

Appendix D

HC & PH Driver's Policy

Consultation Comments Received

February 2022

No.	Name	SCC Licensed Driver? Y/N	Organisation	Overview of comments	Policy updated
	Email Comments				
1		N	Adult Safeguarding Partnership and Practice Development	<p>There are issues around respectful language, drivers having music on too loud and lack of training regarding assisting wheelchair users. However, it was also stated that some drivers do go over and above their role as a taxi driver.</p> <p>One member of the Forum had waited outside their house over an hour for a taxi to arrive, when they enquired how long the taxi would be, they were informed that the taxi company were unsure of the expected time they would arrive.</p> <p>It was suggested that as taxi drivers can also use other platforms like Uber etc, so they may be getting called away to other jobs instead.</p> <p>Some disabled car parking and taxi disabled parking spaces have been lost in the city centre to non-disabled parking spaces.</p> <p>It was felt that Disabled Parking in general in Sheffield, had been greatly ignored</p>	Not policy specific
2	Ibrar Hussain	Y		<p>Part 8.1 certificate in introduction to the role of the professional taxi and private hire driver: More clarity and explanation as to how this policy will be implemented as it states within 3years the certificate must have been awarded and if not then an individual must be able to demonstrate that they have undertaken suitable refresher training, concern here is why 3years its very short period and existing driver's need only a refresher course no pass or fail, this section needs a proper and thorough explanation in detail and discussion. And why no further refresher course's except material changes apply. This course must not be for the sake of having courses, its very important to note this point except where we have a material change not otherwise.</p> <p>Safeguarding Awareness: are you stating on page 12, why 12mths for existing driver's this needs a greater indepth discuss 12months is too shorter a period.</p>	<p>Policy Updated</p> <p>Only new applicants and those who have not held a licence for a 12-month period required to undertake.</p> <p>No update</p> <p>Those individuals who have undertaken above course will be exempt.</p>

Disability awareness training page 13:

Once again you mention 3yrs , i suggest it must be within 6years from the implimentation of this policy change. And refresher course only no pas or fail.

Language Proficiency: page 15

I totally object to this policy, for existing driver's for manys reasons the main objection is why should existing driver that has been continously driving for considerable time has to proof his Language Proficiency and commitments undertaken already will be affected as you have stated within 12months timeline.

This policy is not acceptable for existing driver's at all, I strongly object to this policy.

Knowledge Test: page 17

Knowledge test needs further improvement, must add further customer care and customer service, and routes section needs to be improved,

Db's checks:

As you are aware db's system is very poor and needs further improvement to direct debit not card linked, and not paper but online service, inlight of the difficulties the council needs to bare in mind drivers difficulties and therefore instead of suspending the licence why not give driver an opportunity to resolve db's application process, and the driver must get a grace period of 3months as the db's is a very poor service and therefore create a declaration form for the driver to undertake the commitment to reapply and submit further information etc.

Updated

Changed from 12 months to 3-years.

Updated

Requirement for new applicants only – evidenced by undertaking *Certificate in the Introduction to the Role of the Professional Taxi and Private Hire Driver.*

Updated

Customer Care/Service included in *Certificate in Introduction to the Role of the Professional Taxi and Private Hire Driver.*

New apps, and those who have not held a licence for more than 12-months required to undertake.

Pass mark reduced to 80%.

Number of test failures removed.

No Update

Licencees required to sign up to online update service – automated service.

				<p>Overseas conviction part 8.9 page 21: This policy is very difficult to impliment from outside UK or 3rd world countries as they have no infrastructure and legal system that holds any value or credibility, Therefore it is very difficult to validate.</p> <p>We need further discussion on this policy section, to develop local policy and understanding.</p> <p>Licensee self reporting page 21: This section needs amending from within 48hrs to 72hrs not including weekends and bank holiday's.</p> <p>Fit and proper threshold: Dishonesty: needs further clarity and explanation because dishonesty is open to a very wide interpretation and we need more in depth discussion to defined to more specific examples. 7yrs very high period</p> <p>Motoring convictions: I strongly object and further raise my very serious concerns on 5yrs ban for hand held device/ mobile phone, it totally unacceptable and heavy handed approach and punishment of 5yrs, when we have a very good policy in place under current national legislation for hand held devices/ mobile phone where you get a fine and penalty points imposed on your driving licence, that is sufficient.</p> <p>Minor motoring offences: page 26 Its totally unacceptable for banning a driver for a 5yr period for 9points or more, this policy is completely unacceptable and not thought through we need in depth policy discussion on this and 5year ban not acceptable at all. Complete objection.</p> <p>Major traffic or vehicle related offences: page 26 /27: This once again is unacceptable especially for especially cd10, cd20, cd30, dd40, whilst understanding the importance of such an offence its only right and proper that licence committee hears the licencee and 7yrs ban is totally unacceptable and wrong approach.</p> <p>I strongly object to this policy and more in depth policy discussion is needed.</p> <p>Hackney Carriage and Private Hire offences: and vehicle use offences page 27: This policy is very confusing and not clear exactly what you are trying to say here, i need more explanation in depth for me to give my feedback, i feel must give my input properly.</p>	<p>No Update Requirement of Statutory Standards.</p> <p>No Update Requirement of Statutory Standards</p> <p>No Update Dishonesty is included in legislation. Criminal standard will be applied.</p> <p>Updated Removed rehabilitation periods for motoring convictions and replaced with Sub-Committee referral.</p> <p>As above</p> <p>As above</p> <p>Removed</p>
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				<p>Medical Assessment: page 28: Current system is very good we have gp list with a greater choice and current system should continue and agree with own gp to provide medical assessment to assist application.</p> <p>Plying for Hire: page 34: Whilst i agree with tougher period of ban, i do not agree with a blanket ban approach of 7years, we need to have a proper local authority plan which is sustainable and acceptable by all local authority can enforce. Need proper in depth discussion on this policy.</p> <p>Mandatory conditions: page 38</p> <p>2 Driver conduct:</p> <p>G: add wording whilst working for clarity,</p> <p>H: cannot play any radio or sound this section of policy is stupid and needs deleting completely</p> <p>3 Driver badge: 3a: please add armband to this section</p> <p>3d: amend from 1working day to 3working days</p> <p>4: convictions cautions and Arrest: Amend from 48hrs to 72hrs not including weekends and bank holiday's.</p> <p>5 medical conditions: Add in writing includes emailing</p> <p>7 Fare and cards: page 41 7a: Why you suggesting licensee name not necessary otherwise all ok</p> <p>9 Change of Address: page 42 9a: include in writing/ email please add email</p> <p>9b: why licensee has to provide information and demonstrate licensee has informed dvla unecessary burden.</p>	<p>Policy Updated Use of own GP or one registered with Authority accepted.</p> <p>Updated Rehabilitation period reduced from 7-years to 12 months. Repeat offence info removed.</p> <p>No Update A licensed vehicle is always a licensed vehicle</p> <p>Policy Updated Removed wording</p> <p>No Update</p> <p>No Update</p> <p>No Update Writing includes email</p> <p>No Update</p> <p>No Update Writing includes email</p> <p>No Update DVLA Driving licence must show current address</p>
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				<p>10a: this is unacceptable and is restricted working practices and we want licencee to work with multiple platforms/Operator's and technology allows simultaneously on multiple booking systems, and licensee must inform licending service of all the operators they work with.</p> <p>10b: amend with 72hrs only when the licencee changes to the new operator,</p> <p>Committee referrals criteria: page 43</p> <p>No clarity on retrospective offences or convictions we need alot moreclaity and explanation, we need alot more in depth discussion as as time since conviction explanation is not clear nor acceptable, as stated 1 or more conviction should be 3 or more etc,</p> <p>More clarity on chief licensing officer authority deems appropriate, proper list with in depth explanation.</p> <p>Part 20 Consultation: Licensing service needs to set up taxi consultative group that has driver's that are active, not many driver's are member's of any organisation but active within trade.</p> <p>This policy consultation process needs to include stakeholders.</p> <p>Lost property: South police lost property does not exist please reword and take out</p> <p>I want add further to this consultation policy review, i am totally not with your consultation process and how poor it is, as it has excluded many stakeholders from the process and the design of the consultation document is very poor and unacceptable.</p> <p>As for the theme of this consultation it seems you want to ban everyone with a 7yr or 5yrs ban on many offences eg minor motoring/ other traffic offences or convictions which you deem appropriates.</p> <p>5year ban for hand held device or mobile is unacceptable and heavy handed approach this needs proper discussion and 9points or more.</p> <p>The public interest is not seeing a driver punished for his conduct as this is not the function of the licensing regime.</p> <p>The Licensing regime is concerned with the protection of the public if a sanction by suspension is imposed the aim is to ensure that the driver's conduct will not be repeated.</p> <p>What I have seen clearly in this review of policy through consultation is opposite just ban driver's for long period of times totally unacceptable even for minor traffic offences.</p>	<p>No Update</p> <p>No Update</p> <p>No Update</p> <p>No Update</p> <p>No Update</p> <p>No Update</p> <p>Included in byelaws – cannot remove</p>
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				<p>I urge the licensing service and licensing committee to give serious consideration to what licensing officer's proposing as long-term driver licensed by Sheffield City Council i find these proposals unfair and over the top.</p> <p>The consultation process in my opinion is not deem fit, as it did full its full potential having a meaningful consultation with all the stakeholders, and questionnaire layout only and format designed to seek only response council seeks and excercise carried out just to fulfil process nothing else.</p>	
3	Hameed ur Rehman	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
4	M Alyas	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
5	Ehsan Ulhaq	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
6	Abid Huss (not full name)	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
7	Banaras Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
8	Wajid Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
9	Mohammed Amin	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
10	Razwan Majeed	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
11	Muhammad Saqlain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
12	M E Tahir	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
13	A Hussain (Ash Saraaf)	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
14	Tariq Sabir	N		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
15	Arshad Mahmood	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
16	Abdul Wahed Kazemi	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
17	Zahaid Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
18	Amjad Ali khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
19	Mohammad Khurram Shafique	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
20	Raheel Ahmed	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
21	Asif Qadoos	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
22	Mohammed Ramzan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2

23	Sarfraz Ahmed	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
24	Naveed Mehmood	Y		Identical response to comment 2 – Ibrar Hussain. No further information after the “Plying for Hire” section	As per answers to comment 2
25	K Parwez	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
26	Mohammed Azam	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
27	Sagir Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
28	Mazar Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
29	Tallit Barroo	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
30	Imran Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
31	Ashiq Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
32	Nadeem Shah	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
33	Tasawer Mahmood	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
34	Mohammad Arif	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
35	Ghuffoor Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
36	Sajid Mahmood	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
37	Mohammed Nazam	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
38	Gazanfer Ali	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
39	Abid Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
40	Naveed Mehmood	N		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
41	Abid Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
42	Mansoor Afzal	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
43	Nadeem Abbas	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
44	Asif Azeem	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
45	Zafar Iqbal	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
46	Mohammed Abrar	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2

47	Sajid Liaqat	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
48	Majid Rahman	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
49	Waseem Khan	N		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
50	Mohammed Majid Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
51	Majid Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
52	Jawad Mehmood	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
53	Khalid Mahmood	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
54	Yazid Atallah	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
55	Talab Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
56	Rehmat Shah	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
57	Tariq Nazir	N		<p>Identical response to comment 2 – Ibrar Hussain.</p> <p>Additional Info:</p> <p>“It is clear that the aim of suspension is to protect the public (Leeds city council v Hussain [2002]). It is not to punish the driver. Punishment in the form of retribution (legally sanctioned revenge) is therefore not a proper use of suspension. Retribution is backward looking and its aim is no more than to give the driver his or her just deserts for their conduct ('an eye for an eye').</p> <p>REF: Professor Roy Light, Uks leading authoritarian in Licensing Law.</p>	No Update
58	Yasser Hanif	N		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
59	Mohammed Mirza	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
60	Muhammad ishtiaq	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
61	Shamass Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
62	Mohammad Sami	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
63	Shazad Nabi	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
64	Yousaf Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
65	Aftab Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2

66	Saghir Hussain	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
67	Faisal Zafar	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
68	Muhammad Ishtiaq	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
69	Nahim Rashid	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
70	Shokat Ali	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
71	Waqas Ali	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
72	Amjal Khan	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
73	Sajjad Ahmed	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
74	Khizar Ishaq	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
75	Mohammad Ahmad	Y		<p>Identical response to comment 2 – lbrar Hussain</p> <p>Additional Info:</p> <p>“In addition I will say at the all suffering financially after the bad covid lockdowns period future is uncertain yer due zero emissions</p> <p>Plans on the top these kind of tough policy measures feel like authority's turned totally against existing taxi trade committee without any mercy decided to corner the taxi trade which already in uncertainty.</p> <p>I am not in favour of free hand to taxi trade either but please before making decision on next policy consider taxi trade Community as great Britain United Kingdom's citizen and human beings with kindness and not as 2nd class citizen or super human beings.</p>	No Update
76	Ashiq Hussain	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
77	Imtiaz Khan	N		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
78	Waqar Ahmed	Y		Identical response to comment 2 – lbrar Hussain	As per answers to comment 2
79	Asif Ali	Y		Identical response to comment 2 – lbrar Hussain. Section “HC & PH Offences Pg27” onwards only	As per answers to comment 2
80	Irfan khan	Y		<p>Identical response to comment 2 – lbrar Hussain:</p> <p>Additional Info:</p> <p>“It is clear that the aim of suspension is to protect the public (Leeds city council v Hussain [2002]). It is not to punish the driver. Punishment in the form of retribution (legally sanctioned revenge) is therefore not a proper use of suspension. Retribution is backward looking and it's aim is no more than to give the driver his or her just deserts for their conduct (‘ an eye for an eye’).</p>	No Update

				REF: Professor Roy Light, Uks leading authoritarian in Licensing Law.	
81	Mohammed Vakas Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
82	Rabnamaz Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
83	Mohammed Zamir Sadiq	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
84	Sohrab Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
85	Mohammad Maroof - Former councillor for Nether Edge and Sharrow Ward	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
86	Atif Amin	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
87	Qazam Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
88	Mehfooz Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
89	Sajid Ali	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
90	Irfan Khan	Y		<p>Identical response to comment 2 – Ibrar Hussain</p> <p>Additional Info:</p> <p>Plus - I feel that the new policy that the licensing is try to introduce is not fair on drivers as there is a shortage already it will bring more numbers down.</p> <p>- "It is clear that the aim of suspension is to protect the public (Leeds city council v Hussain [2002]). It is not to punish the driver. Punishment in the form of retribution (legally sanctioned revenge) is therefore not a proper use of suspension. Retribution is backward looking and it's aim is no more than to give the driver his or her just deserts for their conduct (' an eye for an eye').</p> <p>REF: Professor Roy Light, Uks leading authoritarian in Licensing Law</p>	No Update
91	Rashad Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
92	Mazar Hussain	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
93	Mohammed Mughal	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
94	Zahir Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
95	Mohammad Aslam	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
96	Akhtar Mahmood	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2

97	Rashad Mahmood	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
98	Muhammad Nadeem	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
99	Waheed Bhatti	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
100	Muhammed Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
101	Sajawal Khan	Y		Identical response to comment 2 – Ibrar Hussain	As per answers to comment 2
102	James Martin	N	Disability Sheffield Transport 4 All	<p>Appears to draw on the social model for understanding disability in its approach, however, we feel this needs explicitly stating in appropriate locations.</p> <p>Private Hire single operator requirement</p> <p>We support the provisions made for drivers to only operate with a single private hire operator. This ensures safety and accountability and will hopefully start to address some of the issues faced by disabled people in the city. <u>It is vital that other licensing policies are updated quickly with consultation to resolve the wider problems for booking accessible vehicles or other reasonable adjustments and reinforce the work this policy update is starting.</u></p> <p>Disability awareness training</p> <p>The taxi sub-group are pleased to see inclusion of a Disability Awareness Training provision. However, there are some important modifications that are needed to ensure this training is as effective as possible:</p> <ul style="list-style-type: none"> • Create or ensure that an existing module emphasises the social model of disability. It is vital that drivers understand that the policy is not just about tackling negative discrimination but also providing a service that helps people participate in society which sometimes means providing a little more showing that tackling more than discrimination is needed for equal participation. • <u>Involve disabled people directly as part of delivering the training</u> to allow drivers to gain some practical experience of skills and be able to ask questions and understand the experience of someone with a disability in a safe environment (this should be rotated around a few forms of disability). • Engage drivers in understanding job selection on many private hire systems with a job queue can have a direct impact on safeguarding and disability access where passengers are experiencing an unnecessarily long wait potentially stranded and in a vulnerable position. • Ensure that the training requirement “Non-mobility disabled passengers” covers how to support and interact well with people with hidden and learning disabilities and covers feedback from Sheffield Voices and other groups. This should locally produced videos in a classroom interaction on the issues raised. 	<p>No Update</p> <p>Separate document required</p> <p>No Update</p> <p>Only accredited training providers to deliver training</p> <p>No Update</p> <p>More akin to Private Hire Operator policy.</p> <p>No Update</p> <p>Only accredited training providers to deliver training. Difficult to cover every eventuality.</p>

				<ul style="list-style-type: none"> Require drivers to refresh on this training at least every 2 years (see next section). This should include safeguarding training. <p>Refresher training The taxi sub-group are clear that Disability Equality training must have a refresher training element. The Office of Rail and Road states in its current <i>Accessible Travel Policy</i> (ATP) rules for rail:¹ “Staff must receive refresher training within 2 years of receipt of disability awareness or disability equality training, and as a minimum every 2 years thereafter.”² The basis on which that policy was set we believe is directly relevant to the taxi and private hire drivers and proportionate. The documents included in the ORR’s 2018 investigation into tackling problems with the provision of Passenger Assistance on the railways provide substantial evidence of the need for change.³ <u>This evidence demonstrates that the licensing authority should put these measures in place to ensure that improvements in accessibility and equality training ensures fair treatment and that this is maintained for the long-term.</u> On the rail network, evidence showed that many disabled people found it difficult or impossible to travel because of a variety of systemic and training issues.⁴ The recommendations implemented in the current ATP include training as a mandatory component and in a similar manner to rail, taxi and private hire drivers are the only people who can provide assistance and good customer service that provides equality of access. The Regulator impact assessment in Annex C of the 2018 consultation papers provides full details of why all the above is proportionate and fair and we encourage officers to look carefully at this research basis for robust action.⁵ It is for this reason that Sheffield City Council must implement both training and refresher components to ensure equality of access in the medium and long term. This should include monitoring and openly published figures as discussed in section <i>Publicly publish monitoring information</i>.</p> <p>Format of refresher training Refresher training should always have interactive elements in a classroom or virtual classroom setting as click through online learning rarely is effective in tackling issues that not all students value. <u>Refreshing on all training is preferable and aligns with the ORR evidenced approach earlier and we believe this is the route that should be taken.</u> However, if refresher training is of a shorter form, then the content should be reviewed and set by the licensing authority periodically, include compulsory sections, and for optional content take account of the following:</p> <ul style="list-style-type: none"> Prioritise common areas of concern from recent complaints data in providing refresher training. 	<p>No Update</p> <p>Initial training to be reviewed before mandating refresher training. To keep under review.</p> <p>As above.</p> <p>As above</p>
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- Work with stakeholders such as Sheffield Transport 4 All, Safe Places, and Sheffield Voices in identifying the mandatory sections for a refresher or addition to initial training.

Exemption certificates

It is important to provide these facilities for genuine medical exemptions and have transparency on the number of drivers genuinely affected by issues. It is a sensitive issue which needs careful consideration of most drivers self-employed status but this cannot render access for all unworkable. The number of exemptions being held for carrying assistance dogs we are informed is small and does not appear to cause a disproportionate barrier to access the taxi system though this should be monitored by the licensing authority.

The addition of a Wheelchair handling exemption as a blanket option for all hackney and PHV drivers raises a question of how this interacts with other policies. In particular with Driver conduct point D to assist with luggage can be a key access need for many vulnerable passenger groups and be considered for a similar exemption regime. We would welcome a discussion on whether the exemption certification should also cover general manual handling such as luggage.

Wheelchair handling exemption concerns

The new Wheelchair Exemption Certificate if applied to a driver of a Hackney Carriage renders that vehicle inaccessible where policy requires a 100% wheelchair accessible fleet. This divergence must be addressed. This is unacceptable and was an issue that had to be tackled in the bus sector. For bus drivers if they are not physically able to deploy the ramp this is treated as not being fit for duty by operators and medical leave granted for recovering from short term issues.⁶ Similarly, where a driver is no longer able to offer a wheelchair accessible Hackney service over the long-term it is vital that the licensing authority considers carefully whether it is appropriate for that driver to be operating in that class of vehicle. Robust policy and process must be in place to ensure that the Hackney fleet remains available for all. If any temporary exemption is allowed for short-term difficulties in wheelchair access and manual handling, then the licensing authority must ensure their process prevents rolling exemptions. The sub-groups preference would be that no exemption is permitted for Hackney Carriage to align with rail and bus, and the licensing committee will need to consider carefully applying the same standard.

Publicly publish monitoring information

Throughout the policy there are opportunities to increase disabled peoples' confidence in the taxi and private hire industry and how the council supports and regulates it. As examples:

- Publish periodic statistics (at least annually) the number of drivers who have taken Disability and Equality, and safeguarding training.
- Publish or update on a monthly basis the number of active exemption certificates in each category so that disabled people can be aware of this and

No Update

Exemption Certificates administered in accordance with the Equality Act - case-by-case basis.

No Update

Exemption Certificates administered in accordance with the Equality Act - case-by-case basis.

No Update

Not specific to policy. However, the Authority will look into the possibility of producing monitoring information.

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 123</p>				<p>whether there are any artificial number of drivers claiming to not be able to provide either wheelchair assistance or carry assistance dogs.</p> <p>Executive conclusion</p> <p>All of these conclusions must be read in the context of details supplied earlier in this response. The purpose is to highlight the key issues decision makers need to be aware of in terms of equality impacts for disabled people. Where proposals have support, or conditional support this are not generally repeated here. The following action should be taken by the licensing authority:</p> <ul style="list-style-type: none"> • Require drivers to undertake refresher training on disability equality, and safeguarding topics every 2 years on the basis of evidence outlined in section: • • • Refresher training. • Ensure that wheelchair and manual handling exemptions <u>cannot</u> be held permanently or for unreasonably extended periods where a driver is operating a Hackney Carriage as this renders the vehicle inaccessible in contravention of the 100% wheelchair accessible vehicle policy. • Publish key statistics on training, number of exemption certificates for assistance dogs, and wheelchair handling. 	<p>Individual elements answered above.</p>
<p>103</p>	<p>Tasdaf Abbas</p>	<p>N</p>		<p>I am a Sheffield Resident and an applicant for the Taxi and Private Hire driving licence. I want to draw your attention to some issues regarding the procedures and practices that the Sheffield Council Taxi Licensing Authority is following while conducting Knowledge for new applicants. I am an affected person along-with other affected new applicants, request you to intervene to make some changes during the POLICY REVIEW in these procedures and practices so that the hard-working applicants can pass their Knowledge to get their Taxi licence in Sheffield.</p> <p>Overview: Currently new applicants (residents of Sheffield) who apply for the Taxi licence have been stopped at the Knowledge Test stage by issuing FAIL result constantly because of the existing practices, procedures and set criteria to PASS the test since last 2 years and this has lead pass percentage in the Knowledge Test significantly at the lowest level. Whenever these issues have been highlighted to the licensing office, they have replied as standard that “licensing office is unable to make any changes because this is prerogative of the licensing committee”</p> <p>Therefore, I have highlighted some of the findings and suggestions below for your kind consideration and to make reasonable changes in the current practices, procedures and criteria to give a fare chance to the applicants (residents of Sheffield) to pass the Taxi Knowledge Test and Driving test to get their Taxi licences in Sheffield rather than going to other neighbouring councils like Rotherham, North East Derbyshire District, Calderdale, Kirklees etc to get their Taxi licence quickly without having the geographical knowledge of Sheffield, and then come back to drive taxi in</p>	<p>Updated</p> <p>New apps, and those who have not held a licence for</p>

their home town (Sheffield). This is one of the outcomes of the existing practices and procedures, I am sure that you have already witnessed large and growing number of taxi drivers with vehicles licensed from other councils working in Sheffield.

Findings and Suggestions

- Stop asking hidden and catch questions during the Knowledge Test. All questions and options as answers in the test need to be prepared by the relevant experts with extensive knowledge and experience rather than asking or making questions as catch. Some route questions' answers even don't start and end at the correct road, street, drop off or pick up point which isn't possible in theory and practical but are given only to trick the examinee. Irrelevant questions are asked in the test for example nearest car parks which are hundreds in the Sheffield.
- A full and complete list of the places of interest in Sheffield need to be provided to the applicants of Taxi and Private Hire licence for preparation rather than, as a current practice, keeping the full list as hidden and then leaving it to the individual who forms the knowledge test to ask any of the places as a place of interest in the test. Licensing authority should also update this full list with the number and names of the places of interest on a yearly basis and must update and provide the full list to the applicants at the time of booking their knowledge test to give them a fare chance to prepare for the test.
- The PASS criteria for all parts of the Knowledge Test including Safeguarding and Road Safety parts need to be at 80% and not 100% because this (current practice 100% pass mark) is making hard or impossible for applicants to pass their Knowledge Test in Sheffield to get their Taxi licence. The Licensing Authority also needs to understand that it is hard and in most of the cases impossible for new applicants who are educated up to the GCSE level to achieve 100% marks in all parts of the knowledge test to become a taxi driver. Set standards need to be at a reasonable, practical and realistic level. Note that even to become an approved driving instructor (ADI) at a national level, applicants are expected to achieve 85% marks to get a pass result.
- In total 57 questions are being asked in the Knowledge Test in 60 minutes time. These are MCQs with a question containing detailed information or scenario and then at least 4 answers as options. Approximately 1 minute is given to read and understand the questions and all 4 options to choose the correct answer. This is practically a real challenge. Time for the test need to be increased from 60 minutes to 90 minutes at least to complete the test.
- The Taxi driving test needs to be taken at the Driving Standards Agency (DSA) by allowing applicants to be assessed by a variety of examiners.
- Fees of the Knowledge and Driving Tests need to be reduced to £40 from £80 to reduce financial burden on applicants.
- A Feedback form need to be in place for applicants after their Knowledge and Driving tests to get the views and comments from applicants on a regular basis to make reasonable changes and adjustments on a regular basis,

I once again make a request to you to know and understand the highlighted issues and make reasonable changes in the licensing policy during the POLICY REVIEW to give a fare chance to the applicants of the Taxi and Private Hire licence in Sheffield to pass their Knowledge and Driving tests and obtain their taxi licence to get employed, provide the best possible services to the public and create a good image to the visitors in Sheffield.

more than 12-months required to undertake.

Pass mark reduced to 80%.

Number of test failures removed.

The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016

				<p>I would also highlight my concerns in the event if no effective changes are brought in the current practices, procedures and criteria during POLICY REVIEW then it may lead to</p> <ul style="list-style-type: none"> • A Further increase in the number of drivers in Sheffield, licensed from other neighbouring councils where they even don't need to achieve any Level 2 Professional Qualification for Taxi Drivers and therefore less likely to provide a safe, secure and the best possible services to the general public that Sheffield licensed drivers tend to do • A shortage of Sheffield licensed drivers in Sheffield which will affect other related/dependant industries in the Sheffield who are struggling to recover after the pandemic • Increase in the prices by private hire operators for rides because of shortage of drivers 	
104	Behailu Gebremedhin	N		Identical to Comment 103 - Tasdaf Abbas	As per answers to comment 103
105	Marcello Finocchiaro	N		Identical to Comment 103 - Tasdaf Abbas	As per answers to comment 103
106	Mohammed Qasim	N		Identical to Comment 103 - Tasdaf Abbas	As per answers to comment 103
107	Marco Allegrini	N		Identical to Comment 103 - Tasdaf Abbas	As per answers to comment 103
108	Waleed Mahmood	N		Identical to Comment 103 - Tasdaf Abbas	As per answers to comment 103
109	Raees Ahmed	N		<p>I live in Sheffield and applying for Taxi and Private Hire licence at Sheffield Council licensing authority. I am going to book my taxi knowledge test but feeling not so confident about passing it because lots of my friends recently failed knowledge test due to the strict criteria the licensing authority placed to pass it.</p> <p>I request you to ask licensing office to make some changes in passing knowledge test as</p> <ol style="list-style-type: none"> 1. Reduce Pass marks to 70% for all parts of the test. 2. Reduce fee of Knowledge Test to a reasonable level because £87 is very high. 3. Increase time of test to two hours or reduce number of questions. 	As per answers to comment 103
110	Usman Nazir	N		Identical to comment 109 - Raees Ahmed	As per answers to comment 103
111	Irfan Butt	N		Identical to comment 109 - Raees Ahmed	As per answers to comment 103
112	Faisal Saghir	N		<p>Identical to comment 109 – Raees Ahmed</p> <p>Additional Info:</p> <p>Stop asking trick/catch questions in all parts of the knowledge test, for example in routes part, all 4 given options for a route question aren't practically or theoretically correct to choose as a correct answer. Even the best possible correct option's route starts or ends at a road around the point of interest rather than at correct drop off or</p>	As per answers to comment 103

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			<p>pick up road, just to confuse applicants. This needs reviewing all questions and all options in the Knowledge Test by some relevant experts.</p> <p>5.Start accepting taxi driving test certificate from DSA and stop taking driving test at council through one regular examiner again and again.</p>	<p>No Update</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>
<p>113</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 126</p>	Asif Qadoos	N	<p>Following on from my email to yourself (dated Tues 15th Feb), I wish further to express a grave concern as to the implications to the SCC, Hackney carriage & private hire drivers licensing policy, (76-page, draft report-supposedly under consultation), which has been adopted and tailored (from DFT 40-page guidance report), to be the set criteria for Sheffield Licensed taxi drivers.</p> <p>Whilst we don't condone such behaviour as taxi drivers, if a driver is caught using a mobile phone and convicted for that offence, that's fair enough the courts have dealt with the matter, BUT for the DFT, to suggest further, IE: if convicted, of using a mobile phone whilst driving to Barr him/her from working as a taxi driver for a period of 7yrs. This is not only harsh, but not even proportionate to the offence committed.</p> <p>The DFT report comes across, like a second punishment, (the word 'RETRIBUTION' comes to mind, rather than the word "REHABILITATION").</p> <p>The "LAW of LAND", when courts make a decision " FOUND GUILTY", an the sentence is given, in doing so, its fundamental principle is always based upon (again the keyword), 'REHABILITATION'. HOW & WHY, the EVIDENCE is CLEAR, it's there in front of our eyes. IE: all those that are convicted of murder, (if it's not about rehabilitation an remorse, then why not just hang them, why put them in jail. There is a system in place, whereby the 'LAW of LAND'-Courts exercise REHABILITATION & PROPORTIONATELY in all decisions made, accordingly with the offence committed. This system is there for the individuals to say 'I PUT MY HANDS UP, I'V LEARNT MY LESSON, I WON'T DO IT AGAIN' , this is the ONLY way to move forward as a society.</p> <p>The present/our Licensing Committee procedure that is in force, is not only FAIR, but very PROPORTIONATE. Each case is presented and dealt with, a decision is made on the Principle of "INDIVIDUAL MERIT".</p> <p>This procedure has been in force for many years, with no complaints, so why the great concern all of a sudden by the DFT, asking all Licensing authorities to adopt this Report (statuary taxi and private hire vehicle standards-40 page report). Note: for guidance only. It is fair to say, that this report does point out that a Licensing Authority may deviate</p>	<p>Updated</p> <p>Removed rehabilitation periods for motoring convictions and replaced with Sub-Committee referral.</p>

				<p>from this 'Guidance', if it has a good reason to do so. REF: Para-1 (1.3).</p> <p>As a licensed driver and a GMB Senior Rep of S75 branch, an one who represents drivers at these Licensing Committees, it is to say without a doubt that this system is very fair, (as stated previously). AGAIN it's all about ' I PUT MY HANDS UP, I'V LEARNT MY LESSON, I WON'T DO IT AGAIN'.</p> <p>There are currently approximately 3,000 Licensed drivers in Sheffield. Most of these drivers Maybe your constituents. Surely as our local cllrs/MPs this issue should be raised as a 'BONE OF CONTENTION', (so to speak), on behalf of your constituents-us. These very harsh draconian rules, and in reality should be replaced with a training programme, (to identify an rectify the problem/s as appose to taking drivers of the road). IE: GOVERNMENT SPEED AWARENESS COURSE.</p> <p>(It's all about raising AWARENESS & IDENTIFYING the problems).</p> <p>QUOTE:- ... 'The public interest is not seeing a driver punished for his conduct as this is not the function of the licensing regime'....</p> <p>... 'It is clear that the aim of suspension is to protect the public (Leeds city council v Hussain [2002]). It is not to punish the driver. Punishment in the form of retribution (legally sanctioned revenge) is therefore not a proper use of suspension. Retribution is backward looking and it's aim is no more than to give the driver his or her just deserts for their conduct (' an eye for an eye')....</p> <p>REF: Professor Roy Light, Uks leading authoritarian in Licensing Law.</p> <p>I would like to add one last point on this matter, and that is, I believe that SCC, should work closely with the UNIONS/TRADES and move forward in a positive direction, rather than creating a toxic culture between SCC an the TRADES.</p>	
114	Yazid Atallah	N		Identical to response 113 - Asid Qadoos	As per answers to comment 113
115	Yasser Hanif	N		Identical to response 113 - Asid Qadoos	As per answers to comment 113
116	Fazeel Khan	N		Identical to response 113 - Asid Qadoos	As per answers to comment 113
	Citizen Space Results				

117		N		<ul style="list-style-type: none"> - Cctv is very important part in the business some time we report but we don't have proof also some drivers don't report because they don't have proof. - Few things Local council should provide a small proportion of payment towards installation of cctv and rest can covered by owner on HC/PHV. <p>Cctv should be mandatory in licenced vehicles. Council or Police should have a special contact number 24/7 for HC/PHV drivers to report of any incident or suspicious activity</p>	<p>No Update</p> <p>CCTV does not form part of the driver policy</p> <p>Incidents such as these should be reported to 101</p>
118		N		<ul style="list-style-type: none"> - We got a lot of private hire and Hackney taxis come out of town, hired by Local Sheffield taxi companies. This is a big problem for local drivers, safety of children and vulnerable adults. Authorities in Sheffield just let happen in front of them instead. They need to act sooner than later. - Get read of out town drivers, it's a concern to all. - Transparent by acting remove all out town drivers. 	<p>No Update</p> <p>Not specific to policy.</p> <p>Drivers are legally allowed to work in other districts.</p>
119		N		<ul style="list-style-type: none"> - Why only taxis, buses vans and trucks included. If you really bother, then should include public too. - If SCC really want to improve environment, then first stop should be to replace all traffic lights signals. And install smart signals like Division Street. 	<p>No Update</p> <p>Not relevant to driver policy</p>
120	Page 128	N		<ul style="list-style-type: none"> - 30. Tinted windows. <p>The policy clearly states that most modern cars now have privacy glass mainly in the rear, it goes on to suggest that local authorities should be mindful of this and the costs of replacing glass would be costly and disruptive to the PVH driver, with this in mind I would urge our local authority to look into this and consider what is clearly been stated by the governments own guidelines.</p> <p>For example an Audi S6 s line to use for executive work is nearly impossible to find without privacy windows and I now believe most Skoda Superbs are the same for their higher spec models.</p> <ul style="list-style-type: none"> - The policy seems similar to previous ones to a degree and for me it just exercises common sense, I found it quite accurate and reasonable, and even in 30. It does say that tinted windows may need some sort of leeway given the fact that most modern cars are now fitted with dark windows to the rear. 	<p>No Update</p> <p>Not relevant to driver policy</p>
121		N		<ul style="list-style-type: none"> - No it's not easy at all, it's not same every driver, you got to take into consideration that taxi trade in Sheffield has vast majority if different ethnic minority drivers and to understand such a document is not easy. - Language used in documents is not always easy its complex and out if date at times, especially around technology which unfortunately you as a service very poor and you use links on applications or emails at times not very clear either and see question 2 too for this question. - I don't have at hand policy document for now, from previous experience it's not great. - Make it easy simple to read, easy to understand and follow in each and every section of policy document in dimple plain English. 	<p>No Update</p> <p>Not relevant to policy. Comments refer to applications forms and other documents.</p>
122		N		<ul style="list-style-type: none"> - It would be a great help if you made the changes you wish to implement available that "purely" affect the Hackney and PHV in Sheffield rather than a full Theasarus on everything license related. <p>One needs a PHD in to understand it. 🤪</p>	<p>No Update</p> <p>Comments appear to relate the Statutory Standards, not the Driver Policy.</p>

				<p>Why do you make it so complicated when it should be simplified with parts that only affect Hackney&PHV published for Sheffield Taxi Drivers that you want the feedback off</p> <p>Then you would get a better response from majority of drivers</p> <p>Unless the idea behind making a these new policies in a Theasarus form is PURELY TO CONFUSE THE TAXI DRIVERS SO THEY DONT RESPONSE AND YOU CAN ALL GIVE yourselves a pat on the back for once again screwing over the SHEFFIELD badge holding plated drivers</p> <ul style="list-style-type: none"> - "Because you have mixed it in with everything license related rather than ONLY what affect HACKNEY & PHV trade <p>You've purposely Mixed in with every other licensing to confuse the taxi drivers.....!!!"</p> <ul style="list-style-type: none"> - Simplify it so drivers can understand it. And ONLY print or highlight the parts that affect the Sheffield taxi trade HACKNEY & PHV - Once you issue A PROPER VERSION ONE THAT PURELY WILL AFFECT "only" us drivers then I may actually have a clue of what you are talking about until then sorry but most don't have a clue what will affect them as in what is changing etc etc. 	
123		N		<ul style="list-style-type: none"> - Most taxis use phones to as a radio to take jobs, -You should also look at increasing Hackney fare, when was last time fare has changed? 	No Update
124		N		<ul style="list-style-type: none"> - Car should be allowed for Hackney as well. - New ph vehicle gae should be increased to under 6 years for new plate and maximum year we can use also should be increased to 11 years. 	No Update Not relevant to driver policy
125	Page 129	N		<ul style="list-style-type: none"> - Not everything is included in the private hire badge terms and conditions. For example, the fiasco of the dbs there was no mention of that you had to show the certificate at the office. You did not except online dbs certificate. Driver never read T&Cs in front of any licensing officers. No courses provided by the licensing offices regarding health and safety, customer service. We cannot make any mistakes always under pressure. If we do any mistakes, you through book at us. - Not everything is included in the terms and conditions. For example, health and safety issues, dealing with awkward customers. Face covering some customer refuse to wear it. There is no minimum age for young who can book a taxi. - Never seen full terms and conditions of the taxi license policy. You always adding new T&Cs without telling us. - Full terms and conditions should be attached with license policy. Not a separate booklet. 	No Update Comments not specific to policy.
126		N		<ul style="list-style-type: none"> - Too complicated for me, and new changes i don't understand what you are proposing it's too confusing. - Banning driver for 5yrs for use of mobile phone, it's totally wrong. - Make this consultation simple and easy to understand first - This is complicated and complex policy issue, please explain new changes and compare with current 	No Update Unable to track change the documents due to the number of changes.
127		N		<p>STOP,,, cross boarder hiring.. STOP uber from using out of town plated vehicles.,,, That are coming into the city plying for hire without a licence for this city..... Sheffield Licensing,,,,, NOT going out there and catching the private hire vehicle that are plated in Sheffield from plying for hire without a licence..... Sheffield as a policy of ALL</p>	No Update Comments not specific to the driver policy.

				HACKNEY VEHICLES HAVE TO BE WHEELCHAIR FRIENDLY.... Try to get this policy nationwide.... During this covid private hire in Sheffield have NOT got in place partitions to STOP the spread of the virus..... The few vehicles that do have this partition their licences state they can carry 4 people, with the front seat being partitioned off..... Their licences should say that they are licenced to carry 3 passengers, the front seat being partitioned off for the virus.... 52 years of being a hackney driver....	
128		N		<ul style="list-style-type: none"> - As part of disability awareness training drivers should have to be aware of the main wheelchair types (fully folding, fixed frame with back folding and removable wheels etc). They should be required to test how a wheelchair user transfers to the back seat, perhaps using 1 leg? They should also fully understand what wheelchairs or mobility aids fit in their vehicle. All needs should be considered, perhaps a test for how to safely assist a frail passenger from the seats, autistic passengers or those with mental health problems. - I have experienced rude drivers who complained wheelchair jobs took longer, drivers who complain about my wheelchair type being difficult to fit in their vehicle - despite prebooking and informing the office of my needs. As a disabled person I find it extremely frustrating that I am complained to about my needs - especially when drivers do not understand the challenges I face day to day. 	<p>No Update</p> <p>Training should cover passengers in wheelchairs and the correct use of equipment, wheelchair passport scheme and the assisting passengers.</p>
129	Page 130	N		<ul style="list-style-type: none"> - Disagree with Knowledge Test and Driving Test - A full and complete list of number of places of interest in Sheffield for routes and places parts of the knowledge test need to be provided to the applicants of Taxi and Private Hire licence for preparation rather than, as a current practice, keeping the full list as hidden and then leaving it to the individual who design the knowledge test to ask any of places as a place of interest in the test. Licensing authority should also update this full list with number and names of these places of interest on a yearly basis and must update and provide the full list to the applicants at the time of booking of their knowledge test to give them a fair chance to prepare for the test - Pass mark level of all parts of the Knowledge Test including Safeguarding and Road Safety need to be at 80% and not 100% because this is making hard or impossible for applicants to pass Knowledge Test in Sheffield and become Sheffield driver. Licensing authority needs to understand that it is hard and in most of the cases impossible for new applicants who are at or around GCSE level to achieve 100% marks as a subject specialist in all parts of the knowledge test to become a taxi driver. - Taxi driving test needs to be taken at Driving Standards Agency (DSA) by allowing applicants to be assessed by variety of examiners to make it more fair because currently at Sheffield licensing authority majority of applicants are assessed by only one examiner again and again until getting pass result - Fees of the knowledge and driving tests need to be reduced to £40 from £80 	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>
130		N		<ul style="list-style-type: none"> - Reason why because of the pass rate percentage is too much for road sign and safeguarding. I would like for you to make it a little easier with the pass rate at 80% - Reason for this is that Sheffield city council does not help us in anyway by not giving us any paperwork at all to help us start - Basically, all it comes down to I think that Sheffield city council are too harsh pass rates. I think that the council should reconsider the pass rates for all the tests and 	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p>

				keep them all at 80% that will then give myself and everyone the chance to pass and earn a living to work.	Pass mark reduced to 80%. Number of test failures removed.
131		N		<p>- the policy documents related to knowledge taxi driving are unattainable I have already booked knowledge test from the council and only received the the exam guide which is highlighting the 5 parts that the exam will comprise but to be fair i couldn't get the detailed five parts of the exam or a booklet explaining the what are the specific safeguarding, places of interests, highway codes and the others and it would be help full if we get a hint and a clear points that we can focus.</p> <p>TAXI KNOWLEDGE TEST TAXI DRIVING TEST</p> <p>- Regarding to Knowledge test - the places of interests are not clear so licencing authority should provide full and complete list of places of interests to the learner to prepare in advance</p> <p>- The time of the knowledge test exam is to short compared to the activity so we would like that to be like 90min or 2hours</p> <p>- I would suggest you accept taxi driving test certificate from DSA instead of taking driving test at council through one regular examiner again and again</p> <p>- Driving test is one of the complex exams in Sheffield licencing authority according to the other councils so please make the driving test exams easier than this.</p> <p>- I would lastly like to tell you that in Sheffield as far as I know anyone who wants to drive a taxi has two options hackney carriage Sheffield city council and Private hire in Rotherham, so people always choose the private hire which they said the exams and the regulations are more weight easier the Sheffield one and they are coming back to operate in Sheffield city and they took their knowledge, driving test, codes and safeguarding in Rotherham and most of them struggle to operate in Sheffield although they are using the sat nav because they are not familiar with driving in Sheffield so in that case I would suggest that our exams and regulations are needed to be amended and eased for the people who want to work in the field.</p>	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>
132		N		<p>- Why Sheffield council make hard form all council around us we want some change on knowledge test and driving test.</p> <p>- We need more time on knowledge test to increase and reduce pass marks criteria of all parts of the knowledge test to 80% from 100% including safeguarding and road safety parts and start accepting taxi driving test certificate from DSA and stop taking driving test at council through one regular examiner again and again thank you I hope to change!!!</p> <p>- Please do some change b/c it's to hard to get that license from another area on UK.</p>	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p>
133		N		- I think the policy needs to be more open and needs to have the input of existing taxi drivers.	<p>No Update</p> <p>All licensees consulted.</p>

			<ul style="list-style-type: none"> - I think the policy document needs to be more clear and if it had the input of people from outside of the organisation. - I believe more time is needed for tests and I believe people that have dyslexia need to be considered as I have been ignored in the past myself with no explanation. I believe people should be asked if they require adjustments when sitting the test as no policy document states that in it. 	Not specific to policy. Applicants who have barriers, such as dyslexia, are informed to advise officers at the outset.
134		N	<ul style="list-style-type: none"> - I think it's need to make more easy to read because everyone don't have vocabulary to understand big words. 	No update
135		N	<ul style="list-style-type: none"> - Changes to the driving and knowledge test need to be made. - licensing authority should provide full and complete list of Places of interest to the learners in advance to prepare for the knowledge - increase time of the knowledge test to 90 minutes - reduce Pass marks criteria of all parts of the knowledge test to 80% from 100% including safeguarding and road safety parts - reduce fee of Knowledge and driving tests <p>Start accepting Taxi driving test certificate from DSA and stop taking driving test at Council through one regular examiner again and again.</p>	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>
136		N	<ul style="list-style-type: none"> - policy is hard for knowledge test because I did 3 tests and it's not enough time to complete the test and if you missed a one question you failed whole test is unfair I paid nearly £270 for three tests and I failed all of them for 1 or 2 questions and driver's from another councils they are making money here work in Sheffield and got badges from another councils and they paying everything to another councils there is no knowledge test no btech and they work in Sheffield . I want to work here pass here test and pay money to my council in Sheffield but for one question to fail whole is very very unfair. - Time of test should be amend to 90min - Safeguarding and road safety should be 80% passing marks, And overall calculation should be considered 80% passing marks in all sections - DSA driving test should be acceptable Knowledge test should be overall percentage and it should 80% Driving test once passed it should be accepted for 2years at least - Need to make changes in knowledge test for 80% passing marks on whole test 	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>

137		Y		<ul style="list-style-type: none"> - Section 4 need to change knowledge test in the form of multiple choice questions also driving test need to change in the form of accept start driving test certificate from DSA. - Licensing authority should provide full and complete list of places of interest to the new learners in advance to prepare for the knowledge also need to increase the time of test to 90 minutes at least reduce the pass mark criteria of all parts of the knowledge test to 80%from 100%including safe guarding and road safety parts reduce fees of knowledge test and driving test <p>start accepting driving test from DSA and stop taking driving test at council through 1 regular examiner again and again.</p>	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>
138	Page 133	Y		<ul style="list-style-type: none"> - Too many complicated issues why not other councils in the uk do like Sheffield because Taxi driving assessment in Sheffield in nightmare. Everyone in the Sheffield said that no one can pass driving assessment in the first trial I think Sheffield council want to make money by fail candidates like me I was driving perfect but I was fail because I was driving 22mph on road 20mph. Ridiculous. - Very confused too many papers difficult process. Everybody know that. - Change Driving assessment to DSA to carry out not staff from Sheffield council as council has bad reputation. - Driving assessment carrying by council examiner not really good he will fail to make money ridiculous reason give you. - I ask Sheffield council why only in here not other 360 councils in the UK they have easy driving assessment. I know Sheffield council try to make money. - Please change driving Assessment to DSA. 	<p>No Update</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>
139		Y		<ul style="list-style-type: none"> - licensing authority should provide full and complete list of Places of interest to the learners in advance to prepare for the knowledge - increase time of the knowledge test to 90 minutes - reduce Pass marks criteria of all parts of the knowledge test to 80% from 100% including safeguarding and road safety parts - reduce fee of Knowledge and driving tests 	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p>

				Start accepting Taxi driving test certificate from DSA and stop taking driving test at Council through one regular examiner again and again.	The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016
140		Y		<ul style="list-style-type: none"> - The council should provide a list with all the point of interest so we can prepare for the knowledge test in advance. Increase the time for the test to 90 minute. Reduce the percentage criteria from all the part of the knowledge test from 100% to 80% including safeguarding and road safety part Reduce fee of knowledge and driving test. Stop taking driving test at the council with the same examiner again and again. 	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p>
141	Page 134	Y		<ul style="list-style-type: none"> - Too many points of interest to memorise all and get 80% in test. - licensing authority should provide full and complete list of Places of interest to the learners in advance to prepare for the knowledge increase time of the knowledge test to 90 minutes reduce Pass marks criteria of all parts of the knowledge test to 80% from 100% including safeguarding and road safety parts - reduce fee of Knowledge and driving tests <p>Start accepting Taxi driving test certificate from DSA and stop taking driving test at Council through one regular examiner again and again.</p>	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>
142		Y		<ul style="list-style-type: none"> - Licensing authority should provide full and complete list of Places of interest to the learners in advance to prepare for the knowledge. - Increase time of the knowledge test to 90 minutes, reduce the Pass mark criteria of all parts of the knowledge test to 80% from 100% including safeguarding and road safety parts, reduce fee for the knowledge and driving test, 	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p>

				start accepting taxi driving test certificate from DSA and stop taking driving test at Council through one regular examiner again and again.	Number of test failures removed. The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016
143		Y		<ul style="list-style-type: none"> - The test should be taken by DSA or the council should provide more examiner - Stop monopolies the job. - The test should taken place by the DSA instead of a council, which only hire one person, who have a bad reputation for being very unfair and many have even accused him of being discriminative. - It is totally unfair for the council to just hire the same person over and over for this test. 	No Update The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016
144	Page 135	Y		<ul style="list-style-type: none"> - Provide more information on knowledge test with all places of interest. - Reduce pass mark to %80, reduce fee of knowledge test and driving test. 	Updated New apps, and those who have not held a licence for more than 12-months required to undertake. Pass mark reduced to 80%. Number of test failures removed.
145		Y		<ul style="list-style-type: none"> - Paperwork is not fully support to Guide line to same as questions come to test Time. - It's difficult to pass knowledge rates 100% safeguarding and road sign any of council give to 80%mark pass rates please make change policy. - increase time of the knowledge test to 90 minutes - reduce Pass marks criteria of all parts of the knowledge test to 80% from 100% including safeguarding and road safety parts - reduce fee of Knowledge and driving tests <p>Start accepting Taxi driving test certificate from DSA and stop taking driving test at Council through one regular examiner again and again.</p>	Updated New apps, and those who have not held a licence for more than 12-months required to undertake. Pass mark reduced to 80%. Number of test failures removed. The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi

					driving assessments for local councils from 31 December 2016
146		Y		- I would like to change the knowledge test policy and Driving Test... The Knowledge test time is just 60 minutes for 57 questions very short time. If its change to 90 minutes will be good .and reduce marks criteria all the parts of the Knowledge Test to 80%. Reduce the fee of Knowledge and Driving Test.	Updated New apps, and those who have not held a licence for more than 12-months required to undertake. Pass mark reduced to 80%. Number of test failures removed.
147	Page 136	Y		- I have comment about knowledge test. The knowledge test is reduced pass mark criteria All part of test 80%, reduce fee of knowledge test .and the time is to short 60 minutes for 57 questions I would like change to 90 minutes.	Updated New apps, and those who have not held a licence for more than 12-months required to undertake. Pass mark reduced to 80%. Number of test failures removed.
148		Y		- Knowledge test pass marks criteria. - All parts of knowledge test including road safety and safeguarding pass marks should be at 80% not 100% because no one can achieve 100%.	Updated New apps, and those who have not held a licence for more than 12-months required to undertake. Pass mark reduced to 80%. Number of test failures removed.
149		Y		- licensing authority should provide full and complete list of Places of interest to the learners in advance to prepare for the knowledge - increase time of the knowledge test to 80 minutes reduce Pass marks criteria of all parts of the knowledge test to 80% from 100% including safeguarding and road safety parts	Updated New apps, and those who have not held a licence for

					<p>more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p>
150		Y		<p>- The knowledge test is very strict.</p>	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p>
151	Page 137	Y		<p>- You have added the statutory guidelines with local policy but not explained anything and not consult with the stakeholders ie drivers what it is all about and the impact of these changes very mixed up and unprofessional and no one understands what is going on</p> <p>- Not clear at all but mixed up very hard to understand. Not helpful at all.</p> <p>- Statutory guidelines need to have a serious look especially 6 points hand held device potentially losing your licence for 5 years ... how ridiculous is that ?</p> <p>No more need for company logo on vehicle signage just a vehicle licence plate number on signage is sufficient.</p> <p>- Need to allow mixed fleet Hackney vehicles similar to Leeds (saloons as hackneys)</p> <p>Drivers to be allowed to work with multiple operators and not to have restricted working practices.</p> <p>- Sheffield City Council should work with local drivers and trade to find best solutions working with local trade</p>	<p>No Update</p> <p>All licensees contacted as part of review.</p> <p>Statutory Standards is a standalone document produced by DFT</p> <p>Not part of driver policy.</p>
152		Y		<p>-To complicate n too much information to understand easily.</p> <p>- Again, to complicated.</p> <p>- There are various sections of this document, which affect me directly, IE: the ban periods are far too long. IE: Restricting working conditions, (must allow drivers to work on multiple platforms, same as taxi firms let out town licensees work on their radio circuit).</p> <p>- Many sections BUT NEEDS PROPER CONSULTATION.</p>	<p>No Update</p> <p>All licensees contacted as part of review.</p>

				- 1- I do not feel there was proper consultation with the trades, because not all the licensees were informed individually, am therefore I feel it lacked "GOOD PRACTICE", as this was the Governments guidance.	
153		Y		<ul style="list-style-type: none"> - Very complicated lots of information very difficult to understand. - Over complicated and too much information. - Lots of sections of this document effect me directly for example 1 handle device ,6points loosing my licence for minimum 5years 2 Accumulated motoring convictions can lead to seven years banned for me having license 3 drivers should be able to work for multiple operators, platforms and not have restricted working. 4 Generally all banned periods are too long. - Needs improving in many sections and needs better consultation. - Local council needs to work with local trades and drivers it would be good practice to have informed many more stake holders on these new changes of policy. 	<p>No Update</p> <p>All licensees contacted as part of review.</p>
154	Page 138	Y		<ul style="list-style-type: none"> - 67 pages very difficult to understand and over complicated. - Once again too much information and changes especially with inclusion of statutory guidelines 2020. Very little communication from the licensing office and SCC. - Drivers should be able to work with multiple platforms and operators. We are self employed should not restricted in our work. Modern day phones allow you to run more than one app at the same time. Some of local licensed taxi companies have become like dictatorship with their monopoly position. We are free lance workers and should have that freedom. Hand held device 6 points (one offence) you lose your licence up to 5 years. Too many lengthy ban periods (5 -7) years before you can be a taxi driver again are very harsh especially for motoring convictions and hand held device - Breyer understanding of the local trade and local drivers issues and better consultation. We as drivers are major stakeholders but always are ignored or have the least input in final policy like no one is listening your concerns and issues. - I think we need to take step back and have a real meaningful consultation and the license holders (drivers) views need to be heard as well. Too many sections in this policy will have a very negative effect on the relationship between licensed drivers and local authority. 	<p>No Update</p> <p>All licensees contacted as part of review.</p>
155		Y		<ul style="list-style-type: none"> - Because it doesn't determine each points. - No because all the policy are one sided and harsh. - "Mobile phone 5 years ban that's harsh I understand it f you give them warning and may be say get caught again 6 month ban. - 9 points 5 year ban that is very harsh people have family to support bills to pay. - I think Sheffield council need to understand and consider and take a more positive and liaise with trade reps and take better approach. 	<p>No Update</p> <p>All licensees contacted as part of review.</p>
156		Y		<ul style="list-style-type: none"> - Too much to read should have been made a bit simplified. - Hackney carriage should be able to fix the fix the fares with the passengers on journeys going out of Sheffield Boundary. 	<p>No Update</p> <p>Hackney Carriage fares determined by Licensing Committee. Outside district</p>

				- The training should be provided by Sheffield city council and the cost covered by them and not the drivers.	<p>journeys can be pre-agreed between driver and customer – meter must still be engaged.</p> <p>Training to be provided by third-partied with relevant expertise.</p>
157		Y		Identical to comment 2 - Ibrar Hussain	As per answers to comment 103
158		Y		<p>- Too much information to read through, needs to be summarised & possible contentious issues need to be emphasised.</p> <p>- Could be in a better layout, simplify the language as not all taxi drivers would be able to digest all this information which is a major disadvantage.</p> <p>- Part 8.14 Fit & proper Threshold, Motoring Convictions (Vehicle Uses offences) certain offences that rack up 9 points in 18 months that can give you at least 5 years ban from working on taxis before you can apply again. Every case has to be dealt specifically & so the current committee system of councillors is the fairest system than one individual enforcement officer.</p> <p>Changes from the previous policy is it? I'm confused.</p> <p>"When did it change from 12 months dbs check to 6 months.</p> <p>Unless I not read the document properly, I'm sure it would be easier to list all the changes from the previous private hire & Hackney Carriage Drivers's Licence policy</p>	<p>Updated</p> <p>Removed rehabilitation periods for motoring convictions and replaced with Sub-Committee referral.</p> <p>Unable to track change the documents due to the number of changes.</p> <p>Requirement of Statutory Standards. All licensees required to sign up to update service.</p>
159		Y		<p>- Could be made simpler.</p> <p>- The committee and associated people how do we know they are not bias or hold certain thoughts against individual or group of people.</p> <p>- I believe this is making it very hard for person or people to become taxi drivers or private driver it should be easier task.</p>	No update
160		Y		- Thanks for making drivers life harder	No update
161		Y		<p>-Use of jargon does not help.</p> <p>- Jargon used is not reader friendly and is used to confuse people.</p> <p>- Plus Ibrar Hussain standard response.</p>	As per answers to comment 103
162		Y		<p>- 67 pages of one report and 40 pages of statutory guidelines.</p> <p>Some of the wording and lots of information,.</p> <p>- Not explained what acted the changes and the impact of those changes.</p>	<p>No Update</p> <p>Policy sets out expectations.</p>

				<p>- All over the place too much emphasis on punishment and taking drivers off the road and not on education or training to help and support drivers. - Nothing in this report is there help and assist drivers.</p> <p>All the ban periods (5-7) for motoring conviction (minor motoring offences and handheld devices can lead to a ban of up to 7 years very harsh and extreme.</p> <p>Allowing drivers to work with multiple operators is a must and we should not forced to work with only one ... Drivers should be able to work with multiple operators simultaneously as long as licensing is informed with all the operators they work with.</p> <p>More education and training, more help and support for Drivers instead of punishment especially in motoring convictions or convictions of a less serious nature It should be about not reoffending and helping in that path ... - I feel very let down with the process of this consultation and strongly object to ALL the ban period for motoring offences and convictions. - Local Authority should have made the report better to understand and had a much more meaningful dialogue with local trade and drivers</p>	<p>Training sessions, such as safeguarding and disability awareness included.</p> <p>Updated</p> <p>Removed rehabilitation periods for motoring convictions and replaced with Sub-Committee referral.</p> <p>Training sessions included.</p> <p>All licensees contacted as part of consultation.</p>
161		Y		<p>- 5 and 7 year bans for minor motoring offences are absolutely ridiculous and need rethinking also Munir misdemeanours long bans not good peoples livelihoods you are taking awayvery harsh indeed</p>	<p>Updated</p>
164		Y		<p>- The 'fit and proper' person test. - it would be helpful to know under what specific circumstances a person will be declared improper/unfit for a PH/Hackney badge. Such guidelines afford clarity and transparency and ensure decisions are consistent. Minimise risk of outlier decisions. - Proposed 7 yr ban for use of Handheld device. Literally taken accepting a booking involves a handheld device. Again need clarity under what circumstances would this ban be triggered.</p>	<p>No Update</p> <p>Fit and Proper outlines in policy.</p> <p>Updated</p> <p>Removed rehabilitation periods for motoring convictions and replaced with Sub-Committee referral.</p>
165		Y		<p>There is a lot of information to be understood and to make it easier there should be an overall summary of what the policy is and what the policies is there for. - This can be stated in a more easy way so that everyone can understand as there are others who's first language is not English and may find it hard to understand which can can be barrier for them. - Part 8.14 Fit & proper Threshold, Motoring Conviction (Vehicle Uses Offences) certain offences that rack up 9 points in 18 months that can give you at least 5 years ban from working on taxis before you can apply again. -Not sure whether you are referring to this policy or the other ?</p>	<p>Updated</p> <p>Removed rehabilitation periods for motoring convictions and replaced with Sub-Committee referral.</p>

166		Y		<p>1. General - The council has recently passed a motion with the specific aim of protecting women and making Sheffield safer for all. The policy should therefore be considered/ reviewed in the context of that motion with a view to ensuring that women are specifically protected by the safeguards set out in the policy.</p> <p>2. Part 8.4 - Current licensees will need to pass a minimum language requirement. Has the Council ensured that there is the right level and amount of support available within Sheffield for this to happen? Will the council/ authority offer support to existing licensees to meet this standard or provide details of local services which licensees can access?</p> <p>3. General - The policy focuses on protecting vulnerable passengers. What additional measures will the authority implement to protect female/ vulnerable licensees from passengers?</p> <p>4. Part 8.8 - The policy states "Licensees are required to evidence continuous registration with the DBS Update Service to enable the Authority to routinely check for new information every 6 months." The policy should confirm how regularly the authority will check for new information and whether this will be done every 6 months as a minimum.</p> <p>5. General - The Council should ensure that each cab prominently displays details of where passengers can report any inappropriate behaviour from the driver. It should be clear that this includes any behaviour considered racist, sexist, homophobic or ableist and that passengers are encouraged and will be supported to report this. It should also be made clear to licensees that the Council will support them if they experience any of this type of behaviour from passengers.</p>	<p>No Update</p> <p>The overall aim of the policy is the protection of the public.</p> <p>Updated. Only required for new licensees and can be achieved through the <i>Certificate in the Introduction of the Taxi and Private Hire Driver</i>.</p> <p>Use of CCTV available to install in vehicles. Drivers to contact police in event of passenger issues.</p> <p>The Authority will undertake checks, where possible, on licensees every 6-months.</p> <p>Information on how to report complaints is available in all vehicles.</p>
167		Y		<p>- We need more clarity and explanation as to how this policy will be implemented as it states within 3years the certificate must have been awarded and if not then an individual must be able to demonstrate that they have undertaken suitable refresher training, concern here is why 3years its very short period and existing driver's need only a refresher course no pass or fail, this section needs a proper and thorough explanation in detail and discussion. And why no further refresher course's except material changes apply.</p> <p>- Plus - Ibrar Hussain's standard response.</p>	<p>As per answers to comment 103</p>
168		Y		<p>No ban on 5yr policy</p>	<p>No update</p>
169		Y		<p>- LANGUAGE PROFICIENCY, why should existing drivers prove language proficiency if he has passed it initially?</p> <p>- PLY FOR HIRE, why have a blanket ban for 7 years , a fine and suspension would be reasonable but to deter the driver from making an application after 7 year is unfair.</p>	<p>Updated – New applicants only.</p> <p>Updated</p> <p>Updated</p>

				<ul style="list-style-type: none"> - MINOR MOTORING OFFENCE, why 5 year ban on 9 pts while court would ban you on 12 or more points ? - I would like to see drivers have a good English and Maths test and to communicate effectively to customers when they go for their taxi test. - Finally I would like to mention I do believe that Hackney/Private hire drivers should work to a good standard - But to be heavy handed and ban driver for lengthy period of time from their job to be penalised in this manner is another matter. 	<p>No update.</p> <p>Updated</p>
170		Y		<ul style="list-style-type: none"> -Because there is not any relevant material to read or understand. - Taxi knowledge test and driving test - licensing authority should provide full and complete list of Places of interest to the learners in advance to prepare for the knowledge - increase time of the knowledge test to 90 minutes - reduce Pass marks criteria of all parts of the knowledge test to 80% from 100% including safeguarding and road safety parts <p>Start accepting Taxi driving test certificate from DSA and stop taking driving test at Council through one regular examiner again and again</p> <ul style="list-style-type: none"> - And also provide a preparing course for knowledge test from which we can prepare and give test 	<p>Updated</p> <p>New apps, and those who have not held a licence for more than 12-months required to undertake.</p> <p>Pass mark reduced to 80%.</p> <p>Number of test failures removed.</p> <p>The Driver and Vehicle Standards Agency (DVSA) stopped providing taxi driving assessments for local councils from 31 December 2016</p>
171		Y		Too much jargon	No Update