

APPENDIX 15

All Additional Comments following completion of the survey

Comment	Council response
<p>It would be more fairer and transparent. Panel should be available for ALL cases regardless.</p>	<p>Comment noted - A decision for members</p>
<p>All cases to be handled by the panel</p>	<p>Comment noted - A decision for members</p>
<p>Honestly, from these questions, it doesn't seem like the aim is to set a higher bar of quality within Kirklees. It seems more like a council trying to be more invasive, prohibitive, ostracisive of relation to Kirklees related employment and control seeking of people's lives like the current conservative government. Sad really, it does show that there is definitely a disconnect between Kirklees and the public they serve. Maybe you need some young fresh blood, maybe you already have it but ignore it. I simply do not know, i pray that this is not the best that we can be as Kirklees. You know guys, Calderdale has come a long way from what i've heard, business is booming in Halifax, maybe take a leaf out of their book. The word round Huddersfield is that Kirklees is just out to kill the town centre, take people's money, be it council tax, business rates or bus gates nobody asked for or wanted. I still have hope though</p>	<p>Comment noted - This consultation and questions relate specifically to the Statutory guidance issued by the Department for Transport and our requirement to review the current policies and procedures in line with this guidance.</p>
<p>I think you guys need to concentrate on improving, focus on other areas, you know like, breathing life into the town centres. I mean what is it, are people not breaking enough rules for you to chase up so u feel the need to go rule crazy. If aint broken, don't fix it, i don't know...</p>	<p>Comment noted - This consultation and questions relate specifically to the Statutory guidance issued by the Department for Transport and our requirement to review the current policies and procedures in line with this guidance.</p>
<p>As decisions should be made by a majority decision of a panel and not 1 individual</p>	<p>Comment noted - A decision for members</p>

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<p>Court offence. I have ticked. All the other should be dealt by taxi union with full evidence and enquiries.</p>	<p>Comment noted - A decision for members</p>
<p>I feel there should be more policies in place to protect the driver from losing money when a customer doesn't pay. As it at the moment the driver would need to go the police about retrieving the money. But doing this in the past, the police do not do anything and the police also say they will not look in to the matter, which is at the loss of the driver, who loses the money and has no way on get it back. I feel all the policies are to protect the customer and not enough policies to protect the driver from the customer. More needs to be done to protect the driver.</p>	<p>Comment noted - not relevant to the purpose of the consultation and is a matter for the police.</p>
<p>Anything which can result in suspension or revocation MUST be heard by panel.</p>	<p>Comment noted - A decision for members</p>
<p>I repeat. No ONE person should have control over another person without the second person having a route to appeal and appeal quickly. Not have it dragged out for months on end thereby effecting their wealth and wellbeing.</p>	<p>Comment noted - A decision for members</p>
<p>fair decision should be made by a group of councillors and at the earliest.</p>	<p>Comment noted - A decision for members</p>
<p>This would mean the decision is unanimous thus making it fair and not argument to bias</p>	<p>Comment noted - A decision for members</p>
<p>I also think that Licences should be refused for drivers with 3 points or more on their licences as with other passenger service vehicle posts. If a driver reaches 6 points on their licence then it should be revoked. To acheive 6 points then the driver must be either driving an unsafe vehicle or speeding - both of which pose a risk to passengers. Also I don't think that taxis should be allowed to wait for work in layby's or on side streets they should ALL operate from a registered base.</p>	<p>Comment noted - not relevant to the purpose of this consultation</p>
<p>The panel should be truly diverse, that's the only way to make effective decisions.</p>	<p>Comment noted - A decision for members</p>

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I want Kirklees to provide driver licenses only to trusted people, who are honest, good, law abiding citizens.	Comment noted – not relevant to the purpose of this consultation
Only the most serious cases to be considered by the panel	Comment noted - A decision for members
i don't know what scrutiny of qualification or experience panel members would have?	This matter would be a decision for members, any decision regarding the training/qualifications/experience of those who may make decisions will be open and transparent.
majority of crimes are related to police, council should leave up to court to decide, it appears that kirklees council wants to step in all matters of driver , which is incorrect	Comment noted - All decisions taken by the Council to refuse/revoke a licence result in the right of appeal by the licence holder to the Magistrates court. The council assess a person's 'fitness and suitability' to hold a licence and when coming to a decision consideration is given to any crimes or offences committed by an applicant or licence holder.
There are examples present where council person has been vindictive against a driver but under the cover of his discretion. Only antidote to that is panel for all cases with driver representation on panel.	Comment noted - A decision for members
There will be some cases that will go straight to refusal, revoking or suspension. However, require consistency across board. You can probably separate the cases into severity and may be have different panels for these.	Comment noted - A decision for members
Individual cases and all other should be considered by a panel of elected and suitably trained or qualified councillors	Comment noted - A decision for members
There needs to be a group, made up of a broad base age/gender/ethnicities that make these decisions about such important safety issues.	Comment noted - A decision for members
No should go to panel of councillors	Comment noted – A decision for members
CCTV yes. If council pay or hire operators. Up to 12 points should be allowed same as every other public servant. Decision making paid should be local councillors to make decision fair	Comments noted – A decision for members

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<p>Any offence of driving nature should be left to the courts to decide not licensing officers.</p>	<p>Driving offences are considered by the courts, the Council then looks at the fitness of a licence holder to retain or be granted a licence following driving convictions being given by the court.</p>
<p>All cases should be dealt with fairly and local councillor are member of public. So therefore they should be able to help drivers with their issues.</p>	<p>Comment noted</p>
<p>Consider every case as equality of nature and bases on fair and honest decision.</p>	<p>Comment noted</p>
<p>Small should be considered by the panel. most should be considered by the court. p.w what policy you are suggesting to safeguards. Taxi Driver right when customer does not pay fare and taxi driver gets physical and verbal abuse.</p>	<p>Comment noted A decision for members regarding the panel consideration. In relation to the second part of this comment, this is not relevant to the purpose of the consultation and would be a matter for the police.</p>
<p>We encourage and support the Council in implementing a condition requiring operators to maintain detailed records of complaints and also to report complaints of a specified category to the licensing office. Uber has a dedicated Public Safety Response Team who provide 24/7 support to Law Enforcement and Public Health Officials via our Public Safety Response Portal*. Requests are received to support investigations ranging from fraud through to serious and organised crime. All requests are reviewed and assessed in line with Uber’s Global Data Sharing Policy to ensure legal compliance. In order to allow operators to report complaints to the licensing office, an appropriately prescribed condition is required to give: • a legal basis to provide the data; • clarity as to which specified categories of complaints are relevant to be reported; and • the reporting timelines to be adhered to.</p>	<p>Comment noted</p>
<p>No cases should be dealt by the officers as their discretion. I can only say if the policies are more clearly represented and the role of the officers not to abuse their powers under the discretion</p>	<p>Comment noted – A decision for members</p>
<p>Every case should be considered individually. Drivers are out to earn a living. With living cost going up and pressure to buy new</p>	<p>Comments noted –</p>

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<p>electric vehicles that are not cheap. It is not fair for council leaders to just take away their badge for no reason. It must be investigated thoroughly. As I said people make accusations all the time with no proof.</p>	<p>A decision for members regarding the decision-making process. In relation to false accusations, each complaint that is submitted to the licensing service is investigated thoroughly and consideration taken on its own merits, should an investigation result in no further action the matter is resolved as swiftly as practicable. However, public safety is a paramount consideration and licence will be suspended with immediate effect in the interest of public safety.</p>
<p>Certain Matters do need to be decided by more than one brain.</p>	<p>Comment noted – A decision for members</p>
<p>All complaints should be referred to the committee unless the driver has been already charged by the police for any offence. If they have been charged then the case should come back to the committee after the conclusion of their investigation.</p>	<p>Comment noted - Not all complaints relate to police investigations, those that do relate to police investigations are usually considered following the conclusion of the police investigation, unless the matter is of a serious nature and is in the interest of public safety to consider immediately. A decision for members regarding the decision-making process.</p>
<p>A person needs to be fit for the said position</p>	<p>Comment noted – A decision for members</p>
<p>We live in a democracy and all decision making should be made at the committee rather than one unelected member. The suitability policy is not fit for purpose and should be repealed and revert back to the policy that was in place before. The suitability policy is open to interpretation and is not fit for purpose on so many levels.</p>	<p>Comment noted – A decision for members regarding the decision-making process The suitability policy does not relate to this consultation, it is a matter for members to decide whether a review of the suitability policy should be carried out.</p>
<p>Every individual driver should feel that they've had a fair hearing and fair decision so they are not left disillusioned.</p>	<p>Comment noted</p>
<p>None</p>	<p>Comment noted</p>
<p>If you have 3 people then you will get a definite answer 2-1 etc if it is one or 2 people then it could be a draw ie 1-1</p>	<p>Comment noted – A decision for members regarding the decision-making process</p>

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<p>These rule should be for bus driver, police officer and ambulance driver completely nonsense and racist behaviour from council</p>	<p>Comment noted – Not relevant to the consultation following the publication of the statutory guidance issued by the Department for Transport and subsequent review of our existing policies/procedures in line with this.</p>
<p>I have found councillors have never been objective in the way they treat cases because they have NEVER experienced driving a cab.</p>	<p>Comment noted – Not relevant to the consultation</p>
<p>One person should not be allowed to be judge and jury on licensing, a vote of attending officers should be made.</p>	<p>Comment noted – A decision for members in relation to the decision-making process</p>
<p>License authority abuse there's position</p>	<p>Comment noted – Not relevant to the consultation – Statement not evidenced or expanded on to suggest why/how the licensing authority abuses its position.</p>
<p>I don't believe that if any of the above has been committed there is any room for consideration by anyone they should be instantly banned for life there is no excuse and nothing to discuss</p>	<p>Comment noted – A decision for members in relation to the decision-making process</p>
<p>Don it revoke or suspended driver on false complaints until further investigation has proved the allegation if council make false suspension and revocation they must pay driver compensation for the time he or she has been off road</p>	<p>Comment noted – Immediate suspensions/revocations only occur in the interest of public safety.</p>
<p>Dont revoke or suspended driver on false complaints until further investigation has proved the allegation if council make false suspension and revocation they must pay driver compensation for the time he or she has been off road</p>	<p>Comment noted – Immediate suspensions/revocations only occur when it is in the interest of public safety</p>
<p>The fitness and suitability policy needs to be reviewed.</p>	<p>Comment noted – The suitability policy does not relate to this consultation, it is a matter for members to decide whether a review of the suitability policy should be carried out.</p>
<p>I would like a full review of the suitability policy.</p>	<p>Comment noted –</p>

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A full review of the suitability policy needs to be done now.	Comment noted – The suitability policy does not relate to this consultation, it is a matter for members to decide whether a review of the suitability policy should be carried out.
Fair trial for everyone until proven guilty	Comment noted – A decision for members relating to the decision-making process

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<p>We don't agree with stubality conviction policy this policy is racist and it's only for taxi driver</p>	<p>Comment noted – The suitability policy does not relate to this consultation, it is a matter for members to decide whether a review of the suitability policy should be carried out.</p>
<p>This is of paramount importance if you really want to improve the service then you must let an independent panel decide on this matters for far too long the licensing officers have been bullish in their approach towards drivers I personally believe this due to the fact that over 90% of drivers are of an ethnic background and licensing department has racist tendencies the independent panel should reflect this when set up</p>	<p>Comment noted – A decision for members relating to the decision-making process.</p>
<p>Panel decision is more democratic.</p>	<p>Comment noted – A decision for members relating to the decision-making process.</p>
<p>Please review the suitability and Conviction policy</p>	<p>Comment noted – The suitability policy does not relate to this consultation, it is a matter for members to decide whether a review of the suitability policy should be carried out.</p>