

Appendix 9

Question 6 - Do you agree that all ancillary staff that work at private hire operator bases and have access to booking records should be required to complete an annual DBS check?

Summary of DfT requirement and reason: -

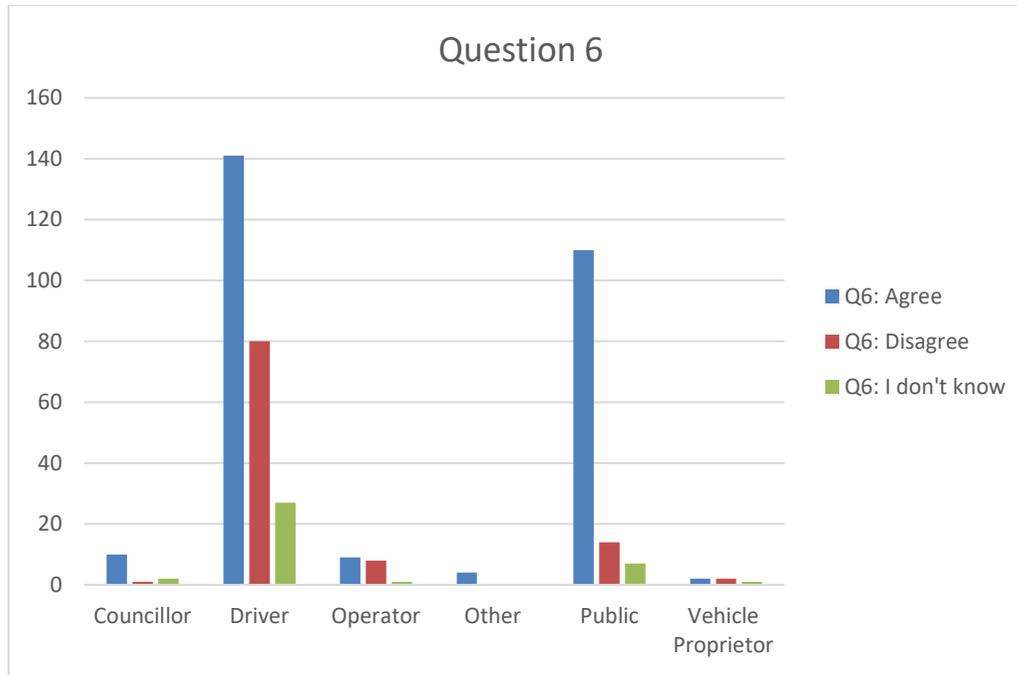
Private hire vehicle drivers are not the only direct contact that private hire vehicle users have with private hire vehicle operators' staff, for example a person taking bookings (be it by phone or in person). A vehicle dispatcher decides which driver to send to a user, a position that could be exploited by those seeking to exploit children and vulnerable adults. It is therefore appropriate that all staff that have contact with private hire vehicle users and the dispatching of vehicles should not present an undue risk to the public or the safeguarding of children and vulnerable adults.

Yes, I agree – 276 respondents (66%)

No, I do not agree – 106 respondents (25%)

I do not know – 38 respondents (9%)

Appendix 9



<u>Summary of repeated/similar additional comments</u>	<u>Council Response</u>
They are handling public confidential information/sensitive data/information about peoples whereabouts and empty houses so yes.	It is a matter for members to consider.
Every company is bound by Data Protection Act so not necessary	It is a matter for members to consider.
Other professions have access to customer details and are not required to have DBS checks.	It is a matter for members to consider, however, there is no evidence to support that basic DBS certificates are not required in other professions.
Not practical because of staff turnover or companies who have call centres abroad.	It is a matter for members to consider.