian background	0.00%	0
15	African	0.00%	0
16	Caribbean	0.00%	0
17	Any Other Black/African/Caribbean background	0.79%	1
18	Arab	0.00%	0
19	Any Other Ethnic Group (please specify):	3.97%	5
		answered	126
		skipped	95

Any Other Ethnic Group (please specify): (5)

1	Human
2	Israeli Arab
3	Kurdish
4	Covidian
5	Jewish

14. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

	Response Percent	Response Total

14. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

		Response Percent	Response Total
1	Yes, limited a lot	7.20%	9
2	Yes, limited a little	14.40%	18
3	No	78.40%	98
		answered	125
		skipped	96