



Overview page – key details

Title: Taxi licensing best practice consultation

Open date: 16 September 2024

Close date: 24 November 2024

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Overview

We want to hear the views of the public, our licensees, and other partners on potential changes to the Buckinghamshire Council hackney carriage and private hire licensing policy.

We introduced the first hackney carriage and private hire licensing policy for Buckinghamshire in September 2021. The policy sets out how we regulate taxis (hackney carriage vehicles) and minicabs (private hire vehicles) across Buckinghamshire (excluding Milton Keynes).

[The current hackney carriage and private hire licensing policy \(Buckinghamshire Council website\)](#)

We recognise that most people use the word ‘taxi’ to describe both types of vehicles, so we will use it in that way and only make distinctions between the two where relevant.

Why we want to hear from you

We are committed to reviewing our taxi licensing policy every five years. However, in November 2023 the Department for Transport updated their best practice guidance (BPG) for taxi licensing which differed in some key areas

from our own licensing policy. Because of this we have decided on an early review of our policy. This consultation is part of the review.

The BPG is centred around ensuring public safety, accessibility and high standards for service. Our main priorities are public safety, working effectively with taxi services and reflecting customer needs. Our policy aims to balance the needs of passengers and those of local taxi operators and drivers.

What we have done so far

Following the publication of the government BPG in November 2023, we have held several workshops with stakeholders, including representatives from both the hackney carriage and private hire trades, passenger groups and officers within the licensing service. These workshops helped to identify the key areas for consultation.

Based on the workshops and in view of the BPG being only a recommendation, it is considered that a consultation on the principles is more appropriate than proposing actual changes to the policy at this stage. The results of this consultation will provide us with more information about how the recommendations are viewed and/or could be implemented in Buckinghamshire (excluding Milton Keynes).

What we are asking

We want your views on the following areas of the guidance:

- driver application requirements
- vehicle licensing requirements
- accessibility
- CCTV in licensed vehicles
- private hire operators

All questions on the guidance are optional, so you can skip any section you do not want to answer.

At this stage we are not asking about the criminal records and unacceptable behaviour section of the licensing policy - [Appendix 4: criminal records and](#)

[unacceptable behaviour policy \(Buckinghamshire Council website\)](#). This will be the subject of a separate consultation based on work being carried out by the [Institute of Licensing](#).

Related documents and links

Before you respond to this activity, please have a look at the following documents and links:

- [Taxi and private hire vehicle licensing best practice guidance for licensing authorities in England \(Gov.UK website\)](#)
- [Document comparing government best practice guidance with existing Buckinghamshire Council policy \(PDF 0.5MB\)](#)
- [Report to the Buckinghamshire Council Licensing Committee \(PDF 0.3MB\)](#)

How to have your say

You can tell us your views in one of the following ways:

- complete the online survey using the link at the end of the page
- complete, and return, a printed version of the survey (PDF SIZE)
- email us at taxilicensing@buckinghamshire.gov.uk
- write to us at Taxi Licensing, Buckinghamshire Council, The Gateway, Gatehouse Road, Aylesbury, Buckinghamshire, HP19 8FF

If you have any questions about this activity, or require this information in another format or language, please email us at taxilicensing@buckinghamshire.gov.uk or phone us on 01296 585605

Please tell us your views by 11:59pm on 24 November 2024.

What happens next

Once the consultation has closed, we will review the responses we have received. These will inform the decision on how the existing policy should be amended.

Privacy

We will use the information you provide here only for this activity. We will store the information securely in line with data protection laws and will not share or publish any personal details. For more information about data and privacy, please see our [privacy policy](#).

If you have questions about data and privacy, please email us on dataprotection@buckinghamshire.gov.uk or write to our Data Protection Officer at Buckinghamshire Council, The Gateway, Gatehouse Road, Aylesbury, HP19 8FF.

Taxi licensing best practice consultation survey

Driver application requirements

1. There is a general recognition that taxi drivers should be subject to stricter medical standards than normal drivers to meet public expectations that they will have a safe journey. Taxi drivers tend to drive for longer hours, and they may have to physically help disabled passengers and carry luggage. For these reasons taxi drivers are generally subject to the same Driver and Vehicle Licensing Agency (DVLA) Group 2 licensing requirements as lorry and bus drivers. Whilst we also apply these standards to taxi drivers, we currently allow drivers to provide their medical evidence on fitness to drive either through the DVLA D4 form or the council's simplified version. The new government best practice guidance (BPG) suggests that only the D4 form should be used.

[Further information on assessing fitness to drive \(Gov.UK website\)](#)

To what extent do you agree or disagree that we should use the DVLA D4 form only for all driver medicals?

Please tick (✓) one option

Strongly agree

Agree

- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

2. We currently require that a driver's medical report should be signed by their own registered medical practice. Only in exceptional circumstances and with our consent can it be signed by a General Medical Council (GMC) registered doctor who is not part of the driver's own medical practice. Trade representatives have reported inconsistencies in the availability of GP appointments and large differences between the costs charged for the required medical examinations. The BPG states that the medical assessment does not need to be the driver's own GP. Although not a requirement, the BPG also recommends that the doctor completing the assessment should have access to the driver's full medical history.

To what extent do you agree or disagree that any GMC registered doctor should be able to complete a driver applicant's medical, provided they have access to the applicant's full medical history?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

3. Drivers licensed by the Council are required to produce a medical when first applying and every three years when the licence is renewed up to the age of 65 years and annually thereafter. The BPG recommendation is to follow the DVLA requirements on Group 2 licensing (lorry and bus drivers) which only requires a medical assessment on first application and then every five years from the age of 45 until 65 years.

To what extent do you agree or disagree that our policy should be updated to be in line with the BPG recommendation to require a medical assessment on first application and then every five years from the age of 45 until 65 years?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

4. Both the Council and the DVLA Group 2 licensing rules require an annual medical from the age of 65 years.

To what extent do you agree or disagree that we should require an annual medical from the age of 65?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

5. Please provide any other comments you have about medical requirements for taxi licence applicants.

6. Our policy currently states that applicants must have held a full driving licence for a continuous period of at least three years to apply for a taxi or

private hire driver licence. The law requires that applicants for both vehicle driver licences must have been authorised to drive for at least 12 months.

Do you think we should update our policy to allow drivers who have held a driving licence for 12 months to apply for a taxi/private hire vehicle driver licence?

Please tick (✓) one option

- Yes
- No
- I don't know
- Other period (please give details below)

7. Drivers of hackney carriages can make themselves available for either immediate hire (parking on ranks and plying for hire) or advanced booking (private hire). Licensed hackney carriage vehicles may be used for private hire work throughout the country without the need to work through a licensed operator. When working outside of the Buckinghamshire Council area, drivers licensed by us are not subject to our maximum fares.

There are concerns that some applicants obtain a hackney carriage vehicle licence but then use the vehicle mainly or only for private hire work outside of the Buckinghamshire Council area. This has a potential impact on the travelling public who may struggle to obtain hackney carriage vehicles, particularly at peak times. The BPG recommends that hackney carriage licence applicants should declare their intention to work locally, and the applicant's residential address should be taken into account when assessing that declaration.

To what extent do you agree or disagree that applicants for hackney carriage driver licences should be required to live within the Buckinghamshire Council area?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

Please tell us the reasons for your answer

8. Evidence of criminal convictions committed overseas will not show on the Disclosure and Barring Service (DBS) certificate that we require of taxi drivers. Under current policy, applicants for licences are therefore required to produce a 'certificate of good conduct' or 'police certificates' if they have been absent from the UK for a continuous period of three months or more since the age of 18 for each country where they have been resident. This policy requirement reflects statutory guidance issued by the Department for Transport to promote passenger safety.

However, the Home Office only requires those applying for entry clearance to the UK to provide these certificates if the person has lived for 12 months or more in another country, within the last 10 years, since the age of 18. While this is not a matter referred to within the BPG, we are aware that our current policy can cause problems with the licensing process.

Do you think our policy should be changed to reflect the Home Office requirements on good conduct certification when someone has been living in another country?

Please tick (✓) one option

- Yes
- No
- I don't know

9. The Council recently passed a resolution to ensure that all new applicants and existing holders of Council licences (including hackney carriage drivers, private hire drivers and operators and proprietors of alcohol and entertainment and gambling premises) understand that verbal, physical and emotional abuse of women and girls cannot be tolerated.

To help achieve this, we are considering requiring new applicants for driver and operator licences to declare as part of their application that they understand that verbal, physical and emotional abuse of women and girls is not tolerated.

To what extent do you agree or disagree that we should require new applicants for driver and operator licences to declare that they understand that verbal, physical and emotional abuse of women and girls is not tolerated?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know
- Please tell us the reasons for your answer

Vehicle licensing requirements

10. The BPG recommends that licensing authorities should not impose age limits for the licensing of vehicles. It suggests these may be inappropriate,

counterproductive and financially detrimental to the trade and passengers. Instead, it proposes that authorities should consider more targeted requirements to meet policy objectives on emissions, safety rating and increasing wheelchair accessible provision. Our current policy states that vehicles will only be licensed for the first time if they are less than five years old. Note, however, that this policy was put on hold to help the trade recover from the Covid-19 pandemic and has not yet been implemented.

Should vehicles being licensed for the first time be below a certain age, for example no older than five years?

Please tick (✓) one option

- Yes (if Yes please specify recommended minimum age below)
- No
- I don't know

Please tell us the reasons for your answer

11. The current policy imposes a maximum age of 10 years for licensed vehicles, after which vehicle licence applications will not be accepted. Exceptions apply to applications in respect of ultra-low (less than 75 grams of carbon dioxide per kilometre) or zero emission vehicles and wheelchair accessible vehicles (WAVs), which will be accepted up to the age of 15 years.

Should we apply a maximum age limit to licensed vehicles, after which applications will no longer be accepted?

Please tick (✓) one option

- Yes (if Yes please specify recommended maximum age limit).
- No
- I don't know

Please tell us the reasons for your answer

12. If a maximum age limit is imposed, which vehicles should be exempt from a maximum age limit?

Please tick (✓) all that apply

- Ultra-low emission vehicles
- Zero emission vehicles
- Wheelchair accessible vehicles
- Executive licensed vehicles
- Classic or vintage vehicles
- Prestige vehicles (as specified on V5C)
- None of the above
- Other (please give details below)

13. How often should licensed vehicles be tested?

Please tick (✓) one option

- Annually
- 6 monthly
- 4 monthly
- Other period (please say below)

14. Should older licensed vehicles be subject to more frequent testing?

Please tick (✓) one option

- Yes

- No
- I don't know

Please tell us the reasons for your answer

15. If you answered 'Yes' to the last question, at what age should vehicles become subject to more frequent testing?

Please tick (✓) one option

- 6 years
- 7 years
- 8 years
- 9 years
- 10 years
- 11 years
- 12 years
- 13 years
- 14 years
- 15 years +

16. To reduce carbon emissions, it is government policy that from 2035 there will be a ban on the sale of new petrol and diesel cars.

[Information on government policy on the sale of new diesel and petrol cars \(Gov.UK website\)](#)

Should our implementation date of 2030 for all licensed vehicles to be ultra-low or zero emission be extended until 2035, in line with the government ban on the sale of petrol and diesel vehicles?

Please tick (✓) one option

- Yes
- No

I don't know

17. To what extent do you agree or disagree that the requirement for licensed vehicles to be ultra-low or zero emission should only apply to newly licensed vehicles, allowing existing licensed vehicles to continue to be licensed?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

Please tell us the reasons for your answer

18. Euro 6 European emissions standards are a widely recognised set of vehicle emissions tests aimed at reducing the pollution caused by petrol and diesel vehicles.

[Information on Euro 6 European emission standards \(International Council on Clean Transportation PDF 0.2MB\)](#)

To what extent do you agree or disagree that we should introduce a policy that all licensed vehicles must meet Euro 6 standards as a minimum going forward, meaning that only vehicles first registered since September 2015 would be licensed?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree

- Disagree
- Strongly disagree

Please tell us the reasons for your answer

19. The BPG recommends that licensing authorities should seek to clearly differentiate private hire vehicles (advanced booking only through a licensed operator) from hackney carriages (available for immediate hire) to avoid members of the public from being confused between the two different styles of operation.

Under our current policy private hire vehicles are required to display door signs on both sides, a card in the front window and a rear licence plate. Hackney carriages are required to display a 'taxi' sign on the roof, a card in the front window and a rear licence plate.

Should hackney carriage vehicles be subject to additional signage requirements?

Please tick (✓) one option

- Yes
- No
- I don't know

20. If you answered 'Yes' to the last question, what should the additional signage requirements for hackney carriage vehicles be?

Please tick (✓) all that apply

- Be the same colour
- Display door signs
- Display Council branding
- Other (please state here)

21. To avoid confusion between private hire vehicles and hackney carriages, the BPG recommends that councils do not impose livery requirements on private hire vehicles beyond the mandatory rear licence and discrete 'pre-booked only' door signs. The BPG further recommends that private hire vehicles should be permitted discrete signage advertising the vehicle operator if requested, which is similar to the council's current [policy](#).

Should private hire vehicles be permitted to have additional branding and/or advertising other than other than a small sign showing the operator?

Please tick (✓) one option

- Yes
- No
- I don't know

22. To what extent do you agree or disagree that the presence of the vehicle licence number on a private hire vehicle door sign provides greater assistance in identifying a vehicle as opposed to a simple 'pre-booked only' sign?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

23. Please provide any other comments you have about vehicle signage requirements.

24. Under the current policy licensed private hire vehicles used for executive style work, typically for corporate type clients, may apply for exemption from the usual signage requirements and are just issued with a single discrete card.

Should private hire vehicles with executive status be allowed to carry out occasional pre-booked journeys for non-corporate/non business account customers?

Please tick (✓) one option

- Yes
- No
- I don't know

25. If you answered 'Yes' to the last question, what do you think would be an acceptable proportion of non-corporate/non-business bookings for vehicles with executive status to take?

Please tick (✓) one option

- 10 percent
- 20 percent
- 30 percent
- 40 percent
- I don't know

26. The BPG recommends that if licensing authorities require fire extinguishers in licensed vehicles that they should ensure that appropriate training is provided to the drivers. The advice is that if licensing authorities do not require training on the safe way to tackle a vehicle fire, vehicles should not be required to carry fire extinguishers and drivers should be advised to get out and stay out of the vehicle and call 999, rather than attempting to put a fire out.

Currently licensed taxis in the Buckinghamshire Council area are required to have fire extinguishers, but no training is provided. We are not aware of any evidence that suggests that the provision of a fire extinguisher is necessary in a regular licensed vehicle. Additionally, providing training is very onerous and costly for the trade. There are also issues relating to whether conventional vehicle fire extinguishers are effective in tackling fires in electric or hybrid vehicles.

Should the mandatory requirement for all licensed vehicles to carry a fire extinguisher be removed?

Please tick (✓) one option

- Yes
- No
- I don't know

27. Whilst the carrying of first aid kits in licensed vehicles is not referenced in the BPG, it is a requirement of our licensing policy that these be carried in licensed vehicles. A requirement to carry first aid kits without a requirement to also undertake at least basic first aid training could be considered to mean that there is little benefit in requiring first aid kits. We are not aware of any evidence that supports making first aid kits compulsory. Compliance with this requirement also results in additional costs to the vehicle licence holder.

Should the requirement for all licensed vehicles to carry a first aid kit be removed?

Please tick (✓) one option

- Yes
- No
- I don't know

28. Please tell us the reasons for your answers to the two previous questions (on fire extinguishers and first aid kits)

29. The European New Car Assessment Programme (Euro NCAP) safety rating system is a voluntary scheme that assesses how well new cars protect occupants and pedestrians in various crash scenarios. The system awards cars with star ratings from 1 to 5, based on their performance in the tests.

[Information on Euro NCAP \(Euro NCAP website\)](#)

The BPG recommends that licensing authorities take into account the safety benefits of higher-rated vehicles. The Euro NCAP rating system has limitations as a basis for determining suitability of vehicles for licensing, such as its partial coverage of the car market, its lack of consideration for the ageing of vehicles, and its possible effects on the availability and affordability of vehicles.

To what extent do you agree or disagree that the Euro NCAP safety rating should be used as a basis for determining suitability of vehicles?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

30. Many members of the public prefer to be able to pay for taxi fares using a card or other contactless method. Because of this, we are considering making it a requirement that all licensed vehicles are equipped to take payment using these methods.

Should it be a requirement that all licensed hackney carriage and private hire vehicles are able to accept payment of fares by card or other contactless methods?

Please tick (✓) one option in each row

	Yes	No	I don't know
Hackney carriage vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private hire vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Accessibility

31. The BPG seeks to promote vehicle accessibility while recognising that a mixed fleet of licensed vehicles is necessary to meet the demand of taxi users.

[Read the BPG on fleet accessibility \(Gov.UK website\)](#)

Our current policy requires all newly licensed hackney carriage vehicles to be wheelchair accessible. Owners of non-wheelchair accessible hackney carriage vehicles licensed before this requirement was brought in have retained 'grandfather rights' which means they are able to continue to licence regular saloon vehicles.

Grandfather rights, also known as acquired rights, exist when a licensing rule or requirement is changed, but an allowance is made so that some or all the changes do not apply to existing licensees.

Do you think it is appropriate for us to continue to require that all new hackney carriage vehicles must be wheelchair accessible?

Please tick (✓) one option

- Yes
- No
- I don't know

Please tell us the reasons for your answer

32. Should we require a percentage of a private hire operator's fleet to be wheelchair accessible?

Please tick (✓) one option

- Yes
- No
- I don't know

Please tell us the reasons for your answer

33. What do you think wheelchair accessible vehicles should include as standard?

[Standard reference wheelchair dimensions \(Gov.UK website\)](#)

Please tick (✓) all that apply

- Rear loading
- Side loading
- Wheelchair needs to be positioned forward facing
- Ability to accommodate the standard reference wheelchair (see link above)
- Entry to the vehicle by lift only
- Lift and/or ramp are acceptable means of entry
- Vehicles should have two-point harness as a minimum

- Wheelchair accessible vehicles should be subject to more frequent compliance testing
- Ability to accommodate more than one wheelchair
- Other – please tell us any other requirements we should consider

34. Which of the following incentives do you think would encourage more licensed wheelchair accessible vehicles (WAVs) to be made available?

Please tick (✓) all that apply

- Reduced vehicle licence fee
- Faster licence processing, reflected in the service-level agreement (SLA) for WAV licensees.
- Longer vehicle licence life span (no age limit for WAVs)
- Inclusion on the Council’s online public register, including contact details for bookings
- Dedicated WAV only taxi ranks/stands
- Other (please give details below)

35. We currently grant grandfather rights to licensees with saloon hackney carriage vehicles so that they are exempt from WAV requirements.

Although this means that we have a mixed fleet of hackney carriage saloon vehicles to meet different public needs, it also means that those with grandfather rights may have a financial advantage that might be seen as unfair, as they avoid the cost of complying with WAV requirements. It also means that we are likely to have too few WAV hackney carriage vehicles in some parts of the Buckinghamshire Council area.

Should we continue to allow grandfather rights in relation to WAV requirements for existing saloon hackney carriage vehicles or should they be phased out?

Please tick (✓) one option

- Yes, continue with grandfather rights
- No, phase the grandfather rights out
- I don't know
- Please tell us the reasons for your answer

36. To what extent do you agree or disagree that we should introduce dedicated taxi ranks and stands for use by wheelchair accessible vehicles only?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

Please tell us the reasons for your answer

37. The BPG recommends that all staff in customer facing roles and people managing service delivery undertake disability awareness training. Our licensing policy already requires licensed operators to undertake the same

safeguarding and disability awareness training as licensed drivers. Staff working for private hire operators are equally likely to have contact with customers who may have certain disability needs or be in a position to identify safeguarding concerns.

Should all operating staff with customer facing roles be required to attend the same routine disability and safeguard awareness training as licensed operators?

Please tick (✓) one option

- Yes
- No
- I don't know

Please tell us the reasons for your answer

CCTV in licensed vehicles

The BPG advises that licensing authorities should review the statutory guidance on CCTV, and consult to find out if there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users including children or vulnerable adults, and taking into account potential privacy issues.

The government's view is that CCTV in vehicles can enhance both drivers' and passengers' safety and consideration of the merits of CCTV by licensing authorities must include both aspects.

[Government statutory guidance on CCTV in taxis \(Gov.UK website\)](#)

Our current policy allows CCTV at the discretion of the vehicle proprietor.

38. To what extent do you agree or disagree that we should require that all licensed vehicles are fitted with CCTV?

Please tick (✓) one option

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know

39. If a licensed vehicle has CCTV installed and/or mandated where should cameras be positioned within the vehicle?

Please tick (✓) all that apply

- Internal facing camera – driver
- Internal facing camera – all passenger areas
- External facing camera - front
- External facing camera - rear
- Other (please give details below)

40. If used, how long should CCTV be set to record?

Please tick (✓) one option

- The duration of a journey
- The duration of a journey and 5 minutes after
- The duration of a journey and 10 minutes after
- Other (please give details below)

41. If used, how long should CCTV recordings be retained?

Please tick (✓) one option

- 1 week
- 2 weeks
- 3 weeks
- 1 month
- Other (please give details below)

42. In what circumstances should CCTV recordings be made available at the request of the police or an authorised officer from the Council?

Please tick (✓) all that apply

- Receipt of a complaint about a journey by a customer
- Receipt of a complaint about driver behaviour by a non-customer (for example a pedestrian or other road user)
- Other (please give details below)

Private hire operators

43. The current policy requires private hire operators to have a local landline number. The main purpose of this is to demonstrate that the operator is based within the Buckinghamshire Council area. However, by 31 January 2027 the Public Switched Telephone Network (PSTN) will be closed and every phone line in the UK will have moved to a fully digital network that uses Internet Protocol (IP) across a fibre-based service.

[Information on the PSTN switch-off \(BT Business website\)](#)

Given the widespread use of mobile phones, freephone numbers, nongeographic numbers and online bookings it is not always possible or practical for operators to comply with the landline requirement. All private hire operators are required to provide evidence of a physical operating base within the Buckinghamshire Council area by way of lease, land registry or similar documents. The requirement to have a landline, particularly for small operators, is arguably overly burdensome.

Should we remove the policy requirement for operators to provide a local landline number?

Please tick (✓) one option

- Yes
- No
- I don't know

Please tell us the reasons for your answer

44. We recognise a class of executive status vehicles which are currently exempt from the requirement to display the usual vehicle licence plate, window card and door signs. For such vehicles, more discreet executive plates or discs are issued. This status is only given to those vehicles and operators which carry out work of a corporate or executive nature, which is specifically defined within the existing policy. To help facilitate applications for executive style vehicles, representatives of local executive operators have raised a suggestion that we should introduce a separate type of operator licence for executive style operators.

Should we introduce a separate type of licence for operators of executive vehicles?

Please tick (✓) one option

- Yes
- No
- I don't know

Please tell us the reasons for your answer

Further comments

45. We'd like to hear your comments about any aspects of our taxi licensing policy or the government best practice guidance.

Please note that the criminal records and unacceptable behaviour section of our licensing policy - [Appendix 4: criminal records and unacceptable behaviour policy \(Buckinghamshire Council website\)](#) - is going to be the subject of a separate consultation in the near future based on work being carried out by the [Institute of Licensing](#).

Please provide any further comments you have on our taxi licensing policy and the government best practice guidance.

About you

We will use the information you provide here only for the purpose of this activity. We will store the information securely in line with data protection laws and will not share or publish any personal details.

1. Which of the following describe you?

Please tick (✓) all that apply

- I live in Buckinghamshire
- I work in Buckinghamshire
- I study in Buckinghamshire
- I am a licensed private hire vehicle driver
- I am a licensed hackney carriage vehicle driver
- I represent a licensed taxi operator
- I represent or own a business in Buckinghamshire (other than a taxi operator)
- I represent a community or voluntary group in Buckinghamshire
- I am an elected representative in Buckinghamshire
- I represent a Parish / Town Council or Town Committee in Buckinghamshire
- I work for Buckinghamshire Council
- Other (please give details below):

2. How did you find out about this consultation?

Please tick (✓) all that apply

- Local media (newspaper, radio, TV, website or newsfeed)
- Social media (Facebook, Twitter/X, Instagram, Nextdoor or LinkedIn)
- Buckinghamshire Council website or Your Voice Bucks website
- Email or newsletter from Buckinghamshire Council
- Buckinghamshire Council staff or other professionals
- Through working at Buckinghamshire Council
- Poster or leaflet
- Friend or family member
- Local community or special interest group
- Councillor, town/parish council or community board

Other (please give details below):

3. Are you responding as an individual or on behalf of an organisation (e.g. a business or a voluntary group)?

Please tick (✓) one option

As an individual (go to question X)

On behalf of an organisation

On behalf of an organisation

4. Please provide the following details:

Name of organisation:

Your job title:

End of survey if responding on behalf of an organisation

More about you (if responding as an individual)

We want to hear from as many people as possible to understand the views and needs across Buckinghamshire. The following questions help us see if the communities we serve have had the opportunity to be heard through this activity.

All questions are optional. You can skip any questions you do not wish to answer.

5. What is your postcode?

We want to understand the views of people living in different areas. You don't have to provide your postcode, but it helps us plan and make considered decisions.

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6. What is your age?

Why we ask this: We want to understand the experiences and views of different age groups.

Please tick (✓) one option

- Under 16
- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- Over 85
- Prefer not to say

7. Do you consider yourself to have a disability / disabilities, impairment(s) or long term health condition(s)?

Why we ask this: We want to understand the experiences and views of disabled people, people with impairments and people with long term health conditions.

Please tick (✓) all that apply

- Disability / disabilities
- Impairment(s)
- Long term health condition(s)
- No
- Prefer not to say

8. Are you:

Why we ask this: We want to understand the experiences and views of different sexes.

Please tick (✓) one option

- Female
- Male

Prefer not to say

9. How would you describe your ethnicity?

Why we ask this: We want to understand the experiences and views of different ethnicities.

Please tick (✓) one option

- Asian - British
- Asian - Bangladeshi
- Asian - Chinese
- Asian - Indian
- Asian - Pakistani
- Any other Asian background - Please give details below
- Black - African
- Black - British
- Black - Caribbean
- Any other Black, African or Caribbean background - Please give details below
- Mixed or multiple ethnic groups - White and Asian
- Mixed or multiple ethnic groups - White and Black African
- Mixed or multiple ethnic groups - White and Black British
- Mixed or multiple ethnic groups - White and Black Caribbean
- Mixed or multiple ethnic groups - Mixed or Multiple Ethnic backgrounds British
- Any other Mixed or Multiple ethnic background - Please give details below
- White - English, Welsh, Scottish, Northern Irish or British
- White - Irish
- White - Gypsy or English traveller
- White - Irish Traveller
- White - European
- Any other White background - Please give details below
- Other ethnic group - Arab
- Other ethnic group - Arab British
- Other ethnic group - Please give details below

Prefer not to say

Please give other details here:

End of the survey

Thank you for taking the time to complete this survey.

Please return your completed survey by 11:59pm on 24 November 2024. You can:

- email it to taxilicensing@buckinghamshire.gov.uk
- post it to Taxi Licensing, Buckinghamshire Council, The Gateway, Gatehouse Road, Aylesbury, Buckinghamshire, HP19 8FF