

Draft Hackney Carriage and Private Hire Licensing Policy, 2023 - 2028

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1. Are you responding as				
Answer Choices			Response Percent	Response Total
1	A Wokingham borough resident		87.88%	29
2	An elected borough councillor		3.03%	1
3	A town or parish councillor		0.00%	0
4	Representing an organisation or individual		0.00%	0
5	Other (please specify):		9.09%	3
			answered	33
			skipped	0
Other (please specify): (3)				
1	20/01/2023 10:20 AM ID: 208962539	WBC Employee		
2	24/01/2023 13:13 PM ID: 209213379	Work in WBC		
3	27/02/2023 20:15 PM ID: 211974794	Dual Driver DD810		

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2. If you are representing an organisation or individual, please tell us more, such as the name of the organisation				
Answer Choices			Response Percent	Response Total
1	Open-Ended Question		0.00%	0
No answers found.				
			answered	0
			skipped	33

3. To what extent do you agree with each of these changes?






3. Drivers applying to us for the first time should pass a spoken and written English language test.

Answer Choices			Response Percent	Response Total
1	Strongly agree		65.63%	21
2	Agree		21.88%	7
3	Neither agree nor disagree		3.13%	1
4	Disagree		6.25%	2
5	Strongly disagree		3.13%	1
			answered	32
			skipped	1






4. As well as holding a full UK driving licence or equivalent, drivers applying to us for the first time should pass a driving proficiency test.

Answer Choices			Response Percent	Response Total
1	Strongly agree		65.63%	21
2	Agree		21.88%	7
3	Neither agree nor disagree		6.25%	2
4	Disagree		6.25%	2
5	Strongly disagree		0.00%	0
			answered	32
			skipped	1






5. If an applicant has a conviction or points on their licence for using a mobile phone or other device while driving, we'll treat this more seriously than penalty points for minor offences. A minor offence is one that doesn't involve death, injury or damage to property, driving under the influence of drink or drugs or driving while using a mobile phone.

Answer Choices			Response Percent	Response Total
1	Strongly agree		45.16%	14
2	Agree		41.94%	13
3	Neither agree nor disagree		3.23%	1
4	Disagree		6.45%	2
5	Strongly disagree		3.23%	1
			answered	31
			skipped	2






6. The policy will include a dress code requiring smart and appropriate clothing with a few additional rules on logos and footwear.

Answer Choices			Response Percent	Response Total
1	Strongly agree		34.38%	11
2	Agree		34.38%	11
3	Neither agree nor disagree		9.38%	3
4	Disagree		18.75%	6
5	Strongly disagree		3.13%	1
			answered	32
			skipped	1






7. Vehicles don't have to be taken out of service after reaching a certain age. Instead, they must pass a periodic inspection, including checking that they meet exhaust emissions standards.

Answer Choices			Response Percent	Response Total
1	Strongly agree		53.13%	17
2	Agree		31.25%	10
3	Neither agree nor disagree		6.25%	2
4	Disagree		3.13%	1
5	Strongly disagree		6.25%	2
			answered	32
			skipped	1






8. Advertising will be allowed on Hackney carriage vehicles, as long as it meets national standards.

Answer Choices			Response Percent	Response Total
1	Strongly agree		29.03%	9
2	Agree		41.94%	13
3	Neither agree nor disagree		12.90%	4
4	Disagree		9.68%	3
5	Strongly disagree		6.45%	2
			answered	31
			skipped	2

9. Advertising on Hackney carriage vehicles can include "wrap-around" adverts which cover the entire vehicle.





Answer Choices			Response Percent	Response Total
1	Strongly agree		21.88%	7
2	Agree		31.25%	10
3	Neither agree nor disagree		21.88%	7
4	Disagree		9.38%	3
5	Strongly disagree		15.63%	5
			answered	32
			skipped	1

10. Advertising on Hackney carriage vehicles can be for any product or service allowed by the Advertising Standards Authority.

Answer Choices			Response Percent	Response Total
1	Strongly agree		21.88%	7
2	Agree		46.88%	15
3	Neither agree nor disagree		12.50%	4
4	Disagree		9.38%	3
5	Strongly disagree		9.38%	3
			answered	32
			skipped	1

4. Your overall view of the changes

11. Do you think we're proposing high enough standards to ensure that applicants are fit to hold a Hackney carriage or private hire licence?

Answer Choices			Response Percent	Response Total
1	Strongly agree		15.63%	5
2	Agree		43.75%	14
3	Neither agree nor disagree		34.38%	11
4	Disagree		6.25%	2
5	Strongly disagree		0.00%	0
			answered	32
			skipped	1

11. Do you think we're proposing high enough standards to ensure that applicants are fit to hold a Hackney carriage or private hire licence?

Please share any further comments in the box below. (13)

1	17/01/2023 15:44 PM ID: 208716510	I agree that the driver should speak good English but can see no reason why they would need good written English in this role. What are the examples of acceptable clothing and footwear?
2	19/01/2023 18:12 PM ID: 208918163	I wish that the council would licence Uber. Every where in the world (including major areas of the UK) I have used Uber, they offer an excellent and value for money service. Visitors cannot believe there is no Uber in the borough and the taxis that we have to use are incredibly unreliable. Please licence Uber to improve the taxi provision in the borough.
3	19/01/2023 18:59 PM ID: 208922411	I have to admire the council for taking a strong stance with this issue. If we are to keep vulnerable and at risk females and young people safe on our streets, we have to get the fundamentals right. I hope after adapting this policy, other councils should take it on. Thank you for being a caring Council.
4	19/01/2023 20:22 PM ID: 208929495	Hopefully it's already included, but a mandatory yearly eyesight test should be in there. I've been driven in a Wokingham taxi where the cabbie was clearly unable to see more than a couple of car lengths ahead of him in broad daylight. It wasn't recently. But if put me off taking a local cab for a long time.
5	19/01/2023 23:25 PM ID: 208939715	On the page hosting this survey you ha a link titled "WBC EXISTING Hackney Carriage and Private Hire Licensing Policy.pdf" this link points to an outdated 2028 policy. It should point to the policy published in October 2019 The correct policy can be found here https://www.wokingham.gov.uk/EasySiteWeb/GatewayLink.aspx?allid=619023 The requirement to have a seat width was superceded in the 2019 standard by stating that a vehicle had to meet a certain NCAp size. The proposed new standard is a backwards step when the 2019 standard is much easier to understand. The requirement to have 70% light transmitted through rear windows is not going to be something that operators will be able to meet in the long term. Most vehicles that are suitable to use as private hire vehicles are fitted with rear privacy glass by the manufacturers. It is not realistic to expect operators to be able to source vehicles that meet the standards you seek. I would suggest that the wording needs to take into account that where rear privacy glass is fitted by an OEM that it is acceptable to be used as a private hire vehicle. There are lots of vehicles operating as private hire vehicles in Wokingham that are licenced by other boroughs. These vehicles do not meet the standards you seek with regards to age etc. How will you enforce this with the new policy and sto them operating. Because as I see it all that will happen is drivers that can't meet your standards will licence in other boroughs but work in Wokingham even more than they do now.
6	20/01/2023 10:18 AM ID: 208964695	Obviously all paperwork required to be filled in by applicants MUST be filled in in English to ensure that the applicant truly understands the process and is fluent in the English language, it cannot be entirely safe to have people driving who do not understand the language, cannot read signs etc
7	20/01/2023 10:20 AM ID: 208962539	Keeping good cars on the road for longer is definitely a bonus. Allowing advertising is good if it helps the drivers earn more
8	20/01/2023 11:52 AM ID: 208976733	The companies in the borough in my experience find ways round the stated standards e.g. not turning up then denying the booking was ever made
9	20/01/2023 15:10 PM ID: 208998882	Although the taxi should carry a 1st Aid kit this should be prominently displayed and the driver hold a basic 1st Aider Certificate. Consideration to an automated external defibrillator in the vehicle or where they are located for public use. No idling of engine when not driving, ie outside Twyford Station waiting for passengers. The fumes can be strong here.

11. Do you think we're proposing high enough standards to ensure that applicants are fit to hold a Hackney carriage or private hire licence?

10	20/01/2023 19:10 PM ID: 209018701	Does this licence also allow Uber service Currently you can't get an Uber into Wokingham , and it's a struggle to travel from Wokingham because the ordinary taxis are very expensive and not always readily available. Most of the people who can't drive and are living in areas where buses aren't available 24/7 their lives are very limited. Hope you will consider this Uber taxis too. Bracknell has them and Reading town area , I think it's good to have these services available everywhere, to ensure every person gets equal opportunities. Thank you
11	20/01/2023 21:42 PM ID: 209026193	License fees are too expensive. You need to make it affordable for drivers and passengers. You're imposing too many conditions. I just want a driver that arrives on time/is available and takes me to my destination without breaking the law (eg using phone whilst driving or driving an unroadworthy vehicle). The fact you have their license # and AMPR is enough to track and trace. Previous convictions (where applicable) should prevent a license being given. Training in safeguarding etc is well beyond the requirements of the job. I'm female.
12	21/01/2023 23:47 PM ID: 209062809	Taxis should also be clean and in good repair on the inside. Some from taxi rank are untidy and unkempt.
13	27/02/2023 20:15 PM ID: 211974794	Hi I have read the policy and would like to make some suggestions. Clause 3.29 states 6 months inspection for less than 5 years old vehicles and 3 inspections for more than 5 year old vehicles. I strongly disagree with this change as it will put us under more financial pressure. I think you should keep this as 1 inspection for less than 5 year old and 2 inspections for more than 5 year old and add a clause for 3 inspections for more than 10 year old vehicles.