

Taxi Licensing Consultation Findings

Consultation Method

- An awareness campaign in the cash office with all taxi licensing applicants visiting the cash office.
- A letter published on the communications board at taxi rank outside the John Lewis department store and Peterborough train station.
- An email sent to around 300 drivers and operators.
- A letter sent to a number of relevant organisations asking for their comment. These organisations included:
 - DIAL
 - Rainbow Savers (Credit Union)
 - AgeUK
 - Citizen's Advice Bureau (CAB)
 - MIND
 - Carers Trust
 - Peterborough Council for Voluntary Services (PCVS)
 - Healthwatch
 - Pensioners Association
 - Peterborough Dementia Action Alliance
- The Peterborough Council for Voluntary Services (PCVS) published awareness of the consultation in its newsletter which has a reach of over 500 organisations.

Consultation Findings (as at 1 September 2017)

- Only 15 responses have been received to date; 8 agreeing with the proposal to move the application process from a paper based system to an online system.
- Only three of the seven respondents that did not agree with the move to an online system provided a comment, one of which commented on potential abuse of the system and people's safety. It is important to note that there will still be a verification process as part of the application process.

Consultation Questions and Responses

Do you agree with the proposal to make the application process from a paper-based system to an online process?	If No, why not? (maximum 500 characters)	Cabinet Response
No	No comment	n/a
Yes	No comment	n/a
No	It is open to abuse and fraud. You will not know if it is the person who is applying that is actually applying. Just another hare brained idea that will ultimately lead to chaos and fraud	There will be a face to face verification meeting with an officer in regulatory services once online applications have been submitted and customers will bring in original documents for validation.
Yes	No comment	n/a
No	I would like to pay money to some person in hand. More secure way of paying.	The proposal is to have all payments processed/paid online going forward.
Yes	No comment	n/a
Yes	No comment	n/a

<p>No</p>	<p>a) there are already drivers in taxis who are not the person who applied - that is being reported all the time and I have also seen this. Doing it online will mean even more will slip through the net.</p> <p>b) How will you prove that they should even be in the country? The Bayard Place cash office do a BRILLIANT job of checking if applications are valid. To save a few thousand pounds to compromise people's safety is a stupid idea and I will be contacting my MP to stop this ill advised scheme</p>	<p>a) Hackney Carriage And Private Hire Policy (2) 2017 Requirement to display required information – Part 1 and Part 2 notice</p> <p>3.66 As licensed vehicles may be driven by different licensed drivers and licensed drivers may utilise different licensed vehicles, the Part 1 and Part 2 notices can be interchanged. The driver must ensure that the correct information is displayed in the Part 1 and Part 2 notice prior to the commencement of all journeys with passengers.</p> <p>3.67 The Part 1 notice must correctly reflect the proprietor or operator information for that journey and drivers must ensure that they display their Part 2 notice in the vehicle they are driving.</p> <p><i>Required information to be displayed inside all licensed vehicles – Part 1 and Part 2 notice.</i></p> <p>If members of the public have cause for concern, or who wish to complain about a journey in a licensed vehicle the following information can be found:</p> <ul style="list-style-type: none"> > The business name of the operator, or proprietor if it is a hackney carriage, > The telephone number where a customer can make a complaint or report a concern <ul style="list-style-type: none"> > The vehicle registration number > The vehicle licence plate number > Drivers license badge- must contain a photograph of the driver of the vehicle and the <ul style="list-style-type: none"> > Driver's licence number in the rear and front of the vehicle. <p>The notice inside all licensed vehicles should fully empower the customer to easily report issues or concerns. It will also assist proprietors and operators to quickly identify the vehicle and driver utilised in order to address the complaint or concern reported.</p>
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Yes	No comment	n/a
No	No comment	n/a
Yes	No comment	n/a
No	No comment	n/a
No	No comment	n/a
Yes	No comment	n/a
Yes	No comment	n/a

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