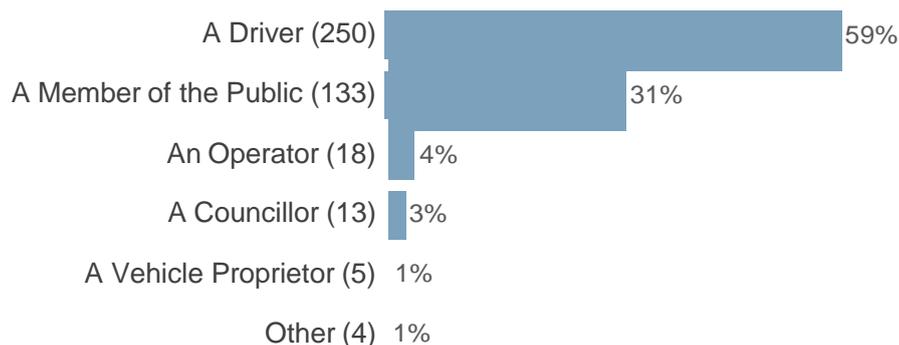


This report was generated on 26/04/22. Overall 428 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'. A total of 428 cases fall into this category.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

I am responding as:



Please use this box to specify your other capacity.

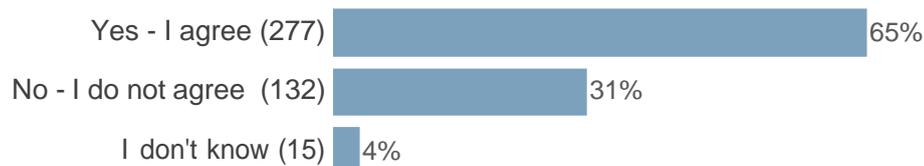
West Yorkshire Police

Police

POLICE

neighbouring licensing authority

Do you agree that licence holders should be required to notify the issuing authority within 48 hours of an arrest and release, charge or conviction of any sexual offence, any offence involving dishonesty or violence and any motoring offence?



Please use this box to provide any additional comments

7 days is more than enough. Sometimes due to administrative reasons it might not be possible to notify within 48 hours.

Should be at least 7 days before reporting any issues with local authorities.

Yeah I think it's a good thing for the authorities to be notified of such incidents in my opinion.

I think it should be 72 hours and could be in writing email or telephone and not necessarily in person

All off the above but not minor offence.

Should be at least 72 hrs . Taking into consideration weekends.

Please use this box to provide any additional comments

This is due to possible delays in processes, false accusations & pending issues. This comes across as the council looking for slip-ups & every excuse for taking peoples badges and their livelihood away.

there could be false accusations, are arrests made by mistake

for serious offences yes like drugs and sexual but not for motoring offences .

Especially for motoring convictions as it takes longer than 48 hrs Also an arrest does not mean you are guilty the law has a process which we should see out

48 hours is not a long enough time period. And it should have nothing to do with council

I don't agree because before charging any licence holders it should be proven then go a head with the situation

Seven days is better. Arranging a solicitor is more important if you have been wrongly accused!!

Is this a trick question. SURELY the police are in constant communication with a licensing office and vice versa. Would it not be a matter of course for each police force to issue a list of names & addresses for each person old enough to drive who has been arrested in the previous 24 hours. Each Licensing force could take a few minutes to check whether or not that adult has a PH/HC licence

It should be 72 hours

serious offences such as sexual or violence offences should be reported to council once license holder has been charged. other minor motoring offences should be reported at renewal.

Being a licenced taxi driver is a position of trust which users of the service should be able to trust with their safety and not worry about the driver being a potentially dangerous individual.

Many drivers within Kirklees have lots of convictions and driving un road worthy cars this needs dealing with, it is not safe for passengers

As a female, it is always worrying to take a taxi as you are getting into an enclosed space with an unknown man, in a situation where he can lock the doors and prevent your leaving. I am hocked that it is not already mandatory to notify of these type of issues.

As a woman I find it incredible to think that a taxi I may be in is being driven by someone who may have been charged or convicted of any of the above. I have also experienced drivers who drive so fast I believe it's dangerous but I feel uncomfortable saying so.

The issuing authority would need to ensure they were available during weekends and bank holidays for this to work.

Anyone working with the public should need a full DBS. There are many vulnerable people who use taxis and they, along with all members of society should be protected.

I have lost count of the number of times a taxi driver has propositioned me - asking to come into my home in exchange for paying the fare, suggestive and inappropriate comments. I stopped using them for this reason as I do not feel safe. These are licensed firms within Kirklees. Police and taxi companies are not interested in dealing with concerns. I have also had many taxi's that reek of cannabis and I suspect are being used to distribute - again Police are not interested

Surely this should be law

Taxi drivers can be collecting our most vulnerable citizens - especially when you consider school transport drivers

Whilst I maintain that people are innocent until proven guilty, it is prudent for arrests and release to be notified to the licensing authority because of the different burden of proof. The licensing authority can then decide whether further action is warranted at that stage.

it should be sooner perhaps police can notify the LA. Self reporting may not occur.

It would be good to look to reduce this to 24hrs

those with convictions should not hold licence

Although i think 48 hours is too long before notifying.

Please use this box to provide any additional comments

Licenses should be suspended if arrested and charged for any sexual offence, any grooming offence, any exploitation offences, any trafficking offence, any offence involving dishonesty or violence and any motoring offence. The license should be revoked and the licensees details should be logged on an offenders register for life without the option for the license to be reissued if found guilty of any of the aforesaid crimes.

This allows for quick and prompt assessment of the individual suitability to remain licensed, or if deemed necessary to suspend or revoke their licence.

Should be 10 days

it should be compulsory for local police station's to inform local authority licensing authority as well , DBS online service and the Taxi base where that culprit is working

Police is the appropriate authority for it. The council is not policing authority.

There is times where it may be impossible to contact as the due stress and anxiety does take over when something of this nature happens.

1low is already sufficient to cover wat is proposed

Not for release. The Issuing Authority has history of jumping to conclusions without listening or understanding the whole case of what is going on. There needs to be visibility of the Issuing Authority's actions for when this notification is provided ie what will the Issuing Authority do with it? Do not forget, it's innocent until proven guilty and people's livelihoods are also at stake.

Need to apply common sense and actions to be taken following thorough investigation.

This has to be basic requirements - how is it even considered possible for someone with a conviction for a sexual offence, violence or motoring offence to be allowed to transport passengers and in most cases dropping them off at their homes? It's ridiculous!!!

Why is this even a question? It should be a given!

The safety of the public is paramount

I believe it should remain as 7 days to inform, more so for the motoring offences such and penalty points on the licence

This could be a false case or a miss identity and lead to negative consequences.

Should stay same as before which is 7 days I think

Because you have alot of stress and thung to sort out when you have a accident I think report to council is not that important as they don't have a affect in insurance outc come so just to inform them 7 days is right as it gives the driver time to sort thing out not get stressed out

Should be 7 days

Sometime people get arrested cz of false allegations and people end up pointing fingers for no reason the person should be given time to resolve any issues before hamd

Should be 7 Days

Should be 7 days as before

Should be 7 days as before.

Motoring offences within 7 days. Other serious offences within 2 days

7 days should be allowed especially for motoring offences

48 hours is very short period ,at least 7 working days

Totally agree. Safeguarding the public is our priority.

Should be 7 days as before

If person is not charged then the driver should be free to work.

because people can be arrested and be innocent

72 hours is reasonable as licensing offices are closed at weekends.

Please use this box to provide any additional comments

You have added too many points in one question. First serious offence of sexual offence i agree but Other offences mentioned can also be a misunderstanding or genuine mistake should be considered in a different way.

should be at least a week

More time

Sometimes you don't get enough time when dealing with such stressful situations

More time for reporting

Within one week

But about the passenger using violence and dishonesty to run off with fare what you do about that

But violence and dishonesty when a customer is involve who assault and abuse a taxi driver and involve dishonesty of not paying fare or damage to the vehicle. no notes is taken either by police or kirklees authority. what policy are you putting in place to safeguard taxi driver and how to get his fare from dishonest customer...

From our experience we would recommend a 72 hour requirement which allows time for investigation to be further completed and more robust information collation (with an emphasis on informing the council as quickly as possible regardless). A 48 hour requirement will lead to a higher percentage of complaints being sent through that have not been verified by rider &/or driver. An example of a similar condition can be found in Leeds Council's operator conditions.

I think he should be given more time to notify the council

I agree to 90% of this part, as in my opinion anything as regards to committing serial offences against anyone should be if found guilty result a ban for life as should drug abuse. The motoring related issues is in my opinion a completely different category as for example should a badge be revoked if you accumalate more than 6 points ,absolute not.

The Council are trying to Pull Rank and Practically Bully their way. They are behaving like Dictators and are making it untenable for Drivers to work. The Council DOES NOT and IS NOT listening to drivers and there concerns, and instead are FORCEFULLY putting in conditions which NO DRIVER is agreeing to nor are they happy with. I condemn this policy and DO NOT AGREE with its implementation !!!

Honest drivers will always adhere to this, but how I'd this going to managed? The dishonest ones won't, how will this be monitored?

Public safety on any kind of transport must be at the fore front of any change.

It's impossible to do that on a weekend e.g. If an incident occurs on Friday the earliest it can be reported is Monday unless you are also proposing that your office's will be 24/7 and 365 days of the year.

I agree for sexual offence, violence and only severe motoring offence. For minor motoring I don't think it's required unless it means they have been banned

The responsibility should fall on the individual but a fit for purpose system needs implementing where the police must notify the relevant authority of any interaction with a licence holder.

They should have to have no prior convictions of any kind for everyone's safety.

I was arrested in 2018 when I had picked up a job that was booked through the base, the job was from Wakefield road where a young lad just had his car siezed by the police in 2 unmarked police cars. This lad was unknown to me, I had my PDA and dashcam both switched on but got blocked in by the same unmarked police cars when on the way his destination. I was arrested just because he was traveling in my taxi, I was arrested and kept in custody for 18 hours and then released pending investigation. If I had reported this to the issuing authority I would have had my license suspended as least till the investigation was over (which took 8 months). P.s I was released without charge.

I'm surprised this doesn't happen already.

Anything serious should be reported

For serious offences yes but not for minor or motoring offences

Please use this box to provide any additional comments

Should be minimum 72hrs. How does one notify when he's banged up in a police station.

I'd even prefer within 24hrs as leaving too long could put others at risk.

Should inform within 2 weeks

Too many items to tick in one box. I think they need not reporting anything as long as the council have the "enhanced DBS" open to them.

I also think if there is a conviction of any of the above they should be banned from having a taxi and not be allowed to drive a taxi again ever

Under which act is this required

It's not always possible to inform within 48 hours, why only licence holders people sitting on Licencing committe and Licencing officers all should be subject to same policy as they are holding the lposition of trust so this suitability and conviction policy should go through full review as this is draconian and racist and labour councillors blindly implanting the charity organisation iol tecommendation and open your eyes that what real time impact it may have on drivers livelihoods

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Agree on serious offences but not motoring convictions

Yes do agree but reporting should be made simpler, via online form etc or e-mail. Given the urgent nature of this matter a dedicated line should be opened where prompt reporting can happen not listening to some sickening music for 45min then being cut off, this will put individuals off from reporting and carry on offending.

Should be seven days

No because its a police job they will inform the council

Yes a driver should report any arrest or conviction of any sort to the relevant authority. Inorder to protect customer's and provide safety for passenger's.

I need more time 7 days is more reasonable

Doesnt the enhanced DBS provide this?

Do you agree that the if the Licensing authority make a decision to refuse or revoke a licence due to an individual being thought to be a risk of harm to a child or vulnerable adult this matter should be referred to the DBS?

Yes - I agree (317)  76%

No - I do not agree (75)  18%

I don't know (27)  6%

Please use this box to provide any additional comments

The DBS has already been carried out. This would mean an innocent driver being suspended for up to 12 weeks for nothing. If you pay his average earnings for those 12 weeks whilst the DBS is being carried out then that is fine otherwise you should not punish an innocent driver in advance until proven guilty.

The Licensing authority shouldn't bring any matter to DBS before proven guilty of anything

Because for the authorities to revoke the licence it means they've identified something serious

Please use this box to provide any additional comments

I think the licensing authority shouldn't have the right to revoke anyones license and should be held in front o a executive committee instead to determine all the facts

Thought of being at risk is not concrete. We're one could be targeted. I would agree if concrete evidence was provided.

Thought to be isn't good enough unless there are proves

In sensitive issues such as these, i believe in innocent until proven guilty with concrete evidence. Anyone can think anything about anyone, people can twist words, have their own and other agenda's, have subjective and biased views and feelings towards a certain person and race, instead of being objective and just. Please remember, if your "THOUGHT" is a mistake, it could lead to life changing events to a person who could be innocent, which in turn could lead to them having mental health issues themselves.

Thoughts are not proof, they are just thoughts. Evidence is what this fair country goes by

Unless a court has convicted an individual

Then again it should be proved not suspend drivers straight away or take his badge

Proper investigation. Should be carried if not enough evidence drive should be warned.

Anybody who provides services for the council should be treated the same

DBS takes too long. It is police's job not yours. You are council not judiciary.

Unless proven the person has done something wrong but licence should be temporary revoked

Public safety is paramount at all times.

Why is that even a question. EVERY potential user of that individual's services, vulnerable or child or otherwise, should be protected

referred to dbs and investigation carried out before revoking a license.

I expect that the reasons for refusing or revoking a licence are not decisions taken lightly and therefore knowledge/information from checks made on an individual should be shared to make it easier for the benefit of other agencies making similar decisions.

Surely the DBS checks are there to protect and if they do not have relevant information then they are not effective.

things can change in a persons circumstances - if someone is thought to be a risk to a member of the pubic they shouldn't be able to gain employment in a position of trust - we as the public have the right to feel safe

This is about community safety so yes, this has to be of the highest priority.

Check the grammar of Question 4. It doesn't make sense.

If I am subject to this sort of behaviour as a middle-aged woman, what the hell must it be like for younger women and girls??

Yes I am aware of a school transport driver - who the only reason we learnt he had passed offences - including sex assault, was because he applied for a volunteering job in a special school, and the DBS flagged this up.

Absolutely no question!

safeguarding is everyones responsibility

as above

Licenses should be refused to any applicant thought to be a risk towards a child or vulnerable person. If found guilty of an offence towards a child or vulnerable person, the licensees details should be logged on an offenders register for life to prevent the applicant applying for a license in the future.

Yes as there is nothing to stop that individual applying for a licence in another area where this information may not be available

i didn't think you could report it to the DBS?

Please use this box to provide any additional comments

I think evidence rather than thoughts. Individual thoughts can be misleading

The licensing authority is not policing authority. Police and courts are the right forum for it.

Any referral to DBS should only be in relation to information that is required to be disclosed by law. A decision to revoke is not a criminal conviction and therefore a lesser burden of proof is applied. In those circumstances there should not be a referral.

IF a thorough investigation has taken place and not on "hearsay".

I can't believe this question is even being asked. When I was a child my sister and I went to weekly piano lessons and my mum booked a regular taxi driver to take us when she couldn't go. The driver occasionally let a friend of his in the car and their conversations made me feel very uncomfortable. I felt so uncomfortable around this driver that my mum obviously picked this up and luckily they were stopped.

Unless the council can do their own research and investigation thoroughly then they shouldn't be allowed

Being thought is not enough evidence.

licensing authority need to be sure

investigations should carry out

depends on risk of harm to venerable

if the driver found guilty no problem inform anywhere

if a driver found guilty no problem inform anywhere you want

Should be reported to DBS after full investigation

Totally agree. Safeguarding the public is our priority

Should be inquired a bit more before decision.

If it is proven then yes

No because your thoughts should not make decisions the evidence will give outcome of decision.

Licensing authority not police or court

Not criminal then no.

Should dependent on the situation-could be self-defense.

Driver should be allowed to drive the taxi until charged in that special offence and sentenced by court.

Any allegation by the customer made about a taxi driver should be brought before the panel.. It should only be referred to DBS once the person is convicted.

What do you mean referred to the DBS As a drivers we already do a dbs No officer should make any decision himself to revoke or suspend a driver

It should be investigated throughly and see what evidence there is before you do anything. People make up accusations all the time.

It is TOTALLY and COMPLETELY UNFAIR for the Council to make such decisions. They have NO RIGHT to play Judge, Jury or Executioner.

As a single woman using. Taxis in the early hours of the morning I have felt very vulnerable by some drivers and very safe with others. How do the public report concerns when they have a risky or bad experience?

At all times this is a must

I agree but only if there is solid evidence to prove that the person is a risk and not just because of a licensing officers opinion without evidence.

Consultation should avoid acronym as people may not understand the abbreviations.

Please use this box to provide any additional comments

I got a friend that had his license revoked for a regular job that he used to do from all saints school with a kid, one day the kid asked him to buy an ice cream from Dixons, which he did. Several months down the line he was called in by kirklees and went Infront of committee where his license was revoked and he was deemed a risk to children, just simply for once buying an ice cream.

These rule should be for bus driver, police officer and ambulance driver completely nonsense and racist behaviour from council

You should not convict until proven guilty

Because it may have happened before and hasn't been exposed and could be used to combat fraudulent paperwork.

Is the council a body of judge/ courts? Is the "thought to be risk" is before an accusation or after , how the "thought" of the council will be justified?

And if proved to be true refuse or revoke for life

I think all taxis drivers should have this already as some vulnerable people get taxis

False accusation can impact taking driver livelihood it's absolute madness ,why only licence holders people sitting on Licencing committe and Licencing officers all should be inject to same policy as they are holding the position of trust so this suitability and conviction policy should go through full review as this is draconian and racist and labour councillors blindly implanting the charity organisation iol tecommendation and open your eyes that what real time impact it may have on drivers livelihoods

False accusation can impact taking driver livelihood it's absolute madness ,why only licence holders people sitting on Licencing committe and Licencing officers all should be inject to same policy as they are holding the position of trust so this suitability and conviction policy should go through full review as this is draconian and racist and labour councillors blindly implanting the charity organisation iol recommendation and open your eyes that what real time impact it may have on drivers livelihoods,we use taxis on regular basis most drivers are very polite,we don't trust even the councillors are not trustable let alone drivers if you bring policy it should be uniform for all licence committe and Licencing officers including drivers we already struggling to get a taxi as shortage of drivers so stop revocation or suspension on false accusations

Innocent till proven guilty.

"Being thought" could be unfair. Unless valuable evidence an individual is a threat then by all means. Not only base it on a customers call just because I told them to put out their cigarette before entering the vehicle they now decides to report me as a predator!

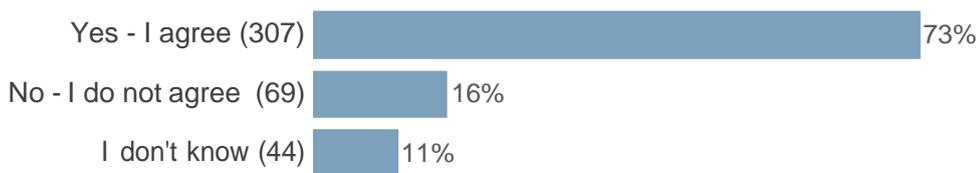
You are not police. Let police handle it.

It could be the false allegations the kirkless should throughly investigate with the help of the police and interviews both the parties.

There should only be professional and honest driver's carrying customer's. Customer's safety is a must, also the driver as well.

I would leave that to police that's their job not the councils job

If action is taken by the council as a result of information being received from the police, do you agree that the information should be then fed back to the police?



Please use this box to provide any additional comments

Police deals with crimes. You do not. If police needs to investigate and make a case against somebody then let them do their job and you do your job i.e, regulating the hackney and private hire. You are going beyond your remit. Data protection laws would and should not allow you to do that.

It's about transparency and abiding by the law

This could save lives of we, the public, and is definitely something that should be done. However, I do believe that only information that is valid and pertaining to such a request/case that is necessary should be shared with the police and nothing unrelated and nothing more.

Only information deemed useful that is related to their case.

If it is a police matter then let them deal with it. You are not police.

Communication is vital

I don;t know but I expect that the police would potentially find it useful to know that their work is having a positive impact and helping to improve safety. Also, could be useful if an unlicenced individual is using someone else' licenced vehicle??

Sharing of information between bodies that have the power to protect is vital.

if a licence is revoked, if the police are aware and see the driver continuing to work they can take t=the appropriate action.

Again, this is about protecting the public.

Why would information from the police need to be fed back to the police. Should this say information from the public?

Taxi's are not safe for women, especially when you've been out for a drink. I would rather get the bus and spend 2 hours travelling than be alone in a taxi.

What information the question isn't clear enough to answer

I agree that we should have rigorous communication in place to protect especially vulnerable citizens. Equally I think these process should work both ways, and if a reported matter is proven false - this should be fed back to the various agencies to clear the drivers name.

Absolutely

yes it is imperative that information sharing occurs.

Only if they ask

yes there should be information sharing and joined up approach.

Police is thr preferred forum for any legal or criminal action against a person.

Depends on the nature of the information. If related to criminal activity then yes.

Depends on nature of info

Basic communication

Because they have passed the authority on.

Look at the DBS

But information needs to be fed back to council

Police do not feedback

Don't understand, question not clear

But only if the information is valid

Police should also feedback to Council

Double check so it should be some time police doing a mistake

It depend on the nature of offense committed. You can't just suspend the driver be conviction. many times taxi drivers are wrongly convicted or charge because of their ethnic background. even on false information suspended by the council.

Please use this box to provide any additional comments

On this I would say depending on the severity of the incident and the council should discuss the issue with the individual concerned, and then should use their discretion.

Any infraction should be reported and investigated by the police.

Yes all should be investigated fully.

If kirklees can help the police then they should, but also feed the information back to the driver as well.

These rule should be for bus driver, police officer and ambulance driver completely nonsense and racist behaviour from council

Not on an allegation

If council takes action that could help police in any future or past investigations.

Again under which act or law are you doing this

Also should be made public as there is so many taxis ranks that have no manners and are rude

The only time driver licence should be revoked if the driver is proved and found guilty so Licencing officer and committe should not take action or pretend to be judge and jury until you he further outcome of conviction if you do than should pay the drivers per week he is suspended until the hearing is reached

The only time driver licence should be revoked if the driver is proved and found guilty so Licencing officer and committe should not take action or pretend to be judge and jury until you he further outcome of conviction if you do than should pay the drivers per week he is suspended until the hearing is reached

All depends on the nature and seriousness of the offence we can't let the council be the judge and jury

Makes sense - if do wrong then get ready to face the consequences. But surely there is a legal clause and you can't just do that unless agreed by the suspect.

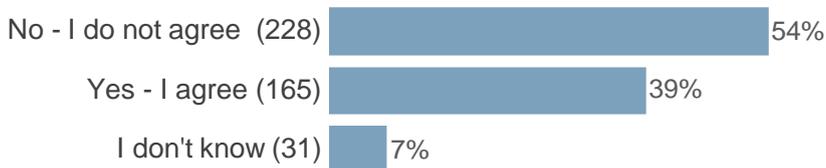
Let police handle it. You are not police.

Police should know what the action taken by the kirkless and if they think its wrong they can advise the kirkless.

Yes both authorities should be informed and updated with the end outcome.

Council are not police so you leave that to them plz

Do you agree that where an applicant has spent an extended period of three or more continuous months outside of the UK the application should be required, where possible to provide criminal records information or a 'certificate of good character' from the country in which they have resided?



Please use this box to provide any additional comments

Because how reliable would that information be?

This would create an unnecessary delay in processing private hire application and driver would incur unnecessary expense and delay.

Some countries are not as sophisticated as United Kingdom so it will take a lot of time for the information to be processed

Please use this box to provide any additional comments

If there were to do this how are you going to check this just by a letter from the a solicitor is not good enough

Unless been reported been involved in criminal activities

Nothing to do with this country

Firstly not all countries has a system similar to uk DBS system. Secondly there will always be a question about legitimacy of the police record .

This is far too strict, over the top & pointlessly excessive. If someone can afford to go on holiday to multiple countries (which might i add could consist of second/third world countries where they don't have "CERTIFICATE OF GOOD CHARACTER" facilities) for that long they should not be penalised for that. Where do you come up with these questions from? Honestly this comes across as "HOW DARE YOU AS A MIDDLE TO WORKING CLASS PERSON LEAVE THE UK FOR MORE THAN 3 MONTHS AND AVOID COUNCIL TAX" and EVEN POSSIBLY a bit racial.

This question is absurd and seems racist and targeting self employed ethnic minorities who as well as all other races painstakingly make money to go on holidays.

a bit bloody stupid to ask if they have behaved whilst on holiday for more than 3 months . Maybe every sector of work in UK should do that, you've been away for 3 months and we need ro know if you've behaved yourself . absolutely shambles

Because, back there system is soo corrupt that you can't trust, maybe innocent being charged, and criminal get,,good character certificate

I don't agree because a lot of the Pakistani community go to Pakistan to look after their elderly parents or relatives and they could easily stay there for over 3 months.

It will take too long. Unnecessary administrative delay.

They might have committed a crime in another country.

You can only do your best but this could prove difficult in the applicant obtaining "verifiable credentials" and the Council accepting "verifiable credentials". But Licensing should not be put off trying through fear of being held responsible if something goes wrong in the future

Just extra hardship for drivers

Perhaps if an individual has left the United Kingdom more than once in a single year. Rather than just a mere 3 months - saving time and resources.

I believe 6 months would be sensible

It seems like a good idea but a fee questions arise. How will you know the driver has been away for 3 months? And how can the statement of good character be verified to be genuine?

some countries do not have records like the dbs. this in my opinion should extend to 1 year.

If our licencing process checks would include looking at UK criminal records then absolutely it makes sense to apply the same checks to people who have been out of the country perhaps committing crimes overseas.

The country might not provide it or be slow to provide the certificate of good charecter - especially if politics @ play

and records of what they have been doing outside of the UK

Perhaps if they were out of the UK for six months or longer that would be fairer.

All information should be given to DBS.

Why isn't this being done as standard already?

I think this should say applicant and would we provide this to someone staying here for 3 months?

If experience shows that drivers have come back to the UK after committing offences abroad - then Yes - I Agree

yes how will this be validated? fake documents could be aquired.

Please use this box to provide any additional comments

This is a cop out, and allows for people who may have criminal records to get a licence. This removes a current safe guard

absolutely not - that's discrimination

It shouldn't be necessary

As long as there db's is active it should be fine but if u want ur own insurance then the council should take care of the cost

In some countries is very default to have Certificate of good character

this against personal freedom and privacy of social life. this is purely inappropriate

This is unnecessary administrative burden put on the driver. There is absolutely no need for it.

In principle this seems sensible but I would question how practical it is? For example if someone were to go and spend 4 months on a cruise who would be required to provide the certificate? The captain of the ship or every country visited? Who would be the individual required to provide the certificate for say someone who spent four months on extended holiday in France? What does such a certificate actually look like? Is it issued by police, government, lawyers, family members?

I strongly disagree as there is times where in some countries people from abroad are named in some situations where as you are from abroad to attract attention and to implicate these people from abroad in matters that do not concern them and the rule of law is not as simple as it is in uk and these matters can get very ugly but to UK minded people it is straight and simple by doing this and that and abroad these things are simple like in uk.

No need as db's is already cover most of things

Who would the Issuing Authority officially allow to provide these details? There are many reasons for someone to go away for a long period of time and it will not be easy to gain these references. Also, this will be open to interpretation. Will there be a form provided by the Issuing Authority? May be change it to the Hiring Operator. I don't feel you can put a blanket rule in place here. Again, people's livelihood is at stake here.

What if someone travels different just for holidays for more than 3 months months, I think in a year remaining 9 months he will have to wait to get criminal records reports from different countries authorities

Timescale of going outside the country shouldn't be an issue unless they have moved away for over year.

Because more people from other countries they might be gone for family problems

I totally disagree with this and find this very unreasonable. Many of my drivers are of south-asian orgins and have family in India & Pakistan and more often than not travel to these countries to visit family such as parents, grandparents or family. Often people visit and have ended up staying more than 3 months due to deaths in the family or other family related issues. Also it would be difficult to ascertain this information from the authorities in that country who will not know the applicant hence can not really verify the applicant's good character

If the person is already a British citizen then he does not need a reference from outside the country.. a lot of people have families abroad and they go to meet them at extended periods of time so it shouldn't really be a problem

Why ? Need character certificate when some visiting elderly parents they could need care some 1 stays with them more thn 3 months

Theirs no need db's should be enough

The documents from overseas can not be verified. Many people have families abroad

how can you tell this information is correct he or she getting correct information

A lot of drivers

Totally agree. Safeguarding the public is our priority

Does this apply to every job in public sector or is it just Taxi Drivers.

Please use this box to provide any additional comments

Shouldn't matter if someone has never out of the country.

This is assuming everyone staying out of country is a criminal should be 12 months minimum

Difficult to get when on holiday. Council should get it themselves if needed. Anyone could get a fake one.

May be long holiday or work relation or abroad family

That does not make any sense

all courting's are not have the same rule

Because it not simply easy to get certificate of good character because someone did national. they should be judge in u.k.

How you going to verify the information is correct

If someone goes back to their country for example pakistan they do not have a dbs service. How would you proceed with that?

What do the Council know about the reasons why an individual driver has spent longer than 3 months ?? Some Circumstances can and may arise to cause an extended stay abroad.

At all times

This should be a simple 2 part question on the Application/Renewal form, have you been out of for 6 months or more (That's the period DfT guidance recommends not 3 months) and if they tick YES then the second part of question should be, have been involved in any criminal activity, been arrested or charged with any offences during this period in country/Country's you have visited and if they answer YES then have a box to enter details of the arrest or details of any convictions.

Why should there be apparent link between out of the country and dubious activity? Does this suggest an inference of people of Muslim faith??

There false accusations and corrupt system, you can't trust who will be convicted r innocent

This is not fair on the individual as some countries do not have the same processes as the uk and beaucratical processes could be lengthy.

I will give an example of an uncle that has been a taxi driver for 30 odd years, now he spends 6 months in Pakistan and 6 months here. If he's had a clean record and good character here for 30 years.

Not fair

These rule should be for bus driver, police officer and ambulance driver completely nonsense and racist behaviour from council

What's it got to do with you

And any adverse information should be sent to DBS

No because this only applies to taxi drivers and no other profession

No point

Are they presumed a criminal if they visit back home for three months or more? Many British work abroad for longer will it be sensible to ask them to produce such documents.

Yes vetting should be very strict back ground checks very important a must

Again why do you need to do this. Is it a legal requirement?

There is no way that certificate is issued and it will give chance for people abroad to make false cases against the taxi drivers in order to blackmail them

There is no way that certificate is issued and it will give chance for people abroad to make false cases against the taxi drivers in order to blackmail them

Do the council regard certain drivers of ethnic backgrounds to be all involved in criminal activity or is it terrorise tfat your trying to seed out ?

Please use this box to provide any additional comments

Why 3 months? They could be in a country for an hour and do something criminal. Also why only taxi/PH drivers? Are police officers exempt?

You have no jurisdiction. Nothing to do with taxi.

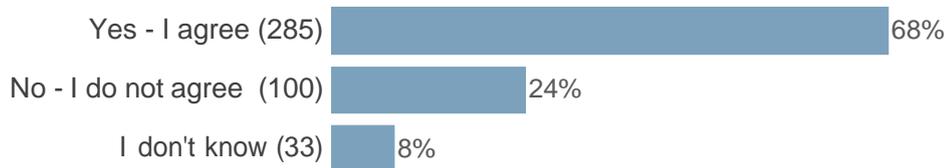
Mostly the driver are belong to Asian communities we are attaches to the family abroad like parents r not well its is our duty to look after them we don't know how much time we need.

For passenger's safety, yes criminal records check should be provided , to so show that the no form of criminal record has been issued to the applicant for this period.

Is this rule doesn't apply to other public workers such as bus drivers then why should it apply to only taxi drivers

How would you get the certificate from the country? How would it be checked? What would be accepted by licensing? Would the driver be off work until the certificate is verified? So many questions.

Do you agree that all vehicle proprietors who do NOT hold a valid hackney carriage / private hire drivers' badge should complete a basic disclosure from the DBS (Disclosure Barring Service) at first application and a check required annually for the duration of the vehicle licence?



Please use this box to provide any additional comments

Yes it's a no brainer

Not all proprietors will be driving.

But ideally if they dont hold a badge they should not be allowed to own or drive licences vehicles

An initial DBS check should be made, i've found out after asking a taxi driver friend, that you already do a DBS check every few years or there's some online yearly payment plan. But from your the second half of your question, i could be wrong, but it seems clear to me that there is a clear disconnect between the council and taxi drivers. Clearly if this annual check is to cost money, you think money grows on trees. Do you even have a friend that's a taxi driver? In my opinion this is too excessive, surely you can't be of the train of thought, that after a person becomes a taxi driver, he/she BIG determinations to misbehave and break the law on a regular basis and put his/her bread and butter in jeopardy. Also doesn't it take like 3-4 months to complete the DBS check. I have heard of a few taxi drivers that are having to wait at home quite abit of time for their new DBS to come through, seems to have passed all the stops quickly before stuck at the last stage where the Police check is.

I agree with the first application, but an additional check every year after that seems to be unfairly targeting taxi drivers. i've never heard of Police officers or bus driver or firemen or pilots or ship/ferry drivers or employees of the council having a yearly DBS check, and all also interact or serve the public.

Every 3 years is sufficient

I do not agree because if I haven't been involved in any cases then I shouldn't have to be checked

Personally it does not bother me except that it is an extra cost especially if you look at my comments at Q3 the Licensing Office would already be aware

It should not be checked annually I believe as this is an expensive check to do. The check should be done at the first application only.

if they not providing service or carrying passengers they should not provide dbs.

Please use this box to provide any additional comments

if existing licence holders are subject to this then it should be the same.

This will need to be the Enhanced version of DBS?

Unless there is some kind of monitoring on people who drive taxis and transport potentially vulnerable passengers, then it is open to abuse of trust.

I feel the requirement should be for an enhanced DBS, regardless of whether drivers are hackney carriage or private hire

If they don't hold a valid badge how do you know who they are?

If vehicles are clearly marked as Taxi's / Private Hire then yes - as the vehicle could be used for inappropriate purposes

it should be enhanced.

All vehicle proprietors who DO hold a valid hackney carriage/private hire drivers' badge should ALSO complete a basic disclosure from the DBS at first application and a check should be required annually for the duration of the vehicle licence.

It should be an enhanced DBS check.

Although they deal with members of the public, I think this is excessive. Many people who work in other businesses like call centres etc are not required to have a DBS check done. Also this is at a cost to the trade.

there is nothing to do with owner of a car. extremely unnecessary requirement

Time wast

May be at first application or if any changes, to ensure they are "fit and proper" but if they are not using vehicles themselves then is there any need for this? Will they be charged for DBS?

An initial DBS should be done for each applicant.

in the start yes, but not annually, 3 years or when theres an issue or conviction.

Should hold an enhanced DBS

All proprietors should hold a DBS

Totally agree. Safeguarding the public is our priority

Only if the council will pay as times are hard.

This does not to be an annual check. The enhanced DBS updating service will cover this.

There not working as taxi drivers.

Not drivers then no.

it does not make a sincere

Why is there a need for this as they would not be driving the said vehicle on the road.

Yes and ongoing enforcement process required to check on all staff involved in the managing / supervising / directing of taxi operations.. These people have sensitive personal information that should be managed correctly to safeguard members of public.

What's the purpose of this when they will not be driving??

These rule should be for bus driver, police officer and ambulance driver completely nonsense and racist behaviour from council

Why should he,he's only supplying a vehicle.

Without it how would you know customers were in safe hands.

If anyone works or comes into contact with children and vulnerable adults a DBS is standard procedure now a days why should taxi drivers be any different they come into contact with the above

It's absolute nonsense why would they need Dbs if they'd te just renting cars out

They have nothing to do with council That's a private business you are digging so deep so stop this nonsense

Please use this box to provide any additional comments

If they are not driving a vehicle and are not in contact with the public why should they have to go through this.

What if the owner is supplying vehicles as a business and not participating in carrying passengers survey you can't ask to complete DBS

Pointless. Why when they don't drive a Hackney/ph. They simply are running a business. Does Duncan Bannatyne require a DBS because he owns gyms/health clubs but doesn't work in them as A PA?

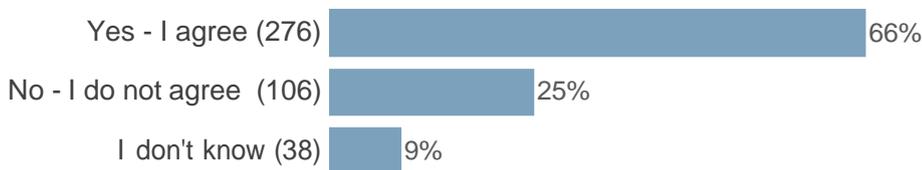
No need.

Yes safety is the main priority for driver's, customer's and controller's, so DBS check across the board is a must.

Why do they need to do DBS checks if they not driving taxis it doesn't make sense

Why would they need one if they are not driving as a taxi driver

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?



Please use this box to provide any additional comments

Yes we need to know who is who because they're handling public's confidentiality information

Some call handlers are working from abroad, how will they have a dbs.

The Data Protection Act 2018 controls how personal information is used by organisations, businesses or the government. The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). EVERYONE (BOLD, UNDERLINE, RED FONT if i could) responsible for using personal data has to follow strict rules called 'data protection principles'. I believe this is something that all companies adhere to already. I think this is excessive. I am, now curious, whether each employee of the council goes through a DBS check themselves annually.

Isn't every company bound by data protection act in the UK? Surely all taxi companies know this? i believe this is also excessive. Employees that are found to break any laws should be prosecuted accordingly.

they doing a office job and in now way they are picking customers up so absolutely ridiculous to ask them.to do a dbs.

They could steal customers personal details.

Similar to question 11

They are taking bookings for vulnerable people, children. Safety first DBS imperative. Also would look to providing GDPR training

also should be trained on data protection regulations.

I hadn't considered this to be a risk, but is the issue that these people may send an un-licenced car to someone as part of a group crime? Then yes.

But will need to be enhanced DBS version if this is decided upon.

Please use this box to provide any additional comments

These people have sensitive data - name, personal phone number, home address and know when someone has gone out so, yes I'd like to think there was some safeguarding in place. I'm aware of a person who regularly used a taxi firm and when she went on holiday she returned to find her house burgled. This may not have been linked to the taxi company but it's examples such as this of the trust you put in taxi firms.

DBS is only as good as the day it's done and operator bases are usually more a phone line than contact

They are made aware of names, addresses, emails and phone numbers - and could identify customers with particularly disabilities or vulnerabilities - that would make them more prone to fraud, robbery or attack.

Absolutely

yes as they are handling sensitive data

Although they may deal with members of the public, I think this is excessive. Many people who work in other businesses like call centres etc are not required to have a DBS check done. Also this is at a cost to the trade.

no need for that, they do not interact directly with public . almost all dispatching software do not allow to change record, if any change is made , it keeps previous record in system

They present insufficient actual risk.

These bookings records are from the place of pickup and to the place of drop off, however if there is any proof that a certain office staff who is instigated in any trial/case the police should have full cooperation from the proprietor of the company.

What is the need for this? Surely the ones employing them should do their own checks? May be the Issuing Authority provides guidelines on recruitment etc which covers the checks. Not sure DBS checks are carried out on these kind of roles in other industries or even the likes of Reception admin at the Doctors or Dentists.

DBS doesn't matter here but protection of data does

I once booked a taxi to the railway station as it was an early train and I had luggage. The driver spun me a story about the station being closed because a train had broken down and said he could drive me to Manchester. I had my phone so could check that the trains were running OK so I asked him to take me to the station. He drove all around the houses to get there, even saying there'd been an accident or roadworks on the main Bradford Road, which again was untrue. I only made it to the train because that was running late and refused to pay him the extra he asked for due to how long it took to get there. I was livid and rang the taxi company to tell them what happened. BUT, I also felt vulnerable and angry too because it was obvious I was going away for a period of time and he'd picked me up from my home address. Experiences like this are awful, taxi drivers are in a position of trust so it's imperative they operate safely and the public is protected.

They have a lot of information about peoples whereabouts and empty houses

That is between the employer of the ancillary staff and the council shouldn't have anything to do with it

Yes to keep confidentiality

will take a long time to get DBS back information

Staff work from all over the world

Totally agree. Safeguarding of the public is our priority. The data needs to be confidential. Its important to know who they are and are they fit and proper.

Basic DBS

Company policy should cover that.

Not working as drivers.

Please use this box to provide any additional comments

Upon commencing employment with Uber, UK based staff undergo Basic DBS checks. For staff based in Ireland, staff undergo a background check conducted by a third party provider (Accurate) which incorporates an International ID check, International criminal check or civil litigation, and global sanctions.

Staff turnover is Rediculously high in such offices. It would NOT be practical to go through such demanding procedures.

No just a standard DBS when they start working similar to any other employee - Banking staff only have a basic DBS and they have access to even more sensitive data so why should staff of a Tax or Private Hire office have to have an annual DBS check?

Banking staff don't need a DBS so why would taxi staff need it ?

Other professions also have access to customer details in some cases more information they are not required to have a dbs so what is the difference with operators.

These people should all be subject to a similar system to the SIA licencing - non front line licencing

They do not come into contact with customers so no need really.

Because they are in control of U18s and vulnerable peoples details.

Just the same as any other organisation it's standard procedure now

They have nothing to do with council

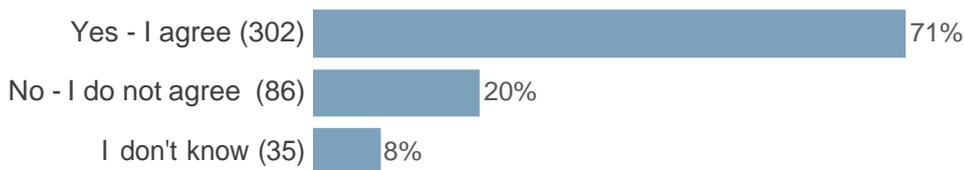
They have nothing to do with council

Offcourse. Makes good sense. Do keep in mind a lot of bases are now moving contact centres to foreign countries, also most dispatches are now app and automated control.

This will provide information of the individual, which can make your decision of hiring a bit easier.

NO cos it's irrelevant

Do you agree that private hire operators should keep a register of all staff that take bookings or dispatch vehicles, including confirmation that they have completed an annual DBS check and that they provide their policy on employing ex-offenders, for those persons on the register?



Please use this box to provide any additional comments

But like I said before transparency is paramount

I believe that this is too excessive and not necessary, there is no concrete reason to have such detailed records of such as extent, and believe that this may not even be humanly possible. Not every company needs to do a DBS check. Taxi bases are not organisations of authority. Please bear in mind that people are not employed on a whim AND there does be a trial period to determine if a person is suitable to do the job.

This is too much and not needed, your talking about taxi companies, not the royal mail postal service. What next, DBS every employee in every company no matter what the trade?

you can't impose strict restrictions like you need to have a dbs to answer phones espewhen not driving . it should be down to companies ownership to decide . everyone deserves chance even if they criminal record

Please use this box to provide any additional comments

I had to think a long time as to whether or not I had any reason for saying no and CANNOT find a reason for saying no

I believe this is personal information and should not be available to the operator.

Also some ranks have waiting areas and people need to feel safe when using those.

As above - I cannot believe this isn't already SOP!

Don't agree with annual DBS surely the policy should be available before employment. Do agree with record of all staff. The term register is strange in employment terms

They are made aware of names, addresses, emails and phones numbers - and could identify customers with particularly disabilities or vulnerabilities - that would make them more prone to fraud, robbery or attack.

yes, it is about keeping the public safe.

I don't think ex-offenders should be able to drive members of the public as, in my experience, if they've done it once they end up doing it again.

I agree a current register should be kept, but as explained above, a DBS check in my view is not necessary.

all taxi base have already in place this policy

I don't see that this actually mitigates any risk. The key risk with private hire is driver / customer interface.

Again majority dispatching is done by taxi dispatch software automatically which is now used by majority taxi companies, bookings are taken by automated phone systems and by apps and the retired people do not like technology they want to speak to someone this is why some taxi companies have staff but like any company in uk no one will stand for any staff who are misbehaving or doing criminal activities at their work place.

Taxi licensing has already done that

The Issuing Authority needs to provide the guidelines for Hire Operators to work with so there is some consistency, but not force this as should be each Hire Operators' responsibility.

Strongly agree to all above questions and I find it very hard to believe that this is not already in place. I feel very unsafe as a woman getting into a taxi and these being implemented would make me feel much safer.

We propose an initial DBS should be done for each office staff member on employment or existing staff and if anything arises on the DBS then employer to take action in line with thier policy. This should be done once every 3 years.

Because a controller have not physical contact with and clients
every three years

However the provision of policies maybe an issues to the companies. Some may need help with template examples. I believe all base operatives should undertake safeguarding awareness training

We support the intention behind each of these standards - to prevent any bad actors within an operator facilitating harmful activities on TPH trips. It is, however, worth noting that modern, app-based operators such as Uber also use technology to process bookings and dispatch vehicles, and often do not rely solely on human agents. In many cases, it does not make sense to keep a register of staff that take bookings or dispatch vehicles as there may be none involved in this specific process. As you implement this standard in your record keeping policies, we would encourage you to reflect these different business models so it is clear where requirements do or do not apply.

Everyone deserves a SECOND CHANCE !!!

Should keep record of the bookings that they have accepted or dealt with but only have basic DBS checks

Please use this box to provide any additional comments

Any steps taken to make the use of taxis safer for travelling members of the public is important. Taxis provide additional flexible forms of travel that offer opportunities for people who choose to leave their car at home or who do not have other options. It is good to take any steps to ensure that these drivers provide a safe and trusted option for travel. Drivers need to be protected against the risks that they may incur. Passengers need to feel that travelling by taxi is a safe option.

And should be fully screened / vetted and subject to the same HMRC checks

All involved in such services of trust should have these checks. For our childrens and vunerable peoples safety. When we use such services we expect complete safety.

A booking can take as little as 10 seconds to make, under tremendous pressure for a quick turnaround and take as many calls as possible.

These rule should be for bus driver, police officer and ambulance driver completely nonsense and racist behaviour from council

Everyone deserves a second chance not serious sexual offenders

Should do Dbs check on staff

Council responsibility

The suitability policy is very unfair and a full review needs to be done

Nothing petty there.

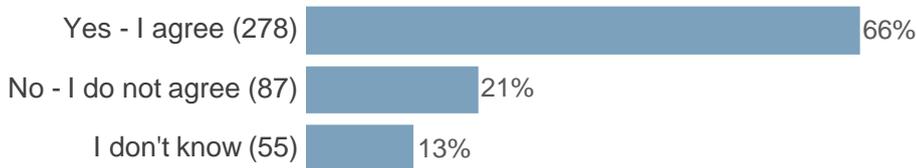
No if any drivers is ex-offenders its a kirkless job to do the checks it not the operators jobs

For safety for passenger's, driver's and staff's.

It's not their job

Please review the suitability policy!

Do you agree with the proposed changes to the condition in relation to the recording of bookings by private hire operators?



Please use this box to provide any additional comments

I think the system should use computers only. No book records. The council should provide computers itself if the operator gives the excuse that it can't afford a computer. Computers are very cheap. it should all be computerised.

Only For limited Time Frame, Due to Data protection Act

For future references yes it's a good thing

In regards to point 2 (ii) surely you can understand that quite a number of people of the public are very hesitant to give their personal details out to organisations even for some kind of reward card due to receiving junk mail. So i believe that forcing this on to the public will cause taxi bases to lose custom and therefore possibly have severe effects to the earnings of taxi drivers and in turn phone operators. In regards to point 7 (vii) i believe this is too excessive and not needed. I don't believe taxi firms are the FBI or MI6 with potential mole agents.

Please use this box to provide any additional comments

I know people that don't want a loyalty card or some reward cards because they don't want to give their details because they can't be bothered with the junk mail that ensues forcing the public and obliging them to do so is NOT the British way. People can still lie. Then what, take a photocopy of an ID to hand in every time we want to order a taxi? What the hell is this, questions written by a Police officer, are we all the public, suspects!?!

Will sole traders have to fill out a diary and a book or will the diary do? If it's a company they should show who's done which job so it can be tracked

Customer don't give a shit about providing accurate information. Not practical.

What happens if the booking is sub-contracted. For example, I take a booking but do not have a suitable vehicle/driver available and then I sub-contract that booking to another operator. Who is responsible for following your requirements? I cannot be held responsible as I do not know all the sub-contactors' vehicles/drivers and I do not know, with surety, which driver/vehicle does the job

I can see that some taxi firms would want to collect this amount of information, as this can help their drivers as well as clients in the event of investigations, however I'm not sure how easy in reality it would be to collect all of that information from people who've had a night of socialising.

It seems like common sense that with such information should be kept in the manner suggested, in the event that something untoward should happen to either the passenger or the driver during the journey.

I've had taxis turn up and the app shows the reg number, vehicle number and photo of the driver - once someone turned up who didn't look anything like the driver on the photo. Again, I didn't feel comfortable once in the taxi to question this so customers need as much protection as possible.

This is useful information - helps to build a bigger picture, and will protect passengers and drivers an accurate account must be kept of all usage.

As long as they follow GDPR Guidelines.

How can it be guaranteed that a booking record on a computer is not altered? What about a cloud based on line bookings record service hosted by the council?

99% of the bases now have implemented some sort of taxi dispatch software in their offices and as far as I know all these dispatch software record date and time and place of pick up and drop off with drivers details and vehicles details against every booking.

Not necessary to much of information is given out Driver's right is compromise

Can understand the reasoning behind this, however, needs to be fully compliant with GDPR guidelines too. Are Operators being educated on this and kept up to date? Are customers and drivers being made aware of their information that is being held and stored? Will there be a limit to how long this data is kept for? If current systems cannot comply with this, is the Issuing Authority to help fund any changes?

What is the purpose to keep all of this info? How is this to be stored and until when?

I once booked a taxi and the app showed the car reg and a picture of the driver. When the driver arrived he didn't look anything like the driver pictured and drove like a maniac. I asked to get out a distance from my house so he didn't know where I lived, I didn't complain but wish I had. I was just relieved to get out of the car. Not sure that this would be able to stop people from driving somebody else's car.

Under the data protection Act, NO information must be given to the council, only police should have access to this information. This would breach data protection Act..if anyone else gained access to this information.

yes, operator should have the record of the bookings as the driver details and the user as passenger so both can be traced by the authorities if needed.

A lot of customers don't like giving names to booking keeping operators. We suggest authorised officers of council to come to operators to retrieve info regarding drivers or customers instead of emails

Please use this box to provide any additional comments

Customers don't like giving full names

Yes they should as recording will stop private hires picking up non-booking customers.

know days. everything is on computer. They had to keep the records.

In the vast majority of cases, bookings on the Uber app are made on demand, with passengers choosing to request a booking with a view to being dispatched a driver and vehicle through the Uber App as soon as possible. In this case there is no fixed required/intended journey commencement times, and instead passengers are provided with an estimated time of arrival which lets passengers know approximately how long they can expect to wait before a driver and a vehicle arrive. As a result of the above, we advise it would be proportionate for licensing services if Uber were to record the actual journey start time as opposed to a required time for [a] journey to commence in adherence to this condition. Further to this, it is worth noting that modern, app-based operators such as Uber also use technology to process bookings and dispatch vehicles, and often do not rely solely on human agents. In many cases, it does not make sense to keep a register of staff that take bookings or dispatch vehicles

Records that are kept now are not accurate. you can get a text saying what make and reg the car will be that collects you, and it is not correct.

Having a printer can also lead to abuse and data leakage which is something we all want to avoid. If a member of the council needs records they should be sent to a registered email address to maintain security and data protection

YES fully agree but you need more than a policy with REACTIVE actions. You need a fit for purpose PROACTIVE enforcement team actively ensuring that this policy is correctly adhered to.

The current requirements are sufficient and provide all the required data

These rule should be for bus driver, police officer and ambulance driver completely nonsense and racist behaviour from council

I think Hackney should also have their pickups recorded at the office and have GPS tracking in their cars.

But you cannot state 'him' as this is gender discrimination in the first paragraph. "An Operator shall keep a true and accurate record of every booking of a Private Hire vehicle invited or accepted by him." It should say 'themselves'

Breach of data protection

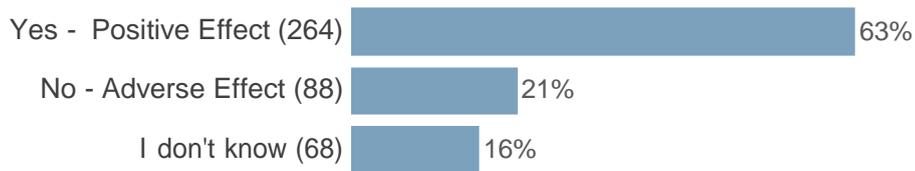
Breach of data protection as some passenger don't want to disclose their journey information

Honestly, you the council need to authorize one of your staff as a trial to undertake my job on a Saturday night. When Bob has one too many he will not even remember his first name never mind FULL when booking. He will then book it for "up the road" and when i pick him up he will decide if i go home missus will kick me out, "Mate! take me to wakey instead at me dads house". I will then inform the base of his new decision, half way there, "Tell you what mate! just drop me in Ossett! Please get real Kirklees! I can't be tapping my phone/PDA informing the base of Bobs next adventure every 5mins its dangerous and illegal and i can't always pull over the road is not suitable. Everything else is noted and tracked anyway its all fed through computers and passed to drivers through PDA, Radio days are long gone! And offcourse if a police officer/council officer asks for print outs it should be presented. Please try to understand the nature of my job too, maybe educate Bob?

All records of each booking should be recorded. No changes are required in my views, only question for me, is how long should such information be kept?.

Please review the suitability and Conviction policy

Do you agree that there are local circumstances that indicate the installation of CCTV would have either a positive or adverse effect on the safety of taxi and private hire vehicle users?



Please provide any additional comments or reasons why you believe there are local circumstances that would mean the requirement for the installation of CCTV would offer either a positive or adverse effect to the taxi and private hire users in Kirklees:

Over the past 38 years I have conveyed a number of "special" people who have no wish to be filmed. It is NOT compulsory for me to take any customer as a Private Hire operator and if I thought I was endangering any driver I would not take that booking. Not everybody feels the need to be filmed 24 hours per day for safety purposes and I believe it would have an adverse effect on my business if my clients knew they were being filmed. I would have to inform them beforehand to give them an opportunity to cancel and find alternative means of travel which does not help them in their own mental health when organising travel

Who pays for it. It should be the council

expense , maintenance of the system, privacy of the driver, should not be mandatory but should be the decision of the drivers themselves if they want to install it for their safety, It doesn't feel comfortable to be put under surveillance in my own car .if I feel I'm having trouble at work I will install cctv, likewise if passengers feel unsafe they can use their phones to record or wear a body camera on . CCTV does not stop a crime from occurring, someone wanting to commit a crime can switch off or cover the camera prior to the crime. Wrongdoers can avoid the field of view of the camera , it can record a crime but can not stop them.

I believe the driver should have a camera in their own car as this would be a cheaper alternative for the driver. This would be better for the driver and the passenger also.

cctv in cars will be more safe for drivers and customers but it will invade privacy. taxi drivers will then also be required to register with information commissioner and obtain data protection certiffictae.

I can't imagine what those "local circumstances" might be. Shouldn't these be national rules?

If a young couple enter the taxxi all thire 'intimate' moments willl be recorded - an invasion of privacy

It would increase the safety of not just drivers but also customers that everything is recorded so if an event was to occur the details wouldnt be refuted as its all been recorded and also it would cut down on all the paperwork and extra resources in doing a full investigation

It would deter bad behaviour from both passengers and drivers or at least show evidence of any.

I would have thought that having CCTV would deter people who behave badly or violently towards the drivers (i.e. refusing to pay etc.) which is unacceptable.

It would protect driver and passengers, improving safety for all, especially young people who are at risk of exploitation.

If locally it is proven/or repeated reports that there has been criminality taking place within the service either from the drivers themselves or their passengers

However the data / images should only be kept / used if they relate to criminal / police issues to protect the public's right to privacy. If CCTV is to be used inside vehicles there must be clear signage to ensure users are aware.

Drivers and passengers would potentially feel safer, not face any malicious allegations

It would stop a lot of the sexual harassment

Please provide any additional comments or reasons why you believe there are local circumstances that would mean the requirement for the installation of CCTV would offer either a positive or adverse effect to the taxi and private hire users in Kirklees:

Don't understand 'local circumstances' that would affect a user

protection for drivers and fares. A taxi is a place of work - no different to go into a shop or bank

This would protect both drivers and passengers. It is in place on buses and trains, so why not in private hire vehicles?

Safety for both drivers and passengers

many drivers already have cctv install and this is a good thing for the public and driver safety.

It is used to prevent crimes and to find out who is to blame for the problems that's arise.

It would be useful when the driver decides to take advantage & charge more than they should & for the safety of passengers where the driver is not acting appropriately.

i do believe there are local circumstances but whether this is positive or negative and consultation needs to be carried out with a number of parties to determine what those risk are - as a member of the public i would see this is advantageous to know that there is CCTV and it is available - this may reduce crime or ensure better behaviour - the police's view should also be taken into account along with the risks and impact of the Local authority and what the local position and intelligence is - is there a need? are there a high amount of reported criminal cases alleged against or from taxi drivers - would cctv assist? what resources would be needed - all of these need considering and then a balanced view taken as to whether CCTV is proportionate for the local circumstances within Kirklees

I believe it would be beneficial to the driver and the customer

The installation of CCTV in a taxi could have be beneficial in confirming the identity of a suspect of an offence. The recorded images could unfortunately be used by groups or individuals to identify potential targets for a multitude of criminal acts. Any images recorded by CCTV must be securely stored in a central hub (not the vehicle) and only accessible by local authority, police and approved persons following a satisfactory DBS check.

Positive effect because of security reason and any false blame can be detected by CCTV

This provided good evidence in case of any allegation

Good and bad, it's the drivers personal cars so decision should be made by them

I think yes because sometimes drivers right and sometimes passengers right and cctv good if anything happens and anybody doing wrong cctv is 100% proof what happened inside the taxi ur PHV nobody can deny

CCTV on other public transport and in public places. However concerned that it may become intermittent or not stored. Should be made a full time requirement with official/police access but not for general viewing or post to social media! To be backed with fines for failure or misuse.

Who will pay the cost of the camera and the maintenance because we can't afford it.everyone got cameras in their phones.they use them if they need but if a driver wants one they can it for cheaper prices. Secondly you should not interfere with out private lives. We don't make enough money for those extra things.

I use my vehicle for private use with my children my wife my parents so no one has the right to have access to their private life.

We have them on buses so taxis should have them

I think it will help safeguard both passengers & the taxi driver themselves

CCTV is there for protection of both driver and user

cctv helps protect drivers as well as customers. CCTV can help a driver defend against false allegations.

Please provide any additional comments or reasons why you believe there are local circumstances that would mean the requirement for the installation of CCTV would offer either a positive or adverse effect to the taxi and private hire users in Kirklees:

In my view it would be positive to address disputes and record important information that could be used to benefit the service and improve on the service. It could be used as a deterrent and drivers should feel safer knowing it is there. Where drivers are attacked or verbally abused the recordings can be used to help the police in their investigations.

the local authority should provide guidance about CCTV in taxi, CCTV protect both passenger and drive, it is vital evidence against any complain

Unnecessary administrative burden. If CCTV breakdown you can't work. It must not be a compulsory requirement.

The local circumstances are that Kirklees has quite a reputation in relation to grooming now and therefore anything that increases confidence in the security of our private hire vehicles and the safety of their customers has to be worthwhile. The CCTV needs to be always on.

I personally wouldn't want cctv in my vehicle as I only do airport and long distance work and a lot of my passengers are business people and would not want their privacy invaded

Positive however as majority ph vehicles are also used as private family used vehicles these cctv should only used if and when the driver is at work for his and customers safety.

Expense, Maintenance off the system should only be for the drivers them selves. It should be a option for the drivers if they want the system or not.

Privacy of children and family and the driving personal is at stake if cctv are allowed in every taxi

Protection for both customer and driver. However, this cannot be a requirement unless it is being funded. Drivers' are already paying a lot to just be able to be in position to earn a living.

I always have dual dash am in my car for my and passenger safety. If I will be required to have council approved CCTV for another £500 which in this pandemic time I can't afford it.

I've spoken to some taxi drivers who have been abused by passengers (drunk lads who refuse to pay and threaten to beat them up etc.) which is unacceptable so CCTV would protect the drivers. I think CCTV is a deterrent for bad behaviour of passengers and would protect drivers, not sure about the other way round though?

It offers positive effect in the case of an accident or for example if someone who gets into the taxi with a vulnerable person and is taking advantage of them it can be used as evidence

When customers pose a threat

Some customers who make false accusations, would easily be caught.

Positive effect, safety for the driver and passenger...

CCTV is a positive and a safety point, but instalation and accessibility to the cctv system should be a personal choice as these vehicles can be used as personal use out of working hours which can breach privacy.

some of my executives that i transport have private business conversations and wouldn't be happy with being recorded

if the council pay to cctv and i can work the cctv breaks down i dont mind to have

if the council pays for cctv and i can work the cctv system ids broken down i dont mind to have one

Too much cost to driver would driver have access to footage?

Safeguarding the public/drivers is our priority CCTV will enhance these measures

It should be left to individuals to decide

Positive but recording only if customer is in car otherwise driver private life conversation should not have any recording

Taxi vehicles are not only driven to transport customers. Taxi vehicles are also used in carrying own family and children and CCTV will effect their privacy.

Please provide any additional comments or reasons why you believe there are local circumstances that would mean the requirement for the installation of CCTV would offer either a positive or adverse effect to the taxi and private hire users in Kirklees:

Should be funded by council

Must be funded

Because most of time we use the vehicle for are personal use/privately.

Its a good idea-but who's going to pay. How long will the recording need to be kept and who will keep this.

The feed should be available to council and the driver-should be free and quickly replaced when it breaks.

Installation of CCTV is safe for drivers and customer both

Only if Kirklees pay for equipment and Installation.

Positive because it is a true evidence of driver and passenger

Taxi and private hire is also used by the drivers for their family car so there is a privacy issue so leave it to the drivers.

It is a good idea.I think licensing and the base shall provide a grant

It would be effected in safeguarding both the customers and driver. I think local authority should give grant toward CCTV.

We recognise that there can be safety benefits to installing CCTV in TPH vehicles but, as DfT's Guidance rightly acknowledges, CCTV installation is not a straightforward question from a privacy and data protection perspective. The key question that needs to be answered by any licensing authority that supports use of CCTV cameras is to identify 'who' the data controller is and 'how' the data can be accessed and shared with law enforcement agencies in the event of an incident. It is also important to ensure CCTV requirements are affordable to drivers. We are keen to contribute to any future consultation processes with our own data and experience, and that of drivers using the Uber app.

Expense,maintenance of system, privacy of drivers. It should be drivers choice to install fir there safety. Would not feel comftable and will not feel safe as always blind spots. Will not deter crime.

If you follow the rules of ICO independent commissioners office you do not have control of the cctv footage as the driver unless you are a data controler. Normally only council, police and the installers have data controlers.

It is ALWAYS POSITIVE ONLY to have CCTV installed in all vehicles. It is there to protect both parties and does NOT require a degree in common sense.

That way if there was an issue there would be clear evidence, rather than relying on the word of the people involved.

All licences Taxi's should have CCTV in to protect the public and the drivers just like they do on buses

Yes drivers should have an option to install the CCTV but it should not be made compulsory. KMC should provide financial assistance to drivers that do want the system installed as it can cost around £600 - £800 for a proper system to be installed

May provide a deterrent to behaviour that is of a criminal nature and applies to both passenger and driver

I believe it should be up to the individual driver to decide what cctv they need

I have a dashcam in my car which is switched on at all times when I'm doing taxis. The car when I use for personal use with family doesn't need to be switched on and access be available to any official. Maybe kirklees to design a dashcam that is linked to pda that records only when passenger in car

Council should fund this for public safety

Council should pay for the first time fitting cost After that if a driver changes his car he should pay to have the equipment removed from old vehicle to new vehicle

Please provide any additional comments or reasons why you believe there are local circumstances that would mean the requirement for the installation of CCTV would offer either a positive or adverse effect to the taxi and private hire users in Kirklees:

They behave themselves when they know they are being recorded. Also it is evidence in any claims of wrongdoing by either passenger or driver. Perpetrators can be identified quickly for police investigation and false claims by customer can be identified

If all were to have cctv then people would see it as standard across the board but if you only have specific vehicles or areas then some people may feel targeted negatively. So I believe its all or nothing and if you have nothing to hide what's the worry.

So long as the council pay for the CCTV costs and put on to the drivers

Just look at the other forms of transportation that have CCTV. It is safe for both the driver and the rider.

Positive affect as people would feel safer and offences of any kind could not be committed or if they were would be recorded protecting the driver and passengers

I think they should have to have a photo of themselves at the front and back so you can see their ID easily as right now they often don't show it at all!

Breach of privacy as taxi and private hire use the same car for their domesticity

Breach of privacy as taxi and private hire use the same car for their domesticity

Some parents will not want recordings in taxis as to the circumstances we have these days unfortunately

Invading my privacy even when not working

It protects the driver from false accusations and it helps to provide evidence for offences committed against the driver as islamaphobia and racism in general is a daily occurrence and yes also would be safer for the passengers aswell

From experience none of my passengers have ever complained of CCTV in vehicle they feel safer. In terms of privacy why do busses have them?

As long as licensing provide full cost off ctv and installation

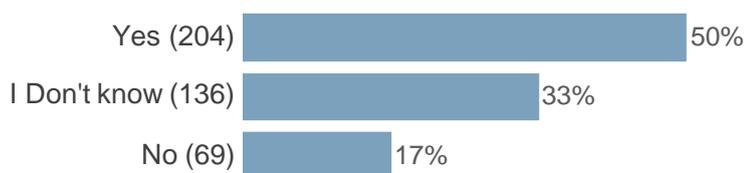
No need.

Its a safety for both the customer and the driver both knows that there is a CCTV in the car but sometime the memory card get corrupt so its a lake of evidence

This is straight forward, CCTV will record evidence.

With the taxi trade one of the worse effected trades from covid, we are still struggling on our trade from picking up, who would have to pay to the cctv? Im presuming its the taxi driver! We are struggling with overheads as it is. Unless kirklees Council agree to fund the who system?

Do you agree that the council should have a specific policy in relation to stretch limousines?



Please use this box to provide any additional comments

Same policy as hackney and private hire.

A limousine is hardly something that is used as regular as a taxi within Kirklees. This is more a city thing rather than a town thing, and apart from good eating places Huddersfield town is dead unfortunately. Leeds and Manchester are the places to shop. I do not believe any further action needs to be taken in regards to this. Seriously, are you bored or has Grant Shapps put your job at risk, that you have to come out with such questions?

I think this is going over top, can't remember when was the last time I saw a limo in town, then again, to be fair, Huddersfield town centre is a dead place. God u lot must be getting bored, seems like your grasping for straws lol. Saddening.

Everybody should be treated equally.

They are used for Hire and Reward and as such should follow the same standards as PH/HC drivers and operators. My complaint is that Kirklees Council Licensing DO NOT apply the same level of inspection to limousines as they do to PH/HC drivers and vehicles. For instance Kirklees Licensing does not even have a definition as to what they consider a limousine to be. Could a car taking a bride to the church be used to take her family home after the reception? I could go on but this is a very neglected part of all Councils' Licensing departments despite rules being set out in RoutvSwallow Hotels of 1992 which puts in danger thousands of children being conveyed every day. Moreover especially since Covid how many vehicles are being used for delivery without the correct form of business insurance. All these examples prove all Licensing departments are discriminating against HC/PH drivers and operators

You already accept and issue licences for Stretch limos so why not have a policy to back up how and why you're doing this. Great reference point for decisions.

These vehicles have been heavily modified. Many are bought from the USA when they've reached end of life there. I think structural checks to ensure they are capable of supporting the additional loads due to the stretching, and increased braking capacity to deal with the extra weight of the larger vehicle and additional passengers should be undertaken.

Should all come under the same policy

The council should only seek to license roadworthy vehicles and build in checks to ensure this is the case before any license is issued

Particularly with reference to their operation and use in urban areas during the hours of darkness and with regard to permitted stopping and parking places.

I think they should be covered and checked the same as for taxis including DBS checks.

All private hire vehicles should be included in this, but for modded vehicles, moreso

As a governor, we used to use stretched limos to provide graduation rides for young adults with Profound and Multiple Learning and physical difficulties. I believe the same checks to driver should be applied as per private and taxis.

They shouldn't be excluded but if there are any additional measures needed for the safe operation of stretch limousines and the licensing of them then a specific policy should be included to address those areas of concerns and keep the public safe

Limousines should be regulated in the same manner as taxis to help ensure the safety of users.

i think every private hire business should be regulated

I don't see these as being a risk in the same way as private hire vehicles generally might be.

Depends if these are representing the Council.

This should be brought in line with taxis

they should follow same policies as taxis

Stretch limousines are hired for a number of people, so lone individuals are not at risk, but the passengers could cause a problem for the driver, so extending the policy to include these protects everyone.

A public hire vehicle is a public hire vehicle ie car, mini bus .bus.

Please use this box to provide any additional comments

Only if they are able to carry less than 8 Passengers

Kirklees can't handle the licensing in a competent matter, they don't need extra workload.

No tinted windows in limos

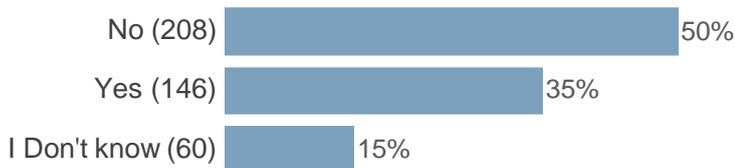
Why should just because someone has or drives a limousine mean they are less of a criminal if a scenario was able to happen.

They are not licensed taxi are they

Not my concern

Not your problem.

Do you agree that the decision making should stay delegated to the Group Leader for licensing?



Please use this box to provide any additional comments

Democracy is always better than the dictatorship. A panel would provide a fairer hearing than a single person who has made up his mind before you walk through the door.

It should be held by a natural department and not from the licensing authority definitely not 1 man or 1 department decision to make sure fair and transparency is vital

Should be a qualified panel

For smaller cases one individual is ok, but one person should not be given too much power for big and more serious cases. Simply because he/she may abuse their position, project his/her personal feelings/racial or ageist discriminations towards the case and may not relate or fully understand the matter from different perspectives or cultures, which could therefore lead to making a decision that could make someone innocent, jobless develop mental health issues & possibly homeless.

In minor situations, i have no quarrelwith one person being the "be all end all", but in larger issues some people can be very narrow minded, possibly discriminative without knowing it, calling you in, just to show on record that they let you have your say but ultimately already decided not to believe you, sometimes but not always especially older people.

it should be done on all the councillors vote count

Consult with the drivers and call meeting

It depends how big the offence is. Small offence by council all the serious ones by courts.

How do the council deal with employees in such cases surely things should be consistent

The cost is a lot when a driver has to appeal when it goes to court!!

Democratic country so should be heard by a panel for any matter rather than a single person who might have got out the wrong side of bed that day.

As long as everyone is suitably trained.

I agree with the group system but it would be better that someone from the community could help in decision making

Absolutely NOT. That person is open to bribery, coercion or extortion which has happened in the past.

I believe that the individual cases should be considered by a panel of elected and suitably trained councillors.

Please use this box to provide any additional comments

This should be done by the elected trained councillors. I believe this should be looked upon by qualified trained people.

A professional, paid public servant, who is following and applying the rules and policies cannot be beaten. The elected, trained councillors would be an expensive way of doing things as these people change routinely on a timetabled basis, not like a Group Leader. A Group Leader will have experience and continuity.

The panel of councillors just let anyone get a licence its not right

It may be that if more people are involved in the decision making, it is less open to bias.

Depends if the Group Leader is affiliated to any proposed licence applicant, by way of family or community relationships

It depends whether the consensus is that fair decisions are currently being made, if so then yes

No one person should make such decisions.

It depends who is the group leader and what their background and experience is. For example a man is not likely to have been harassed by a driver so may make decisions that are detrimental to women and girls.

elected members will not be be neural, they are not realisable especially if they live in there ward or are know to them

It should be put to a team of individuals

As long as the rules for grant refusal suspension or revocation are clear to the individual then it doesn't need to be 'tried' but there needs to be proof as opposed to heresay

go with the guidance - one individual should not be solely responsible

I believe all decisions like this should be made by a panel of elected and suitably trained officials. Even more important if a DBS check reveals a grey area which warrants further historical exploration.

perhaps a panel could make the descision including members of the public

Not sure who the group lead for licensing is or who the chosen panel would be. I think that it needs to be a panel of people changed say annually so that it has different people making the decisions so that there is less chance of those people becoming faced with someone trying to bribe or appeal to them under circumstances which would make another person have a different view.

The decision making should stay with the Group Leader for licensing where the offending falls within clear policy guidelines - cases that should go to panel are offending/complaints relating to non convictions outside of policy should go to the panel of trained cllrs and cases of exploitation and sex and indecency offences -

My concern would be if the Group Leader was absent and what a delay that might incur

The decision making should be made by a panel of elected and suitably trained councillors and senior council officials. There should be a pool of decision makers and each case should be heard by a randomly selected group of no less than 3 individuals. This would ensure that each decision is considered on it's own merits, avoid bias and ensure parity.

Should be considered by a panel to increase public confidence and transparency.

Should be decided by a whole group of ppl

Important for impartiality that it is a panel.

I belive that the individual cases should be considered by a panel of elected councilors. We belive they are neutral for everyone.

it should be told to councillors panel.

the committee

There should be some scope for referral to a panel

The group leader can remain completely impartial in any decision making.

Please use this box to provide any additional comments

I do not think there should be one decision maker. With such important decisions there should be at least 2 or 3 people considering each case. These individuals should be from various backgrounds including gender and race.

Local counciler should be with them

there should be both parties (Elected people and licensing officers)

Dictators are never welcome. There should always be a panel of people with driver representation in the panel too.

Councillors should not be involved in day to day decisions about grant or refusal etc. There should be a right of appeal to elected members.

By the committee members but who have taxi and private hire experience of at least 15 years in their working lifes that understand and know the trade.

They never comply with all the drivers only who they prefer

Need further info on role and responsibility of Group Leader as first time hearing this. Needs to be a panel as per guidance.

Hearings and decisions via a panel as per guidance you have received

It should be the councillors

They know better than elected members and they have no political bias

We believe every licence holder should be afforded the opportunity to be considered by a panel of Councillors.

Should ho to panel of councillors

Should go to the councillor panel

It is beneficial if it's a panel like that members of the panel can put forward different points of view which a single person might miss or overlook

Should be a committee decision

Panel should make the decision depending on circumstances

decisin should be made by a pannel.even if only by licencing.

A panel of experienced licensing officers or and local councillors

A panel of experts or Councillors or Trade reps should listen to the case.

This has always been a controversial. Members are put under immense pressure to support applications. Safeguarding the public is our priority. Whoever makes this decision needs to understand the law and be held accountable if anything happens.

A group of Councillors to make it fair. The person in question must be able to prove there point for fair deal.

A group of leaders to sit and discuss with who's being dealt with.

The elected bodies should be part of individual cases. The Councillor should be able to help the kirklees drivers.

Driver license holder should have chance to explanation before a panel.

Leader don't listen to drivers

The should be a elected panel with the knowledge of policy base on fairly. Not a bias by councillor which we seen in past.

Should have unbiased people elected from all walks of life

In my view reintroducing a panel would be a great idea.

No as we have seen before in other councils licensing officers will do as they please. They do not follow the government rules. The law of the land and they make their own rules up what is illegal.

This should be done by a panel

Please use this box to provide any additional comments

I believe it's good practice to have a panel for certain cases.

None DVLA should make all decisions.

Only if the group leader has has training in such a task and not just an elected councillor being elected by other councillors.

Decision making should not left to individuals either authorised officers or a single Councillor it should remain as a committee decision

Should be a group of people as it affects peoples lively hood and therefore should not sit with 1 individual

The decision should be made by a vote consisting of trade union member, councillor and licensing officer

It should be a committee system With at least 3 people

Any matters of licensing should be brought before a panel of councillors INCLUDING current or ex drivers representing their respective Hackney or PH organisation

It should be made from a majority vote with Group Leader casting, only if at a loggerheads.

No they then play God and abuse there position should be done outside of the license authority

They may miss use their power which is proven in some council in West Yorkshire.

If any of the below has been committed there is no excuse and should be a ban for life by the group leader there should be no discussion as nothing to discuss instant ban no excuses

Revocation or suspension power should be given to independent trained councillors and should involve trained repressive at the time of hearing as currently group leader are abusing their powers and some of them are racist as it's the matter of drivers livelihood and licence should not be revoked or suspended until the full investigation has taken place by police or conviction finalised by magistrate so avoid being judge and jury

Revocation or suspension power should be given to independent trained councillors and should involve trained repressive at the time of hearing as currently group leader are abusing their powers and some of them are racist as it's the matter of drivers livelihood and licence should not be revoked or suspended until the full investigation has taken place by police or conviction finalised by magistrate so avoid being judge and jury as group Licencing officer are harassing the drivers and operators and abusing their powers so this power should be taken away from them and only independent panel should make decisions after fair investigation by law agencies so no more harassment .

A panel which includes the operater licence holder where the driver is employed

The trade should also be notified off any decision made by the group leader

I feel the licensing department are very biased they do not ever see the drivers point of view and in my opinion they have to much power already they seem to be pre judgemental when it comes to drivers who they forget fund the licensing department I believe an independent panel should decide these kind of decisions

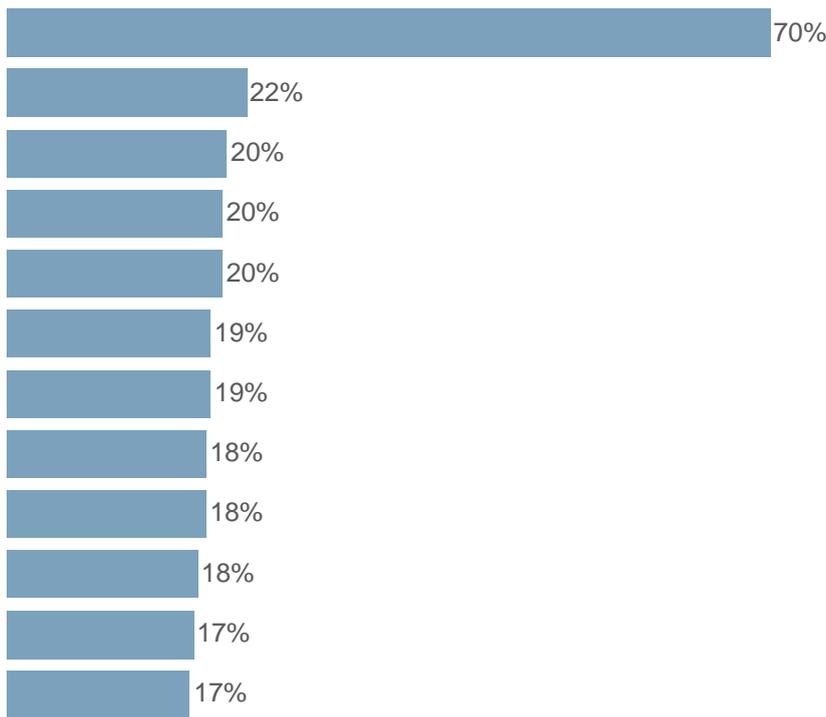
Group leader could be a person who could potentially be biased, could lead to unfair dismissal and or unfair to the party complaining. A panel of people are more suitable.

Panel should make decisions.

Once they're making fair decisions, I'm good with them keep doing it.

It should be delegated Independant panel of councillors and should involve trade reps on day of meeting

If you ticked no above please can you clarify which types of cases you believe that should be considered by a panel of elected members:



Please use this box to provide any additional comments

It would be more fairer and transparent. Panel should be available for ALL cases regardless.

All cases to be handled by the panel

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, ostracising 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.

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 you feel the need to go rule crazy. If aint broken, don't fix it, I don't know...

As decisions should be made by a majority decision of a panel and not 1 individual

Court offence. I have ticked. All the other should be dealt by taxi union with full evidence and enquiries.

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.

Anything which can result in suspension or revocation MUST be heard by panel.

Please use this box to provide any additional comments

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.

fair decision should be made by a group of councillors and at the earliest.

This would mean the decision is unanimous thus making it fair and not argument to bias

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 achieve 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.

The panel should be truly diverse, that's the only way to make effective decisions.

I want Kirklees to provide driver licenses only to trusted people, who are honest, good, law abiding citizens.

Only the most serious cases to be considered by the panel

i don't know what scrutiny of qualification or experience panel members would have?

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

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.

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.

Individual cases and all other should be considered by a panel of elected and suitably trained or qualified councillors

There needs to be a group, made up of a broad base age/gender/ethnicities that make these decisions about such important safety issues.

No should go to panel of councillors

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.

Any offence of driving nature should be left to the courts to decide not licensing officers.

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.

Consider every case as equality of nature and bases on fair and honest decision.

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.

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.

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

Please use this box to provide any additional comments

Every case should be considered individually. Drivers are out to earn a living. With living cost going up and pressure to buy new 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.

Certain Matters do need to be decided by more than one brain.

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.

A person needs to be fit for the said position

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.

Every individual driver should feel that they've had a fair hearing and fair decision so they are not left disillusioned.

None

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

These rule should be for bus driver, police officer and ambulance driver completely nonsense and racist behaviour from council

I have found councillors have never been objective in the way they treat cases because they have NEVER experienced driving a cab.

One person should not be allowed to be judge and jury on licensing, a vote of attending officers should be made.

License authority abuse there's position

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

Don't 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

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The fitness and suitability policy needs to be reviewed.

I would like a full review of the suitability policy.

A full review of the suitability policy needs to be done now.

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A full review of the suitability policy needs to be undertaken

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Fair trial for everyone until proven guilty

We don't agree with suitability conviction policy this policy is racist and it's only for taxi driver

Please use this box to provide any additional comments

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

Panel decision is more democratic.

Please review the suitability and Conviction policy