

## **Mission Statement**

To Improve the Quality of Life  
For Those Who Live and Work in The District

29 December 2009

Dear Councillor

You are hereby invited to a meeting of the Licensing Committee to be held in Committee Room 2, Civic Centre, Portholme Road, Selby on Monday, **11 January 2010**, commencing at **10:00 am**.

The agenda is set out below.

**1. Apologies for Absence and Notice of Substitution**

To receive apologies for absence and notification of substitution.

**2. Disclosure of Interest**

To receive any disclosures of interest in matters to be considered at the meeting in accordance with the provisions of Section 117 of the Local Government Act 1972, and Sections 50, 52 and 81 of the Local Government Act 2000 and the Members' Code of Conduct adopted by the Council.

**3. Minutes**

To confirm as a correct record the minutes of the proceedings of the meeting of the Licensing Committee held on 7 December 2009 (pages 4 to 5 attached)

**4. Procedure**

To outline the procedure to be followed at the meeting (pages 6 to 7 attached).

**5. Chair's Address to the Licensing Committee**

**6. Hackney Carriage and Private Hire Vehicles Review of Legislation**

Report of the Licensing Enforcement Officer (pages 8 to 47 attached).

**7. Private Session**

**That in accordance with Section 100(A)(4) of the Local Government Act 1972 in view of the nature of the business to be transacted, the meeting be not open to the Press and public during discussion of the following items as there will be disclosure of exempt information as defined in Section 100(1) of the Act as described in paragraph 3 of the new Schedule 12 (A) of the Local Government (Access to information) (Variation) Order 2006.**

**8. Application for grant of Hackney Carriage License**

Report of the Licensing Enforcement Officer (pages 48 to 66 attached)

M Connor  
Chief Executive  
29 December 2009

**Disclosure of Interest – Guidance Notes:**

- (a) Councillors are reminded of the need to consider whether they have any personal or prejudicial interests to declare on any item on this agenda, and, if so, of the need to explain the reason(s) why they have any personal or prejudicial interests when making a declaration.
- (b) The Democratic Services Officer or relevant Committee Administrator will be pleased to advise you on interest issues. Ideally their views should be sought as soon as possible and preferably prior to the day of the meeting, so that time is available to explore adequately any issues that might arise.

**[Please note that the papers relating to the applications have been circulated to councillors of the Licensing Committee only, who should return the agenda to Democratic Services at the conclusion of the meeting to enable the papers to be destroyed confidentially].**

## Dates of Future Meetings of the Licensing Committee

Date of Meeting
11 January 2010
8 February 2010

## Membership of the Licensing Committee 10 Members

Conservative	Labour	Independent
J Dyson	D Davies	J McCartney
K McSherry	S Duckett	
C Pearson (Vice-Chair)		
S Ryder		
R Sayner (Chair)		
A Spetch		
D White		

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## SELBY DISTRICT COUNCIL

Minutes of the proceedings of a meeting of the Licensing Committee held on 7 December 2009, in Committee Room 2, The Civic Centre, Portholme Road, Selby, commencing at 10.00 am.

437	Apologies
438	Disclosure of Interest
439	Minutes
440	Procedure
441	Chairs address to the Licensing Committee
442	Private Session
443	Application for grant of Hackney Carriage Licence

Present: Councillor R Sayner in the Chair

Councillors: Councillor Mrs D White, Councillor Mrs D Davies, Councillor Mrs S Duckett, Councillor Mrs J Dyson, Councillor K Ellis, Councillor Mrs P Mackay and Councillor Mrs S Ryder.

Officials: Senior Solicitor, Licensing Enforcement Officer and Committee Services Officer.

Public: 0

Press: 0

### 437 **Apologies for Absence and Substitution**

Apologies were received from Councillors Mrs K McSherry and Eileen Metcalfe (Due to substitute for Councillor Mrs K McSherry).

### 438 **Disclosure of Interest**

There were none.

### 439 **Minutes**

#### **Resolved:**

**That the minutes of the proceedings of the meeting of the Licensing Committee held on 9 November 2009 be confirmed as a correct record and be signed by the Chair.**

440

### **Procedure**

The Procedure was noted.

441

### **Chair's Address to the Licensing Committee**

The Chair notified the Licensing Committee that there would be refresher training for councillors arranged by the Licensing Enforcement Officer and Senior Solicitor.

442

### **Private Session**

**That in accordance with Section 100(A)(4) of the Local Government Act 1972 in view of the nature of the business to be transacted, the meeting be not open to the Press and public during discussion of the following items as there will be disclosure of exempt information as defined in Section 100(1) of the Act as described in paragraph 3 of the new Schedule 12 (A) of the Local Government (Access to information) (Variation) Order 2006.**

443

### **Application for grant of Hackney Carriage Licence**

#### **Resolved: That**

In the absence of the applicant this item be deferred until the next Licensing Committee meeting due to be held on 11 January 2010.

The meeting closed at 10:20am.

## **LICENSING COMMITTEE**

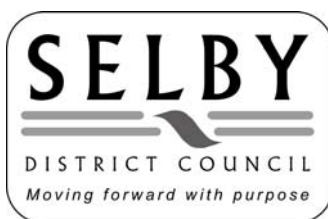
### **PROCEDURES TO BE FOLLOWED**

The Licensing Committee acts in a quasi judicial capacity to give a fair hearing to an applicant where a hearing is required by law or equity. When considering the case the only evidence the Members of the Committee can take into account is evidence previously submitted to form the agenda and any verbal evidence given at the actual meeting by Officers representing the Council and by the applicant or his/her representative, and their witnesses. The following procedures must be followed.

1. Procedures to be followed when submitting an application to the Licensing Committee for consideration;
  - i) The Council's Officers will liaise with the Committee Section to arrange a suitable date for the meeting. The applicant and Members of the Committee will be informed of this date in writing and a copy of the procedure note will be included for the applicant.
  - ii) The applicant and Council's Officers will submit any written evidence to the Committee Section for inclusion in the agenda by a given date. If the evidence is to be verbal, this should be stated.
  - iii) If witnesses are to be called the Committee Section must be notified prior to the hearing.
  - iv) Any application for adjournment because of late submission of papers, will in principle be considered sympathetically by the Committee.
2. The procedure to be followed by the Licensing Committee:
  - i) For each individual case the applicant and any representatives will be shown into the Committee Room at the same time as the appropriate Council's Officers. Witnesses will enter the room at the same time unless there are any objections.
  - ii) The District Solicitor will introduce the applicant, any representatives, witnesses and the Council's Officers to the Members of the Committee.
  - iii) The Chair will introduce Members of the Committee.
  - iv) The Chair will then go through the procedure as follows:

- a) Officers representing the Council will present the case for the Council. They may present such witnesses as they believe are appropriate.
- b) Officers representing the Council, and any witnesses, will then answer questions from the applicant or his/her representative, and from Members of the Committee.
- c) The applicant or his/her representative will then present the applicant's case. They may present such witnesses as they believe are appropriate.
- d) The applicant or his/her representative, and any witnesses, will then answer questions from the Committee and the Council's Officers.
- e) The Council's Officers will then sum up on behalf of the Council.
- f) The applicant or his/her representative will then sum up.
- g) The applicant and his/her representative will then be asked whether they consider they have had a fair hearing and the Committee will take into account any comments, which are then made. The Chair of the Committee will then ask the Council's Officers presenting the case the same question and will again take account of any comments made.
- h) The Council's Officers, the applicant and his/her representative, all witnesses, press and public, will then be asked to withdraw from the meeting whilst the Committee makes their decision on the evidence presented.
- i) The applicant and his/her representative, the Council's Officers, all witnesses, press and public, will be invited back into the meeting to be informed of the Committee's decision.

Following the Committee meeting the Committee Section will inform in writing to the applicant the decision of the Licensing Committee.



**Agenda Item No:6**

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**Title:** Grant permission to Licensing Department to respond, for and on behalf of Selby District Council, to a consultation from the Institute of Licensing to establish if there is a need to reform legislation relating to Hackney Carriages and Private Hire Vehicles.

**To:** Licensing Committee

**Date:** 11 January 2010

**Service Area:** Customers and Business Support

**Author:** Tim Grogan

**Presented by:** Tim Grogan

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**1. Purpose of Report**

- 1.1 To consider a request from the Licensing Department to respond to a consultation from the Institute of Licensing to establish if there is a need to reform legislation relating to Hackney Carriages and Private Hire Vehicles.

**2. Recommendation(s)**

- 2.1 **To allow the Licensing Department to respond to a substantial nationwide consultation by the Institute of Licensing to establish how existing legislation, much of which dates to 1847, works for different users including drivers, operators, customers and regulators.**

**3. Executive Summary**

- 3.1 This report requests councillors to consider a request from the Licensing Department to respond to a substantial nationwide consultation sponsored by the Institute of Licensing to establish the effectiveness of existing legislation in



connection with Hackney Carriages and Private Hire Vehicles with a view to reforming such legislation to make it fit for purpose for the 21<sup>st</sup> century.

#### **4. The Report**

- 4.1 The Institute of Licensing (IOL) is the professional body for public and private sector licensing practitioners involved in regulatory work such as alcohol, gambling, street trading, charity collections and Hackney Carriage and Private Hire Vehicle licensing. It is a company limited by guarantee and a registered charity.
- 4.2 As a consequence of its involvement in Hackney Carriage and Private Hire Vehicle licensing the organisation considers that owing to archaic laws that regulate their activity there are wide differences in standards across England and Wales. This has resulted in the emergence of loopholes which provide opportunities for the unscrupulous and pitfalls for the unwary. These can potentially place passengers, drivers and the general public at risk.
- 4.3 In particular, much of the existing laws date back to 1847. This has contributed to a lack of understanding making it easier for rogue operators to risk customer safety. As the legislation was framed well over 150 years ago different interpretations lead to varying requirements across the country.
- 4.4 Through its work with Licensing Authorities throughout England and Wales the IOL has established; that there are an estimated 600 million taxi journeys each year, that most journeys are undertaken by younger people and those on low incomes without access to cars, that there are over 69,000 licensed taxis and 264,000 licensed drivers.
- 4.5 The experience gathered as a result of this close connection with the regulation of the trade has enabled the IOL to draft a consultation to seek the views on whether reform of the law could benefit the provision of taxi services through the following:
- Eliminating inconsistencies between licensing authorities in the application of outdated legislation
  - Removing outdated practices and controls which stifle economic development and competition
  - Enforcing public protection and safety by virtue of a simplified system of regulation
  - Promoting the environmental impact of sustainable transport
  - Recognising and embedding licensed vehicle as part of the national public transport infrastructure
  - Reducing the administrative burden on licence holders and licensing authorities
  - Providing a better structured and more understandable framework
- 4.6 The consultation seeks the views from everyone who has any interest in taxis. It asks questions covering understanding of existing law, seeks views on

whether change is necessary and asks what changes would benefit users, the trade and regulators.

- 4.7 This is the very first consultation of this type to include public as users in addition to the Hackney Carriage and Private Hire trade and the regulators.
- 4.8 The consultation period is: 3<sup>rd</sup> December 2009 – 31<sup>st</sup> March 2009 and will be conducted via an online survey which can be found at:  
<http://www.instituteoflicensing.org/taxireform.html>
- 4.9 The consultation seeks not only individual views but those of regulators and whether the opinions of regulators are endorsed by their organisation. In discussions with the Institute's President, James Button, Local Authority Licensing Officers are asked to request endorsement as these views carry much more weight.
- 4.10 A copy of the survey has been printed off and is attached.

## **5. Financial Implications**

- 5.1 There are no financial implications.

## **6. Link to Corporate Plan**

- 6.1 The additional safeguards proposed in this report will help support the Council's strategic theme of putting customers first.

## **7 How Does This Report Link to Council's Priorities?**

- 7.1.1 This report will contribute towards acknowledging the priority of safer communities.

## **8 Impact on Corporate Policies**

- |     |   |                  |
|-----|---|------------------|
| 8.1 | <b>Service Improvement</b><br>The consultation could result in an amendment to legislation and therefore improve services to the public   | <b>Impact</b>    |
| 8.2 | <b>Equalities</b>   | <b>No Impact</b> |
| 8.3 | <b>Community Safety and Crime</b><br>The consultation could result in an amendment to legislation and therefore prevent rogue operators using loopholes thereby risking the safety of the public. | <b>Impact</b>    |
| 8.4 | <b>Procurement</b>  | <b>No Impact</b> |
| 8.5 | <b>Risk Management</b>  | <b>Impact</b>    |

	The consultation could result in an amendment to legislation and ensure that high risk drivers are identified thereby ensuring the safety of the public.	
8.6	<b>Sustainability</b>	<b>No Impact</b>
8.7	<b>Value for Money</b>	<b>No Impact</b>
<b>9</b>	<b>Background Papers</b>	
9.1	Copy of Taxi Reform Survey	

[Exit this survey](#)

Institute of Licensing: Taxi reform - Stage 2 Consultation

## WELCOME TO THE TAXI REFORM SURVEY

1 / 22		5%
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PLEASE COMPLETE THIS SURVEY AND ENCOURAGE YOUR FAMILY, FRIENDS AND COLLEAGUES TO COMPLETE IT. IT IS IMPORTANT THAT WE OBTAIN AS MANY VIEWS AS POSSIBLE.

The Institute of Licensing is conducting a substantial nationwide survey to find out how the existing laws relating to taxis and private hire vehicles is working for users, drivers, operators and regulators.

This survey seeks your views on the laws and practice relating to taxis and private hire vehicles.

The survey is intended for all users, operators and regulators of licensed vehicles. Where appropriate, explanations of the existing law are included throughout the survey, and more information about taxi licensing laws and the work of the Taxi Reform Party can be found at:

<http://www.instituteoflicensing.org/taxireform.html>

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Institute of Licensing: Taxi reform - Stage 2 Consultation

## **INTRODUCTION - AN OVERVIEW OF CURRENT TAXI LICENSING**

2 / 22		9%
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Everyone knows what a taxi is.

However the laws under which licensed vehicles operate is complex and date back as far as 1847.

More information in relation to the existing laws can be found on the Institute's website see: <http://www.instituteoflicensing.org/taxireform.html>

The system differs between London and the rest of England and Wales, with different legislation although the principles remain the same. Outside London local authorities are responsible for licensing all hackney carriage and private hire activities, and within London, those responsibilities lie with the Public Carriage Office which is part of Transport for London.

Throughout this survey references to local councils as licensing authorities should be taken to include the Public Carriage Office (for London).

Notes on the existing law are included where appropriate to assist in explaining the question.

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Institute of Licensing: Taxi reform - Stage 2 Consultation

**ABOUT YOU**

<b>3 / 22</b>		<b>14%</b>
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Who are you?

This section seeks background information about the person/organisation completing the questionnaire.

**Please tell us who you are!**

**1. Please tell us in which capacity you are answering this survey**

Other (please state)

**2. Please state the name of your company / organisation (optional)**

**3. Has your response been endorsed by your organisation?**

Yes

No

Not applicable

**4. Which county are you from?**

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## Institute of Licensing: Taxi reform - Stage 2 Consultation

### Your use of Taxis

4 / 22	18%
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These questions relate to your personal use of taxis and your knowledge of the existing legal requirements.

#### 5. How regularly do you use taxis

- Daily
- Weekly
- Monthly
- Less than monthly

#### 6. What best describes the most likely purpose of your use of taxis?

- Business
- Domestic
- School runs
- Leisure
- Other (please specify)

#### 7. Prior to starting this survey did you know that there are different types of 'taxi' (hackney carriage and private hire)

- Yes
- No

#### 8. If you answered 'yes' to the above question which of the following differences were you aware of

- Hackney carriages can ply for hire and use taxi ranks which private hire cannot
- Private hires MUST be pre-booked
- Hackney carriages normally have a set tariff of maximum fares

#### 9. Why do you chose to use taxis

- Convenience – taxis will pick up and drop off at points agreed with the customer
- Safety – knowledge that drivers undergo checks to ensure that they are fit and

proper, and vehicles are checked to ensure safety

No other viable option

Other (please specify)

**10. Do you find licensed vehicles easy to identify in your area?**

Yes

No

Comments:

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Institute of Licensing: Taxi reform - Stage 2 Consultation

**Taxis - the need for reform**

5 / 22	23%
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THROUGHOUT THE REST OF THIS SURVEY WE REFER TO ALL HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLES AS 'TAXIS' UNLESS OTHERWISE SPECIFIED.

These questions discuss the preferences for any reform of the way taxis are currently licensed.

**11. Do you believe that the existing law needs modernisation by way of reform?**

Yes

No

Don't know

**12. Should that be a complete reform, or just reform of specific areas?**

**If you select 'reform of specific areas', you will be forwarded to the relevant part of the survey**

Complete reform

Reform of specific areas

No reform needed

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Institute of Licensing: Taxi reform - Stage 2 Consultation

**Reform of taxi law**

6 / 22	27%
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This page is designed to obtain an overview of your ideas for new taxi law

These questions provide some options for what any new licensing laws could include relating to vehicles, types of services needed to be licensed and driver criteria

**13. What do you think should be included in new taxi law? (Tick all that apply)**

**In all cases, reference is to vehicles being used to carry passengers for hire**

<input type="checkbox"/> Ability to hire without pre-booking	<input type="checkbox"/> Limits on numbers of hackney carriage vehicles
<input type="checkbox"/> Auditing of enforcement outcomes	<input type="checkbox"/> Limits on numbers of private hire vehicles
<input type="checkbox"/> Consistency and necessity of licence conditions	<input type="checkbox"/> Out of district working
<input type="checkbox"/> Consistency of enforcement activity	<input type="checkbox"/> Provision for disabled person access
<input type="checkbox"/> Distinction between hackney carriages and private hire vehicles	<input type="checkbox"/> Qualifications for licence-holders
<input type="checkbox"/> Licensing of 'courtesy' and other similar vehicles (not self-drive)	<input type="checkbox"/> Regulating the hours drivers can work
<input type="checkbox"/> Licensing of ambulances	<input type="checkbox"/> Regulation of licence fees and charges
<input type="checkbox"/> Licensing of classic vehicles	<input type="checkbox"/> Regulation of stretched limousines
<input type="checkbox"/> Licensing of executive vehicles	<input type="checkbox"/> Setting maximum fares
<input type="checkbox"/> Licensing of horse-drawn vehicles	<input type="checkbox"/> The system of driver licensing
<input type="checkbox"/> Licensing of novelty vehicles (eg decommissioned fire engines)	<input type="checkbox"/> The system of operator licensing
<input type="checkbox"/> Licensing of tuk-tuks and bicycle rickshaws	<input type="checkbox"/> The system of vehicle licensing
<input type="checkbox"/> Licensing of volunteer drivers and vehicles	<input type="checkbox"/> Use of bus lanes by taxis
<input type="checkbox"/> Licensing of wedding and funeral cars	

Other (please specify)



[Exit this survey](#)

Institute of Licensing: Taxi reform - Stage 2 Consultation

7 / 22	32%
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The next few questions seek your views in relation to specific areas of taxi law

This section asks whether the current differences in the licensing and operation of hackney carriages and private hire services should remain.

Main differences between the 2 are:

- Hackney carriages: can ply for hire, use taxi ranks and be hailed
- Private Hires: MUST be pre-booked through a licensed operator and may NOT use ranks or be hailed

**14. Should the existing two-tier system of hackney carriages and private hire vehicles be maintained?**

<input type="radio"/> Yes
<input type="radio"/> No
<input type="radio"/> Don't know

This seeks your views on the seating capacities of vehicles to be licensed as taxis

**15. Existing law requires most vehicles with less than 9 passengers (subject to some exemptions) to be licensed as taxis. Should this capacity be**

<input type="radio"/> Maintained
<input type="radio"/> Increased
<input type="radio"/> Reduced

Due to recent amendments to the law, there is significant uncertainty in relation to licensing requirements of some services such as courtesy lifts offered by garages, volunteer drivers for hospitals, child-minders and novelty vehicles.

**16. Should other vehicles be included within the taxi licensing regime?**

**If you tick no you will be directed to the relevant part of the survey**

<input type="radio"/> Yes
<input type="radio"/> No



[Exit this survey](#)

Institute of Licensing: Taxi reform - Stage 2 Consultation

**New vehicles within the licensing regime**

<b>8 / 22</b>		<b>36%</b>
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Please tell us which additional vehicles should be licensed?

These are examples of vehicles and passenger-carrying services. It is possible that some should be licensed, but it is clear that others are currently exempt from licensing requirements.

All could be considered for inclusion in a new licensing regime.

**17. Which additional vehicles used to carry passengers for hire should be licensed or be exempt from being licensed as taxis?**

	Licensed	Exempt from licensing
After-school club transport	<input type="radio"/>	<input type="radio"/>
Bicycle rickshaws	<input type="radio"/>	<input type="radio"/>
Buses	<input type="radio"/>	<input type="radio"/>
Classic cars	<input type="radio"/>	<input type="radio"/>
Commercial child minders	<input type="radio"/>	<input type="radio"/>
Courtesy and other similar vehicles (not self-drive)	<input type="radio"/>	<input type="radio"/>
Emergency blue-light ambulances	<input type="radio"/>	<input type="radio"/>
Funeral cars	<input type="radio"/>	<input type="radio"/>
Horse-drawn vehicles	<input type="radio"/>	<input type="radio"/>
Hospital cars	<input type="radio"/>	<input type="radio"/>
Novelty vehicles (eg decommissioned fire engines)	<input type="radio"/>	<input type="radio"/>
Patient transfer service ambulances	<input type="radio"/>	<input type="radio"/>
Small public		

- service vehicles (up to 8 passengers)
- Stretched limousines
- Tuk-tuks
- Volunteer drivers and vehicles
- Wedding cars

Other (please specify)

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Exit this survey

Institute of Licensing: Taxi reform - Stage 2 Consultation

**Operator licensing**

9 / 22		41%
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Drivers working as a private hire service currently have to be pre-booked through a licensed operator. Hackney carriages can be pre-booked directly with a driver or through someone who is not a licensed operator.

**18. Should all taxis be booked through a licensed operator?**

- Yes
- No
- Don't know

Drivers are currently responsible in law for compliance with licensing requirements and are monitored by the licensing authority

**19. Who should be responsible for ensuring driver's compliance with licensing requirements? Tick any that apply**

- The driver
- The operator
- The vehicle owner

The vehicle proprietor (owner) is currently responsible for ensuring their vehicle complies with licensing requirements

**20. Who should be responsible for ensuring vehicle compliance with licensing requirements? Tick any that apply**

- The driver
- The operator
- The vehicle owner

Operators are currently licensed by the local council, which also licenses the vehicles and drivers they operate

**21. Who should be the licensing authority for operators?**

- A new national regulator
- Driver and Vehicle Licensing Agency (DVLA)
- Department for Transport
- Local authorities
- Traffic commissioners
- Other (please specify)

Operator licences can currently be issued for up to 5 years

**22. How long should operator licences last for?**

- 1 year
- 3 years
- 5 years
- indefinitely
- Other (please specify)

This question seeks views on what criteria should be applied to operator licensing

**23. What criteria should apply to licensed operators? Tick all that apply (Please note that some of these are covered by other legislation such as the Data Protection Acts)**

<input type="checkbox"/> Nationally-set standards	<input type="checkbox"/> Record-keeping of vehicles
<input type="checkbox"/> Locally-set standards	<input type="checkbox"/> Record-keeping of journeys
<input type="checkbox"/> Complaints procedures	<input type="checkbox"/> Disability access procedures
<input type="checkbox"/> Insurance requirements	<input type="checkbox"/> Criminality checks
<input type="checkbox"/> Staff training	<input type="checkbox"/> Health & safety (lone working and violence to staff procedures)
<input type="checkbox"/> Industry standards of service	<input type="checkbox"/> Percentage of fleet required to be disabled accessible
<input type="checkbox"/> Published fares	<input type="checkbox"/> Staff charters that drivers sign up to
<input type="checkbox"/> Office accommodation standards	<input type="checkbox"/> Bankruptcy /finance checks
<input type="checkbox"/> Record-keeping of drivers	

Other (please specify)

It is possible for self-employed drivers to hold an private hire operator's licence as well as a driver and vehicle licence

**24. Should there be exemptions from licensing requirements for operators who work alone (without using other drivers)?**

- Yes
- No (please go to question 26)
- Don't know

This question suggests some exemptions that might be considered for sole trader private hire operators

**25. If yes what should be exempted? Tick all that apply**

<input type="checkbox"/> All licensing requirements	<input type="checkbox"/> Record-keeping of drivers
<input type="checkbox"/>	<input type="checkbox"/>

Nationally-set standards	Record-keeping of vehicles
<input type="checkbox"/> Locally-set standards	<input type="checkbox"/> Record-keeping of journeys
<input type="checkbox"/> Complaints procedures	<input type="checkbox"/> Disability access procedures
<input type="checkbox"/> Insurance requirements	<input type="checkbox"/> Criminality checks
<input type="checkbox"/> Staff training	<input type="checkbox"/> Health & safety (lone working and violence to staff procedures)
<input type="checkbox"/> Industry standards of service	<input type="checkbox"/> Percentage of fleet required to be disabled accessible
<input type="checkbox"/> Published fares	<input type="checkbox"/> Staff charters that drivers sign up to
<input type="checkbox"/> Office accommodation standards	<input type="checkbox"/> Bankruptcy /finance checks

Other (please specify)

Most private hire operators are licensed by the council in whose area their premises are based. There are some exceptions where operators either have more than one base or are located just outside of the council area in which they wish to carry out most of their business

**26. If operators are licensed by local rather than national regulators, should they be required to have specified premises within the area in which they are licensed?**

Yes

No

Don't know

There is currently no requirement for a hiring to pass through the council area in which the private hire operator is licensed

**27. If operators are licensed by local rather than national regulators, should there be a requirement for hirings to start, finish or pass through the area in which the vehicle is licensed?**

Yes

No

Don't know





Exit this survey

Institute of Licensing: Taxi reform - Stage 2 Consultation

**Driver licensing**

10 / 22	45%
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The next questions are about the licensing of taxi drivers

Taxi drivers require a hackney carriage and/or a private hire driver's licence to be granted in addition to their normal DVLA driving licences.

**28. Should taxi drivers require a specific licence to drive 'taxis'?**

Yes

No

Don't know

Private hire drivers are currently only licensed to be operated through a private hire operator who in turn is licensed by the same council.

Hackney carriage drivers must drive a hackney carriage vehicle licensed by the same council. That vehicle can use a rank or respond to hailings within the area of that council, and can undertake pre-booked work anywhere.

A new law could allow drivers to work for any licensed operator in the country, or use ranks in any area, as long as they hold a licence.

**29. Should drivers be issued with a licence allowing them to work across England and Wales?**

Yes

No

**30. If you answered 'yes', should this be the licensing authority in which the driver...**

permanently resides

intends to work

Other (please specify)

Local councils (and the Public Carriage Office in London), are currently responsible for licensing taxi drivers.

**31. Who should be the licensing authority for drivers?**

New national regulator

Local authorities

Driver and Vehicle Licensing Agency (DVLA)

Traffic Commissioners

Department for Transport

Drivers are subject to a broad variety of local criteria and rules, depending on the policies of the local council which issues their licences

**32. What essential criteria would you like to see in a driver licensing system?**

**Tick all that apply**

<input type="checkbox"/> Authority to work in the UK	<input type="checkbox"/> Local knowledge testing
<input type="checkbox"/> Clearer enforcement provisions	<input type="checkbox"/> Maximum ages for licensing
<input type="checkbox"/> Criminal record checks	<input type="checkbox"/> Medical checks
<input type="checkbox"/> Disability Awareness/assistance to disabled training	<input type="checkbox"/> Minimum ages for licensing
<input type="checkbox"/> Dress code	<input type="checkbox"/> Nationally recognised identification badge
<input type="checkbox"/> Driving assessment	<input type="checkbox"/> On-going training
<input type="checkbox"/> Driving Standards Agency testing	<input type="checkbox"/> Regulation of drivers' hours
<input type="checkbox"/> DVLA issued or DVLA registered driving licence	<input type="checkbox"/> Vocational qualifications
<input type="checkbox"/> Other (please specify)	

Taxi drivers are subject to "enhanced" Criminal Records Bureau checks as their work includes contact with children and vulnerable adults

**33. What level of Criminal Record Bureau checks should be made for drivers?**

- Basic
- Standard
- Enhanced

Criminal Records Bureau checks go back to the age of 10 years old for UK nationals. For non-UK nationals the checks can only go back to the time that they arrived in the country. Where taxi driver applicants have lived for long periods abroad, the enhanced CRB check is normally unable to verify any criminal history for that time

**34. How should people who have not resided in the country for the last 5 years comply with criminality checks? (Tick all that apply)**

- Certificate of good conduct from their embassy/high consulate
- Statutory declaration sworn in front of a Commissioner for Oaths
- Other (please state)

Councils can require drivers to be subject to either a "Group 1" medical check or a stricter "Group 2", which is the same as for lorry and bus/coach drivers. The criteria is set down by the Driver and Vehicle Licensing Agency (DVLA).

The Group 2 test has higher standards for certain medical conditions and restricts or prevents taxi driving where those conditions exist.

The Group 1 test allows drivers to continue to be licensed in spite of the presence of these medical conditions, such as diabetes

**35. What level of medical checks should drivers have to meet?**

- Driver and Vehicle Licensing Agency Group 1 occupational standards
- Driver and Vehicle Licensing Agency Group 2 occupational standards
- Locally set standards
- Nationally set standards

Taxi drivers' hours are not currently regulated and they are not subject to the Working Time regulations. Drivers are responsible for their own safety and - like any road user - are under a duty not to drive whilst too tired

**36. How should driver's hours be regulated?**

- No regulation as now
- Subject to the Working Time Regulations
- Locally set standards
- Nationally set standards

Taxi driver licences cannot currently be granted to any person under the age of 18, as they must have first held a 'normal' driving licence for at least 12 months. There is no upper age limit

**37. Should there be limits on driver's ages and experience?**

	Yes	No
Maximum age for drivers	<input type="radio"/>	<input type="radio"/>
Minimum age for drivers	<input type="radio"/>	<input type="radio"/>
Minimum driving experience	<input type="radio"/>	<input type="radio"/>

Driver's licences can currently be issued for any period of up to three years

**38. How long should driver's licences last for?**

- 1 year
- 3 years
- 5 years
- Indefinitely

Other (please specify)



Exit this survey

Institute of Licensing: Taxi reform - Stage 2 Consultation

**Vehicle licensing**

<b>11 / 22</b>	<b>50%</b>
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This page is about vehicle licensing

Under the current law, private hire vehicles or hackney carriages require a specific vehicle licence. The local authority must be satisfied that the vehicle is safe and suitable for the intended use before granting a licence.

**39. Should taxis require a specific taxi vehicle licence?**

- Yes
- No
- Don't know

Vehicles are currently licensed by the local authority in whose area they are being used, and are subject to local criteria, policies, standards and licence conditions

**40. Who should be the licensing authority?**

- A new national regulator
- Driver and Vehicle Licensing Agency (DVLA)
- Department for Transport
- Local authorities
- Traffic Commissioners
- Other (please specify)

Vehicle licences at present may only be granted for up a maximum of 12 months at a time

**41. How long should vehicle licences last for?**

- 1 year
- 3 years
- 5 years
- Indefinitely

Other (please specify)

The criteria for licensed taxis varies depending on where the vehicle is licensed.

Hackney carriages can ply for hire in the street or from ranks, whereas private hire

vehicles MUST be pre-booked through an operator licensed by the same council as the vehicle.

**42. What essential features would you like to see for vehicle licensing? (Tick all that apply)**

<input type="checkbox"/> All taxis to ply for hire	<input type="checkbox"/> Mileage limits
<input type="checkbox"/> All taxis to use ranks	<input type="checkbox"/> Vehicle specifications (eg size, engine capacity, number of doors etc)
<input type="checkbox"/> Only identified vehicles to use ranks	<input type="checkbox"/> Minimum ages for taxis
<input type="checkbox"/> Only disabled access taxis to use ranks	<input type="checkbox"/> All taxis to have meters
<input type="checkbox"/> Taxis to only work through a licensed operator	<input type="checkbox"/> All vehicles to be regularly tested
<input type="checkbox"/> Maximum ages for taxis	<input type="checkbox"/> Assistance at ranks for disabled access
<input type="checkbox"/> Other (please specify)	
<input type="text"/>	

Taxi testing frequencies depend on where vehicles are licensed. Some councils base tests on age, some on mileage. Current law prevents councils from testing taxis more than three times a year

**43. How often should taxis be tested?**

<input type="radio"/> Monthly
<input type="radio"/> 3 monthly
<input type="radio"/> 4 monthly
<input type="radio"/> 6 monthly
<input type="radio"/> Annually
<input type="radio"/> Dependant on vehicle age
<input type="radio"/> Dependant on vehicle mileage

Some taxis are tested to the normal MOT standard, and some to a higher "Certificate of Compliance" standard which includes appearance, signage, taximeters etc, depending on the policies of the council that licences them

**44. What level should taxis be tested to?**

<input type="radio"/> Current MOT standard
<input type="radio"/> MOT and additional national requirements (eg relating to condition and appearance)
<input type="radio"/> MOT and any local requirements (eg relating to condition and appearance)
<input type="radio"/> Other (please specify)
<input type="text"/>

The criteria for vehicle standards such as age, specification, mileage limits, signage etc depends on which council issues the licence

**45. What criteria should apply to licensed taxis? Tick all that apply**

<input type="checkbox"/> Local recognised identification plate	<input type="checkbox"/> Fare tariff
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<input type="checkbox"/> National recognised identification plate	<input type="checkbox"/> Identification signs on the vehicle
<input type="checkbox"/> Local minimum standards for suitability	<input type="checkbox"/> Complaints procedure
<input type="checkbox"/> National minimum standards for suitability	<input type="checkbox"/> Colours
<input type="checkbox"/> Local vehicle testing regime	<input type="checkbox"/> Public liability insurance
<input type="checkbox"/> National vehicle testing regime	<input type="checkbox"/> Advertises on vehicles
<input type="checkbox"/> Local accessibility standards	<input type="checkbox"/> In-car display of insurances and licences
<input type="checkbox"/> National accessibility standards	<input type="checkbox"/> Specific colours and markings
<input type="checkbox"/> Local safety standards (eg fire extinguisher, first aid kit)	<input type="checkbox"/> Specialist equipment eg wheelchair ramps etc
<input type="checkbox"/> National safety standards (eg fire extinguisher, first aid kit)	<input type="checkbox"/> In-car CCTV
<input type="checkbox"/> Roof signs	<input type="checkbox"/> Other

Some councils allow vehicles of a "higher standard" doing only corporate work or executive chauffeur-style work to be exempt from the legal requirement to display vehicle licence plates or other signage

**46. Should there be exemptions from specific licensing requirements for certain vehicles carrying out specific work (eg corporate/executive hire)?**

<input type="radio"/> Yes
<input type="radio"/> No
<input type="radio"/> Don't know

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**Vehicle licence exemptions**

<b>12 / 22</b>		<b>55%</b>
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This is about possible exemptions from a new vehicle licensing regime

Councils are able to allow exemptions from certain licence conditions on application. This is normally done in the case of limousines, executive transfer or chauffeur driven vehicles etc., where for example the vehicle could be exempt from the requirement to display vehicle licence plates and signage.

There are currently variations between what councils will allow or require for vehicle carrying out this type of work

**47. Which of these criteria do you think should be mandatory for all licensed vehicles with no exceptions or exemptions?**

<input type="checkbox"/> Local recognised identification plate	<input type="checkbox"/> Fare tariff
<input type="checkbox"/> National recognised identification plate	<input type="checkbox"/> Identification signs on the vehicle
<input type="checkbox"/> Local minimum standards for suitability	<input type="checkbox"/> Complaints procedure
<input type="checkbox"/> National minimum standards for suitability	<input type="checkbox"/> Colours
<input type="checkbox"/> Local vehicle testing regime	<input type="checkbox"/> Public liability insurance
<input type="checkbox"/> National vehicle testing regime	<input type="checkbox"/> Adverts on vehicles
<input type="checkbox"/> Local accessibility standards	<input type="checkbox"/> In-car display of insurances and licences
<input type="checkbox"/> National accessibility standards	<input type="checkbox"/> Specific colours and markings
<input type="checkbox"/> Local safety standards (eg fire extinguisher, first aid kit)	<input type="checkbox"/> Specialist equipment eg wheelchair ramps etc
<input type="checkbox"/> National safety standards (eg fire extinguisher, first aid kit)	<input type="checkbox"/> In-car CCTV
<input type="checkbox"/> Roof signs	<input type="checkbox"/> Other

Where vehicles have been granted an exemption from displaying identification plates and signage etc. (for example because of the executive/chauffeur-type work they perform), they may also be subject to restrictions on their activities due to the fact that the general public would not be able to easily identify them as licensed vehicles.

**48. If exemptions from some or all licensing requirements are granted, should vehicles be restricted in relation to...?**

Yes

No

- Plying for hire
- Using ranks
- Using bus lanes
- Being hailed  
(flagged down)  
in the street

Under existing law the licensing authority has to approve any exemptions and issue a written notice to the vehicle licence-holder.

**49. Should requests for some or all licensing exemptions be subject to application and approval (for example, the licensing authority issues written consent)?**

Yes

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No

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Don't know

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**Fares**

<b>13 / 22</b>	<b>59%</b>
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This section is about taxi fares

Hackney carriage fares can be controlled with maximum fares applied across the local council's area (although not all councils choose to set fares).

Councils cannot regulate private hire vehicle fares, which are set by the individual private hire operator

**50. Should taxi fares be set?**

- Yes
- No
- Don't know

Currently fares are set locally within the council's area

**51. Should fares be set locally or nationally?**

- Locally
- Nationally
- Don't know

There is no national guidance to councils on how to set fares, and each council can use a different basis for setting their fares

**52. If set locally, should there be a national criteria for setting taxi fares?**

- Yes
- No
- Don't know

Where maximum fares are set, councils can chose to review their fares at regular intervals or when asked to do so by members of the hackney carriage trade or their representatives

**53. Who should set fares?**

- |  |   |
|--|---|
| <input type="radio"/> Drivers                | <input type="radio"/> Licensing authority |
| <input type="radio"/> Operators              | <input type="radio"/> Government          |
| <input type="radio"/> Other (please specify) |   |

Where council sets a fare tariff, the driver has discretion to agree a fare lower than that shown on the meter.

Pre-agreed fares are acceptable but the meter should still be used to ensure that the agreed fare is within the maximum permitted for the journey.

**54. Should discounts be available (at the discretion of the driver/vehicle owner/operator)?**

Yes

No

Don't know

Most councils require hackney carriages to display the fare tariff in the vehicle, whilst private hire vehicles generally do not

**55. Should fare tariffs be displayed in all taxis?**

Yes

No

Don't know

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## Institute of Licensing: Taxi reform - Stage 2 Consultation

### Taxi meters



This section is about taxi meters

Many councils require hackney carriages to be fitted with taximeters so passengers can see the maximum fare for each journey. Where meters are fitted, they must be calibrated and tested for accuracy.

There is no legal requirement to have a taximeter in a private hire vehicle although councils must test them (for accuracy) if they have been fitted voluntarily.

**56. Should meters be compulsory in all taxis?**

- Yes
- No
- Don't know

Currently some meters are capable of producing a printed receipt. Consequently, it is down to the discretionary record keeping of the individual driver / vehicle owner to keep records for future reference.

The question below should be answered as if meters are capable of producing printed (till) receipts.

**57. What information should meters display, record or print on a receipt? Tick all that apply**

	Record	Display	Print on a receipt
Applicable tariff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver identification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Duration of journey (time)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extra charges (soiling charges, waiting charges etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journey length (mileage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximum fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Vehicle identification

**58. Should meters be used on every journey?**

Yes

No

Don't know

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**Bus lanes and taxi ranks**

<b>15 / 22</b>	<b>68%</b>
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Some councils (the local highway authority, which may be different from the council issuing taxi licences) allow taxis to use bus lanes. Some councils only allow hackney carriages to do so, whilst others do not allow any taxis to use them

**59. Should taxis be able to use bus-lanes nationally?**

- Yes
- No
- Don't know

**60. Should there be taxi ranks?**

- Yes
- No
- Don't know

**61. How should the cost of creating and maintaining ranks be funded?**

- Government grants
- Highways authority
- Land owners
- Licence fee
- Local authority
- Local businesses
- Permits to use rank (paid for)

Taxi ranks are normally provided and funded by local authorities, unless they are on private land such as on railway station forecourts or retail and leisure parks

**62. How should taxi ranks be created? (Tick all that apply)**

- Bus-stops becoming taxi ranks at night
- By licensing authorities only
- By local council
- Formal application similar to planning permissions
- Statutory duty for highways authority to create
- Statutory duty for licensing authority to create

Other (please specify)

**63. Should the creation of ranks be tied in with local highway policy?**

Yes

No

Don't know

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**Standard setting**

16 / 22	73%
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This section is about how standards may be set for taxi drivers, operators and vehicles

Presently, local councils set the standards for private hire operators working within their area

**64. Who should set standards for operators?**

- Department for Transport
- DVLA
- Industry bodies
- Local authorities
- New national regulator
- Other
- Traffic Commissioners

Local councils currently set the standards for licensed drivers within their area. This is done by licence conditions for private hire drivers, and byelaws for hackney carriage drivers.

**65. Who should set standards for drivers?**

- Department for Transport
- DVLA
- Industry bodies
- Local authorities
- New national regulator
- Other
- Traffic Commissioners

Local councils set the standards for the vehicles they licence in their areas, although some rely solely on the national MOT standard

**66. Who should set standards for vehicles?**

- Department for Transport
- DVLA
-

Industry bodies

- Local authorities
- New national regulator
- Other
- Traffic Commissioners

**67. How should standards be achieved and maintained for the industry? (Tick all that apply)**

	Drivers	Operators	Vehicles
Civil/administrative sanctions (eg improvement notices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal sanctions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legally-enforceable code of practice (eg similar to Highway Code)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licence conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Locally-set byelaws	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
National standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

**68. If additional local standards should be set, who should establish and enforce them?**

- Department for Transport
- DVLA
- Industry bodies
- Local authorities
- New national regulator
- Other
- Traffic Commissioners

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**Licence fees**

<b>17 / 22</b>		<b>77%</b>
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Licence fees are set by the local council undertaking the licensing of drivers, vehicles and operators

**69. Who should set and collect licence fees? (Tick all that apply)**

	Set fees	Collect fees
Central government	<input type="checkbox"/>	<input type="checkbox"/>
Independent body	<input type="checkbox"/>	<input type="checkbox"/>
Licensing authority	<input type="checkbox"/>	<input type="checkbox"/>

Councils can set the licence fees with a view to recovering the cost of administering and enforcing the licensing service.

**70. What should licence fees cover? (Tick all that apply)**

- Administration of licensing regime

---

- Criminal record checks

---

- Driver testing

---

- Enforcement

---

- Enforcement of licensing regime

---

- Full cost recovery of relevant licence

---

- Legal and all other administrative costs incurred by licensing authority

---

- Provision of ranks

---

- Taxi rank marshals

---

- Training/qualifications

---

- Vehicle testing

---

- Other (please specify)

Some councils take all of an applicant's fees and pay sums out to third parties such as doctors for medical examinations, CRB checks etc. Others only take the licence application fee and require the applicant to pay other fees directly

**71. Should applicants have the option to pay separately for medical checks etc rather than this being included in the licence fee?**

- Yes

- No
- Don't know

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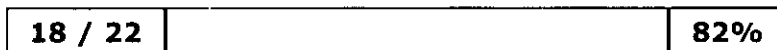
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**Demand for taxi services**



This section is about the demand for taxi services

Some councils impose a limit on the number of hackney carriage vehicle licences that they will issue. Others do not have any limit.

Councils have NO power to limit the number of private hire vehicles that they will licence.

**72. Should the licensing authority have any power to limit the number of licences for...?**

	Yes	No	Don't know
Drivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**73. Should the government support the development of taxi services? (tick all that apply)**

- By grant

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- By subsidy

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- None

---

- Other funding means

---

- Subsidised training

---

- Through tax regime

---

- VAT exemptions on all taxis

---

- VAT exemptions on taxis accessible to disabled people

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- Other (please specify)

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## Institute of Licensing: Taxi reform - Stage 2 Consultation

**Appeals**

19 / 22	86%
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These questions are about appeals from the licensing authority's decisions

Appeals against licensing decisions are made to the local magistrates' courts, with a further right of appeal to the Crown Court apart from a refusal to grant a hackney carriage vehicle licence which is made directly to the Crown Court.

**74. Where should appeals against licensing decisions be made?**

- Magistrates' court and Crown Court
- Magistrates' court only
- Specialist licensing bench within the magistrates court
- Specialist taxi licensing tribunal
- Other (please specify)

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**Enforcement and compliance**

20 / 22	91%
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These questions are about the enforcement and compliance of any new legislation

Councils have a range of sanctions to deal with breaches of standards, conditions or byelaws. These include warnings, licence suspensions or revocation, or refusing to renew a licence. Councils can issue formal cautions or prosecute in the courts. Some councils also use internal penalty points schemes as part of a disciplinary process

**75. What powers and sanctions should be in place for ensuring enforcement and compliance with the law? (Tick all that apply)**

- Administrative/civil sanctions (eg improvement notices)
  - Criminal sanctions
  - Fixed penalty notices
  - Licence penalty points
  - Licence revocations
  - Licence suspensions
  - Remedial training
  - Other (please specify)
- 

Taxi legislation is primarily enforced by local authorities. The police may also enforce these laws, and the Vehicle and Operator Services Agency (VOSA) has a role to play.

**76. Who should be responsible for enforcing taxi legislation? (Tick all that apply)**

- Licensing authority officers
- Local authorities
- Local authority parking attendants
- Local authority parking attendants on ranks only
- Police community support officers
- Police officers
- Taxi Marshals
- Vehicle and Operator Services Agency



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**Amending the existing law**

21 / 22	95%
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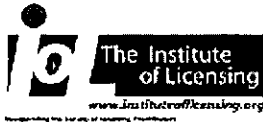
**77. Please answer this questions if you think the existing system requires only minor changes.**

**What needs changing? (Tick all that apply)**

**All references are to vehicles carrying passengers for hire or as part of a business arrangement.**

<input type="checkbox"/> Ability to hire without pre-booking	<input type="checkbox"/> Limits on numbers of hackney carriage vehicles
<input type="checkbox"/> Abolish distinction between hackney carriages and private hire vehicles	<input type="checkbox"/> Limits on numbers of private hire vehicles
<input type="checkbox"/> Auditing of enforcement outcomes	<input type="checkbox"/> Out of district working
<input type="checkbox"/> Consistency and necessity of licence conditions	<input type="checkbox"/> Provision for disabled person access
<input type="checkbox"/> Consistency of enforcement activity	<input type="checkbox"/> Qualifications for licence-holders
<input type="checkbox"/> Licensing of 'courtesy' and other similar vehicles	<input type="checkbox"/> Regulating the hours drivers can work
<input type="checkbox"/> Licensing of ambulances	<input type="checkbox"/> Regulation of licence fees and charges
<input type="checkbox"/> Licensing of classic vehicles	<input type="checkbox"/> Regulation of stretched limousines
<input type="checkbox"/> Licensing of executive vehicles	<input type="checkbox"/> Setting maximum fares
<input type="checkbox"/> Licensing of horse-drawn vehicles	<input type="checkbox"/> The system of driver licensing
<input type="checkbox"/> Licensing of novelty vehicles (eg decommissioned fire engines)	<input type="checkbox"/> The system of operator licensing
<input type="checkbox"/> Licensing of tuk-tuks and bicycle rickshaws	<input type="checkbox"/> The system of vehicle licensing
<input type="checkbox"/> Licensing of volunteer drivers and vehicles	<input type="checkbox"/> Use of bus lanes by taxis
<input type="checkbox"/> Licensing of wedding and funeral cars	

Other (please specify)



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**Conclusion**

<b>22 / 22</b>	<b>100%</b>
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Please provide your contact details. This is necessary to ensure the integrity of the submissions.

Your details will not be used for any other purpose.

**78. Do you wish to be advised once the survey report is made available?**

Yes

No

**79. Contact Details**

**Name:**

**Email Address (Mandatory):**

**Phone Number:**

Many thanks for taking the time to complete this survey.

The consultation will close on 31st March 2010, and we will collate responses with a view to preparing a report to summarise the work of the Institute's Taxi Working Party and to set out the findings as a result of this survey.

The results will be published through the Institute's website: [www.instituteoflicensing.org](http://www.instituteoflicensing.org) in due course.

Regards  
Institute of Licensing

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[Finished!](#)