



Lewes District Council Taxi Licensing Guidance consultation report

November 2018

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Background

Between 1 August and 26 September 2018 we carried out a public consultation over our updated draft 'Hackney Carriage and Private Hire Licensing guidance'. The existing guidance was introduced more than 10 years ago so a review of the guidance was carried out which took into consideration changes in legislation such as the Deregulation Act and the Equality Act, environmental assessments, safeguarding and the latest car and driver technology, such as CCTV. Comments were invited from residents, drivers, operators and other stakeholders on the draft guidance.

How we consulted

- We carried out a public consultation from 1 August and 26 September 2018.
- We published a page on the district council website which included the background to the review and the draft guidance.
- We provided an online survey for respondents to structure their feedback and made the offer of providing paper copies of this on request.
- We also offered the consultation information in different languages and formats.

- We publicised the consultation through the local media, our social media channels, via the council's website and by email to the council's consultation mailing list.

Who responded

- We received 142 responses to our online survey.
- 85% of respondents stated that they live or work in Lewes district.
- 74% of respondents were male, 26 female.
- 51% of responses were from residents.
- 27% of responses were from Hackney Carriage drivers.
- 4.5% of responses were from private hire drivers.
- 10% of responses were from dual drivers (private and Hackney Carriage).
- A response was also received from a disability organisation.
- We received three written responses from:
 - Taxi operator Andy Cheeseman
 - Uber
 - GBM, Unite and independent drivers of Brighton and Hove Authority.

Key findings

- There was a high level of support for the four objectives set out in the guidance, with over 90% of respondents agreeing or strongly agreeing with all four objectives.
- 9 respondents commented that drivers with a Lewes district licence should mainly work in the district, not elsewhere.
- 5 Respondents felt there should be more availability of wheelchair accessible vehicles.
- 82% of respondents agreed or strongly agreed that a Hackney Carriage vehicle licensed by one local authority could be used to fulfil bookings on behalf of Private Hire operators licensed by another local authority.
- 66% of respondents agreed that the maximum age for a newly licensed vehicle should be 5 years, while 28% disagreed or strongly disagreed with this. 18 respondents stated that age should not be a factor.
- 74% of respondents agreed that CCTV should be mandatory in vehicles, while 21% disagreed. 6 Respondents stated they feel Lewes District Council should pay the cost of fitting this CCTV.
- There was mixed support for the proposal to lower the requirement for vehicles to 1000cc to improve air quality with 43% agreeing, 37% disagreeing and 21% unsure.
- 73% of respondents felt that a specification list for vehicles would be useful.
- 64% of respondents agreed with that Lewes District Council should adopt a livery standard for Hackney Carriage vehicles be while 27% did not.
- 90% of respondents thought that Hackney Carriage vehicles should be of a standard colour.
- The most popular suggestions for colour were:
 - White (16 suggestions)
 - Green (15 suggestions)

- Yellow(12 suggestions)
- Blue (11 suggestions)
- 90% of respondents thought Lewes district adopt the use of door signs for all Hackney Carriage and Private Hire vehicles.

Next steps

- Feedback from this consultation including email responses will be considered by officers and a revised draft of the guidance will be taken to the Lewes District Council Licensing Committee in spring 2019 for consideration.
- We will inform all respondents of the outcome of this committee.
- The council will aim to implement the new guidance from 1 April 2019 subject to approval at the Licensing Committee.
- A copy of the final guidance will be available on our website lewes-eastbourne.gov.uk and paper copies available on request.






Survey findings

| 1. Please tell us in what capacity you are responding to this consultation (select one): | | | | |
|--|---|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | a resident | | 51.11% | 69 |
| 2 | a Hackney Carriage driver | | 26.67% | 36 |
| 3 | a Private Hire driver | | 4.44% | 6 |
| 4 | a dual driver (Private Hire and Hackney Carriage) | | 9.63% | 13 |
| 5 | a Private Hire Operator | | 2.96% | 4 |
| 6 | a professional body | | 0.74% | 1 |
| 7 | Other (please specify): | | 4.44% | 6 |
| | | | answered | 135 |
| | | | skipped | 7 |
| Other (please specify): (6) | | | | |
| Brighton taxi driver x 2 | | | | |
| Resident | | | | |
| Councillor | | | | |
| Disability Organisation | | | | |
| Service Provider to the Taxi Trade | | | | |






2. The draft guidance proposes four broad objectives. Please tell us whether you agree or disagree with these objectives.

| | Strongly agree | Agree | Disagree | Strongly Disagree | Don't know | Response Total |
|--|-----------------------|---------------|-----------------|--------------------------|-------------------|-----------------------|
| To ensure the safety and welfare of the public | 88.1% (118) | 11.2% (15) | 0.7% (1) | 0.0% (0) | 0.0% (0) | 134 |
| To encourage environmental sustainability | 54.9% (73) | 37.6% (50) | 1.5% (2) | 1.5% (2) | 4.5% (6) | 133 |
| To ensure an efficient and effective Hackney Carriage and Private Hire provision in the district | 76.1% (102) | 20.9% (28) | 1.5% (2) | 0.7% (1) | 0.7% (1) | 134 |
| To monitor and improve standards of services in the trade | 76.9% (103) | 20.9% (28) | 0.7% (1) | 0.0% (0) | 1.5% (2) | 134 |
| | | | | | answered | 134 |
| | | | | | skipped | 8 |
| Comments (common themes) | | | | | | Total |
| Drivers with a Lewes district licence should mainly work in the district, not elsewhere | | | | | | 9 |
| There should be more wheelchair accessible vehicles | | | | | | 5 |
| There should be greater use of electric vehicles | | | | | | 4 |
| Issues identified with the Lewes town rank | | | | | | 2 |
| Other comments | | | | | | 15 |






3. A Hackney Carriage vehicle licensed by one local authority can be used to fulfil bookings on behalf of Private Hire operators licensed by another local authority. In order to keep control over the Hackney Carriages it licenses, Lewes District Council proposes to ask Hackney Carriage applicants which area they intend to mainly operate in for the purposes of fulfilling pre-booked hirings. This is called 'intended use'. Do you agree or disagree that this 'intended use' policy for Hackney Carriages is needed?

| | | | Response Percent | Response Total |
|---|-------------------|---|-------------------------|-----------------------|
| 1 | Strongly agree |  | 59.70% | 80 |
| 2 | Agree |  | 23.13% | 31 |
| 3 | Disagree |  | 4.48% | 6 |
| 4 | Strongly Disagree |  | 5.22% | 7 |
| 5 | Don't know |  | 7.46% | 10 |
| | | | answered | 134 |
| | | | skipped | 8 |
| Comments (common themes) | | | | Total |
| Drivers with a Lewes district licence should mainly work in the district, not elsewhere | | | | 7 |
| An intended use policy is needed | | | | 3 |
| How will this be enforced? | | | | 2 |
| Other comments | | | | 19 |




4. Do you agree or disagree that the maximum age for a newly licensed vehicle should be no more than five years?

| | | | Response Percent | Response Total |
|---|-------------------|---|-------------------------|-----------------------|
| 1 | Strongly agree |  | 38.06% | 51 |
| 2 | Agree |  | 28.36% | 38 |
| 3 | Disagree |  | 14.18% | 19 |
| 4 | Strongly Disagree |  | 14.18% | 19 |
| 5 | Don't know |  | 5.22% | 7 |
| | | | answered | 134 |
| | | | skipped | 8 |
| Comments (common themes) | | | | Total |
| Age of vehicle should not be a factor | | | | 18 |
| New vehicles should be Wheelchair Accessible Vehicles | | | | 2 |
| vehicle age should be less than 5 years | | | | 3 |
| Other comments | | | | 5 |




5. Do you agree or disagree that mandatory CCTV should be required in all vehicles?

| | | | Response Percent | Response Total |
|---|-------------------|---|-------------------------|-----------------------|
| 1 | Strongly agree |  | 55.97% | 75 |
| 2 | Agree |  | 18.66% | 25 |
| 3 | Disagree |  | 12.69% | 17 |
| 4 | Strongly Disagree |  | 7.46% | 10 |
| 5 | Don't know |  | 5.22% | 7 |
| | | | answered | 134 |
| | | | skipped | 8 |
| Comments (common themes) | | | | Total |
| Agree with mandatory CCTV | | | | 19 |
| LDC should fund the cost of adding CCTV to vehicles | | | | 6 |
| Disagree with mandatory CCTV | | | | 3 |
| Other comments | | | | 3 |




6. Are you supportive of lowering the requirement for the vehicles to 1000cc to improve air quality?

| | | | Response Percent | Response Total |
|---|------------|---|-------------------------|-----------------------|
| 1 | Yes |  | 42.54% | 57 |
| 2 | No |  | 36.57% | 49 |
| 3 | Don't know |  | 20.90% | 28 |
| | | | answered | 134 |
| | | | skipped | 8 |
| Comments (common themes) | | | Total | |
| Disagree with 1000cc minimum | | | 15 | |
| Agree with the 1000cc minimum | | | 11 | |
| I would like to see electric vehicles or hybrid vehicles | | | 4 | |
| Would like more evidence to support smaller engines sizes | | | 3 | |
| Other comments | | | 4 | |




7. Would you find it helpful if the council produced an approved vehicle specification list?

| | | | Response Percent | Response Total |
|--|------------|---|-------------------------|-----------------------|
| 1 | Yes |  | 73.13% | 98 |
| 2 | No |  | 16.42% | 22 |
| 3 | Don't know |  | 10.45% | 14 |
| | | | answered | 134 |
| | | | skipped | 8 |
| Comments (common themes) | | | Total | |
| I would like to see a vehicle spec list | | | 8 | |
| I would like to be able to choose vehicle spec | | | 5 | |
| Other comments | | | 6 | |

8. A livery standard is a way to identify Hackney Carriages from other vehicles by having the vehicle or certain body panels a different colour. For example in Eastbourne, Hackney Carriage taxis are white and in Brighton they are white with an aqua marine bonnet and boot. Do you think Lewes district should adopt a livery standard for Hackney Carriage vehicles?

| | | | Response Percent | Response Total |
|--|------------|---|-------------------------|-----------------------|
| 1 | Yes |  | 64.93% | 87 |
| 2 | No |  | 26.87% | 36 |
| 3 | Don't know |  | 8.21% | 11 |
| | | | answered | 134 |
| | | | skipped | 8 |
| Comments (common themes) | | | Total | |
| Agree | | | 4 | |
| Disagree | | | 1 | |
| Yes, if paid for by Lewes District Council | | | 1 | |




9. Do you think we should have a specific colour for Hackney Carriages?

| | | | Response Percent | Response Total |
|---|------------|--|-------------------------|-----------------------|
| 1 | Yes |  | 89.53% | 77 |
| 2 | No |  | 4.65% | 4 |
| 3 | Don't know |  | 5.81% | 5 |
| | | | answered | 86 |
| | | | skipped | 56 |



What colour do you think this should be?

| | | |
|---------------|----|----|
| White | 16 | |
| Green | 15 | |
| Yellow | 12 | |
| Blue | 11 | |
| Red | 7 | |
| Black | 5 | |
| Purple | 2 | |
| Other | 4 | |
| No preference | 3 | |
| answered | | 77 |
| skipped | | 65 |



10. Should Lewes district adopt the use of door signs for all Hackney Carriage and Private Hire vehicles?

| | | | Response Percent | Response Total |
|--|------------|--|-------------------------|-----------------------|
| 1 | Yes |  | 89.66% | 78 |
| 2 | No |  | 1.15% | 1 |
| 3 | Don't know |  | 9.20% | 8 |
| answered | | | | 87 |
| skipped | | | | 55 |
| Comments (common themes) | | | | Total |
| It should adopt the use of door signs for all Hackney Carriage | | | | 12 |








| Do you have any other comments to make about the draft guidance? | | | | |
|--|---|--|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Open-Ended Question | | 100.00% | 55 |
| | | | | |
| | Drivers with a Lewes district licence should mainly work in the district, not elsewhere | | | 10 |
| | No comment | | | 9 |
| | Would like to see speeding addressed | | | 2 |
| | No mention as to disabled access in guidance | | | 2 |
| | Other comments | | | 36 |

| 11. Do you live or work in Lewes district? | | | | |
|--|-----|---|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Yes |  | 85.07% | 114 |
| 2 | No |  | 14.93% | 20 |
| | | | answered | 134 |
| | | | skipped | 8 |









Equality monitoring data

| 14. What is your sex? | | | | |
|-----------------------|--------|---|------------------|----------------|
| | | | Response Percent | Response Total |
| 1 | Male |  | 74.23% | 72 |
| 2 | Female |  | 25.77% | 25 |
| 3 | Other | | 0.00% | 0 |
| | | | answered | 97 |
| | | | skipped | 45 |

15. What is your age?

| | | | Response Percent | Response Total |
|---|----------|---|------------------|----------------|
| 1 | Under 18 | | 0.00% | 0 |
| 2 | 18 - 24 |  | 2.06% | 2 |
| 3 | 25 - 34 |  | 6.19% | 6 |
| 4 | 35 - 44 |  | 7.22% | 7 |
| 5 | 45 - 54 |  | 22.68% | 22 |
| 6 | 55 - 64 |  | 31.96% | 31 |
| 7 | 65 - 74 |  | 23.71% | 23 |
| 8 | 75 + |  | 6.19% | 6 |
| | | | answered | 97 |
| | | | skipped | 45 |

16. What is your ethnic group? Ethnic groups are defined by the 2011 census

| | | | Response Percent | Response Total |
|----|---|--|------------------|----------------|
| 1 | English/Welsh/Scottish/Northern Irish/British |  | 86.60% | 84 |
| 2 | Irish |  | 2.06% | 2 |
| 3 | Gypsy or Irish Traveller | | 0.00% | 0 |
| 4 | Any Other White background |  | 3.09% | 3 |
| 5 | White and Black Caribbean |  | 1.03% | 1 |
| 6 | White and Black African |  | 1.03% | 1 |
| 7 | White and Asian | | 0.00% | 0 |
| 8 | Any Other Mixed background |  | 1.03% | 1 |
| 9 | Asian/Asian British |  | 2.06% | 2 |
| 10 | Indian | | 0.00% | 0 |
| 11 | Pakistani | | 0.00% | 0 |
| 12 | Bangladeshi |  | 1.03% | 1 |
| 13 | Chinese | | 0.00% | 0 |
| 14 | Any Other Asian background | | 0.00% | 0 |

16. What is your ethnic group? Ethnic groups are defined by the 2011 census

| | | | Response Percent | Response Total |
|--|--|--|-------------------------|-----------------------|
| 15 | African | | 0.00% | 0 |
| 16 | Caribbean | | 0.00% | 0 |
| 17 | Any Other Black/African/Caribbean background | | 0.00% | 0 |
| 18 | Arab | | 1.03% | 1 |
| 19 | Any Other Ethnic Group (please specify): | | 1.03% | 1 |
| | | | answered | 97 |
| | | | skipped | 45 |
| Any Other Ethnic Group (please specify): (1) | | | | |
| 1 | Not relevant | | | |

17. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

| | | | Response Percent | Response Total |
|---|-----------------------|--|-------------------------|-----------------------|
| 1 | Yes, limited a lot | | 10.31% | 10 |
| 2 | Yes, limited a little | | 12.37% | 12 |
| 3 | No | | 77.32% | 75 |
| | | | answered | 97 |
| | | | skipped | 45 |