

# Cheshire West & Chester Borough Council

## Public Consultation Document

### Statement of Licensing Policy for Hackney Carriages, Private Hire Vehicles, Drivers and Private Hire Vehicle Operators Consultation 2015

The policy the Council is reviewing affects both Hackney and Private Hire licence holders and their customers (you). Though both Hackney Carriage and Private Hire vehicles go through similar additional testing for safety and comfort, they are controlled by separate regulations and requirements. This does mean we need to ask you separately about your views and experience with each trade. To assist consultees we have provided some descriptions and back ground information on both of these trades.

#### Ways to get involved

There are a range of ways to express your views:

- Complete this questionnaire or complete the online version
- Email: [Licensing@cheshirewestandchester.gov.uk](mailto:Licensing@cheshirewestandchester.gov.uk)
- Write to us at: Licensing Consultation, The Licensing Team, 4 Civic Way, Ellesmere Port, CH65 0BE
- Telephone: 01244 9772905

The closing date of the consultation is 21 February 2016.

If you are under 16, you will need the signature of a parent/guardian. Please see Question 14 at the end of the questionnaire.



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## Helpful hints for completing this questionnaire

- Please read the information on the front page before answering the questions.
- Please use a black or blue pen.
- In most cases you will only have to cross (X) one box but please read the questions carefully as sometimes you may need to cross (X) more than one box.
- Answer the next question unless asked otherwise.
- Some questions will ask you to write in a box but please feel free to leave them blank if you do not wish to comment.
- If there are any questions that you do not wish to answer, please feel free to leave them blank.

Completing the questionnaire is voluntary and all the information you provide will be treated in the strictest of confidence.

No information will be released that could identify the views of an individual or organisation.

## Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats.

If you would like a copy in a different format, in another language or require a BSL interpreter, please email us at: [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)

Telephone: 0300 123 8 123

Textphone: 18001 01606 867670

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## Background information about types of vehicles

### Hackney Carriage Vehicles

There are 352 Hackney Carriage vehicles in the Cheshire West and Chester district

Generally known as Taxis (they have a "Taxi" sign on the roof), these vehicles are available for immediate hire. They can be hired by being hailed in the street or from a designated rank often in busy locations such as train stations or town centres. Hackney Carriages can also be pre booked in advance. In Cheshire West and Chester Hackney Carriages operate in three zones: Chester, Ellesmere Port and Neston and Vale Royal. About 90% of Hackney Carriages are Wheelchair Accessible Vehicles (WAVs) (100% Chester, 100% Ellesmere Port and Neston and 79% in Vale Royal). These WAV vehicles have been permanently adapted/modified to enable a passenger using a standard wheelchair to enter, exit and travel safely and securely whilst always remaining in their wheelchair for the entire journey. The majority of these vehicles can carry 6 or more passengers and have other aids to improve accessibility such as additional steps, contrasting colour grab handles and seat flashes and fitted hearing loops.

Legislation allows the Council to determine and restrict what type of vehicle it will license as a Hackney Carriage.

### Private Hire Vehicles

There are 939 private hire vehicles in the Cheshire West and Chester district.

These vehicles can only be booked in advance through a licensed Private Hire Operator. They cannot be hailed in the street or booked via the driver. About 5% of private hire vehicles are wheelchair accessible (WAVs). The fleet is predominantly four door saloon vehicles with some people carriers and mini buses. Private Hire vehicles have no restrictions in the areas they can operate within the West and Chester District.

Though subject to some general conditions, the legislation does not allow the Council to determine what type of vehicle is used or if it is required to be wheelchair accessible.



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## 3. How easy or difficult do you find it to hire a vehicle and driver when you want to?

### Hackney Carriage Vehicles

Please cross the box below that best describes how easy or difficult you find it to obtain the services of a Hackney vehicle. (Please cross one option only)

Very Easy <input type="checkbox"/>	Easy <input type="checkbox"/>	Neither Easy Nor Difficult <input type="checkbox"/>	Difficult <input type="checkbox"/>	Very Difficult <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
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Please give reasons for your answer:

### Private Hire Vehicles

Please cross the box below that best describes how easy or difficult you find it to obtain the services of a Private Hire vehicle. (Please cross one option only)

Very Easy <input type="checkbox"/>	Easy <input type="checkbox"/>	Neither Easy Nor Difficult <input type="checkbox"/>	Difficult <input type="checkbox"/>	Very Difficult <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
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Please give reasons for your answer:

# Cheshire West & Chester Borough Council

**4. How satisfied or dissatisfied are you about obtaining a vehicle that meets your requirements?**

**Please consider factors such as carrying luggage, having four or more passengers, the ease at which you can enter and exit different vehicles types.**

## Hackney Carriage Vehicles

**Please cross the box below that best describes how satisfied or dissatisfied you are at being able to obtain a Hackney vehicle that meets your requirements?**

**(Please cross one option only)**

Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied Nor Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
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Please give reasons for your answer:

## Private Hire Vehicles

**Please cross the box below that best describes how satisfied or dissatisfied you are at being able to obtain a Private Hire vehicle that meets your requirements?**

**(Please cross one option only)**

Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied Nor Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
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Please give reasons for your answer:

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**5. Generally speaking, how satisfied, or dissatisfied are you with the service you receive from taxi drivers?**

**Please consider factors such as punctuality, cleanliness of vehicle, politeness of driver, value for money, care in driving, assistance from the driver, etc.**

## Hackney Carriage Vehicles

**Please cross the box below that best describes how satisfied or dissatisfied you are with the service you receive from Hackney Carriage drivers. (Please cross one option only)**

Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied Nor Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
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Please give reasons for your answer:

## Private Hire Vehicles

**Please cross the box below that best describes how satisfied or dissatisfied you are with the service you receive from the Private Hire Trade. (Please cross one option only)**

Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied Nor Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
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Please give reasons for your answer:

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## Hackney Carriage Vehicle Types

It is current Council policy that all Hackney Carriage vehicles are wheelchair accessible (WAVs). This is a vehicle that has been permanently adapted/ modified to enable a passenger using a standard wheelchair to enter, exit and travel safely and securely whilst always remaining in their wheelchair for the entire journey if they choose to. The majority of these vehicles have other aids to improve the accessibility of them as well such as additional steps, contrasting colour grab handles and seat flashes and fitted hearing loops. There are a number of existing non-wheelchair accessible vehicles still within the fleet (legacy issue in the Vale Royal area only).

**If the current wheelchair accessible policy remains in place the last non-wheelchair accessible Hackney vehicles will leave the Hackney fleet towards the end of 2016.**

**6. Whether or not you are a wheelchair user, to what extent do you agree or disagree that the Council should require all Hackney vehicles to be wheelchair accessible? (Please cross one option only)**

Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Not Applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please give reasons for your answer:



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<b>7. Whether or not you use or need them, to what extent do you agree or disagree that the Council should require all Hackney vehicles to have other accessibility aids such as:</b>					
<b>A. Additional steps (for vehicles with higher floors)? (Please cross one option only)</b>					
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"/>	Not Applicable  <input type="checkbox"/>
<b>B. Contrasting colour grab handles and seat flashes (to aid visibility)? (Please cross one option only)</b>					
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"/>	Not Applicable  <input type="checkbox"/>
<b>C. Fitted hearing loops? (Please cross one option only)</b>					
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"/>	Not Applicable  <input type="checkbox"/>
Please give reasons for your answers, and say which aspect you are referring to::					

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## Any other comments

**8. If there are any other policy matters or licence conditions that you think the Council should review please use the rest of this form to let us know. To help the Council understand the issues it will help if you can include the following.**

- The subject/section of the policy, or a condition on which you wish to comment.
- Why and how it affects you.
- What changes you would like to see and why.

If this document does not have sufficient space or is not suitable for your response please feel free to submit additional or alternative documentation to the contact details at the end of this document.

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## About You

All questions are voluntary and will be treated in the **strictest confidence**. The answers you give will only be used to see where views differ. Please feel free to leave blank any questions you do not wish to answer, we will still use the comments you have given us. No information will be released that would allow the identification of you as an individual or of your household. We will normally list the names of organisations or companies that respond.

### 9. Are you responding as...? (Please cross all that apply)

A local resident	<input type="checkbox"/>
A local business	<input type="checkbox"/>
An employee of Cheshire West and Chester Council	<input type="checkbox"/>
An elected member of Cheshire West and Chester Council	<input type="checkbox"/>
An elected town or parish Councillor in Cheshire West and Chester	<input type="checkbox"/>
A member of a voluntary or community organisation	<input type="checkbox"/>
Other	<input type="checkbox"/>

If 'other', please state in the box below:

### 10. If you are responding on behalf of a group, organisation or club please state the name and postcode in the box below. (You do not need to complete the rest of the About You section)

### 11. Please tell us your postcode below.

### 12. Are you...? (Please cross one option only)

Male  Female

### 13. Is this the gender that you were born into? (Please cross one option only)

Yes  No

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**14. Please tell us which age group you belong: (Please cross one option only)**

Under 16	<input type="checkbox"/> Please provide signature of parent/guardian: _____
16-24	<input type="checkbox"/>
25-34	<input type="checkbox"/>
35-44	<input type="checkbox"/>
45-54	<input type="checkbox"/>
55-64	<input type="checkbox"/>
65-74	<input type="checkbox"/>
75 and over	<input type="checkbox"/>

**15. Do you have a long-term illness, health issue or disability that limits your daily activities or the work you can do? (Please cross one option only)**

Yes  No

**16. If you answered 'Yes' please indicate which of the following applies to you... (Please cross one option only)**

Physical impairment that causes mobility issues	<input type="checkbox"/>
Visual Impairment	<input type="checkbox"/>
Mental Health issue	<input type="checkbox"/>
Hearing impairment	<input type="checkbox"/>
Learning disability or difficulty	<input type="checkbox"/>
Long standing issue or health condition	<input type="checkbox"/>
Other	<input type="checkbox"/>

If 'other', please state in the box below:

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**Please post to:**

Licensing Consultation  
The Licensing Team  
4 Civic Way  
Ellesmere Port  
CH65 0BE

Thank you for completing this survey. Please return this form by **21 February 2016**.