

Consultation on Taxi Licensing Policy

What this questionnaire is for.

We are having a major review of the City of York taxi licensing policy which will incorporate revised statutory guidance together with increased checks on drivers to ensure their continued compliance with the licensing requirements.

The council is seeking views on revising the existing policy which affects how City of York Council will licence taxis and private hire vehicles, operators and drivers, in the future.

The consultation is in two parts:

1. Consultation on the draft Taxi Licensing Policy,
2. Views of the proposed changes

We welcome your feedback if you:

Members of the public, the taxi trade, disabled people, local partnerships and transport user groups will be invited to offer feedback on the revised policy. All feedback will be considered as part of the decision-making process.

What happens to my information?

Our survey asks for some personal information which you may choose not to give. We do not publish or share any information which can identify you. Please read the enclosed privacy notice to find out more about how we protect your personal information. We will ask for your consent to this at the start of the survey. You can withdraw your consent at any time by contacting:

licensing@york.gov.uk

Closing date: 14 July 2024.


Publishing the results:

We will publish the results of this survey online at:

<https://www.yorkopendata.org>







The different ways to complete and return this survey

Complete this form online	You can complete this survey at: www.york.gov.uk/TaxiLicensingConsultation	
Or use this QR code:	Use the camera on your smart device to scan the QR code to take you to the online survey.	
Scan and email	Complete, scan and email the survey to: licensing@york.gov.uk	
Access to a computer	Visit any Explore library or West Offices where they can assist.	
Help to complete over the phone	Call Customer Services on 01904 551550 leave your number and we will call you back.	
Drop off	Hand in your completed survey at: West Offices, Station Rise, York, YO1 6GA	
Return by freepost	CYC Licensing Section FREEPOST RTEG-TYYU-KL TZ City of York Council West Offices, Station Rise, York YO1 6GA	

Alternative formats

If you require this document in an alternative format (e.g. large print, braille, BSL, audio or Easy Read) you can:

	Email us at: cycaccessteam@york.gov.uk
	Call us on: 01904 551550 and customer services will pass your request onto the Access Team
 Video Interpreter	Use our BSL Video Relay Service: www.york.gov.uk/BSLInterpretingService Select 'Switchboard' from the menu
	

Privacy Notice

Please confirm that you have read and understood the privacy notice below. You must select 'Yes' to take the survey.

Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
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Consultation on changes to the City of York Licensing Policy

This privacy notice was completed on (19th April 2024) and will be regularly reviewed. When we use your personal data, CYC complies with data protection legislation and is the registered 'Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference Z5809563.

Why is information being collected:

We are inviting you to take part in a survey, The information we collect will be included in presentations, statistics, and reports.

Any presentations, reports and statistics for publication or use outside of the authorised council staff, will be anonymised, and cannot be linked back to you or individuals. Reports containing anonymous information may also be shared with the public and other organisations.

Your feedback will help us:

Your feedback will help City of York Council when undertaking public consultation to support progress towards the adoption of the Taxi Licensing Policy, and also the examination of the Policy, which will ensure the Council meets its Department for Transport (DfT) Statutory Standards requirements. What information will be collected:

We are collecting your feedback, such as:

We will also ask for information about you, including your age range, what gender you identify as, sexual orientation and ethnic group

Participation is voluntary and you can choose not to take part at all or not to answer any of the questions during the survey.

What will we do with the information:

We are using the information you give us in the survey with your consent. You can withdraw your consent at any time by contacting licensing@york.gov.uk

The information we collect will be included in presentations, statistics and reports. Any presentations, reports and statistics for publication or use outside of the authorised council staff, will be anonymised and cannot be linked back to you or individuals. Reports containing anonymous information may also be shared with the general public and other organisations.

Where we use Survey Monkey to process responses, you can find out how they use your information, at:

<https://www.surveymonkey.co.uk/mp/legal/privacy/>



If you have completed a paper survey, once you complete and return it to us, we will transfer the information you have given us onto the council's secure network and then destroy confidentially the paper copy.

We will not use the information for any other purpose than set out in this privacy notice and will not disclose to a third party i.e. other companies or individuals, unless we are required to do so by law for the prevention of crime and detection of fraud, or, in some circumstances, when we feel that you or others are at risk.

Storage of information

We will keep the information you give us in CYC's secure network drive and make sure it can only be accessed by authorised staff.

How long will we keep the information:

We will keep the information you give us for up to three years and then will securely and confidentially destroy it.

Where required or appropriate, at the end of the retention period we will pass onto the City Archives any relevant information.

Further processing

If we wish to use your personal information for a new purpose, not covered by this Privacy Notice, we will provide you with a new notice explaining the purpose prior to commencing the processing

and the processing conditions. Where and whenever necessary, we will seek your consent prior to the new processing.

Your rights

To find out about your rights under data protection law, you can go to the Information Commissioners Office (ICO): <https://ico.org.uk/for-the-public/>



You can also find information about your rights at: <https://www.york.gov.uk/privacy>

If you have any questions about this privacy notice, want to exercise your rights, or if you have a complaint about how your information has been used, please contact us at information.governance@york.gov.uk



or by phone: **01904 554145**

or write to:

Data Protection Officer, City of York Council, West Offices, Station Rise, York YO1 6GA.

Questionnaire

Q1 Vehicle visual and audio recording (CCTV)

Should we have CCTV cameras in taxis?

We are required to carry out regular reviews to identify any local circumstances whether CCTV is positive or negative effect on the safety of hackney carriage and private hire users.

When we look at what we already know, considering the costs, customer privacy and driver responsibilities we do not think we need CCTV cameras in taxis at this time.

A full consultation with stakeholders would take place as part of any future review.

Do you agree or disagree with this proposal?

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>

Do you have any further comments?

<p>We would expect any decision on this to take full account of national standards with regard to accessibility</p>

Q2 Vehicle Emission Standards

Ultra Low Emission Vehicle (ULEV)

We are proposing that the following European Emissions Standards are accepted for new private hire vehicle applications, and any replacement existing vehicles:

- a petrol or diesel vehicle that is Euro VI or better and less than 10 years old.
- a ULEV petrol or diesel ‘hybrid’ or ‘plug-in hybrid’ electric vehicle that is Euro VI or better.*

ULEVs are defined as having less than 75 grams of CO2 per kilometre (g/km) from the tail pipe. The CO2 count can be understood when using the following website -

<https://www.gov.uk/get-vehicle-information-from-dvla>.

- any wheelchair accessible vehicle (WAV) that is Euro VI or better.
- this also includes Euro VI hybrids / plug-in hybrids and all fully electric WAVs.

A **WAV** is a vehicle constructed or converted specifically so that it can accommodate one or more person(s) seated in the wheelchair(s) when travelling on the road.

Where an application is submitted for a new or replacement of an existing vehicle, the vehicle would be required to meet the new criteria.

Do you agree or disagree with this proposal?

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>

Do you have any further comments?

<p>We would expect any decision on this to take full account of national standards with regard to accessibility</p>

Q3 'Legacy rights' for existing licensed vehicles

It is acknowledged that some licensed vehicles may not meet the new standards at the time the new policy is brought into effect.

To ensure the owners of these vehicle are not affected, and their vehicle pulled from service, we are proposing that all licensed vehicles that do not currently meet the new standards, will keep their licensed for a maximum of 3 years from the date the new policy starts.

Do you agree or disagree with this proposal?

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>

Do you have any further comments?

We would expect any decision on this to take full account of national standards with regard to accessibility
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Q4 Tinted windows

As a passenger would you feel safe travelling if the rear of the taxi / private hire vehicle if it had tinted windows ?

Yes I would feel safe	<input type="checkbox"/>
No I would not feel safe	<input type="checkbox"/>
I'm not sure	<input type="checkbox"/>

Do you have any further comments?

We would expect any decision on this to take full account of national standards with regard to accessibility
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Q5 Hackney Carriage vehicle colour

Should taxis be all be black to help with public safety ?

This will also help the public to identify taxis that can hailed in the street and distinguish them from private hire vehicles which must be pre-booked, and unlicensed vehicles?

Do you agree or disagree with this proposal?

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>

Do you have any further comments?

We would expect any decision on this to take full account of national standards with regard to accessibility

Q6 Signage / vehicle livery

Should license vehicles display the licence number, licensing authority and operator details on the vehicle so passengers can easily identify it at any time as a City of York licensed vehicle ?

Do you agree or disagree with this proposal?

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>

Do you have any further comments?

We would expect any decision on this to take full account of national standards with regard to accessibility

Q7 Knowledge test

Applicants for driver licences undertake a knowledge test of the City of York area prior to obtaining a licence. This includes information about safeguarding, equalities, customer service, knowledge of routes around the city and key locations and local licensing conditions.

Do you agree or disagree with this proposal?

Strongly Agree	<input checked="" type="checkbox"/>	Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>

Do you have any further comments?

We strongly welcome the addition of the need for knowledge of safeguarding, equalities (including disability equality) and customer service as well as routes around the city. We strongly urge that the knowledge of customer service includes the importance of driver attitude and the right of disabled people to be accompanied by their assistance dogs.

Q8 Wheelchair accessible vehicles (WAV)

The policy proposes that operators with over 99 vehicles have a WAV in operation 24 hours a day. If, in exceptional circumstances, where a WAV is unavailable, the operator must notify the council and provide details of the steps being taken to ensure availability.

Do you agree or disagree with this proposal?

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>

Do you have any further comments?

We strongly believe it is important to increase the ready availability of WAV but find the question impossible to answer given that no information is provided as to the number of current operators with 99+ vehicles. There is clearly unmet need in the city for WAV currently and this needs addressing. It is our understanding that the next unmet demand for WAV survey is due to be completed by CYC this year. Any response to Question 8 will clearly not be a substitute for such a survey. When will it be taking place?

Q9 – Subcontracting Bookings

Sometimes a taxi operator will need to ask another operator to pick the customer up (this is called subcontract a booking). Where it happens, we are proposing that operators must provide customers with the details of the replacement driver and enable the customer to change or cancel the booking without charge.

Do you agree or disagree with this proposal?

Strongly Agree	<input type="checkbox"/>	Agree	<input type="checkbox"/>
Neither agree nor disagree	<input type="checkbox"/>	Disagree	<input type="checkbox"/>
Strongly disagree	<input type="checkbox"/>	I'm not sure	<input type="checkbox"/>

Do you have any further comments?

We strongly suggest that it is not just details of the replacement driver that should be supplied but also details of the replacement vehicle. We would also expect any decision on this to take full account of national standards with regard to accessibility

Q10 – The Draft Policy

Do you have any other comment you would like to make about the Draft Taxi licensing policy?

These survey responses are from York Disability Rights Forum, a disabled people-led community-based organisation (www.ydrf.org.uk) We note that this Word version does not allow us to identify ourselves at the start, unlike the electronic version.

You will see that we have **not** been able to select responses on all but one of the questions (Q7) as the range of responses was too narrow and the contextual information provided was too limited. We trust that you will reflect our 'further comment' responses in your collated report.

Please note in particular our response to Q8. We strongly feel that the ready availability of WAV needs to increase in York but the provided response options do not allow us (or anyone, in our view) to say that. Without additional information being provided as to whether the suggested proposal would result in a net increase, this question is simply not possible to answer and therefore the results will not be robust.

We look forward to hearing your response to our enquiry as to when the 3 yearly unmet need survey is going to be conducted. We believe it is due in 2024.

Equality monitoring information

About You

Any information you share may help us identify themes in specific groups to aid any future support and will not be used to identify you. You may choose not to answer or select 'prefer not to say' to any question. If you would prefer to opt out of this section, please select the relevant option below.

Would you like to complete the 'About You' section?

If you answer 'no', please skip the questions below. **We cannot complete this information as we are responding as an organisation not as an individual**

Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
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1) Age

Under 18	<input type="checkbox"/>	18 to 24	<input type="checkbox"/>	25 to 34	<input type="checkbox"/>
35 to 44	<input type="checkbox"/>	45 to 54	<input type="checkbox"/>	55 to 64	<input type="checkbox"/>
65+	<input type="checkbox"/>	Prefer not to say			<input type="checkbox"/>

2) What gender do you identify as?

Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
Non-binary/Gender variant	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

3) Is the gender you identify with the same as your sex registered at birth?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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4) Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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5) If you answered 'Yes' above, do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

A lot	<input type="checkbox"/>	A little	<input type="checkbox"/>	Not at all	<input type="checkbox"/>
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6) What is your ethnic group?

White English / Welsh / Scottish / Northern Irish / British		<input type="checkbox"/>
White – Irish	<input type="checkbox"/>	White – Roma
White – Gypsy or Irish Traveller	<input type="checkbox"/>	Any other White background
Mixed - White and Black Caribbean	<input type="checkbox"/>	Mixed - White and Black African
Mixed - White and Asian	<input type="checkbox"/>	Any other Mixed / multiple ethnic background
Asian – Indian	<input type="checkbox"/>	Asian – Pakistani
Asian – Bangladeshi	<input type="checkbox"/>	Asian – Chinese
Any other Asian background		<input type="checkbox"/>
Black – African	<input type="checkbox"/>	Black – Caribbean
Any other Black / Black British / African / Caribbean background		<input type="checkbox"/>
Other – Arab	<input type="checkbox"/>	Any other ethnic background
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>

7) What is your religion or belief?

Prefer not to say	<input type="checkbox"/>	Muslim	<input type="checkbox"/>	Buddhist	<input type="checkbox"/>
Sikh	<input type="checkbox"/>	Christian	<input type="checkbox"/>	Hindu	<input type="checkbox"/>
Jewish	<input type="checkbox"/>	No religion	<input type="checkbox"/>	Other	<input type="checkbox"/>
If 'other', please tell us what your religion or belief is or leave blank if you prefer not to say					<input type="text"/>

8) Which of the following best describes your sexual orientation?

Bisexual	<input type="checkbox"/>	Gay or Lesbian	<input type="checkbox"/>
Heterosexual / straight	<input type="checkbox"/>	Other	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>		

9) Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age (excluding anything which is part of paid employment)?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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