Taxi Licensing Survey 2020

Executive summary

- The Taxi Licensing Survey 2020 yielded 65 responses, of which 48 had some background in employment or ownership within the taxi industry.

- Just over a third of respondents found the policy difficult to understand.

- Nine in ten thought the policy provides enough protection for children and vulnerable adults.

- Just over a third thought the policy includes everything you think should be in such a policy, whilst just over a quarter disagreed.

- Around half thought one or more of the requirements of the new national standards for taxi and private hire licensing should be left out of the new policy

- Over half strongly disagree with the proposals on vehicle emissions and the age of licensed vehicles. However, this is the overriding opinion of the taxi industry, the general public agree with the proposal.

- Over half agree with the proposal in respect of previous convictions and offences as developed by the Institute of Licensing.

- Nearly two thirds agree with the proposed intelligence led and random drug and alcohol testing.

- Over half agree with the proposal for drivers to do refresher training on the prevention of child sexual exploitation every three years. However, the taxi industry is equally for and against the proposal.

- Nearly two thirds agree with that all drivers should be trained in disability awareness.

- Over half agree that all taxis and private hire vehicles should have internal CCTV fitted as standard.

- Over half disagree that applicants with 6 points on their DVLA driving licences should be required to undertake a driver improvement scheme. However, this is the overriding opinion of the taxi industry, the general public agree with the proposal.

Results

Format of response

	Frequency	Percent
PC	30	46%
Mobile	30	46%
Tablet	5	8%
Total	**65**	**100%**

Are you responding as:

	Frequency
Licensed hackney carriage driver	38
Licensed private hire driver	11
Licensed operator	8
Licensed vehicle proprietor	10
Member of the public	17
Other	3

If other, please specify

	Frequency
Passenger assistant	1
Radio operator	1
School escort	1
Total	**3**

Are you a licensed driver, operator or employee?

	Frequency	Percent
Yes	48	76%
No	15	24%
Total	**63**	**100%**

Do you agree or disagree that the policy is easy to understand?

	Frequency	Percent
Strongly agree	8	13%
Agree	20	32%
Neither agree nor disagree	11	17%
Disagree	13	21%
Strongly disagree	11	17%
Total	**63**	**100%**

Taxi driver/operator/employee agreement level[1]: +2%
Non-taxi related agreement level: +27%

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[1] Agreement levels are those that strongly agree or agree minus those that disagree or strongly disagree.

Do you agree or disagree that the policy provides enough protection for children and vulnerable adults?

	Frequency	Percent
Strongly agree	13	21%
Agree	34	54%
Neither agree nor disagree	9	14%
Disagree	3	5%
Strongly disagree	4	6%
Total	**63**	**100%**

Taxi driver/operator/employee agreement level: +71%
Non-taxi related agreement level: +43%

If you disagree, what do you think should be added or removed from the draft policy to improve it?

	Frequency	Percent
Response	4	6%
No response	61	94%
Total	**65**	**100%**

Do you agree or disagree that the policy includes everything you think should be in such a policy?

	Frequency	Percent
Strongly agree	7	11%
Agree	16	25%
Neither agree nor disagree	23	37%
Disagree	11	17%
Strongly disagree	6	10%
Total	**63**	**100%**

Taxi driver/operator/employee agreement level: +13%
Non-taxi related agreement level: +7%

If you disagree, what do you think should be added or removed from the draft policy to improve it?

	Frequency	Percent
Response	8	12%
No response	57	88%
Total	**65**	**100%**

Do you think that any of the requirements of the new national standards for taxi and private hire licensing should be left out of our new policy and if so, which ones and why?

	Frequency	Percent
Yes, there should be one or more left out	32	53%
No	28	47%
Total	**60**	**100%**

Taxi driver/operator/employee "Yes": 62%
Non-taxi related "Yes": 29%

If yes, which do you feel should be left out and why?

	Frequency	Percent
Response	23	35%
No response	42	65%
Total	**65**	**100%**

Do you agree or disagree with the proposals on vehicle emissions and the age of licensed vehicles?

	Frequency	Percent
Strongly agree	12	18%
Agree	10	15%
Neither agree nor disagree	3	5%
Disagree	4	6%
Strongly disagree	36	55%
Total	**65**	**100%**

Taxi driver/operator/employee agreement level: -48%

Non-taxi related agreement level: +47%

If you disagree, which ones and why not?

	Frequency	Percent
Response	35	54%
No response	30	46%
Total	**65**	**100%**

Do you agree or disagree with the proposed adoption of the new policy in respect of previous convictions and offences as developed by the Institute of Licensing?

	Frequency	Percent
Strongly agree	19	29%
Agree	18	28%
Neither agree nor disagree	7	11%
Disagree	3	5%
Strongly disagree	18	28%
Total	**65**	**100%**

Taxi driver/operator/employee agreement level: +15%

Non-taxi related agreement level: +60%

If you disagree, which policy proposals do you disagree with and why?

	Frequency	Percent
Response	15	23%
No response	50	77%
Total	**65**	**100%**

Do you agree or disagree with the proposed intelligence led and random drug and alcohol testing?

	Frequency	Percent
Strongly agree	32	49%
Agree	17	26%
Neither agree nor disagree	1	2%
Strongly disagree	15	23%
Total	**65**	**100%**

Taxi driver/operator/employee agreement level: +52%

Non-taxi related agreement level: +60%

If you disagree, which policy do you disagree with and why?

	Frequency	Percent
Response	15	23%
No response	50	77%
Total	**65**	**100%**

Do you agree or disagree with our proposals for drivers to do refresher training on the prevention of child sexual exploitation every three years?

	Frequency	Percent
Strongly agree	25	38%
Agree	11	17%
Neither agree nor disagree	3	5%
Disagree	8	12%
Strongly disagree	18	28%
Total	**65**	**100%**

Taxi driver/operator/employee agreement level: 0%

Non-taxi related agreement level: +60%

If you disagree, please state why.

	Frequency	Percent
Response	24	37%
No response	41	63%
Total	**65**	**100%**

Do you agree or disagree that all drivers should be trained in disability awareness?

	Frequency	Percent
Strongly agree	19	30%
Agree	22	34%
Neither agree nor disagree	7	11%
Disagree	2	3%
Strongly disagree	14	22%
Total	**64**	**100%**

Taxi driver/operator/employee agreement level: +31%

Non-taxi related agreement level: +60%

If you disagree, please state why.

	Frequency	Percent
Response	18	28%
No response	47	72%
Total	**65**	**100%**

Do you agree or disagree that all taxis and private hire vehicles should have internal CCTV fitted as standard?

	Frequency	Percent
Strongly agree	18	28%
Agree	19	29%
Neither agree nor disagree	8	12%
Disagree	4	6%
Strongly disagree	16	25%
Total	**65**	**100%**

Taxi driver/operator/employee agreement level: +15%

Non-taxi related agreement level: +60%

If you disagree, please state why.

	Frequency	Percent
Response	21	32%
No response	44	68%
Total	**65**	**100%**

Do you agree or disagree that applicants with 6 points on their DVLA driving licences should be required to undertake a driver improvement scheme?

	Frequency	Percent
Strongly agree	14	22%
Agree	11	17%
Neither agree nor disagree	4	6%
Disagree	11	17%
Strongly disagree	25	38%
Total	**65**	**100%**

Taxi driver/operator/employee agreement level: -33%

Non-taxi related agreement level: +47%

If you disagree, please state why.

	Frequency	Percent
Response	32	49%
No response	33	51%
Total	**65**	**100%**

Do you have any other suggestions or comments to make?

	Frequency	Percent
Response	29	45%
No response	36	55%
Total	**65**	**100%**

Are you:

	Frequency	Percent	Taxi driver, operator, or employee	Not a taxi driver, operator, or employee
Male	50	78%	42	7
Female	14	22%	6	7
Total	**64**	**100%**	**48**	**14**

What is your age?

	Frequency	Percent	Taxi driver, operator, or employee	Not a taxi driver, operator, or employee
Under 18	0	0%	0	0
18-24	2	3%	0	2
25-34	5	8%	4	1
35-44	19	29%	14	3
45-54	17	26%	14	3
55-64	13	20%	12	1
65-74	7	11%	4	3
75+	2	3%	0	2
Total	**65**	**100%**	**48**	**15**

Do you consider yourself to be a disabled person?

	Frequency	Percent	Taxi driver, operator, or employee	Not a taxi driver, operator, or employee
Yes	13	20%	7	6
No	52	80%	41	9
Total	**65**	**100%**	**48**	**15**