

Taxi Licencing Policy Consultation - Results

Introduction

Buckinghamshire Council have distributed an online questionnaire in order to capture the opinion and thoughts of various stakeholders to the new Taxi Licencing Policy being proposed.

The Policy sets out how we (Buckinghamshire Council) propose to regulate taxis (hackney carriage vehicles) and minicabs (private hire vehicles) across Buckinghamshire (excluding Milton Keynes). As the local authority, we are responsible for licensing hackney carriage drivers and the operators and drivers of private hire vehicles.

The purpose of document is to analyse the results of this consultation which opened on the 10th November 2020 and closed on the 4th January 2021. The questionnaire received 636 responses in this period. The analysis presented in this document can be reviewed by Buckinghamshire Council who can then go on to make any relevant adjustments to the draft Policy. In early 2021, our Licensing Committee will review the final draft Policy and decide whether to recommend its adoption. This document has been segmented by question themes outlined in the questionnaire itself, analysis using data tables and charts have been presented to highlight key insights.

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Respondent Demographics

At the end of the questionnaire, respondents were asked demographic questions to give insight into who they are. This was so the difference of views could be examined between different groups.

Respondent Type

Respondents were asked to describe their interest in taxi licensing. Respondents can select multiple categories that apply, therefore the total count of 853 is higher than the 636 actual respondents. All 636 have selected at least one option to describe their interest, the results are visible in the below table.

Respondent Group	Count	% of Respondents
Resident	196	22.98%
Taxi driver (Hackney Carriage)	193	22.63%
Taxi driver (Private Hire Vehicle)	302	35.40%
Private hire company operator	77	9.03%
Taxi trade organisation	22	2.58%
Business owner or representative (other than taxi industry)	25	2.93%
Charity or community group representative	5	0.59%
Councillor or MP	13	1.52%
Other (please specify)	20	2.34%
Total Number of Respondents	853	100.00%

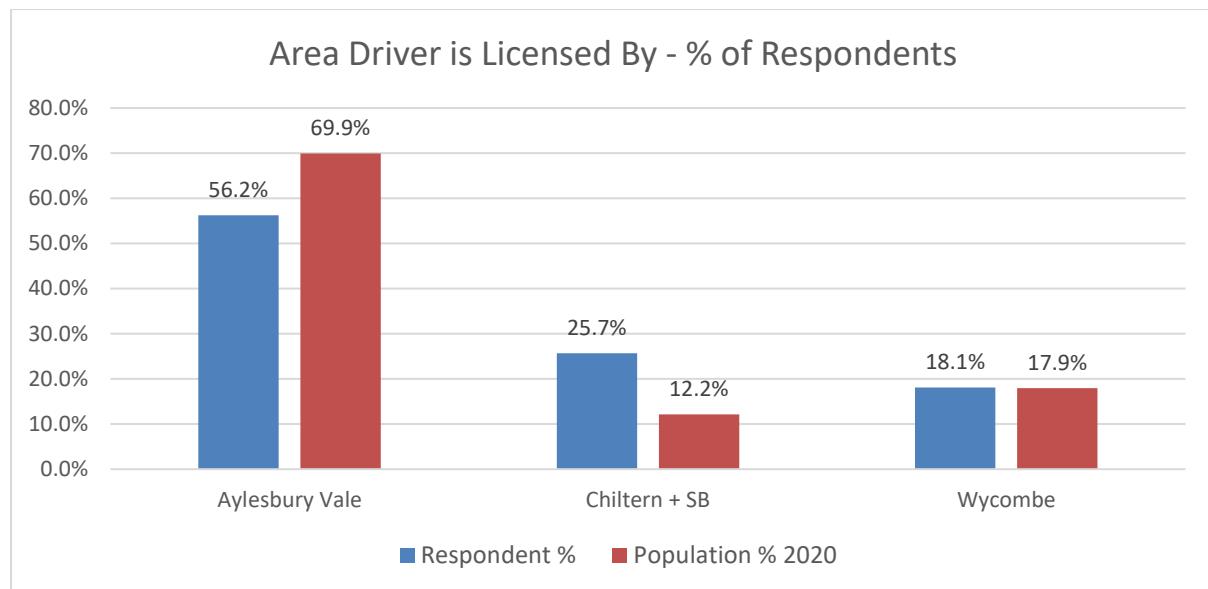
20 respondents selected 'Other (please specify)' and only 15 of which input an open response to do this. This included drivers licensed by other authorities, police officers and family members of taxi drivers. A notable caveat regarding the 'Business owner or representative (other than taxi industry)' group must be outlined. Only 9 of the 25 respondents have not selected another respondent group (including driver). This means most respondents views are not exclusively influenced by the fact they are a Business Owner/Representative outside of the taxi Industry.

Taxi/Minicab Drivers – Area Licensed

Respondents who drive a taxi or minicab were asked to outline which area they are licensed within out of the four areas in Buckinghamshire or if this was not applicable. Respondents can select multiple categories that apply, in total 565 respondents answered this question. The key consideration here is if a certain area is over or under-represented among the respondents otherwise, we might consider the results to bias a specific area. The chart below has taken the percentage breakdown of driver numbers in the Buckinghamshire population (as of December 2020) and compared this to the percentage breakdown of respondents who indicated this as the area they are licensed within.

The Chiltern and South Bucks figures have been combined for this purpose because the population data does not split these two areas. Here it is important to outline an important data quality issue; throughout the survey it was noted 21 responses had copied and pasted their open responses with slightly different closed responses. 19 of these were exclusively from Chiltern and this has raised their representation by 4%, we cannot discount these respondents from the closed response questions but only one of these responses have been considered when analysing the open responses.

The chart below shows an over-representation of Chiltern and South Bucks drivers and an under-representation of Aylesbury Vale drivers. It's important to note that there will be a slight bias for Chiltern + South Bucks Drivers in the results overall.



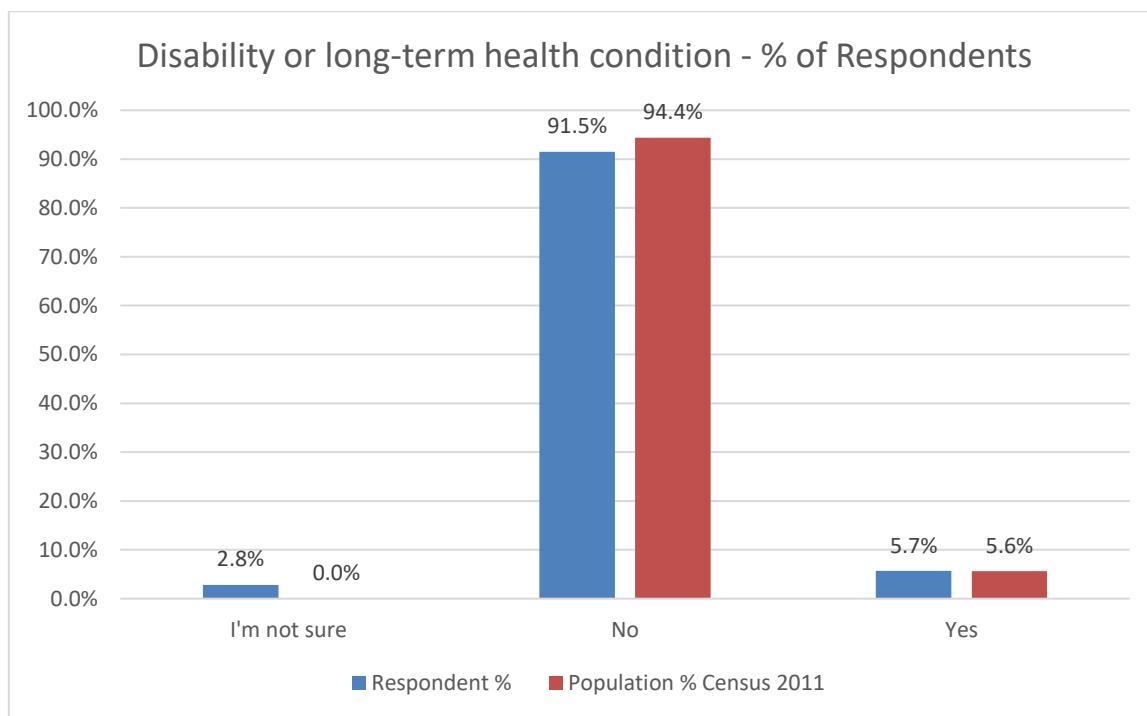
To understand the demographics of the drivers in these areas further, the below table has been constructed. This table indicates that most respondents (who are Drivers) from the Aylesbury Vale area, are Private Hire Drivers. Most respondents from the Chiltern Area are Hackney Carriage drivers and respondents from Wycombe and South Bucks are represented in a fashion which is similar to the overall respondent makeup.

Hackney/Private Hire drivers by area drivers licensed within					
Values	Hackney Carriage Driver	Private Hire Vehicle Driver	Count of all respondents	Hackney Carriage Driver - %	Private Hire Vehicle Driver - %
Aylesbury Vale	69	203	289	23.88%	70.24%
Chiltern	76	41	103	73.79%	39.81%
South Bucks	13	15	29	44.83%	51.72%
Wycombe	36	49	93	38.71%	52.69%
Not applicable	2	9	75	2.67%	12.00%
All Respondents	193	302	853	22.63%	35.40%

Disability or long-term health condition

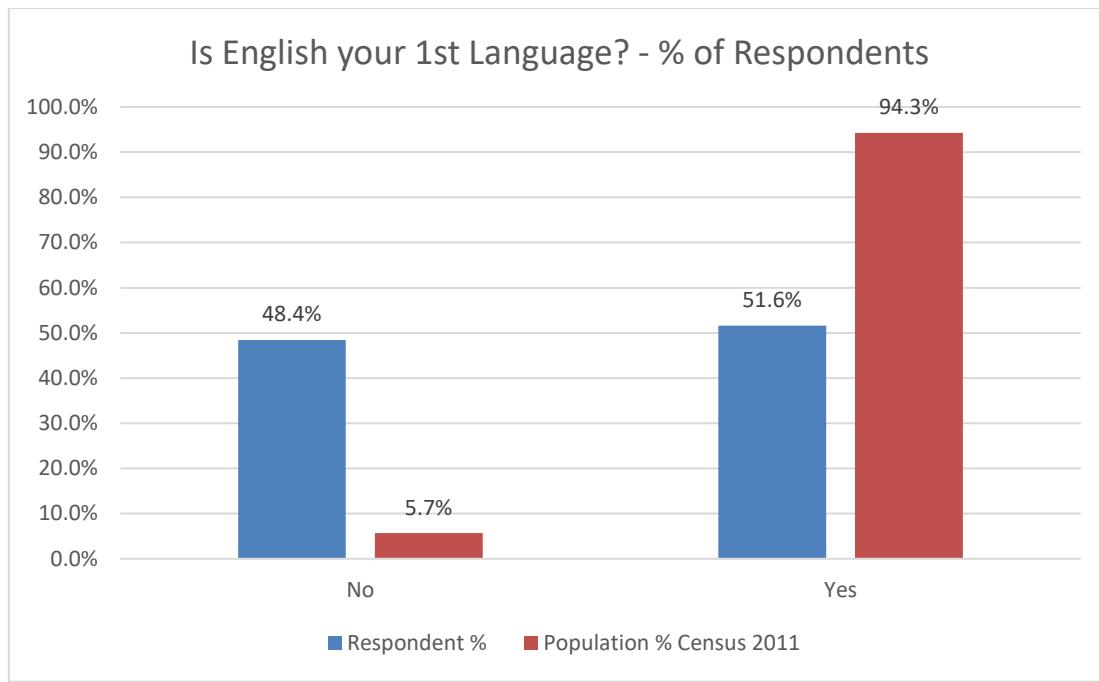
Respondents were asked to indicate whether they consider themselves to have a disability or long-term health condition. 600 respondents input an answer to this question. Once again, the key consideration is whether those who report to have a disability or long-term health condition are over or under-represented in the respondent population as this could bias the results.

The chart below indicates the percentage breakdown of the population using Census 2011 data and compares this to the respondent's percentage breakdown. We can see that those with self-reported disabilities and long-term health conditions are accurately represented in the respondent's make-up.



English 1st Language

Finally, respondents were asked to outline if English is their first language and if not, outline in an open response what their first language is. 605 respondents answered this question with a further 190 responding to the free text part of the question. As with the other demographic questions, the representation of the respondent population needed to be considered. Census 2011 data outlines the percentage of the Buckinghamshire population which has declared their 1st language spoken is English. This has been compared to the respondent percentage makeup in the chart below.



A large disparity is observed, those whose 1st language is not English are over-represented by 43.1% in comparison to the overall Buckinghamshire population. To investigate this further, the below table has been constructed which indicates that respondents who are taxi drivers make up a large proportion (75%) of respondents whose first language is not English. Respondents can be both a resident and a taxi driver so respondents who are exclusively Residents have been reviewed in this table. There is still an over-representation of individuals whose 1st language is not English.

Is English the 1st Language of the respondent?					
Respondent Group	No	Yes	Not Answered	Count of all respondents	% of Respondents - English is 1st Language
Resident	46	123	27	196	62.8%
Taxi driver (Hackney Carriage)	112	78	3	193	40.4%
Taxi driver (Private Hire Vehicle)	177	123	2	302	40.7%
Private hire company operator	26	51	0	77	66.2%
Taxi trade organisation	6	16	0	22	72.7%
Business owner or representative (other than taxi industry)	6	19	0	25	76.0%
Charity or community group representative	2	3		5	60.0%
Councillor or MP	3	9	1	13	69.2%
Other (please specify)	7	11	2	20	55.0%
Residents - with no relation to taxi industry	13	90	25	128	70.3%

190 of the 293 respondents who outlined their 1st language is not English went on to describe their 1st language. Most of these responses (123) indicate Urdu was their first

language. 25 respondents outlined Punjabi as their 1st language which was the other notable language listed. Other languages listed 5-10 times included Bengali, Bulgarian and Pashto.

Understanding the Policy

Question 1 – How easy was the policy to understand?

This is a required question providing a Likert scale response in order to determine how well respondents understood the policy as it has been presented. This starts from 'Very easy' and scales through to 'Very difficult'. All 636 respondents have responded to the question.

Overall summary of responses:

The below table indicates most respondents could understand the policy. 15% of respondents indicate that they found the policy difficult to understand.

How easy was the policy to understand? n=636	
Overall Response	% of Response
Very difficult	5.82%
Quite difficult	9.12%
OK	46.86%
Quite easy	19.03%
Very easy	19.18%
Total Count of Respondents	636

Differences in respondent group

Respondent Type

Respondents have been broken down by respondent group to see if any group has more difficulty understanding the policy. Generally, group differences are minimal as most respondents within each group are indicating they understand the policy. It's of note that Hackney Carriage drivers and Private Hire Company operators indicated they had slightly more difficulty understanding the policy than other groups.

How easy was the policy to understand? n=853 (Respondent Group)						
Respondent Group	Very difficult	Quite difficult	OK	Quite easy	Very easy	Total Count of Respondents
Residents	5.10%	9.69%	48.47%	15.82%	20.92%	196
Taxi driver (Hackney Carriage)	8.81%	14.51%	50.26%	13.47%	12.95%	193
Taxi driver (Private Hire Vehicle)	4.64%	9.93%	45.70%	22.52%	17.22%	302
Private hire company operator	9.09%	11.69%	44.16%	15.58%	19.48%	77

Taxi trade organisation	9.09%	18.18%	31.82%	13.64%	27.27%	22
Business owner or representative (other than taxi industry)	8.00%	4.00%	48.00%	8.00%	32.00%	25
Charity or community group representative	0.00%	20.00%	60.00%	20.00%	0.00%	5
Councillor or MP	7.69%	15.38%	38.46%	0.00%	38.46%	13
Other (please specify)	0.00%	5.00%	55.00%	25.00%	15.00%	20

Taxi/Minicab Driver – Area Licensed By

Respondents have been asked to outline the area they are licensed to drive within (if applicable). The below table indicates that regardless of area most drivers understand the policy. Drivers from Chiltern and Wycombe have more difficulty understanding the policy, this difference is small in comparison to the other areas.

How easy was the policy to understand? n=589 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Very difficult	5.54%	7.77%	6.90%	8.60%	4.00%
Quite difficult	9.69%	12.62%	6.90%	10.75%	5.33%
OK	46.71%	59.22%	51.72%	37.63%	34.67%
Quite easy	19.72%	10.68%	17.24%	20.43%	32.00%
Very easy	18.34%	9.71%	17.24%	22.58%	24.00%
Total Count of Respondents	289	103	29	93	75

English is respondent's 1st language

A large proportion of respondents outlined that English is not their 1st language so it's important to ensure that these respondents can still understand the policy. As the table below indicates, most respondents whose 1st language is not English have indicated they understand the policy. These respondents do have more difficulty in understanding the policy than respondents whose 1st language is English.

How easy was the policy to understand? n=636 (English 1st)			
English is respondent's 1st language	No	Yes	Not Answered
Very difficult	7.51%	4.49%	3.23%
Quite difficult	11.95%	6.73%	6.45%
OK	44.03%	45.83%	83.87%
Quite easy	20.82%	19.23%	0.00%
Very easy	15.70%	23.72%	6.45%
Total Count of Respondents	293	312	31

On examining differences between respondents reporting a disability or long-term health condition and those who do not. There are no notable differences in their response.

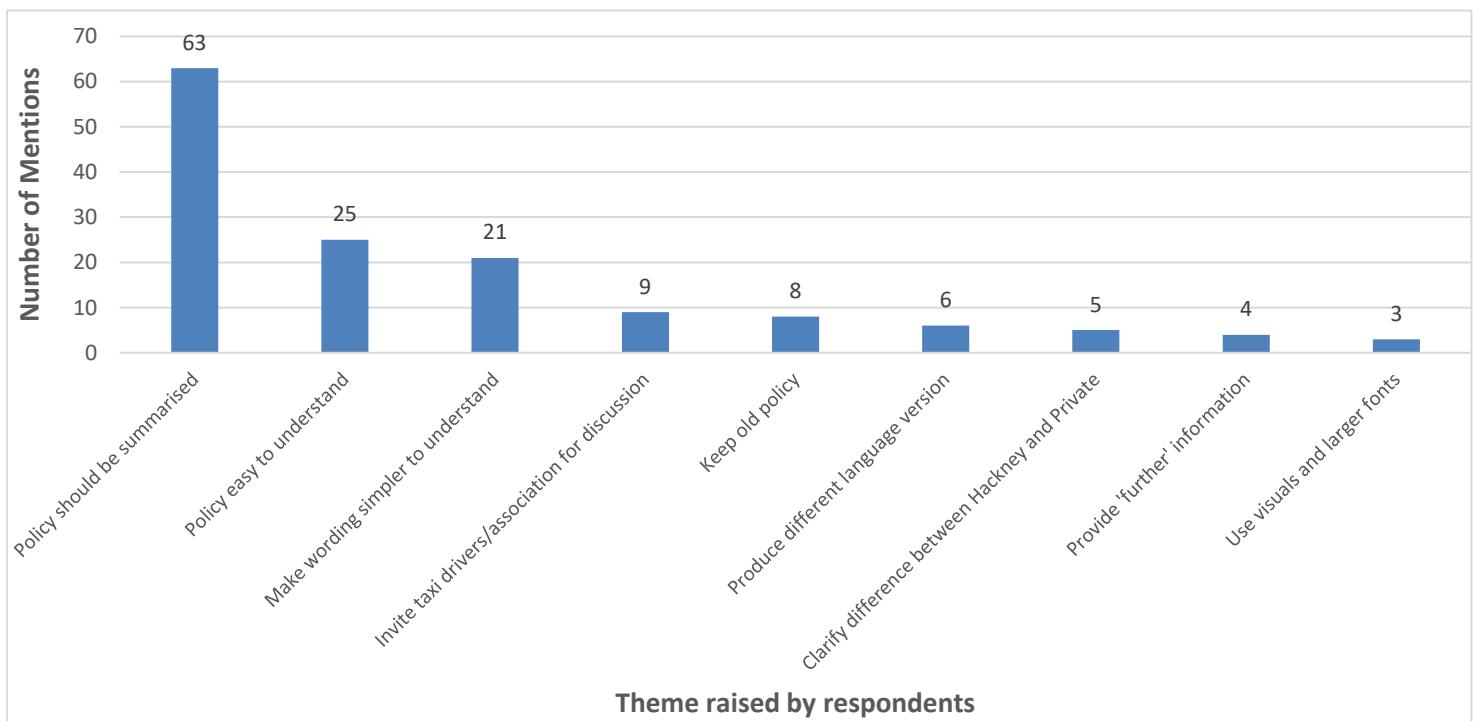
Question 2 - How could we make the Policy easier to understand?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to feedback how the Policy can be made easier to understand. 207 respondents have typed a response to this question.

These responses have been analysed and coded to understand what key themes were raised by these 207 respondents.

The below chart indicates the most notable themes raised by respondents are:

- Policy should be summarised, shortened or simplified – 63 mentions
- Policy is easy to understand (thus no improvements are required) – 25 mentions
- Make English/wording of the policy simpler to understand – 21 mentions



Verbatim has been acquired in relation to the most notable themes highlighted in the above chart, this helps contextualise what these themes actual mean.

Policy should be summarised, shortened or simplified

"The policy could be made shorter and more concise, so that it is easier to refer to. I feel that key information gets lost in so much literature."

"Although policy documents must contain large amounts of formal and statutory detail, they should be made shorter and much more concise, thereby making it easier for residents and users to understand. If this is not possible then the inclusion of an Executive Summary would be beneficial so that key information and details of specific changes are summed up and easily highlighted."

Policy is easy to understand

"It's well written and laid out and covers all relevant requirements in a well organised manner."

"It's fairly transparent and easy to understand and follow"

Make English/wording of the policy simpler to understand

"Keep the wording simple so it can be easy to understand."

"We are pleased to see a summary and explanation of the proposed changes and reasons, but in light of the fact that for many within the industry, English is their second language, maybe simplifying it further would be helpful."

Hackney carriage zones

Question 3 – Do you agree or disagree with this proposal?

Having been presented a summary of the zone proposal within the policy respondents are asked to what extent they agree with the proposal with a Likert scale response. This starts from 'Strongly disagree' through to 'Strongly agree' with an option to outline they aren't sure, or they can skip the question. 629 respondents answered this question.

Overall summary of responses

The below table indicates respondents typically disagree with this proposal with a difference of 7.8% in favour of disagreement versus agreement. It's of note that when respondents disagree, they strongly disagree, and the sentiment is strong.

Do you agree or disagree? - Zones n=629	
Overall Response	% of Response
Strongly agree	20.03%
Agree	18.12%
Neither agree nor disagree	11.13%
Disagree	10.49%
Strongly disagree	35.45%
I'm not sure	4.77%
Total Count of Respondents	629

Differences in respondent group

Respondent Type

When examining how different respondent groups have answered there are numerous differences. Residents are split on agreement and disagreement. Private Hire Drivers and Operators agree with the policy with a slight majority of 4-6%. Hackney Carriage drivers and Business owners (non-taxi industry) are in strong disagreement with the policy. Overall when respondents disagree, they are likely to strongly disagree.

Do you agree or disagree? - Zones n=843 (Respondent Group)							
Respondent Group	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I'm not sure	Total Count of Respondents
Residents	27.98%	15.03%	9.84%	6.74%	35.75%	4.66%	193
Taxi driver (Hackney Carriage)	20.00%	12.63%	3.68%	8.95%	51.58%	3.16%	190
Taxi driver (Private Hire Vehicle)	18.46%	23.49%	14.77%	11.41%	24.16%	7.72%	298
Private hire company operator	15.58%	25.97%	14.29%	7.79%	29.87%	6.49%	77
Taxi trade organisation	18.18%	27.27%	0.00%	18.18%	27.27%	9.09%	22
Business owner or representative (other than taxi industry)	0.00%	24.00%	0.00%	16.00%	56.00%	4.00%	25
Charity or community group representative	0.00%	20.00%	0.00%	0.00%	40.00%	40.00%	5
Councillor or MP	30.77%	15.38%	7.69%	23.08%	15.38%	7.69%	13
Other (please specify)	15.00%	15.00%	40.00%	20.00%	5.00%	5.00%	20

Taxi/Minicab Driver – Area Licensed By

The table below notes some differences in agreement between licencing areas. Aylesbury Vale and South Bucks drivers are in slight agreement with the policy by 3-4%. Chiltern and Wycombe drivers are in strong disagreement with the policy. It's worth recalling that 70.4% of Aylesbury Vale respondents are Private Hire drivers and 73.8% of Chiltern respondents

are Hackney Carriage driver. This could possibly bias the results on this issue because Hackney Carriage drivers are more likely to disagree with the policy.

Do you agree or disagree? - Zones n=582 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Strongly agree	16.78%	23.53%	24.14%	14.13%	13.70%
Agree	23.43%	6.86%	24.14%	8.70%	28.77%
Neither agree nor disagree	13.99%	4.90%	3.45%	8.70%	15.07%
Disagree	9.79%	10.78%	3.45%	14.13%	9.59%
Strongly disagree	27.97%	50.98%	41.38%	51.09%	28.77%
I'm not sure	8.04%	2.94%	3.45%	3.26%	4.11%
Total Count of Respondents	286	102	29	92	73

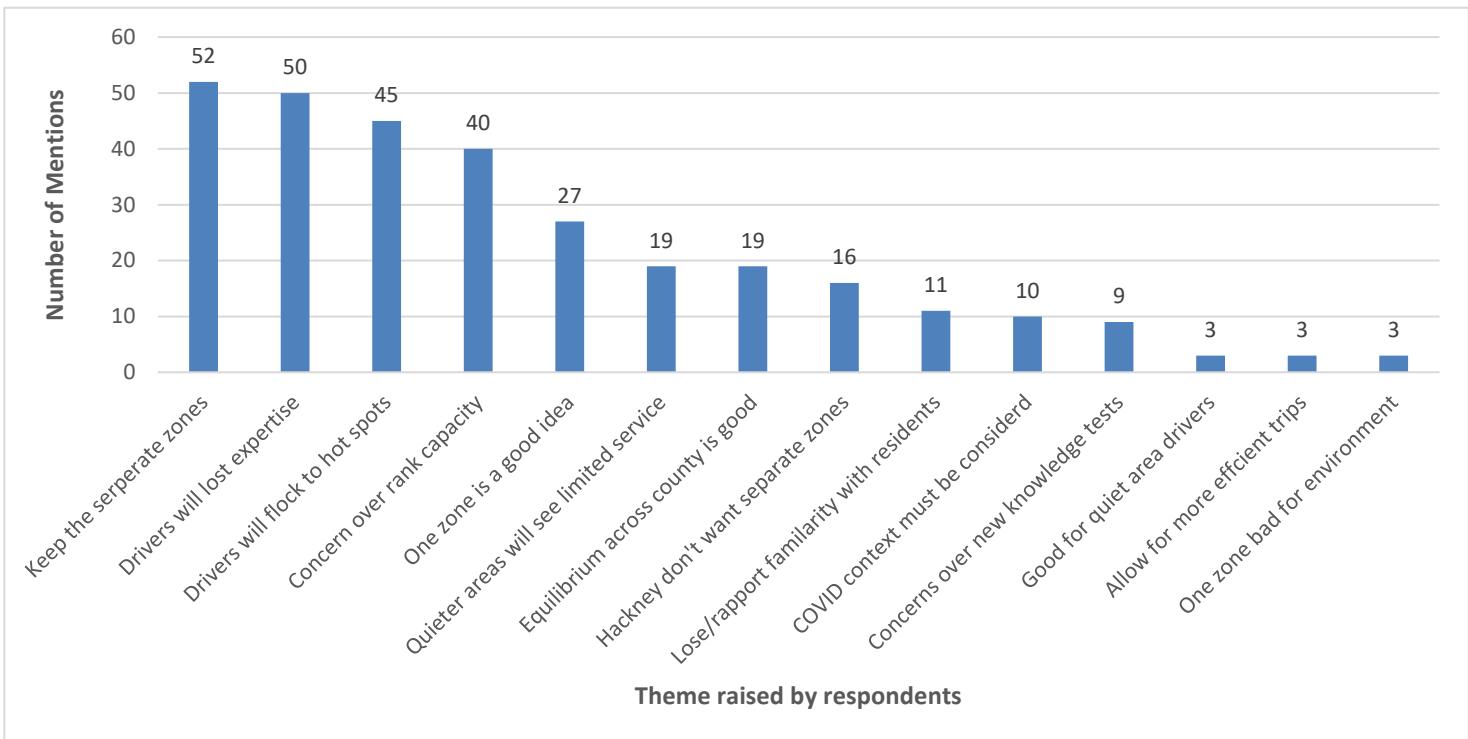
Respondents whose 1st language is English are split between agreement and disagreement but are more likely to agree with the policy than respondents whose 1st language is not English, but the difference is minimal and not of note. On examining differences between respondents reporting a disability or long-term health condition and those who do not. There are no notable differences in their responses.

Question 4 – Do you have any comments you would like to make about hackney carriage zones?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to why respondents agree or disagree with the proposal. 277 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- Drivers will not have expertise of local areas – 50 mentions
- Drivers will flock to hot spots – 45 mentions
- Concern over parking/rank capacity at busy areas– 40 mentions



Verbatim

Drivers will not have expertise of local areas

"I disagree with one zone. Because as a taxi driver if I go to High Wycombe and park in taxi rank, I don't know the area I don't have any knowledge for the area, it will be hard for me to take passengers to their destinations"

"By making it one zone you will have drivers from other areas without local knowledge which will make journey times longer and possibly overpriced and leaving customers out of pocket"

Drivers will flock to hot spots

"South Bucks and Chiltern do not have many taxi ranks but have a lot of hackneys working as private hire and drivers living close to Aylesbury and High Wycombe and drivers would leave those areas and come into the towns of Aylesbury and High Wycombe"

"I know it will attract more cabs into Aylesbury town which is a small market town which already has an oversupply and less demand for Hackney carriage taxis, The ranks cannot cater for the cabs they are already, and also with the coronavirus it has taken all the business away"

Concern over parking/rank capacity at busy areas

"I believe there is already a shortage of rank spaces in areas such as High Wycombe, Beaconsfield and Marlow, with an influx of vehicles from other areas there will be stark shortages of rank spaces."

"By combining the zones as one would mean that most drivers would tend to go to the busiest areas, overfilling the ranks and causing traffic problems whilst leaving others with little or no service especially in the evenings and late at night."

Open Responses – further breakdown

The zone proposal has been highlighted as a key element of the proposal and more importance has been weighted on the insight provided by the questionnaire regarding this element specifically. For question 4, further analysis has been conducted to determine how different groups have responded to the open response question regarding the themes they raised.

When commenting on reasons for disagreement, it's clear that Hackney Drivers and Business Owners (non-taxi industry) will be more likely to raise comments indicating disagreement and want to keep the separate zones. This can be observed in the below table where higher proportions of these groups are making open comments in relation to keeping the zones separated, the 'hot spot' concern and the local area expertise concern. Notably these groups did not raise the rank capacity issue in their open comments to any higher degree than other groups. It's worth noting that of the 'Business Owner' group only 9 of the 25 are not related to the Taxi Industry in some capacity (including as drivers). This would indicate their opinion is not completely orientated as a non-taxi industry business owner.

Do you have any comments you would like to make about hackney carriage zones? - % of Respondents					
Respondent Group	Keep the separate zones	Drivers will flock to hot spots	Concern over parking/rank capacity at busy areas	Drivers will not have expertise of local areas	Count of all Respondents
Resident	6.12%	4.59%	7.65%	8.16%	196
Taxi driver (Hackney Carriage)	16.06%	13.99%	4.66%	13.99%	193
Taxi driver (Private Hire Vehicle)	3.97%	1.66%	3.64%	1.66%	302
Private hire company operator	6.49%	6.49%	6.49%	6.49%	77
Taxi trade organisation	0.00%	9.09%	18.18%	13.64%	22
Business owner or representative (other than taxi industry)	16.00%	16.00%	8.00%	28.00%	25
Charity or community group representative	0.00%	0.00%	20.00%	20.00%	5
Councillor or MP	7.69%	7.69%	7.69%	7.69%	13
Other (please specify)	5.00%	5.00%	5.00%	5.00%	20

The open comments have also been accessed based on the area's taxi/minicab drivers are licensed within. The first table below lists themes raised which would indicate disagreement with the policy. Here its clear drivers licensed in Wycombe are likely to raise comments regarding the 'hot spot' issue and rank capacity, more so than other areas. This indicates these drivers particularly feel rank capacity is already stretched and believe drivers from the other three areas will flock to Wycombe, taking their business. Drivers licensed in Chiltern and South Bucks are slightly more likely to raise the local expertise issue.

Do you have any comments you would like to make about hackney carriage zones?					
Taxi/Minicab Driver – Area Licensed By	Keep the separate zones	Drivers will flock to hot spots	Concern over parking/rank capacity at busy areas	Drivers will not have expertise of local areas	Count of Respondents
Aylesbury Vale	6.23%	4.15%	4.84%	4.50%	289
Chiltern	13.59%	8.74%	6.80%	11.65%	103
South Bucks	13.79%	3.45%	3.45%	10.34%	29
Wycombe	12.90%	16.13%	10.75%	7.53%	93
Not applicable	2.67%	10.67%	6.67%	10.67%	75

The second table which is listed below examines notable themes raised which would indicate agreement with the policy. What's notable here is that drivers from South Bucks are more likely to raise comments citing reasons for agreement with the proposal.

Do you have any comments you would like to make about hackney carriage zones?			
Taxi/Minicab Driver – Area Licensed By	One zone is a good idea	Equilibrium across county is good	Count of Respondents
Aylesbury Vale	4.15%	3.81%	289
Chiltern	3.88%	1.94%	103
South Bucks	13.79%	10.34%	29
Wycombe	4.30%	0.00%	93
Not applicable	5.33%	4.00%	75

Wheelchair access

Question 5 – Do you agree or disagree with this proposal?

Having been presented a summary of the wheelchair proposal within the policy respondents are asked to what extent they agree with the proposal with a Likert scale response. This starts from 'Strongly disagree' through to 'Strongly agree' with an option to outline they aren't sure, or they can skip the question. 633 respondents answered this question.

Overall summary of responses:

The below table indicates overall respondents tend to disagree with this policy, the difference between agreement and disagreement is 6%.

Do you agree or disagree? - Wheelchair n=633	
Overall Response	% of Response
Strongly agree	16.59%
Agree	18.96%
Neither agree nor disagree	18.96%
Disagree	18.17%
Strongly disagree	23.22%
I'm not sure	4.11%
Total Count of Respondents	633

Differences in respondent group

Respondent Type

When examining how different respondent groups have answered numerous differences are observed. Residents are split on agreement and disagreement. Hackney Carriage drivers are the only group in agreement with the policy with a difference of 4%. All other notable groups are in clear disagreement with the policy.

Do you agree or disagree? - Wheelchair n = 849 (Respondent Group)							
Respondent Group	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I'm not sure	Total Count of Respondents
Residents	20.51%	18.97%	20.00%	13.33%	24.10%	3.08%	195
Taxi driver (Hackney Carriage)	19.79%	22.92%	15.10%	15.63%	22.40%	4.17%	192
Taxi driver (Private Hire Vehicle)	15.33%	16.33%	19.33%	21.67%	23.00%	4.33%	300
Private hire company operator	14.29%	19.48%	23.38%	11.69%	27.27%	3.90%	77
Taxi trade organisation	9.09%	13.64%	22.73%	13.64%	36.36%	4.55%	22
Business owner or representative (other than taxi industry)	8.00%	8.00%	20.00%	28.00%	32.00%	4.00%	25
Charity or community group representative	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	5
Councillor or MP	30.77%	7.69%	30.77%	15.38%	15.38%	0.00%	13
Other (please specify)	20.00%	30.00%	20.00%	15.00%	10.00%	5.00%	20

Taxi/Minicab Driver – Area Licensed By

When examining different areas, drivers from Aylesbury Vale and Wycombe are in clear disagreement with the policy. Drivers licensed in Chiltern and South Bucks are more split between agreement and disagreement.

Do you agree or disagree? - Wheelchair n=587 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Strongly agree	14.24%	25.24%	17.24%	11.96%	24.00%
Agree	20.49%	16.50%	17.24%	18.48%	21.33%
Neither agree nor disagree	17.01%	12.62%	24.14%	18.48%	21.33%
Disagree	18.75%	18.45%	17.24%	19.57%	16.00%
Strongly disagree	23.26%	20.39%	20.69%	29.35%	17.33%
I'm not sure	6.25%	6.80%	3.45%	2.17%	0.00%
Total Count of Respondents	288	103	29	92	75

Respondent is disabled or has long term health condition

Respondents who are disabled or have a long-term health condition indicated in the below table that they are very likely to agree with the policy. It's of note that a high proportion (29.4%) have indicated they neither agree nor disagree. Those who are not disabled or have a LTHC are likely to disagree with the proposal.

Do you agree or disagree? - Wheelchair n=633 (Disability/LTHC)				
Respondent is Disabled or has Long Term Health Condition	I'm not sure	No	Yes	Not Answered
Strongly agree	12.50%	16.64%	17.65%	16.67%
Agree	6.25%	17.92%	26.47%	33.33%
Neither agree nor disagree	25.00%	17.92%	29.41%	22.22%
Disagree	18.75%	18.65%	11.76%	16.67%
Strongly disagree	12.50%	25.41%	5.88%	11.11%
I'm not sure	25.00%	3.47%	8.82%	0.00%
Total Count of Respondents	16	547	34	36

English is respondent's 1st language

The below table indicates that respondents whose 1st language is English are more likely to agree with the policy versus those whose 1st language is not English.

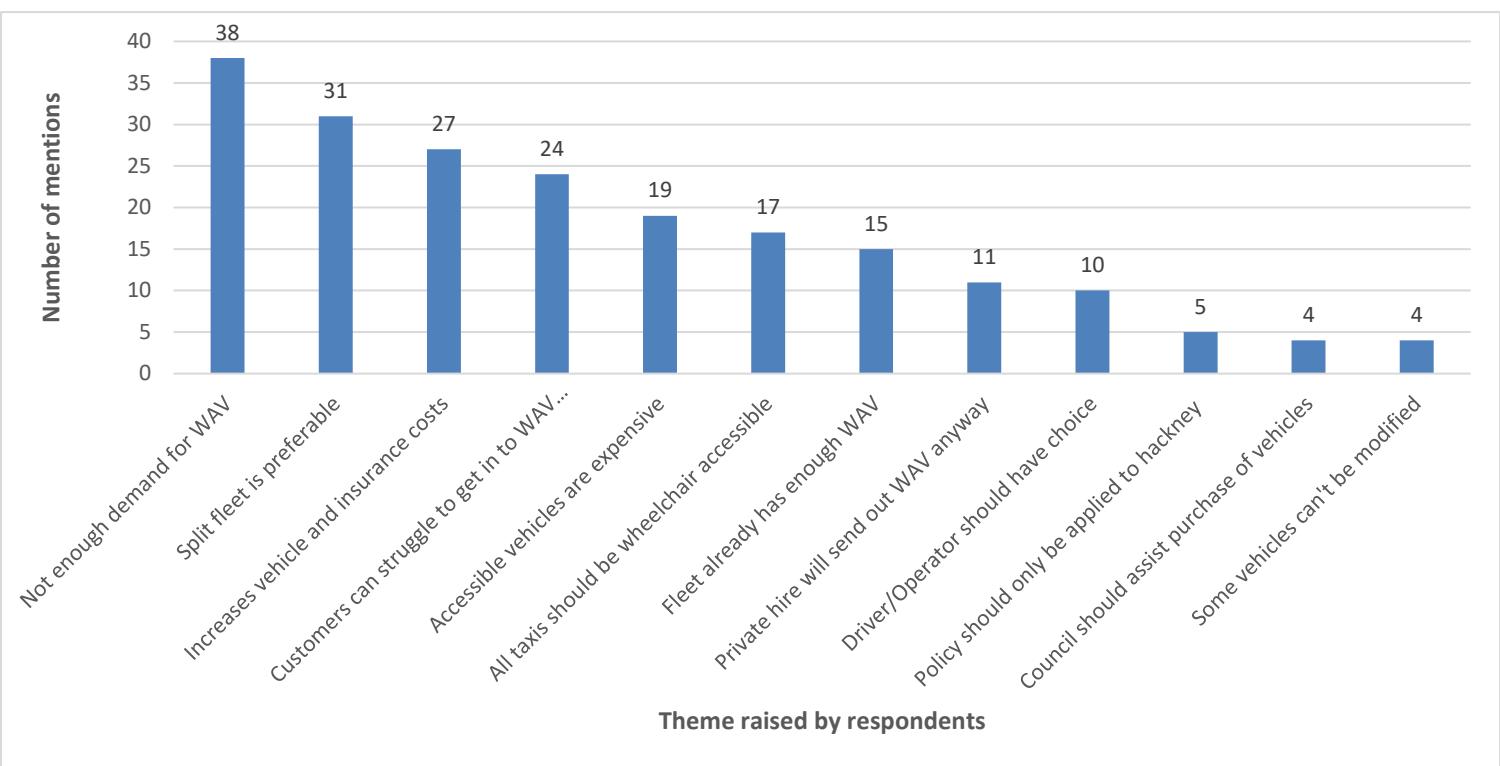
Do you agree or disagree? - Wheelchair n=633 (English 1st)			
English is respondent's 1st language	No	Yes	Not Answered
Strongly agree	11.68%	21.86%	9.68%
Agree	19.59%	16.08%	41.94%
Neither agree nor disagree	18.90%	18.65%	22.58%
Disagree	20.96%	16.08%	12.90%
Strongly disagree	22.68%	24.76%	12.90%
I'm not sure	6.19%	2.57%	0.00%
Total Count of Respondents	291	311	31

Question 6 – Do you have any comment you would like to make about wheelchair access?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to why respondents agree or disagree with the proposal. 204 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- Not enough demand for wheelchair accessible vehicles – 38 mentions
- Split fleet is preferable (mix of wheelchair access and non) – 31 mentions
- Increases vehicle costs dramatically – 27 mentions
- Customers do not like 'larger' cars and can struggle to get in – 24 mentions



Verbatim

Not enough demand for wheelchair accessible vehicles

"At the moment there is not the demand for more disabled vehicles. If demand is getting met it should stay as it is"

"Taxis need to cater for all types of passengers, but wheelchair users are not the highest number of passengers. We don't need all taxis to be wheelchair accessible."

Split fleet is preferable (mix of wheelchair access and non)

"We feel that a mix fleet is the only suitable way of providing a good service for all different individuals, as there is a limited requirement on the rank for wheelchair accessible vehicles, these are more appropriate in a private hire setting where they can be called as and when required."

"The cost between a disabled and non-disabled vehicle is significant and with the impact of COVID the trade is dead and will be more the foreseeable future. I feel a percentage of the total fleet being WAV is more than sufficient to user demand"

Increases vehicle costs dramatically

"Modifications for wheelchair access to vehicles add a high cost to the Operator/Owner."

While having wheelchair accessible vehicles is vitally important. Having to make all new vehicles wheelchair accessible is not practical. The cost of the vehicles is very expensive compared to other vehicles”

Customers do not like 'larger' cars and can struggle to get in

“I prefer the normal cars as more comfortable so many times call a taxi and these big vans turn up and sometimes, they are high and difficult getting in and out”

Vehicle age

Question 7 – Do you agree or disagree with this proposal?

Having been presented a summary of the Vehicle Age proposal within the policy respondents are asked to what extent they agree with the proposal with a Likert scale response. This starts from ‘Strongly disagree’ through to ‘Strongly agree’ with an option to outline they aren’t sure, or they can skip the question. 634 respondents answered this question.

Overall summary of responses

The below table indicates a clear majority of respondents (65.3%) disagree with this aspect of the policy.

Do you agree or disagree? - Vehicle Age n=634	
Overall Response	% of Response
Strongly agree	10.57%
Agree	14.20%
Neither agree nor disagree	8.20%
Disagree	15.62%
Strongly disagree	49.68%
I'm not sure	1.74%
Total Count of Respondents	634

Differences in respondent group

Respondent Type

On examining the information in the below table, it’s clear that all groups disagree with the policy with no real notable differences between the groups.

Do you agree or disagree? - Vehicle Age n = 851 (Respondent Group)							
Respondent Group	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I'm not sure	Total Count of Respondents
Residents	14.43%	10.82%	11.34%	11.34%	48.97%	3.09%	194
Taxi driver (Hackney Carriage)	8.29%	12.95%	5.70%	17.10%	54.92%	1.04%	193
Taxi driver (Private Hire Vehicle)	7.62%	17.55%	4.64%	18.87%	50.33%	0.99%	302
Private hire company operator	9.09%	23.38%	7.79%	15.58%	42.86%	1.30%	77
Taxi trade organisation	0.00%	18.18%	4.55%	22.73%	54.55%	0.00%	22
Business owner or representative (other than taxi industry)	4.00%	12.00%	4.00%	20.00%	52.00%	8.00%	25
Charity or community group representative	0.00%	20.00%	20.00%	20.00%	40.00%	0.00%	5
Councillor or MP	15.38%	15.38%	15.38%	7.69%	38.46%	7.69%	13
Other (please specify)	0.00%	30.00%	10.00%	15.00%	45.00%	0.00%	20

Taxi/Minicab Driver – Area Licensed By

The below table indicates regardless of area a driver is licensed within they will disagree with the proposal. A notable insight is that drivers licensed in Wycombe have the least extend of disagreement among the four areas.

Do you agree or disagree? - Vehicle Age n=588 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Strongly agree	7.27%	7.77%	3.45%	13.98%	16.22%
Agree	14.53%	6.80%	31.03%	20.43%	18.92%
Neither agree nor disagree	6.92%	0.97%	3.45%	13.98%	12.16%
Disagree	17.99%	13.59%	27.59%	11.83%	12.16%
Strongly disagree	50.52%	68.93%	31.03%	36.56%	40.54%
I'm not sure	2.77%	1.94%	3.45%	3.23%	0.00%
Total Count of Respondents	289	103	29	93	74

Respondent is disabled or has long term health condition

Despite overall disagreement and across most groups, the table below raises a notable insight that respondents who are Disabled or have a LTHC are much more likely to agree with the proposal. The difference between agreement and disagreement is 21%.

Do you agree or disagree? - Vehicle Age n=634 (Disability/LTHC)				
Respondent is Disabled or has Long Term Health Condition	I'm not sure	No	Yes	Not Answered
Strongly agree	23.53%	9.49%	20.59%	11.43%
Agree	5.88%	14.60%	26.47%	0.00%
Neither agree nor disagree	5.88%	8.03%	14.71%	5.71%
Disagree	23.53%	16.42%	5.88%	8.57%
Strongly disagree	41.18%	50.18%	20.59%	74.29%
I'm not sure	0.00%	1.28%	11.76%	0.00%
Total Count of Respondents	17	548	34	35

English is respondent's 1st language

The below table indicates that respondents whose 1st language is English are more likely to agree with the proposal than those whose 1st language is not English.

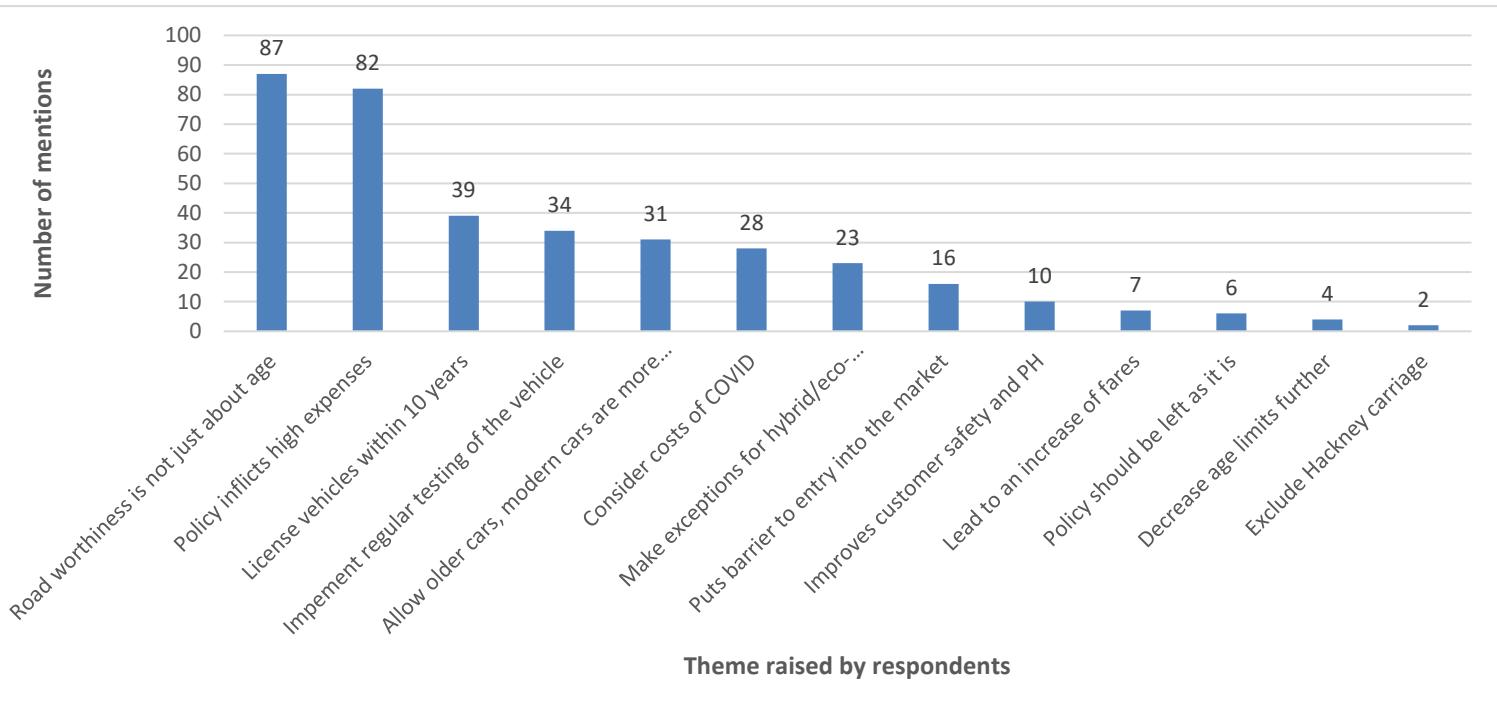
Do you agree or disagree? - Vehicle Age n=634 (English 1st)			
English is respondent's 1st language	No	Yes	Not Answered
Strongly agree	7.85%	13.18%	10.00%
Agree	11.60%	18.01%	0.00%
Neither agree nor disagree	5.46%	10.93%	6.67%
Disagree	21.50%	11.58%	0.00%
Strongly disagree	52.56%	43.73%	83.33%
I'm not sure	1.02%	2.57%	0.00%
Total Count of Respondents	293	311	30

Question 8 – Do you have any comments you would like to make about vehicle age limit?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to why respondents agree or disagree with the proposal. 280 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- Road worthiness is not just about age– 87 mentions
- Policy will inflict high expenses, not feasible to meet– 82 mentions
- Vehicles within 10-year range should be able to be licensed– 27 mentions



Verbatim

Road worthiness is not just about age

"Regular testing should still take place on the licenced vehicles to ensure road worthiness. A car of 3 years old may still fail a MOT due to the way it has been driven and mileage undertaken"

"It is more important that the vehicles be properly maintained. Age as such does not really matter."

Policy will inflict high expenses, not feasible to meet

"Nobody can afford to buy less than 5 years old vehicles. Due to COVID-19 and financial reasons it's very difficult to buy vehicles less than 5 years old."

"It's very expensive to buy a vehicle which is under five years old and there isn't much work at this time it will affect majority of people in trade and they will not be able to work because they will not have buying power especially in this pandemic. If a vehicle pass fitness test it's age should not matter"

Vehicles within 10-year range should be able to be newly licensed

"10 year rule should exist only. If the car is in good condition it should only be licenced up to 10 years max."

"Cars that are over 5 years old are perfectly capable of being a licensed first time Taxi. The standard of cars made say in the last 10 years is extremely high."

Vehicle emissions

Question 9 – Do you agree or disagree with this proposal?

Having been presented a summary of the Vehicle Emissions proposal within the policy respondents are asked to what extent they agree with the proposal with a Likert scale response. This starts from ‘Strongly disagree’ through to ‘Strongly agree’ with an option to outline they aren’t sure, or they can skip the question. 632 respondents answered this question.

Overall summary of responses

The below table indicates that overall, respondents disagreed with this proposal by 8.9% more than they agreed with the proposal.

Do you agree or disagree? - Vehicle Emissions n=632	
Overall Response	% of Response
Strongly agree	12.34%
Agree	22.15%
Neither agree nor disagree	16.30%
Disagree	15.66%
Strongly disagree	27.69%
I'm not sure	5.85%
Total Count of Respondents	632

Differences in respondent group

Respondent Type

The below table indicates that most groups generally disagree with the proposal in line with the overall breakdown. The only notable insights are that Hackney Carriage drivers are even more likely to disagree with the proposal and among the 13 Councillors/MPs that responded, they are inclined to agree with the proposal.

Do you agree or disagree? - Vehicle Emissions n = 846 (Respondent Group)							
Respondent Group	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I'm not sure	Total Count of Respondents
Residents	17.71%	16.67%	14.58%	15.63%	29.17%	6.25%	192
Taxi driver (Hackney Carriage)	7.29%	17.19%	18.23%	19.27%	32.29%	5.73%	192
Taxi driver (Private Hire Vehicle)	10.63%	28.24%	14.62%	16.61%	26.25%	3.65%	301
Private hire company operator	13.16%	25.00%	15.79%	15.79%	27.63%	2.63%	76
Taxi trade organisation	9.09%	36.36%	4.55%	18.18%	31.82%	0.00%	22

Business owner or representative (other than taxi industry)	16.00%	24.00%	8.00%	24.00%	20.00%	8.00%	25
Charity or community group representative	0.00%	40.00%	20.00%	40.00%	0.00%	0.00%	5
Councillor or MP	38.46%	7.69%	15.38%	15.38%	15.38%	7.69%	13
Other (please specify)	0.00%	35.00%	30.00%	10.00%	25.00%	0.00%	20

Taxi/Minicab Driver – Area Licensed By

The table below indicates large differences between the four licensing areas. Drivers from Chiltern are most likely to disagree with the policy (17 of these respondents appear to be copied answers and also please note the high proportion of Hackney Carriage driver respondents from Chiltern). Aylesbury Vale are also likely to disagree but to a lesser extent. South Bucks and Wycombe are both likely to agree with the proposal, particularly South Bucks.

Do you agree or disagree? - Vehicle Emissions n=586 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Strongly agree	9.00%	7.77%	6.90%	11.96%	32.88%
Agree	24.22%	11.65%	41.38%	28.26%	26.03%
Neither agree nor disagree	14.53%	13.59%	13.79%	20.65%	17.81%
Disagree	18.34%	19.42%	6.90%	8.70%	12.33%
Strongly disagree	26.30%	43.69%	20.69%	22.83%	6.85%
I'm not sure	7.61%	3.88%	10.34%	7.61%	4.11%
Total Count of Respondents	289	103	29	92	73

Respondent is disabled or has long term health condition

The below table highlights a notable insight. Respondents who are disabled or have a LTHC are more likely to agree with the policy. Only 14.7% of these respondents disagree with the policy.

Do you agree or disagree? - Vehicle Emissions n=632 (Disability/LTHC)				
Respondent is Disabled or has Long Term Health Condition	I'm not sure	No	Yes	Not Answered
Strongly agree	23.53%	12.09%	17.65%	5.71%
Agree	17.65%	22.16%	38.24%	8.57%
Neither agree nor disagree	5.88%	17.77%	8.82%	5.71%
Disagree	29.41%	16.48%	5.88%	5.71%
Strongly disagree	11.76%	26.37%	8.82%	74.29%
I'm not sure	11.76%	5.13%	20.59%	0.00%
Total Count of Respondents	17	546	34	35

English is respondent's 1st language

Respondents whose 1st language is English are split on agreement and disagreement of this policy. This means they are also more likely to agree with this policy than respondent whose 1st language is not English.

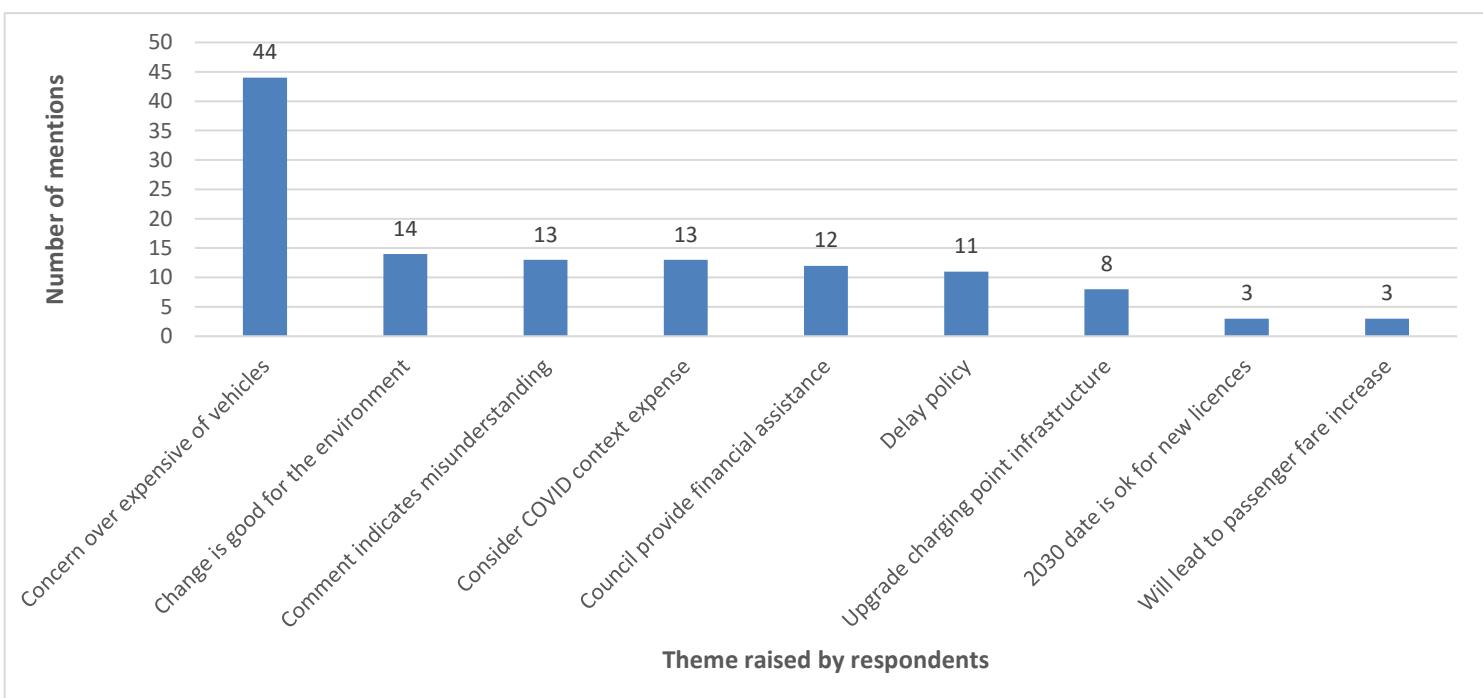
Do you agree or disagree? - Vehicle Emissions n=632 (English 1st)			
English is respondent's 1st language	No	Yes	Not Answered
Strongly agree	7.88%	17.42%	3.33%
Agree	23.63%	22.26%	6.67%
Neither agree nor disagree	17.81%	15.48%	10.00%
Disagree	19.52%	13.23%	3.33%
Strongly disagree	25.34%	25.16%	76.67%
I'm not sure	5.82%	6.45%	0.00%
Total Count of Respondents	292	310	30

Question 10 – Do you have any comments you would like to make about vehicle emissions?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to why respondents agree or disagree with the proposal. 186 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- Concern over expensive of low emission vehicles –44 mentions
- Change is good for the environment – 14 mentions
- Comment indicates misunderstanding of policy – 13 mentions



Verbatim

Concern over expensive of low emission vehicles

"This policy will mean huge financial burden on drivers when buying a vehicle within this pandemic. Income is already low for drivers and to buy a new vehicle that's meets euro 5 standard is unfair currently. Proposal should be delayed until 2023 to give some time for drivers to adjust."

"These vehicles are far too expensive, and the current climate should be taken into consideration."

Change is good for the environment

"It is important to reduce the level of vehicle emissions to zero as soon as possible."

Comment indicates misunderstanding of policy

New licences after 2030 is okay but vehicles previously licensed should be allowed to continue until the period of 5 years is reached" – Respondent misunderstands that previously licensed vehicles will be allowed to continue.

"Current cars should be able to run their term. Fully electrical cars are expensive and not available" – Indicates respondent believes previously licensed vehicles won't be allowed to continue and electric cars will be required soon, rather than 2030.

CCTV

Question 11 – Do you agree or disagree with this proposal?

Having been presented a summary of the CCTV proposal within the policy respondents are asked to what extent they agree with the proposal with a Likert scale response. This starts from 'Strongly disagree' through to 'Strongly agree' with an option to outline they aren't sure, or they can skip the question. 634 respondents answered this question.

Overall summary of responses

The below table indicates that overall, respondents agreed with this proposal by 14.4% more than they disagreed with the proposal.

Do you agree or disagree? - CCTV n=634	
Overall Response	% of Response
Strongly agree	23.82%
Agree	24.61%
Neither agree nor disagree	14.51%
Disagree	11.36%
Strongly disagree	22.71%
I'm not sure	3.00%
Total Count of Respondents	634

Differences in respondent group

Respondent Type

On examining the below table it's concluded that most groups agree with the proposal. The notable insight comes from two groups, Hackney Carriage drivers and Private Hire Company Operators who seem to be split on the decision with equal amounts of agreement and disagreement.

Do you agree or disagree? - CCTV n = 851 (Respondent Group)							
Respondent Group	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I'm not sure	Total Count of Respondents
Residents	28.21%	22.05%	13.85%	11.28%	21.54%	3.08%	195
Taxi driver (Hackney Carriage)	18.75%	20.83%	16.15%	14.06%	26.56%	3.65%	192
Taxi driver (Private Hire Vehicle)	25.17%	25.83%	14.57%	12.25%	19.54%	2.65%	302
Private hire company operator	19.48%	23.38%	12.99%	16.88%	25.97%	1.30%	77
Taxi trade organisation	18.18%	45.45%	9.09%	4.55%	22.73%	0.00%	22
Business owner or representative (other than taxi industry)	16.00%	28.00%	20.00%	12.00%	20.00%	4.00%	25
Charity or community group representative	0.00%	80.00%	0.00%	20.00%	0.00%	0.00%	5
Councillor or MP	30.77%	23.08%	15.38%	15.38%	0.00%	15.38%	13
Other (please specify)	20.00%	35.00%	5.00%	5.00%	35.00%	0.00%	20

Taxi/Minicab Driver – Area Licensed By

The below table outlines some notable differences in agreement with the policy between drivers licensed in different areas. Aylesbury Vale and South Bucks drivers agree with the policy. Drivers licensed in Wycombe are split on the decision with equal amounts of agreement and disagreement. Chiltern drivers disagree with the policy (16 of these respondents appear to be copied answers).

Do you agree or disagree? - CCTV n=588 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Strongly agree	27.34%	10.78%	24.14%	25.81%	29.33%
Agree	26.30%	23.53%	17.24%	15.05%	28.00%
Neither agree nor disagree	15.22%	11.76%	31.03%	17.20%	8.00%
Disagree	10.73%	10.78%	10.34%	13.98%	14.67%
Strongly disagree	15.22%	40.20%	13.79%	26.88%	18.67%
I'm not sure	5.19%	2.94%	3.45%	1.08%	1.33%
Total Count of Respondents	289	102	29	93	75

Respondent is disabled or has long term health condition

If a respondent has outlined that they have a Disability or LTHC they are more likely to agree with the proposal by 23.1%. Very few of these respondents disagreed with the proposal (5.9%).

Do you agree or disagree? - CCTV n=634 (Disability/LTHC)				
Respondent is Disabled or has Long Term Health Condition	I'm not sure	No	Yes	Not Answered
Strongly agree	35.29%	21.17%	26.47%	57.14%
Agree	35.29%	23.36%	41.18%	22.86%
Neither agree nor disagree	11.76%	14.78%	20.59%	5.71%
Disagree	5.88%	12.41%	2.94%	5.71%
Strongly disagree	5.88%	25.36%	2.94%	8.57%
I'm not sure	5.88%	2.92%	5.88%	0.00%
Total Count of Respondents	17	548	34	35

English is respondent's 1st language

Respondents whose 1st language is not English are more likely to agree with the proposal by (5.7%).

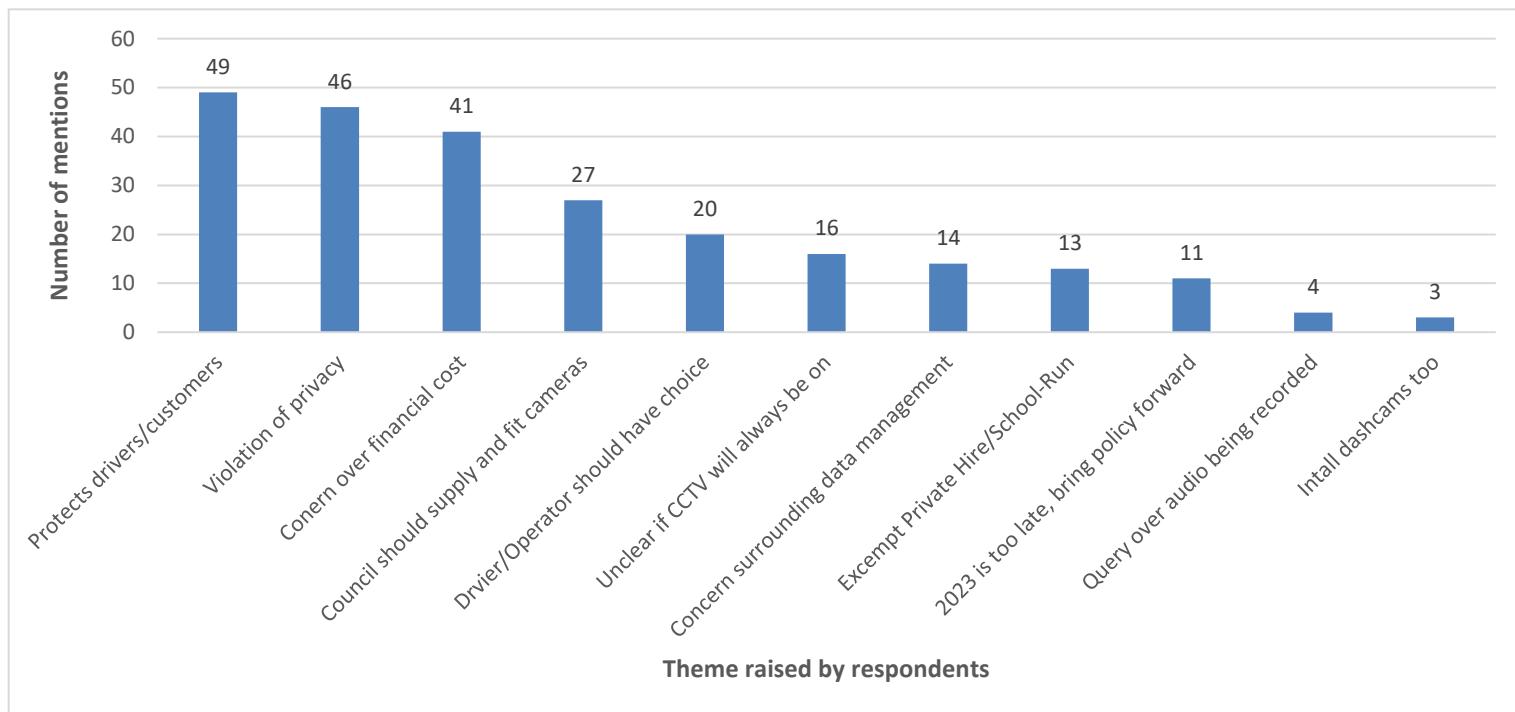
Do you agree or disagree? - CCTV n=634 (English 1st)			
English is respondent's 1st language	No	Yes	Not Answered
Strongly agree	19.86%	24.04%	60.00%
Agree	29.79%	19.87%	23.33%
Neither agree nor disagree	15.07%	15.06%	3.33%
Disagree	11.30%	12.18%	3.33%
Strongly disagree	20.21%	26.28%	10.00%
I'm not sure	3.77%	2.56%	0.00%
Total Count of Respondents	292	312	30

Question 12 – Do you have any comments you would like to make about CCTV in vehicles?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to why respondents agree or disagree with the proposal. 237 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- Protects drivers and customers - improving safety – 49 mentions
- Violation of privacy – 46 mentions
- Concern over financial cost – 41 mentions



Verbatim

Protects drivers and customers - improving safety

"Taxi drivers are open target, this will safeguard the driver and passenger"

"This would benefit the driver especially in an enquiry and also when faced with missed fare."

Violation of privacy

"This proposal invades the privacy of drivers and genuine customers alike, especially drivers as they spend the majority of their time in the cabs."

"It will really compromise driver's privacy as no one wants to be watched and monitored all the time even when they are not working"

Concern over financial cost

"CCTV equipment is expensive to buy and install, if the licensing authorities feel it should be a compulsory requirement they should supply and fit CCTV and not add to the additional cost that will burden the drivers."

"Who will pay for this? If it is the taxi owner or operator, then yet another cost will be added which must impact fares."

English Language Test

Question 13 – Do you agree or disagree with this proposal?

Having been presented a summary of the English Language Test proposal within the policy respondents are asked to what extent they agree with the proposal with a Likert scale response. This starts from 'Strongly disagree' through to 'Strongly agree' with an option to outline they aren't sure, or they can skip the question. 635 respondents answered this question.

Overall summary of responses

The below table indicates that overall respondents disagree with this proposal. 8.5% more respondents outlined they disagreed over agreed.

Do you agree or disagree? - Language Test n=635	
Overall Response	% of Response
Strongly agree	23.78%
Agree	17.32%
Neither agree nor disagree	8.03%
Disagree	10.71%
Strongly disagree	38.90%
I'm not sure	1.26%
Total Count of Respondents	635

Differences in respondent group

Respondent Type

The below table indicates that group differences were minimal. Residents that agree are more likely to strongly agree showing strong sentiment in their view. Taxi trade organisations and Business owners/representative (non-taxi industry) were the only groups who were more likely to agree than disagree with the proposal.

Do you agree or disagree? - Language Test n = 852 (Respondent Group)							
Respondent Group	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I'm not sure	Total Count of Respondents
Residents	29.23%	12.82%	7.69%	6.67%	42.56%	1.03%	195
Taxi driver (Hackney Carriage)	19.17%	19.69%	6.74%	16.06%	36.27%	2.07%	193
Taxi driver (Private Hire Vehicle)	21.52%	16.56%	7.28%	9.27%	44.37%	0.99%	302
Private hire company operator	20.78%	18.18%	10.39%	12.99%	36.36%	1.30%	77
Taxi trade organisation	13.64%	36.36%	4.55%	18.18%	27.27%	0.00%	22
Business owner or representative (other than taxi industry)	36.00%	24.00%	4.00%	12.00%	24.00%	0.00%	25
Charity or community group representative	20.00%	0.00%	20.00%	40.00%	20.00%	0.00%	5
Councillor or MP	38.46%	15.38%	15.38%	15.38%	15.38%	0.00%	13
Other (please specify)	20.00%	35.00%	5.00%	10.00%	30.00%	0.00%	20

Taxi/Minicab Driver – Area Licensed By

When observing how drivers licensed in different areas responded it's clear Aylesbury Vale and Chiltern (18 Chiltern respondents appear to be copied answers) disagree with the proposal. Wycombe are more split on the decision while South Bucks drivers agree with the proposal.

Do you agree or disagree? - Language Test n=589 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Strongly agree	20.42%	14.56%	41.38%	26.88%	41.33%
Agree	13.15%	23.30%	31.03%	17.20%	20.00%
Neither agree nor disagree	6.92%	8.74%	3.45%	8.60%	8.00%
Disagree	11.07%	12.62%	3.45%	11.83%	14.67%
Strongly disagree	46.37%	37.86%	17.24%	34.41%	16.00%
I'm not sure	2.08%	2.91%	3.45%	1.08%	0.00%
Total Count of Respondents	289	103	29	93	75

Respondent is disabled or has long term health condition

Respondents who have outlined they are disabled or have a LTHC are more likely to agree with the proposal while respondents who are not disabled or have a LTHC are more likely to disagree.

Do you agree or disagree? - Language Test n=635 (Disability/LTHC)				
Respondent is Disabled or has Long Term Health Condition	I'm not sure	No	Yes	Not Answered
Strongly agree	29.41%	22.77%	55.88%	5.71%
Agree	17.65%	17.49%	20.59%	11.43%
Neither agree nor disagree	5.88%	8.38%	2.94%	8.57%
Disagree	17.65%	10.93%	8.82%	5.71%
Strongly disagree	23.53%	39.53%	5.88%	68.57%
I'm not sure	5.88%	0.91%	5.88%	0.00%
Total Count of Respondents	17	549	34	35

English is respondent's 1st language

Respondents whose 1st language is English are more likely to agree with the proposal while respondents whose 1st language is not English are more likely to disagree.

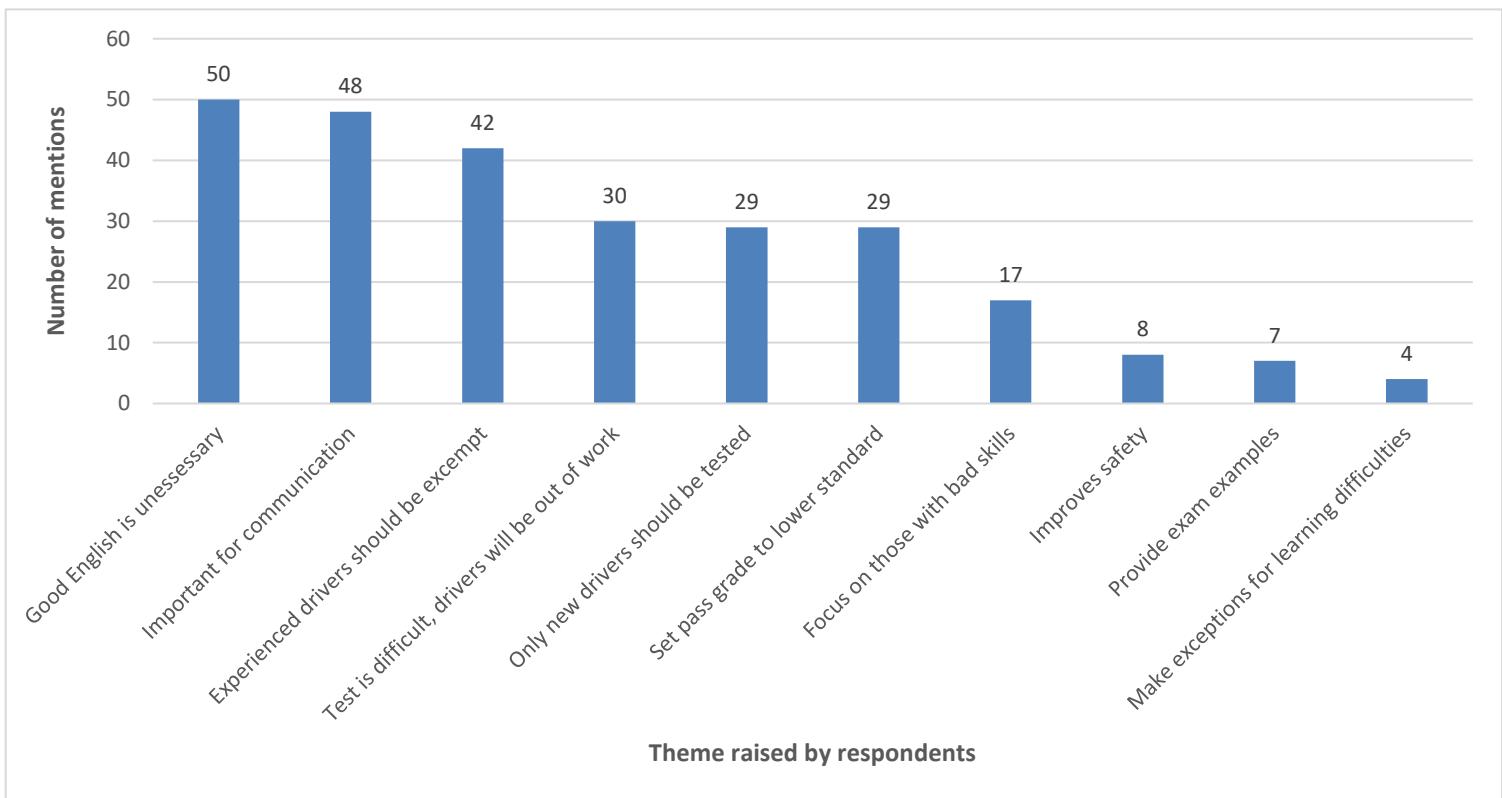
Do you agree or disagree? - Language Test n=635 (English 1st)			
English is respondent's 1st language	No	Yes	Not Answered
Strongly agree	15.02%	33.97%	3.33%
Agree	18.77%	16.67%	10.00%
Neither agree nor disagree	8.87%	7.69%	3.33%
Disagree	13.65%	8.65%	3.33%
Strongly disagree	41.98%	32.05%	80.00%
I'm not sure	1.71%	0.96%	0.00%
Total Count of Respondents	293	312	30

Question 14 – Do you have any comments you would like to make about English Language testing?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to why respondents agree or disagree with the proposal. 253 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- English is not an important factor in completing the job - communication requirements are limited – 50 mentions
- Important for drivers and passengers to be able to communicate – 48 mentions
- Experienced drivers should be exempt from testing – 42 mentions



Verbatim

English is not an important factor in completing the job - communication requirements are limited

"English is not an important factor when undertaking the job. All drivers are able to communicate well enough to do the job."

"There are many people that can and have been providing excellent services without doing the test."

Important for drivers and passengers to be able to communicate

"The ability to communicate in English is a vital requirement for our industry on the basis of the very nature of the role, transporting predominantly English-speaking people."

"Passengers must feel confident that they can express their wishes confidently and that they will be understood. There could be a potential safety issue if a customer falls unwell etc."

Experienced drivers should be exempt from testing

"I feel that the test is not required at least for existing drivers who have managed to successfully drive their taxis for a number of years with passengers and have been able to communicate with no problems or complaints."

"It would work for new applicants however it would be unfair for the existing drivers as they have been in the business for decades and have done really well, which shows they are suitable for the job"

Safeguarding training

Question 15 – Do you agree or disagree with this proposal?

Having been presented a summary of the Safeguarding proposal within the policy respondents are asked to what extent they agree with the proposal with a Likert scale response. This starts from 'Strongly disagree' through to 'Strongly agree' with an option to outline they aren't sure, or they can skip the question. 634 respondents answered this question.

Overall summary of responses

The below table outlines that most respondents agree with this proposal.

Do you agree or disagree? - Safeguarding n=634	
Overall Response	% of Response
Strongly agree	30.28%
Agree	35.17%
Neither agree nor disagree	13.25%
Disagree	8.20%
Strongly disagree	11.04%
I'm not sure	2.05%
Total Count of Respondents	634

Differences in respondent group

Respondent Type

When broken down into respondent types it's observed that respondents from all notable groups are likely to agree with the proposal. Councillor's or MP's could be an exception with split between agreement and disagreement but it's important to note the low sample size.

Do you agree or disagree? - Safeguarding n = 850 (Respondent Group)							
Respondent Group	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I'm not sure	Total Count of Respondents
Residents	35.38%	32.31%	14.36%	5.64%	10.26%	2.05%	195
Taxi driver (Hackney Carriage)	28.50%	34.72%	11.40%	12.95%	9.33%	3.11%	193
Taxi driver (Private Hire Vehicle)	28.90%	37.87%	13.29%	6.31%	11.63%	1.99%	301
Private hire company operator	34.21%	34.21%	14.47%	2.63%	11.84%	2.63%	76
Taxi trade organisation	13.64%	36.36%	18.18%	4.55%	22.73%	4.55%	22
Business owner or representative (other than taxi industry)	44.00%	24.00%	8.00%	8.00%	12.00%	4.00%	25
Charity or community group representative	20.00%	20.00%	20.00%	0.00%	20.00%	20.00%	5
Councillor or MP	30.77%	7.69%	7.69%	15.38%	23.08%	15.38%	13
Other (please specify)	5.00%	65.00%	10.00%	0.00%	20.00%	0.00%	20

Taxi/Minicab Driver – Area Licensed By

The below table indicates regardless of the area a driver is licensed within, they will likely agree with the proposal and there are no notable differences between groups.

Do you agree or disagree? - Safeguarding n=588 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Strongly agree	27.34%	32.04%	31.03%	32.61%	42.67%
Agree	37.02%	25.24%	37.93%	36.96%	32.00%
Neither agree nor disagree	10.73%	16.50%	13.79%	14.13%	14.67%
Disagree	8.65%	14.56%	10.34%	7.61%	1.33%
Strongly disagree	13.49%	6.80%	3.45%	7.61%	9.33%
I'm not sure	2.77%	4.85%	3.45%	1.09%	0.00%
Total Count of Respondents	289	103	29	92	75

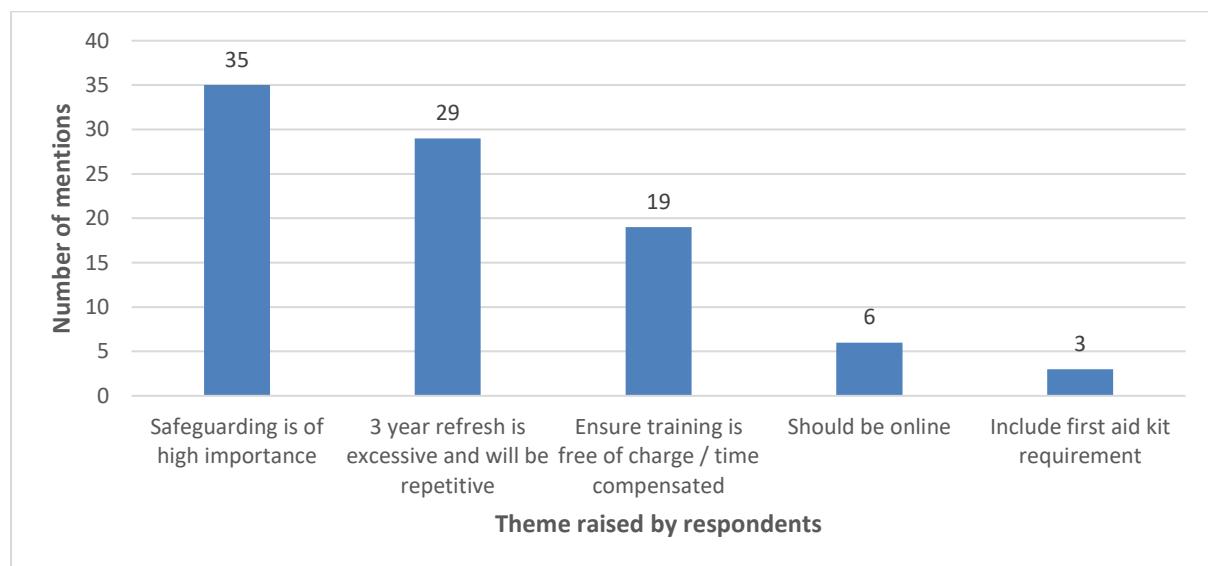
On examining differences between respondents reporting a disability or long-term health condition versus those who do not and respondents whose 1st language is English versus those whose 1st language is not English, there are no notable differences in their response.

Question 16 – Do you have any comments you would like to make about safeguarding training?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to why respondents agree or disagree with the proposal. 162 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- Safeguarding is of high importance – 35 mentions
- 3-year refresh is excessive and will be repetitive – 29 mentions
- Ensure training is free of charge / time compensated – 19 mentions



Verbatim

Safeguarding is of high importance

"Safeguarding covers a wide range of situations and people and the public need to understand that they are safe within the vehicle especially if they have a vulnerability that is either obvious or invisible."

"Safeguarding is of paramount importance, and the Council should provide relevant training and refresher training but in a timely and cost-effective way."

3-year refresh is excessive and will be repetitive

"Agree with safeguarding training before being licensed, but not sure why refresher training is prescribed every 3 years. It should be as and when necessary."

"Unless the material is updated to introduce new information every time the refresher course is attended, I feel it would not be beneficial to the attendee and the resources by the council"

Ensure training is free of charge / time compensated

"It should be online and free to be able to be completed at a convenient time"

"So long as it doesn't cost the drivers, I have no problem with it"

Drug Testing

Question 17 – Do you agree or disagree with this proposal?

Having been presented a summary of the Drug Testing proposal within the policy respondents are asked to what extent they agree with the proposal with a Likert scale response. This starts from 'Strongly disagree' through to 'Strongly agree' with an option to outline they aren't sure, or they can skip the question. 633 respondents answered this question.

Overall summary of responses

The below table outlines that most respondents agree with this proposal.

Do you agree or disagree? - Drug Test n=633	
Overall Response	% of Response
Strongly agree	49.61%
Agree	27.96%
Neither agree nor disagree	10.58%
Disagree	3.00%
Strongly disagree	7.42%
I'm not sure	1.42%
Total Count of Respondents	633

Differences in respondent group

Respondent Type

The below table clearly indicates that all groups agree with the proposal with little difference between each group.

Do you agree or disagree? - Drug Test n = 850 (Respondent Group)

Respondent Group	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	I'm not sure	Total Count of Respondents
Residents	51.55%	24.23%	10.82%	3.61%	7.73%	2.06%	194
Taxi driver (Hackney Carriage)	47.92%	30.73%	8.85%	3.65%	6.25%	2.60%	192
Taxi driver (Private Hire Vehicle)	49.01%	28.15%	9.27%	3.31%	8.61%	1.66%	302
Private hire company operator	49.35%	23.38%	11.69%	3.90%	7.79%	3.90%	77
Taxi trade organisation	31.82%	36.36%	9.09%	0.00%	13.64%	9.09%	22
Business owner or representative (other than taxi industry)	56.00%	28.00%	4.00%	0.00%	8.00%	4.00%	25
Charity or community group representative	60.00%	20.00%	0.00%	0.00%	0.00%	20.00%	5
Councillor or MP	69.23%	15.38%	7.69%	0.00%	0.00%	7.69%	13
Other (please specify)	25.00%	45.00%	20.00%	0.00%	5.00%	5.00%	20

Taxi/Minicab Driver – Area Licensed By

The below table clearly indicates that drivers licensed within all areas agree with the proposal with little difference in agreement between each area.

Do you agree or disagree? - Drug Test n=587 (Area Driver Licensed By)					
Taxi/Minicab Driver – Area Licensed By	Aylesbury Vale	Chiltern	South Bucks	Wycombe	Not applicable
Strongly agree	43.94%	43.69%	62.07%	59.78%	64.86%
Agree	28.37%	33.98%	24.14%	26.09%	21.62%
Neither agree nor disagree	11.07%	13.59%	10.34%	8.70%	5.41%
Disagree	3.81%	0.97%	0.00%	1.09%	2.70%
Strongly disagree	10.38%	4.85%	0.00%	3.26%	5.41%
I'm not sure	2.42%	2.91%	3.45%	1.09%	0.00%
Total Count of Respondents	289	103	29	92	74

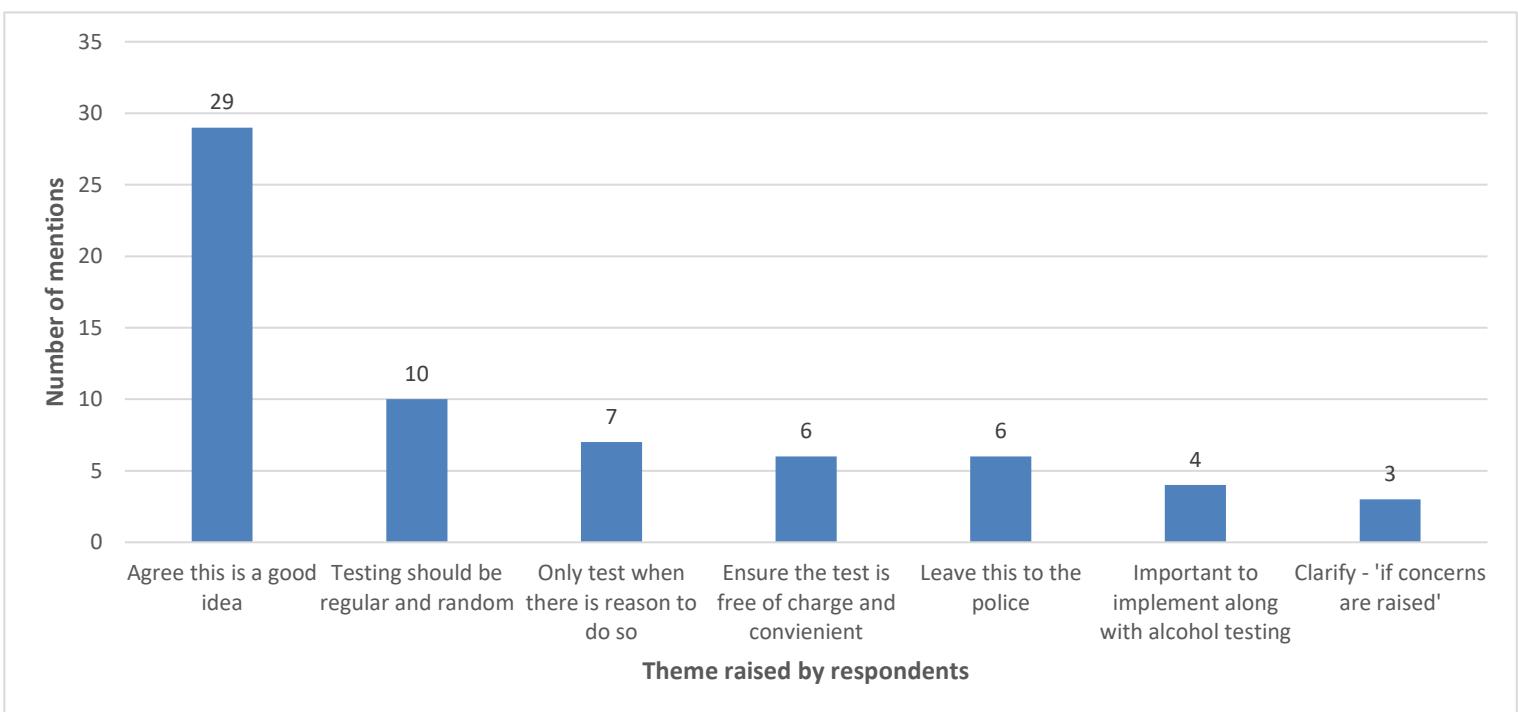
On examining differences between respondents reporting a disability or long-term health condition versus those who do not and respondents whose 1st language is English versus those whose 1st language is not English, there are no notable differences in their response.

Question 18 – Do you have any comments you would like to make about drug testing taxi drivers?

This is an optional question where respondents are given an opportunity to respond with free text. This allows for insight to be obtained to why respondents agree or disagree with the proposal. 116 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- Agree this is a good idea – 29 mentions
- Testing should be regular and random – 10 mentions
- Only test when there is reason to do so – 7 mentions



Verbatim

Agree this is a good idea based on safety

"Drugs affect the way the body and mind react. This could therefore affect the way they drive and as part of that in the way they react to a set of situations that could put the passenger in danger"

Testing should be regular and random

"Good idea in principle but maybe random drug test would be better"

"This should be on a regular basis and with no notification on the spot testing"

Only test when there is reason to do so

"Testing should only be done when there is a genuine concern."

"We commend your approach of "where there are concerns", we have seen in some other regions the suggestion of random drug testing, which is offensive and intrusive"

Any other comments

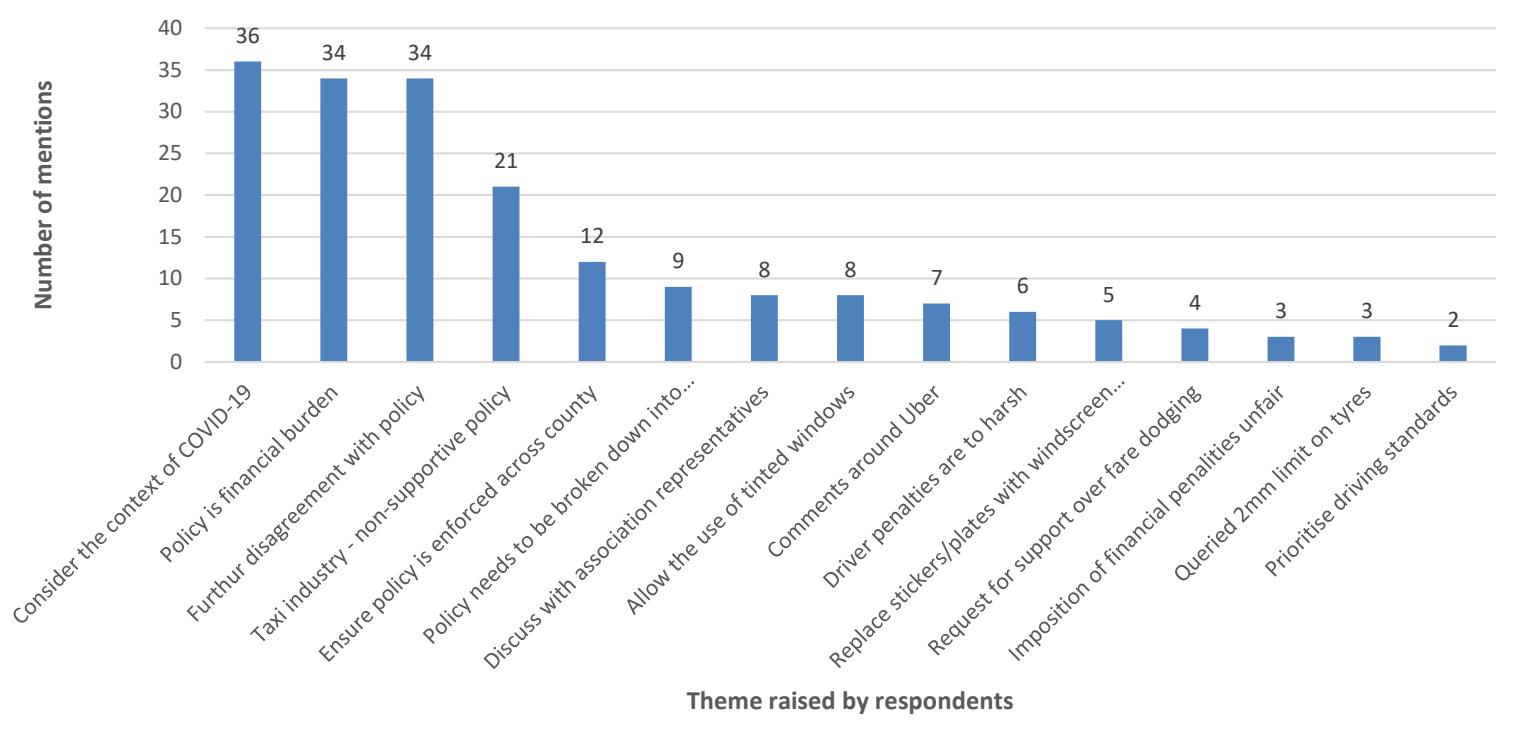
Question 19 – Do you have any other comments about the Taxi Licensing Policy?

This is the final question where respondents are given an opportunity to share any further thoughts and opinions about the policy proposal with a free text response. The purpose of this question is to capture any insight which would be out of context to previous questions but relevant to the policy proposal. 273 respondents have typed a response to this question.

The below chart indicates the most notable themes raised by respondents are:

- Policy needs to be discussed/extended in the context of COVID-19 – 36 mentions
- Policy overall will put financial burden on drivers/operators random – 34 mentions
- Policy does not seem to be fair to taxi driver/operators - non-supportive policy – 21 mentions

The ‘Further disagreement with policy’ theme captures notions which had already been discussed in previous questions. 34 respondents were re-iterating this reason for disagreement but were not providing further insight.



Verbatim

Policy needs to be discussed/extended in the context of COVID-19

"There must be an open discussion meeting after this COVID-19 restrictions involving all the concerned representatives including council, operators, drivers etc before the policy need to be finalised."

"Any changes should not be considered or implemented until after COVID-19 and there is some sense of normality. We do not know the true extent of the damage COVID-19 has had on our trade and until we do it would be unfair for any changes to be made."

Policy overall will put financial burden on drivers/operators random

"I think that before new policy is introduced the trade needs a grace period for the financial recovery of maybe a year as most drivers won't have had much of an income in the last 12 months"

"Council should seek advice to make the policy which is cheap to follow for the drivers. Some changes proposed are nothing more than a sheer expense on the drivers"

"Five year old wheelchair accessible vehicles side access (WAV) costs approximately £20,000 and to only get license for further five years only makes no economic sense for the buyer"

Policy does not seem to be fair to taxi driver/operators - non-supportive policy

"The policy seems very one sided, you have not taken into consideration the drivers or the impact on the trade, you are not about safeguarding the trade but merely adopting policies to close the door on current and new drivers. Its most frustrating that in already challenging times you have added the burden off additional costs on us, varying from CCTV to newer vehicles."

"There are too many changes that are making it difficult for the drivers. We feel that rather than getting support to improve and bring more work in you are trying to force us out of the trade."

Appendices

Appendix 1 – Petition from Wycombe Hackney Carriage Drivers (41 signatures)

Hello,

Please find set out below a petition of the Hackney Carriage drivers who are working in this most difficult time to express their valid concerns and/or objections regarding the proposed changes from current operating zones into becoming a zone free authority.

1. With a single zone Hackney Carriages will focus on the most profitable areas only and therefore the service will be reduced, which could lead to an inconsistent service across the county.
2. It is more environmentally friendly if Hackney Carriages are working and travelling only within a localised area and that are well known to the Hackney Carriage operators and drivers.
3. There is not enough rank space in any of the current zones, which is causing a lot of problems within the Hackney Carriage trade. One can only imagine what could, and probably would, happen at times if we had just the single operating zone as proposed.
4. Probably the most important issue to consider is that the Hackney Carriage operators and drivers have little or no knowledge of other zones thus putting the Hackney Carriage operators and drivers in both a very difficult and precarious situation with them not being aware of the destinations required, more importantly having to rely on using their personal mapping GPS, possibly on their mobile phones. Also puts the Hackney Carriage operators and drivers at risk as they do not know the area into which they are going and any precautions they would need to take.
5. This could mean the Hackney Carriage drivers getting abuse from the customers because of their not knowing where they are going because of not knowing the zones; increased mileage on their meter; making clients miss their appointments i.e courts, hospitals, doctors etc., through a lack off or by not knowing the zone as well as the areas they were previously working in and have worked in for some considerable time. The proposals put forward for the Hackney Carriage trade are very different to private hire operators as they are pre-booked and could possibly lead to the demise of the Hackney Carriage trade itself.

Hackney Carriage Trade Representative:

M. Isaq