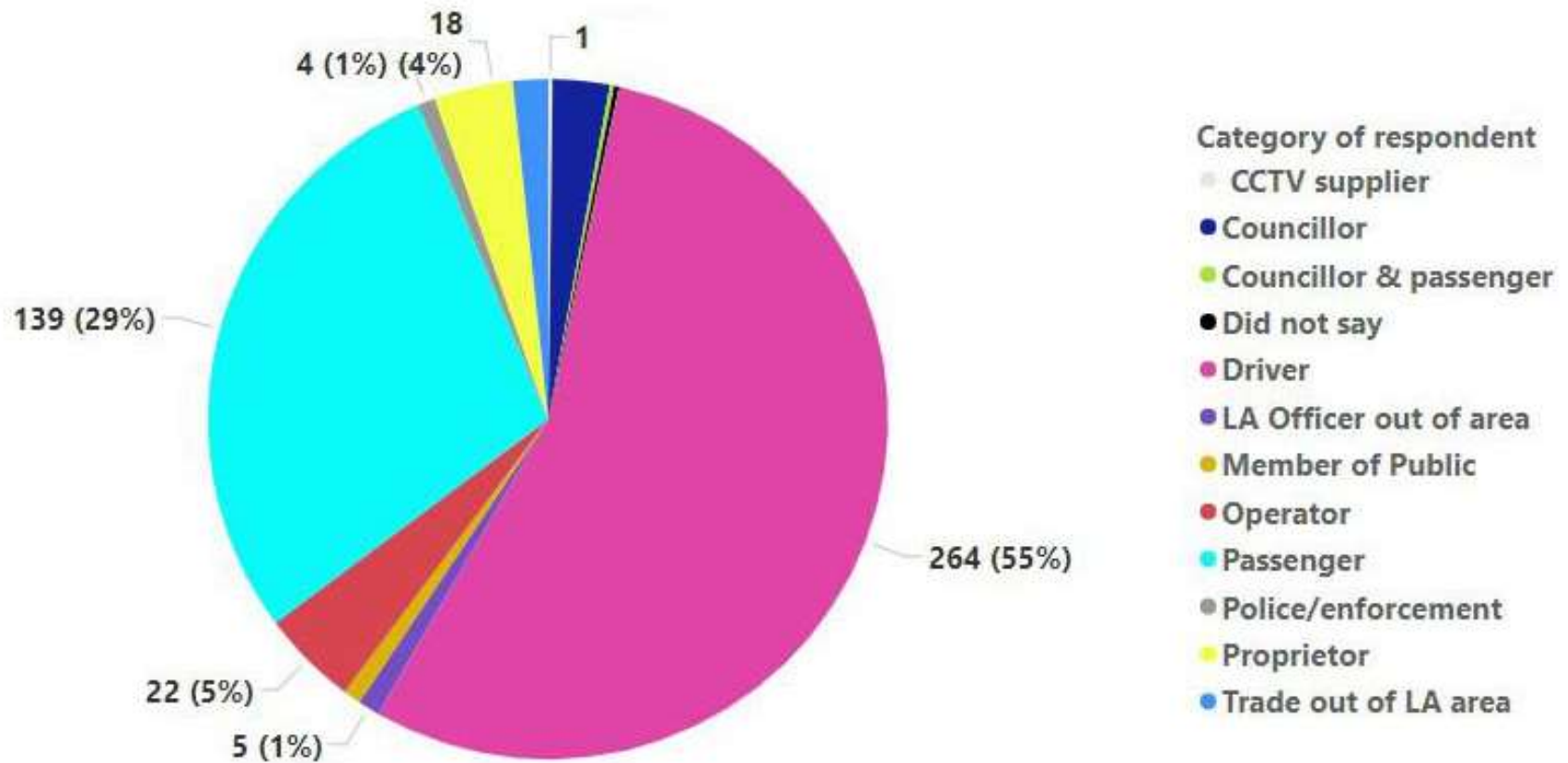


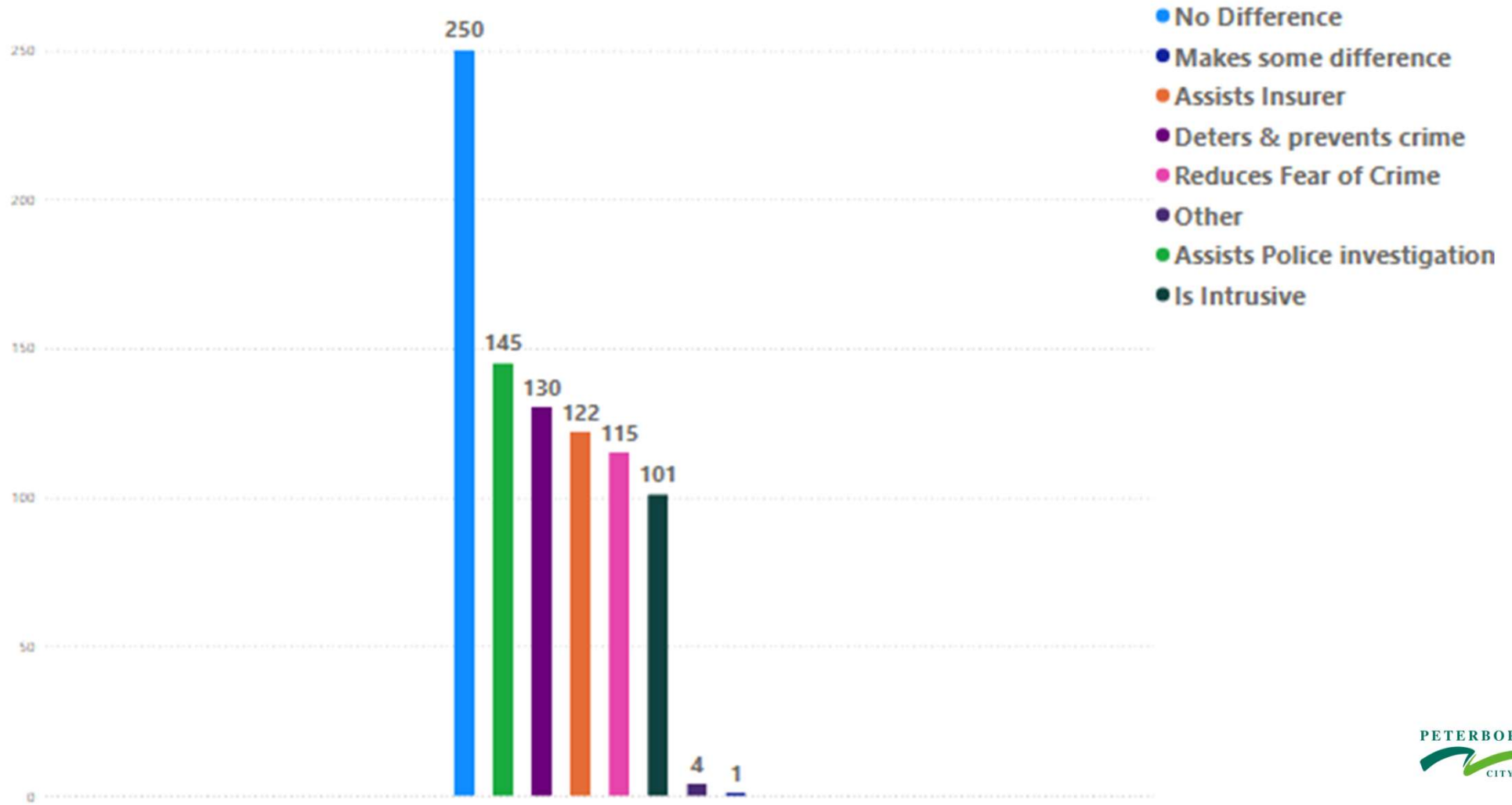
# CONSULTATION OUTCOMES ON MANDATING CCTV IN LICENSED VEHICLES



Capacity in which respondent completed survey (480 total respondents)

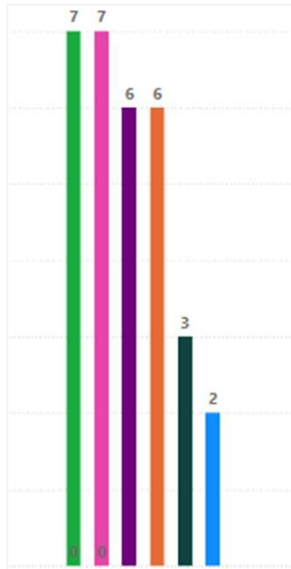
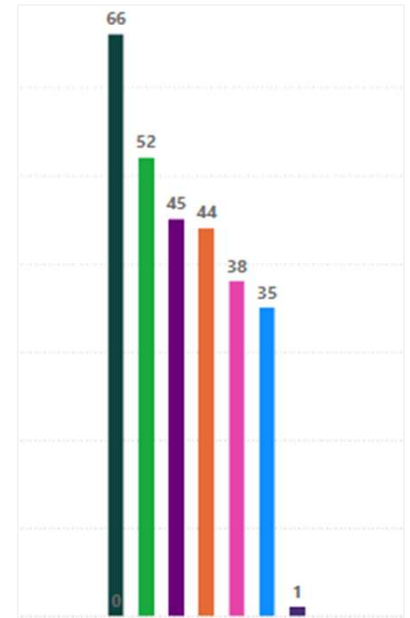
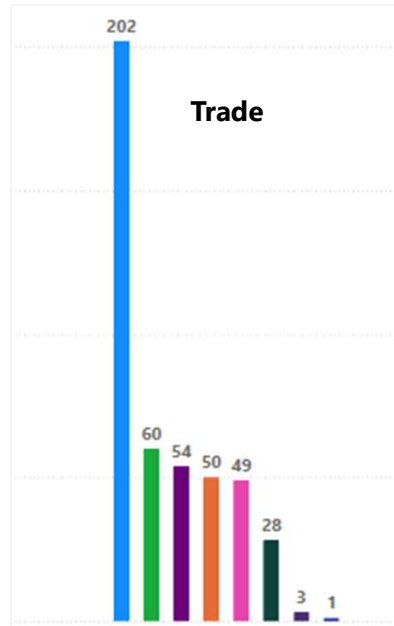
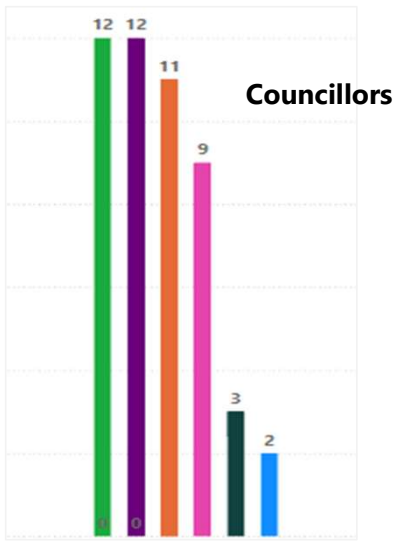


## Perceived Effects of Existing CCTV



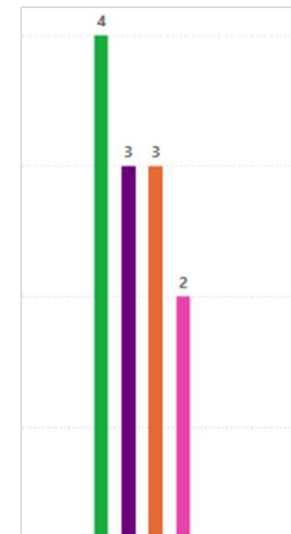
## Q2 Split by respondent category

56



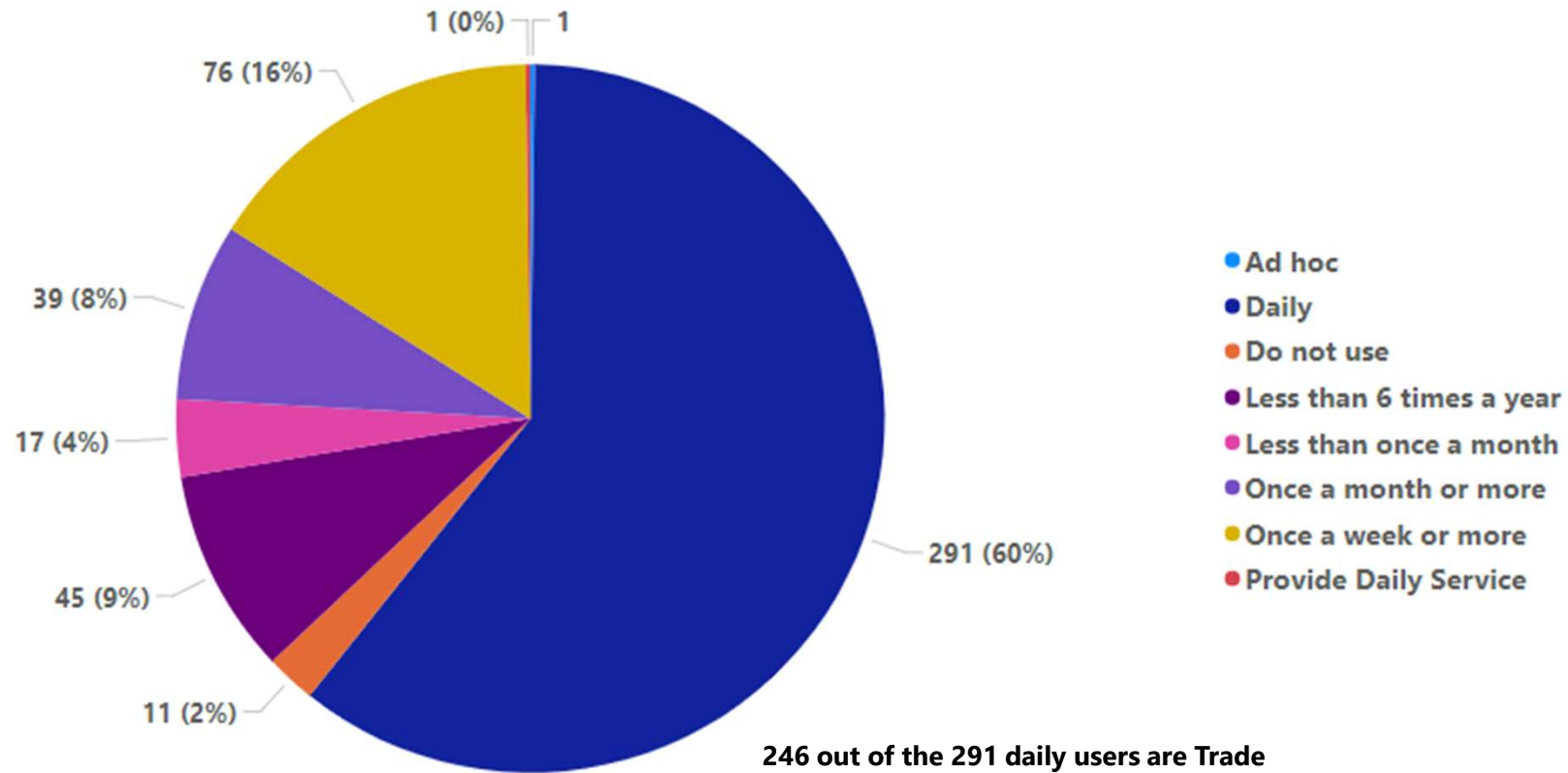
All other respondents

- No Difference
- Makes some difference
- Assists Insurer
- Deters & prevents crime
- Reduces Fear of Crime
- Other
- Assists Police investigation
- Is Intrusive



Members of public

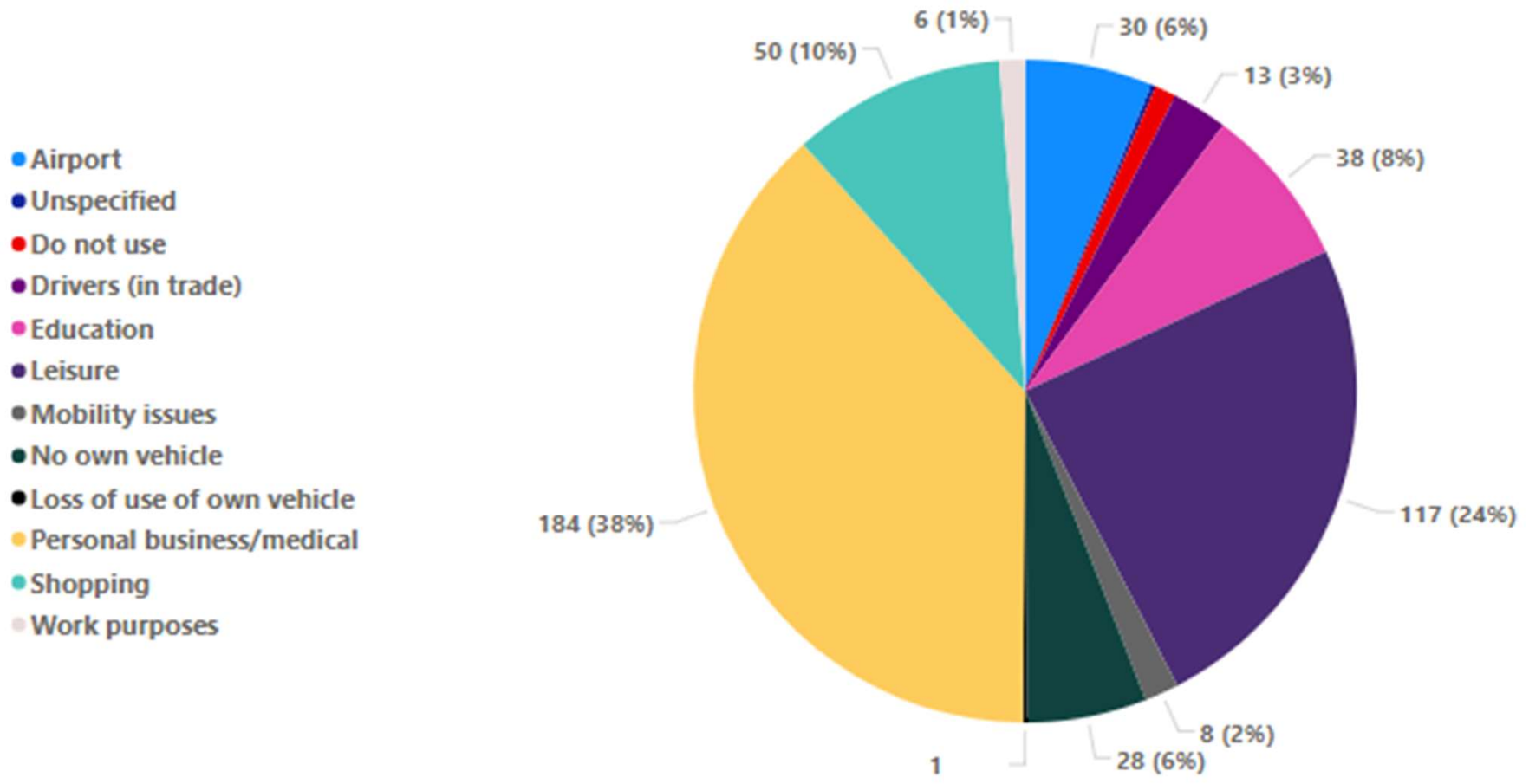
## Respondents' use of licensed vehicles



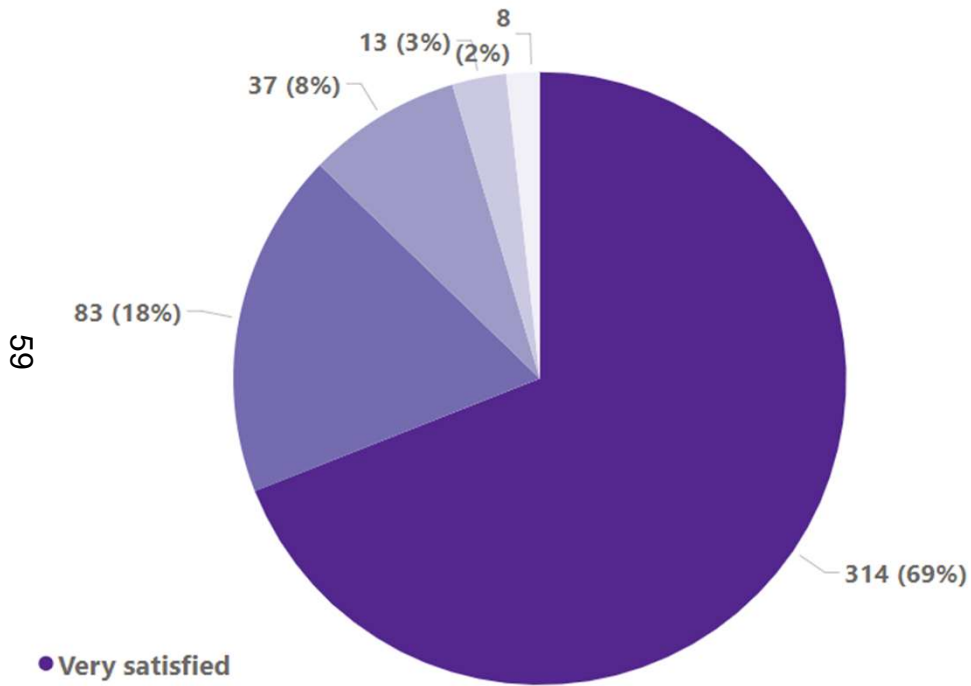
246 out of the 291 daily users are Trade (drivers/proprietors/operators)

55 out of the 76 weekly users are Passengers

### Reasons for using licensed vehicle



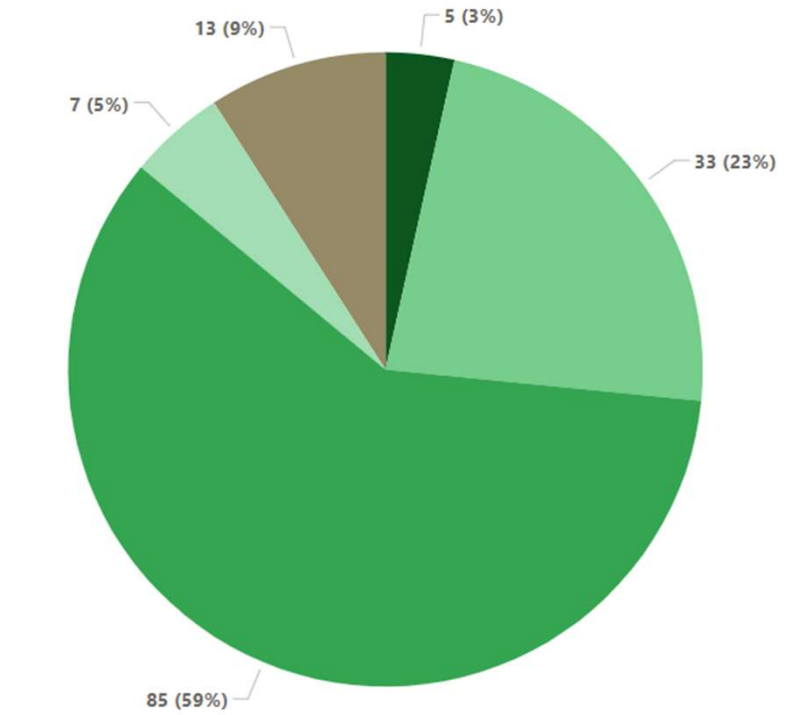
### Journey satisfaction



**Total responses 455;  
288 were from the  
Trade**

- Very satisfied
- Satisfied
- Neutral
- Somewhat satisfied
- Dissatisfied

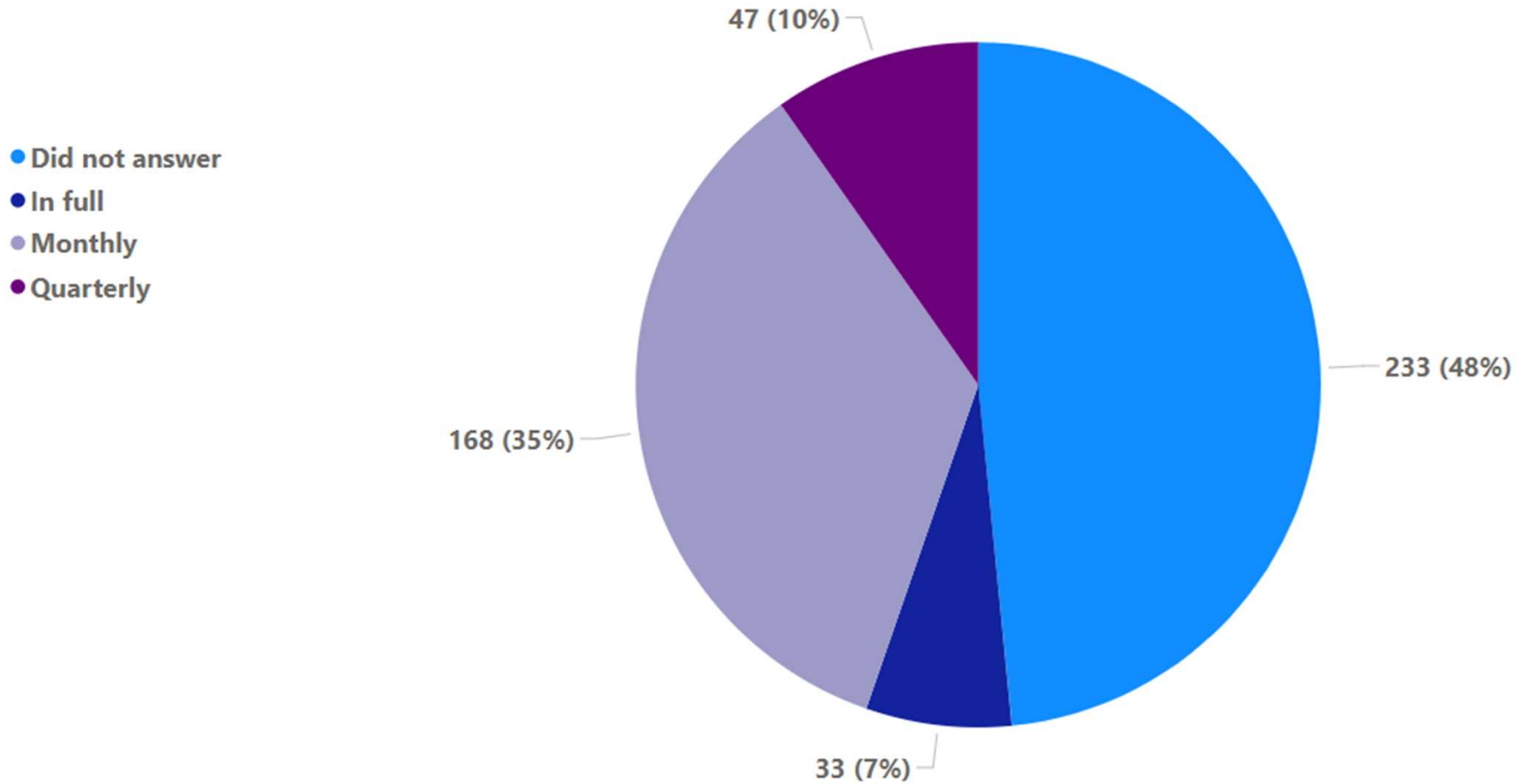
### Journey Satisfaction - passenger responses only



**Total responses 143**

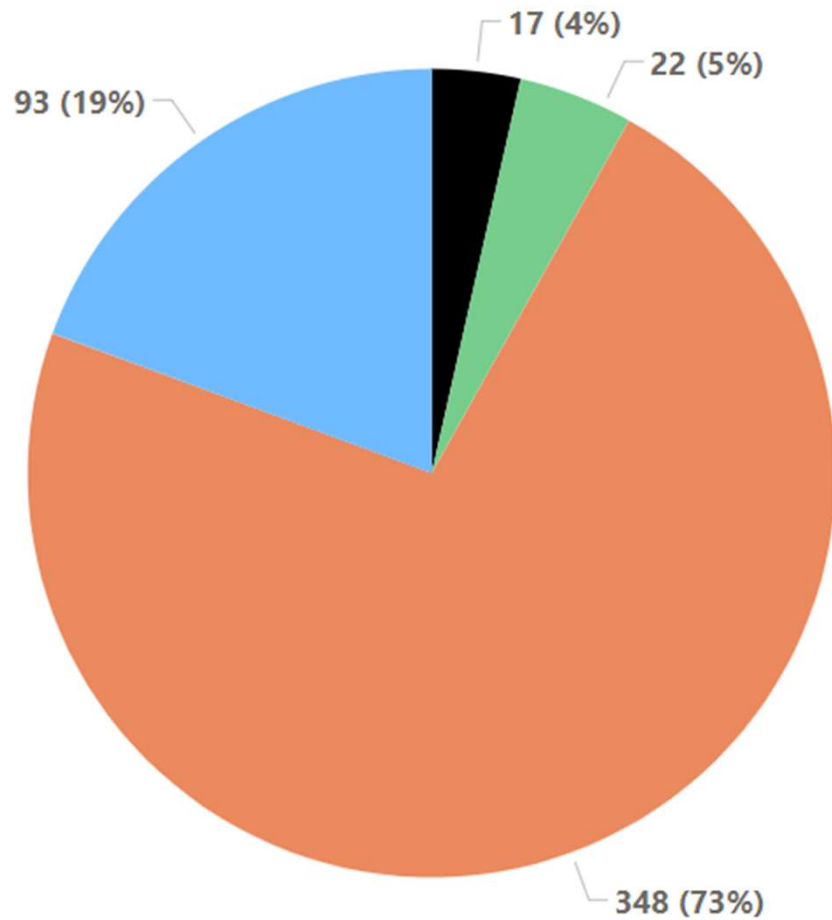
- Dissatisfied
- Satisfied
- Very Satisfied
- Somewhat Satisfied
- Neutral

## What payment methods should be offered?





# Are you in favour of CCTV in Licensed Vehicles?



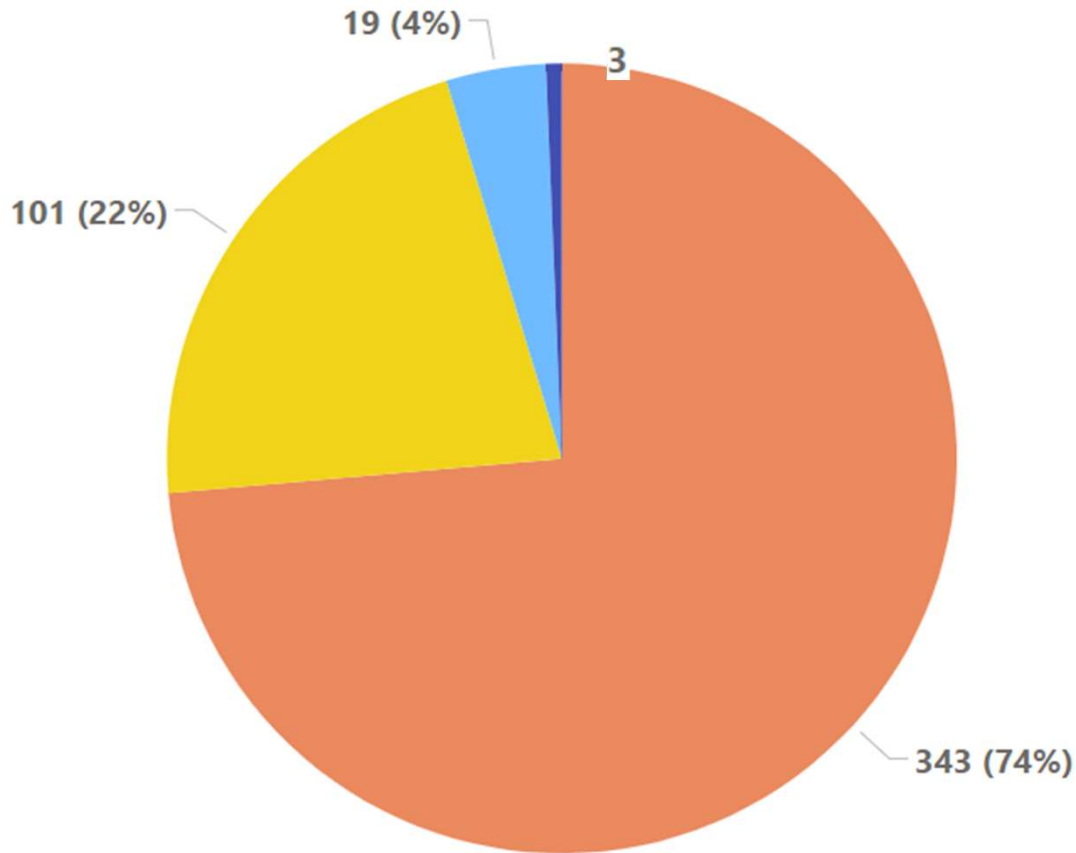
- Did not answer
- Maybe
- No
- Yes

**Trade responses: 253 No 46 Yes or Maybe**

**Passenger responses: 89 No 51 yes or Maybe**

# Should CCTV be mandated?

- No
- Yes (for all)
- Yes (Hackney only)
- Yes (Private hire only)

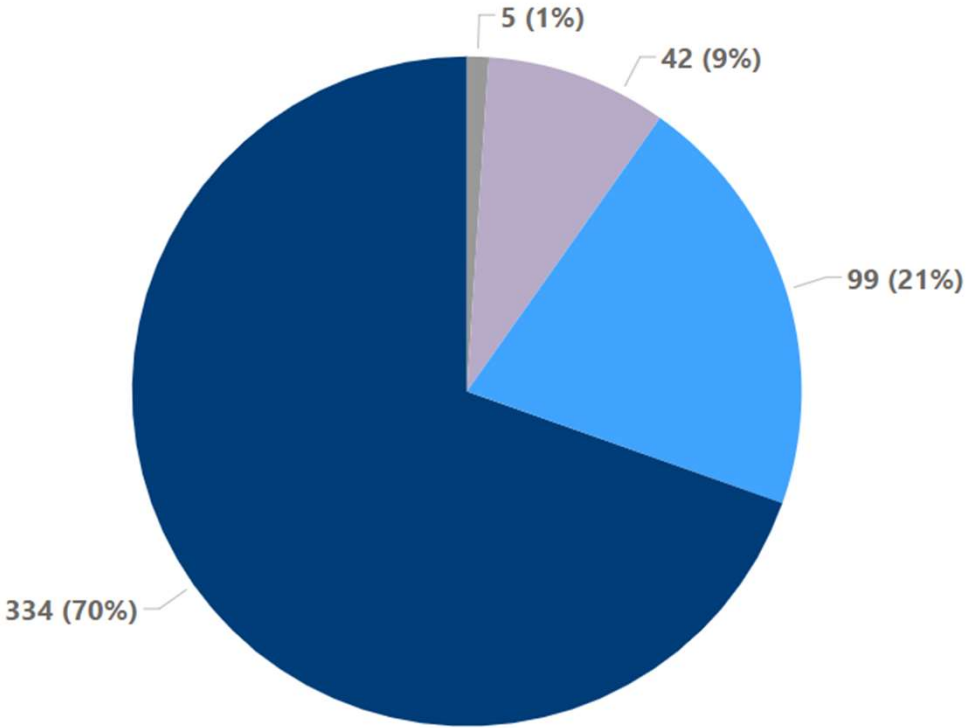


**Yes for all**  
32 Trade  
53 Passenger  
or Member of  
the  
public

**NO**  
248 Trade  
87 Passenger or  
Member of the public

# Do you think CCTV in vehicle would be intrusive/impact civil liberties?

63

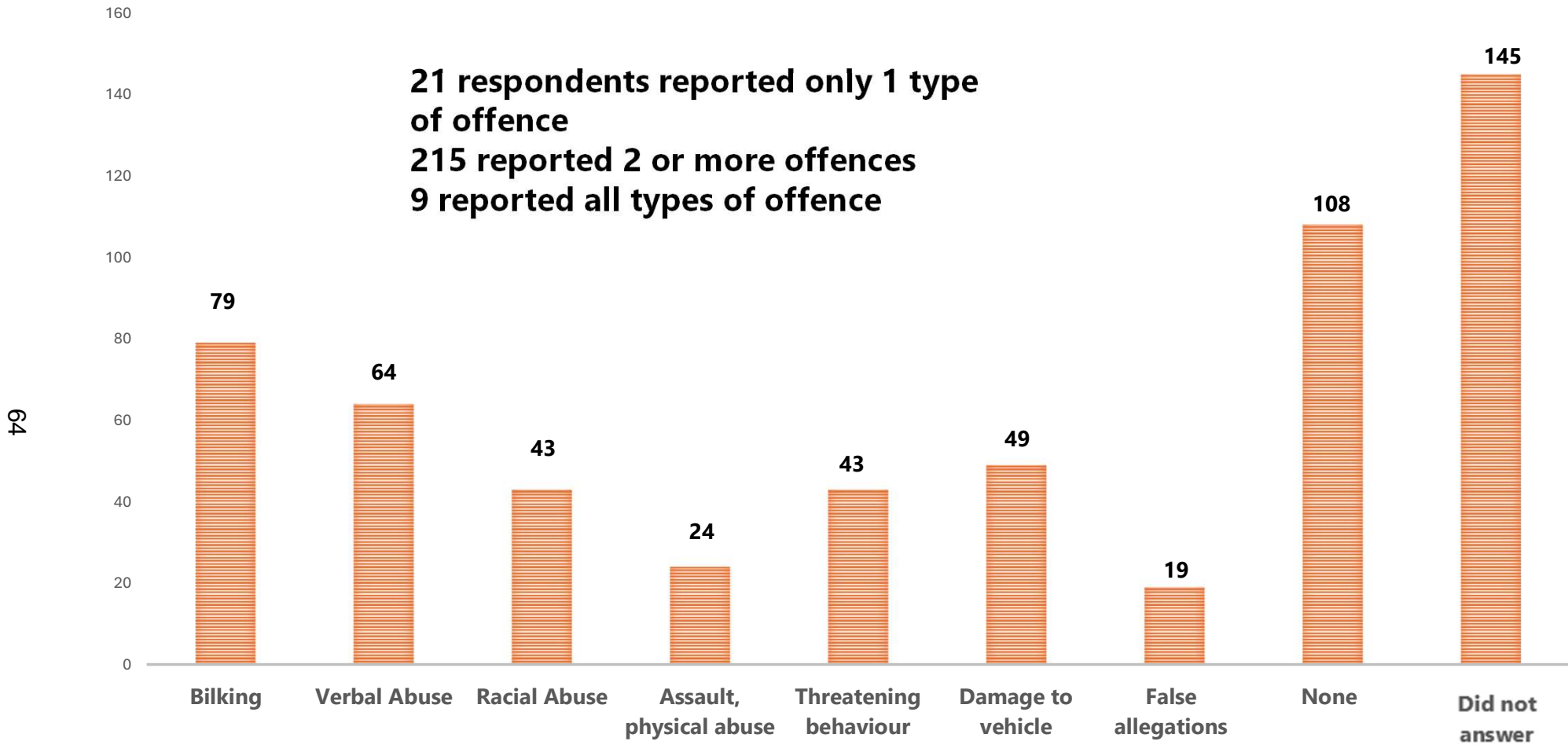


- Did not respond
- Maybe
- No
- Yes

**84 Passengers/member of the public think it will be intrusive**

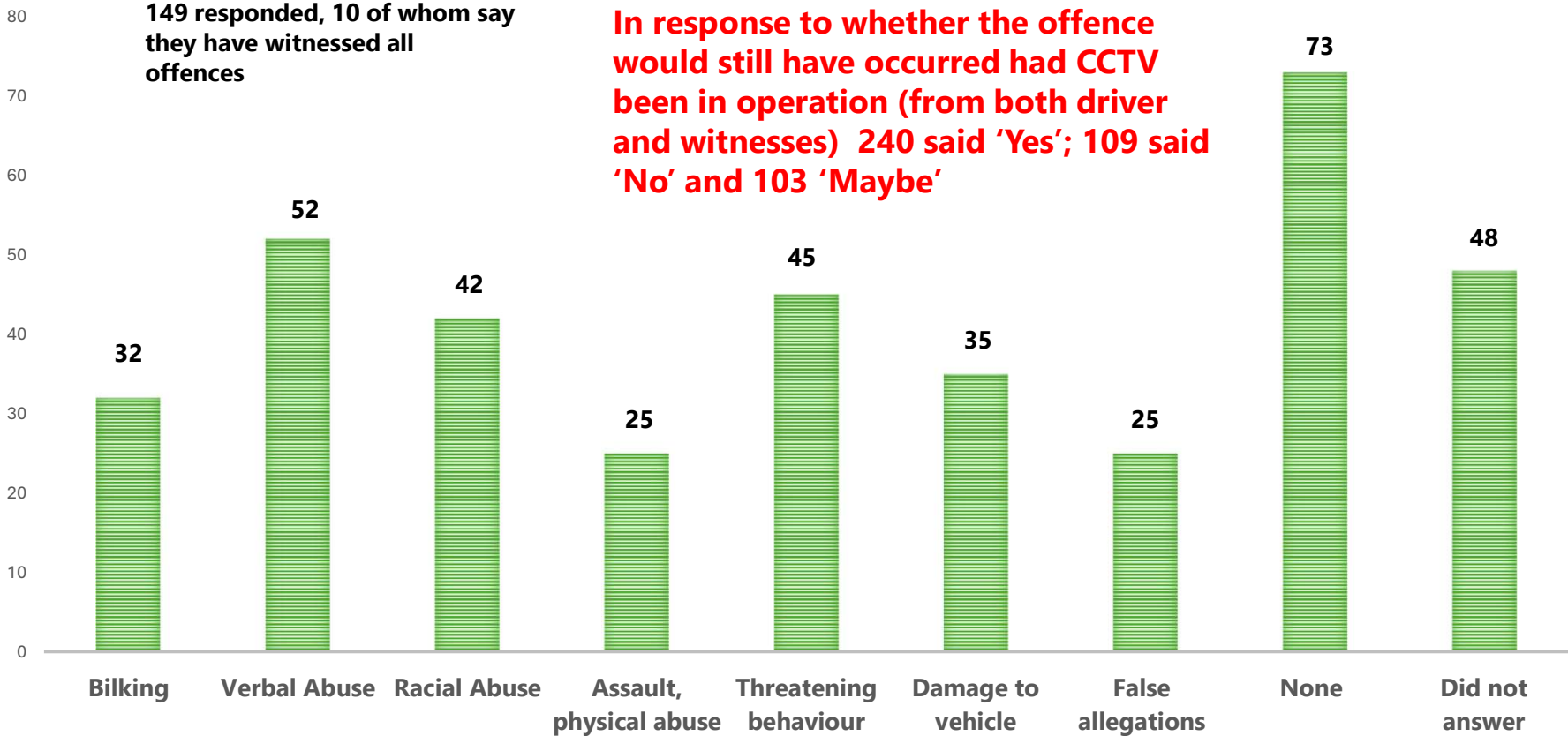
**244 members of the trade think it will be intrusive**

# Offences against drivers by category (answered by drivers only)



# Witnessed offences against drivers by category (not to be answered by drivers)

65



## Experiences of passengers

**115 people answered**

**48 stated they had never experienced problem**

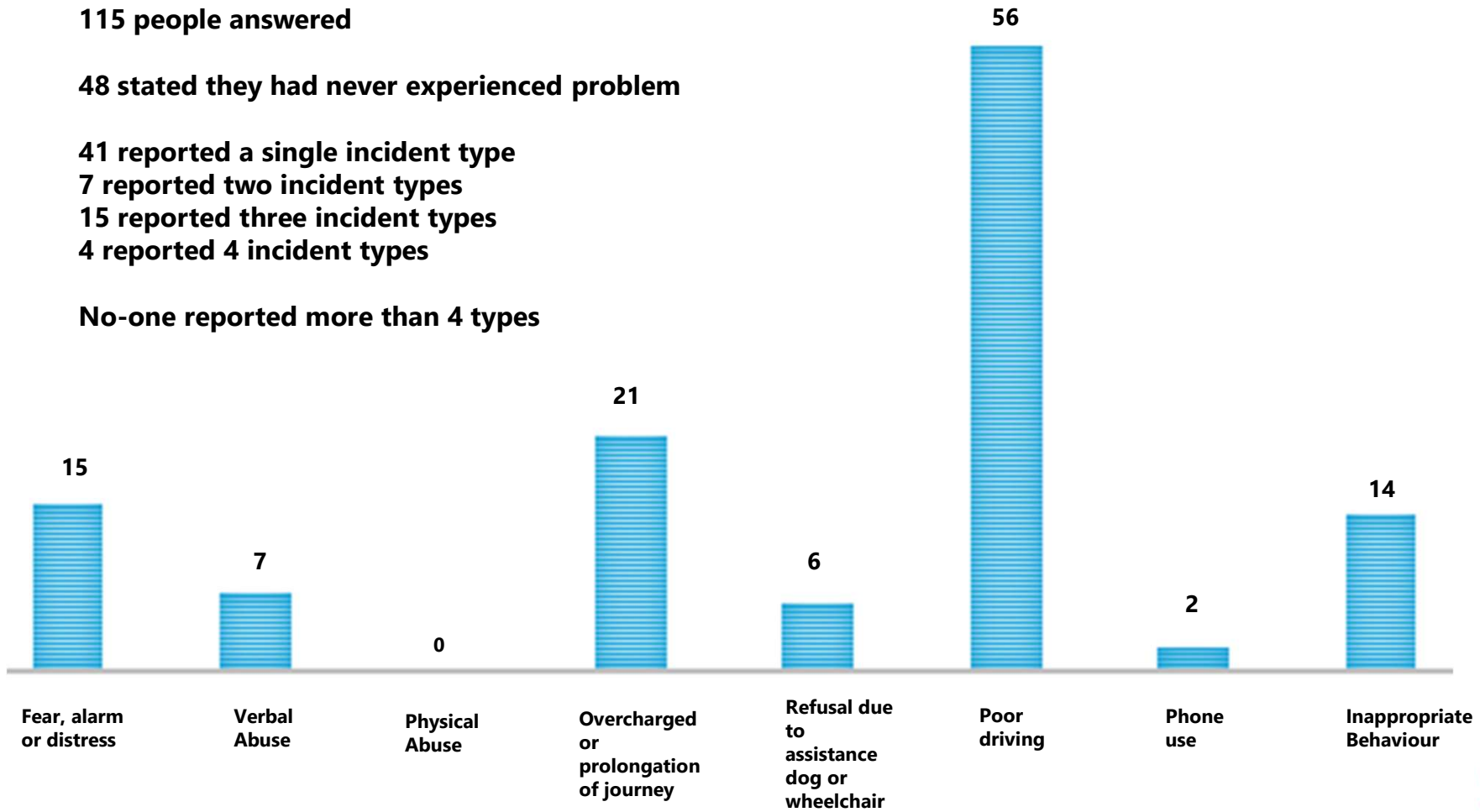
**41 reported a single incident type**

**7 reported two incident types**

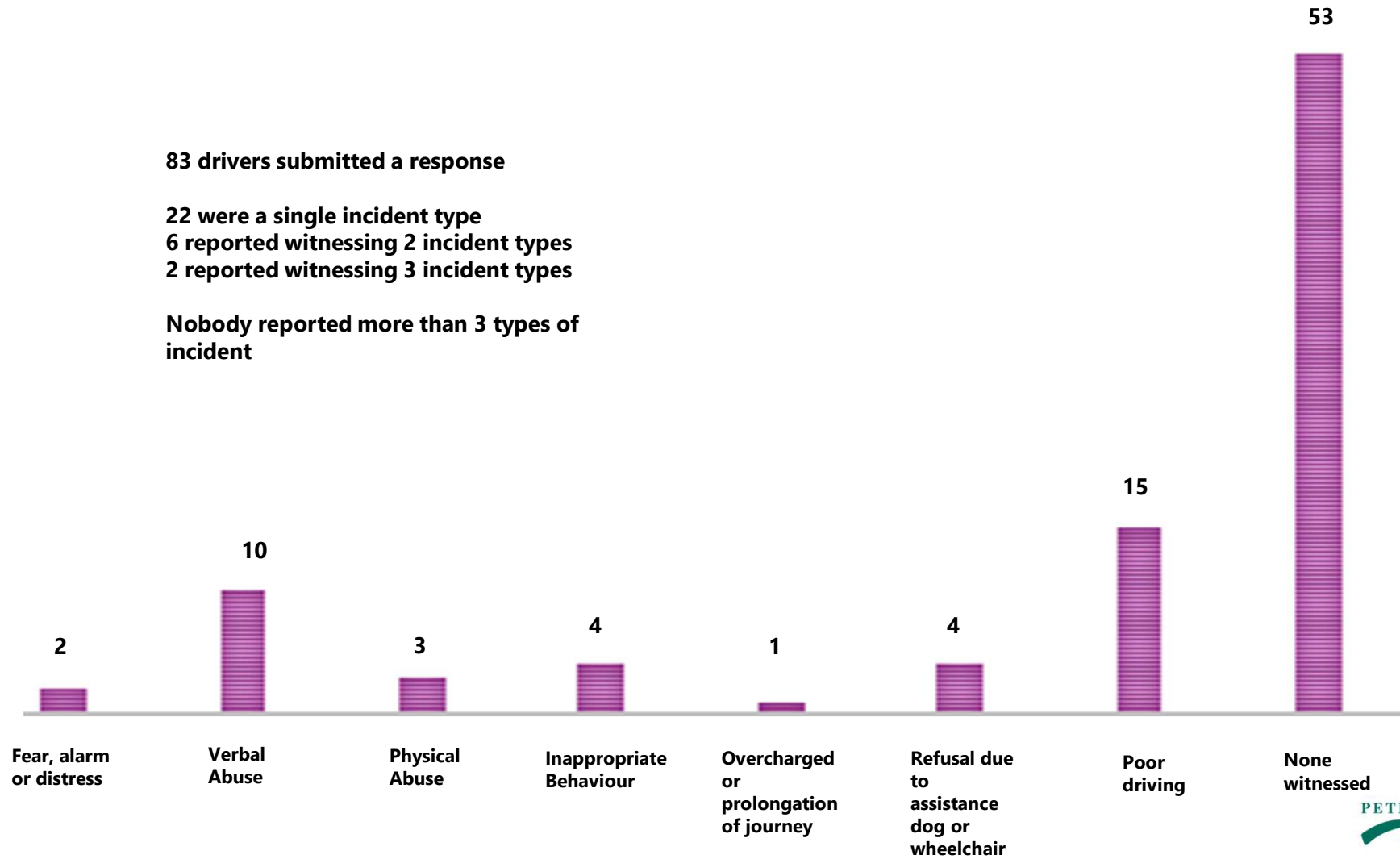
**15 reported three incident types**

**4 reported 4 incident types**

**No-one reported more than 4 types**

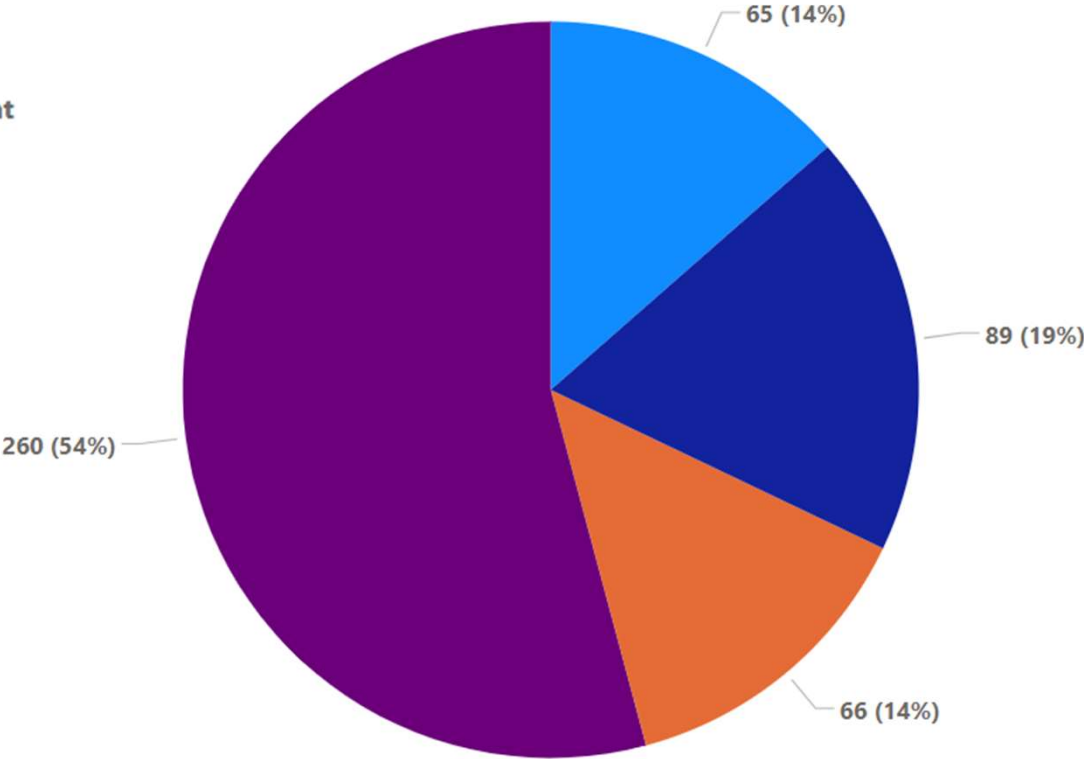


## Experiences of drivers as witness/aware of incidents



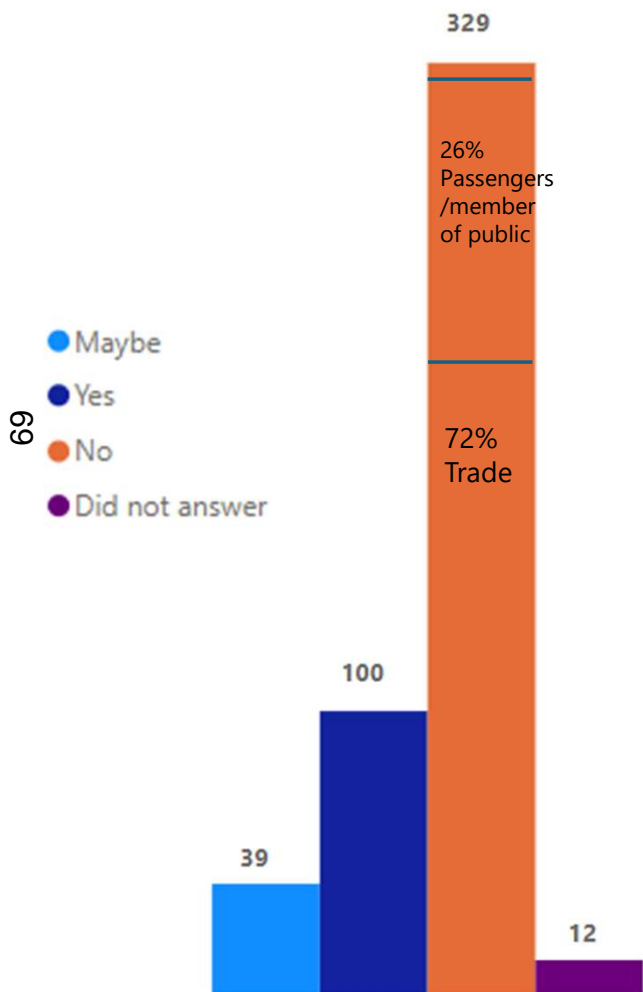
### Would event still have occurred if CCTV was in place?

- Did not answer/did not suffer or witness an event
- No
- Maybe
- Yes

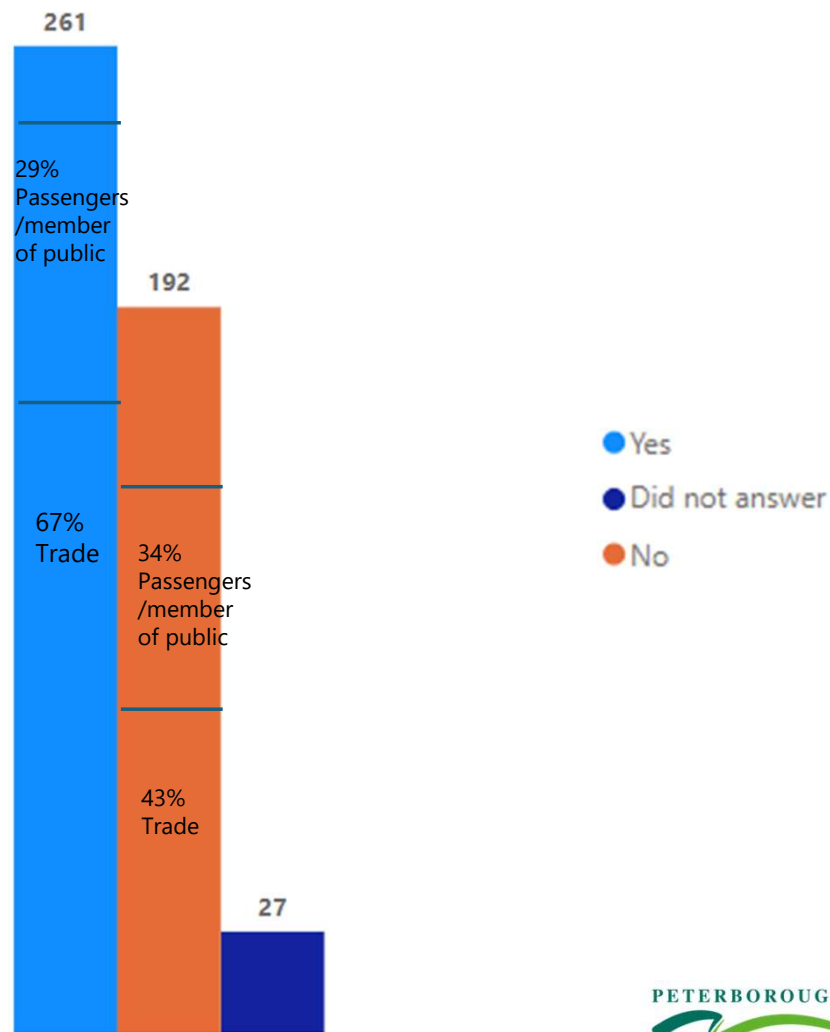




### Would CCTV reduce incidents against Drivers and Passengers?

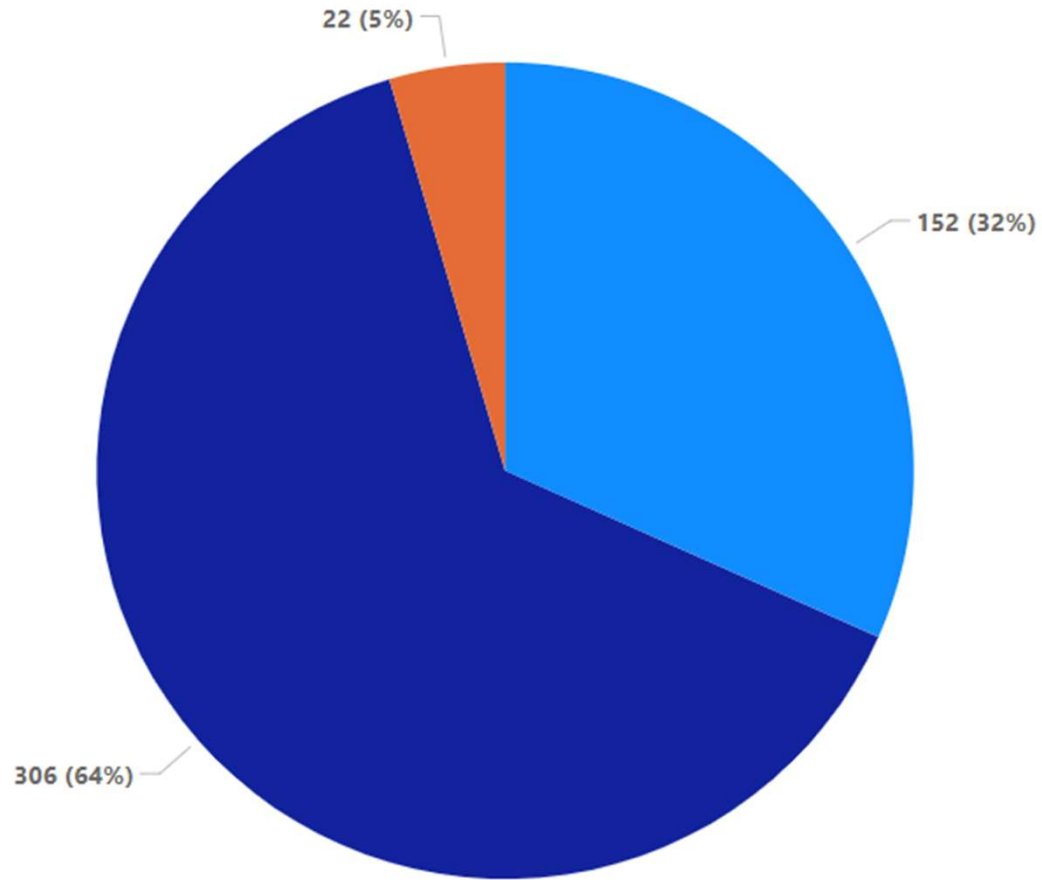


### Would other measures achieve the same aims?



# Complained about PCC licensed vehicle or driver

- Yes
- No
- Did not answer



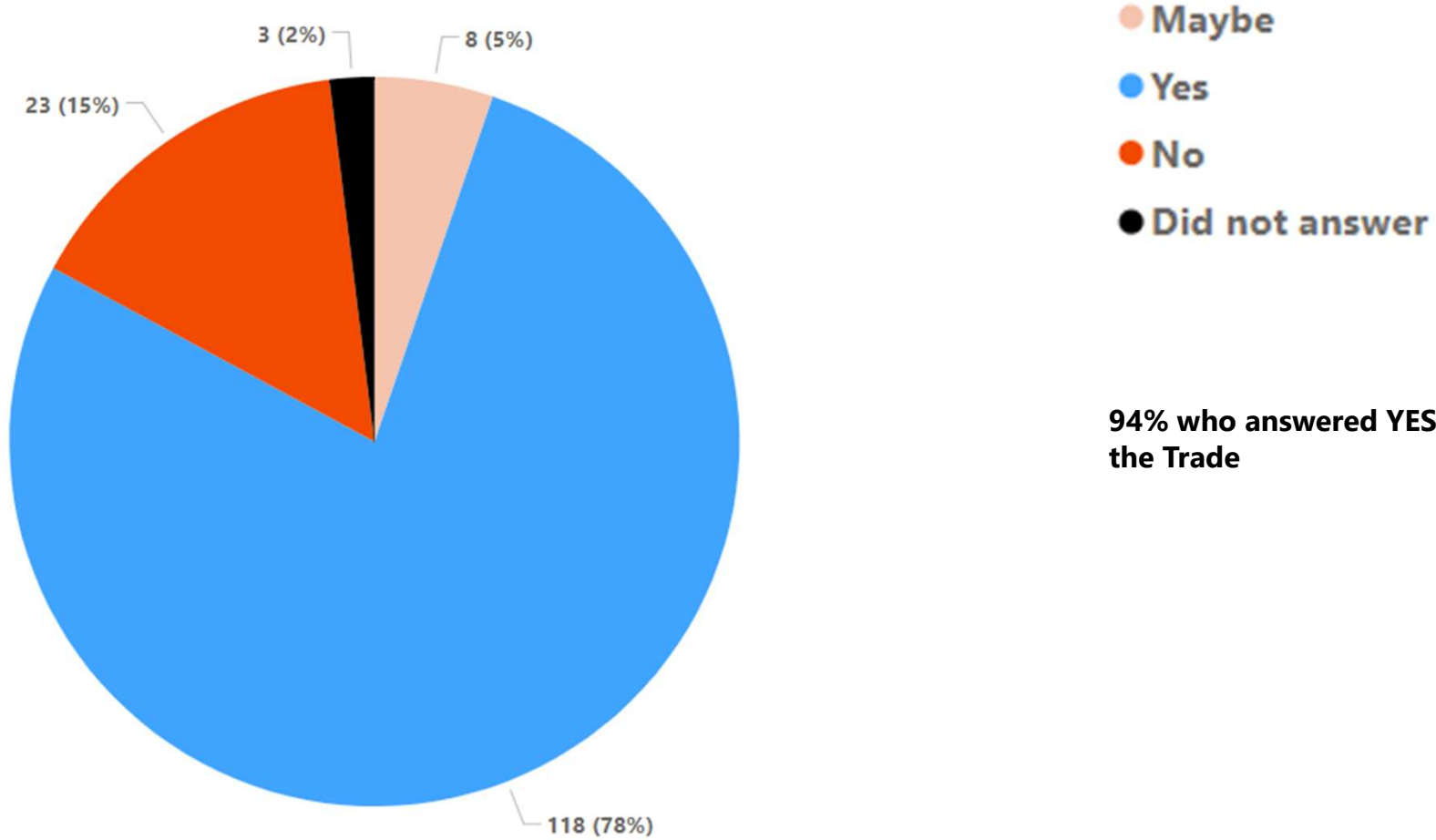
**173 (56%) NO responses were from the Trade**

**116 (38%) were from Passengers or Member of the Public**

**118 (77%) YES responses were from the Trade**

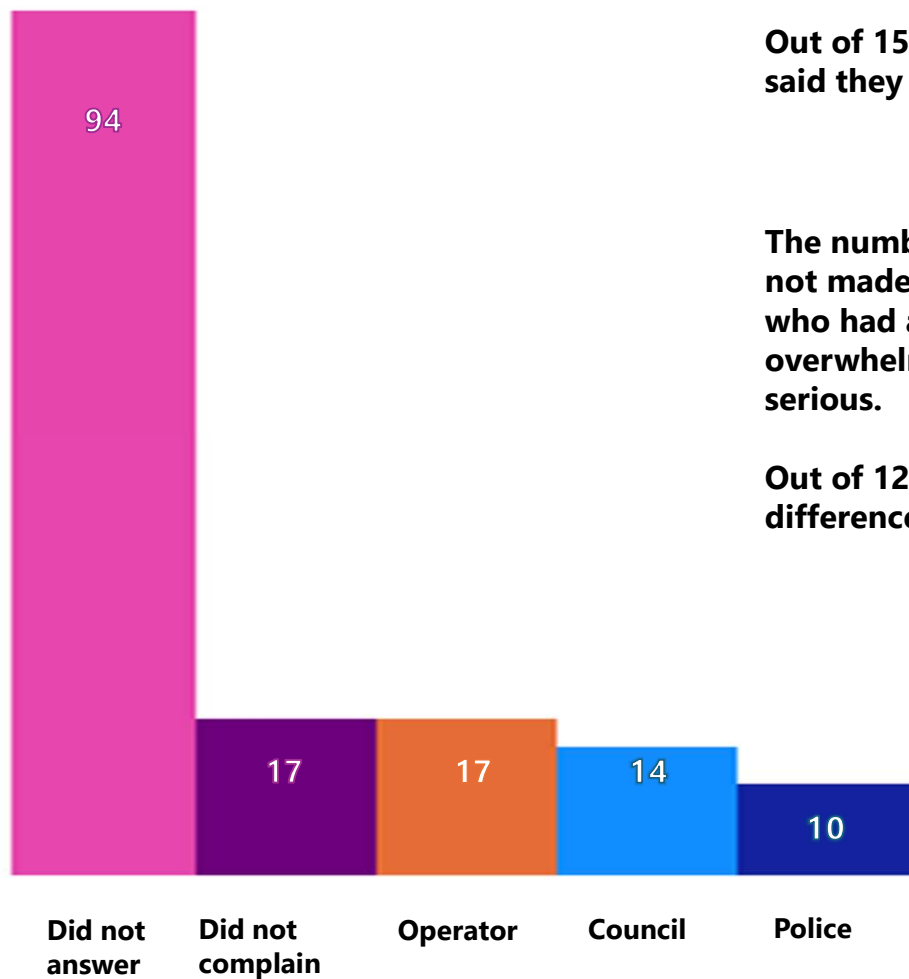
**27 (18%) were from Passengers or Member of the Public**

# Would CCTV have prevented the cause of the complaint?



94% who answered YES were from the Trade

## Did you make a formal complaint and to whom?



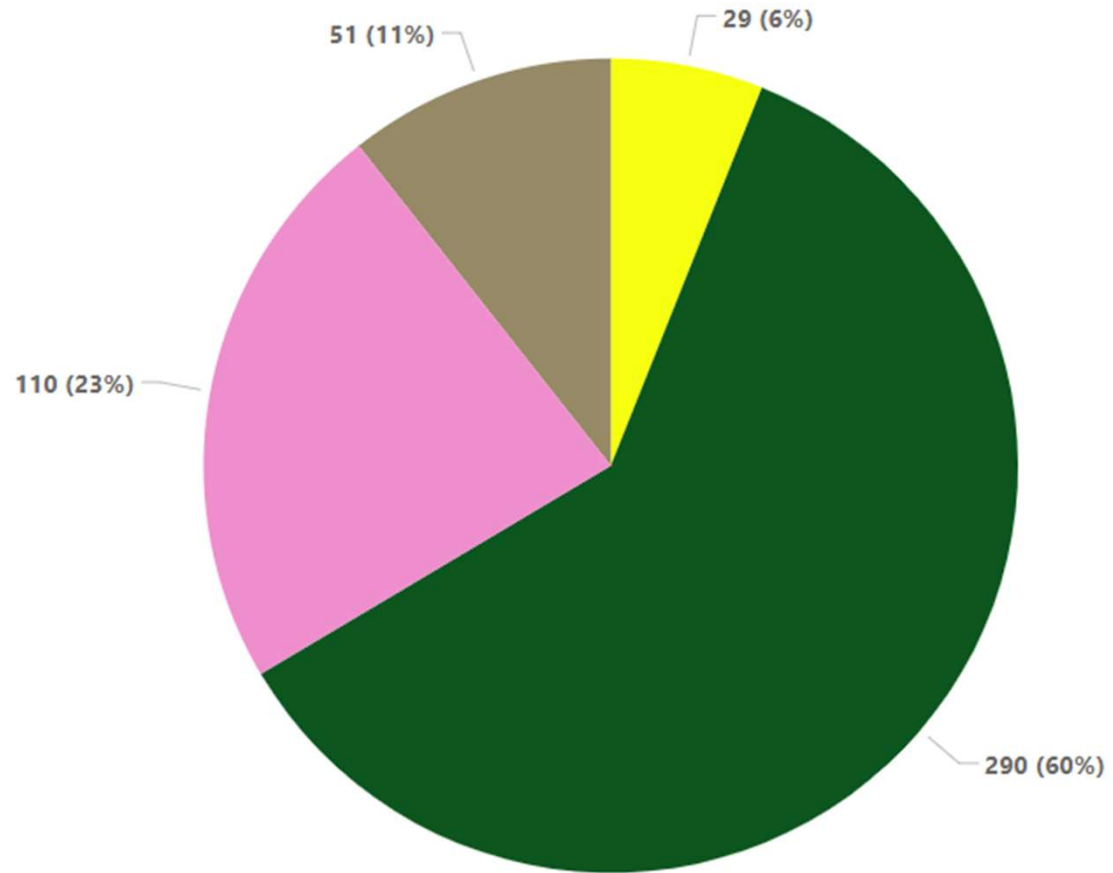
Out of 152 respondents who said they had cause to complain, 41 said they made a formal complaint

The number of responses to the question of why a complaint was not made if there had been cause (137), far exceeded the number who had actually said they did not complain (17). The overwhelming majority however stated the matter was not serious.

Out of 120 responses to whether CCTV would have made a difference to whether they reported, 110 said NO

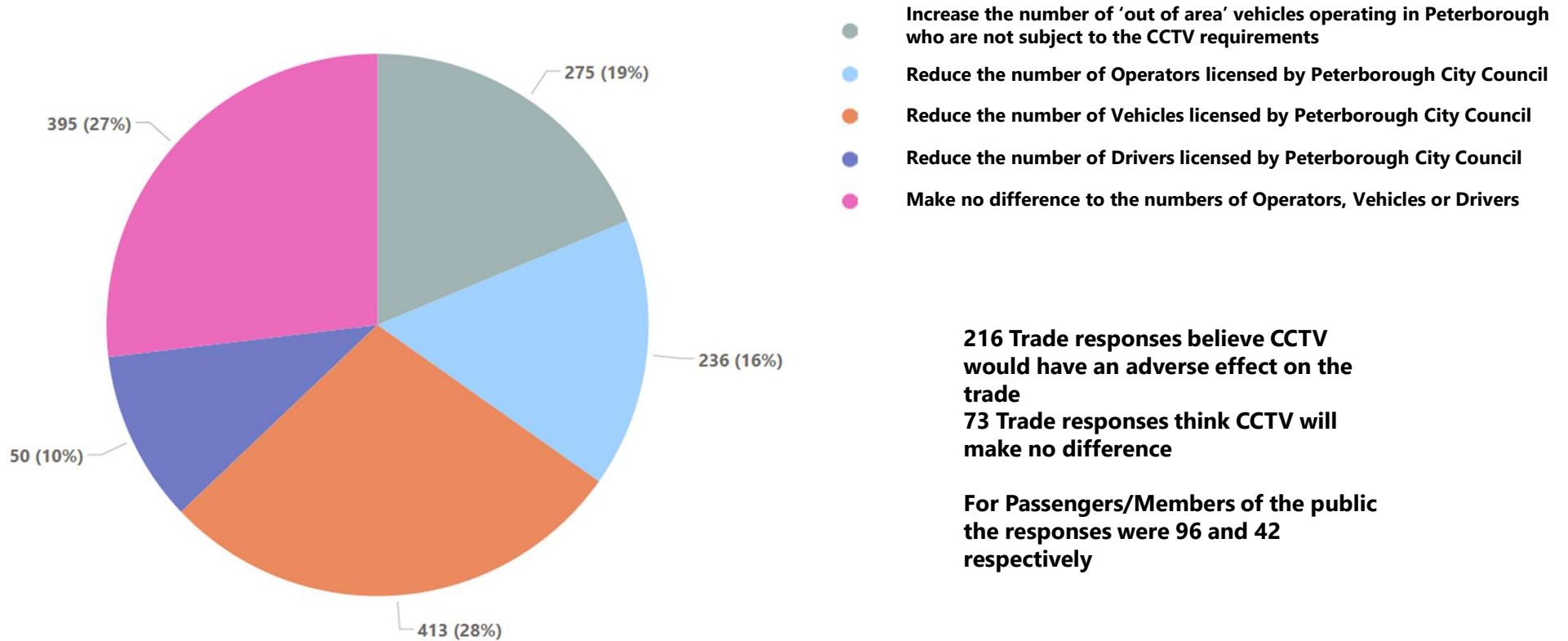
## Should a CCTV system include forward-facing camera as well as internal?

Of the 290 'No' responses, 205 were from the Trade and 80 from Passengers or Member of the Public



- Did not answer
- No
- Yes
- Maybe

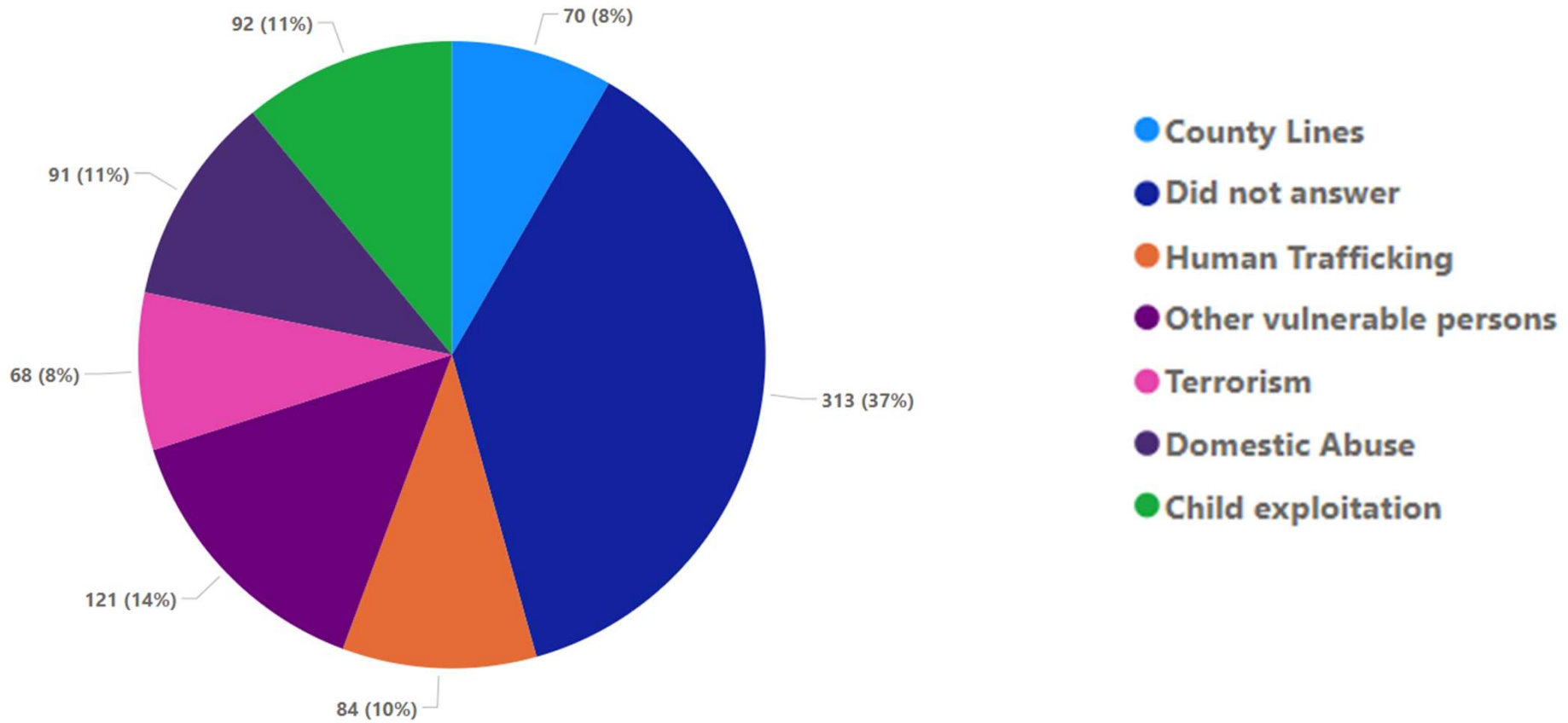
# Effect on the Trade if CCTV mandated



**216 Trade responses believe CCTV would have an adverse effect on the trade**  
**73 Trade responses think CCTV will make no difference**

**For Passengers/Members of the public the responses were 96 and 42 respectively**

## Could CCTV assist in wider safeguarding areas?

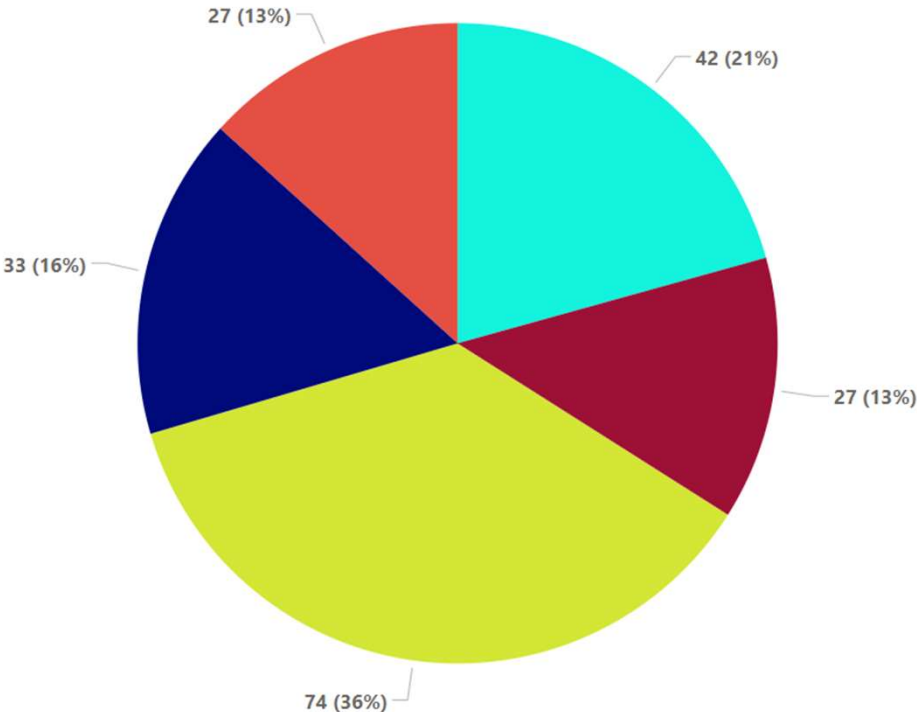


75

# Effect of existing CCTV in licensed vehicles

- Protects Drivers
- Protects Passengers
- Other
- Resolves Complaints
- Reduces Complaints

The 'other' responses were all in the negative – either the CCTV does nothing or reference to wider CCTV effect was made



This question was set for those in the Trade who already have CCTV installed in their vehicles. From some of the 'OTHER' comments received it can be inferred that some respondents did not meet this criterion.



## SUGGESTED OTHER MEASURES

- 96 responses said more police (and marshals through the night) are needed and/or better responses required/more actions should be taken
- Drivers need to be wearing their badges was mentioned 25 times
- 7 mentions of booking using apps
- Several people suggested measures/checks which are already undertaken as part of licensing a driver with PCC, such as background checks, checks of driving licences, safeguarding training
- Other suggested measures included a helpline sticker or alarm (to contact police), safety shield/barrier in the vehicles, better signage [about the licensing of the vehicle/driver], tachometer to regulate hours worked by a driver, secret shoppers, spot checks on who is driving (allegation of unlicensed family members working in place of the licensed driver)

## ANY OTHER COMMENTS

- 102 comments (mixture of passengers and drivers) stated they did not want CCTV due to privacy reasons; 38 due to cost and privacy; 36 due to cost only
- 16 said CCTV would be ineffective/not needed and 13 did not want CCTV but did not say why
- 4 said they already have dashcam
- 21 people said CCTV should be required and 14 would like CCTV but there should be exemptions such as executive travel (plate exempted vehicles)
- Greater disability awareness should be taught
- Other comments alleged that the Council Enforcement is not neutral and should have some Trade people, that the survey was biased or not advertised enough, that the Council has an ulterior motive for wanting CCTV (money making scheme)

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