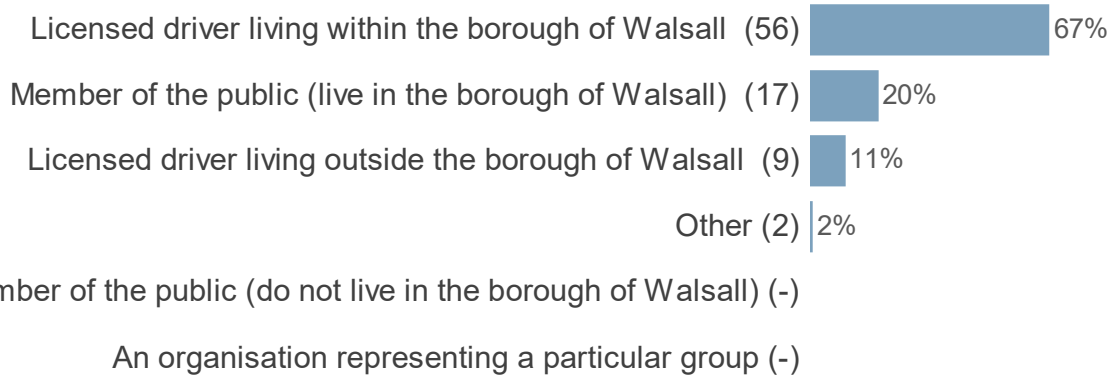


Final Summary report - Taxi Licensing_All respondents 2023

Taxi Licensing 2023 (Public questionnaire)

This report was generated on 04/01/24. Overall 84 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

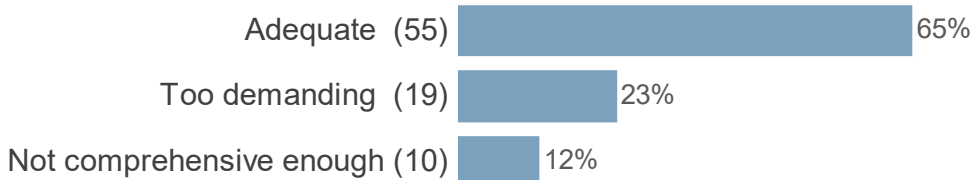
Are you responding as...?



Other, please state

Operator
Operator

Do you think the tests and checks outlined in the Fit and Proper Person policy (listed above) are.....?



If 'not comprehensive enough', what additional tests and checks do you think should be required?

I would ask of a knowledge test of the Walsall borough. So it does not flood the market also you choose the adequate and suitable people for the profession

Can they stick to the law?

Comprehensive understanding of the highway code

Driver CPC, similar to what a HGV driver would do. Working time directive should be inforced also.

Enhanced dbs

Yes

Taxi Licensing 2023 (Public questionnaire)

If 'too demanding', which tests and checks do you think should not be required?

I think the NR3 is too demanding because if a person has been arrested in the past but NOT being convicted of this offence and have not declared on a previous application but it is now a requirement.

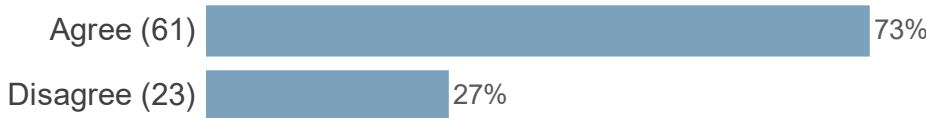
The English language test is fine, however, I don't think taking the test behind a PC might not be able to tell how drivers understand English in person to person interaction. maths tests does no hel

Shouldnt be required an driving test as u be passed by dvla

Satisfactory Level in English reading, English listening and maths

The English and Maths tests should be reconsidered. We operate via an app and so many of the tests are not required e.g. maths tests. It creates a burden and worry for drivers on their livelihoods.

Do you agree or disagree that convictions detailed in the Criminal & Motoring Convictions Guidelines (summarised above) should be taken into account when deciding if an applicant or licence holder is a fit and proper person to hold a licence?



Please explain why you say this.

It's is right

A safer environment for everyone

I agree all these criminal convictions where you are convicted need to be declared however these should appear on your DBS so if someone forgets to declare on application but it's on DBS this shouldn't be classed as dishonest.

As a driver I don't want to lose my basic human rights. Some of these potential offenses are too broad

I believe that any organisation should know who they are employing and this is why we have a DBS and anything above I agree with.

I think all this should be taken into account but also keep in mind that a person can change. That said i think that this checks are adequate.

Applicants will be transporting passengers that may be vulnerable. Vulnerability could be due to a number of reasons, and therefore as a society we need to ensure these people are adequately protected.

The person applying could be reformed settled, the convictions could have happened in the past, where he has paid for the faults he has made.

To ensure the safety for our community

Yes these should be taken into account but some of the guidelines are too much, example waiting at least 10 years from completion of sentence, I think it should be on an individual basis at the committee discretion, with the applicant to prove their competence.

I agree to some of them. However sometimes a mistake is made and the person be changed and not be that bad person anymore everyone deserves a second chance when offences like weapons etc but anything to do with morals and kids or sexual related should not be forgiven

To help older people and their safety

Agree as to any conviction is to be disclosed. To keep the public safe aswell as others.

I agree that a fit and proper person eligible to hold a licence should only be allowed if they have not been convicted of the above.

I agree

Please explain why you say this.

You need to know the driver is fit to drive the vehicle legally, without convictions and that you will be safe to travel, especially as a lone woman

Public need to feel confident that, when using a taxi, they will have a safe journey.

These people (taxi drivers) are representing and first contact with visitors. They need to be professional, have vehicles which are Walsall colour coded and have proper code of European approved dress.

Because they are driving the public around and should be very safe modes of transport

They are major offences

Safety of the public

As a driver they are put in a position of power and therefore should be safe and trusted members of society

Public safety comes first without the above checks one can only assume that the public are NOT in safe hands unless all checks are accommodated

For the safety of everyone

I agree with above statements all licensed drivers no matter which licensing authority they are licensed with should be convictions free.

Some of these convictions I agree like sexual offences, drugs or possession of weapons etc. but not all

Safety

Such actions should be taken into account when dealing with the general public, as could pose a danger to certain individuals

All of the above is required for the safety of all.

They are appropriate considerations

Do you agree or disagree that it is reasonable that private hire base operators be required to ensure any person working for them is aware of their responsibilities in relation to the carriage of assistance dogs?

Agree (63)  75%

Disagree (21)  25%

Please explain why you say this.

I agree

I think this lies ultimately with the person carrying the assistance dogs because as an operator you can do everything in your power to ensure your staff have the required skills to carry assistance dogs but if a driver refuses to carry the dog the onus should be on the driver

In any organization there should be a level of training especially English because a lot of drivers have difficulty speaking and training would be a great idea

I think that they should be aware because the assistance dogs have their specific Role

A driver should be adhering to laws at all times.

Most professional drivers adhere and know what they're doing, by giving refreshers in training could be a waste of time

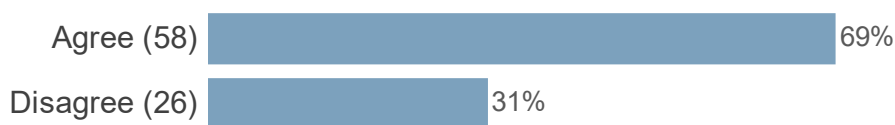
Like uber offers new driver training course

Taxi Licensing 2023 (Public questionnaire)

Please explain why you say this.

- Yes this should be known and implemented
- Some people are idiots and try their luck so this would definately be good
- Guide dogs are very wise and friendly and helpful
- Totally agree as carriage of assistance dogs is a number one priority and should be honoured in all circumstances unless exempt from registered party.
- Most drivers are law abiding why make things tougher to catch minority law breakers. the cost of living has skyrocketed, most Walsall drivers already do two Mots in a year, and adding a new refresher training is not cost efficient to drivers which might force them to quit
- It should be the drivers responsibility to make themselves aware of all responsibilities in relation to their job, including carriage of assistance dogs.
- Yes as i have seen too many drivers refuse to take assistance dogs. Regular refresher training should be mandatory to ensure all drivers are aware of the legal requirements
- Assistance dogs provide a vital support for people with disabilities and these people will need to use taxis more to allow equal access.
- They need to fit for purpose to represent Walsall borough
- Shouldn't need to explain this, they should know, this is a basic British thing to do
- There are too many cases of drivers refusing guide dogs without due cause
- Can't discriminate
- People who have assisstance dogs often rely on taxis as their only form of transport to gain independence
- This is a must to prevent Discrimination against those who need assistance Dogs
- For the safety of everyone
- This is important
- It's important to keep drivers up to date on local issues. I would recommend that the refreshers are held virtually to ensure that drivers can fit them in around their varied schedules.

Do you agree or disagree that refresher training is important for licence holders so that they are aware of changes in law, policy and regulations?



Please explain why you say this.

- Yes I agree
- It's could to keep up to date with legislation.
- Yes I agree it will be a refresher every so often
- That ngs can change and drivers should be up to date.
- Drivers need to know of any changes to protect themselves and the public
- Majority of the drivers are clued on, would be a waste of time
- To update driver with any new laws
- It's better to keep operators upto date
- This should only be for any drivers that have had complaints during their license period

Please explain why you say this.

Because some time the laws change

It is important for licence holders to understand changes in law,policy and regulations. As circumstances around us do change.

Most drivers are law abiding why make new laws to catch the minority offenders and make life tougher as if it's not hard already

I agree because changes can occur at anytime and training is needed to be aware of such changes.

Yes, as per my previous answer

Refresher training is vital as the conditions on our roads demand highly skilled and responsible individuals to provide safe passage.

Regular update. Everything must be measured to improve the taxi service

Hgv drivers have to have refresher courses and they are not carrying people. They should go through rigorous training and refresher courses

the refresher training should be mandatory and contain an examination conducted in English

Keeping up to date with the law is never a bad thing

Knowledge is power as one would say, with a ever changing world refresher training is a must to keep up with times..

So we are aware of the new laws implemented

This should be taken upon as a case by case approach. Should there be a need the council should notify a specific driver which needs additional training.

This is important, drivers need to be aware of what is expected of them

Can update policy changes and updates through a driver portal.

Do you agree or disagree that refresher training for licence holders is important so that licensing officers can be satisfied that licensed drivers in Walsall are fit and proper?

Agree (57)  68%

Disagree (27)  32%

Please explain why you say this.

I agree

Again to keep up to date with licensing legislation.

License issuers should have confidence the license driver is suitable and correctly eligible for a license.

It would not prove nothing, most drivers would have the knowledge anyway. By training or refresher training is a waste of his time

For safety reason

Yes as long as it doesn't turn into a money making scheme as the current financial climate is very unsteady

If theyve had no complaint or problems why would they need baby sitting by you again just to be told everything again

If required

Licensed Drivers need to understand there job role as we are dealing with members of public and as professional drivers we are Fit and proper to provide a service.

Please explain why you say this.

Most PH drivers are law abiding citizens why make tougher systems when it's much easier for the council to go after the bad drivers and catch them instead of make new laws summarily

This needs to be done more frequently as some drivers seem to think they are Lewis Hamilton when driving

Up to date information is vital to ensure suitable individuals provide a safe and professional service to transport vulnerable people.

They need to know the current regulation and made aware of their duty and responsibilities

These are stupid questions. These are bare minimum and of course they should be checked and have refresher courses

Important

Training minimises Health & safety related issues and drivers can be held accountable for issues knowing training was provided, if rules supporting training are breached

For the safety of everyone

Agree but this should be proportionate and consider impact on the driver.

Do you have any further comments you would like to add about the draft Fit and Proper Person policy or draft Criminal & Motoring Convictions Guidelines?

No I agree to everyone

No

No

No comments

No

I think when taking drivers they need to consider that they speak English correctly because at the moment the standard of English is poor

No

No

No

By trying to endorse your training, you're just trying to make something out of nothing. People that have held a license for over 5 years or over need to refresh this training the training. They simply going to transport a passenger from a to b destination, not carry out a bipass, or a surgery.

No

The guidelines are good in some cases too harsh, individual circumstances should be taken into account instead of tarring everyone with the same brush due to similarities, every person has a unique set of circumstances that lead to certain actions and consequences in their life, some beyond their control so shouldn't be penalised or deterred further on there journey to change.

No

As a Council support your people who arent in jobs charge for a fast track service or something as it took me 5 to 6 months to get everything sorted. Inwas struggling and didnt have a job while applying for this license. Charge alot more but provide a fast track service for people who are unemployed. Anyone with a primary job can do the normal way.

No

N/A

No

How come they are allowed to jump red lights and park on double yellow lines while they get their haircut

Taxi Licensing 2023 (Public questionnaire)

Do you have any further comments you would like to add about the draft Fit and Proper Person policy or draft Criminal & Motoring Convictions Guidelines?

No

Vulnerable Children are regularly transported in taxis to school so it is essential that all drivers are thoroughly checked to ensure the safety of everyone when using a taxi.

All individuals carrying passengers , local and visitors are representative of Walsall borough. They need to be fit and proper.

I take 4 taxis a week. I found 2 who have been smoking cannabis in their cars(reported), most drive like lunatics so they can get as many fares as possible, which puts them, their passengers and other road users at risk. Some drivers have very little English which is awkward, not all drivers help the elderly or disabled to put things in the boot. Some of the vehicles are disgusting and make feel dirty when you get out, cleaning their cars should be done more regularly. I think all taxis should be fitted with cameras for their safety and the publics. I think there should be more women drivers (severely lacking in this department) especially for young girls on nights out.

No

None

Local area knowledge not just trying to follow a sat nav

Dont back down and make sure you impliment it

No!

No

No

Some people are let down by the justice system and shouldn't be penalised for wanting to reform. And rebuild there lives,

There's already a shortage of drivers,

No

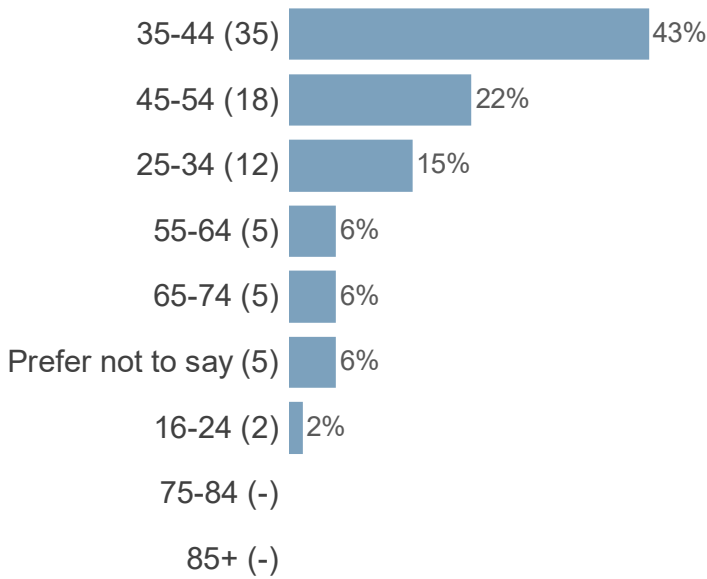
No

Are you?

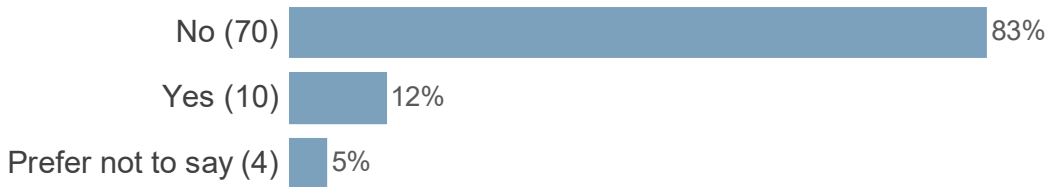


Taxi Licensing 2023 (Public questionnaire)

How old are you?



Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more? (Do you have any physical or mental health conditions or i...)



Does your condition or illness reduce your ability to carry out day-to-day activities? (Does your condition or illness / do any of your condition...)

- Yes, a lot (-)
- Yes, a little (-)
- Not at all (-)
- Prefer not to say (-)

Taxi Licensing 2023 (Public questionnaire)

To which of these groups do you consider you belong? (Ethnic background)



Are there any other particular equality characteristics you feel should be taken into account when finalising the policy and guidelines?

Yes just change the rule of car first registration to jot be older than 5y this industry is going down and not worth it to invest a lot of money in a new car

Know i do not

No

No

NA

No

No

Non

No

No

No

No

No

No

No

No

No

No

N/a

Taxi Licensing 2023 (Public questionnaire)

Are there any other particular equality characteristics you feel should be taken into account when finalising the policy and guidelines?

No

Disabled

Taxi drivers should be aware that they cannot refuse to transport individuals who have a protected characteristic.

Good command of languages, including English, formal dress, clean, hygienically suitable with fit and proper colour coded vehicle.

No you have too many as it is, maybe less!

No

Not sure

No

Yes

No

No