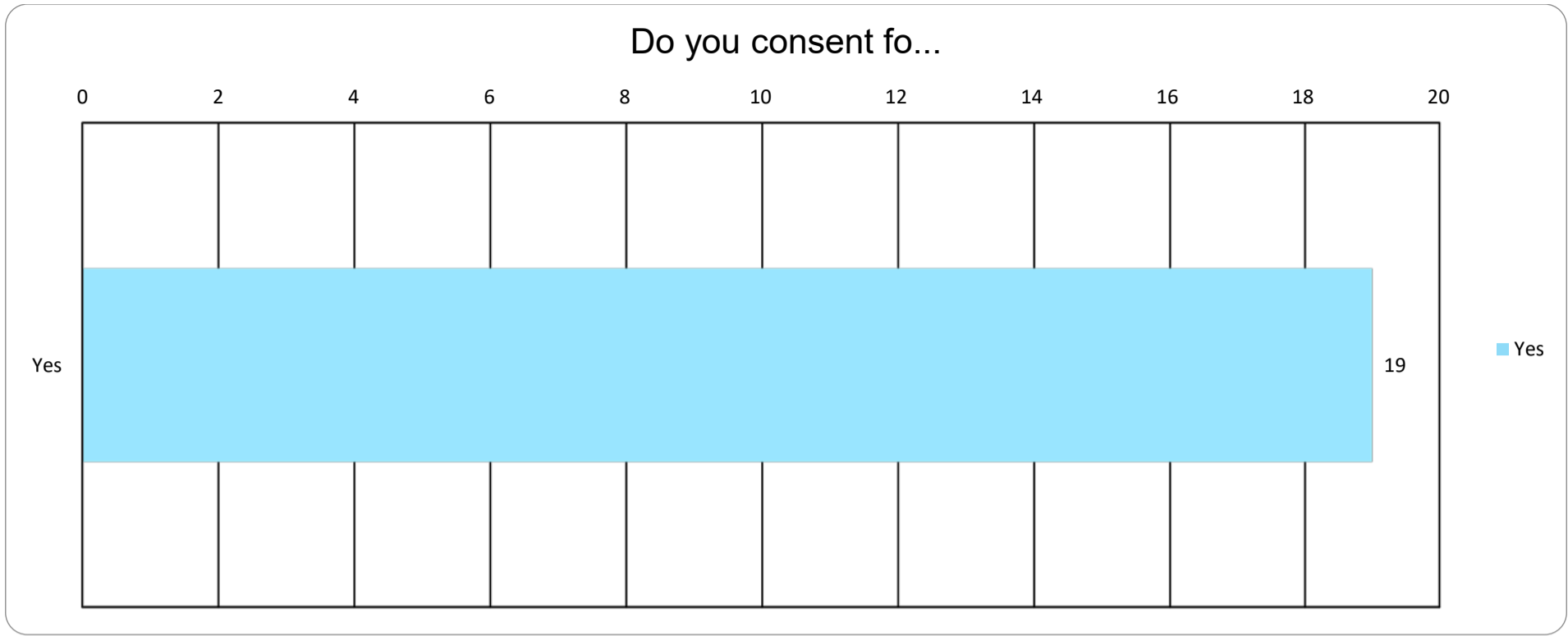
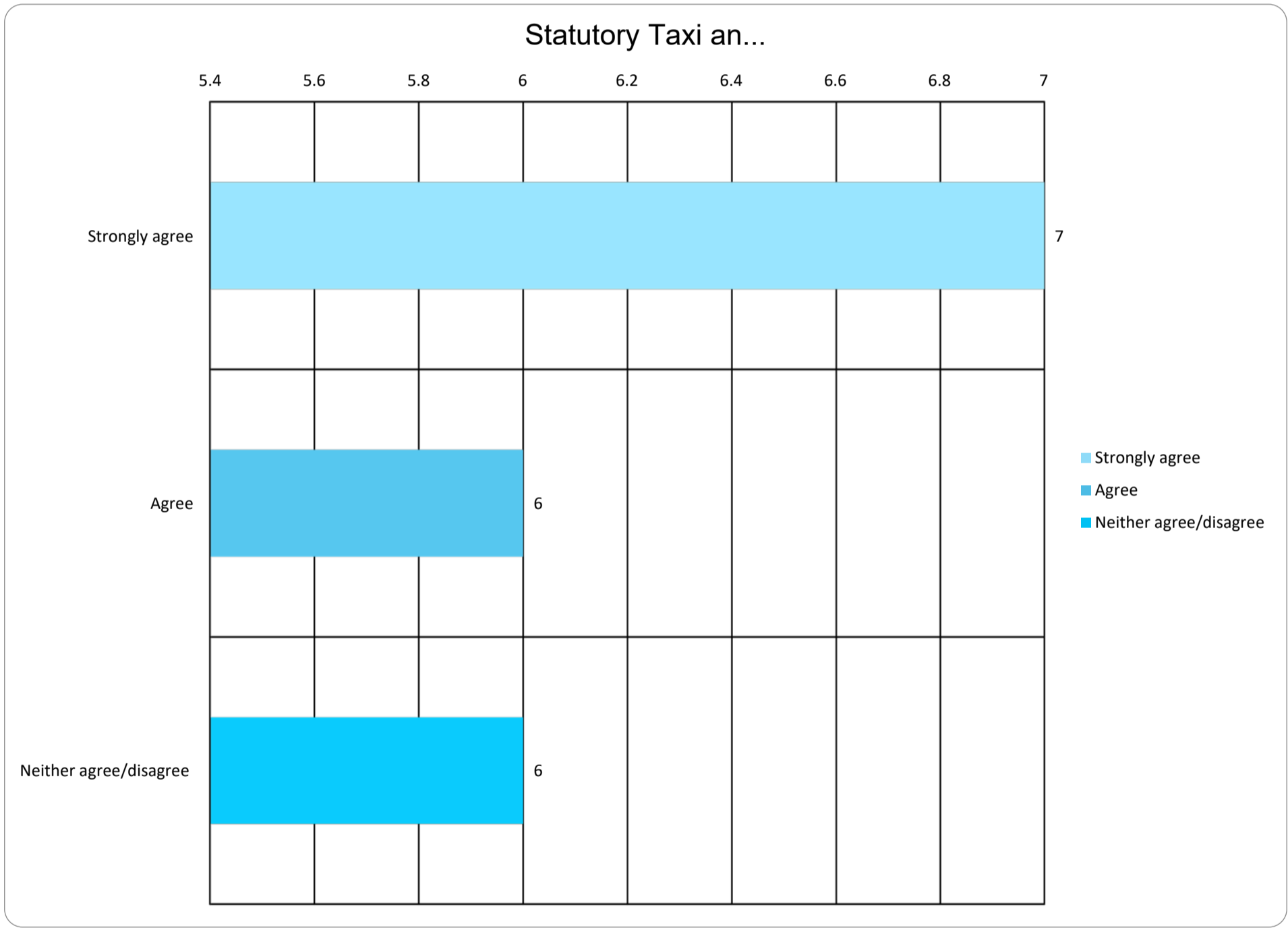


Do you consent for the Council to collate and process your feedback?	
Yes	19

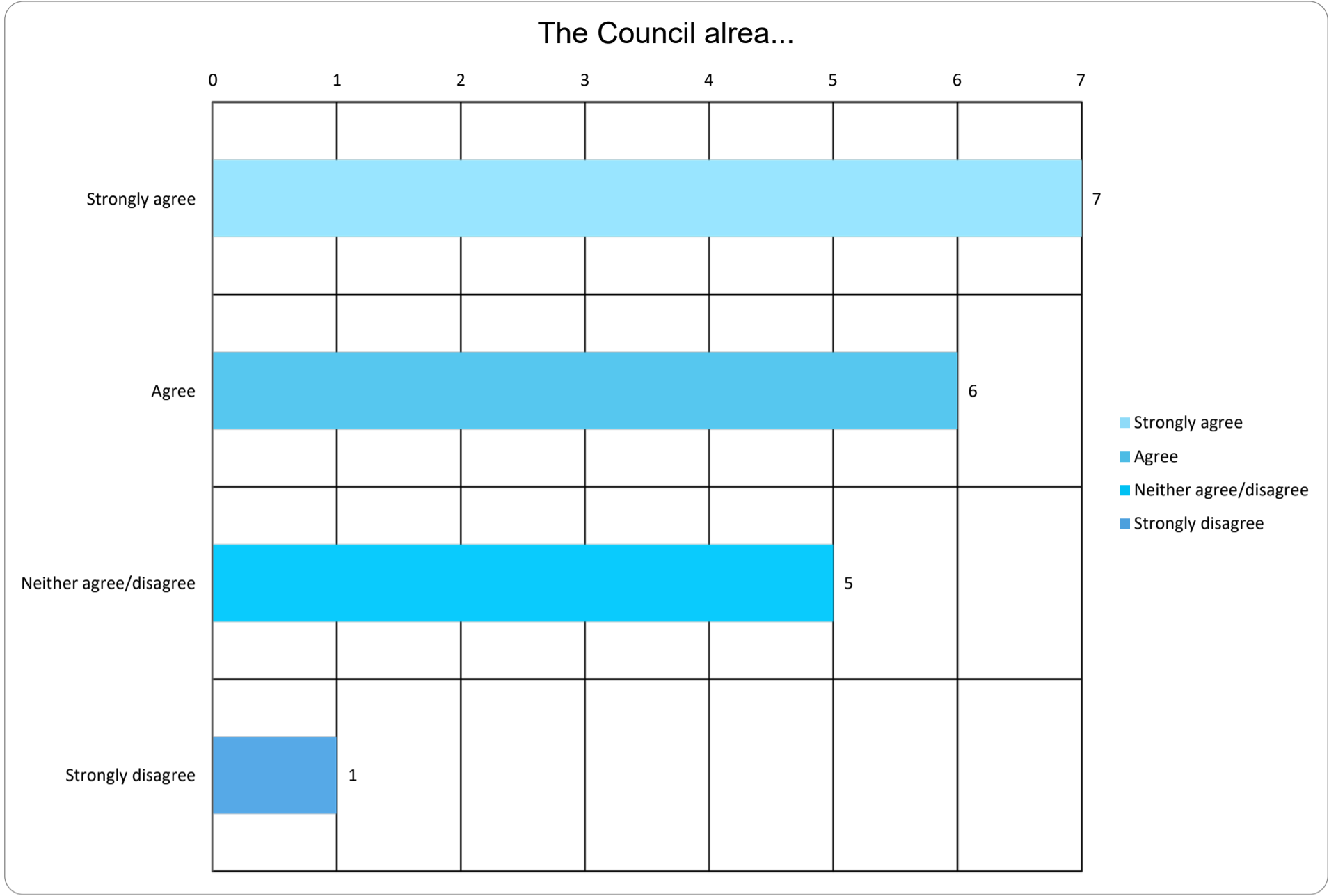


Statutory Taxi and Private Hire Vehicle Standards stipulate that a set frequency of 6 months must be established for the monitoring of licensed drivers' criminal convictions through the Disclosure and Barring Service (DBS) Update Service. The draft policy has been updated with the following: Whilst a full DBS Enhanced Disclosure is required from each licensed driver on application and then maintained through the DBS Update Service, where offences leading to conviction, formal caution and/or charge are committed by licensed drivers, it is important, in the interests of consistency and transparency that a procedure is in place to consider what effect this should have on their licence. The Authority will carry out checks of DBS status every 6 months. To what extent do you agree that the above clearly outlines the requirement?	
Strongly agree	7
Agree	6
Neither agree/disagree	6



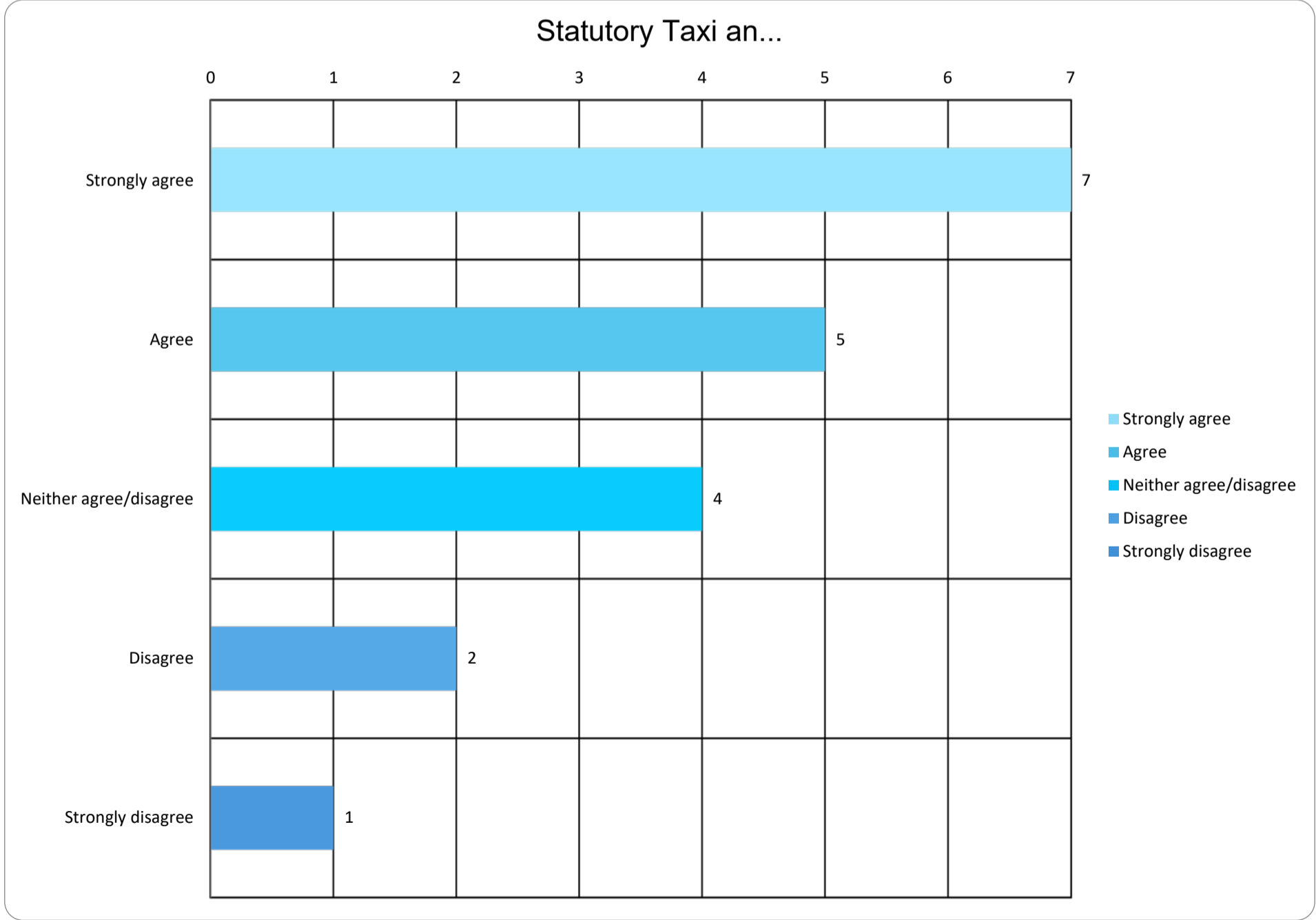
The Council already has a process in place to deal with issues and complaints about licensed drivers and vehicles. We intend to update this with a 'Comments, Complements, Complaints' scheme to ensure anyone has the means to report concerns about licensed (or unlicensed) drivers, vehicles, or operators. This will include specific information to be displayed in all licensed vehicles and a reemphasis that taxi plates must be suitably secured to vehicles. To what extent do you agree that the above clearly outlines the requirement?

Strongly agree	7
Agree	6
Neither agree/disagree	5
Strongly disagree	1



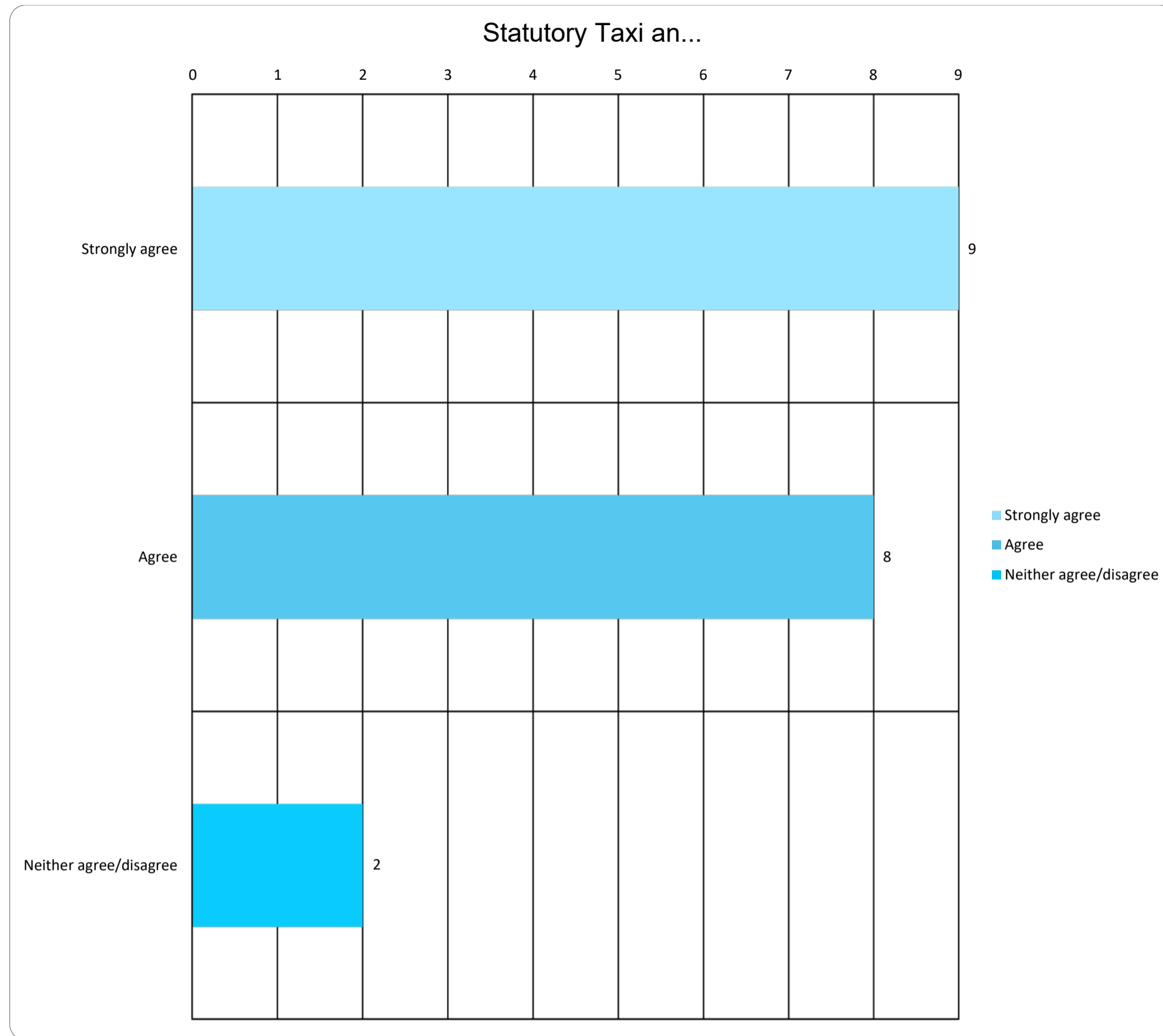
Statutory Taxi and Private Hire Vehicle Standards stipulates the time limit for existing licence holders to report offences incurred during the period of licence to the Council must be reduced from 7 days to 48 hours. The draft policy has been updated with the following: The driver shall inform the Council of any conviction, formal caution, fixed penalty, absolute discharge and/or criminal charge imposed on him/her (or, if the proprietor is a company or partnership, any of the directors or partners) during the period of the licence. This notification must be in writing and be made within 48 hours of the offence. To what extent do you agree that the above clearly outlines the requirement?

Strongly agree	7
Agree	5
Neither agree/disagree	4
Disagree	2
Strongly disagree	1



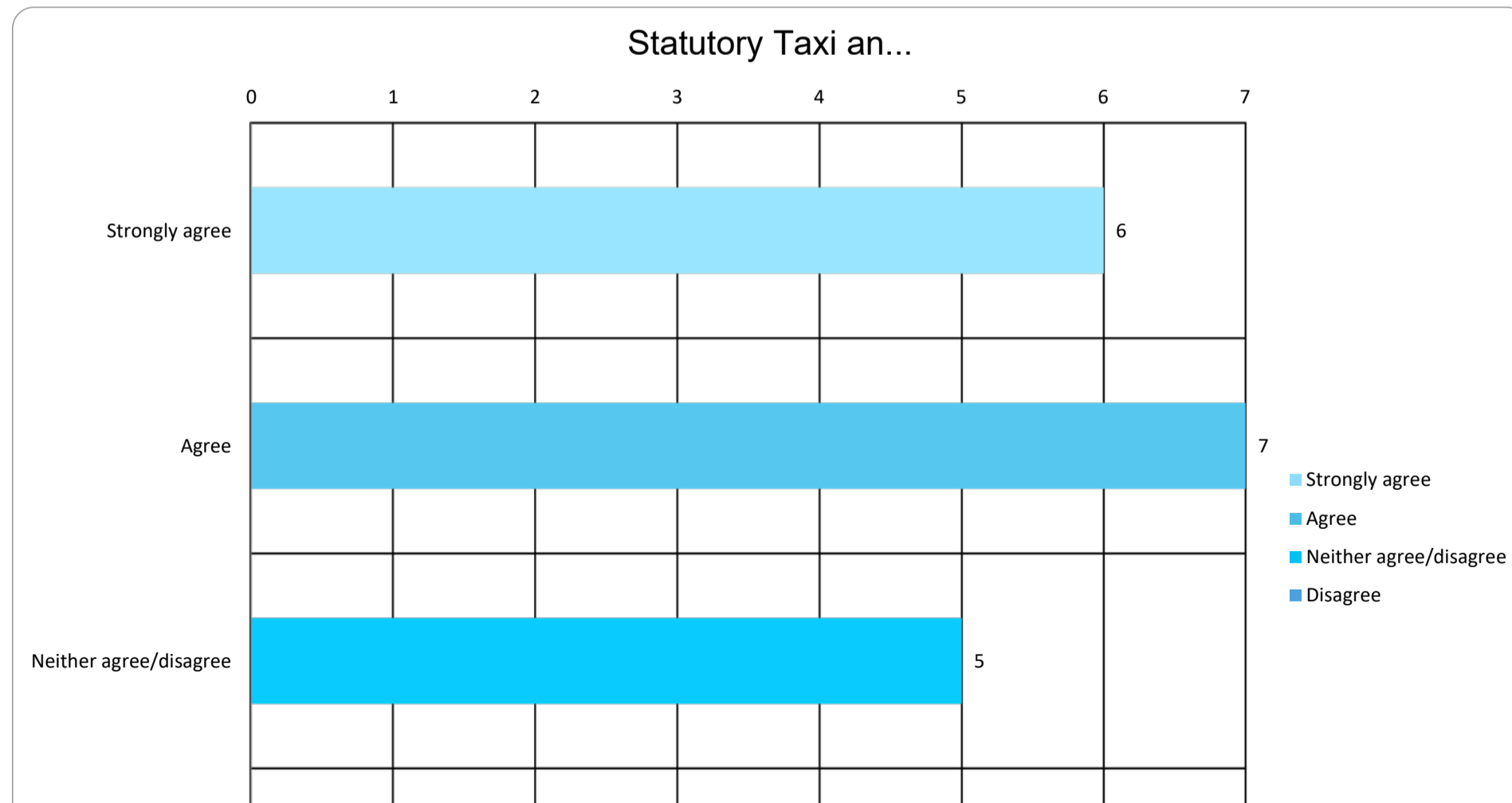
Statutory Taxi and Private Hire Vehicle Standards stipulates we must update safeguarding and public safety statements. The draft policy has been updated with the following: The Authority has in place arrangements that reflect the importance of safeguarding and promoting the welfare of children. This includes clear whistleblowing procedures, safe recruitment practices and clear policies for dealing with allegations against people who work with children, as set out in the Working Together to Safeguard Children statutory guidance. The Authority also has effective internal procedures in place for staff to raise concerns and for any concerns to be dealt with openly and fairly. Accordingly, the Authority operates and maintains Whistleblowing, Safeguarding and Safe Recruitment policies. It also operates a clear 'comments, complements complaints' process that anyone can use if they have a concern about any licence holder. To help protect all passengers, this Policy also aims to advise the public on the risks of using unlicensed drivers and vehicles, how to identify the licensed trade and the appropriate measures to take when using these services. A copy of the Department for Transport (DfT) Guidance is available at [www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards](http://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards) To what extent do you agree that the above clearly outlines the requirement?

Strongly agree	9
Agree	8
Neither agree/disagree	2

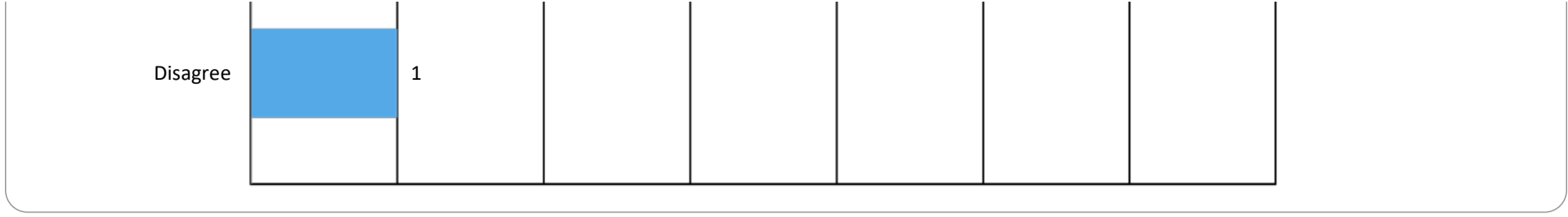


Statutory Taxi and Private Hire Vehicle Standards require changes to our licensing processes for licensed private operators to include a requirement that an up-to-date Basic Disclosure and Barring Service (DBS) check is carried out on all booking and dispatch staff and operate a policy on the employment of ex-offenders. The draft policy has been updated accordingly and stipulates: • Carry out a Basic DBS check on all booking and dispatch staff and must update their records with every member of staff ensuring records are kept up to date. • Ensure that they have seen the DBS disclosure for each member of staff. • Maintain a policy on employing ex-offenders. To what extent do you agree that the above clearly outlines the requirement?

Strongly agree	6
Agree	7
Neither agree/disagree	5

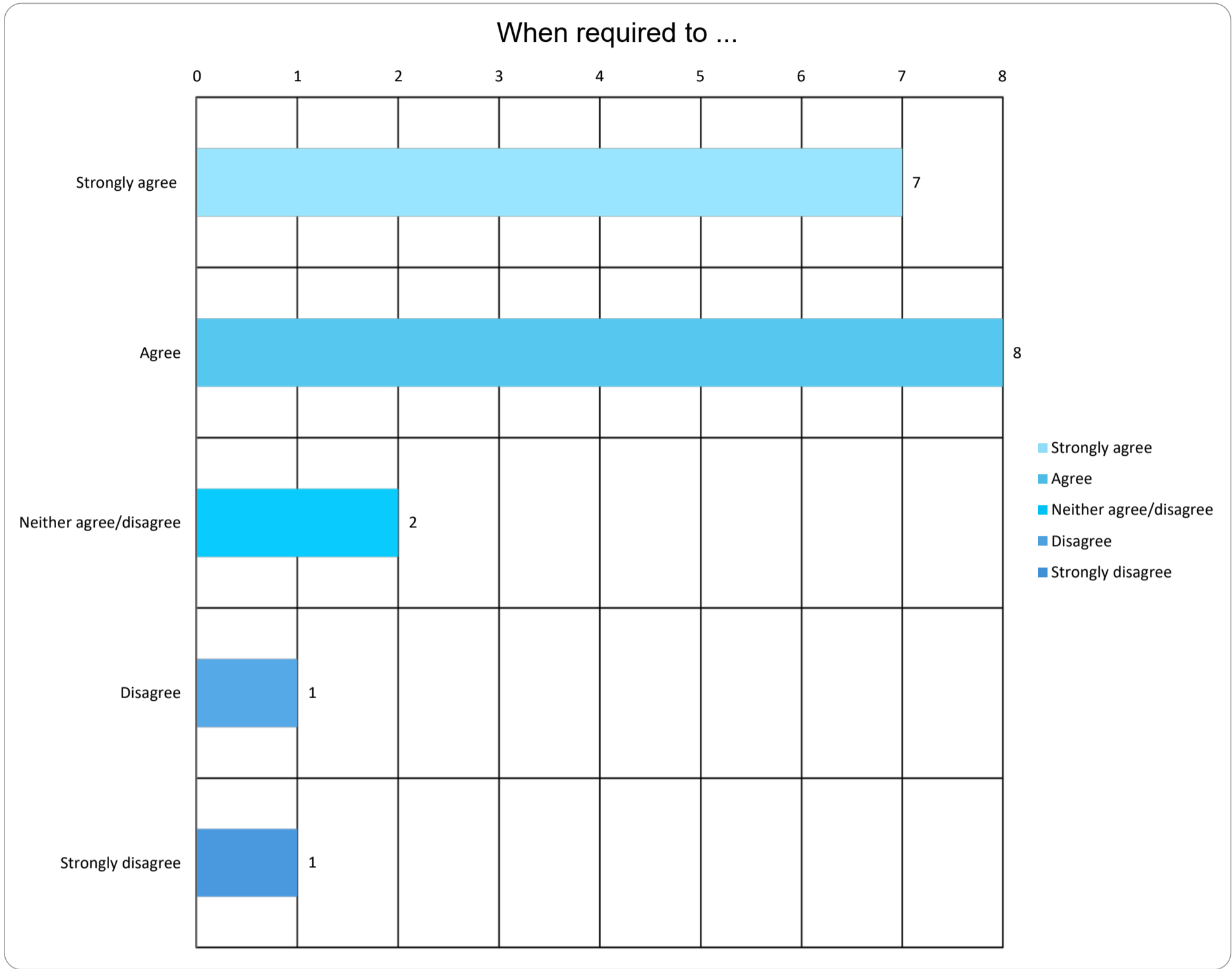


Disagree	1



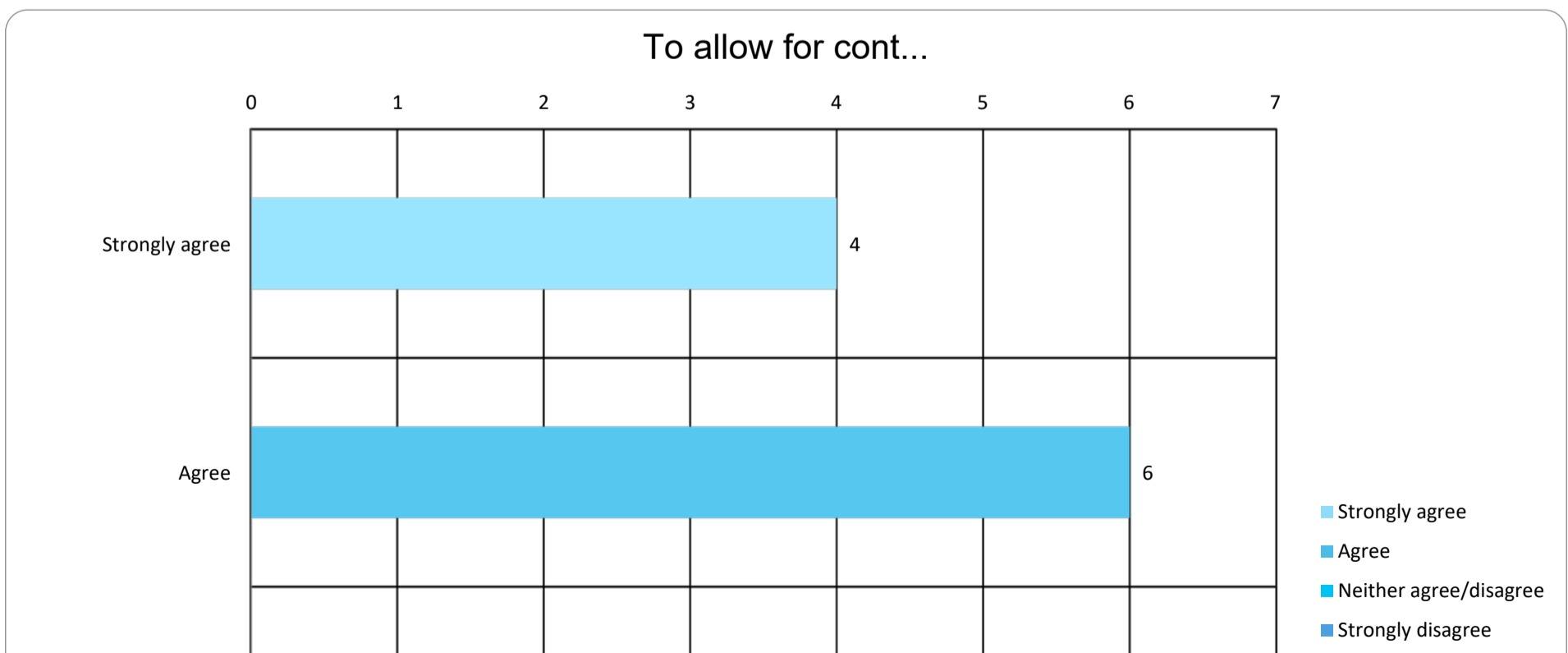
When required to do so, the Council expects applicants and licensed drivers undertake a medical examination that is conducted by their own general practitioner or medical practice. To assist applicants and licensed drivers where this may not be possible, the Council intends to amend the policy to allow the examination to be completed by a suitably qualified medical practitioner but with access to the applicant's full medical history. The draft policy has been updated with the following: The Authority will expect medical examinations must be conducted by the applicant's own general practitioner or medical practice. Where this cannot be achieved, the examination must be completed by a suitably qualified medical practitioner with access to the applicant's full medical history. To what extent do you agree that the above clearly outlines the requirement?

Strongly agree	7
Agree	8
Neither agree/disagree	2
Disagree	1
Strongly disagree	1

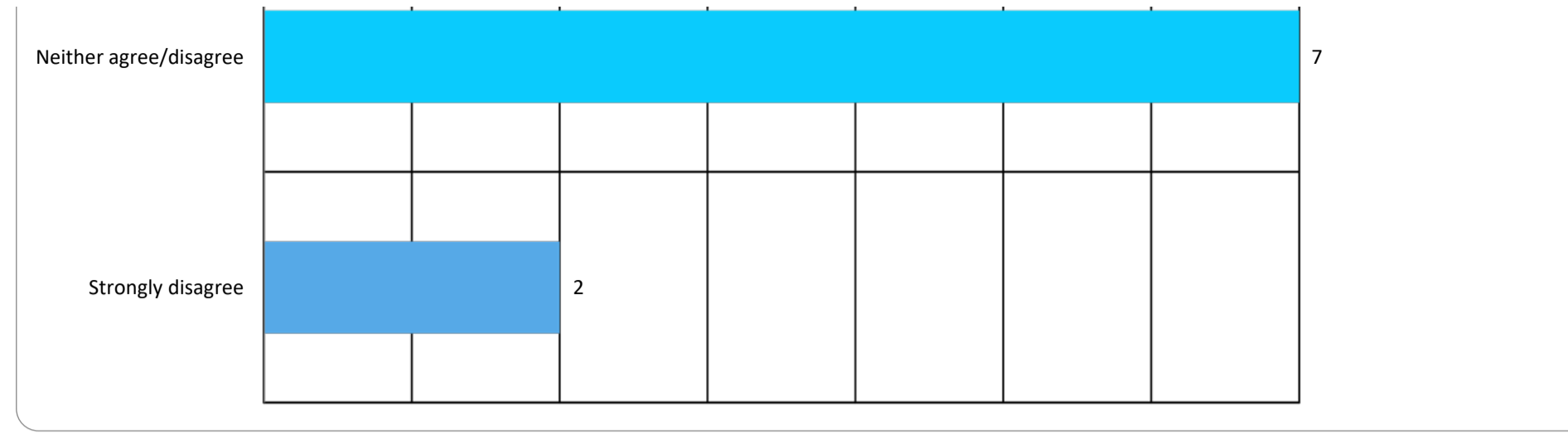


To allow for continued changes in vehicle technology, the Council intends to change its licensed vehicle specifications to further support the use of hybrid / electric vehicles where this impacts on the layout and the available space for passengers. The draft policy has been updated to incorporate the following: Depending upon design, electric vehicles may not meet the requested headroom requirements due to the positioning of the battery. Each vehicle (if not already granted) will require full measurement and approval will only be granted on a case-by-case basis after a full assessment has been carried out. To what extent do you agree that the above outlines the requirement?

Strongly agree	4
----------------	---



Agree	6
Neither agree/disagree	7
Strongly disagree	2

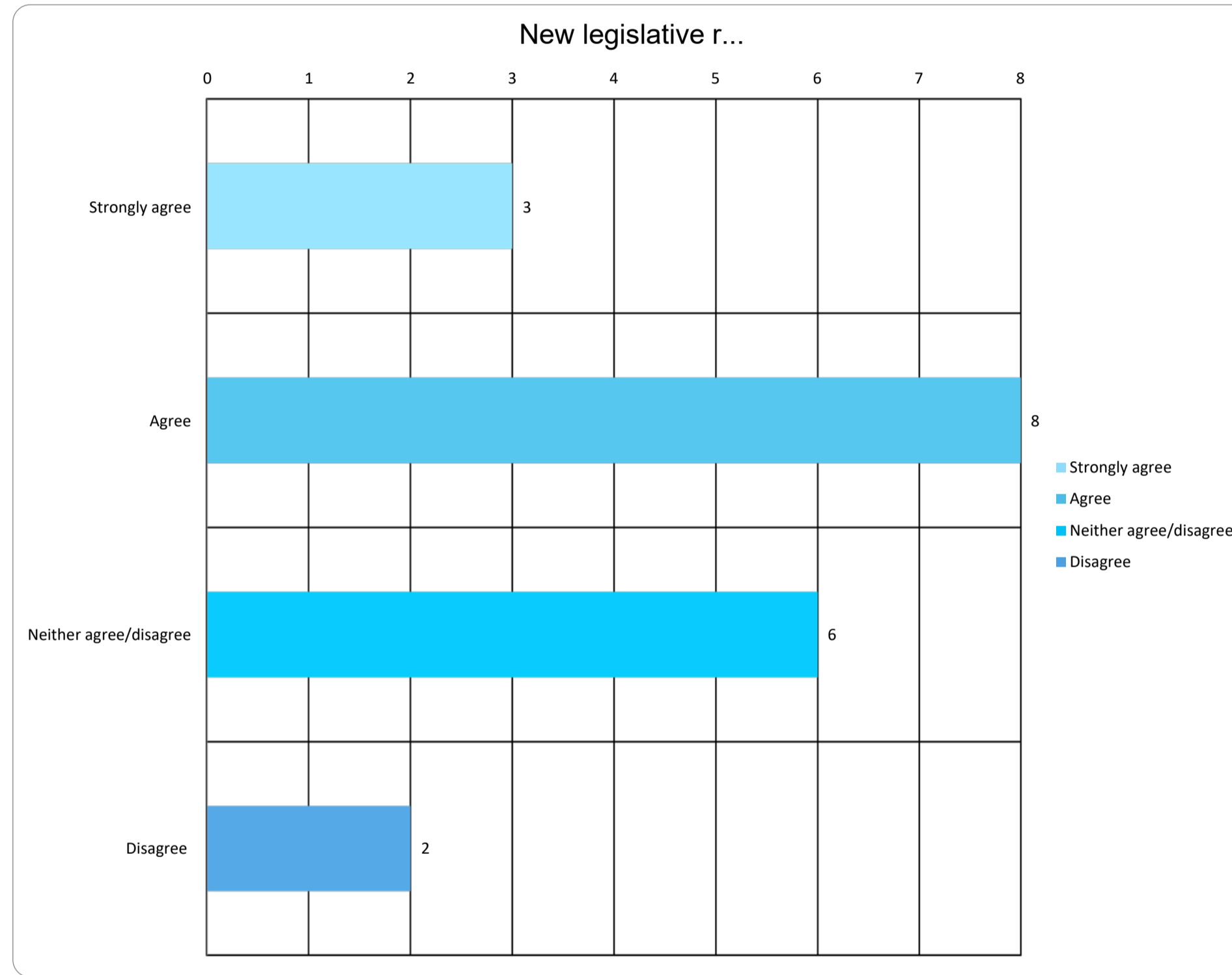


New legislative requirements stipulate Hackney Carriage and Private Hire drivers and operators must confirm their tax responsibilities if applying for a licence for the first time or applying for a licence already held but has not been valid for over a year. This will include the provision of a tax check code to confirm the completion of a tax check if renewing a licence, applying for the same type of licence previously held that ceased to be valid less than a year ago or applying for the same type of licence already held with another licensing authority. The draft policy has been updated with the following:

- [From 4 April 2022, where relevant] Confirmation of their tax responsibilities if applying for a licence for the first time or applying for a licence already held but has not been valid for over a year.
- [From 4 April 2022, where relevant] A tax check code to confirm the completion of a tax check if renewing a licence, applying for the same type of licence previously held that ceased to be valid less than a year ago or applying for the same type of licence already held with another licensing authority.

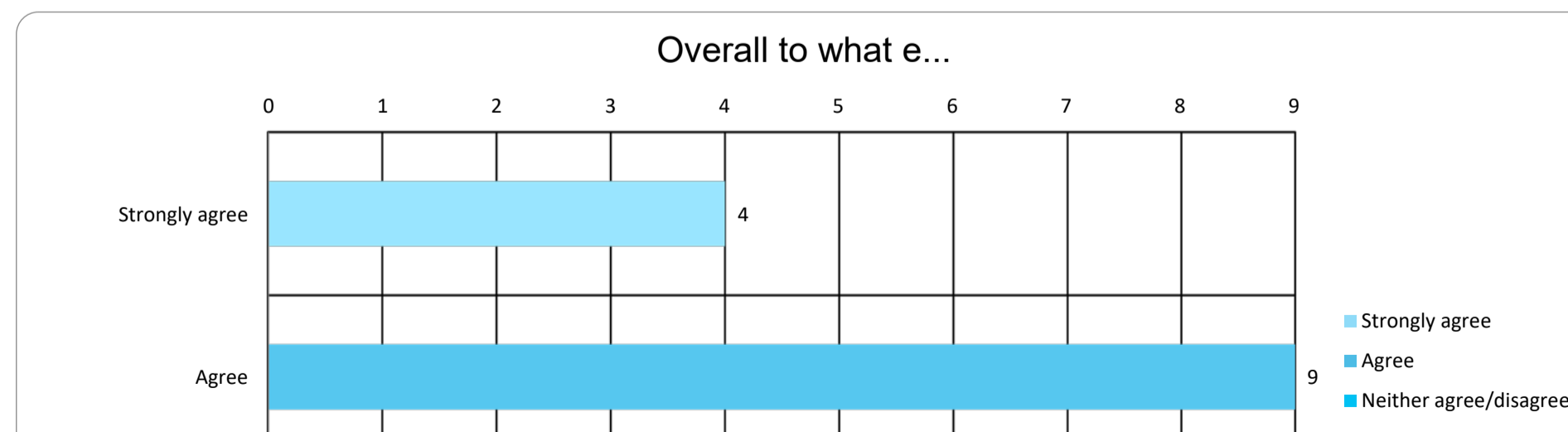
To what extent do you agree that the above clearly outlines the requirement?

Strongly agree	3
Agree	8
Neither agree/disagree	6
Disagree	2



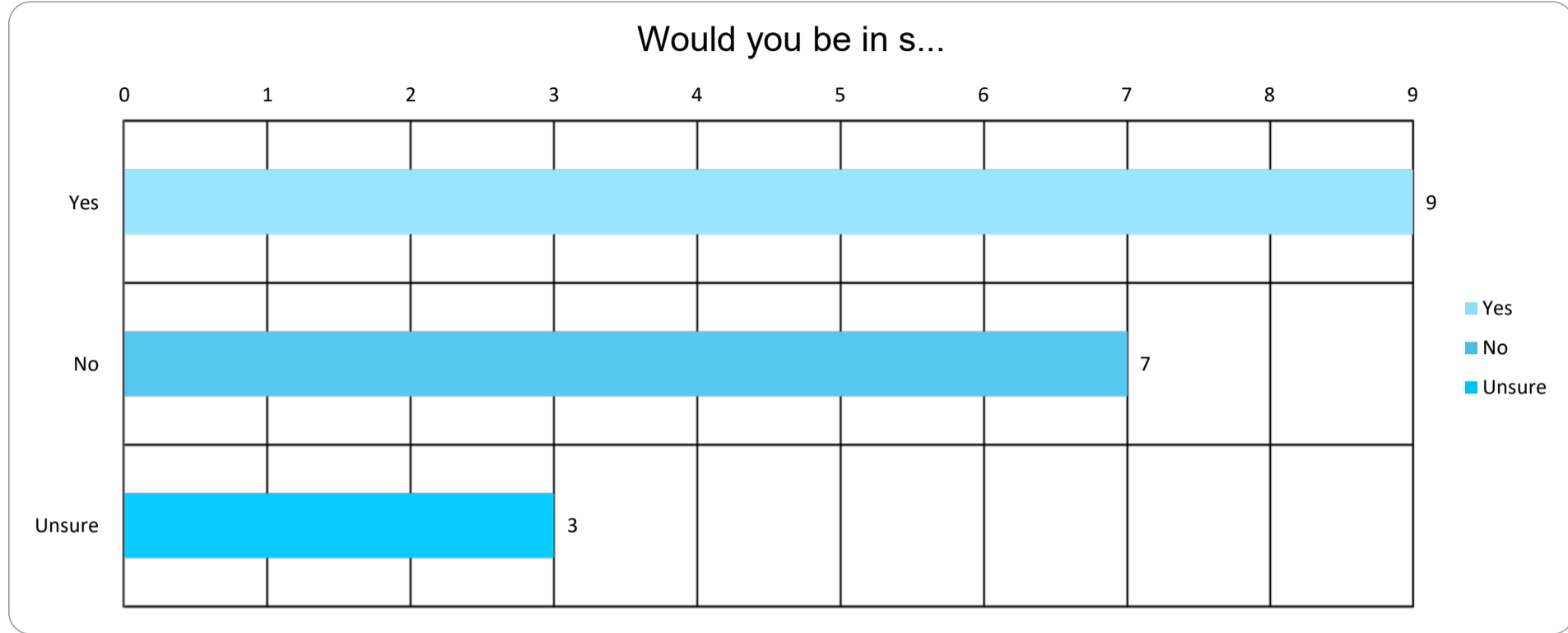
Overall to what extent do you agree that the policy is clear and easy to understand?

Strongly agree	4
Agree	9
Neither agree/disagree	6

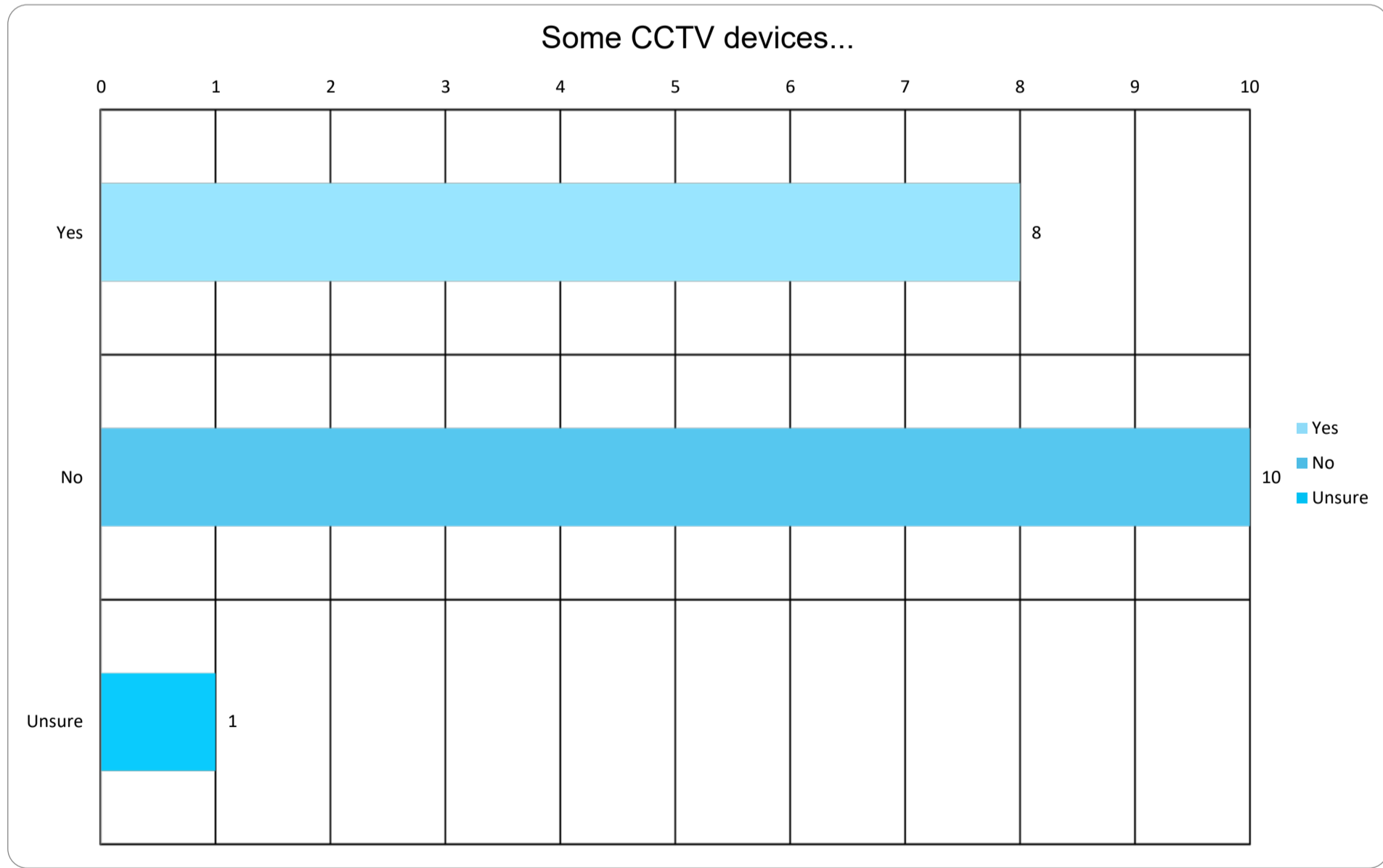





Would you be in support of CCTV installation in taxis and private hire vehicles?	
Yes	9
No	7
Unsure	3

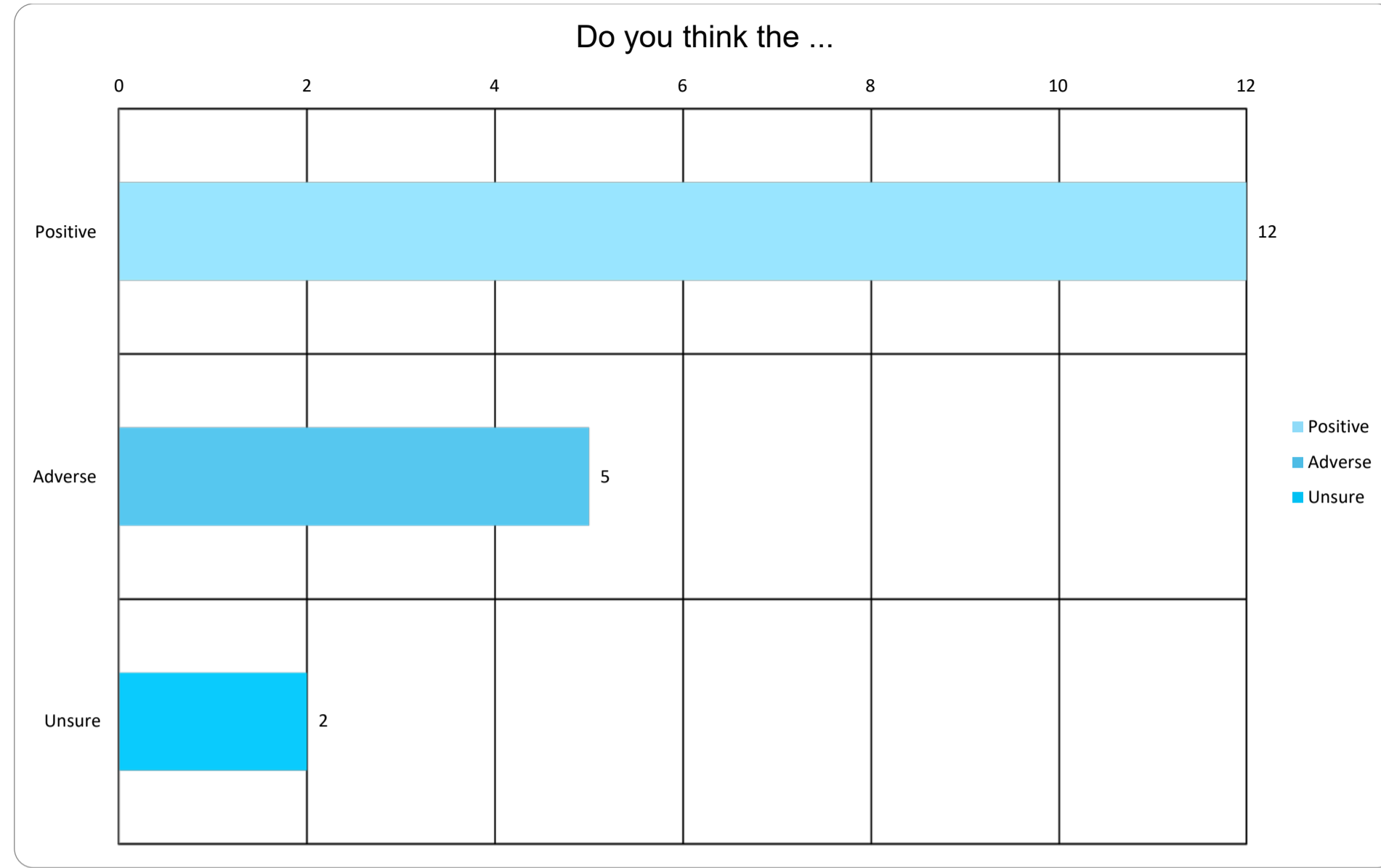


Some CCTV devices can be manually operated by the driver, including the ability to record audio. Would you be in support of this approach to CCTV recording in taxis and private hire vehicles?	
Yes	8
No	10
Unsure	1



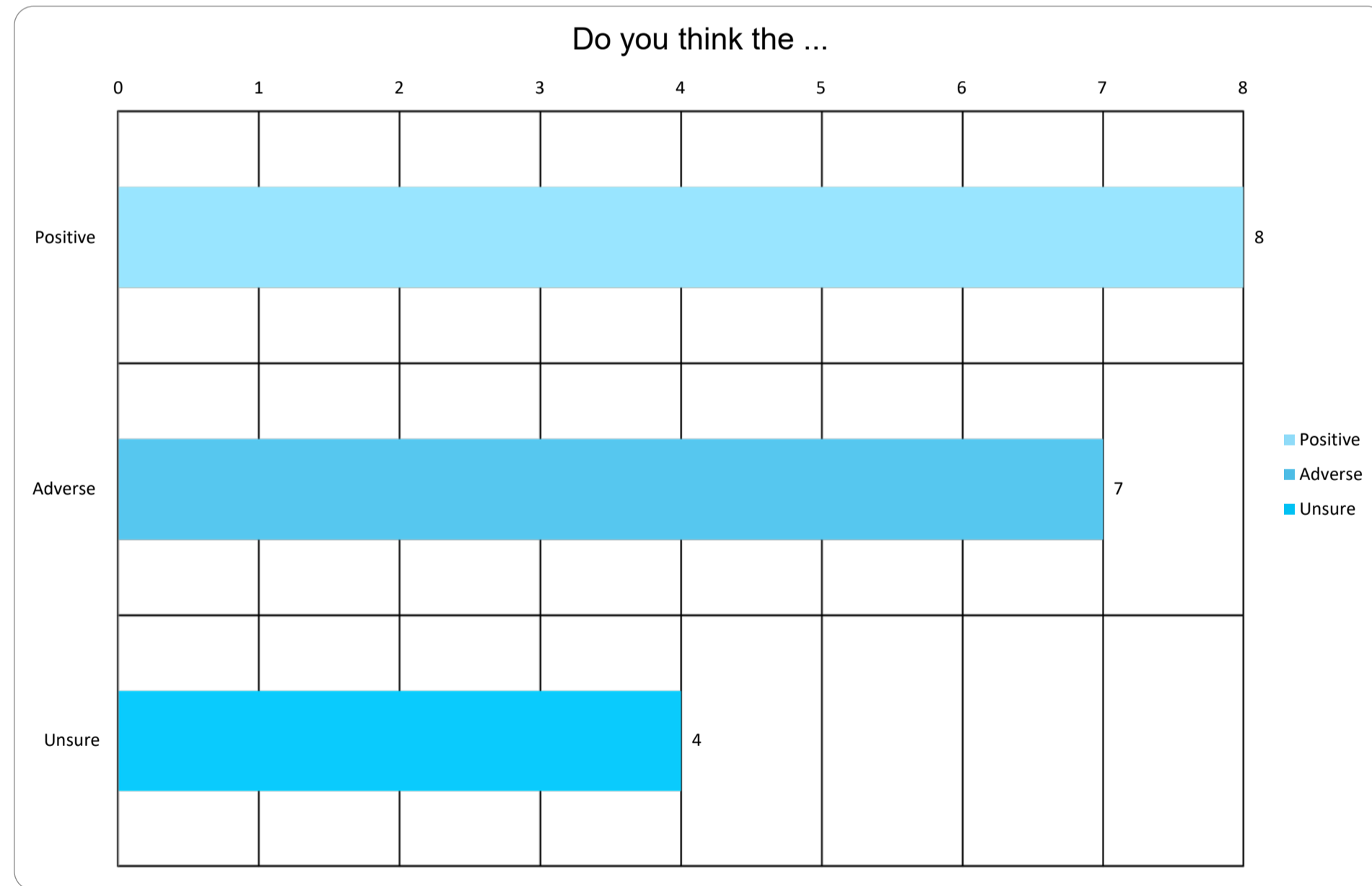
Do you think the introduction of CCTV in taxis and private hire vehicles could have a positive or adverse effect on the safety of taxi and private hire vehicle users, including children and vulnerable adults?

Positive	12
Adverse	5
Unsure	2



Do you think the introduction of CCTV could have a positive or adverse effect on the privacy of taxi and private hire vehicle users, including children or vulnerable adults?

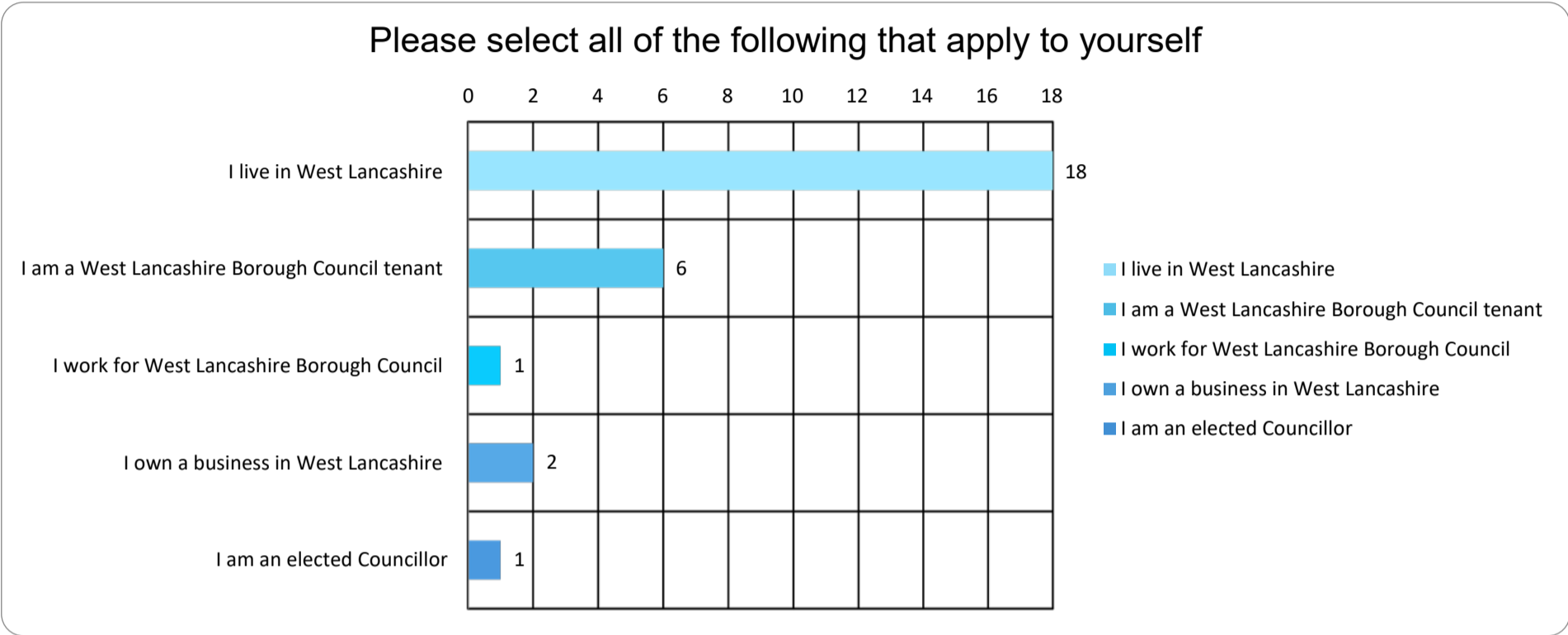
Positive	8
Adverse	7
Unsure	4



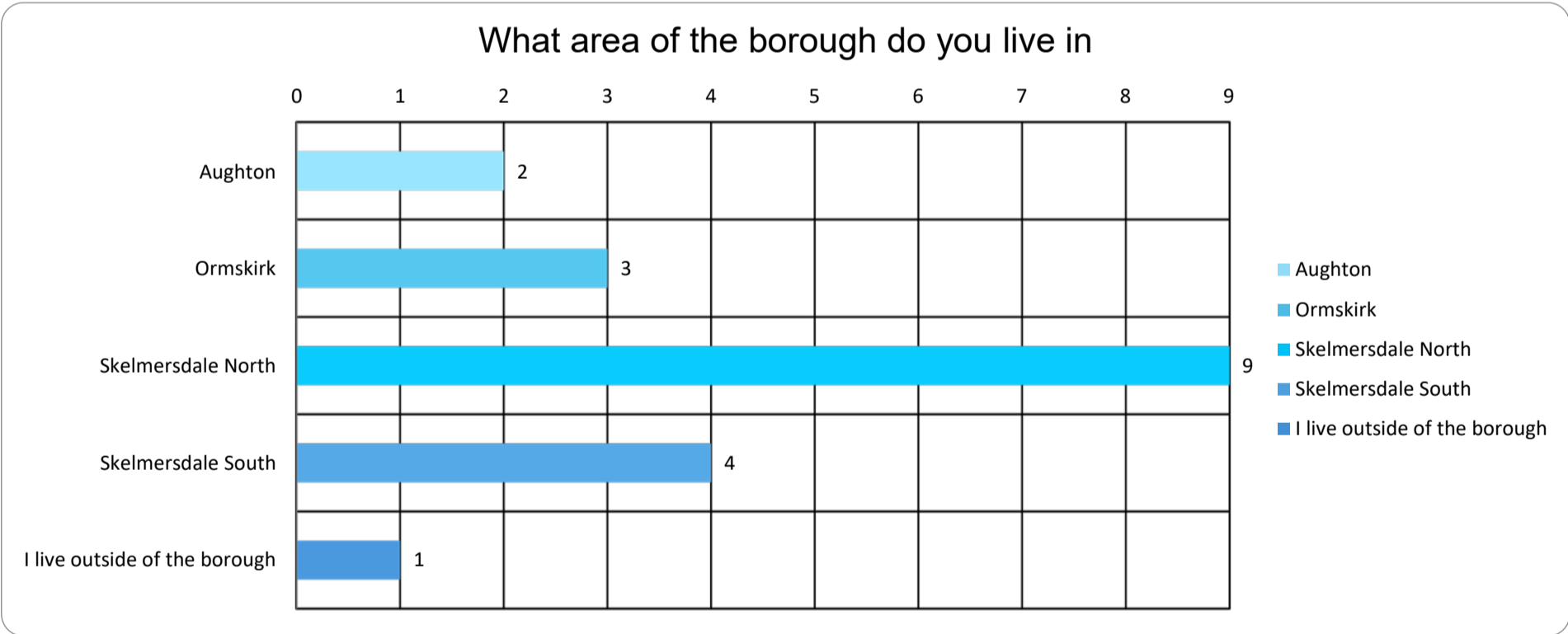
DEMOGRAPHIC ANALYSIS of Contributors - Based on Sign-up form responses

\*special characters like '&' will be removed from options

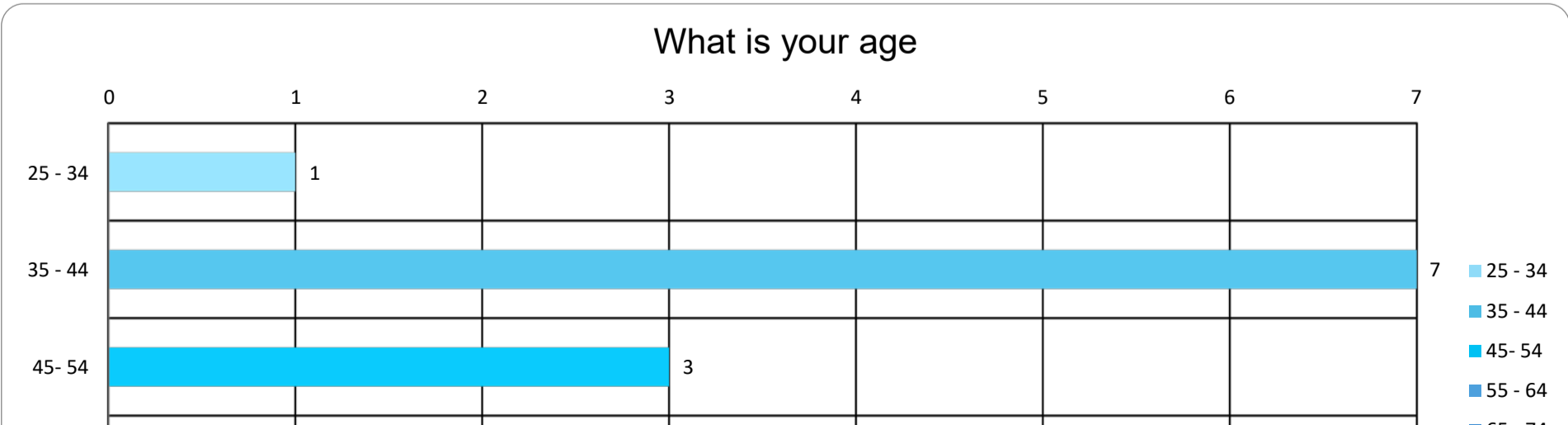
Please select all of the following that apply to yourself	
I live in West Lancashire	18
I am a West Lancashire Borough Council tenant	6
I work for West Lancashire Borough Council	1
I own a business in West Lancashire	2
I am an elected Councillor	1



What area of the borough do you live in?	
Aughton	2
Ormskirk	3
Skelmersdale North	9
Skelmersdale South	4
I live outside of the borough	1



What is your age?	
25 - 34	1
35 - 44	7
45- 54	3





55 - 64	5
65 - 74	2

