

Appendix B – DfT Standards Consultation responses

Response 1 – Community Group

Errm, why did i receive this?

Response 2 – Family Support Worker

In regard to allowing taxi firms to open 24hours.
Taxi's should not be allowed to wait outside their premises in a residential road with engines running.
This causes a public nuisance to residents and is also an environmental issue.
The amount of taxi's parked outside their premises at any one time needs to be less and monitored.
Local residents should be consulted when allowing taxi premises to be open 24hours.
These are the main points that I and other residents would like to see changed.

Response 3 – Member of the public

I am writing having reviewed the proposed changes to the above.
I am 100% in agreement with the proposed changes by East Herts.
Specific comments: -
7.1 - CCTV should be installed in all vehicles - will provide additional comfort to users and drivers. Very much welcome this proposal.
11.0 It is essential that any outsourced contracts comply with the same standards. Additionally the service purchaser (passenger/booker) should be informed that an outsourced service is being used.
14.0 This is a welcome change and will be of great assistance for elderly and disabled who may find it difficult to board a minibus /

PSV.

Many thanks for offering the opportunity to respond.

Response 4 – member of the public

It seems that a great many of the taxi drivers in this area (and most areas) are Muslims of Pakistani origin.

It has been shown that grooming gangs from this background have been raping and sexually abusing white English girls throughout the country in large numbers.

This was swept under the carpet for many years, despite complaints from the victims, due to political correctness. and fear of being called racist.

I once saw a young girl of about 13 talking to a taxi driver outside a station. She was not a fare, as they chatted for a while, and then he took a fare and came back again. Eventually he drove off with her. I reported it to the police, but they weren't interested.

Young girls can appear flirty, but at that age they have no idea what they're doing.

I applaud you for taking steps to put a stop to this, but once they are convicted it's too late.

A little girl may have had her life ruined.

Maybe it should be compulsory for all cars to have video cameras, and for the drivers to wear cameras as the police do.

Maybe all drivers, when applying for a licence, should be warned that they will be monitored, and at any hint of bad behaviour they will be treated severely.

And of course they should have a clean record before getting a licence.

And maybe you could pressure the police to make this a priority so that it doesn't become the huge problem involving thousands of children, as it has in Rotherham and many other cities.

I'll happily be called a racist if it stops one little girl from being gang raped by these lowlifes.

I hope you feel the same way.

Response 5 - Hertfordshire LEP

Thank you for the invitation to respond to your consultation on hackney carriage and private hire licences.

On this occasion it is unlikely that the LEP will wish to respond however I will check with colleagues (by email copy) if they indeed wish to comment

Response 6 - Woman's Aid

Hello,

Thank you for contacting Women's Aid.

As the National Women's Aid we do not provide any face to face support or case work with survivors. The best people to speak to about your email would probably be your local domestic abuse service.

You can find contact details for your local service via our online

directory: <https://www.womensaid.org.uk/domestic-abuse-directory/>

Best wishes,

Women's Aid

Response 7 – Private Hire Operator and 4 individual Dual Drivers

The following observations/comments are made on behalf of:-

REDACTED

REDACTED

As Operators, and:-

REDACTED

REDACTED

REDACTED

REDACTED

As individual Licensed Drivers.

1. S4.12 Agreed
2. S5.16 Proposal 3. We think that this approach (5 years) may be too far detached from statutory penalties and might be unreasonable (although we have no issue with explicit reference to the offence nor to the principal of a (reasonable/measured) conviction free period).
3. See above
4. S6.2 Agreed. This will eliminate some unnecessary admin.
5. S6.15 Agreed. Will this be brought into the Driver Training Process? Also will you need to refine the licence suspension regulations to capture the possibility for test failure by an existing licensed driver?
6. S7.2 Agreed
7. S7.9 Could you please clarify whether within this consultation process you are opening a further consultation process regarding CCTV in licensed vehicles or whether you are proposing to open another consultation process (which would seem to be appropriate).

8. S8.2 Agreed
9. S8.8 Agreed
10. S8.9 Agreed. Note we already hold clear annual DBS checks for all office staff who do not also hold a Taxi Licence
11. S8.11 Agreed. You would need to find a method to police this change – without possibility for oversight it might become “tick box”. It’s worth mentioning that most Major platform providers provide the possibility for outsourcing booking/despatch often to overseas providers. We do not adopt this practice but it has become more widespread across C19 to compensate for lower inhouse requirements.
12. S8.12 Agreed. However, we think that this could be simplified and licensing made safer if the Operator were simply obliged to hold a clear current (1 year + 1 month max for renewal) DBS check for all office employees and agency staff. There would be no subjective view of safety if threshold had to be met.
13. S8.13 Agreed (in principal). However, there are grey areas here that require clarification with specific regard to Passenger Names and Destinations so we will call to discuss.
14. S8.16 Agreed.

Response 8 – Private Hire Driver

Proposed Changes to Policy, Standards Consultation

To whom it may concern

I am writing in reply to your proposed changes to policy and my thoughts on certain subjects you have highlighted.

2+3 Criminal Convictions and Rehabilitation paragraph 5.16.

Drink/Drug driving.

In no way do I approve of anyone drink/drug driving but I think your Proposal 2 is excessive. I think this policy should stay at 1-5yrs.

Someone could have had a momentary lapse due to illness , family pressures and within a year could have turned their lives around. If

you left this at 1-5years it would give someone the chance to get back on track and you can access every case on it's own merit, 7 years wouldn't give much incentive to get back to driving.
Proposal 3 seems excessive to and would be better to stay as it is.

5 Language Proficiency Paragraph 6.15 of the standards
Proposal 4 is a good idea for new drivers but proposal 5 in certain cases seems extreme. Could proposal 5 be for all new drivers in the last 2 years. Are you really saying that someone like me who has been doing this job for 29 years would have to come in to be tested on my spoken written English that seems to be very belittling.

Proposal 7

1: I believe camera's are a good idea in certain circumstances ie rank work.

2: You shouldn't make this compulsory. It should be up to the Individual Company's and Driver's if they want to have this. Times are hard enough right now most of us are just barely getting by and you want to add another expense on us. Driver's have enough to pay out making this compulsory could push them over the edge!!

3 Audio. I think this should be left to the individuals to decide.

The above changes were the only things that I wished to comment upon the rest seemed fine.

I thank you for taking the time to consider these points I have raised

Regards