

Appendix B

About you Postcode - Postcode license holder	More about you Are you (select all that apply): - Respondent type - A current tax business owner in West Northants, , ,	Comments on the Draft Policy Please provide your comments on the part of the policy you have detailed above:- Please provide comments	Comments on the Draft Policy What is the basis or reason for your comment, please provide further detail:- Basis for comment	Comments on the Draft Policy Please provide further evidence to support your comment (if applicable): - Evidence to support comment
NN5 4BT	A current tax license holder, A resident of West Northants, A business owner in West Northants, , ,	Does WNC no longer distinguish between private hire and chauffeur services? While appreciating the licensing and safeguarding issues, I cannot see how this is any way a good move. Hi I've read a fair bit of this new policy etc, we had a rule before, so like most of us we gave up older vehicles and replaced one way or another, then now we still see vehicles 59 plate reg ect still on the roads from mainly or all cross county plating, to me and many is unfair.	Chauffeur services offer a premium service which differentiates from taxi and private hire. Customers like to be driven in a clean and comfortable car and many will not book vehicles that are covered with signage.	
NN3 5JA	A current tax license holder, , , , ,	I believe and should be a rule if you want to use a vehicle in northampton it has to be plated by garages in Northampton, not out northampton and is a loop hole, Or everyone could go out of town to plate old vehicles which then makes all the effort of low emissions pointless, Thanks t hutt	Unfair with still older vehicles and strongly believe if use a vehicle in northampton it should be plated by the nominated garages in northampton	
NN8 4DF	A representative of a community or voluntary group, , , , ,	Incorrect terminology has been used, when describing a non disabled person as “able bodied” this creates the wrong assumptions that disabled people are completely incapable- it’s also considered as ableist, the correct terminology is infact “non disabled” something of which a local authority should be aware of. This terminology is shown in the governments website, this shows a lacking of disability awareness within a local authority who have a responsibility to not create inequality within a community, this will need to be changed with immediate effect and the MP for the area will be informed. I am a private hire owner driver and proprietor, my business is as a chauffeur to private clients who do not want a minicab but an executive car and driver, indeed one of my clients of well over 10 years is the currant High sheriff of Northamptonshire, Mr Crispin Holborow who was appalled that I would need to adorn my car with taxi stickers and plate that would make my Mercedes unsuitable for a chauffer service. I do a lot of work with him, going to country houses all over the UK as he is the head of Savills country department. I have other clients with the same opinions, and frankly worry about my future in this trade . I am currently licensed by Daventry district council who supply an exemption certificate allowing me to carry the license plate inside the boot so that I am fully licensed yet Hello, I have a concern about this rule in regards to side opening windows. I did speak to the council representative at the meeting and she asked me to email in my concerns. My concern is that most minibuses nine seaters do not come with side opening windows which will need to be retrofitted and usually aren’t very big openings & of very poor quality where the locking system is usually flimsy & usually breaks. If it were a factory fitted, it would be more of a quality build, but usually the retrofit ones are very poor quality and I have yet to come across a good quality window opening. I know this from experience, also the openings are very small. You could probably just about get your head through definitely not your whole body in emergencies negating the point in having it in the first place. Most of the vehicles have rear air-conditioning, and with the front windows opening circulation is never an issue.	Unfair with still older vehicles and strongly believe if use a vehicle in northampton it should be plated by the nominated garages in northampton	The evidence is in section 21 of the draft policy- Incorrect terminology. This information of terminologies is available via government UK and scope website.
NN6 6LP	Private hire, Chauffeur, , , , ,	I am currently licensed by Daventry district council who supply an exemption certificate allowing me to carry the license plate inside the boot so that I am fully licensed yet Hello, I have a concern about this rule in regards to side opening windows. I did speak to the council representative at the meeting and she asked me to email in my concerns. My concern is that most minibuses nine seaters do not come with side opening windows which will need to be retrofitted and usually aren’t very big openings & of very poor quality where the locking system is usually flimsy & usually breaks. If it were a factory fitted, it would be more of a quality build, but usually the retrofit ones are very poor quality and I have yet to come across a good quality window opening. I know this from experience, also the openings are very small. You could probably just about get your head through definitely not your whole body in emergencies negating the point in having it in the first place. Most of the vehicles have rear air-conditioning, and with the front windows opening circulation is never an issue.	I would no longer be able to provide the vehicle my customers require. I also provide a service for weddings, and funerals which I will no longer be able to with signs and stickers on my car.	I will also email and attach emailed views of my customers.
NN5 7BS	A current tax license holder, , , , ,	Just as a point currently on Auto Trader, there are 205 Mercedes Vito tourer nine seater minibus’ for sale not one of them has rear side opening windows. I have attached some images of examples of these windows that have been retrofitted. Thank you.	Basic availability & joined up thinking as mentioned the windows are too small.	
NN55JW	owner of approved taxi testing establishment, A business owner in West Northants, , , , ,	If you go on to the internet / Facebook you can buy an M.O.T test certificate for £40 without even taking your car to the garage ! This is exactly what some unscrupulous driver/owner will do. As there are no checks available on them, with your new proposal unfortunately with staff cut backs with W.B.C. licensing, VOSA, making these concerns unworkable. You make no mention of who is going to (police) the vehicles general condition e.g. •Bodywork, •Interior, •Council safety regulations the list goes on and on, so basically no one!!! This has all the makings of a collapse of the vehicle safety and condition requirements meaning there will be unsafe and illegal vehicles moving children, OAPs and disabled members of the public from one place to another with inherent risks to passengers it would seem that Hackney Carriages will still be up to standard, but not so Private Hire. These statements do not apply to all private hire vehicles, but just one unsafe vehicle is one too many, I can only imagine that W.N.C will be increasing its public liability insurance ‘just in case’ it all goes pear-shaped.	concern	
Nn48ng	A current tax license holder, A resident of West Northants, , , , ,	One last old saying ‘Don’t try to fix what is not broken’. I’m really concerned about the new draft that has been issued for private hire and hackney carriage. Some of these new rules that the council are thinking of adding are unrealistic, costly, and not suitable for the current situation. I’d like to draw attention to a few: 10 years ban for using a mobile phone, not being able to use prius plus as a 7 seater & having a car with full service history which is literally impossible. I think the council should reevaluate these new rules and consider making it suitable for our council instead of following other councils as others have different demands and requirements. If councils think that they are improving safety then is the taxi business currently not safe for the public? I would like to suggest licensing authority to rethink all of these new rules and settle on ones that make drivers and passengers safer as There is no need for this kind of increase in driver sanctions like points penalty scheme, as there is no evidence of any major misbehaviour by drivers in the news etc instead drivers are always helpful to the public, and work under high stress levels. The requirement is instead for a verification of ID for all passengers before they use a taxi as drivers get difficult passengers all the time who can be offensive or violent and there is no way for the police to identify them. An ID check would deter this. Drivers are if I was to park on double yellow lines to let a disabled customer out I don’t feel it would be fair to make me have points negative towards me. mot test, too many tests a year at mot will cost double what it does now this is unfair when times are hard as it is At last we appreciate that this council is taking the right approach for our safety, and well being. Agree with this well thought of policy in general.	As above	
NN1 5QR	A current tax license holder, , , , ,	Could not see the clause about other family, or friends driving the taxi when the registered driver is not there. Could we have more investigation into that. Also suggest there is a better dress code so can be identified as a checked and safe driver taking the ride and responsibility. I.D, licence to be displayed very clearly and easily seen. not to be kept in glove compartment or some where else. Spot, random checks to be done to make sure guidelines	As a resident use it on ad hoc basis plus ask visitors to get one .	
nn35bs	Applying for a taxi license, , , , ,	I’m concerned about the new draft issued by council. It’s really going to make our life harder and going to effect our earnings. Some of these changes are unrealistic and not time appropriate		
Nn33xe	A current tax license holder, A resident of West Northants, , , , ,			
NN114PW	A current tax license holder, A resident of West Northants, , , , ,	It is a bit vague.	It says manufacturers recommendations but does that mean it needs to be serviced by the manufacturer’s mechanics. The costs here could be very expensive where if we were allowed to use local mechanics the cost to us drivers can be reduced and is better for local businesses. Also mentions about being valid after implementation. Does this mean once it’s implemented we need a full manufacturers service history because I believe the great majority of drivers will need new vehicles as they don’t have a full manufacturers service history. Personally I think the servicing being inspected is unnecessary because if drivers aren’t servicing their vehicles that is to their determent. I don’t see any safety issues for passengers. If a driver breaks down another driver will be sent out which is an inconvenience but a lot more of an inconvenience to the driver than the passenger.	

		Points one and two 'Driver not clean and respectable in their dress' and 'Driver not complying with the Driver Dress Code' are too open to interpretation and abuse by council officials. One persons' idea of appropriate dress may not conform to another persons idea. As a resident of Northampton Borough who uses taxi services on a weekly basis I have never cared what the driver is wearing. This does not have any impact on driver ability or passenger safety and should not have the potential to incur penalty points and deprive an otherwise good driver of their livelihood. Yes - List of Offences/Breaches of Driver Code of Conduct page 37, 'Driver allowing noise form radio or other similar equipment to be a source of nuisance or annoyance to any person inside or outside the vehicle' - define nuisance, if a song comes on the radio that the passenger at the time doesn't like this should not be a reason to complain about a driver this is too vague and is open to interpretation by too many people		
NN1 3QR	A resident of West Northants, , , , ,	List of Offences/Breaches of Driver Code of Conduct page 39 - 'Failure to attend at appointed time or place without sufficient cause' sufficient cause needs to be defined as drivers have no control over traffic levels, proficiency of other road users or irresponsible parking by other road users. Where I live there is always at least one car double parked in the road which narrows the road and leads to congestion. This frequently blocks emergency vehicles and taxis but the drivers cannot do anything about it and These checks are imperative to ensure Licences are only issued to Fit & Proper persons. A growing proportion of taxi drivers can only say "Postcode" and refuse to take customers without the destination postcode. And the number of comments I've heard; a driver refused to take a teenage girl home unless she gave her mobile number, he then persistently called her asking "meet me".		The draft policy claims to be primarily concerned with passenger safety however this provision has absolutely nothing to do with safety and is about imposing arbitrary and pointless restrictions
NN1 2NQ NN1 5JB	A resident of West Northants, A business owner in West Northants, , , , , A resident of West Northants, , , , ,	A lady in her 50s had a taxi home and the driver asked if he could come in for coffee, and these are just two of the countless times I have witnessed incidents involving PLH I support your proposed document and the changes within. If the passenger is unable to check/read the meter because they are print disabled in some way, how would they know?		As above Providing further ways to improve safety for those using taxis is in no way a bad thing.
nn57JX	A resident of West Northants, , , , ,	21.6. The requirement to provide mobility assistance does not apply if the driver has a certificate of exemption and the specified notice is displayed in the vehicle at the time, but that does not permit a driver to refuse to carry any disabled person. Again referring back to those people who are print disabled how do we know whether or not the driver has one of those certificates? We can't read them, nor the lisenca plate either, it's easy for a driver to claim exemption and hard for people such as guide dog owners to challenge this.d) providing such mobility assistance as is reasonably required this is often difficult to communicate to a driver who doesn't understand/speak English well enough to communicate with effectively. I have often been refused help and advised the driver has an exemption certificate but could not prove or disprove this. Often as a registered blind person I've been dropped and left at the wrong address, abandoned in station car parks, or the middle of a street simply because the driver does not understand the level of sight I have (none) and does not have any disability awareness. 21.7 assistance dogs -Again how do I know being registered blind whether or not the driver has an exemption certificate? I have often been refused access by drivers when This is an insane requirement to put on anyone providing service such as driving a taxi. There is one requirement only. Can they drive you, safely, from your location to your destination in a reasonable amount of time. Nobody but the most inane and pedantic would feel that the way the taxi driver is dressed has any bearing on their ability to do the job. Frankly, I do not care if they speak English or not. If they are able to drive the vehicle safely and get me to where I want to be, that's it. Nobody gets into a taxi looking for a lifelong friendship, just as nobody goes to a local shop expecting the same. Everyone, bar the halfwits that decided this would be a good idea, wants a safe and quick journey, nothing more.		This has happened to me as a registered blind person on numerous occasions. It's very difficult to dispute the point, because A: I can't see the meter to know the starting cost, b: I have to rely on the driver's assistance to reach my final destination, which is often dependent on his/her ability to communicate effectively in English and dependent also on their goodwill and willingness to assist.
NN4 0QG	A resident of West Northants, , , , ,	All of it, What possessed anyone to think that it was a good idea to produce a 151 page document pertaining to something that nobody wants? Point 1.4 states "The scheme will be used where operators, drivers or proprietors of vehicles fail to comply with any legislative requirement, commit a criminal offence (under legislation or byelaws) or breach conditions of licence, and following complaints from the public." Provision is already made for all of these other than unfounded and spurious complaints made by members of the public who are equally inane and pointless as the council. Again, basic common sense, which clearly nobody in the council has. What should have happened when this was initially proposed, is that whoever		evidence of common sense? If you need evidence of the insanity of your proposal, you would not understand any evidence presented to you I will have to spend £1000's to have a chance of getting my Taxi Licence back. This is the harsh reality of what may happen to all Private Hire Drivers
Nn55eu	A current taxi license holder, , , , ,	We will be put on undue pressure with the points system. It's not right that I as a Private Hire Driver should be stressed about whether someone might be reporting me to the Council.		I am deeply concerned about the policy. It will have severe effect on my mental health. I will be worried about losing my livelihood because in someone's opinion I'm guilty.
NN3 2AB	A current taxi license holder, , , , ,	Hi Point based should be removed many people have an assistance dog for purposes beyond those defined, particularly regarding mental health / anxiety. It is also true that there are increasing numbers of people who train & badge their own dogs as being assistance dogs but without any form of accreditation. Investigate whether there is any form of national accreditation that can be used to clarify.		If customer has all right where is the drivers right
Nn33rr	A resident of West Northants, , , , , A current taxi license holder, , , , ,	Yes - page 63 item 90 and 91, should be greater restrictions on use of hands free mobile phones whilst carrying passengers. Far too frequently when using taxis, the driver is gossiping on their phone throughout the journey. I have been afraid to ask them to stop, as I felt it likely that they would evict me from the taxi and refuse to carry me any further. The risk of then missing a train or hospital appointment prevents me from speaking up, so I need you to prohibit all mobile phone use other than brief business related calls. if a customer makes it clear that they need their dog to make the journey with them - say to the vets, then it is unreasonable for the attending driver to then refuse to carry, which could mean missing an appointment which they are then charged for. A driver who chooses not to carry a non-assistance dog should be registered as such with their controller. the intention here to stop the nuisance custom and practice of sounding the horn on arrival is appreciated. However, the greater nuisance is to the neighbours of the hirer - unless they were to rush outside to identify the driver, there is little prospect of warnings or punishments to be issued. Consideration should be given to a requirement on operators to identify any driver who is registered in the vicinity (postcode?) at the time. I accept this may be an onerous task for licensing body, but without that level of enforcement / investigation then the code is a toothless gesture		aware of flaws in your current definition
NN1 2SA	A current taxi license holder, , , , ,	Penalty points scheme is not fit for many reasons as it's not fit many workers including council staff. It is only taxi drivers that have penalty points, no other employees or self employed has penalty points it is purely targeted taxi drivers that already doing very risk job.		Taxi drivers can can be easily penalised, eg if customer with muddy shoes leaves the muddy foot print in the car the next customer can complain and the taxi driver will get penalty points. That is one of many reasons that I object this penalty points scheme, as a taxi driver I have received verbal abusive and physical attack from customers that I was providing service but I never report to the council or police, because of my previous experience.
Nn57bf Nn12rf	A current taxi license holder, , , , , A current taxi license holder, , , , ,	Penalty points scheme is not fit for many reasons as it's not fit for many workers including council staff. it is only taxi drivers that have penalty points, no other employees or self employed have penalty points. It is purely targeted at taxi drivers. Northampton council try to implement new rules which are totally against the taxi drivers the should protect the drivers safety.		Taxi drivers can easily be penalised e.g if a customer has muddy shoes leave a footprint the next customer can complain and the taxi driver will get penalty points. That is one of the many reasons that I object this penalty points scheme, as a taxi driver who are already dealing very violent and abusive customer that can use this penalty points against innocent taxi driver.
Nn39gh	A current taxi license holder, , , , ,	This is a disgraceful policy which discriminates against all those that drive a private hire vehicle or a taxi		The reason I object this penalty points is, it penalises taxi drivers who are already dealing with violent and abusive customers. It is discrimination. Drivers need to be protected as well as the public You read the 150 pages and you will find who wrote this how on earth do expect most of these drivers to understand or read this policy smoke screen costumer safety you think all those that drive a private hire vehicle or a taxi are pedophiles where was your safety all those years ago shame on you
NN17 5EE	A current taxi license holder, , , , ,	I think the draft discriminate ethic minorities. And doesn't support hard working taxi drivers at all.		Northampton will come to a standstill if you don't listen to us driver's are very concerned and upset about this policy which gives the alot of power • Point system • Working hours • 10 year ban
				To request that the draft should be abolished.

		We are strongly against this draconian and racist policy and ask you for you throw out these new recommendations which only target us drivers.	We are strongly against this draconian and racist policy and ask you for you throw out these new recommendations which only target us drivers.	
		Drivers in Northampton are not happy at all and are preparing for action which will cause logistical chaos amongst all demographics of the people in Northampton.	Drivers in Northampton are not happy at all and are preparing for action which will cause logistical chaos amongst all demographics of the people in Northampton.	
		We strongly ask you to scrap these policies as they are not necessary and Drivers in Northampton have a very well respected reputation for the work they deliver to the public.	We strongly ask you to scrap these policies as they are not necessary and Drivers in Northampton have a very well respected reputation for the work they deliver to the public.	
NN3 9XB	A current taxi license holder, , , , ,	I look forward to hearing back from you all.	I look forward to hearing back from you all.	
Nn15dt	A current taxi license holder, , , , ,	We should have the same rights of others. No one cares about us and because the lorry driver is in more danger, then taxi driver Point based systems Police clearance certificate Nothing mentioned about driver safety Non of the policy make a sense , one page say something another page say another things . These a draconian policies which are being implemented on drivers. You talk about passenger safety, yet you have not addressed driver safety in your 150+ page document. You are essentially taking away any responsibilities which the operators have and penalised the drivers. You as a council have failed it's driver community. Shame	Everyone is caring about the passengers, but no one cares about us. We are paying taxes as well.	Tinted windows. We use the car when we are off work. We use it as a private car as well. Can't afford another one.
NN48JB	A current taxi license holder, , , , ,		This policy is truly targeting minority community. It is racist policy, this policy has no right for driver.	All of 150 pages of the draft is my evidence.
NN1 4SR	A current taxi license holder, , , , ,		You have targed ethnic minority drivers in this document	
				It is very hard job for drivers when picking up public who can be very abusive and unfair and disrespectful. But drivers do need a lot of patience to be safe . Now the new policy puts them under even more stress and pressure especially with all this new point system..
NN3 8LF	A current taxi license holder, , , , ,	All of the policy is not needed it's against the drivers. I thing this section is very unfair as we as taxi driver are struggling at the moment with high cost of living limiting as to work for only 10 hours a day will force as into more financial hardship .it 105 say after 19 hour take a break for hour hour or even 2 hour that is understandable I don't agree with the entire policy because so many rules are repeated just another way with another words and this point system is unacceptable as we don't have any rights. It's just about the customers. We care about the customers we do our best but you should agree there is a rude and racist customers which we do not want to take in the car. There is no driver safety. We need more safety and support from the police and council. Just the other night police come to the taxi rank and left the passenger there to take a taxi and that person didn't have any money. He sat on one of the drivers car he didn't wanna leave the car and the driver rang the police and the police said	The current policy the taxi drivers are following is good enough. It protects the public and the drivers don't have enough rights anyway its pretty much tight. The new policy is complete against the drivers.it is	
Nn49es	A current taxi license holder, , , , ,		It's Wrong	The evidence is in the policy it's anti Taxi Drivers
NN4 8NU	A current taxi license holder, , , , , A current taxi license holder, A resident of West Northants, A business owner in West Northants, A representative of a community or	I am surprised by reading the whole document is draconian, racist and disgraceful. Specially points based system, disqualification on having points on UK driving licence, full car service history policy, racist and disgraceful regulations and providing no safety to the drivers. You're pushing this town towards more failures. Points system on private hire licence it's unfair for taxi driver and the new proposed draft against driver right and driver safety, humble request to the council please	Your racist and disgraceful behaviour about other cast and taxi drivers and providing no safety and rights to them	
Nn11nt	voluntary group, , , , ,			
NN1 4BX	A current taxi license holder, , , , ,			
		Do you get to see a record of the complaints logged by the operator. A lot of passengers will go direct to the company that has took them to raise a complaint.		
		Yes - 24.3 Basic DBS, I would not allow my elderly relative or child get into a taxi with someone that is not suitable and a basic DBS would not give that information. How come the drivers have to go through safeguarding training but the council is not safeguarding vulnerable passengers		
		26.4 - providing basic DBS, Like the hackney, I would not put an elderly relative or any other vulnerable person of any age into a taxi if they had not been checked properly there has been previous cases of abuse in authorities in the North of England. What are you doing to ensure that this does not happen in West Northants.		
		List of Offences/Breaches of Driver Code of Conduct - Driver not behaving in a civil and orderly manner - D3 is open to different interpretation and 3 points may not be too lenient in certain instances. There should be certain behaviours stated that will result in a ban. For instance someone may discriminate against someone, inappropriate touching, use of sexualised language or anything else that would really show that they should not be driving the public especially the vulnerable		
		pg 45 - previous convictions Too general and should include certain actions for certain convictions. West Northants has it's own. Further mention in the document contradicts. Why is there repetition but with different requirements? Surely the document should be easy to follow? It is not safeguarding if a person that is a proven to have sexually abused someone to even be considered and should be clear that they will not be given a licence. This should also be the case for someone awaiting a trial for such instances not just for the protection of the vulnerable but if the person is not guilty, they may be subject to further false allegations which may sway the outcome of their trial and also affect their DBS. https://www.horsham.gov.uk/licensing/taxi-and-private-hire/taxi-and-private-hire-licensing-criminal-convictions-policy Just one example of an authority that I have found that asks for an enhanced DBS . How will the council know if there have been any investigations or records of concern regarding an individual. However on pg 57 there is contradiction where enhanced DBS is mentioned. Which is it?		This could mean a lot of things being missed which may make a big difference as to the suitability of the operator, car or driver.
	A resident of West Northants, A business owner in West Northants, , , , ,	I am a Hackney Driver and proprietor of a Hackney carriage in Northampton, I have read through the draft policy and here are the following point I don't agree with:		
		1)Motoring convictions; being banned for a number of years for having motoring convictions, which I believe to be completely unfair, this needs to be looked at again.		
		I also urge you to ADD the following onto the policy Page 40 4. Offences / Breaches of Operator Licence Conditions - Private Hire Vehicle.		
		** failure to provide Licensing officers and enforcement agency's Drivers job history and Pda history for upto 2 weeks in the event of a driver being reported to have being seen or reported illegally plying for hire** points ??		
		I also urge Committee members to change the draft points system (penalty points) in regards to Page 37 3. List of Offences/Breaches of Driver Code of Conduct Page 37 3. List of Offences/Breaches of Driver Code of Conduct		
		D7/ Driver of PH vehicle plying for hire 4 points.		
		This needs to be changed to 6 POINTS.		
		I also would like to see MANDATORY changes in appearances of private hire vehicles this includes the following:		
		1)Permanent removal of yellow and red roof signs 2) Introducing reflective Magnetic signs or sign writing on doors and bonnets stating company name and having advance bookings only written.		Increasing number of private hire illegally plying for hire due to historically high numbers of licences being issued.
Nn1 4je	A current taxi license holder, , , , ,		Protect our hackney trade.	

I am a Hackney Driver and proprietor of a Hackney carriage in Northampton, I have read through the draft policy and here are the following point I don't agree with:

1) Motoring convictions; being banned for a number of years for having motoring convictions, which I believe to be completely unfair, this needs to be looked at again.

I also urge you to ADD the following onto the policy
Page 40

4. Offences / Breaches of Operator Licence Conditions - Private Hire Vehicle.

** failure to provide Licensing officers and enforcement agency's Drivers job history and Pda history for upto 2 weeks in the event of a driver being reported to have being seen or reported illegally plying for hire** points ??

I also urge Committee members to change the draft points system (penalty points) in regards to
Page 37

3. List of Offences/Breaches of Driver Code of Conduct

D7/ Driver of PH vehicle plying for hire 4 points.

This needs to be changed to 6 POINTS.

I also would like to see MANDATORY changes in appearances of private hire vehicles this includes the following:

1) Permanent removal of yellow and red roof signs

2) Introducing reflective Magnetic signs or sign writing on doors and bonnets stating company name and having advance bookings only written.

As a Hackney Driver I believe these ammendments will improve our trade for the foreseeable future and improve vehicle and driver standards and passenger safety for visitors of Northampton and the local community.

Don't make life difficult for taxi drivers by introducing unnecessary beaurocracy.

Most of these rules are against natural day to day service can be provided and some of the rules are against even national law, drivers feel deprive and slave to what public has been given so much power and there is not a single rule regarding safeguarding of drivers and protection of drivers as we are always on the risk of not been paid, robbing, breaking in, assaults and beaten up which has happened to many drivers and it has happened to myself so many times so far. So need withdrawal all the draft and bring something for safety and security if drivers who are serving public on risk and helping public to socialise, help them in schools shopping and lot of other things public

Same above

There are so many evidences that this draft should be withdrawn

If a person has resided 15 years or more and worked as a private hire driver for 10 years already.. How can you expect them to then have to prove good character? Is the time spent not more than satisfactory of good character?

The new rules should only apply for new applicants.

It is difficult trying to obtain such information from Countries that do not have such processes.

You could possibly have a minimum residence criteria where a applicant must of resided for 5 years as their main residence.

Safeguarding requirements are a positive change.

Driving standards, I believed this was already required. Certainly was when I first applied as was a Written test and verbal communication proven at the initial training session.

You engaged with the Council representatives during the course.

Overall, the new rules should be implemented for New applicants only.

NN28XE A current taxi license holder, , , , ,
NN1 A resident of West Northants, , , , ,

NN57DE A current taxi license holder, , , , ,

Nn12jz A current taxi license holder, , , , ,
Other (please detail below), I have passed everything that requires for taxi and private hire and waiting for the license., , , , ,

Points section of the policy is not reflect the reality of day to day taxi driving life!

Abolish the points system and unnecessary criminal background check after every 3 months spent outside U.K for non British citizen.

Nn38dp A current taxi license holder, , , , ,

Please include policies that safe guard private hire and hackney drivers. Theft, fare runners and verbal abuse from customers.

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2) Introducing reflective Magnetic signs or sign writing on doors and bonnets stating company name and having advance bookings only written.

As a Hackney Driver I believe these ammendments will improve our trade for the foreseeable future and improve vehicle and driver standards and passenger safety for visitors of Northampton and the local community.

I hope that you will be fine and doing well.

I would like to place my comment about the upcoming Taxi and PH regulations. Dear sir as you know that taxi drivers are already struggling with their income because of less work and rising cost of living and on top we have to face assault, run and abuse from the customers too. In respect of this most of the parts of regulations are completely demoralising and racist where we as a driver have been given no rights to defend ourself as a self-employed entity. Further point based system is full forceful targeting system to put ourselves in deep farm of depression, anxiety and trauma working in this town and helping the community.

As you can see taxi drivers always come out to help the community during bank Holidays, Christmas and new year holidays as well as during bad weather. But in response we are getting no appreciation from the council, licencing or any other authority. Just imagine if there is no taxi available for school runs, hospital, airports, trains stations, work or weekend runs. Than what would you or the public do. No one take a risk of drink driving. If there are no taxi drivers than other local businesses specially pubs will be effected too for not having customers. Kids will be effected for their school runs, hospital staff and patients will be effected for not reaching to the hospitals, people will be struggling to go to airports and train stations.

Here I would like to request you to consider the importance of having taxi and PH drivers in this town who are always there to help the community. If you have any concerns you may introduce mandatory refresher cource for the drivers to attend as a reminder to adhere the health and safety rules and regulations for the public, driver as well as the vehicle instead of bringing up this pathetic and depressing policy. All the drivers and operators are ready to cooperate with the council to upgrade the trading standards through mutual trust and ownership instead of being beaten by this draconian policy where most of the drivers will be so discouraged to either leave the trade, town or decrease their number of hours to avoid having chance to become disqualified and if that happens then it will place huge impact on all the business as well as on the community. Where people will struggle to book a taxi in time.

We strongly believe that you will consider all the above points and will take appropriate actions to discard this policy and will find a constructive way instead of punishing way to improve the trading standards in our town.

We shall be looking forward to your positive and favourable response.

Sincere Regards

1- point system

2. Tinted glasses

3. Roof signs

4. Magnetic door signs

5. Removing Toyota Prius from 6 seater to 4 seater.

Displaying too many No smoking sign inside the car.

6. More then two MOT

7. PA course for all drivers

Hi

Dear sir/madam

Especially this time of the financial problem no work lots of other financial problem work problem I have read the Neue draft that's absolutely not fair. I will kindly request please response to our Corman's and strikes at this please imagine everybody go sit up there mortgages finance lots of other things I know you know better than me about those issues going on at this time I kindly request, please respond fairly for this matter. Thank you very much.

I hope that you will be fine and doing well.

I would like to place my comment about the upcoming Taxi and PH regulations. Dear sir as you know that taxi drivers are already struggling with their income because of less work and rising cost of living and on top we have to face assault, run and abuse from the customers too. In respect of this most of the parts of regulations are completely demoralising and racist where we as a driver have been given no rights to defend ourself as a self-employed entity. Further point based system is full forceful targeting system to put ourselves in deep farm of depression, anxiety and trauma working in this town and helping the community.

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I suffer from all these policies and many other drivers family too.

Have you ever thought of these poor drivers, how to benefit them and to protect them from abusive customers.

These policies are killing people like us these are not driver friendly. These policies could put two thousand families in difficult position.

I kinda requests from the licensing authority. Please look into this matter carefully, and please do something good for the local businesses and taxis thank you very much

NNS 7DE

A current taxi license holder, A resident of West Northants, Hackney carriage driver, , , , ,

Nn1 1nt

A current taxi license holder, A resident of West Northants, A business owner in West Northants, A representative of a community or voluntary group, , , , ,

Nn13bh

A current taxi license holder, A resident of West Northants, A business owner in West Northants, , , , ,

Nn57dg

A current taxi license holder, , , , ,

I am a Hackney Driver and proprietor of a Hackney carriage in Northampton, I have read through the draft policy and here are the following point I don't agree with:

1) Motoring convictions; being banned for a number of years for having motoring convictions, which I believe to be completely unfair, this needs to be looked at again.

I also urge you to ADD the following onto the policy

Page 40

4. Offences / Breaches of Operator Licence Conditions - Private Hire Vehicle.

** failure to provide Licensing officers and enforcement agency's Drivers job history and Pda history for upto 2 weeks in the event of a driver being reported to have being seen or reported illegally plying for hire** points ??

I also urge Committee members to change the draft points system (penalty points) in regards to

Page 37

3. List of Offences/Breaches of Driver Code of Conduct

D7/ Driver of PH vehicle plying for hire 4 points.

This needs to be changed to 6 POINTS.

I also would like to see MANDATORY changes in appearances of private hire vehicles this includes the following:

1) Permanent removal of yellow and red roof signs

2) Introducing reflective Magnetic signs or sign writing on doors and bonnets stating company name and having advance bookings only written.

As a Hackney Driver I believe these ammendments will improve our trade for the foreseeable future and improve vehicle and driver standards and passenger safety for visitors of Northampton and the local community.

Re: West Northamptonshire Hackney Carriage and Private Hire Policy 2023.

Dear Committee,

I am writing to you as an Owner/Driver (Private Hire) with some concerns about the draft policy mentioned above.

In principle, I welcome much of it - I fully understand the need to ensure safeguarding and customer care standards are raised and met

However, I do feel that the very different environments that we collectively work in as Hackney and Private Hire have very different needs.

My business is mainly airport transfers and long-distance transfers and I work very hard to offer a personalised chauffeur service.

On occasion, a client may wish to get a sandwich en route which I have no problem with as there is no smell and any odd crumb would be cleaned away before the next booking.

And the rules should be more easy for us because we are on the road. Do you know how hard is on the road when you're driving we should be stressfree there is so much stress on the roads and on the top you give me more stress and we are not terrorist. We are not rapist five fingers or not the same we should be treated well.

It important to understand the private Hire Taxi drivers perform a vital part of the public services, for example, they take the public to the hospitals, children to schools and pick up drunk and disorderly customers and office and factory workers to their destination. Private hire taxi drivers are used by medical staff, vulnerable passengers and other transport service. However, customers are rude, drunk and aggressive, violent and demanding. Many times, the taxi drivers are victims rather than perpetrators. Taxi drivers are sometimes being navigated by customers because they claim that taxi drivers overcharge them and navigate them through dangerous direction indicting shortcuts. Some taxi drivers are compelled to listen to customers due to the threat of being complained by customers to the council. Other occasions, taxi drivers are not paid for their fare and customers cause damage to their vehicle and assault them. If there is some serious crime committed by taxi driver or customers should be reported to the police and not council because police have investigating powers and not council. the focus should not be on taxi drivers but customers as well and What is the highest standard of integrity and behaviour for taxi drivers, this description too vague not clear? This clause is implied to taxi drivers and not the passenger.

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20.3 Page 24-25 the safe guarding section Response - 20.3 Page 24-25 the safe guarding section Response

All existing licensed drivers, proprietors and operators will be required to attend a successfully pass a safeguarding course and test, as required by the Council, to obtain a pass certificate which must be produced within 1 calendar year of adoption of this policy or on renewal, whichever is sooner. Failure to do so may result in suspension of the licence until successful completion of the test.

Not happy with council, what they're doing with the taxi drivers they don't respect us they don't treat us right we are you working hard trying to help we get bullied by the customer the new rules I did not see anything about the driver even if we have any problem or we are in danger. The police is not turning up they are saying it's just a taxi driver. We are paying taxes we should be treated exactly like other citizens

We are taxpayers, we should be treated the way you treat other citizens

i reported a crime of assault to the police station few month ago when i was attacked by drunk passenger

Nn57Df NN17 5EE	A current taxi license holder, , , , , A current taxi license holder, , , , ,	The whole draft is not to improve the service but to target hard working taxi drivers.	Council are being to harsh, not thinking about driver but instead of thinking of public. If we get targeted by public council will not cover our losses nor will they help us in any ways It's not a fair document I feel that it's discriminating to minority people.	It's a discriminating document. The whole document is discriminatory ,It's about attacking drivers as pple who dont think , criminals , who must be punished by banning them from driving which bad ,,, Please you need to review it
NN33LX NN1 25Q	A current taxi license holder, , , , , A current taxi license holder, , , , , A resident of West Northants, A business owner in West Northants,	The whole policy is fascist it must be scrapped ,,It seems it's targeting certain ethnic group . I will support the 1 year renewal plate licensing instead of 6 months I cannot find any comment on discreet plates which I have issued on my vehicle as I do mainly corporate and business airport runs and London bookings and my customers prefer not to have a plated vehicle	On the policy documents they is nothing that protects drivers ,,It's all about fighting the helpless , poor drivers who are abused ,attacked , racially abused daily, The Policy document is bad the 6 months renewal is too short and too bureaucratic. The 1 year is better	
NN13 5HG	Private hire license holder, , ,	Points system is really unnecessary rules which will harassing people. If you put them rules then why do you put driving test to become a taxi driver. Also with with this point system driver can't drive comfortably. It will effect safety. Because this is a stress. "Stansted customer services " what does it mean. Why drivers are taking all the reasonabilities where is after 10pm most of customers are drunk. And why door signs do you need where is roof signs is already on. So drivers need 2 cars at all the time.	See above	
NN5 5AW	A current taxi license holder, , , , ,		Unnecessary rules making peoples life in danger.	
Nn49yx	A current taxi license holder, Private hire taxi licase holder, , , , A resident of West Northants, , , , ,	It's very long .Why don't we have Uber in Northampton? Is it a bit too edgy and forward looking, for the NIMBY Tories who are in charge, to handle? Or are you just Please scrap the whole draft As this is a very hard time for everybody specially for taxi drivers. Rent bills food concil tax insurance fuel car parts and repairs gone up So please we can't afford any more pressure at this time If council go ahead with the draft many drivers will leave and go for another jobs So please let us live and work as we do Under the current system. Thank you With best regards I think it's a good idea taxi driving a round the town is very poor thay have no curtesy for other drivers I work around Northampton a lot any body cuts you up it's taxis	Regular disappointment as innovative and new things go to MK instead of northampton	Just look out if the window, at the state of the place
NN26DA	A current taxi license holder, , , , ,		Because council making it harder for us at this time	We can't afford any more pressures. We want the draft policy to be scrap
NN3 3RN	A resident of West Northants, , , , ,			
NN5 7PQ	A current taxi license holder, A resident of West Northants, , , , A resident of West Northants, , , , ,	Points for not having 3 No smoking signs in the vehicle alongside the CCTV signs is ridiculously petty. You also need to clarify whether vehicles need to display a roof sign/door sign or both because it is not clear within the proposal and also whether cross bordering vehicles have to comply with the same regulations. Displaying of Badge Licence. The policy should read that the licence be displayed within the vehicle either around the neck of the driver or from an air vent in view of the passenger. Failure to notify Licensing Authority of serious illness/injury. This could directly or indirectly discriminate against any persons and allows the council to apply discriminatory practices when allocating licenses. This requirement should be scrapped. In general i think this policy has far too much to comply with.	These days the majority of people are fully aware it is not permitted to smoke within a vehicle so 1 sign is ample as a reminder if required. Some drivers like myself display CCTV signs purely as a deterrent without actually having the equipment installed, so to penalise drivers for this is not reasonable. It is not always possible for a customer to view the left arm of a driver whilst inside the vehicle whereas it is far easier if it is around the drivers neck or attached to an air vent as it is illegal to have anything obstructing your view hanging from the internal mirror. It is not always possible to inform the Licensing Authority of serious injury or illness in writing within 7 days, especially if you are hospitalised. Each case should be treated individually on merit and not wholesale as you are suggesting.	
Nn45ds	A current taxi license holder, , , , ,	As being a phd on and off for 24 years i have always been polite greet customers and tried to provide good customer service. I totally understand public safety and adhere to continuing providing good customer service. I do believe that some points are good to get the bad drivers off the road. I dont believe drivers should carry heavy lugguage over 23kg for health and reasons. At the end of the day the passenger has filled suitcase and should load into car with the help of the driver. With terms to pick and drop passengers on double yellow lines should be removed as we only stop for the convenience to the public. Roof signs can be dangerous as with frost can slide off to the car behind. There is all to do with public safety but nothing to do with driver safety? Driver safety is also valuable as we do also have families with this day and age with knife crime we have no supprt from anyone ie council or police. The council should also include driver safety and ensure drivers get paid for the fare and if we have runners or no shows or the public booking multiple taxi companies. I think that the public also should be told that private hire service is alternative travel to busses or trains depending on circumstances and we are here to help the public to get to their destinations safely but with no aggressive behaviour towards us if they have their own issues and take out on drivers also included public where drugs and alcohol is involved we as a driver always gets humiliated from passengers.	The basis on my comment is you thought about public safety and not driver safety at the end of the day we are licensed by the council or should be employed drivers and ensure both drivers and public are safe.	Become a taxi driver he has already done practical driving test and written test. Also pick up and drop off is always customer choices not drivers. If driver doesn't, Leiston, customer will complain. And driver will get 2 points. So whose fault is that. Is there specific place for the private hire taxi? So do you have to concern about pick up or drop off. If driver can't touch any device while he's driving then how can he accept follow ups jobs. Everything is so unfair and one-sided.
NN5 5AW	A current taxi license holder, , , , ,	A person while driving a vehicle he should be stress free. Also why everything is one sided. This is totally unfair. This is kind of discrimination as well. So make any mistakes please think again. Make sure rules are fair for everyone.	Well, why do you need points for, whether the serious offence rules are already there. Why do you needs for the dress code, this is only for harassing drivers. Because of there is lots of stupid customs.	

I am not sure what is meant by affixed? I am assuming magnetic signs are ok? Door sign should be removeable as all drivers use their vehicle for personal use and for work. Also if the driver wants to sell the vehicle a door sign will reduce the value which is unfair.

Pages 22, Sections 16.1-16.4:

The current description of the highest standard of integrity and behaviour for taxi drivers is unclear and should be revised. This standard should apply to taxi drivers, rather than just passengers. It seems that the council is using this policy to discipline private hire and black drivers, and not placing enough emphasis on the needs and safety of the drivers themselves.

Private hire taxi drivers play an essential role in public services, transporting people to hospitals, schools, and workplaces, including vulnerable passengers and those in need. However, they often face rude, drunk, and aggressive customers who may even cause damage to the driver's vehicle and threaten their safety. In some cases, customers make false allegations against drivers, which can lead to costly and time-consuming investigations. Serious crimes committed by taxi drivers or customers should be reported to the police.

Sections 17-18:

The council does not have the authority of a tribunal or judicial court, and its role should be limited to acting upon the advice of the police and courts. False allegations made by members of the public against taxi drivers can be difficult to prove, and the council should not act as a devil's advocate. Any serious allegations of wrongdoing should be reported to the police.

Page 24, Section 19:

The council is not treating taxi driver applicants fairly and equally. The current policy is too strict and does not consider the circumstances under which taxi drivers operate, often facing abuse and threats from passengers. The policy should be revised to assist drivers with their problems, such as dealing with drunk, disorderly, and abusive passengers.

Section 19.3:

Taxi drivers treat their customers courteously, but they also need to be able to deal with difficult situations. The council should assist drivers in dealing with drunk, disorderly, and abusive passengers by providing training and support.

my reason for comment because the Draft Hackney Carriage and Private Hire Policy 2023 is very unfair. This proposal has many unnecessary rules and regulations that make the work of the driver unnecessarily difficult, without adding any significant improvement to public and passenger safety.

Pages 24-25, Section 20.3:

I as a taxi driver of Northampton feel that this policy needs really looking into, you are making an already hard job harder, and impossible for drivers. The points system is very unfair, what if there is traffic, circumstances beyond my control, I'm going to be penalised for being late. What if I get held up helping previous passengers etc. Also the full service history, the ages of cars how as a citizen, in this current climate supposed to afford such luxuries. The exams/tests that you asking us to pay for to become drivers surely if you wish us to do them you should pay. I also feel that the vagueness of some of the points and the ridiculous contradictions within the policy need looking at. Also as a taxi driver I do not work for the council I am self employed, and some of the points in this draft policy make me become a worker, uniform, actions outside of I do not agree with the point system, as some of the things on the point system are out of a drivers hand, and why should I be penalised for this, we have worked fine without one for so long.

as a driver I feel like I need to be heard so I am opposing this

the full service history and age of cars can make it very difficult for a driver to be able to afford to get a car especially in the crisis the country is in at the minute.

point 34 contradicts point 35 on page 22?

door signs on vip cars make them look un vip and can damage the body work, which then will make the taxi fail its plate mot??

what has my behaviour outside of the work place got to do with anyone but me?

again forcing more courses on us forcing more expense on a trade that has been heavily effected because of covid. please make the points more clearer.

why is someone who I am not employed by giving me rules that are impossible to stick by.

Dear Sir/Madam

I hope that you are in good health and doing well.

I would like to place my comment about the upcoming Taxi and PH regulations. Dear sir as you know that taxi drivers are already struggling with their income because of less work and the rising cost of living and on top we have to face assault, run and abuse from the customers too. In respect of this most of the parts of regulations are completely demoralising and racist where we as a driver have been given no rights to defend ourselves as a self-employed entity. Further point based system is a full forceful targeting system to put us in the deep farms of depression, anxiety and trauma working in this town and helping the community.

As you can see taxi drivers always come out to help the community during Bank Holidays, Christmas and new year holidays as well as during bad weather. But in response, we are getting no appreciation from the council, licencing or any other authority. Just imagine if there is no taxi available for school runs, hospitals, airports, train stations, work or weekend runs. Then what would you or the public do? No one takes a risk of drunk driving. If there are no taxi drivers then other local businesses especially pubs will be affected too by not having customers. Kids will be affected by their school runs, hospital staff and patients will be affected by not reaching the hospitals, and people will be struggling to go to airports and train stations.

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We strongly believe that you will consider all the above points and will take appropriate actions to discard this policy and will find a constructive way instead of punishing way to improve the trading standards in our town.

The points system, no licence holder protection(we are part of the citizens of Northampton our vote matters) lateness should be left for the operators to deal with. Dress code absolutely irrelevant, waiting on a doboule yellow should be removed. We need protection for licence holders who get attacked and cars vandalised on the front line

The new laws are one sided

The police and the Council git all the statistics the Point system is absolutely lunatic, makes no sense what so ever.

The Entire policy makes no sense at all. it meeds changing and sit down with the drivers and ask for their views. Penalty points Too harsh

It's going to make difficult some customers are rude, disrespectful and dangerous.

I disagree with the policy as it make more difficult and unnecessary things for drivers and for drivers safety there is nothing.

Whole policy

NN2 8PA A current taxi license holder, , , , ,

A current taxi license holder, , , , ,

A current taxi license holder, , , , ,

Nn12sj A current taxi license holder, , , , ,

Nn57jy A current taxi license holder, , , , ,

NN3 2QD A current taxi license holder, A resident of West Northants, , , ,
NN57DB A current taxi license holder, , , , ,

NN5 4WA A current taxi license holder, A resident of West Northants, , , ,

I am not sure what is meant by affixed? I am assuming magnetic signs are ok? Door sign should be removeable as all drivers use their vehicle for personal use and for work. Also if the driver wants to sell the vehicle a door sign will reduce the value which is unfair.

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Pages 24-25, Section 20.3:

Penalty point scheme is not fit for many reasons as it's not fit many workers including council staff . It is only taxi drivers that have penalty points , no other employees or self-employed has penalty points it is purely targeted taxi drivers that already doing .

dressng code, penalty point. D1, D2, D3, D4, D6, D8.

The drivers where not involved in marking the policy.

This is to do with the people who working in the industry.

I personally believe to improve something you need to engage the people who are working in it.

I personally believe some of the things are right but need to adjust.

The policy as a whole is complicated .the penalty points scheme is petty.on a bad day I could accumulate 20 points. As for full service history on vehicles. When I buy a vehicle the financial responsibility is mine not the council therefore the choice buying with full service history is mine.as long as the vehicle passes the mot. That should be enough. My first private hire vehicle was 4 years old with full service history and it failed first time and it 4 weeks to fix and the financial burden was mine not the council. Driving test, When I got my private hire badge 15 years ago I had a knowledge and driving test. I agree that new drivers should have a test or driving course but in one section you say new and existing drivers require a test but in another you say just new drivers.

Driving licence - With cameras everywhere now especially in cities it can be easy to incur points when you are trying to follow a sat navigation with drunk customers and watching your back which has happened quite often to me while working nights. Getting 6 points with the possibility of a ban is unfair and stressful to the driver. Incurring 6 or more points on a phv insurance is very expensive and should be enough of a deterrent.

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my reason for comment because the Draft Hackney Carriage and Private Hire Policy 2023 is very unfair. This proposal has many unnecessary rules and regulations that make the work of the driver unnecessarily difficult, without adding any significant improvement to public and passenger safety.

Taxi drivers can be easily penalised , eg if customer with muddy shoes leaves the muddy footprint in the car the next customer can . Can dealing very violent and abusive customer that can use this penalty points against innocent taxi driver .

The reason I object this penalty points is , it penalises taxi drivers who are already dealing very violent and abusive customer that can . the policy is not fair, it did not protect drivers and their lively hood. those areas of drivers concern should be look at and addressed .

Most of the items in the policy can be reduced and make small, The policy should be apolicy not a set of pernshtment rules.

Nn27rr A current taxi license holder, A resident of West Northants, , , ,

nn1 2jq A current taxi license holder, , , , ,

nn4 8nw A current taxi license holder, A resident of West Northants, , , ,

A current taxi license holder, , , , ,

NN4 ODA A current taxi license holder, , , , ,

Nn4 6fl A current taxi license holder, , , , ,

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Pages 22, Sections 16.1-16.4:

The current description of the highest standard of integrity and behaviour for taxi drivers is unclear and should be revised. This standard should apply to taxi drivers, rather than just passengers. It seems that the council is using this policy to discipline private hire and black drivers, and not placing enough emphasis on the needs and safety of the drivers themselves.

Private hire taxi drivers play an essential role in public services, transporting people to hospitals, schools, and workplaces, including vulnerable passengers and those in need. However, they often face rude, drunk, and aggressive customers who may even cause damage to the driver's vehicle and threaten their safety. In some cases, customers make false allegations against drivers, which can lead to costly and time-consuming investigations. Serious crimes committed by taxi drivers or customers should be reported to the police.

Sections 17-18:

The council does not have the authority of a tribunal or judicial court, and its role should be limited to acting upon the advice of the police and courts. False allegations made by members of the public against taxi drivers can be difficult to prove, and the council should not act as a devil's advocate. Any serious allegations of wrongdoing should be reported to the police.

Page 24, Section 19:

The council is not treating taxi driver applicants fairly and equally. The current policy is too strict and does not consider the circumstances under which taxi drivers operate, often facing abuse and threats from passengers. The policy should be revised to assist drivers with their problems, such as dealing with drunk, disorderly, and abusive passengers.

Section 19.3:

Taxi drivers treat their customers courteously, but they also need to be able to deal with difficult situations. The council should assist drivers in dealing with drunk, disorderly, and abusive passengers by providing training and support.

Pages 24-25, Section 20.3:

The point system introduced is too much. The results can be achieved by fining the drivers. Also it is only for the customers and nothing any thing for the safety of drivers.

Totally disagreed.

The whole of the new policy is too restrictive. It feels to me that the council is acting as judge, jury and executioner. In my opinion some of the legislations have no legal power to withdraw my employment. The taxi driver is not employed by the council, we are self employed.
N'ampton Council

* New legislation is an assault order

* Taxi drivers are also humans

* Stop bullying taxi drivers

* Create love not fear

* Be respectful with taxi drivers

* Do you want taxi drivers to become jobless

* Where is taxi drivers rights & safety

* Whome is there to protect taxi driver

* Stop putting Taxi drivers and there families under fear & anxiety

Customer oriented draft but why not driver oriented!!! Customers are good in making stories so you will believe on them ??? Simply don't agree with anything new all the

existing laws are enough and keep it simple as they are ... where you guys think that your general public need more safety from us... Whole draft is waste of time and

money from council, Please spend your energies and money on more concerning issues .i.e Schools ,Northampton General hospital,Roads are in worst state, need more

Personally, along with all other taxi drivers, I am not happy with most parts of this proposal draft.

The requirements are made specifically against the taxi drivers.

I want to request that you all sit down carefully and read just how many parts of this proposal will benefit us taxi drivers and how much of it won't.

I'm sure you'll come to the conclusion yourselves of how unfair it is to us.

We agree with some points like being presentable & keeping the taxi clean etc. And we strongly agree with the part mentioned about having no insurance - that breach

should receive the deserved penalty points & disqualification.

However majority of the points mentioned are very minor things and the penalties given are too harsh.

For example - touching the phone. This is necessary to accept jobs, however if the device is on hand then the penalty is understandable.

For minor things like pick up & drop off on double yellow lines I believe there should be fines put in place rather than points added every time. Fines stop the drivers from

making the same mistakes in the future whereas points will take away their whole livelihood.

We will loose our bread and butter if this racist policy are implemented

West Northamptonshire Council should reconsider that new draft policy, we do agree that council is trying to put more safety measures but what about the drivers.

Nothing mentioned about safety of drivers how about drunk rude or racist customers attacking drivers who will take care of drivers, police doesn't help as they say its civil

matter Council doesn't help and if drivers try to take matter in their own hands council is ready to act against drivers with severe penalties also taxi drivers are not

employed by council that they have to inform cou council about their circumstances, if that so will the taxi drivers be getting sick pay holiday pay and all the other benefits,

Whilst there is a large portion of the document ensuring that those with disabilities are accomodated properly, there is little to ensure that drivers have an understanding.

As a relative of someone who has an intellectual disability and uses taxis to attend day services, this concerns me and has lead to problems. Basic learning disability and

autism awareness training is available as short and even online courses and this is undertaken in public facing jobs not just in the public sector. Even customer service

positions and large companies train their employees on this nowadays.

Fully support these measures. They will make me feel more comfortable and confident in using taxis in West Northamptonshire. I also feel that the stricter regulations will

also be beneficial as both a pedestrian and road user. While most taxi drivers in the area are fine I have had a few incidents over the years and a more robust regulatory and

my reason for comment because the Draft Hackney Carriage and Private Hire Policy 2023 is very unfair. This proposal has many unnecessary rules and regulations that make the work of the driver unnecessarily difficult, without adding any significant improvement to public and passenger safety.

The policy is so complicated to digest. We will be all the time making ensure that these 100s of requirements are met. Always be in fear that something is not missing.

Necessary things can be done but it's too much.

2 points, car not clean. 2 points, not smartly dressed (no definition of what smartly dressed is) 2 points for picking up customer on double yellow line. 2 points for being late in picking up customer etc etc. This is just a few things

According to the new legislation I could accumulate 12 points in one day easily and would lose my license for 5 years. In no other profession would this be the case.

No respect from council for the taxi drivers. We are already taking too much hate, threat and bullyness from the customer and on top our council is further pressing us and want us to die on the job by giving us depression anxiety and pressure through this policy. Therefore the whole policy should be abolished.

The whole draft is pathetic and against drivers rights.

This is my livelihood. I am an unskilled person who won't be able to go into normal work as I have no qualifications or other experience.

I am the sole breadwinner for my big family.

I don't want to ask the government for financial help, but would rather work for my earnings.

If this policy comes out - my whole family will suffer the effects of it which is the reason I am

adamantly against this policy.

It is very sorrowful that over minor things, there is a plan to remove hardworking individuals from the

job they've been doing their whole lives.

As taxi drivers, our job goes much further than just driving people around. It includes a lot of manual

work and excellent customer service. After having many qualities & putting in so much effort, do you

think it's fair to put workers out of their jobs over such trivial things?

Unfair laws no regards for licence holders on the receiving end

On one occasion the driver picked up the wrong person instead of my brother and took them to his

address because the driver took the person saying their name as confirmation of his question when

infact it had been misunderstood.

On another occasion, whilst working for a local organisation looking after people with disabilities, the

driver dropped me off at the place I worked and they commented to me that he would "only work in a

place like that if I was given a weapon to use."

Whilst some of this may be down to other factors I feel that even a basic understanding of people with

autism and learning disabilities could have helped in these instances.

Nn5 5hw A current taxi license holder, , , , ,

Nn14bs A current taxi license holder, , , , ,

Nn13js A current taxi license holder, A resident of West Northants, , , ,

Nn57ba A current taxi license holder, , , , ,

Nn1 1nt A current taxi license holder, A resident of West Northants, , , ,

NN27AQ A current taxi license holder, , , , ,

NN2 6HQ A current taxi license holder, , , , ,

nn57er A current taxi license holder, , , , ,

Nn56fr A current taxi license holder, , , , ,

NN1 5HP A resident of West Northants, , , , ,

NN5 5EA A resident of West Northants, , , , ,

This new WNC licensing in its inception was an ideal opportunity to merge the 3 licensing districts within West Northants under one unitary body. Initially, we were told that due to the varying and sometimes conflicting conditions across the 3 authorities this course of action was necessary and unavoidable, however the council have used this as an opportunity to apply draconian measures against the trade including drivers and operators alike.

The document has been inspired by the Institute of licensing and is NOT I repeat NOT statutory regulation, but only advice. This document in varying forms has been successfully challenged against by a number of organisations (including the LHPCA of which members of our association are affiliated with), in a number of towns and cities across the country, where clearly common sense prevailed.

We believe that this proposal demonstrates local government overreach at a level never seen before, and the realisation of authoritarian overreach seems to be omni present.

In 2020 Bounds taxis lost a worker rights claims in the high court against two drivers at a significant financial loss to the company, in excess of £30,000 in costs plus legal expenses. The councils licensing proposal document opens up an array of opportunity for legal proceedings being bought by drivers against operators citing worker rights status claims. It is totally unacceptable and reckless for WNC to enforce these conditions to operators.

There are a number of blatant examples ie, driver working hours. Any notion that an operator can control a drivers working hours implies worker rights status. Another example is the maintainance of vehicles need to be checked by the operator, once again this demonstrates that the controller is indeed responsible for the drivers working conditions, clearly both of these examples would both be easily challenged and won by any competent barrister.

The licensing officers at WNC have stated that public safety is their primary concern and that these new recommendations provide this. Public safety is paramount and in everyone's consideration and is not the reserve WNC. As operators we have spent decades building our business's providing a virtual seamless major cog in the transport solutions for Northampton. We could only have achieved this with public safety as a non negotiable requirement.

We urge the licensing committee to reject these proposals wholesale, the full implications have not been considered anywhere near enough and the potential loss of business and livelihoods under the veil of public safety is totally irresponsible and a disaster waiting to happen.

In conclusion, I would like the committee to consider that the taxi trade in this town as many others across the country are the unsung heroes, providing transport solutions for the people of the county. We are the wheels that convey commerce and we need all the help to protect our vastly underrated transport support structure. We are the 4th emergency service not the AA. How many times have the AA taken someone to hospital or taken your children to school or took you to the train station for work. I suggest never, and without the taxi trade our town STOPS.

Nn35jf An organisation, , , , ,

Almost impossible to achieve for nearly all used vehicles.

I have been involved in the taxi industry in Northampton for nearly 35 years, most of that time hiring out vehicles to drivers. I do not think that I have ever been able to obtain a vehicle with a full service history. Part history yes, service book stamped for the first two years (the warranty period) yes. Some receipts yes.

What about imports. Never a service history with them (except maybe in Japanese).

I can see the point of a service record. I have always done this as I needed to know what and when work was done on any specific vehicle that I owned. But before I owned it, not required.

I feel owners would be obtaining service books and getting them stamped by fraudulent means, is the licencing going to be checking all the entries in the book to see if they are legitimate. page 118 paragraph 51 p) Seat width of 1.29 metres.

This started off at 1.3 metres in the original draft. Reduced to 1.29 metres after it was pointed out to Licensing that a Toyota Prius 2009 onwards has a rear seat width of 1.29 metres.

It is now clear that the Toyota Corolla Estate 2020 onwards (which is the front runner to take over from the Prius) has a rear seat width of 1.25 metres.

In your own document, page 113 paragraph 42 c), a seat width of 410 mm per person is given. Resulting in 1.23 metres. Incidentally this has been industry standard for more than 40 years. Why change it.

Page 32 onwards - Penalty Points Scheme.

I can see the object to some degree, but someone appears to have gone points crazy.

It is not clear if the maximum points is 20 points (page 59 paragraph 55), or 12 points (page 33 paragraph 1.8), or a fixed 12 months or a rolling twelve months.

An overzealous officer could load a driver with many points over just one minor incident.

I was recently stopped on double yellow lines waiting for a booking. An over-zealous traffic warden could have me for D3 for arguing, D7 for plying for hire, D47 using the phone (trying to contact customer), D51 failing to co-operate. All in one go.

The operators are going to have their own problems with this system as they will be given points for items which are not their fault.

Operator Penalty Points

Page 40 to 41. The document lays out a penalty points scheme that lays out sanctions for operators for items that are clearly way beyond their responsibility or control.

'Failure to obtain or maintain insurance on vehicle' (O2) and 'failure to produce evidence of insurance cover to the Licensing Authority' (O3), surely the responsibility of the vehicle owner. 'Displaying the word Taxi or Cab on a private hire vehicle, or other advertising without the permission from the Council' (O22), surely again the responsibility of the vehicle owner. The penalty points scheme even compounds on this with 'Late to provide evidence of insurance or interim MOT' (O29) (O30). That's the operators

NN4 0BJ A current taxi license holder, A resident of West Northants, A business owner in West Northants, A representative of a community or voluntary group, An organisation, Drivers representative Northampton Private Hire Association

As above Your own documents

NN32BB A current taxi license holder, A resident of West Northants, , , ,

I think the POINT SYSTEM and the whole DRAFT should be scrap

Because DRIVERS are not protected, for example a customer can be rude or racist to the driver and at the same time the driver can lose his batch for standing up to the customer. I have given evidence at the above column.

Nn40WG A resident of West Northants, , , , ,

Unacceptable behaviour (rude to me because couldn't locate pickup address - provided him with post code and road name address) Standards (loud music)

Driver was rude and seemingly didn't understand english, was listening loud music and could not find the address as he didn't have navigation, when tried to show him on my phone the address location he took my phone without a word and gave it back by the end of the travel. N/A

- 1 - Page 49 4.38 why would a driver lose their badge for 10 years by WNC when there are national laws to deal with this offence ?.
- 2 - Page 32 to 44. I don't think that the proposed point system is reasonable nor fair.
- 3 - Page117, 51i. I don't agree that all PHV should have opening rear window.
- 4 - Page 119, 53 and Page 125 104. I don't agree that MPV type vehicles should only be plated as 4 seaters. if the vehicle is manufactured to carry 6 passengers and insured for 6 passengers why would then WNC plate it for only 4? this sounds like someone in the council had a bad experience in a PVH and decided to ruin our work to his satisfaction.
- 5 - Page 119, 55d and Page 1,58a. Its not visible for all new vehicles to have fully documented service history, what purpose would it serve? some vehicles are imported already used how can they have fully documented Service History ?
- 6 - Page 125, 101. Definitely NO.

NN57BE A current taxi license holder, A resident of West Northants, A business owner in West Northants, , , ,

- 1 - The Taxi & PHV business is struggling as it is now and the WNC is only interested to making it even more difficult , WHY?
- 2 - A lot of drivers don't get a lot of help from WNC apart from licensing . so many drivers are robbed and assaulted, lose earnings while they recover from their ordeal, where is the council?.
- 3 - We get parking tickets left right and centre while we offer a Service ,where is the council.
- 4 - WNC already has rigorous checks in place including MOT's twice a year, why aren't they ensuring compliance on already existing regulations rather than the New ones being suggested ?

NN3 8EJ A current taxi license holder, , , , ,

Our trading name is Bounds Taxis (Northampton Ltd), as is the name on the licence issued by Northampton Borough Council on 31st January 2021, I have many concerns.

This policy is not fair it doesn't cover the driver's safety. Doesn't concern the driver's livelihood and it gives the public authority that can end driver's carrier with even false allegation or hate.

- 1) A major part of the company's intellectual property rights (IPRs) and the value of those IPRs are in the company's trading name, its good reputation and history. I believe this is therefore a major constraint of trade and a devaluation of their IPR, which we would seek the Competition and Markets Authority's (CMA's) opinion on.
- 2) There is no justification on safety grounds for the prohibition of these words or signs.
- 3) We doubt whether a regulatory and/or equality impact assessment has evaluated this particular section of the policy adequately if indeed these were undertaken at all.
- 4) The company do run hackney carriages; therefore, they are a taxi company.
- 5) They are of course also a minicab company too, so prohibiting that in their signage is probably another constraint of trade and restricted practice.
- 6) The word taxi, is a worldwide known expression, which in the Cambridge Dictionary is defined as: A car with a driver who you pay to take you somewhere. The whole policy

NN12HL A current taxi license holder, , , , ,
NN3 2RS A current taxi license holder, , , , ,

Bounds has been known as Bounds Taxis since its inception in 1958 and has been running with this name now for 65 years. We do have a mixture of both Hackney carriage vehicles and Private Hire vehicles working on our fleet for this whole period of time. The removal of the word Taxi from our business would severely impact our Intellectual property rights. The whole policy

Our licence has been with Northampton Borough Council since the company inception and we have been based in Bradshaw Street for that whole period of time.

Begin forwarded message:

From: Kevin Willsher <kevinwillsher4@gmail.com>
Date: 27 March 2023 at 23:28:30 BST
To: k.willsher@icloud.com, Kevin Willsher <kevinwillsher4@gmail.com>
Subject: RE: WEST NORTHAMPTON COUNCIL DRAFT PRIVATE HIRE AND HACKNEY CARRIAGE POLICY 2023. (DOCUMENT)

Dear Anna Earnshaw,

It is with regret that I am writing to West Northampton Council concerning the proposed future WNC Private Hire and Hackney Carriage Policy 2023.

I have been involved with the Private Hire and Taxi industry in Northampton for over 40 years holding various licenses to include Private Hire Driver, Hackney Carriage Driver, Combined Driver, Private Hire Vehicle, Hackney Carriage Vehicle and Private Hire Operator licenses. This immensely badly written WNC Document content is riddled throughout with such an insulting, Barbaric, vindictive, inhumane, discrimination against the Taxi trade at all levels. All legal Barrister's will be rubbing their hands together for the extra work as they write easily over a million words against the legalities of this document.

There are so many legal issues, so for starters, I would like to highlight the two separate points schemes as of the following:-

Firstly, the document states that any driver gaining more than 6 DVLA points will be banned from holding a WNC Private Hire/Taxi driving license for a very excessive five plus years. The statute laws of the UK allow all experienced Driving License holders including Heavy Goods drivers, Bus/Coach drivers as well as the General Motorists up to 12 points before a driving ban is issued on a DVLA license. A five plus years ban is very rarely issued through the courts. The law courts also allow under exceptional conditions of hardship for a driver to keep their license with 12 or more totting up points on some occasions depending on the circumstances surrounding the driver. Heavy Goods drivers, Bus/Coach drivers as well as the General Motorists are licensed by DVLA (Central Government Directives) and 333 responsible Local Authorities in England is given the privilege of licensing Private Hire and Taxi Drivers. The vast majority of the 333 Local Authorities in England run with the statute law of the land, 12 points. A totting 12 points usually commands a six months ban through the Courts, not five plus years. There are no statute laws in England stating 6 points on experienced drivers requiring a ban punishment. Is WNC a responsible Local Authority to differ from the majority of Local Authorities in England?
I am against all the draft proposal of northampton council.

I am a Hackney Driver and proprietor of a Hackney carriage in Northampton, I have read through the draft policy and here are the following point I don't agree with:

1)Motoring convictions; being banned for a number of years for having motoring convictions, which I believe to be completely unfair, this needs to be looked at again.

I also urge you to ADD the following onto the policy

Page 40

4. Offences / Breaches of Operator Licence Conditions - Private Hire Vehicle.

** failure to provide Licensing officers and enforcement agency's Drivers job history and Pda history for upto 2 weeks in the event of a driver being reported to have being seen or reported illegally plying for hire** points ??

I also urge Committee members to change the draft points system (penalty points) in regards to

Page 37

3. List of Offences/Breaches of Driver Code of Conduct

D7/ Driver of PH vehicle plying for hire 4 points.

This needs to be changed to 6 POINTS.

I also would like to see MANDATORY changes in appearances of private hire vehicles this includes the following:

- 1)Permanent removal of yellow and red roof signs
- 2) Introducing reflective Magnetic signs or sign writing on doors and bonnets stating company name and having advance bookings only written.

As a Hackney Driver I believe these ammendments will improve our trade for the foreseeable future and improve vehicle and driver standards and passenger safety for visitors of Northampton and the local community.
Withdraw points-based penalty enforcement management system. If not withdrawn it should be rationalised to remove redundancy. (see below)
• Code of conduct should be modified to define 'fit and proper' criterion. (see below)
• Withdraw the overseas certificate of good conduct requirements as disproportionate and unnecessary. Operators and drivers should anyway meet the same standard of checks.
• Convictions related revocation should be applied for criminal convictions relating to sexual and violence relate offending only with all other convictions to be considered on their merits on a case-by-case basis.
• Operators should be required to prove they are in compliance with all employment law to be considered fit and proper.
• Operators should be required to record all physical assaults and hate crime against drivers and report to the regulator within 48 hours.
• Operators should be required to document and present to the regulator an operational safety and risk management system.
• Operators must uphold equalities law to provide unfettered service to disabled passengers. To facilitate this, operators must provide an option for disabled passengers to declare their disability needs in the booking process on line and if the booking is made by telephone the operator must ask if there any disability needs. This information must be transmitted by the operator to the driver before pick up.
• Operators must abide by section 56 of the 1976 Act and confirm to all passengers that the parties to the contract for transport provision is exclusively between the operator and passenger and that the driver is not a party to this contract.
Operators must require a clear, standard DBS for any passenger intending to share pooled, rideshare services with other passengers.
• Withdraw the convictions policy requirement to ban for five years a driver caught using a handheld device. This is disproportionate.

NN3 8LP A current taxi license holder, , , , ,
NN5 7LE A current taxi license holder, , , , ,

The document is open for many legal future challenges
We need a fair proposal and cancel all your draft. If not i will be a discrimination again us.

Can your legal team truly confirm that all is satisfactory with this 151 page document?

Nn4 9xw A current taxi license holder, , , , ,

It affects my job and my livelihood

Nn4 6FY A current taxi license holder, A business owner in West Northants, , , ,

Please consult ADCU documentation for details on every individual points

The DVLA allowed us to have 12 points before the take away our driving licence but in some circumstances you can still carry on driving while you have 12 points.

NN1 5SJ A current taxi license holder, , , , ,

If you implement these draconian rules most of private hire and Hackney driver will lose their badges in first year.

Being as private hire driver myself.

NN6 6LP A current taxi license holder, , , , ,

Not Answered

Not Answered

Not Answered

NN5 7BS A current taxi license holder, , , , ,

Not Answered

Not Answered

Not Answered

test A resident of West Northants, , , , ,

Not Answered

Not Answered

Not Answered

Not Answered, , , , ,

Not Answered

Not Answered

Not Answered

NN4 0BJ A current taxi license holder, , , , ,

Not Answered

Not Answered

Not Answered

Not Answered, , , , ,

Not Answered

Not Answered

Not Answered

A current taxi license holder, A resident of West Northants, , , ,

Not Answered

Not Answered

Not Answered

Not Answered, , , , ,

Not Answered

Not Answered

Not Answered

NN57DY A current taxi license holder, , , , ,

Not Answered

Not Answered

Not Answered

NN32HJ A current taxi license holder, , , , ,

Not Answered

Not Answered

Not Answered

Not Answered, , , , ,

Not Answered

Not Answered

Not Answered

Nn12sa A current taxi license holder, , , , ,

Not Answered

Not Answered

Not Answered

Not Answered, , , , ,

Not Answered

Not Answered

Not Answered

	Not Answered, , , ,	Not Answered	Not Answered	Not Answered
	A current taxi license holder, , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
	, , , ,	Not Answered	Not Answered	Not Answered
Nn1 5sr	An organisation, , , ,	Not Answered	Not Answered	Not Answered
NN5 6BP	A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
	Other (please detail below), , , ,	Not Answered	Not Answered	Not Answered
	A representative of a community or voluntary group, , , ,	Not Answered	Not Answered	Not Answered
	, , , ,	Not Answered	Not Answered	Not Answered
NN13 6HS	A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
Nn57eq	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
	, , , ,	Not Answered	Not Answered	Not Answered
NN5 5JW	A business owner in West Northants, , , ,	Not Answered	Not Answered	Not Answered
	Not Answered, , , ,	Not Answered	Not Answered	Not Answered
NN4 8JB	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn55hg	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN26Du	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN32HJ	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
Nn27et	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
nn15ej	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN1 3QJ	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN1 5QR	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
	, , , , ,	Not Answered	Not Answered	Not Answered
	, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7BN	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN2 6QS	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN33AU	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
	, , , , ,	Not Answered	Not Answered	Not Answered
		This seems to be inconsistent with 2.9, which says that existing holders have no rights, and therefore failure to meet the deadline in 12.5 cannot compromise them. 12.1 -		
		The statement that "That duty overrides any data protection protections" is too broad and probably inaccurate. Rather, the policy should note that compliance with the		
		legislation requires that some of the protections under Data Protection Legislation do not apply, and ideally should specify which. For example, it is difficult to see how		
		some of the protected characteristics can be impacted by this policy and they will therefore apply in full, which means that the word "any" is inappropriate.		
NN12 7UB	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
Nn4 8el	, A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
NN57BZ	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
	A current taxi license holder, A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn1 2TW	A current taxi license holder, A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
HP3 0LH	An organisation, , , , ,	No sure	N/a	Ok
NN3 5HA	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
NN8 5QH	Not Answered, , , , ,	Not Answered	Not Answered	Not Answered
NN11 0GF	A business owner in West Northants, , , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
NN2 6JG	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
NN32BB	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN48NW	A current taxi license holder, A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
Nn49es	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn57eq	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn27ep	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, A business owner in West Northants, , , , ,	Not Answered	Not Answered	Not Answered
	, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7BW	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn14bx	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN1 3LB	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7BN	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN6 7WH	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
LE13 0QH	A representative of a community or voluntary group, , , , ,	Not Answered	Not Answered	Not Answered
nn1 2jq	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7LE	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN3 3RR	A current taxi license holder, A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
NN3 3HF	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
Nn2 6hs	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN3 2NF	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN3 9XB	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN4 9AA	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN2 6QS	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
So185su	An organisation, , , , ,	Not Answered	Not Answered	Not Answered
	, , , , ,	Not Answered	Not Answered	Not Answered
	A resident of West Northants, A representative of a community or	Not Answered	Not Answered	Not Answered
	voluntary group, , , , ,	Not Answered	Not Answered	Not Answered
	, , , , ,	Not Answered	Not Answered	Not Answered
Nn4 6be	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
Nn73df	Was a taxi licence holder, and resident, , , , ,	Not Answered	Not Answered	Not Answered
LE13 0QH	Other (please detail below), , , , ,	Not Answered	Not Answered	Not Answered
	, , , , ,	Not Answered	Not Answered	Not Answered
Nn56re	Previous private hire operator and driver, , , , ,	Not Answered	Not Answered	Not Answered

NN37LH	A resident of West Northants, , , , , A current taxi license holder, , , , , A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN57DE	Not Answered, , , , ,	Not Answered	Not Answered	Not Answered
NN1 1SH	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn1 2rl	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN1 3QJ	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
		I truly understand the policies made by council are for the safety of public. But what is the reason behind that we have to get MOT test every six month and why does have to be done at only 2 of MOT centre in Northampton. Why can't I use other companies for MOT Test. E.g. in n out, or Tony's MOT services.		
		It cost so much money from jackson MOT centre £85.00 that's a lot of money.		
		Why is that we have to get new plate every six months and it costs £95.00.		
Nn2 8jy	A current taxi license holder, , , , ,	Northamptonshire.	To much fraud in northamptonshire council.	Check with taxi team and 2 provide mot centre
NN5 7DE	A current taxi license holder, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
Nn13lf	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn45ds	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn4 8ry	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN2 7AF	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn2 6de	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn4 9rb	, Applying for a taxi license, A resident of West Northants, , ,	Not Answered	Not Answered	Not Answered
Nn5 4ed	A current taxi license holder, , , , , A current taxi license holder, I cant pay my bell how can we expte this adear, , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
Nn15hq	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN35AJ	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN4 8NW	A current taxi license holder, , , , , A current taxi license holder, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered Not Answered	Not Answered Not Answered Not Answered	Not Answered Not Answered Not Answered
Nn2 6nt	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN38AD	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
Nn27jx	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN35JT	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
NN13 6LU	Cllr, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
NN5 7LD	A current taxi license holder, , , , , A current taxi license holder, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered Not Answered	Not Answered Not Answered Not Answered	Not Answered Not Answered Not Answered
Nn14sr	A current taxi license holder, An organisation, , , , A current taxi license holder, A resident of West Northants, A business owner in West Northants, , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
NN3 8QA				
NN32BB	A current taxi license holder, , , , ,	I have read through the draft and I can conclude that there is NO PROTECTION FOR DRIVERS.	Anybody can lodge a complaint and that's it., the driver side of the complaint will not be heard.	
Nn136pt	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
NN4 8NW	A current taxi license holder, A resident of West Northants, , , , A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
			For safety reasons it is some times required that a trained mechanic test drives a vehicle firstly to diagnose an issue that may have second to ensure that any repair has rectified any issues before the public are taken in the vehicle After all most taxi drivers are not trained mechanics we may know something is not quite right but a problem only be detected by actually driving the	
NN128WL	A current taxi license holder, , , , , A current taxi license holder, A resident of West Northants, A business owner in West Northants, An organisation, ,	Section relates to drivers of private hire vehicle and states only licensed private hire drivers can dive the vehicle Not Answered	Therefore as per my insurance dispensation should be made for when a vehicle is in the care of a qualified mechanic Not Answered	Not Answered Not Answered
NN14DH	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
NN5 6XW	A resident of West Northants, , , , ,	Not Answered	Not Answered	Not Answered
Nn2 8pa	A resident of West Northants, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
NN4 8SN	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
Nn1 1nt	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn39gh	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7EN	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn48ng	A current taxi license holder, A resident of West Northants, , , , A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
NN5 7NA	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN5 6SP	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
NN3 2NF	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN16 0HS	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn27jx	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN1 3LB	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn32aa	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
n3 5ey	A current taxi license holder, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
NN27QH	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
Nn55hg	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN3 3JD	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn48rq	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered

NN3 2B5	A current taxi license holder, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
NN3 3EJ	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN4 8NW	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
NN3 2QH	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
B10 0JF	A current taxi license holder, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
Nn13if	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
nn32ss	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn27ep	A current taxi license holder, , , , , A current taxi license holder, A resident of West Northants, A business owner in West Northants, A representative of a community or	Not Answered	Not Answered	Not Answered
Nn4 6FY	voluntary group, An organisation, A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
NN3 2QF	A current taxi license holder, , , , , A current taxi license holder, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
NN1 4PE	A current taxi license holder, , , , , A current taxi license holder, , , , , A resident of West Northants, , , , , A current taxi license holder, A resident of West Northants, A business owner in West Northants, , ,	Not Answered Not Answered Not Answered Not Answered	Not Answered Not Answered Not Answered Not Answered	Not Answered Not Answered Not Answered Not Answered
NN3 3AJ	owner in West Northants, , ,	Not Answered	Not Answered	Not Answered
NN8 4RT	Not Answered, , , , , A resident of West Northants, , , , , A resident of West Northants, , , , , A resident of West Northants, , , , , A resident of West Northants, , , , , A resident of West Northants, , , , , A resident of West Northants, , , , , A resident of West Northants, , , , , A resident of West Northants, , , , ,	Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered	Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered	Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered Not Answered
NN5 7BE	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN32BB	Not Answered, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7LE	A current taxi license holder, , , , , Not Answered, , , , ,	Not Answered Not Answered	Not Answered Not Answered	Not Answered Not Answered
Nn13if	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7BS	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN33EE	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn27ep	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN38QR	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
nn3 5ey	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
HP3 0LH	Member of public, , , , , A resident of West Northants, A business owner in West Northants, A representative of a community or voluntary group, An organisation	Overarching	Industry knowledge	Not worked elsewhere
NN4 9XA	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
Nn2 6nt	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN27QH	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
NN3 7AW	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
NN3 8QA	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN2 6DU	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7NA	A current taxi license holder, A resident of West Northants, , , ,	Not Answered	Not Answered	Not Answered
Nn15dt	Not Answered, , , , ,	Not Answered	Not Answered	Not Answered
NN5 7DY	A current taxi license holder, , , , ,	Main point is the point system doesn't sit as it not fair in many way	It to long 153 pages	
NN3 2B5	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered
NN1 3EX	A current taxi license holder, , , , ,	Not Answered	Not Answered	Not Answered



Submission on behalf of the App Drivers and Couriers Union to the consultation on proposed West Northamptonshire hackney carriage and private hire policy 2023

April 23, 2023

1. Policy concerns.

1.1 Points based disciplinary system.

The points-based system is disproportionate and ultimately, counterproductive.

Turning compliance into a numbers game risks losing focus on the most important and serious risks to the travelling public while paying undue attention to minor and/or inconsequential issues such as driver dress, hygiene and appearance. The statutory guidance and the council's own policy emphasises that each case must be judged on its own merits but a points based offence system runs counter to this logic.

A points based system undermines a just culture to safety and risk management and instead creates a hostile environment between the council, operators and working drivers. Over time, this undermines good safety and risk management practices. For example, drivers face sanction for late declaration of motoring offences after just 48 hours. While it is important that such convictions are disclosed to the council, the effect of a short window to disclose on pain of penalty points may actually discourage and hinder disclosure because drivers who miss the short deadline may then be fearful of disclosing at all because of the fear of penalty points.

Education and communication is a far cheaper and more effective route to raising standards and improving compliance. However, the council is making no proposal or commitment to investment in such positive systems but is instead overly reliant on a harsh enforcement regime.

1.2 Absence of an appropriate definition of 'fit and proper'.

The council appears to have adopted wholesale the Institute of Licensing (IOL) definition of 'fit and proper' when the statutory guidance is that the licensing authority must establish a clear testing criterion for such.

The ADCU suggests that the IOL has no standing to provide any definition of the core legal obligation of drivers and operators. Moreover, before adopting the IOL's definition, the council should have engaged more widely and intensively amongst the driver community and not rely solely on the IOL.

Further, the definition that the council has adopted from the IOL, 'safe and suitable' is drawn from the IOL's recommendations for drivers. Whereas the IOL offered more detailed guidance for operators, particularly in the area of information and data security which the council has failed to incorporate which leaves the council's definition and coverage lacking. In addition, the Council must include in the fit and proper criteria of operators an expectation of full compliance with all laws including employment and taxation law. The council must also demand that the operator must abide by Section 56 of the 1976 Act and contract directly with passengers and not require drivers to enter into contracts for transport.

At any rate, the council still does not provide a workable, objective definition of 'fit and proper' that can be easily understood and be inculcated by licensees. Yet the council insists that it is the responsibility of all licensees to continually prove they are 'fit and proper'.

1.3 Improper regulation goes beyond the underpinning legislation.

The council opines that legislation is *'overdue for wholesale revision'* (2.10). This may suggest the council is aiming to go beyond current legislation with overzealous regulatory development. It is important for the council explain these comments and assure all stakeholders that it is not going beyond what the legislation can bear. For example, the council insists that the *'sole purpose'* of regulation is public safety, yet these regulatory requirements often stray far beyond this remit.

1.4 Interference with licensee right to a private life

Article 8 of the Human Rights Act guarantees the right to a private life, yet the proposed regulations interfere with licensee rights in this area. For example, the council suggests in the proposed code of conduct that expression on social media during non-working time is within scope as are sexual practices, eating in or near a licensed vehicle in private time. Smoking outside but near a licensed vehicle even when not working is a controlled activity and the transport of pets to a vet in a licensed PHV during non-working time.

1.5 Code of Conduct for licensed drivers disproportionately higher and more severely enforced than the code of conduct for elected Councillors.

The Code of Conduct for West Northamptonshire Councillors demands a far lower standard of probity for elected and remunerated councillors than it is for hard working licensed taxi and private hire drivers. Even with a lower standard in place, Councillors who fail to meet their obligations face no points-based sanctions or actual suspensions or termination from office. This suggests a high degree of disproportionality in the demands made of licensees by elected officials.

For example, according to its own website the Council is required to publish annually a declaration of interests for all Council members but has failed to do so for the following members of the licensing committee responsible for imposing tough new standards of probity on licensed taxi and minicab drivers: Cllr. Mike Warren (Vice Chair of the licensing committee), Cllr. Alan Chantler, Cllr. Imran Ahmed Chowdhury BEM, Cllr. Maggie Clubleby, Cllr. Gareth Eales, Cllr. Terry Gilford, Cllr. Cheryl Hawes, Cllr. Mark Hughes, Cllr. Jake Roberts, Cllr. Brian Sargeant, Cllr, Richard Solesbury-Timms, Cllr. Winston Strachan.

In fact, out of the fifteen members of the licensing committee, the council has published a declaration of interests dated within the last twelve months for only three members. This despite the council's claim: *"by law, all members of the Council are required to complete a declaration of interest form, the details of which are published annually."*¹

The failure to disclose interests on a timely basis is not only a breach of the law and the Councillors Code of Conduct but it is also a breach of two of the seven Nolan Principles for public life enshrined in the code including:

- *Accountability - and are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.*
- *Honesty – and declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.*

¹ <https://westnorthants.moderngov.co.uk/mgMemberIndex.aspx?VW=TABLE&PIC=1&FN=>

- *Leadership – and should promote and support these principles by leadership and example.*²

The current proposals were passed by the licensing committee in December 2022 with just seven out of fifteen members in attendance with the rest of the committee failing to attend. Whilst the committee can proceed with a quorum of just five members, it is unsatisfactory that such sensitive and far-reaching proposals can be bundled through council decision making procedures right before the holiday season without proper democratic scrutiny, accountability and due diligence. The council failed in its public duty in this regard.

In the last year there were four scheduled licensing committee meetings yet only five members of the fifteen-member committee attended all four meetings, four members attended three meetings, two members attended two meetings, three members attended only one meeting, one member failed to attend any meeting. With just 65% attendance overall, the licensing committee can objectively be judged to be failing in their duty to residents and licensees.

1.6 Convictions policy

We agree that it is appropriate to apply lifetime licensing bans for criminal convictions relating to sexual and violent offending. All other convictions should be considered on their own merits. However, the council suggests that even where a licensee has been acquitted or where a decision is taken not to prosecute this will still be considered as criminal behaviour. The council says a *“conviction” will also include matters that amount to criminal behaviour, but which have not resulted in a conviction.* This is a breach of natural justice.

1.7 Certificate of Good Conduct (CoGC)

The requirement for a certificate of good conduct is disproportionate and should be withdrawn.

Home Office guidance on CoGC checks is that they may be necessary for some positions in health care and education but should remain best practice elsewhere.³ DfT and the council are going beyond what is reasonably expected according to Home Office guidance.

Neither DfT nor the council have made a risk-based case for why the new requirements are needed now and how this will measurably improve risk management. Both should indicate how the absence of such certifications has previously led to substantive harms.

DfT notes that some countries only provide CoGC for people resident longer than 6 months therefore 6 months should be standard and not 3. If implemented, the requirement should only be for periods greater than 6 months residency outside the UK.

There should be no distinction between operators (demand for a COGC for periods out of the UK greater than 6 months) and drivers (demand for a COGC for periods out of the UK greater than 3 months). If anything, operators and their staff pose a far greater risk since they have complete control over the personal data of passengers through maintained booking records.

² <https://www.northampton.gov.uk/downloads/file/10882/members-code-of-conduct>

³ <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants/guidance-on-the-application-process-for-criminal-records-checks-overseas>

If implemented, best efforts should be made to attain the COGC, but it should not delay the license decision because some countries may take many months – for example Pakistan is 7+ months according to high commission website.

It should be recognised that some minority groups could be placed under serious risk if forced to seek COGC's from hostile government regimes. For example, Home Office guidance remains that Afghan nationals must seek clearance from the Taliban administration which involves a requirement that they provide their address and phone number in the UK to the representative Afghan administration.

Best efforts should be made to attain the COGC but it should not delay the license decision because some countries may take many months – for example Pakistan is 7+ months according to high commission website.

1.7 Council failure to commission/publish an integrated equalities impact assessment.

The council has failed to conduct an integrated equalities impact screening and assessment for the taxi and private hire proposals now issued for consultation.

This is a breach of the council's own equalities inclusion and diversity policy states: *"to ensure we are making informed decisions, all proposals requiring approval or consultation must have an Equality Screening Assessment completed."*⁴

Here the council is in clear breach of the Equality Act 2010 and the Public Sector Equality Duty.

If the council has conducted an EIIA but failed to publish it as part of the consultation process this would be highly irregular especially in light of the sensitive, controversial and highly impactful proposals.

1.8 Failure to develop a policy and implementation plan for an integrated risk management system.

Good risk management requires a clear management framework for integrated risk management from booking process through to transport provision. However, the council fails to require operators to document operational risk management procedures nor even to identify a legally accountable person. In an industry that is becoming increasingly fragmented due to operator strategies of tax evasion, worker rights avoidance and technology change, having clear lines of accountability for corporate risk management is critically important.

Without having a regulatory driven risk management system requirement, the Council is left overly reliant upon long form codes of conduct and a hugely complex points-based offence enforcement system.

⁴ <https://www.westnorthants.gov.uk/equalities-diversity-and-inclusion/equality-policy-and-strategy>

In short, without good policies and communication regarding risk management and reduction, the council is letting employers off the hook and relying too heavily on enforcement rather than mitigation.

1.9 Improve worker rights in the interests of quality and safety

Given the known widespread violation of worker rights within the license area by licensed operators, the council has a responsibility to ensure operators comply with the law as a condition of license. This is important primarily for safety reasons because an operator who is prepared to cut corners on employment and taxation law knowing the council will turn a blind eye, will likely be emboldened to also violate safety critical laws such as health & safety, data protection and taxi and private hire regulations.

2. Recommendations:

- **Withdraw points-based penalty enforcement management system. If not withdrawn it should be rationalised to remove redundancy. (see below)**
- **Code of conduct should be modified to define 'fit and proper' criterion. (see below)**
- **Withdraw the overseas certificate of good conduct requirements as disproportionate and unnecessary. Operators and drivers should anyway meet the same standard of checks.**
- **Convictions related revocation should be applied for criminal convictions relating to sexual and violence relate offending only with all other convictions to be considered on their merits on a case-by-case basis.**
- **Operators should be required to prove they are in compliance with all employment law to be considered fit and proper.**
- **Operators should be required to record all physical assaults and hate crime against drivers and report to the regulator within 48 hours.**
- **Operators should be required to document and present to the regulator an operational safety and risk management system.**
- **Operators must uphold equalities law to provide unfettered service to disabled passengers. To facilitate this, operators must provide an option for disabled passengers to declare their disability needs in the booking process on line and if the booking is made by telephone the operator must ask if there any disability needs. This information must be transmitted by the operator to the driver before pick up.**
- **Operators must abide by section 56 of the 1976 Act and confirm to all passengers that the parties to the contract for transport provision is exclusively between the operator and passenger and that the driver is not a party to this contract.**

- Operators must require a clear, standard DBS for any passenger intending to share pooled, rideshare services with other passengers.
- Withdraw the convictions policy requirement to ban for five years a driver caught using a handheld device. This is disproportionate.
- Operators should make a declaration that the personal data, including inferred data, must not be used to profile drivers or passengers in any automated decision making relating to fares or pay.
- Council must immediately conduct and publish an equalities impact assessment. Failure to do so undermines the integrity and legitimacy of the process.

3. Analysis

Offences	ADCU Response
Vehicle <ul style="list-style-type: none"> • Displaying incorrect signs i.e., wrong wording or magnetic V14 • Displaying other sign on front door V15 • Private Hire Vehicle vehicles advertising incorrectly V16 • Display sign that does not comply with policy V17 • Display web site address large lettering than permitted V18 	These offences are potentially cumulative to a single instance which would be an abuse of process.
Driver Behaviour <ul style="list-style-type: none"> • Failure to provide information requested by an authorised officer V49 • Failure to provide assistance to an authorised officer V50 • Driver not behaving in a civil and orderly manner D3 • Failure to co-operate with any authorised officer of the Licensing Authority, Constable or any other clearly identifiable person nominated by the Licensing Authority D51 	
Safety <ol style="list-style-type: none"> 1. Using CCTV equipment not in accordance with the provisions of the conditions and the data protection Act (if installed) V54 2. Fail to have 3 CCTV signs (if installed) V55 3. Fail to check CCTV weekly (if installed) V56 	

<p>No smoking</p> <ul style="list-style-type: none"> • Failure to display three or more “no smoking” signs in the vehicle V19 • Driver smoking/vaping/similar whilst in the vehicle D5 	<p>Disproportionate that failure to display three no smoking signs can attract the same 4 point penalty as actually smoking in the vehicle.</p>
<p>Notification</p> <ul style="list-style-type: none"> • Failure to notify Licensing of accidents or damage affecting the safety, performance or appearance of the vehicle V31 • Failure to notify Licensing Authority of vehicle damage within 72 hours or present vehicle if requested to do so D49 	<p>What does WNC mean by performance in this context?</p> <p>Redundant</p>
<p>Insurance</p> <ul style="list-style-type: none"> • Failure to provide evidence of insurance prior to expiry V35 • Failure to provide evidence of insurance or interim MOT/compliance test prior to expiry (1st instance) V51 • Failure to provide evidence of insurance or interim MOT/compliance test prior to expiry (2nd instance) V52 • Failure to carry evidence of insurance cover, this can be a cover note, in the vehicle whilst on duty D12 • Failure to keep copy of insurance/cover note in the vehicle V36 	<p>These offences are redundant and potentially cumulative to a single instance which would be an abuse of process.</p> <p>D12 and V36 are identical</p>
<p>Driver Behaviour</p> <ul style="list-style-type: none"> • Failure to maintain a reasonable standard of behaviour V48 	<p>Non specific</p>
<ul style="list-style-type: none"> • Driver not clean and respectable in their dress D1 • Driver not complying with the Driver Dress Code D2 • Driver not behaving in a civil and orderly manner D3 • Failure to keep vehicle reasonably clean D48 	<p>This has nothing to do with safety as the purpose of regulation. For private hire drivers, appearance is the domain of operator management supervision and this appears as if the council is co-opting management responsibility into regulation and so deny drivers their worker rights by relieving operators of their responsibility.</p> <p>There is no definition of what ‘civil and orderly means’</p>
<p>Plying offences</p> <ul style="list-style-type: none"> • PH drivers parking in a position or location which gives the appearance of being for hire, whilst not on a pre booking D6 	<p>This is outdated and misguided. See Reading v Ali. Drivers do need to park conveniently where work is likely to occur. Plying requires display and solicitation.</p>

<ul style="list-style-type: none"> • Driver of PH vehicle plying for hire D7 • Driver calling out or influencing person to travel in the vehicle for gain without a prior appointment D8 	Plying offences are complex. Suggest this is changed to conviction for plying offences not just a subjective view of what might or might not be plying activity.
Unauthorised people in the vehicle <ul style="list-style-type: none"> • Carrying other persons in the vehicle without the consent of the hirer D15 • Carry a member of family/friend in a licensed vehicle when it is for hire/hired D16 	Same/redundant
Luggage <ul style="list-style-type: none"> • Failing to carry or ensure safety of passenger luggage D17 • Failing to offer reasonable assistance with luggage D18 	D17 is contradictory. D17 & D18 are contradictory. Drivers cannot be compelled to load luggage. Met police advice in London is https://content.tfl.gov.uk/health-and-safety-advice-for-tph-drivers.pdf?cid=email_FINAL_TP1389_commercial_drivers_bulletin-produced+a+leaflet
Lost property <ul style="list-style-type: none"> • Fail to hand found property to the police D22 	Responsibility of operator
Complaints <ul style="list-style-type: none"> • Failure to notify proprietor of complaints made by the passengers D31 • Failure to notify passengers of their right to refer their complaint to the Licensing Authority D32 	Responsibility of operator not drivers.
Operations <ul style="list-style-type: none"> • Failure to attend at appointed time or place without sufficient cause D33 • Failure to provide copy of driver licence to operator. D35 • Failure to keep a record of bookings in the Private Hire Vehicle. This can be computerised/electronic or written D52 	This is an operator workforce performance matter not an issue for councils to regulate. Bookings are responsibility of operators not drivers.
Convictions <ul style="list-style-type: none"> • Failure to notify Licensing Authority of motoring offences over 3 penalty points or criminal convictions during the period of licence D39 • Failure to notify Licensing Authority of motoring convictions up to 3 penalty points during the period of licence D40 • Failure to notify Licensing Authority of involvement in incidents which the Police are involved and may lead to a caution/conviction D41 	Yes for criminal convictions. No for points. This needs to be split as it is a 12 point offense. D39 and D40 overlap May lead is not enough. Only actual cautions or convictions, arrests and releases should be disclosed.

<p>Mobile phone</p> <ul style="list-style-type: none"> • Not using mobile phone in accordance with The Road Vehicle (construction and use) (Amendment) (No.4) Regulation 2003 D47 	<p>Plain English please. Do not touch the phone while driving. Revocation and a 5 year ban is wholly disproportionate.</p>
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Code of Conduct

Code of Conduct	ADCU response
<p>9. This not only includes times when you are working as a taxi driver, but it all other times as well. This can include your use of social media as well as other forms of communication.</p>	<p>This is totally unacceptable. It is an invasion of privacy amounting to blacklisting and union busting. Even the suggestion of this has a detrimental, chilling effect. This is an Article 8 interference with the right to a private life.</p>
<p>11. In many cases a taxi driver is the first person that a visitor to the county will encounter following arrival at an airport, railway station or bus station. Taxi drivers are ambassadors for the county and that first impression can affect a person for their entire visit. Taxi drivers should be aware of this and act accordingly at all times.</p>	<p>This is incorrect. It is not the role of a driver to be a tour guide or ambassador for the county. If the licensing authority wants drivers to provide this service they should pay for it. The driver is a provider of safe transport services, no more.</p>
<p>42. UK citizens who have lived outside the UK for more than 3 months at a time since the age of 18 must obtain and produce (at their expense) a certificate of good conduct authenticated by the relevant embassy for each and every country in which they have resided for more than 3 months from the age of 18 until arrival in the UK. Such certificates must be less than 3 months old, and the council will verify the authenticity of any documentation that is provided.</p>	<p>The need for a certificate of good conduct is disproportionate. The government's own advice is that they are required for some care and educational roles and best practice for others.</p> <p>If this is not revoked then the requirement should be 6 months, consistent with operators and recognising govt advice that some countries only provide such certs after 6 months residence.</p> <p>3 months aging may not be possible because some countries have a turnaround time of 4-7 months eg. Pakistan.⁵</p>
<p>55. The Council also runs its own Penalty Points Scheme as a method of enforcing the requirements for taxi drivers. Each year (running from 1st January to 31st December) a maximum of 20 Council penalty points can be accrued on a licence. Any taxi driver who accrues 20 or more points may be brought before the Taxi and General Licensing Committee or be dealt with by an authorised</p>	<p>A points system is entirely arbitrary and undermines the councils goal to ensure a driver is safe and suitable.</p> <p>Instead of playing a numbers game, the council should enforce on the merits of each licensee.</p>

⁵ <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants/countries-g-to-p-applying-for-a-criminal-records-check-for-someone-from-overseas#pakistan>

officer where their fitness and propriety to retain a drivers licence will be considered.	
57. The Taxi and General Licensing Committee may also suspend or revoke the driver's licence or impose further penalty points. Suspension or revocation of your licence can be with immediate effect where the Council is of the opinion that the interests of public safety require such a course of action. (Section 61(2A) Local Government (Miscellaneous Provisions) Act 1976).	Any decision to apply further points on review is arbitrary and is not supported by the points scheme as presented.
85. You must be polite and courteous to your passengers, other road users and the public generally. 86. You must not use abusive or foul language, spit or smoke in or near the vicinity of your vehicle. 87. You must not use aggressive language or behaviour or engage in any violent conduct.	This goes beyond what it is appropriate for the Council to regulate, especially for off duty drivers.
89. If the hirer requests, you must provide a written receipt for the fare paid for the hiring, including the amount of VAT (if applicable) shown separately if so requested. That receipt must also contain details of the journey including the date, pick up point and destination, vehicle licence number, operators name and driver name or licence number. You must then sign the receipt.	For many private hire operators who receive bookings via an aggregator or by subcontract or who use dynamic pricing systems, the driver will simply not know what fare the passenger is being charged, who they are contracted with or how much they have paid. Section 56 of the 1976 act makes it clear that the contract must be between the operator accepting the booking and the passenger. The driver is not a contracting party and is not the principal according to HMRC sector rules on VAT. ⁶ Further, passengers are entitled to receive a VAT receipt from the VAT registered operator they have contracted with. However, they could be obstructed from doing so by obtaining a receipt from a non-VAT registered driver who is not even party to the contract. Issuing receipts must remain the sole responsibility of HC drivers and operators. For the council to direct otherwise makes them a facilitator of tax evasion by licensed operators.
92. You must treat everybody decently, equally and fairly.	This is not an objectively enforceable standard.
93. You must at all times treat passengers, any potential passenger, members of the public, Police Officers and PCSOs, Council officers, Taxi Marshals and all other public servants (NHS	The council must restrict itself to driver behaviour at work not how they behave with HMRC and other public servants.

⁶ <https://www.gov.uk/guidance/how-vat-applies-to-taxis-and-private-hire-cars-notice-70025>

staff, fire fighters, HMRC staff etc) with courtesy and respect.	
96. You must protect passengers and yourself. Be wary about entering any premises, especially domestic premises unless you know the person an established customer. Even then make sure that you take all steps to minimise any risk to yourself or your reputation.	As a union, we would not advise drivers to enter any passenger's private premises.
97. You must not obtain the telephone numbers of or engage on any form of social media with anybody under the age of 18.	The council must restrict itself to driver behaviour at work. There may be appropriate times for such engagement eg. youth sport.
100. You must always pick up your passengers on time unless unavoidably delayed.	Dispatch management is the responsibility of operators, not drivers.
101. You must always assist your passengers with their luggage. If they do not request this, you must ask whether they need help. This includes picking it up from the point of booking, removing it from your vehicle at the end of the journey and setting it down	This is a health and safety risk and most remain at the discretion of the driver. It is also a security risk according to Met Police and Transport for London. ⁷
104. You must always be clean and respectable in your dress (as a minimum standard long legged trousers, or knee length style shorts, skirt or dress and tee shirts which have a full body and short sleeves).	This is not an issue for the council as it does not pertain to safety. There is no objective, measurable standard.
105. You must maintain good standards of personal hygiene at all times.	
108. You must not eat in the vehicle at any time or allow passengers to eat in the vehicle at any time.	This is not an issue for the council to regulate. There may be important reasons why the driver must eat ..eg. diabetes.
92. Every Private Hire Vehicle must be equipped with a road atlas of the UK, which is not more than 5 years old, which must be readily accessible to the driver.	This is not an issue for the council to regulate. It is entirely redundant.
105. The proprietor must maintain an incident log in an accessible format (either on a computer, other electronic device or a notebook). This must be used to record all incidents affecting the use of the Private Hire Vehicle including, but not limited to: a) collisions or accidents. b) damage to the vehicle. c) problems with the meter. d) refusals by any driver to carry a passenger (including the date, time, location, and reason for the refusal). e) any events, circumstances or incidents which lead the driver or proprietor to suspect that a passenger is involved in or is a victim of child sexual abuse or exploitation or	Unlike HC, PHVs are not compelled to provide carriage therefore there should be no requirement for drivers to log refusals of carriage.

⁷⁷ https://content.tfl.gov.uk/health-and-safety-advice-for-tph-drivers.pdf?cid=email_FINAL_TP1389_commercial_drivers_bulletin-produced+a+leaflet

any other abuse, modern slavery or trafficking of people, County Lines movements of drugs, any other abuse or supply of drugs, involvement in terrorism or any other criminal activity.

CONTACT

██████████

██████████

████████████████████



[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

NN7 4NB

5th February 2023

Re; West Northamptonshire Hackney Carriage and Private Hire Policy 2023.

Dear Committee,

I am writing to you as an Owner/Driver (Private Hire) with some concerns about the draft policy mentioned above.

May I start by saying that in principle I welcome and support much of the draft policy, especially in relation to safeguarding and raising customer care standards. However, I do feel that the very different environments that we collectively work in as Hackney and Private Hire have very different needs.

My business is mainly Airport Transfers, most of my clients are business people and also some “well known” people who value discretion, privacy, and a bespoke service. I work very hard to offer a personalised chauffeur service, and I offer choice as part of that service. On occasion, a client may wish to get a sandwich en route which I have no problem with as there is no smell and any odd crumb would be cleaned away before the next booking. I can see your reasons in the late-night journeys from a pub or club where the customer wants some form of fast food which would leave an Odour, but that is a completely different working environment where those drivers are usually going straight from one customer to another. If your proposed **rule 108 on page 65** of the draft document is implemented across the board you will effectively be reducing the level of choice and therefore service I can offer my clients which I respectfully submit would be at odds with your wish to improve services in my view, in my sector.

In addition, I also take holiday makers to airports and Seaports, and again I offer a bespoke service including escorting them with an umbrella if it is raining. Carrying their cases upstairs if required, offering to stop for milk, bread etc on the return from a holiday. Picking up their mail from the floor, and so on. I hope you will see that this is a very different environment and style of customer interface to a colleague picking up people in Towns and Cities on a Friday night for example. I can see the need for the proposed front door signage as detailed on **page 125 point 102** in that environment.

Whilst I fully understand the need for clients to be safe and know whose vehicle they are getting into. A large proportion of my clients are repeat booking who therefore know me. Any new clients are guided to my website to see a picture of my car and to read reviews of the service and customer experience I offer. These door signs are not relevant, or conducive to the discreet service many of my client’s value highly. Is it not possible therefore to allow some dispensation on signage for those of us who only offer chauffeur services please?

Finally, the requirement for having Three No Smoking signs in the vehicle is making the car look more like a Taxi in my opinion. I have never had anyone ask if they could smoke, or try to smoke in my vehicle and I feel it again chips away at the ambience I work hard to achieve.

Thank you for taking the time to read this letter, and I look forward to receiving your reply in due course.

Yours sincerely,

██████████

██

From: [REDACTED]
To: [REDACTED]
Subject: FW: Disabled people's forum
Date: 08 February 2023 10:01:18

Hi [REDACTED]

Received the email below re the consultation.

Regards

[REDACTED]

[REDACTED]

Community Safety & Engagement Team

West Northamptonshire Council|The Guildhall|St Giles Square|Northampton|NN1 1DE
Tel: 0300 126 7000| [REDACTED] www.westnorthants.gov.uk
Follow us on Facebook & Twitter @westnorthants

-----Original Message-----

From: [REDACTED]
Sent: 08 February 2023 09:58
To: [REDACTED]
Subject: Disabled people's forum

Dear [REDACTED]

After reading through the draft taxi licensing policy it seems that incorrect terminology has been used in the "Equality Act and disability discrimination" section which makes this quite concerning that a local authority would likely publish the document with what happens to be considered an ableist terminology. As is also mentioned on the government's website, the term "able bodied" being used shows just how much lack of disability awareness is within West Northants Council, I did raise this issue however was told I had to raise the issue via the online input form despite it stating of another option of emailing, the issue is not being treated as urgent as it rightly should be, the correct terminology in its place should be "non disabled".

The term able bodied suggests how disabled people are completely incapable therefore being ableist, with adequate disability awards training this would have been known, local authorities have a responsibility to ensure equality in society so how this had been allowed is completely beyond me especially considering this is on a policy created by a local government who should be responsible for using correct terminology more so in a section that regards Equality and disability discrimination, this is not acceptable for a local authority to not consider terminologies or even notice such an error.

Regards,

[REDACTED]

Disability campaigner and disability consultant.

Licensed Private Hire Car Association

56 Austins Mead, Bovington, Hemel Hempstead, Herts. HP3 0LH

Web: WWW.LPHCA.CO.UK



West Northamptonshire Council

Taxi Consultation

The Guildhall

St Giles' Square

Northampton

NN1 1DE

BY EMAIL TO

licensing.ddc@westnorthants.gov.uk

22nd April 2023

Dear Licensing Department,

I submit the LPHCA's consultation response on the following pages as a primary stakeholder Trade Association in the Hackney and Private Hire Vehicle (PHV) sector with members operating in your licensing area.

The LPHCA endeavours to work directly on behalf of taxi and PHV operators who undertake private hire pre-bookings whether Taxi or PHV. As a consequence, we indirectly work for drivers' best interests but do not represent them directly as a trade body. We do however endeavour to assist drivers via our member operators, especially with regard to their wellbeing, and personal safety in these challenging times.

Wherever possible the LPHCA and myself as chair, endeavour to work as closely as possible with government, safety organisations, other trade bodies and of course licensing authorities. As well as being a very active member of the Institute of Licensing, we have an ever-increasing number of great relationships with licensing authorities where frank dialogue and openness has contributed to better policy, regulation, compliance and best practice for all concerned. This ultimately delivers high levels of safety, supply and safeguarding for the travelling public.

Throughout my submission, I have sought to feedback constructively and not critically, looking forwards not backward with points made.

Licensing authorities and the industry have extreme challenges post-pandemic, so dialogue is imperative for the trade and regulators. I hope all copied (including councillors on the licensing committee) will kindly take the time to review my submission because over 1000 drivers and several operators are licensed via West Northamptonshire.

Yours sincerely,

Steve Wright MBE – Chair LPHCA

- Industry representative on Department for Transport (DfT) / Department for Environment, Food and Rural Affairs (DEFRA) Joint Air Quality Unit (JAQU) stakeholder group (2018 – to date)
- Member, Task & Finish Group on Taxi & Private Hire Vehicle Licensing, Department for Transport (2018-19)
- Advisory Group Member, 'Taxi & Private Hire Services' Reform, Law Commission (2012-2014)
- Member Surface Transport & Rail and Underground Panels, Transport for London (2008-2016)
- London Mayor Boris Johnson appointed Board Member, Transport for London (2008-2016)
- Advisor to the Olympic Delivery Authority (2006 – 2012) on Taxi & PHV provision / management for the 2012 Olympics and Paralympic Games London
- Member & supportive stakeholder London Mayor Ken Livingstone's Safer Travel at Night (STAN) initiative (2000 – 2008)

We have set out our major concerns and suggestions to be constructive, not critical

Draft Policy – 17 Enforcement

17.1. In any situation where there has been non-compliance with any requirement, or behaviour which falls short of the requirement to remain a safe and suitable person to hold a licence, the Council will consider enforcement action. In addition, action will be taken in respect of vehicles that do not comply with either the Council's requirements or road traffic laws. Any enforcement action will be guided by the Council's enforcement policy, and may result in one or more of the following (this is not an exhaustive list):

- a) Take no action,
- b) Issue penalty points,
- c) Use statutory notices (suspension of a vehicle licence using section 68 of the 1976 Act),
- d) Suspension of a licence,
- e) Revocation of a licence,
- f) Issue of a simple caution in respect of criminal offences or
- g) Prosecution in respect of criminal offences.

17.2. The Council's Penalty Points Scheme, mentioned above, is detailed in a separate document.

LPHCA Response

17.1

We believe that there is an important option missing from a to g – Issuing an advisory notice/note for minor discretions, which may not have been intentional e.g. a minor defect on a vehicle like a small bulb out.

Like the police, some other authorities already do this giving say 7 days to rectify, rather than any of the above options. For serious safety-related problems most of a to g are adequate.

17.2

We believe that most Penalty Points Schemes have been devised with little or no dialogue with the taxi and PHV trade, hence they are often subjective, inappropriate, inconsistently applied and not fit for purpose.

Our position is that all penalty points systems, desperately need trade input, dialogue and ultimately consensus, and should be suspended pending that.

We have made representations to the Institute of Licensing on their 2018 Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades.

We have done so as many of these points systems have in our view caused unnecessary enforcement activity, some with serious consequences. Some penalty points clearly have little or no bearing on public safety. The IoL are now reviewing their guidance and we have written to them to insist on dialogue with the LPHCA and the wider trade, as this was not done for the 2018 guidance.

Draft Policy – 19 Equality of treatment and discrimination

LPHCA Response

No Equalities Impact Assessment means breaches of primary and your own regulatory duties. We also have concerns that a regulatory impact assessment has not been undertaken.

Draft Policy – Page 32 Penalty Points Scheme

LPHCA Response

We refer to exactly what we said *in italics below*

17.1

We believe that there is an important option missing from a to g – Issuing an advisory notice/note for minor discretions, which may not have been intentional e.g. a minor defect on a vehicle (small bulb out).

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17.2

We believe that most Penalty Points Schemes have been devised with little or no dialogue with the taxi and PHV trade, hence they are subjective, inappropriate, inconsistently applied and not fit for purpose. Our position is that all penalty points systems, desperately need trade input, dialogue and ultimately consensus, and should be suspended pending that.

We have made representations to the Institute of Licensing on their 2018 Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades as these points systems cause unnecessary enforcement activity, some with serious consequences in many cases with little or no public safety ramifications.

We add – With respect to whoever devised the penalty points system, as it stands, that it is not fit for purpose and is a tick-box type of solution to enforcement rather than a well-thought-through policy. Unsurprisingly many licensing authorities do not adopt points systems carte-blanche. It really needs scrapping, trade input and re-thinking.

Draft Policy – Page 45 Previous Convictions policy

Other motoring offences – Page 50

4.39

A minor traffic or vehicle related offence is one which does not involve loss of life, driving under the influence of drink or drugs, driving whilst using a mobile phone, and has not resulted in injury to any person or damage to any property (including vehicles). Where an applicant has 7 or more points on their DVLA licence for minor traffic or similar offences, a licence will not be granted until at least 5 years have elapsed since the completion of any sentence imposed.

LPHCA Response

4.39

This is totally unacceptable and the LPHCA is engaging with other Trade Bodies, the DfT, the Institute of Licensing and others to get this over-regulatory requirement removed wherever possible.

If a driver is deemed suitable to take their parents, children, friends and work colleagues, with 7 or more points there is no good reason for a policy like this.

Minor offences are just that - minor, and the consequences of this type of policy could lead to extreme hardship e.g. unemployment, inability to provide for the family, possible loss of vehicle & home and potentially even worse outcomes.

Beyond that, the wellbeing of the driver's family and the driver is of extreme concern. A career-ending policy for minor motoring offences is totally disproportionate and this policy should not be pursued.

The Rehabilitation of Offenders Act is far kinder to far worse things than minor motoring offences and the question has to be asked as to whether the council applies this across the board to its own drivers and to other modes it utilises to meet its own equality policy requirements.

Please remove this part of the policy and look to introduce far more appropriate options.

Draft Policy –Renewal – Page 55

23

Any application for renewal must be made no earlier than 40 working days before the expiry of the licence and should be made no later than 20 working days before the expiry of the licence.

LPHCA Response

Consider radically changing this because of serious delays in the DBS system, and for renewals, as there are now tax conditionality requirements.

Currently, there are significant difficulties obtaining medical appointments and some GPs are not undertaking medicals for taxi & PHV drivers following advice from the British Medical Association (BMA).

A major licensing authority starts the driver application process 4 months prior to licence expiry and this has in some extreme cases not been enough time.

Draft Policy – Medical requirements – Page 58

45. Applicants are required to pass a medical examination (at their own expense) and provide a Council issued medical certificate completed by their own GP who must have full access to all of their medical records to meet PSV/HGV Group 2 (vocational licence) medical standards of fitness, as defined and updated by the Driver and Vehicle Licensing Agency.

46. An applicant can also provide a PSV/HGV Group II medical certificate which has been completed by a GP with access to their full medical records within the previous four months.

LPHCA Response

As stated previously there are extreme difficulties securing medical appointments with drivers' own GPs practices post-pandemic as well as considerable costs. There are also difficulties and delays in obtaining full medical records.

Many licensing authorities are now permitting the use of independent specialist DVLA Group 2 medical providers, who utilise General Medical Council (GMC) registered approved doctors who specialise in DVLA Group 2 medicals.

We are aware that the biggest provider of such medicals (d4drivers) who specialise in PSV, HGV and Taxi & PHV driver medicals, has confirmed to the LPHCA that 124 licensing authorities now use summary records, which are far better than full records because they easily highlight driver safety reasoning for refusing a taxi or PHV licence.

The benefits to licensing authorities, drivers and the whole medical fitness establishment process are considerable, so we would like high consideration given to an urgent change of policy here.

Independent medical providers that specialise in PSV, HGV and Taxi & PHV medicals, deliver professional driving knowledge-based medical expertise, whilst reducing the burden on extremely busy NHS-based GPs and their practices. This also reduces bureaucracy and cost for licensing authorities and speeds up the licensing process.

Drivers licence and badges – Page 58

49. Successful applicants will be issued with their licence and a badge which must be worn in a way which is visible to the public on receipt of the licence fee.

LPHCA Response

This policy wording needs revising, because we are aware that replica badges and even genuine badges have been used to aid and abet illegal activity, including touting by bogus drivers and even illegal plying for hire via a legitimate badge.

Drivers are also publicly revealing their personal details in a way that could compromise their personal safety, privacy and wellbeing. Modern technology is fast negating the role and usefulness of worn badges, armbands and the like, which brings potential close proximity issues for both drivers and passengers alike as well as great difficulties after dusk.

We also know that copy-cat (replica) badges are used elsewhere for impersonation purposes to enable criminal activity to take place.

We are seeking policy changes elsewhere with regard to badge-wearing.

Taxi Drivers Code of Conduct – Page 58 onwards

LPHCA Response

With absolute respect and by way of constructive feedback, we are extremely confused with the whole Code of Conduct requirements as it seems to refer from page 58 to taxi and or dual licenses but does not appear to clearly reference hackney or private hire consistently or adequately.

The loss of the indexing, erroneous contents page numbering, and repetition of requirements in various areas have made navigating and understanding requirements at best complicated, at worst onerous and in parts incomprehensible to myself, with 50 years of experience in the taxi & PHV sector licensing requirements. Whilst appreciating the aims and objectives of the code of conduct and the wider document, it is extremely difficult to give as much constructive feedback as possible.

This draft policy document, in my considered view, needs a re-write and re-consultation.

I will therefore move to policy points made after the Taxi Drivers Code of Conduct section

Private Hire Proprietor (Vehicle) Licenses – Vehicle specifications

POLICY- Non-Wheelchair accessible vehicles Page 113

42 c) Have a minimum seating capacity for one adult passenger, and vehicles that seat more passengers must provide at least four adult passengers based on a width of not less than 410 mm per person across the rear seat.

LPHCA Response

42 c) We disagree with arbitrary regulations on seat widths and believe this should be removed from draft policy. Vehicles are designated by the government's Driver and Vehicle Licensing Agency (DVLA) as suitable by passenger and seat numbers. If a vehicle is compliant with DVLA and Euro safety specifications it should be licensable.

POLICY- All vehicles Page 117

51. The following are the minimum requirements for all Private Hire Vehicle Vehicles, irrespective of their type:

) The vehicle must have at least one window on each side of the passenger compartment which is capable of being opened and closed.

n) The minimum unobstructed distance between the uncompressed seat cushion and the roof must be 0.9 metres (measured 0.25 metres from and parallel with the seat back) in relation to the front passenger and driver seats, and 0.84 metres in relation to any other passenger seats.

o) The minimum unobstructed distance between the seat back and the footwell bulkhead/facing seat back must be 0.95 metres in relation to the front passenger and driver seats, and 0.6 metres in relation to any other passenger seats.

p) The minimum unobstructed interior width of the vehicle must be 1.29 metres (excluding any arm rests).

LPHCA Response

51 i) The council should seriously consider the justification for this as some vehicles that are currently licensed as suitable, and future suitably licensable vehicles may be unnecessarily prohibited.

51 n) o) & p)

As stated previously, we disagree with arbitrary regulations on seat and other widths and believe this should be removed from draft policy. Vehicles are designated by the government's Driver and Vehicle Licensing Agency (DVLA) as suitable by passenger and seat numbers. If a vehicle is compliant with DVSA and Euro safety specifications it should be licensable.

In addition to the above, many new electric and other environmentally friendly suitable vehicles could fall foul of these arbitrary rules and be prevented from being licensed, which won't help environmental considerations. The size limitations appear to be well out of sync with those set for other modes of transport including train and aircraft seating.

POLICY- Seating Page 119

54. The seating configuration and number of passengers that can be carried is subject to assessment by the Council.

LPHCA Response

54. On the face of it this seems reasonable, but it empowers the council to move away from DVLA and Euro safety specifications. Furthermore, where DVLA seat configurations have been set and councils have arbitrarily set their own, unforeseen consequences occur.

A major licensing authority quickly reversed restricting seat numbers on a very heavily utilised PHV that was both environmentally friendly and heavily used for Special Educational Needs and Disability (SEND) transport by councils and education authorities.

Not only did the seat configuration save utilising two vehicles and needing two passenger assistants for councils and others, but the three seating options also enabled Passenger Assistants to sit in the middle row to supervise the children being transported.

The LPHCA's policy is clear, if vehicles meet DVLA and Euro safety specifications, which means they are safe for family and loved ones, there is no good reason to restrict such vehicles for PHV use.

POLICY- Documents Page 119

55. A vehicle licence will only be issued where the vehicle has evidence of:

b) An MOT Certificate issued by any garage in the Council area which is less than 4 weeks old.

c) A V5 vehicle registration document. In case of a new vehicle, the sales invoice, which must show engine and chassis numbers, shall be produced at the time of application and the registration document when it is received from DVLA. The registration document must in all cases be produced within 6 weeks of the licence being issued.

d) The complete service history for the vehicle. (If this wasn't required previously service history from the date of implementation)

LPHCA Response

55. b) London has allowed MOTs to be done by any approved DVLA testing station successfully for over 20 years and the quality of PHVs has never been higher. This was so successful that licensed hackney carriages (taxis) now have the same MOT choices having previously needed to have testing done in a limited way.

Only allowing MOTs to be done in the council area nowadays is a restricted practice and has no justification, especially as MOTs can now be checked in real-time online. There are many more reasons why this policy should be changed.

55. c) We have heard that there are new requirements on V5 document issue, so we politely suggest the need for researching before confirming this policy

55. d) This proposal is problematic because new vehicles don't have a service history, and many second-hand vehicles won't have the full-service history. Given the fact that any vehicle about to be licensed would have undergone a recent MOT, it would be pragmatic and more appropriate to see the most service history, on second-hand vehicles.

Policy - Letting/leasing of vehicles Page 124

89. You must not lease or let or hire a licensed Private Hire Vehicle to any other person, other than a fare paying passenger, without first notifying the Council in writing. If you do enter into a leasing arrangement you will remain the licensee and will still be responsible for the vehicle.

LPHCA Response

This does not make sense – I suggest 'other than a fare paying passenger' is removed.

LPHCA Other Observations & Summary

Whilst understanding the pressures that licensing authorities are under post-pandemic, so is the trade. I started off by saying that we have set out our major concerns and suggestions to be constructive, not critical, however, there have been considerable difficulties in this process from the beginning.

The original duration of the consultation, alongside not setting out clearly what is new, existing or amended, has made going through the entirety of the document challenging. The paging, indexing and repetition of bits of policy in various parts of the document has also not helped.

In spite of engagement with the licensing department on the importance of dialogue late last year, the LPHCA was not made aware of, or notified of the start date of the consultation. Furthermore, only Hackney Trade Bodies appear on the list of External consultees, in spite of the fact that I was advised: ***'The full policy will go out to public consultation early next year when all the usual bodies will be consulted with'***.

I genuinely believe that implementing the policy as laid out in the consultation, will be problematic and would respectfully ask that further trade dialogue takes place, especially as government may be issuing new best practice guidance shortly, and the Institute of Licensing are reviewing their 2018 guidance.

Notwithstanding, this request, I implore you to consider the points I have made on behalf of LPHCA members that you licence.

Chair LPHCA – The Licensed Private Hire Car Association 22nd April 2023

NORTHAMPTON PRIVATE HIRE ASSOCIATION



OUR MAIN OBJECTIONS TO THE POLICY DOCUMENT REGARDING VEHICLES AND DRIVERS ARE AS FOLLOWS

Statutory Standards

Hand held mobile phone use. Loss of licence for up to 10 years.

This is severe, but we can accept that this is a Department of Transport statutory item not in the control of WNC.

7 Points on DVLA licence. Possible loss of licence of up to 10 years.

For minor offences we consider this to be overly draconian. The council should consider either retraining or submitting the driver to the Licensing Committee to consider if the offences are serious enough to warrant the loss of their Private Hire or Hackney licence.

Criminal Records Check

A certificate of good conduct (Page 57 paragraph 41) would be virtually impossible to obtain for many drivers of foreign extract, who often go overseas to visit family for long periods. The WNC are considering changing this from 3 months to 6 months. We hope so.

Penalty Points System

Is it 20 points (page 59 paragraph 55) for a fixed year ? Or 12 points (page 33 paragraph 1.7) for a rolling year ?

Overbearing and severe. An overzealous officer could load a driver with many points over just one minor incident.

I was stopped on double yellow lines waiting for a booking. A traffic warden could have me for D3 for arguing, D7 for plying for hire, D47 using the phone (trying to contact customer), D51 failing to co-operate. All in one go. The operators are going to have their own problems with this penalty points system themselves, with points which are clearly the drivers fault, and visa versa. The whole penalty points idea needs to be either scrapped, or radically slimmed down.

New Cars Must Be Euro 6 Emissions Standard

From an original proposal of 4 years, licensing has changed to Euro 6 for newly plated vehicles. We are assuming this will be 64 reg onwards as per the previously agreed emission standard (Appendix A 03.05.2018). There should also be a provision for extenuating circumstances.

Tinted Windows

Licensing has changed this to manufacture tinted windows. Although this has not been changed in the Hackney Carriage section. I was informed that this is an oversight, so presumably this will be corrected in the final version. No stuck on tints is reasonable.

Opening Rear Windows

This is not something most drivers not concerned with, but it could be a problem with some larger 8 seater vehicles. This item should be from new plates only.

6 Seater Vehicles Limited To 4 Seats

Many drivers have purchased these vehicles at huge cost to facilitate school contracts. Beside the fact that DVLA deems these vehicles suitable for six adult passengers, drivers doing some disability work prefer to locate these passengers in the rear seats to protect them from unfortunate incidents.

Rear Seat Width

Industry standard has always been 41cm (16") per person as in page 113 paragraph 42c. A total of 123cm across the rear seat.

The proposals also includes 129cm as in page 118 paragraph 51p. So which is it to be ?

I measured a new Toyota Corolla hybrid estate, which is going to take over from the Prius as the car to get. That is 125cm across the rear seat.

Full Service History For All New Vehicles

Very few cars purchased would have this, and definitely no imported vehicles would. And of course a brand new vehicle would have no service history anyhow. This is a quite ridiculous idea considering that the vehicle is tested every six months, and would also be an administrative nightmare. A possible solution if there is no service history, first test at Council testing depot, then service record thereafter ?

Roof Sign Removal

Drivers are about 50 / 50 on this. Some drivers appear to treat them as optional anyhow. Considering that most districts do not allow them, and central government appear to be following a policy of less signage on private hire, perhaps it is time to say goodbye to them.

Door Signs

Why bother ? If door signs are fitted they should perhaps meet certain standards, but they should be optional. Executive vehicles won't use them.

Probably many others too. TFL doesn't allow them. And as above central government appear to be following a policy of less signage on private hire.

Regards

██████████
Drivers Representative

21/04/2023

From: [REDACTED]
To: [REDACTED]
Subject: Re: RE: Draft Policy
Date: 06 February 2023 10:31:46
Attachments: [ATT00001.jpg](#)
[ATT00002.jpg](#)
[ATT00003.png](#)

Hi Louise / Nick

Thanks for you recent email.

I have now downloaded and read the modified draft, and I am now also fairly conversant with the DOT Statutory Taxi & Private Hire Vehicle Standards from July 2020.

I can see from the document above that much of what you are doing is clearly because you are obliged to do so.

There is a meeting planned of Private Hire (and probably Hackney) drivers at the Bangladeshi Centre on 16th February which I will be attending to try to allay the fears of some of the more reactionary elements to the new proposals.

While I think that there are a few kinks to be ironed out, some of which we have already discussed, I think that the proposals from a drivers perspective are not that onerous. I was already in the trade at the introduction of the 76 Miscellaneous Provisions Act, and have survived the all the updates since. Trouble is many drivers only see the negatives and not the positives.

A couple of queries on the Hackney side that drivers have asked me to persue.

Tinted windows to the rear of Hackney Carriages (page 89 paragraph 71k)
Some drivers have invested a lot in new vehicles, and some of these have tinted windows.

Vehicle Tests for old and new (page 91 paragraph79) will all standards be retrospective or just new?

And for all vehicles

Tread Depth (page 117 paragraph 51g) as I said before this should read 2mm across the centre 3/4, and visible tread across the rest as in normal MOT parlance.

Service History New Vehicles (page 119 paragraph 55d). Perhaps if the service history cannot be obtained a first test at the Councils testing station, then a service record / log from thereon?

We are having an NPHA meeting on the 28th February at 11.00 at the Vocal Club, I hope someone from your department will be able to attend.

Regards
[REDACTED]

Sent: Thursday, January 26, 2023 at 1:54 PM

From: [REDACTED]

To: [REDACTED]

Subject: RE: Draft Policy

Hi both,

The amended version will be going live on Monday.

Cheers

Nick

Nicholas Sutcliffe
Licensing and Environmental Support Services Manager
South Northants Area Safety Advisory Group Chair
Regulatory Services

West Northamptonshire Council | The Forum | Moat Lane | Towcester | NN12 6AD

Tel: [REDACTED] | www.westnorthants.gov.uk

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From: [REDACTED]
Sent: 26 January 2023 13:52
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Draft Policy

Good afternoon [REDACTED] I have cc Nick into this email in order to clarify which version has been posted.

Kind Regards

Louise Faulkner
Environmental Health and Licensing Manager

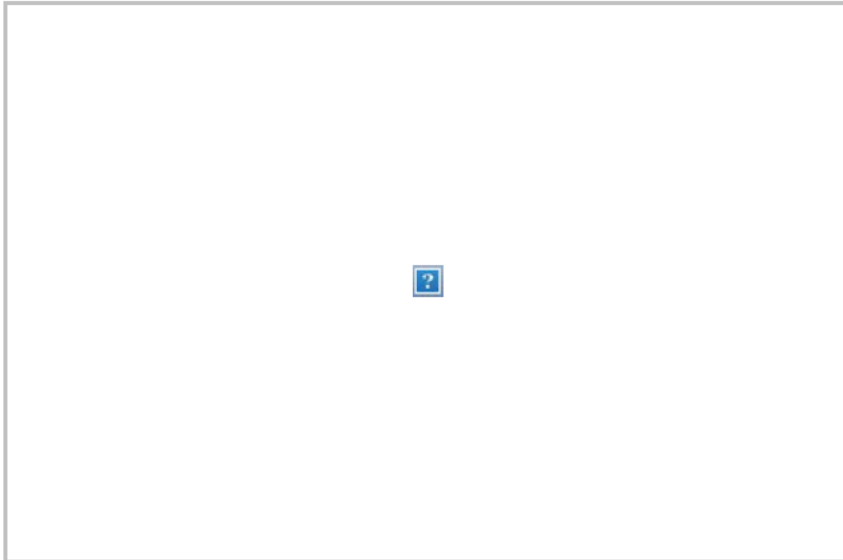
[REDACTED]

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www.westnorthants.gov.uk | licensing.nbc@westnorthants.gov.uk

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From: [REDACTED]
Sent: 26 January 2023 13:13
To: [REDACTED]
Subject: Draft Policy

Hi Louise

I see that the draft policy has been posted, but with none of the possible amendments that we discussed on tuesday.

Do I assume you will be going ahead with the consultation as posted in its original form?

Also [REDACTED] has asked me to remind you to send him your comments on my first list of objections from our first

meeting in December.

Kind Regards

[REDACTED]

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Consultation on Taxi Operation in WNC

I have nearly 50 years of vehicle engineering and logistics operation of various vehicle types and currently operate a not-for-profit minibus operation. I am qualified and hold an international Certificate of Competence in European Passenger Vehicle operations and well as being an Incorporated Engineer. I am also a Trustee of the Community Transport Association and declare my interest as an Elected member of West Northants Council.

I have read with interest the campaign on social media by the local taxi operators who are against this proposed change and totally support improving the standards of passenger transport in our area. There are several observations I would like to make regarding this consultation.

Objective

To provide [safe, legal, and comfortable](#) transportation to all users of both Hackney Carriages and Private Hire Vehicles

Drivers

I believe that all drivers should attend a customer awareness course particularly in respect of Mobility, Mental Health, sight and hearing loss.

From evidence, I have seen Drivers appear to have little or no understanding of the legal aspects of operating vehicles in a legal and compliant way. This is evidenced by the demand to reduce the tyre tread depth to 1.6mm from the advisory 2mm. Whilst they are correct that the lower limit is legal it doesn't allow for the safe use of the vehicle. The impact on vehicle stability, braking performance in wet weathers and grip in frosty and snowy conditions comprises passenger safety.

However the legislation states "Not less than 1.6mm over the central $\frac{3}{4}$ of the tread and all the way around" the WNC standard should state ["Not less than 2mm over the central \$\frac{3}{4}\$ of the tread and all the way around"](#) also the addition that [tyres should be maintain at the manufacturers recommended pressures and adjusted for heavy loads.](#)

Maintenance and Inspections

I am not in agreement that standard MoT stations should carry out the inspections as they include additional items that are required to ensure the vehicle is fit for purpose. I have evidenced vehicles presented with issues with the additional items that are required to be tested.

[I strongly recommend only a reasonable number of outlets are approved and monitored by WNC to carry out the 6 monthly inspections](#)

Vehicles should not have to be prepared for the inspections; they should be roadworthy at all times and not require rectification that the Driver should be aware of. Drivers should carry out a First use check of the vehicle prior to using it that day or taking it over from another driver. Drivers should record and make available evidence that a check has been completed.

Vehicles presented for an inspection with serious defects should be reported to WNC and operate a three strikes policy with the revocation of the licence.

Any vehicle fitted with a ramp or passenger lift must be inspected and tested by a competent authority (Not a MoT station) these fall under the LOLER regulations. As they are used to carry passengers passenger lifts need inspection every 6 months

Carriage of passengers in Wheelchairs

There is already guidance available on the carriage of wheelchairs (TDORS) which clearly states procedure for wheelchair tie down schemes and the provision of seatbelts for the wheelchair user whilst being transported. Similarly not all wheelchairs are approved to be "Tie Down" and must have been crash tested and approved.

I would strongly suggest that passengers are not transported in standard wheelchairs or mobility scooters as these cannot be restrained and adequate provision made for the safe transportation of the passenger.

I cannot find any reference to how Drivers are trained (and certified) to carry out the tie down and safe use of wheelchairs.

Use of Seatbelts

It is my understanding that all vehicles must have signs in them to remind passengers to wear their seatbelts during the journey. I am particularly concerned that in the event of an accident or harsh braking an unrestrained rear seat passenger will be projected into the rear of the driver. Only passengers with a medical exemption are permitted to travel without a seatbelt and best practice states that the seat in front of the unrestrained passenger must be left unoccupied

22/04/2023

For the attention of Anna Earnshaw,

Dear Anna Earnshaw,

I have too many complaints for one email. This is page 1. Page 2 will follow

I felt I just had to write to you to voice my concerns about this new policy. Like a number of things to do with Northampton Council it seems to have been produced without the benefit of expertise and with no thought for it's consequences. How do I justify that statement? Lets look at previous Licencing Office decisions. Let us consider our choice of hackney carriage vehicles. I drive a Peugeot Premier hackney carriage. There are a number of vehicle parts which when they go faulty, the replacement parts can only be obtained from one source - Allied Motors (also referred to as Cab Direct). As a consequence of this they charge us as much as they possibly can. I will give you two examples:

1. I needed a new exhaust last year. My old one was damaged driving on a badly maintained Northampton road. A new exhaust for a Peugeot Partner van on which my taxi is based would have cost something in the order of £250. Mine cost £800, plus I had to wait weeks for it to be supplied. There is not a single garage in England that could supply that part - it had to be delivered by Peugeot to Allied Motors who then ship it out to a workshop somewhere in Scotland who modify it then send it back down here for fitting

2. My adblue pump failed last year leading to a similar situation. I have seen drivers of other cars get a new pump supplied and fitted for less than £1000 but mine - being at the mercy of a company that knows I can't go elsewhere - came to just over £2600 and took over six weeks to do. Indeed, it could have easily taken twice as long.

A decision about which vehicles to use based on expertise would surely have opted for vehicles that are generally available to the public .

Again, let us consider the licensing office track record. When I became a hackney carriage driver in Northampton in 2012 it was the practice that new drivers bought a London type cab, up to 3 years old, or a Peugeot which had to be brand new. This had the effect of maintaining a good standard of vehicle and also controlled the number of drivers; it was open to all, but the new drivers had to invest in the business and was essentially fair. Within a year of my joining, the council licensing office - headed by [REDACTED] - introduced the very dubious idea of scrapping the age limit. We, the drivers, couldn't get this overturned but we did manage to get it phased in. The consequence of no age limit was that when taxis were decreed too old and too polluting for London, a large number of them chugged slowly and smokily up to Northampton. We were then treated to the spectacle of brand new, state of the art, electric taxis ranking up alongside the polluting museum pieces. Also, the availability of cheap old bangers meant a major increase in the number of drivers. The queue at the station used to snake around the car park and out into the street.

The licensing office appeared to have no concern for the responsible drivers. Shortly afterwards, [REDACTED] left and went to work for [REDACTED] - a decision which left many of us drivers feeling uncomfortable. Again, this episode showed lack of expertise and lack of thought for consequences.

Yours sincerely,

[REDACTED]

From: [REDACTED]
Sent: 22 April 2023 19:59

To: NBC Licensing <Licensing.NBC@westnorthants.gov.uk>; [REDACTED] [REDACTED]

Subject: WNC Public Hire and Hackney Carriage Policy

22/04/23

For the attention of Anna Earnshaw This is page 2 of my complaint

Dear Anna Earnshaw,

Lets us consider this new policy document. Firstly, at 150 pages long, are you just trying to hide the dodgy bits?

Let's consider the draconian 7 points and you're out nightmare. You know that all our drivers are having to invest more and more money in our vehicles, yet knowing that you want to increase their risks. You are quite prepared to see a driver invest tens of thousands of pounds in a new vehicle and then see him get a 5 year ban. That is so heartless it is downright sadistic. You know the law of the land allows a driver to accumulate 12 points and still drive. You know that town hall staff driving refuse vehicles are allowed this. You know that bus drivers and ambulance drivers are allowed this but you have seized on a small group of people - taxi and private hire drivers - and thought you would make a special case.

When government decided on a 12 point maximum, they would have taken advice from all walks of life, definitely including safety experts and the police. Who did you ask? Where on earth did you get this idea of a 5 year ban? You must know that would financially cripple whoever you did that to. In the rest of the country, a driver exceeding 12 points is likely to get a 6 month ban at most, something which he may survive.

What makes you think that town hall staff are equipped to decide if we are properly dressed. When I was a Wellingborough taxi driver, one of the taxi drivers was a transvestite who wore a dress for work. I have spoken to him. He is a perfectly nice intelligent individual. There was the occasional snigger from a member of the public but he used to rise above it. He was generally accepted by the public and rightly so. Knowing he is wearing a dress, would you reprimand me and give me penalty points if, for example, I was wearing a T shirt or (heaven forbid) sandals? What is correct dress (excuse the pun) for work and who is qualified in this area?

Since the unification of the different borough councils there would seem to be mountains of work involved in bringing a common standard of service to the public. It would be nice if the council would focus on those more obvious areas and left the drivers to get on with their work without fear of harassment.

Yours sincerely,

[REDACTED]

Appendix C – Summary of points raised during the public consultation

Page Number	Comment	Likely Impact or Justification	Reference to Evidence (if applicable) and officer comments.
32 – 44 & 59	Penalty Points – Driver & Operator	Low	A penalty points system is seen as an open and transparent way of dealing with breaches of policy, legislation and conditions. It is a guide for officers and licence holders but ultimately each case will be dealt with on its own merits.
32-34	Penalty Points – Specifically in relation to dress code	Low	Concerns raised about what would constitute “offensive” - was explained that someone not liking what was being worn wouldn’t mean the clothing was offensive. Examples of “offensive” given included swear words, hate speech and graphic images
65	Food and drink being banned in vehicles	Low	Can be amended to reflect that this should be down to the drivers discretion.
32	Penalty Points – Specifically in relation to “No Smoking” signs	Low	The current requirement is 3 “No Smoking” signs. This can be amended to the standard legal requirement of one clearly visible sign.
Appendix E	Comment Chauffeur Exemption	Low	A Chauffeur Exemption section can be included within the policy and an example is detailed in Appendix E

117	Vehicles Specifications – side opening windows, seat widths	Low	The requirement for vehicle specifications is to consider public safety & passenger comfort. It is considered reasonable that existing licensed vehicles are granted grandfather rights until the purchase of a new vehicle is necessary. The Licensing Team will continue to review if amendments to the vehicle specifications should be amended in line with any developments in makes and models of vehicles that may be suitable.
113	Vehicle Specifications – PHV Maximum 4 passengers – Reducing Toyota Prius from 6 to 4 seater	High – impact on the trade	A review of the types of vehicles that are suitable to be licensed as private hire vehicles needs to be undertaken and a transitional period allowed for current vehicle proprietors to adapt to any changes. Existing licensed vehicles will continue to be renewed until they are replaced, or no longer meet the required emission standards.
80-84 & 111-112	Vehicle Specifications – Emissions Policy	Low	An emissions policy is aimed to meet with the Councils corporate objective for a cleaner, greener communities and has previously been in place in the Northampton area.

89 &	Vehicle Specifications – Tinted Glass	Low	The policy has been amended to conform with the national DFT standards
125 & 129 & 133	Signage – Roof signs/door magnetic signs	Medium	Signage in other neighbouring local authorities is mostly door signage with no roof signs. Consistency is a key factor in raising educational awareness around the difference between taxi and private hire vehicles. Members will need to decide on the signage required for PHVs. Ideally any signage will make it clear that the vehicle is licensed by WNC.
45	Convictions Policy	High	The Institute of Licensing (IoL) published its <i><u>Guidance on determining the suitability of applicants and licensees in the hackney and private hire trades</u></i> in April 2018. The document was produced by a working party commissioned by the IoL, in recognition that in the absence of any recent Statutory or Ministerial Guidance, decision making across the country was inconsistent, leading to licence shopping where drivers refused licences in one area may subsequently be granted a licence in another area. The intention of the IoL's guidance

			<p>was to provide licensing authorities with a national set of standards which they could then consider using as a basis for their own local policies, and in doing so provide a more consistent approach across the country. The Guidance was produced in partnership with the Local Government Association (LGA), National Association of Licensing and Enforcement Officers (NALEO) and Lawyers in Local Government (LLG). Institute of Licensing</p>
57	Certificate of Good Conduct	High	<p>The proposed policy of 3 months follows the recommended government guidance. It is recognised that some other local authorities have adopted a 6-month approach to allow for the high number of trade that may frequently travel abroad. Ultimately it is for Members to decide on whether on an appropriate timescale.</p>
91 & 119-120	Contracted Approved Garages/Testing Stations	Low	<p>There are currently 3 operating models in the sovereign areas for testing licensed vehicles; Northampton – use two approved contracted testing stations.</p>

			<p>Officer checks are undertaken at spot checks Daventry – use one approve contracted testing station and Licensing Officers arrange checks. South – accept an MOT from any garage along with the service history of the vehicle and Licensing Officers check vehicles.</p> <p>Having reviewed the comments regarding testing stations and vehicle service history the proposal is to move to the Northampton model and procure contracts for testing stations across the West</p>
	Medical Exemption in relation to assistance dogs	Low	Ultimately it is a legal requirement for all assistance dogs to be carried unless a driver has a specific medical exemption from their GP
	Group 2 medical Process	Low	Current requirement is for medicals to be carried out by GPS with access to full medical history. According to the LPHCA over 100 local authorities allow summary records to be used. Ultimately for Members to decide on the best approach.
119-120	Vehicle Service History	Medium	See Testing Stations above

149	Driver Working Hours	Low	In light of the comments received we have decided that this would be difficult to monitor by licensing officers. Unlike HGVs, PHVS and HCs are not fitted with tachographs which would make enforcement of working hours almost a matter of trust. We recommend this section is now removed.
N/A	Driver Safety		The Licensing Teams engage with the Councils Community Safety Teams and Northamptonshire Police to communicate any safety messages when areas of concern are highlighted. The Council & Northamptonshire Police will consistently review the safety messages as appropriate
58	Driver Licence & Badges – Concerns around driver safety displaying badges and bogus drivers replicating badges	Low	The identification of drivers is considered important information for passengers to report any concerns to the Licensing Teams.
122	1 Year Vehicle Licence & Driver Licence Renewal Period	Low High	The policy is adopting a 1 Year Vehicle Licence with additional testing at specified intervals during the licence period. The 40-day renewal window is a reasonable period for the applicant to declare any matters that require further investigation

			<p>before a licence is renewed. This could include for example any arrests, motoring offences that will not appear on a DBS at the time of renewal.</p> <p>The Council will accept a DBS/Medical that is dated within a 3-month window at the time of the renewal application date.</p>
148	Use of the word Taxi for Private Hire Operators	Low	<p>It is accepted with the advancement of technology and a high volume of bookings being taken over the internet, the word "Taxi" is accepted as a layman's term by members of the public when looking online to book a journey with a private hire operator.</p> <p>The word "Taxi" should not be permitted on private hire vehicles to differentiate between hackney carriages that can be "hailed" and picked up at ranks without a booking and those private hire vehicles which must be booked</p> <p>The Local Government (Miscellaneous Provisions) Act 1976 s48(1)(a)(ii) prescribes that a vehicle cannot be licensed as a</p>

			<p>private hire vehicle unless the licensing authority is satisfied that the vehicle is “not of such design and appearance as to lead any person to believe that the vehicle is a hackney carriage”</p> <p>The Transport Act 1980 s64 prohibits the word taxi to be displayed on or above the roof of a private hire vehicle, although there is no legislation prohibiting the word Taxi being displayed anywhere else on the vehicle</p>
N/A	Competition Commission	Low	<p>There are no identified risks of breaching any competition commission guidance</p> <p>Regulation of taxis and private hire vehicles: understanding the impact on competition - GOV.UK (www.gov.uk)</p>
N/A	Adopt Training – instead of points	Low	<p>The Policy does not restrict the opportunity to offer training in circumstances where it may be an alternative option. This will be considered on the individual merits of each case</p>