

Greater Manchester Minimum Licensing Standards

Consultation Report: Bolton

Transport for Greater Manchester and
the 10 Greater Manchester Local
Authorities

08 June 2021

Quality information

<u>Prepared by</u>	<u>Checked by</u>	<u>Verified by</u>	<u>Approved by</u>
Neil Rogers Principal Research Consultant	Jonathan Warboys Senior Technician	Neil Rogers Principal Research Consultant	Tamsin Stuart Regional Director

Revision History

<u>Revision</u>	<u>Revision date</u>	<u>Details</u>	<u>Authorized</u>	<u>Position</u>
1	08.06.21	Issued as final report	Tamsin Stuart	Regional Director

Distribution List

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Prepared for:

Transport for Greater Manchester and the 10 Greater Manchester Local Authorities

Prepared by:

Neil Rogers
Principal Research Consultant
E: neil.rogers@aecom.com

AECOM Limited
AECOM House
179 Moss Lane
Cheshire, Altrincham WA15 8FH
United Kingdom

T: +44(0) 161 601 1700
aecom.com

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1. Introduction

Around 2,000 hackneys and approximately 11,500 private hire vehicles (PHVs) are licensed by the ten Greater Manchester Local Authorities at the time of writing. Currently, each Local Authority in Greater Manchester has a different set of standards for licensing drivers, vehicles and operators in their area.

The ten Greater Manchester Local Authorities, supported by Transport for Greater Manchester (TfGM), have developed proposals for a consistent set of Greater Manchester-wide minimum licensing standards with an aim that anyone using a licensed vehicle must:

- be able to trust its driver;
- be assured the vehicle is safe;
- trust any operator or driver to keep their information safe; and
- understand the vehicle is not contributing to emissions that could harm drivers, passengers and residents of Greater Manchester.

Summary of the proposed Minimum Licensing Standards

The proposed standards cover four main areas:

Licensed Driver	Licensed Vehicle	Licensed Operators	Local Authorities
Enhanced criminal record checks;	Vehicle emissions;	Common licence conditions;	Timescales for applications to be submitted and received;
Driver medical examinations;	Vehicle age;	Criminal record checks for operators and staff.	An agreed common enforcement approach;
Knowledge tests;	Different age policy for electric vehicles;		Councillor training before they head applications;
English language tests;	Vehicle colour;		Appropriate delegated powers for Licensing Managers;
Driving proficiency tests;	Accessible hackney carriages;		Excellence in Licensing Award.
Driver training;	Side/rear loading without the need for swivel seats;		
Dress code;	Vehicle livery;		
Drug and alcohol testing;	CCTV;		
Private hire driver conditions.	Executive hire;		
	Vehicle design;		
	Vehicle conditions.		

This report covers the views about the Minimum Licensing Standards (MLS) from respondents who live (public), are licensed (taxis) or are based (business or organisation) in Bolton. A full report is available for the whole of Greater Manchester.

1.1 Definitions

1.1.1 Respondent Type

The main types of respondents were identified and used for analysis in the report.

Respondent type	Description
General public	A personal response by an individual, the report will also refer to the public and members of the public
Hackney	Hackney owners and drivers
Private hire vehicles (PHVs)	Private hire vehicle drivers and owners
Operators	Private hire vehicle operators
Vehicle leasing companies	Vehicle leasing companies (or owners of licensed vehicles used by others)
Businesses	A response on behalf of a business including anyone who is self-employed and / or a sole trader
Organisations	An organisation such as schools, charities, social enterprise, trade organisations, government bodies
Elected representative	A councillor/ elected official

1.1.2 Hackney and private hire vehicles

The following definitions are used:

Hackneys are licensed to pick up people who wave for the vehicle to pull over and stop at the roadside or from an authorised taxi rank. Hackneys are often purpose built "black cabs" but don't have to be (depending on local policy) and they may also do pre-booked work.

Private hire vehicles (PHVs) are only permitted to pick people up via a pre-arranged booking. This might be over the phone, on the web or using an app-based booking system.

In this document, if referring to a specific vehicle type, "hackney" or "private hire vehicle (PHV)" will be used. Some respondents used the word 'taxi' to mean either hackney or PHV or both.

1.2 Respondent profile

The consultation sought views from the public, the taxi industry (hackney carriage drivers, private hire vehicle drivers and operators), business (including vehicle leasing companies), organisations and elected representatives.

The next table shows the number of responses from members of the public and elected representatives who live in Bolton, businesses and organisations based in Bolton or taxi drivers licensed by Bolton. The number of responses is shown by the mechanism used to provide the response, either through the questionnaire or via letter/email.

Table 1-1 Response profile

	Questionnaire	Letter/ email	Total	%
General public	141	0	141	59%
Hackney drivers	4	1	5	2%
Private hire vehicle drivers	73	0	73	31%
Private hire operators	8	0	8	3%
Vehicle leasing companies	3	0	3	1%
Businesses	0	0	0	0%
Organisations	0	0	0	0%
Elected representatives	8	0	8	3%
Base	237	1	238	100%

For the purpose of this report:

There were less than 10 responses from each of hackney carriage drivers, private hire operators, vehicle leasing companies, businesses, organisations and representatives. Analysis of the closed questions (e.g. agree/disagree) is therefore limited to the general public and private hire vehicle drivers.

Because of the small sample size data should be treated with caution and any difference in response is not statistically significant unless stated otherwise.

In order to compare responses with the rest of Greater Manchester, the following types of respondents have not been included in the data:

- Those who did not state their location; and
- Those who are only located outside Greater Manchester.

Analysis of comments about each proposed standard will include the data from all types of respondent, where their comment adds detail to a view they hold.

For each standard, each respondent stated their level of agreement from strongly agree to strongly disagree. In this report the data for those who live or are licensed in Bolton are compared to the total response from Greater Manchester (including responses from Bolton).

Covid-19 Statement

The statement below has been provided by the 10 Greater Manchester Licencing Authorities and TfGM.

“Greater Manchester’s (GM) ten local authorities agreed to collectively develop, a common set of minimum licensing standards (MLS) for the Taxi and Private Hire services that they licence.

Due to the close relationship between the proposed MLS and the GM Clean Air Plan (GM CAP) in relation to vehicle age and emission standards, parallel consultations for MLS and GM CAP were undertaken, to ensure that those affected by both sets of proposed policy measures could understand the full impact of them in the round and respond accordingly to the consultations.

GM Local Authorities, following the Government's advice and Ministerial Direction, agreed to undertake a statutory public consultation on the GM CAP, based on proposals developed before the COVID-19 pandemic and, in parallel, the MLS. Both

consultations asked about the impact of COVID-19 to help inform decisions on the nature and requirements for additional support for those most vulnerable to the proposals.

The [wider taxi and private hire trade] have reported that they have been significantly impacted by the pandemic, and by Government policies to stem its spread.

The information contained within this report, particularly the impacts of COVID-19 will be used to help inform future decisions on each aspect of the final plan. Before bringing a Final Plan to decision makers GM will:

- *Review all the information gathered through the GM CAP and MLS consultations; and*
- *Fully consider all the information and evidence gathered, so that it can understand and mitigate (where possible) the economic impacts that COVID-19 has had on vehicle owners and trades affected by the GM CAP and MLS”.*

Businesses and taxi drivers, owners and operators were asked about the impact of Covid-19 on them and/or their business. The number of responses was low for each district, therefore the analysis for the whole consultation, as provided in the full Greater Manchester report, is provided in Appendix E.

2. The current standards for Bolton

The table below shows the proposed driver standards and indicates which districts current licencing already largely meets the standard (**green**), partially meets the standard (**orange**) or where the MLS proposal represents a step up from what is currently required (**red**).

The current standards in Bolton are similar for drivers but are different for vehicles and operators.

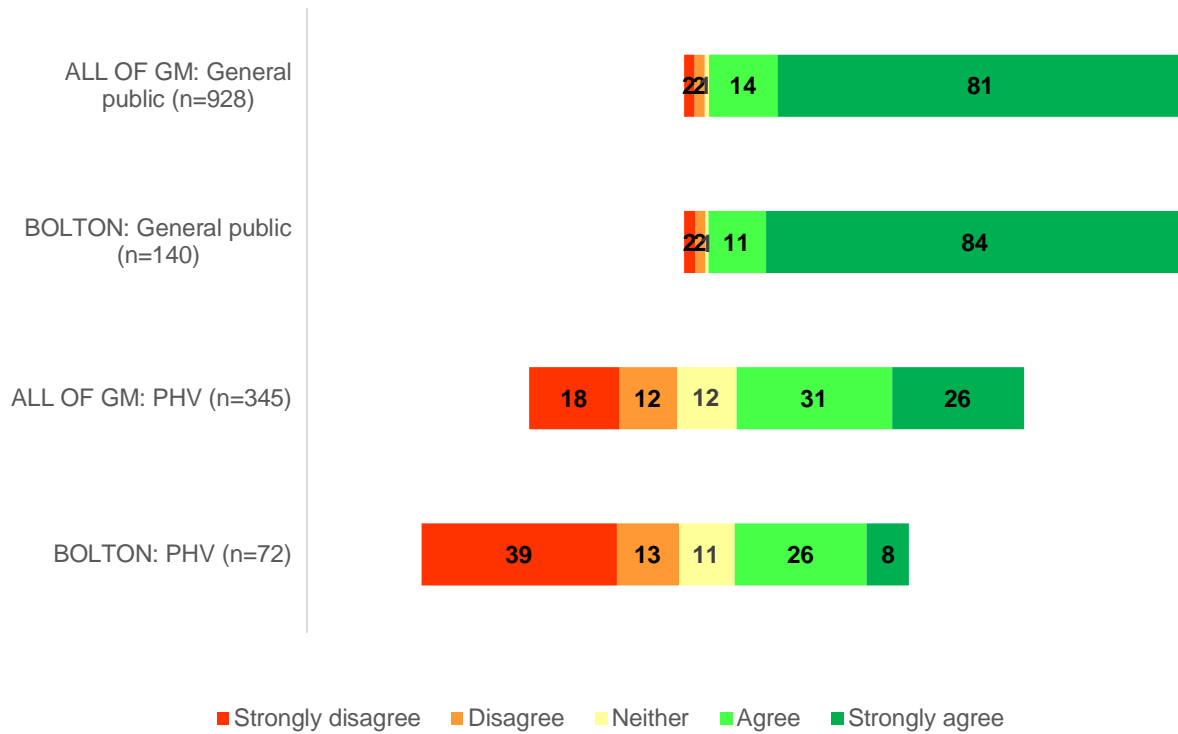
	Proposed Standards	Bolton
Licensed drivers	Enhanced DBS Check	Orange
	Driver Medical examination	Green
	Knowledge test	Green
	English language test	Green
	Driver training	Green
	Driving proficiency test	Green
Licensed Vehicles	Vehicle emissions	Red
	Vehicle age	Red
	Vehicle colour	Red
	Vehicle livery	Orange
	Accessible hackney carriages	Green
	Vehicle testing	Green
	Vehicle Design	Green
	CCTV Standards	Red
Licensed Operators	Common Licence conditions	Orange
	Criminal record checks for operators and staff	Red

All the proposed minimum licensing standards were provided to respondents both in the questionnaire and for more detail, in the consultation document. All respondents were asked for the extent of their agreement from strongly agree to strongly disagree. The responses by each standard are shown in the next sections.

3. Driver standards

There was a high level of support for the driver standards in Bolton from members of the public (95%). However only one third (34%) of PHV drivers licensed in Bolton, who responded to the survey, supported the standards with over half (52%) disagreeing. This is a lower level of support for PHV drivers than GM (57% agreed, 30% disagreed with the standards).

Figure 3.1 Extent of agreement with proposed driver standards (%)



Base: all respondents living in Bolton (public); licensed in Bolton (PHV).
Don't know has been removed from the chart

3.1 Comments about the proposed driver standards

In total, 54 members of the public and 24 private hire drivers commented about the driver standards.

Main themes from the public

	Number of comments
General Comments	21
Enhanced Criminal Records Check (DBS)	13
Knowledge Test	12
Dress Code	11
Driving Proficiency Test	8
English Language Test	7
Driver training	5
Medical Examinations	2
Drug and Alcohol Testing	2
Private Hire driver conditions	1

- **General comments (n=21):** Most of the comments received here generally reiterated their support for the standard:

“The standards itemised above are the same as those in place for most of the people who employment/vocation involves serving the community like nurses, youth workers/sports coaches, teachers etc. so these should be mandatory for those who are making a living by serving the community.” (Public, age 65-74)

“All these are good to have and I think will make all areas safer for all” (Public, age 55-64)

“I think this is a MUST for Greater Manchester. We are an ever expanding city, the capital of the North and we deserve a standard across our transport systems. I strongly believe this is an essential part of delivering a safe and reliable taxi service.” (Public, age 18-24)

- **Enhanced criminal records check (n=13):** Comments received were supportive of the enhanced DBS checks, feeling they should be mandatory to improve passenger safety.

“As a woman, we’re warned about the dangers of even using taxis and letting someone else know the taxi info ‘just in case’.....I feel enhanced criminal record checks would actually help passengers feel safer.” (Public, age 25-34)

“Enhanced Criminal records checks, should definitely be done. I actually thought this was already a must. Especially because a lot of vulnerable people use taxis.” (Public, age 35-44)

- **Knowledge test (n=12):** Comments were supportive of the local knowledge test emphasising drivers don’t always know where they wish to travel to and just follow SatNav.

“Drivers often have no knowledge of even main routes and blindly follow sat navs” (Public, age 35-44)

- **Dress code (n=11):** Whilst comment focused on the importance of personal hygiene, they also stated uniforms are not necessary as long as drives are clean and presentable.

“I agree drivers should be sensibly and appropriately dressed.. and have good personal hygiene... but wouldn't go as far as insisting on uniforms or certain colour or specific items of clothing” (Public, age 45-54)

- **Driving proficiency test:** Most of the comments were supportive (n=5) however, a couple felt it would not serve a purpose (n=2);
- **English language:** Four agreed with the requirements and a couple (n=2) felt only speaking and listening was required, i.e. writing isn't important. One person felt it may be discriminatory;
- **Driver training:** About half the comments (n-3) felt the training should improve safety of passengers in vulnerable groups. One person generally agreed and one felt training should be optional;
- **Medical examinations:** One comment felt it was unnecessary, the other stated it should include being able to handle wheelchair users;
- **Drugs and alcohol testing:** Both respondents provided a general comment in agreement with this; and
- **Private hire driver conditions:** This person agreed with them without giving a reason.

Of the 24 comments from private hire drivers most were not specific to a part of the standards.

Main themes from private hire drivers

	Number of comments
General Comments	15
Dress Code	8
Enhanced Criminal Records Check (DBS)	4
Medical Examinations	2
Knowledge Test	2
English Language Test	2
Driving Proficiency Test	1
Driver training	1
Private Hire driver conditions	1

- **General comments** PHV drivers generally expressed their concern the proposals will be detrimental to the industry.

“These proposals will kill the trade. Drivers cannot afford the cost of implementing these changes. There are plenty of proposals for safeguarding the members of the public but nothing for safety of the drivers.” (PHV Driver)

“This is all very costly for me. Its just not affordable. This might work in big cities like London but for someone like me working in Bolton it's impossible to pay for. I will definitely be looking for something else if I wasn't already due to the virus there's just no point or a salary worth sticking around for” (PHV Driver)

- **Dress code:** Seven of the eight comments disagreed with the dress code, with two adding its uncomfortable to drive in a uniform all day, the other driver agreed with the dress code;
- **Enhanced Criminal Records Check:** Three of the four comments stated a DBS check is expensive and the other comment was generally against them;

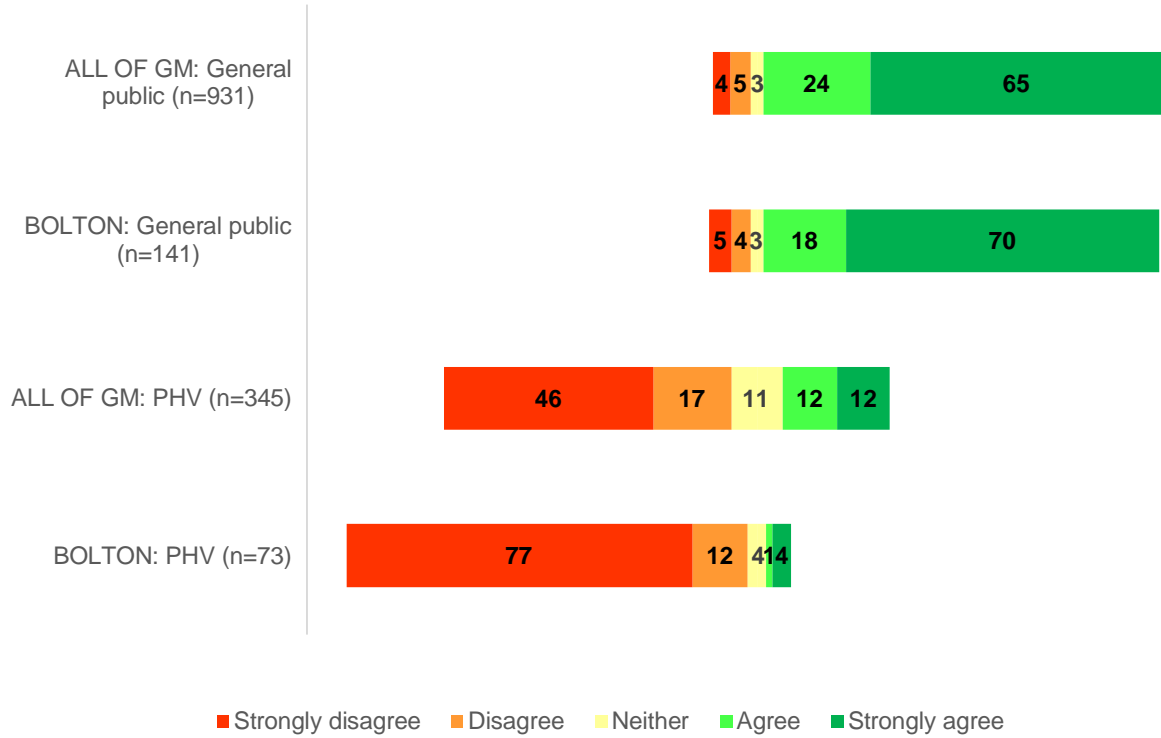
- **Medical examinations:** Both comments were about the expense of a medical examination;
- **Knowledge test:** Two drivers commented that they were important as there is currently an issue with drivers' local knowledge;
- **English language test:** One driver agreed with the test; another disagreed;
- **Driving proficiency test:** A driver commented that it wasn't relevant or necessary for experienced drivers;
- **Driver training:** A driver commented this should be optional; and
- **Private hire driver conditions:** One driver felt they were unfair.

4. Vehicle standards

There was a high level of support for the proposed vehicle standards from members of the public in Bolton (88%).

Very few (5%) of PHV drivers licensed in Bolton, who responded to the survey, supported the standards with almost all (89%) not supporting it, this is a lower level of support than GM (24% agreed, 63% disagreed with the standards).

Figure 4.1 Extent of agreement with proposed vehicle standards (%)



Base: all respondents living in Bolton (public); licensed in Bolton (PHV).

Don't know has been removed from the chart

4.1 Comments about the proposed vehicle standards

In total, 64 members of the public and 30 private hire drivers commented about the vehicle standards.

Main themes from the public

	Number of comments
Vehicle Colour	37
General Comments	21
CCTV	13
Age of Vehicle	12
Vehicle Livery	7
Vehicle Conditions	7
Accessible vehicles	4
Vehicle Maintenance and Testing	3
Vehicle Emissions	2
Executive Hire and specialist vehicles	1
Vehicle Design	1

- Colour of vehicle (n=37):** The majority of public who commented about the vehicle colour stated that a specific colour is unnecessary and will not improve standards (n=25). However, a few members of the public (n=10) stated that a specific colour would help passengers identify taxis.

"I don't feel there is any such necessity for taxis to be a specific colour." (Public, age 35-44)

"I feel that definitive colours will help the public to distinguish the difference in vehicle regulations, such as being flagged down as opposed to being booked in advance. Regular testing would eliminate the poor state of vehicles currently in use." (Public, age 45-54)

- General comments (n=17):** Comments were generally supportive of the proposed vehicle standards and welcomed all changes.

"I live in Bolton & the current standard of taxis is appalling – it's like a rolling scrap yard. Other parts of Greater Manchester seem to have much nicer, newer taxis, but Bolton is full of decrepit, shonky old rust boxes, limping around the town, pumping out clouds of smoke and regularly breaking down. I saw an "S" reg taxi not long ago - registered in 1997! The car was older than it's driver!" (Public, age 45-54)

"Fully agree, I have been in some taxis which I'm pretty sure we're not road worthy and I did not feel safe." (Public, age 45-54)

- Age of vehicle (n=12):** Comments received from members of the public generally stated vehicle age is not important if the vehicle is in good conditions.

"Ridiculous to expect all taxis to be less than 5 years old. Why would taxis have to be white in colour, that is unreasonable and unnecessary, as long as the vehicle is safe. Most cars are built to last as long as they are well maintained and have an MOT. Makes no sense that cars should be a specific colour" (Public, age 45-54)

- CCTV (n=13):** Most of the comments on CCTV stated that it should be mandatory in taxis to increase safety. Only a few (n=3) expressed concern about privacy and data protection.

“CCTV should be to protect passengers as much as drivers, ensure this is kept for a minimum amount of days so it cannot be wiped or destroyed by the driver” (Public, age 45-54)

“Not so sure about cctv. Do see value in preventing and prosecuting crime but also concerned about privacy.” (Public, age 35-44)
- Vehicle livery:** Five felt use of stickers would make the car identifiable, two other comments suggested there should be some Manchester branding e.g. district or the bee included. One person commented that the livery could hinder those who use their vehicle for personal use;
- Vehicle conditions:** All comments were about the importance of vehicle cleanliness.
- Accessible vehicles:** Three people commented there needs to be more accessible vehicles available, with a similar comment added a mixed fleet is important;
- Vehicle maintenance and testing:** Two comments suggested spot checks should be made on vehicles; one other comment was in general agreement with this part of the vehicle standard;
- Vehicle emissions:** Two comments were provided that electric vehicle charging infrastructure wasn't ready yet and one person added that more time is needed to switch to a fully electric fleet;
- Executive hire:** This person felt that the exclusive clause for executive hire vehicles may be unfair on drivers; and
- Vehicle design:** One person generally disagreed with this standard without specifying a reason.

Main themes from private hire drivers

	Number of comments
Age of Vehicle	15
Vehicle Colour	14
General Comments	6
Vehicle Livery	5
CCTV	2
Vehicle Maintenance and Testing	1
Executive Hire and specialist vehicles	1

Vehicle colour (n=14) Most PHV drivers who commented stated the proposal for standard colours is unnecessary (n=10).

“I disagree with the vehicle colour scheme purely for the fact of costs incurred by the drivers.” (PHV Driver)

“...And to have all private hire car in uniform colour (white) will create massive surge in car prices. I DO NOT AGREE that it is necessary to have this rule.” (PHV Driver)

“It might be difficult to get hold of a white vehicle for all drivers and may come to a stage where the price may increase due to high demand” (PHV Driver)

Age of vehicle (n=15) Most PHV drivers who commented stated the age of the vehicle was not important (n=9). Four drivers suggested a higher maximum age.

“I do not agree with the age and livery we private hire drivers highly maintain our cars so even thy perfectly good even after 10 years on road so why change car if it’s passing mot tests etc.” (PHV Driver)

“The age criteria should be expanded as cars made since September 2015 have conformed to Euro6 emissions criteria. If the said proposals are to be implemented in 2022 then this suggests that the first grant criteria should be a maximum of 7 years old. I agree a vehicle should not be in use for more than 5 years as a private hire to ensure the integrity of vehicle standards - this means a car no more than 12 years old be granted a licence.” (PHV Driver)

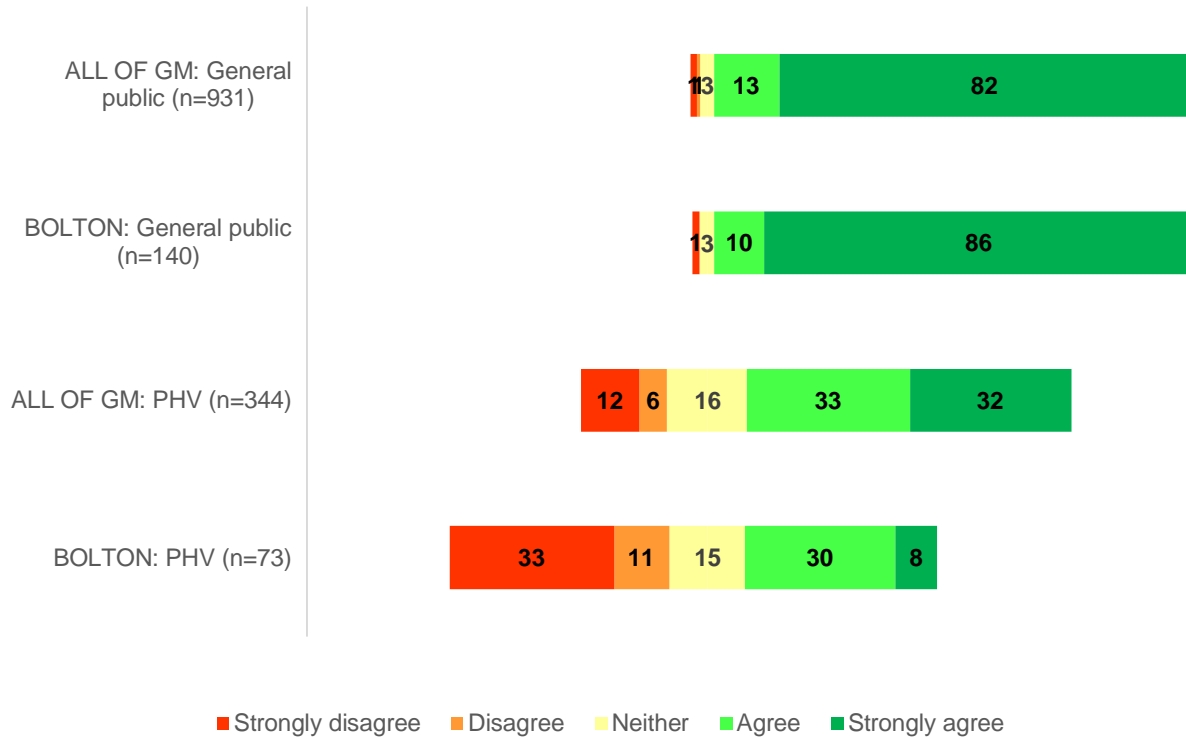
- **General comments:** One driver commented in favour of vehicle standards without specifying a reason, the other five drivers felt these changes were unnecessary without specifying any part of the standard in particular;
- **Vehicle livery:** Most of the drivers (n=4) felt the livery is distracting to them, with one comment that the livery may hinder them when driving for their personal use;
- **CCTV:** Two drivers commented that CCTV is expensive;
- **Vehicle maintenance and testing:** A driver commented that to deliver this, there needs to be more places to test their vehicle; and
- **Executive hire:** A driver commented that executive hire should not have different rules.

5. Operator standards

There was a high level of support for the proposed Operator standards from members of the public in Bolton (96%).

Just over one-third (38%) of PHV drivers licensed in Bolton, who responded to the survey, supported the standards with nearly half (44%) not supporting it, this is a lower level of support than GM (65% agreed, 18% disagreed with the standards).

Figure 5.1 Extent of agreement with proposed operator standards (%)



Base: all respondents living in Bolton (public); licensed in Bolton (PHV).

Don't know has been removed from the chart

5.1 Comments about the proposed Operator standards

In total, 22 members of the public and five (5) private hire drivers commented about the operator standards.

Main themes from the public

	Number of comments
Criminal Records Checks	10
General Comments	8
Common Licence Conditions	4

Criminal Record Checks (n=10) Comments centred around the importance of all operators and staff having criminal record checks, particularly as they hold a lot of private information about passengers.

“It is so important for records to be maintained and collected for future reference for all concerned. Again Criminal record checks should be mandatory for the safety and welfare of passengers. They have direct and sensitive information of names and addresses to callers and this can be used for criminal conduct” (Public, age 45-54)

“Criminal records checks for operators are crucial and should be taken more seriously. Operators have access to sensitive information and making sure that information doesn't fall in the wrong hands is paramount for the safety of the public.” (Public, age 25-34)

Main themes from private hire drivers

	Number of comments
General Comments	3
Criminal Records Checks	3

Of the few comments, some drivers supported criminal record checks for operators.

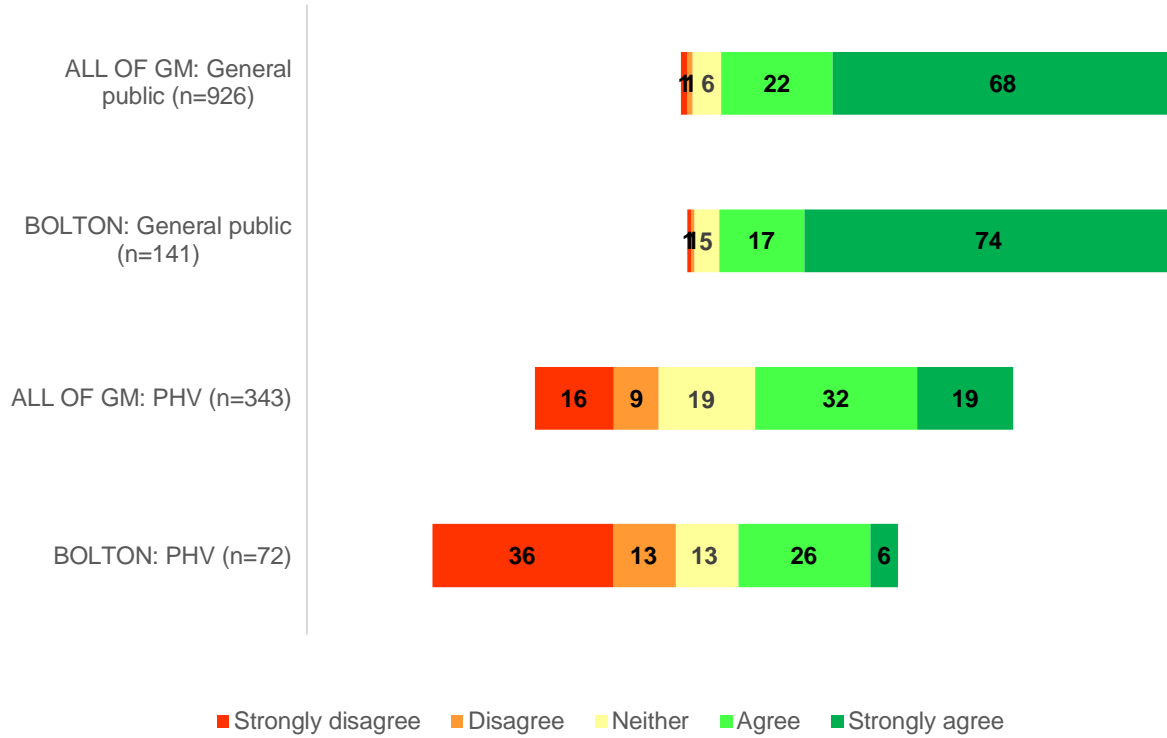
“Ensures a level playing field across private hire drivers and operators as there are many who currently don't have to go through the same processes as drivers yet they play an equally as important role especially with regards to having DBS checks.” (PHV Driver)

6. Local Authority standards

There was a high level of support for the proposed Local Authority standards from members of the public in Bolton (90%).

Just under one-third (32%) of PHV drivers licensed in Bolton, who responded to the survey, supported the standards with nearly half (49%) not supporting it, this is a lower level of support than GM (51% agreed, 23% disagreed with the standards).

Figure 6.1 Extent of agreement with proposed Local Authority standards (%)



Base: all respondents living in Bolton (public); licensed in Bolton (PHV).

Don't know has been removed from the chart

6.1 Comments about the proposed Local Authority standards

In total, 14 members of the public and seven (7) private hire drivers commented about the Local Authority standards.

Themes from the public

	Number of comments
General Comments	8
Excellence in Licensing Award	4
Councillor Training	2
Timescales for applications to be submitted and received	1

Comments were more general and mixed than about a specific part of the standards. Those who commented about the excellence in licensing award were in favour of it.

“This all seems fair enough. If we’re expecting drivers and operators to work to the same standards, we should expect the same from councils”. (Public, age 45-54)

“If relying on the council to do these things that is dangerous and not guaranteed within the time scales. They don’t agree on lots of issues such as checking planning permissions and work etc so how can they ensure this is done smoothly. There are so many council workers now and this will create more people that are overpaid.” (Public, age 55-64)

Themes from private hire drivers

	Number of comments
Licensing Fees	4
General	2
Timescales for applications to be submitted and Received	2

Of the few comments, licensing fees were mainly mentioned.

“Licensing fees should be reduced because mostly all forms are online so less manpower needed to process applications.” (PHV Driver)

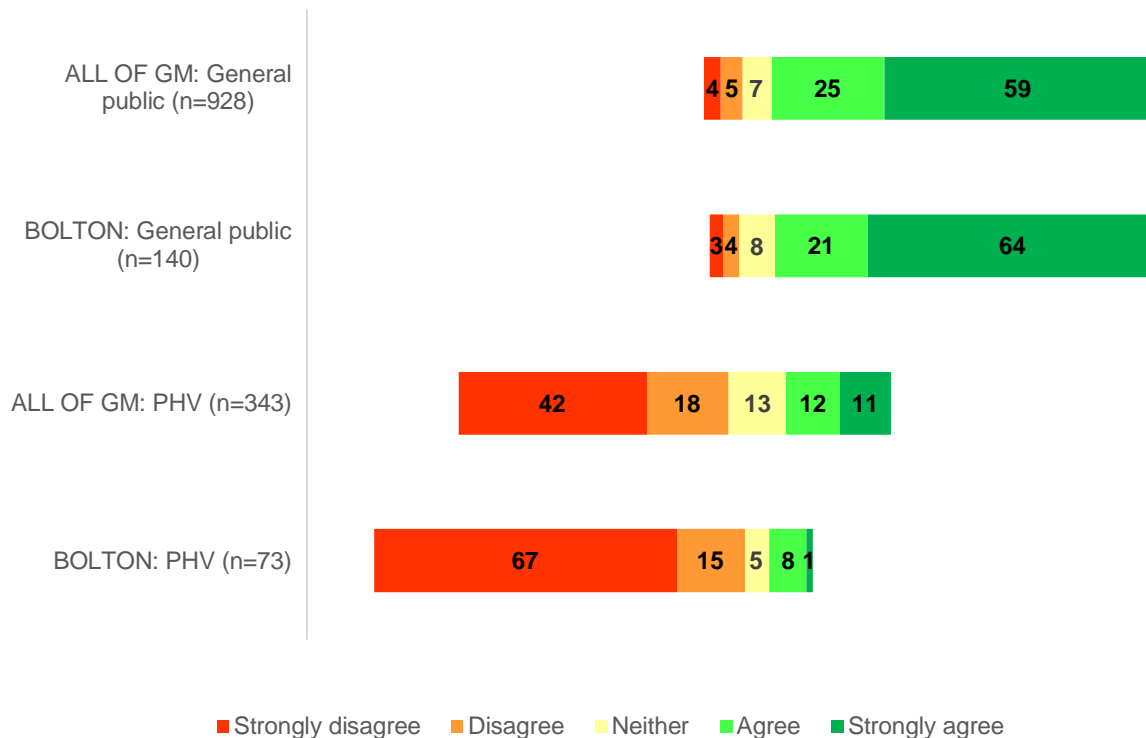
“Timescales for applications, i think it should at least 10 weeks.give plenty of time. Agreed framework licensing fees are set. need to be reasonable and justifiable.” (PHV Driver)

7. Proposed Timetable

There was a high level of support for the proposed timetable from members of the public in Bolton (85%).

Just under a tenth (10%) of PHV drivers licensed in Bolton, who responded to the survey, supported the timetable with four in five PHV drivers (82%) not supporting it, this is a lower level of support than GM (23% agreed, 60% disagreed with the proposed timetable).

Figure 7.1 Extent of agreement with proposed timetable (%)



Base: all respondents living in Bolton (public); licensed in Bolton (PHV).
Don't know has been removed from the chart

7.1 Comments about the proposed timetable

In total, 20 members of the public and 11 private hire drivers commented about the timetable.

Themes from the public

	Number of comments
Timescales	12
General comments	7

Timescales (n=12) Members of the public had a divided opinion about the proposed timescales. Some (n=5) suggested that the proposals should be delayed especially due to COVID-19, whereas others (n=6) suggested that the proposals should be put into effect as soon as possible.

“With COVID restrictions and cost to current drivers, maybe the deadline should be extended, especially if costs are higher than expected” (Public, age 55-65)

“As far as I am concerned the sooner this is implemented the better. There have been discussions and rumours for many years and it shouldn’t be a surprise that this will become a necessity.” (Public, age 45-54)

One person commented about the lack of infrastructure for charging points.

Main themes from private hire drivers

	Number of comments
General	6
Timescales	5

General comments (n=6) and timescales (n=5) PHV drivers mostly commented in disagreement with the proposals and felt that the deadlines should be extended because drivers are already struggling due to the impact of COVID-19.

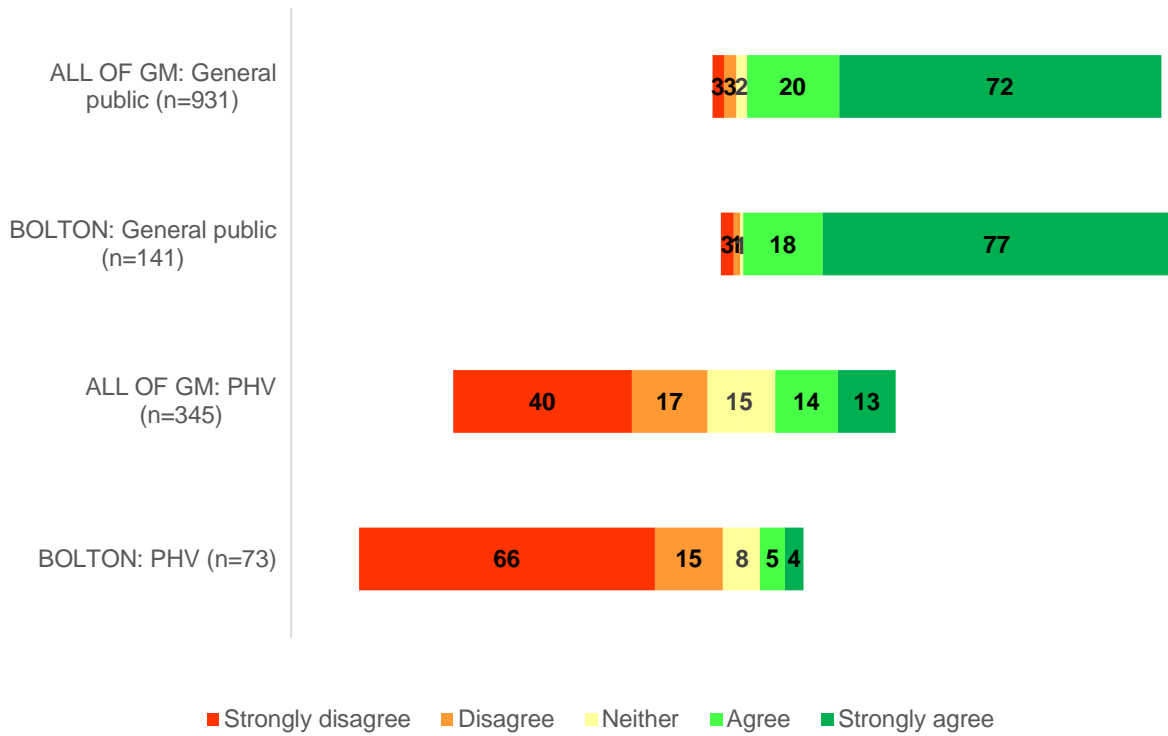
“To go with an implementation date of 2021 will probably result in a mass of unemployment in the region especially on the back of the co-vid pandemic. Drivers and the industry is already struggling and this would be the final nail in the coffin for many. The authority needs to use its powers to reconsider this transition period and potentially Delay any implementation of these new standards at a minimum until 2022. Also look at how other areas have reacted to the ULEZ regulations - Leeds another big northern city has scrapped its plans altogether for now.” (PHV Driver)

8. Overall view of standards

There was a high level of overall support for the proposed standards from members of the public in Bolton (95%).

Under a tenth (9%) of PHV drivers licensed in Bolton, who responded to the survey, supported the standards overall with over four out of five drivers (81%) not supporting them, this is a lower level of support than GM (27% agreed, 57% disagreed overall).

Figure 8.1 Extent of agreement with proposed MLS overall (%)



Base: all respondents living in Bolton (public); licensed in Bolton (PHV).

Don't know has been removed from the chart

8.1 Comments about the overall impact of the proposed standards

An almost equal number of comments were left by members of the public and private hire drivers.

	General Public	PHV Drivers
General comments	13	3
Financial impact (the cost to drivers)	10	33
Environmental impacts (improving environment)	3	0
Passenger impact (benefits and fare increases)	20	1
Other comments	0	0
Base (all those commenting about the impact)	35	33

General comments: Most of these comments came from the public (n=13) and all either agreeing with the proposed standards generally (n=10) or stating it wouldn't impact them.

"I agree it's about time the regulations were tightened and these proposals if implemented correctly should go some way towards this." (Public, age 65-74)

"If done properly - Especially having fully DBS checked for at least ten years - I would use taxis more as currently I avoid due to poor standards" (Public, age 45-54)

Financial impact: Most of these comments came from PHV drivers (n=33) with some comments from the public (n=6). All the comments provided by PHV drivers (n=33) commented on either drivers going in to debt and that funding is needed, with most comments (n=20) about the high costs of new vehicles. Most of the comments from the public reiterated driver concerns that funding is needed or is not enough and it would affect taxi drivers financially (n=6).

"Minimum standard is very expensive for us we can't afford the car and it's too much competition 25 years ago from Bolton to Manchester airport is £25 and it still is £25 after the 25 years "(PHV Driver)

"We will need help from central or local government for a grant to purchase these expensive electric vehicles." (PHV Driver)

"Many in my area including myself would be gravely and severely impacted if the proposals are implemented. Loss of possible job due to high investment costs and overall loss in income. Affecting my ability to provide for my family." (PHV Driver)

"All these are just further costs to drivers with no help funding these changes..... You want to change the colour of all private hire vehicles to white!! - I have only just bought my HYBRID car in silver / grey" (PHV Driver)

"All the cost of tests and using these roads affects the livelihood of drivers and their take home wage." (Public, age 45-54)

Passenger impact: Nearly all the comments were from members of the public (n=20) and most of these (n=13) felt the standards would improve passenger safety and encourage taxi use (n=3). However, concerns were raised it would lead to fare increases (n=3).

“If these standards are introduced, I will feel much safer & more confident in taking a taxi anywhere in Greater Manchester. Additionally, I will start using taxis in Bolton again. I recently stopped using Bolton taxis due to the awful state of vehicles & poor driver standards.” (Public, age 45-54)

“I will be affected because I have epilepsy and rely on taxis and will feel more safe using the taxi services that I need for me and my children to try and live a normal life. It was only this morning I thought to myself ,gosh I get into cars with strangers everyday and need to but I am now really shocked to see that it is not already a necessity to have a full CRB. I'm really shocked. The sooner this is done the better.” (Public, age 35-44)

“I feel strongly that vehicle standards of safety, cleanliness and appearance is vital. Driver knowledge, driving competency and professional turnout (appearance) also impacts on the customer experience. As a female sole passenger this is extremely important for my feelings of security when in a hire car.” (Public, 55-64, 16650)

“Probably see a massive rise in fares.” (Public, age 35-44)

8.2 The impact of Covid-19

Businesses and taxi drivers, owners and operators were asked about the impact of Covid-19 on them and/or their business. The number of responses was low for each district, therefore the analysis from the full Greater Manchester report is provided in Appendix E.

9. Hackney carriage and private hire operator comments

There was a low response to the consultation from private hire operators and hackney carriage drivers licensed in Bolton, eight and five respectively. The views of these two types of respondents are summarised in this section and not all respondents provided comments.

Hackney carriage drivers (n=5 responses to the consultation)

Only two of the drivers provided comments and these reflected their general view they agreed with the driver standards but vehicle standards were mixed. One hackney driver agreed with the vehicle standards except vehicle colour while the other commented:

“The age restrictions and clean air zone will destroy the hackney trade due to the heavy expenditure for proper taxis” (Hackney Driver)

None of the hackney drivers agreed with the timings with the only comment:

“I think the year what we’ve been through and the time ahead of us I think it’s totally the wrong time to impose this in April 2021. I think we should come back to this in a years time and see where we are with this pandemic.” (Hackney Driver)

PHV operators (n=8 responses to the consultation)

Most of the comments provided by PHV operators did not support the standards.

“These proposals will lose all trade. Drivers won’t be able to afford the changes” (PHV Operator)

“I strongly disagree with the proposals of minimum licensing standards for licensed vehicles in Greater Manchester.

- 1. The taxi and private hire drivers are over flooded, which makes it very difficult to make money.*
- 2. With Covid not many people are using the taxis or private hire, again can't make money.*
- 3. It will cost a lot of money to replace the vehicle.*
- 4. Not long before I retire.*
- 5. Will force me on the dole “(PHV Operator)*

However, one PHV Operator stated that the vehicle licencing standards are needed in order to support customer safety.

“I agree with this as it supports customer welfare, and ensures the vehicle is safe to drive” (PHV Operator)

Appendix A Methodology

Appendix A details the full methodology for the consultation. The questionnaire was designed by the Local Authorities in consultation with TfGM and AECOM. The following stages were then completed:

- Testing the questionnaire for clarity and understanding;
- Scripting the questionnaire;
- Data analysis; and
- Coding responses;

A.1 Testing the questionnaire

With any research, it is important to test and ensure that the methodology and questionnaire are fit for purpose and ultimately provide the outputs that are required to fulfil the research objectives and questions. It was agreed that AECOM would complete 12 cognitive interviews and a minimum of 50 pilot interviews of the survey.

Cognitive Testing

As some of the Minimum Licensing Standards information was not yet in the public domain, it was decided after a discussion with TfGM, that six cognitive tests would take place internally at AECOM with members of staff outside of the Social and Market Research team who have knowledge and experience of the subject field to ensure that the questionnaire is fit for purpose and that the technical language used is appropriate and clear for the respondent answering.

In addition, we also undertook six cognitive interviews with taxi/ PHV users that were recruited by our in-house recruitment team. Their interviews were undertaken via MS Teams or Zoom and provided useful feedback to update and amend the questionnaire design.

Pilot Testing

To ensure the survey was tested, the questionnaire was delivered to internal AECOM staff to complete.

The survey link was emailed to AECOM staff based in Greater Manchester on Friday 25th September. Ninety respondents clicked on the link in the email and of those, 67 respondents went on to complete all or part of the survey.

The pilot was used to test the data we obtained from the responses and the length of the questionnaire. The survey took on average 23 minutes to complete of all those that completed the survey with the shortest being 3 minutes and the longest being just over 60 minutes.

For the purpose of the pilot, at the end of the survey we provided an open comment box to receive feedback on the questionnaire. We reviewed these comments against the revised questionnaire to ensure any errors in format were corrected before the final questionnaire was approved for distribution for the live survey.

A.2 Scripting the questionnaire

The questionnaire was scripted using Askia survey software. The script was checked that all text matched the paper questionnaire, routing was accurate, and the survey was user-friendly for anyone completing it.

A.3 Data analysis

Data was imported from Askia into SPSS (Statistical Package for the Social Sciences).

All paper copies received were reviewed, quality checked before the responses were entered in the online questionnaire.


Data was cleaned by allocating additional codes to identify where respondents had been shown a question but chosen not to give a response and where respondents had been routed past a question, e.g. the general public were not asked about the effect of Covid-19 on their business. Additional variables were created using syntax in preparation for analysis, for example, those who were and were not financially impacted by Covid-19.

A.4 Coding responses

For each open-ended question, a process of human coding was completed to develop a number of themes based on the responses provided for each question.

For each question, a code frame was developed to capture the key themes from an initial set of responses and TfGM reviewed each code frame. A team of trained coders worked to code each response in each question and where the potential for new codes emerged, these were added to the code frame in agreement with TfGM. All coding went through two sets of reviewing by AECOM, prior to a final review from TfGM.

Appendix B Questionnaire



**Greater Manchester
Minimum Licensing
Standards**

**Greater Manchester taxi
and private hire minimum
licensing standards –
proposals for consultation**

Bolton | Bury | Manchester | Oldham | Rochdale | Salford | Stockport | Tameside | Trafford | Wigan

Instructions on completing the questionnaire

It should take anywhere from 10 to 30 minutes depending on your answers. The last day that you can respond is **Thursday 3 December 2020**.

If you have any concerns or questions about the questionnaire please email info@gmtaxistandards.com or call 0161 244 1100.

Throughout this questionnaire, when Greater Manchester or GM is used to describe the decision-making body for the proposals, it refers to the 10 Local Authorities of Greater Manchester.

Please use a black or blue pen to complete the questionnaire.

When writing comments, it is preferable if you use capitals to make sure we can clearly read your response. If at any time you run out of space in a section please go to the end of the questionnaire and continue to write on the additional pages provided. Please include the question number on this additional page to ensure we can clearly match your response to the question.

You will note that there are question numbers attached to each question and these may not run in sequential order, this is due to this being part of a larger questionnaire and to save paper we have removed sections and questions which are not relevant to you.

Alongside this, there will still be certain questions which will not be applicable for you, depending on your previous answers and your own circumstances. Where this is the case there is a comment in **CAPITALS** above the question to state who should answer the question, based on the answers provided.

When you reach a question which is not applicable to you then please move to the next page and continue to do so until you see a comment in capitals which states:

EVERYONE CAN ANSWER THESE QUESTIONS











All responses will go to AECOM – the independent agency who are managing and analysing the responses.

Please post your completed questionnaire to: Freepost RUBS-XRAT-GLBK, AECOM, 1 New York Street, Manchester, M1 4HD. You do not need a stamp.

If you have any supporting documents that you'd like to submit you can include these when posting the questionnaire.

At the end of this document please tick the box to advise that you've submitted extra documents and note the titles of these documents.

Thank you for providing responses for this consultation.



1

Background

There are two types of vehicles that the general public call 'taxis'

- Hackney carriages are licensed to pick up people who wave for the vehicle to pull over and stop at the roadside or from an authorised taxi rank. Hackney carriages are often purpose built 'black cabs' but don't have to be (depending on local policy) and they may also do pre-booked work.
- A private hire vehicle is only permitted to pick people up via a pre-arranged booking. This might be over the phone, or using an app-based booking system.

Around 2,000 hackney carriages and approximately 14,000 private hire vehicles are currently licensed by the ten Greater Manchester Local Authorities.

At present each Local Authority in Greater Manchester has a different set of standards for licensing drivers, vehicles and operators in their area.

What's changing?

Proposals have been developed to establish a consistent set of Greater Manchester-wide minimum licensing standards to help deliver improved safety, reduce vehicle emissions and improve vehicle accessibility for customers.

This collaborative approach between the 10 Greater Manchester Local Authorities seeks to establish minimum licensing standards in a number of key areas, while allowing Local Authorities to exceed these, where they consider this to be appropriate.

We want your views

We now want your views on the proposed set of minimum licensing standards but before answering any of the consultation questions, please read the consultation document. This can be found at gmtaxistandards.com.

The consultation is open until **23:59 on Thursday 3 December 2020**.

Who can take part?

We want as many views as possible on this important consultation. You can answer, wherever you live in the UK, as a member of the public, an individual working in this sector (e.g. as a driver) or in an official capacity (e.g. as an elected representative, business or organisation).

Where can I find more information?

Before answering any of the consultation questions, please read the consultation document. This can be found here on gmtaxistandards.com.

If you have any questions or concerns about the questionnaire, please email info@gmtaxistandards.com or call **0161 244 1100**.

For support to respond to this consultation or to request copies of the consultation document and questionnaire please contact info@gmtaxistandards.com or **0161 244 1100**. Support for non-English speakers is available on **0161 244 1100**.

Confidentiality and data protection

TfGM has commissioned the independent research organisation AECOM to receive and analyse responses to the consultation, and to prepare a report of the findings. Transport for Greater Manchester (TfGM) are the data controller and are delivering this consultation for the 10 Greater Manchester Local Authorities under delegated authority. Both TfGM and AECOM will process your personal data in accordance with the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR).

Information you provide including personal information in response to the consultation will only be published in aggregate form or anonymised. However, if you are responding to the consultation in an official capacity, we may attribute comments you make to the organisation or body you represent. It should be noted that information provided in response to this consultation, including personal information, may be subject to disclosure in accordance with the access to information regimes. These are primarily the Freedom of Information Act 2000 (FOIA), the Environmental Information Regulations (EIR) 2004, the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR). Therefore, if we receive a request for disclosure of the information, we cannot give an assurance that confidentiality can be maintained in all circumstances.

Further details of how TfGM process your data and for details of how you can exercise your rights are available at [tfgm.com/privacy-policy](https://www.tfgm.com/privacy-policy) or from the Data Protection Officer by emailing data.protection@tfgm.com. For AECOM's privacy policy, please visit [aecom.com/privacy-policy](https://www.aecom.com/privacy-policy) or email privacyquestions@aecom.com.

If you no longer wish for us to use your personal information during the analysis stage, you have a right to have the relevant information deleted. Please email privacyquestions@aecom.com before the consultation ends at 23:59 on Thursday 3 December 2020.

EVERYONE CAN ANSWER THESE QUESTIONS

Q0.1 Are you a ...?

Please tick one only

- Member of the public
- Licensed hackney carriage driver – own my vehicle
- Licensed hackney carriage driver – rent/lease a licensed vehicle that is kept at my home address
- Licensed hackney carriage driver – rent/lease a licensed vehicle that is not kept at my home address
- Licensed private hire driver – own my vehicle
- Licensed private hire driver – rent/lease a licensed vehicle that is kept at my home address
- Licensed private hire driver – rent/lease a licensed vehicle that is not kept at my home address
- Private hire operator
- Organisation (e.g. schools, charities, social enterprise, trade organisations, government bodies)
- Vehicle lease company (or owner of licensed vehicles used by others)
- Business (including self-employed and sole traders)
- Councillor / elected official

ONLY ANSWER IF YOU ARE RESPONDING AS A COUNCILLOR OR ELECTED OFFICIAL

Q0.1a. Please provide the following details

The area are you elected to represent.

Your name.

ONLY ANSWER IF YOU ARE A PRIVATE HIRE OPERATOR / TAXI TRADE ASSOCIATION / CHARITY OR OTHER ORGANISATION / VEHICLE LEASE COMPANY OR BUSINESS:

Q0.2 Please provide the name of the organisation you are responding on behalf of

Please write in your response below, additional space is provided at the end of the questionnaire, if needed

Q0.3 Are you authorised to respond on behalf of this organisation?

Please tick one only

Yes

No

Q0.4 What is the size of your business?

Please tick one only

Sole trader / self-employed (1 person)

Micro business (2-9 employees)

Small business (10-49 employees)

Medium business (50-249 employees)

Large business (250+ employees)

This questionnaire asks for your views on the proposed minimum licensing standards within four areas:

- Drivers
- Vehicles
- Operators
- Local Authorities

It also asks for your views on the timetable and impact of the proposals.

You have the opportunity to give any further comments at the end.

If you want further information about each of the standards and the rationale behind them, please read the consultation document which can be found at gmtaxistandards.com.

It should be emphasised that these are **minimum** standards the 10 Greater Manchester Local Authorities can work to. Some Local Authorities may already be working to higher standards or may plan to do so, this consultation will not affect that work.

The standards set out in this document also incorporate the Department for Transport's recently published Statutory Taxi and Private Hire Vehicle Standards. The Department for Transport's standards can be found at www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards. The Local Authorities acknowledge these standards and aim to build on them.

5

SECTION 1

EVERYONE CAN ANSWER THESE QUESTIONS

Proposed minimum licensing standards for licensed drivers in Greater Manchester

Enhanced criminal record checks: It is proposed that all drivers will be required to undertake an enhanced disclosure check through the Disclosure and Barring Service (DBS). The check will include Barred Lists such as details of unprotected spent convictions and police cautions. Drivers must also register to the DBS update service and maintain that registration to enable the licensing authority to routinely check for new information every six months.

Driver medical examinations: It is proposed that medical examinations are used to check drivers are medically fit to drive (the same examinations as applied by the Driver and Vehicle Standards agency (DVSA) to the licensing of lorry and bus drivers).

Knowledge tests: It is proposed that applicants undertake a knowledge test. The test may include local area knowledge, local conditions, licensing law, road safety / highway code / cycle awareness, numeracy, reading & writing and safeguarding.

English language tests: It is proposed that new drivers undertake an assessment to ensure they are able to communicate in spoken English and in writing to a standard that is required to fulfil their duties, including in emergency and challenging situations.

Driving proficiency tests: It is proposed that all new drivers will be required to pass an on-road assessment with a Greater Manchester approved supplier.

Driver training: It is proposed that Licensing Authorities will require all drivers to undertake training in safeguarding and awareness of child sexual exploitation, human trafficking, disability and dementia.

Dress code: It is proposed a dress code is introduced to promote a positive image of the licensed hackney carriage and private hire trade in Greater Manchester. All clothing worn must be in good condition and the driver must keep good standards of personal hygiene.

Drug and alcohol testing: Driving under the influence of drugs and / or alcohol poses a risk to the public and other road users. The proposal is to develop a policy on the testing of drivers based on complaints or intelligence received.

Private hire driver conditions: The private hire driver conditions are set out in detail in Appendix 3 of the consultation document and include matters such as driver conduct, fares, convictions, assistance dogs and lost property.

EVERYONE CAN ANSWER THESE QUESTIONS

Q1. To what extent do you agree or disagree with the proposed minimum licensing standards for licensed drivers in Greater Manchester?

Please tick one only

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

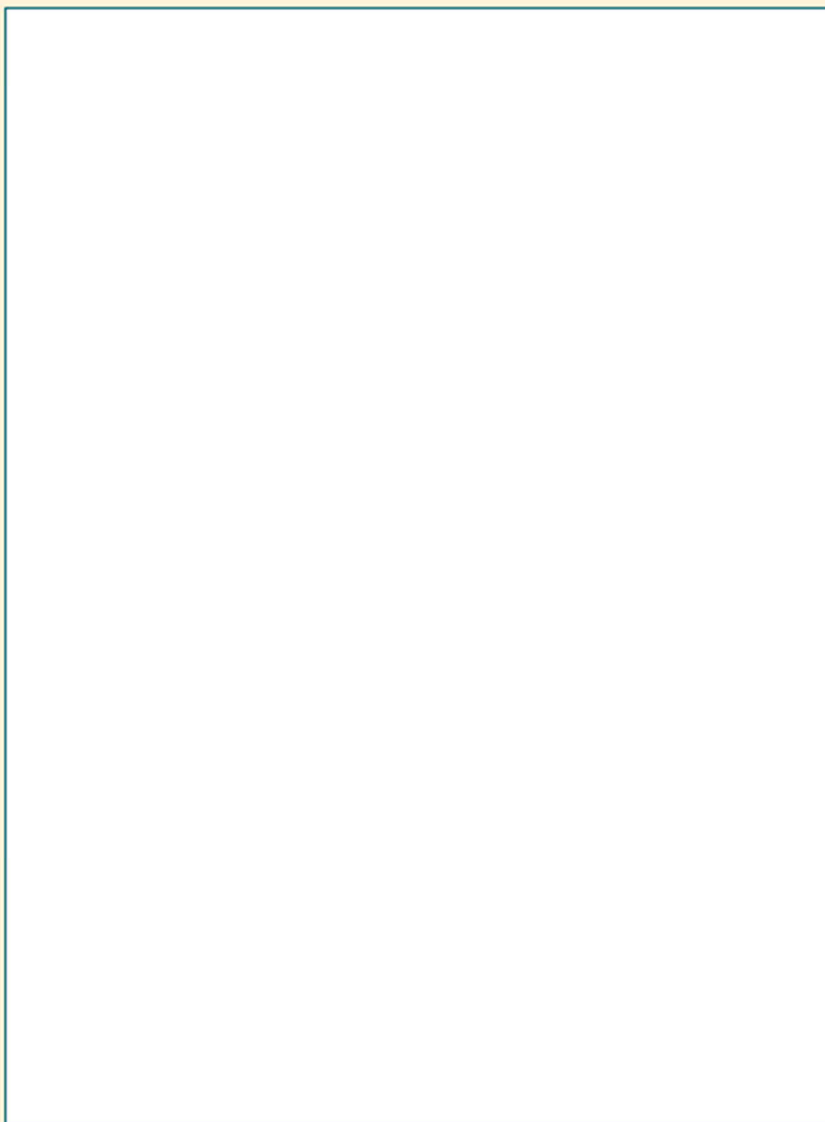
SECTION 1

EVERYONE CAN ANSWER THESE QUESTIONS

Q1a. Please use this space to provide any comments relating to the proposals for minimum licensing standard or standards for licensed drivers in Greater Manchester.

If you are commenting on a specific standard or standards, please mention the standard you are referring to.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed



SECTION 2

EVERYONE CAN ANSWER THESE QUESTIONS

Proposed minimum licensing standards for licensed vehicles in Greater Manchester

Vehicle emissions: It is proposed that all licensed vehicles must comply with the current Euro standard (Petrol: Euro IV 2005 onwards manufacture, Diesel: Euro V1 2015 onwards manufacture) when they are first licensed, with an ambition for a zero-emission capable fleet by 2028.

Vehicle age: It is proposed that all licensed vehicles are under 5 years old at first licensing and no more than 10 years old.

Different age policy for electric vehicles: A different age policy is being considered for electric vehicles so that they can be licensed for more than 10 years.

Vehicle colour: It is proposed that all private hire vehicles should be white in colour and hackney carriages should be black (exceptions for advertising on some hackney carriages and executive hire, for example chauffeur services).

Accessible hackney carriages: It is proposed that all hackney carriages should be wheelchair accessible.

Side and / or rear loading without the need for swivel seats: A policy as to whether purpose-built accessible vehicles should be side and/or rear loading without the need for swivel seats is being considered.

Vehicle livery (special design): It is proposed all vehicles will display licence plates on the front and back of the vehicle, a 'GM Approved' sticker on its bonnet and that private hire vehicles will display stickers on both rear side doors which will include operator name, 'advanced bookings only' and 'not insured unless pre-booked', and a sticker containing the operator name in the back window.

Vehicle testing: It is proposed that all vehicles more than three years old will be tested for safety, road worthiness and exhaust emissions at least twice a year. It is also proposed that all vehicles will be tested against the standard DVSA MOT Standard as a minimum.

CCTV: It is proposed that all licensed vehicles are fitted with mandatory CCTV. Cameras can act as a deterrent to the occurrence of a crime and can protect both drivers and passengers. Audio as well as visual recording is proposed, triggered by a panic button system.

Executive hire: It is proposed that the following standards apply to executive hire vehicles (e.g. chauffeur driven) - bookings to be confirmed by written contract, payments made in advance of the journey or by invoice afterwards, the types of vehicles to be licensed, dress code, business plan shared with licensing authority, vehicles not to be fitted with radios or data heads or meters, exemptions from plates and door signs and must be used exclusively for executive hire.

Vehicle design: It is proposed that all vehicles conform to M1 vehicle standard (DVLA vehicle classification), no retrofitting of engines into older vehicles (Liquid Petroleum Gas (LPG) conversions will be accepted), any retrofit emissions technology must have been approved as part of the Clean Vehicle Retrofit Accreditation Scheme (CVRAS), manufacturer window tints only, no vehicles will have been written off in any category, no roof signs on private hire vehicles, no advertising other than Local Authority issued signage on private hire vehicles.

Vehicle conditions: Details of proposed Greater Manchester private hire and hackney carriage vehicle conditions can be found in Appendices 4 and 5 respectively and include matters such as identification plates, accidents, meters, fare tables and CCTV.

Q2. To what extent do you agree or disagree with the proposed minimum licensing standards for licensed vehicles in Greater Manchester?

Please tick one only

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

SECTION 2

EVERYONE CAN ANSWER THESE QUESTIONS

Q2a. Please use this space to provide any comments relating to the proposals for minimum licensing standard or standards for licensed vehicles in Greater Manchester.

If you are commenting on a specific standard or standards, please mention the standard you are referring to.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed



SECTION 3

EVERYONE CAN ANSWER THESE QUESTIONS

Proposed minimum licensing standards for licensed operators in Greater Manchester

Common licence conditions: It is proposed that common conditions are attached to each private hire operator licence setting out their responsibilities and how records should be kept with regards to bookings, vehicles and drivers working from and for their company.

Criminal record checks for operators and staff: It is proposed that each private hire operator licence requiring operators and their staff (paid or unpaid) are DBS checked every year to ensure that only safe and suitable people have access to operator records.

Vehicle owners who are not licensed drivers, including Directors of companies or partners, are to have a basic DBS check as a part of their application process.

Q3. To what extent do you agree or disagree with the proposed minimum licensing standards for licensed operators in Greater Manchester?

Please tick one only

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

Don't know

Q3a. Please use this space to provide any comments relating to the proposals for minimum licensing standard or standards for licensed operators in Greater Manchester.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed

SECTION 4

EVERYONE CAN ANSWER THESE QUESTIONS

Proposed minimum licensing standards for Local Authorities in Greater Manchester

Timescales for applications to be submitted and received: It is proposed that applications may be submitted up to eight weeks in advance of licence expiry. Once an application has been determined a driver/vehicle or operator licence will be issued within five working days.

An agreed common enforcement approach: It is proposed an agreed common enforcement approach across Greater Manchester is developed so that the standards will be adhered to in practice and drivers will comply with them.

An agreed framework to which licensing fees are set: It is proposed that a framework governing levels of licensing fees (including enforcement and compliance costs) will be agreed.

Councillor training (relevant to their role) before they hear applications: Councillors already receive training but this proposal confirms that councillors with responsibility for licensing will receive training each year and new councillors will receive training before they hear licensing applications.

Appropriate delegated powers for Licensing Managers: It is proposed that appropriate delegated powers (trusting others to make decisions) will be in place for Licensing Managers and Heads of Service to suspend or revoke licences on the grounds of public safety when an urgent need arises.

Excellence in Licensing Award: Local Authorities are also considering a scheme where members of the public can nominate drivers and companies who they wish to be considered for an 'Excellence in Licensing Award'.

Q4. To what extent do you agree or disagree with the proposed minimum licensing standards for Local Authorities in Greater Manchester?

Please tick one only

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

Q4a. Please use this space to provide any comments relating to the proposals for minimum licensing standard or standards for Local Authorities in Greater Manchester.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed

SECTION 5

EVERYONE CAN ANSWER THESE QUESTIONS

Timetable

It is acknowledged that there needs to be a period of transition before Licensing Authorities implement any proposals agreed following this consultation. This will also allow the trade to consider their options for vehicles going forward. To support Greater Manchester licensed hackney carriage and private hire vehicle owners to upgrade, the Greater Manchester Clean Air Plan proposals include a 'Clean Taxi Fund' and a series of other measures, more information on this can be found at cleanairgm.com.

A timetable has been set out which proposes:

- New vehicles being licensed from 1 April 2021 will be required to meet the standards that are approved following this consultation.
- Most of the other policy areas that are approved will start to come into force from April 2021, for example relating to driver and operator standards.
- From April 1, 2021 it is proposed that all existing licensed vehicles will commence transitioning to meet the standards that are approved following this consultation. This will include the stated emissions requirements and age of vehicles.
- The transition period will be determined by each individual Licensing Authority having considered current and revised policies and the likely effect on the trade, but it is expected that all vehicles would have to be compliant with the proposed emissions standards by April 1, 2024 (non-compliant vehicles will still be liable to pay the Clean Air Zone charge from Spring 2022). This will mean that from April 2023, hackney and private hire vehicles will need to meet Minimum Licensing Standards to secure a vehicle licence.
- From 2025 all **new-to-licence** vehicles would need to be Zero Emission Capable (ZEC) (a vehicle which emits no more than 75g/km CO2 exhaust emissions and be capable of being operated with no emissions for a minimum range of 20 miles).
- From April 2028 all who submit their vehicle for a licence would need to be ZEC.

Q5. To what extent do you agree or disagree with the proposed timetable for minimum licensing standards in Greater Manchester?

Please tick one only

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

Q5a. Please use this space to provide any comments relating to the proposed timetable.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed

SECTION 6

EVERYONE CAN ANSWER THESE QUESTIONS

Impact

When considering the impact, you may also want to review current licence standards within the Local Authority you live in or are currently licensed with. A link to these can be found on gmtaxistandards.com or you can contact each Local Authority Licensing Department directly. A summary of current licensing standards and case studies of how the proposals may affect vehicle owners can be found at Appendices 8 and 9 within the consultation document.

Having read through the proposals for minimum licensing standards in Greater Manchester...

Q6a. Please use this space to describe how you / your business will be affected by these proposals (if at all) if they are approved and implemented.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed



SECTION 6

ONLY TO BE ANSWERED BY BUSINESSES INCLUDING VEHICLE LEASING COMPANIES OR ANYONE WHO WORKS IN THE TAXI TRADE

COVID-19

Local Authorities are aware that businesses have been, and continue to be, impacted by the COVID-19 pandemic.

To understand the impact on you and your business / organisation please answer the following questions.

Q6b. Which of the following best reflects your trading status as a result of the COVID-19 pandemic?

Please tick all that apply

- Have continued trading throughout
- Currently trading, having temporarily paused - but have resumed trading during the pandemic
- Paused trading
- Permanently ceased trading
- Other (please write in)

Q6c. Have you or your business received any of the following as a result of the COVID-19 pandemic:

Please tick all that apply

- Coronavirus job retention scheme (aka Furlough)
- Government-backed accredited loans or finance agreements (aka CBIL / BBLs)
- Business grants funded by the UK and devolved governments
- Self-employment income support scheme
- Other government support
- Other loans / grants (please write in)

- Not applied for any of these schemes
- Not applicable for my business or organisation

Q6d. Please tell us how the COVID-19 pandemic has affected the following aspects of your business:

Please tick one per row

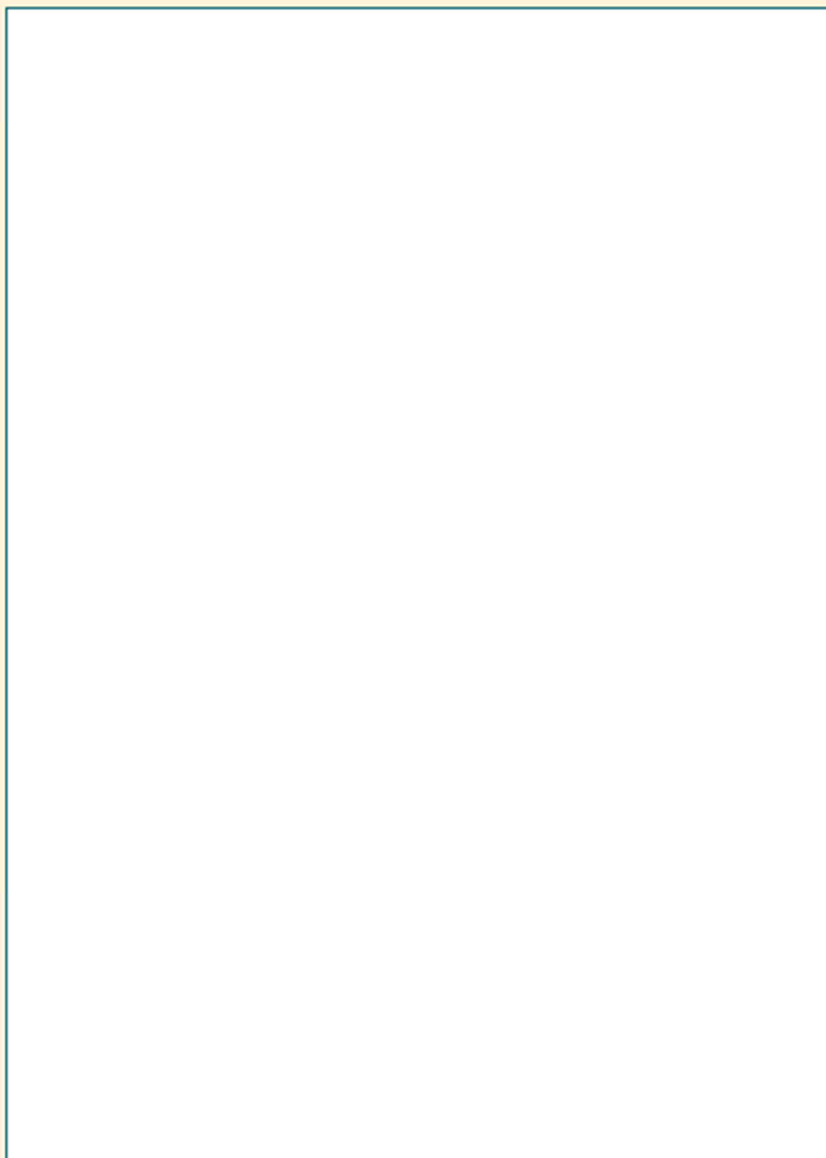
	A lot less than before	Less than before	Same as before	More than before	A lot more than before	Not applicable	Don't know	Prefer not to say
Level of debt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reserves / Savings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Profitability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 6

ONLY TO BE ANSWERED BY BUSINESSES INCLUDING VEHICLE LEASING COMPANIES OR ANYONE WHO WORKS IN THE TAXI TRADE

Q6e. Please tell us how the COVID-19 pandemic has affected your ability to meet the proposed Greater Manchester Minimum Licensing Standards?

Please write in your response below, additional space is provided at the end of the questionnaire, if needed



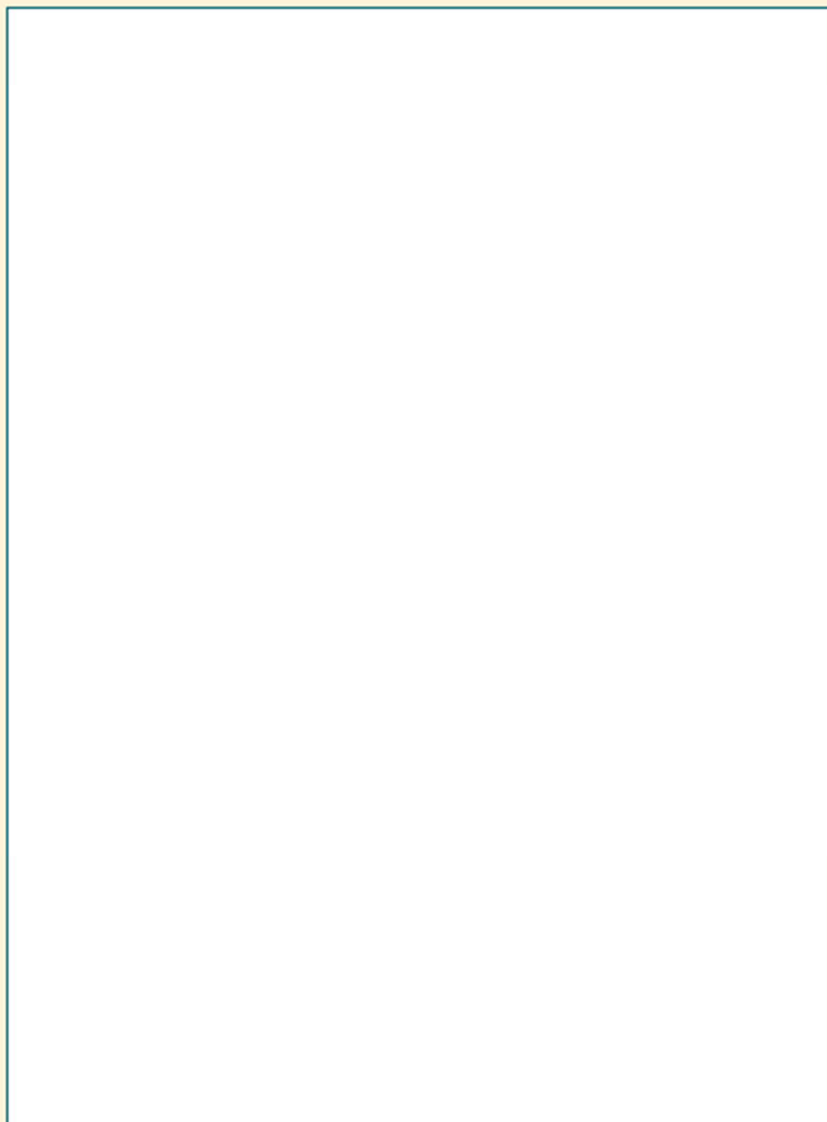
SECTION 6

ONLY TO BE ANSWERED BY ORGANISATIONS, A MEMBER OF THE PUBLIC OR AN ELECTED OFFICIAL

Local Authorities are aware that people and businesses have been, and continue to be, impacted by the COVID-19 pandemic.

Q6f. Do you have any comments on the impact of the COVID-19 pandemic on the proposals outlined within the consultation document?

Please write in your response below, additional space is provided at the end of the questionnaire, if needed



SECTION 7

EVERYONE CAN ANSWER THESE QUESTIONS

Overall proposals

Q7a. Overall, to what extent do you agree or disagree with the proposed Greater Manchester minimum licensing standards for hackney carriages and private hire services.

Please tick one only

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

Don't know

Q7b. Please explain your answer.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed

SECTION 7

EVERYONE CAN ANSWER THESE QUESTIONS

Q7c. Are there any changes that you think would improve the proposed minimum licensing standards?

Please tick one only

Yes

No

Don't know

IF ANSWERED YES ABOVE

Q7d. Please provide further details as to the changes you think would improve the proposed standards.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed

Q7e. If you disagreed with the proposals, how likely would you be to agree with them if the changes you suggested in answer to the previous question were made?

Please tick one only

Extremely likely

Quite unlikely

Quite likely

Extremely unlikely

Neither likely or unlikely

Don't know

SECTION 8

EVERYONE CAN ANSWER THESE QUESTIONS

Draft Equality Impact Assessment

Q8. A draft Equality Impact Assessment has been produced to identify the potential impacts of the proposed minimum licensing standards on persons with protected characteristics. This can be found at gmtaxistandards.com.

Please use this space to provide any comments on the draft Equality Impact Assessment.

Please write in your response below, additional space is provided at the end of the questionnaire, if needed



SECTION 9

THERE ARE QUESTIONS TO BE ANSWERED ON THIS PAGE IF YOU ARE

- A LICENSED TAXI OR PRIVATE HIRE DRIVER, OWNER OR OPERATOR
- AN ORGANISATION INCLUDING TRADE ASSOCIATION OR CHARITY
- A VEHICLE LEASING COMPANY

About you

ANSWER IF YOU ARE A TAXI OR PRIVATE HIRE DRIVER, OWNER OR OPERATOR

Q9. Which Local Authority are you licensed with?

Please tick all that apply

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Bolton | <input type="checkbox"/> Tameside |
| <input type="checkbox"/> Bury | <input type="checkbox"/> Trafford |
| <input type="checkbox"/> Oldham | <input type="checkbox"/> Manchester |
| <input type="checkbox"/> Rochdale | <input type="checkbox"/> Salford |
| <input type="checkbox"/> Stockport | <input type="checkbox"/> Wigan |
| <input type="checkbox"/> Outside Greater Manchester (please write in) | <input type="text"/> |

ANSWER IF YOU ARE IN A TRADE ASSOCIATION, CHARITY OR VEHICLE LEASE COMPANY

Q10. Which Local Authority are based in?

Please tick all that apply

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Bolton | <input type="checkbox"/> Tameside |
| <input type="checkbox"/> Bury | <input type="checkbox"/> Trafford |
| <input type="checkbox"/> Oldham | <input type="checkbox"/> Manchester |
| <input type="checkbox"/> Rochdale | <input type="checkbox"/> Salford |
| <input type="checkbox"/> Stockport | <input type="checkbox"/> Wigan |
| <input type="checkbox"/> Outside Greater Manchester (please write in) | <input type="text"/> |

Q11. How many drivers / members do you represent? OR How many licensed vehicles do you own?

Please write in your response below

SECTION 9

EVERYONE CAN ANSWER THESE QUESTIONS

We must consider how different people will be affected by our strategies and policies, and we also want to make sure we hear from people from all of Greater Manchester's diverse backgrounds. Therefore the last few questions are about you, to help us ensure we hear from a range of voices, and to help identify any possible discrimination or barriers for particular groups of people. The personal information you give us will remain strictly confidential and we will not use it in a way that could identify you. If there are questions you would prefer not to answer please choose the 'prefer not to say' option.

Q12. Which Local Authority do you live in?

Please tick one only

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Bolton | <input type="checkbox"/> Tameside |
| <input type="checkbox"/> Bury | <input type="checkbox"/> Trafford |
| <input type="checkbox"/> Oldham | <input type="checkbox"/> Manchester |
| <input type="checkbox"/> Rochdale | <input type="checkbox"/> Salford |
| <input type="checkbox"/> Stockport | <input type="checkbox"/> Wigan |
| <input type="checkbox"/> Outside Greater Manchester (please write in) | <input type="text"/> |

Q13 What is your home postcode?

Q14: How old are you?

Please tick one only

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 13 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 13-17 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 75+ |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> Prefer not to say |

SECTION 9

EVERYONE CAN ANSWER THESE QUESTIONS

Q15: What is your ethnic group?

Please tick one only

- | | |
|--|--|
| <input type="checkbox"/> Asian or Asian British - Indian | <input type="checkbox"/> Mixed - White and Black African |
| <input type="checkbox"/> Asian or Asian British - Pakistan | <input type="checkbox"/> Mixed - White and Asian |
| <input type="checkbox"/> Asian or Asian British - Bangladesh | <input type="checkbox"/> Mixed - Any other mixed background |
| <input type="checkbox"/> Asian or Asian British - Chinese | <input type="checkbox"/> White - English/Welsh/Scottish/
Northern Irish/British |
| <input type="checkbox"/> Asian or Asian British - Kashmiri | <input type="checkbox"/> White - Irish |
| <input type="checkbox"/> Asian or Asian British - Any other Asian background | <input type="checkbox"/> White - Gypsy or Irish Traveller |
| <input type="checkbox"/> Black or Black British - Caribbean | <input type="checkbox"/> White - Eastern European |
| <input type="checkbox"/> Black or Black British - African | <input type="checkbox"/> White - Any other White background |
| <input type="checkbox"/> Black or Black British - Any other Black background | <input type="checkbox"/> Other ethnic group - Arab |
| <input type="checkbox"/> Mixed - White and Black Caribbean | <input type="checkbox"/> Other ethnic group - Other |
| | <input type="checkbox"/> Prefer not to say |

Q16: What is your religion?

Please tick one only

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Other religion |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> No religion |
| <input type="checkbox"/> Jewish | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Muslim | |

Q17: How do you describe your gender?

Please tick one only

- | | |
|--|--|
| <input type="checkbox"/> A man (including Trans Man) | <input type="checkbox"/> In another way |
| <input type="checkbox"/> A woman (including Trans Woman) | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Non-binary | |

Q18: Do you identify as trans/transgender?

Please tick one only

- | | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> In some ways |
| <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |

SECTION 9

EVERYONE CAN ANSWER THESE QUESTIONS

Q19: Which of the following best describes how you think of yourself?

Please tick one only

- | | |
|---|--|
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Other sexual orientation
(please specific)
<input type="text"/> |
| <input type="checkbox"/> Gay man | |
| <input type="checkbox"/> Gay woman or lesbian | |
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Prefer not to say |

Q20: Are your day-to-day activities limited because of a health problem or disability?

Please tick one only

- | | |
|--|--|
| <input type="checkbox"/> Yes, limited a lot | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes, limited a little | <input type="checkbox"/> Prefer not to say |

Q21: Could you please tell me which of the conditions best describe your health issues or disability?

Please tick all that apply

- | | |
|--|---|
| <input type="checkbox"/> Learning disability | <input type="checkbox"/> Sensory disability |
| <input type="checkbox"/> Mental ill health | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Mobility disability | <input type="checkbox"/> Other disability (please write in)
<input type="text"/> |

EVERYONE CAN ANSWER THESE QUESTIONS

Q22. How did you hear about this consultation?

Please tick one only

- | | |
|---|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Radio |
| <input type="checkbox"/> Twitter | <input type="checkbox"/> Local newspaper |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Events |
| <input type="checkbox"/> Instagram | <input type="checkbox"/> gmtaxistandards.com website |
| <input type="checkbox"/> LinkedIn | <input type="checkbox"/> Website (not gmtaxistandards.com website) |
| <input type="checkbox"/> Posters | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Search engine advert | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please write in) <input type="text"/> | |

SECTION 9

EVERYONE CAN ANSWER THESE QUESTIONS

Please see privacy notice at tfgm.com/privacy-policy to see how your data will be held and your individual rights under GDPR.

Q23: CONTACT

Please tick all that apply

- You would like to be kept informed on the development of the Minimum Licensing Standards proposals
- You own / drive an impacted vehicle and would like information about support when it becomes available
- You are willing to take part in further research / consultation activity
- I do not want to provide my contact details

Q24: CONTACT

Please provide the following details

Name

Telephone Number

Email address

NOTE: If you are aged under 13, we require the contact details from a parent or legal guardian and they must confirm they have given their permission to provide their contact details by ticking below:

- As a parent/guardian of the person responding to this consultation who is aged under 13, I have provided my contact details.

Thank you for sharing your views on the Greater Manchester proposals for Minimum Licensing Standards. Once the consultation has closed on **3 December 2020**, all the feedback received will be read and considered to help shape the final proposals.

Please post your completed questionnaire to the address below. You do not need a stamp.

Greater Manchester Minimum Licensing Standards
Freepost RUBS-XRAT-GLBK
AECOM
1 New York Street
MANCHESTER
M1 4HD.

IF YOU HAVE RUN OUT OF SPACE WHEN WRITING A COMMENT, PLEASE COMPLETE YOUR COMMENT HERE:

Question:

Question:

For support to respond to this consultation or to request copies of the summary document and questionnaire please contact info@gmtaxistandards.com or 0161 244 1100. Support for non-English speakers is available on 0161 244 1100.

Prosimy o kontakt przez email info@gmtaxistandards.com lub telefonicznie pod numerem 0161 244 1100 po pomoc w odpowiedzi na tą konsultację lub aby móc otrzymać egzemplarze dokumentacji z podsumowaniem wraz z ankietą.

Wsparcie dla osób nie mówiących po angielsku można otrzymać pod numerem 0161 244 1100.

এই পরামর্শে সাড়া দিতে সাহায্যের জন্য অথবা সামারি ডকুমেন্ট অর্থাৎ সারসর্ম এবং প্রশ্নমালার কপি পেতে ইমেইলে যোগাযোগ করুন - info@gmtaxistandards.com
অথব এই নাম্বারে ফোন করুন- 0161 244 1100
যারা ইংরেজি বলেন না তাদের জন্য সহযোগিতার ব্যবস্থা রয়েছে, সাহায্য পেতে এই নাম্বারে ফোন করুন- 0161 244 1100

اس مشاورت کا جواب دینے میں مدد یا دستاویز کا خلاصہ اور سوالنامہ کی کاپی حاصل کرنے کیلئے براہ مہربانی ای میل
info@gmtaxisstandards.com پر رابطہ کیجئے یا 0161 244 1100 پر ٹیلی فون کیجئے۔
جن افراد کو انگریزی زبان بولنے میں مدد درکار ہے وہ اس نمبر 0161 244 1100 پر فون کریں۔

"एस्तावेजना सारांश अने प्रभावलिनी नकलो मेळववा माटे अथवा आ परामर्शनी जवाब आपवा माटे
मदद मेळववा कृपा करीने info@gmtaxistandards.com पर छमेछल द्वारा संपर्क करी
अथवा तमे 0161 244 1100 पर टेलिफोन करी शके छे.

જ લોકો અંગ્રેજી નથી બોલતા, તેઓ મદદ મેળવવા, 0161 244 1100 પર ટેલિફોન કરી શકે છે."

"للحصول على الدعم للرد على هذه الاستشارة أو لطلب نسخ من الوثيقة الموجزة والاستبيان، يرجى
التواصل على البريد الإلكتروني info@gmtaxistandards.com
أو الإتصال بالرقم 0161 244 1100.

يتوفر الدعم لغير الناطقين باللغة الإنجليزية على الرقم 0161 244 1100.

Appendix C – Responses to closed questions

Are you responding to this consultation as a...?

	N	%
Member of the public	141	59%
Licensed hackney carriage driver – own my vehicle	5	2%
Licensed hackney carriage driver – rent/lease a licensed vehicle that is kept at my home address	0	0%
Licensed hackney carriage driver – rent/lease a licensed vehicle that is not kept at my home address	0	0%
Licensed private hire driver – own my vehicle	68	29%
Licensed private hire driver – rent/lease a licensed vehicle that is kept at my home address	3	1%
Licensed private hire driver – rent/lease a licensed vehicle that is not kept at my home address	2	1%
Private hire operator	8	3%
Organisation (e.g. schools, charities, social enterprise, trade organisations, government bodies)	0	0%
Vehicle lease company (or owner of licensed vehicles used by others)	3	1%
Business (including self-employed and sole traders)	0	0%
Councillor / elected official	8	3%
Total	238	100%

What is the size of your business?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Sole trader / self-employed (1 person)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Micro business (2-9 employees)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Small business (10-49 employees)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Medium business (50-249 employees)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Large business (250+ employees)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Are you authorised to respond on behalf of this organisation?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	0	0%	0	0%	0	0%	7	100%	0	0%	3	100%	0	0%
No	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Total	0	0%	0	0%	0	0%	7	100%	0	0%	3	100%	0	0%

To what extent do you agree or disagree with the proposed minimum licensing standards for licensed drivers in Greater Manchester?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Strongly agree	117	84%	3	75%	6	8%	0	0%	0	0%	1	33%	4	50%
Agree	16	11%	0	0%	19	26%	3	38%	0	0%	2	67%	4	50%
Neither agree nor disagree	1	1%	0	0%	8	11%	2	25%	0	0%	0	0%	0	0%
Disagree	3	2%	0	0%	9	13%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	3	2%	1	25%	28	39%	3	38%	0	0%	0	0%	0	0%
Don't know	0	0%	0	0%	2	3%	0	0%	0	0%	0	0%	0	0%
Total	140	100%	4	100%	72	100%	8	100%	0	0%	3	100%	8	100%

To what extent do you agree or disagree with the proposed minimum licensing standards for licensed vehicles in Greater Manchester?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Strongly agree	98	70%	0	0%	3	4%	0	0%	0	0%	0	0%	3	38%
Agree	26	18%	0	0%	1	1%	1	13%	0	0%	2	67%	2	25%
Neither agree nor disagree	4	3%	1	25%	3	4%	1	13%	0	0%	0	0%	2	25%
Disagree	6	4%	1	25%	9	12%	0	0%	0	0%	0	0%	1	13%
Strongly disagree	7	5%	2	50%	56	77%	6	75%	0	0%	1	33%	0	0%
Don't know	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Total	141	100%	4	100%	73	100%	8	100%	0	0%	3	100%	8	100%

To what extent do you agree or disagree with the proposed minimum licensing standards for licensed operators in Greater Manchester?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Strongly agree	120	86%	2	50%	6	8%	0	0%	0	0%	0	0%	6	75%
Agree	14	10%	0	0%	22	30%	6	75%	0	0%	3	100%	2	25%
Neither agree nor disagree	4	3%	1	25%	11	15%	1	13%	0	0%	0	0%	0	0%
Disagree	0	0%	0	0%	8	11%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	2	1%	1	25%	24	33%	1	13%	0	0%	0	0%	0	0%
Don't know	0	0%	0	0%	2	3%	0	0%	0	0%	0	0%	0	0%
Total	140	100%	4	100%	73	100%	8	100%	0	0%	3	100%	8	100%

To what extent do you agree or disagree with the proposed minimum licensing standards for local authorities in Greater Manchester?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Strongly agree	104	74%	2	50%	4	6%	1	13%	0	0%	0	0%	4	50%
Agree	24	17%	1	25%	19	26%	2	25%	0	0%	2	67%	4	50%
Neither agree nor disagree	7	5%	0	0%	9	13%	1	13%	0	0%	1	33%	0	0%
Disagree	1	1%	0	0%	9	13%	0	0%	0	0%	0	0%	0	0%
Strongly disagree	1	1%	1	25%	26	36%	3	38%	0	0%	0	0%	0	0%
Don't know	4	3%	0	0%	5	7%	1	13%	0	0%	0	0%	0	0%
Total	141	100%	4	100%	72	100%	8	100%	0	0%	3	100%	8	100%

To what extent do you agree or disagree with the proposed timetable for minimum licensing standards in Greater Manchester?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Strongly agree	90	64%	0	0%	1	1%	1	13%	0	0%	0	0%	3	38%
Agree	29	21%	0	0%	6	8%	1	13%	0	0%	2	67%	3	38%
Neither agree nor disagree	11	8%	1	25%	4	5%	2	25%	0	0%	0	0%	1	13%
Disagree	5	4%	1	25%	11	15%	0	0%	0	0%	0	0%	1	13%
Strongly disagree	4	3%	2	50%	49	67%	4	50%	0	0%	1	33%	0	0%
Don't know	1	1%	0	0%	2	3%	0	0%	0	0%	0	0%	0	0%
Total	140	100%	4	100%	73	100%	8	100%	0	0%	3	100%	8	100%

Which of the following best reflects your trading status as a result of the Covid-19 pandemic?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Have continued trading throughout	0	0%	0	0%	6	8%	2	25%	0	0%	0	0%	0	0%
Currently trading, having temporarily paused - but have resumed trading during the pandemic	0	0%	3	75%	43	61%	4	50%	0	0%	2	67%	0	0%
Paused trading	0	0%	1	25%	15	21%	1	13%	0	0%	1	33%	0	0%
Permanently ceased trading	0	0%	0	0%	5	7%	0	0%	0	0%	0	0%	0	0%
Other	0	0%	0	0%	2	3%	1	13%	0	0%	0	0%	0	0%
Total	0	0%	4	100%	71	100%	8	100%	0	0%	3	100%	0	0%

Have you or your business received any of the following as a result of the Covid-19 pandemic?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Coronavirus job retention scheme (aka Furlough)	0	0%	2	50%	7	10%	2	29%	0	0%	2	67%	0	0%
Government-backed accredited loans or finance agreements (aka CBIL / BBLs)	0	0%	0	0%	1	1%	1	14%	0	0%	2	67%	0	0%
Business grants funded by the UK and devolved governments	0	0%	0	0%	2	3%	0	0%	0	0%	1	33%	0	0%
Self-employment income support scheme	0	0%	1	25%	43	61%	3	43%	0	0%	0	0%	0	0%
Other government support	0	0%	0	0%	3	4%	0	0%	0	0%	0	0%	0	0%
Other loans / grants	0	0%	0	0%	4	6%	1	14%	0	0%	0	0%	0	0%
Not applied for any of these schemes	0	0%	0	0%	5	7%	0	0%	0	0%	0	0%	0	0%
Not applicable	0	0%	1	25%	9	13%	0	0%	0	0%	1	33%	0	0%
Total	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Level of debt: Please tell us how the Covid-19 pandemic has affected the following aspects of your business

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
A lot less than before	0	0%	3	75%	15	22%	0	0%	0	0%	0	0%	0	0%
Less than before	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%
Same as before	0	0%	0	0%	2	3%	1	13%	0	0%	0	0%	0	0%
More than before	0	0%	0	0%	9	13%	1	13%	0	0%	1	33%	0	0%
A lot more than before	0	0%	1	25%	29	43%	1	13%	0	0%	0	0%	0	0%
Not applicable	0	0%	0	0%	5	7%	1	13%	0	0%	0	0%	0	0%
Don't know	0	0%	0	0%	1	1%	1	13%	0	0%	0	0%	0	0%
Prefer not to say	0	0%	0	0%	7	10%	3	38%	0	0%	1	33%	0	0%
Total	0	0%	4	100%	68	100%	8	100%	0	0%	3	100%	0	0%

Reserves / Savings: Please tell us how the Covid-19 pandemic has affected the following aspects of your business:

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
A lot less than before	0	0%	2	67%	15	32%	3	38%	0	0%	2	67%	0	0%
Less than before	0	0%	0	0%	10	21%	2	25%	0	0%	0	0%	0	0%
Same as before	0	0%	0	0%	2	4%	0	0%	0	0%	1	33%	0	0%
More than before	0	0%	0	0%	4	9%	0	0%	0	0%	0	0%	0	0%
A lot more than before	0	0%	1	33%	9	19%	1	13%	0	0%	0	0%	0	0%
Not applicable	0	0%	0	0%	3	6%	0	0%	0	0%	0	0%	0	0%
Don't know	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	0	0%	0	0%	3	6%	2	25%	0	0%	0	0%	0	0%
Total	0	0%	3	100%	47	100%	8	100%	0	0%	3	100%	0	0%

Turnover: Please tell us how the Covid-19 pandemic has affected the following aspects of your business:

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
A lot less than before	0	0%	2	100%	27	63%	2	25%	0	0%	3	100%	0	0%
Less than before	0	0%	0	0%	4	9%	2	25%	0	0%	0	0%	0	0%
Same as before	0	0%	0	0%	2	5%	0	0%	0	0%	0	0%	0	0%
More than before	0	0%	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%
A lot more than before	0	0%	0	0%	3	7%	1	13%	0	0%	0	0%	0	0%
Not applicable	0	0%	0	0%	3	7%	0	0%	0	0%	0	0%	0	0%
Don't know	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	0	0%	0	0%	3	7%	3	38%	0	0%	0	0%	0	0%
Total	0	0%	2	100%	43	100%	8	100%	0	0%	3	100%	0	0%

Profitability: Please tell us how the Covid-19 pandemic has affected the following aspects of your business:

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
A lot less than before	0	0%	2	100%	21	54%	3	38%	0	0%	3	100%	0	0%
Less than before	0	0%	0	0%	6	15%	2	25%	0	0%	0	0%	0	0%
Same as before	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
More than before	0	0%	0	0%	2	5%	0	0%	0	0%	0	0%	0	0%
A lot more than before	0	0%	0	0%	4	10%	1	13%	0	0%	0	0%	0	0%
Not applicable	0	0%	0	0%	2	5%	0	0%	0	0%	0	0%	0	0%
Don't know	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	0	0%	0	0%	4	10%	2	25%	0	0%	0	0%	0	0%
Total	0	0%	2	100%	39	100%	8	100%	0	0%	3	100%	0	0%

Overall, to what extent do you agree or disagree with the proposed Greater Manchester minimum licensing standards for hackney carriages and private hire services?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Strongly agree	109	77%	0	0%	3	4%	0	0%	0	0%	0	0%	2	25%
Agree	25	18%	0	0%	4	5%	0	0%	0	0%	2	67%	5	63%
Neither agree nor disagree	1	1%	0	0%	6	8%	2	25%	0	0%	0	0%	1	13%
Disagree	2	1%	2	50%	11	15%	2	25%	0	0%	0	0%	0	0%
Strongly disagree	4	3%	2	50%	48	66%	4	50%	0	0%	1	33%	0	0%
Don't know	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Total	141	100%	4	100%	73	100%	8	100%	0	0%	3	100%	8	100%

Are there any changes that you think would improve the proposed minimum licensing standards?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	33	24%	2	50%	22	30%	2	29%	0	0%	0	0%	3	38%
No	50	37%	0	0%	27	37%	1	14%	0	0%	1	33%	1	13%
Don't know	53	39%	2	50%	24	33%	4	57%	0	0%	2	67%	4	50%
Total	136	100%	4	100%	73	100%	7	100%	0	0%	3	100%	8	100%

If you disagreed with the proposals, how likely would you be to agree with them if the changes you suggested in answer to the previous question were made? *

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Extremely likely	21	78%	0	0%	4	18%	1	50%	0	0%	0	0%	1	50%
Quite likely	2	7%	1	50%	7	32%	0	0%	0	0%	0	0%	0	0%
Neither likely nor unlikely	3	11%	0	0%	4	18%	1	50%	0	0%	0	0%	1	50%
Quite unlikely	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Extremely unlikely	0	0%	0	0%	5	23%	0	0%	0	0%	0	0%	0	0%
Don't know	1	4%	1	50%	2	9%	0	0%	0	0%	0	0%	0	0%
Total	27	100%	2	100%	22	100%	2	100%	0	0%	0	0%	2	100%

*Respondents who suggested changes were asked this question, irrespective of whether they agreed or disagreed with the overall proposed standards.

How old are you?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Under 13	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
13-17	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
18-24	5	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
25-34	22	16%	0	0%	13	18%	0	0%	0	0%	0	0%	0	0%
35-44	31	22%	0	0%	29	40%	1	13%	0	0%	0	0%	0	0%
45-54	24	17%	2	50%	16	22%	3	38%	0	0%	0	0%	3	38%
55-64	25	18%	1	25%	13	18%	3	38%	0	0%	0	0%	3	38%
65-74	22	16%	0	0%	0	0%	0	0%	0	0%	0	0%	2	25%
75+	5	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	7	5%	1	25%	2	3%	1	13%	0	0%	0	0%	0	0%
Total	141	100%	4	100%	73	100%	8	100%	0	0%	0	0%	8	100%

How do you describe your gender?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
A man (including Trans Man)	58	41%	2	50%	48	67%	6	75%	0	0%	0	0%	4	50%
A woman (including Trans Woman)	60	43%	0	0%	0	0%	0	0%	0	0%	0	0%	4	50%
Non-binary	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
In another way	2	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	21	15%	2	50%	23	32%	2	25%	0	0%	0	0%	0	0%
Total	141	100%	4	100%	72	100%	8	100%	0	0%	0	0%	8	100%

Do you identify as trans/transgender?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
No	126	89%	3	75%	47	66%	6	75%	0	0%	0	0%	7	88%
In some ways	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	15	11%	1	25%	23	32%	2	25%	0	0%	0	0%	1	13%
Total	141	100%	4	100%	71	100%	8	100%	0	0%	0	0%	8	100%

Which of the following best describes how you think of yourself?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Bisexual	7	5%	0	0%	4	6%	0	0%	0	0%	0	0%	0	0%
Gay man	5	4%	0	0%	0	0%	0	0%	0	0%	0	0%	1	14%
Gay woman or lesbian	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Heterosexual	97	69%	0	0%	21	30%	4	57%	0	0%	0	0%	4	57%
Other sexual orientation	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	30	21%	4	100%	46	65%	3	43%	0	0%	0	0%	2	29%
Total	141	100%	4	100%	71	100%	7	100%	0	0%	0	0%	7	100%

What is your religion?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Buddhist	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Christian	56	40%	0	0%	3	4%	0	0%	0	0%	0	0%	5	63%
Hindu	4	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Jewish	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Muslim	4	3%	4	100%	54	74%	5	71%	0	0%	0	0%	2	25%
Sikh	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other religion	6	4%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
No religion	41	29%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	30	21%	0	0%	15	21%	2	29%	0	0%	0	0%	1	13%
Total	141	100%	4	100%	73	100%	7	100%	0	0%	0	0%	8	100%

Which of these bests describes your ethnicity?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Asian or Asian British - Indian	6	4%	0	0%	32	44%	6	75%	0	0%	0	0%	0	0%
Asian or Asian British - Pakistani	2	1%	3	75%	20	27%	0	0%	0	0%	0	0%	2	25%
Asian or Asian British - Bangladeshi	1	1%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Asian or Asian British - Chinese	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Asian or Asian British - Kashmiri	0	0%	0	0%	2	3%	0	0%	0	0%	0	0%	0	0%
Asian or Asian British - Any other Asian background	0	0%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Black or Black British - Caribbean	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Black or Black British - African	2	1%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Black or Black British - Any other Black background	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Mixed - White and Black Caribbean	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Mixed - White and Black African	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Mixed - White and Asian	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Mixed - Any other mixed background	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
White English / Welsh / Scottish/ Northern Irish/ British	111	79%	0	0%	4	5%	1	13%	0	0%	0	0%	5	63%
White – Irish	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
White - Gypsy or Irish Traveller	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
White - Eastern European	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
White - Any other White background	3	2%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Other ethnic group - Arab	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other ethnic group - Other	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Prefer not to say	11	8%	1	25%	11	15%	1	13%	0	0%	0	0%	1	13%
Total	140	100%	4	100%	73	100%	8	100%	0	0%	0	0%	8	100%

Are your day-to-day activities limited because of a health problem or disability?

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Yes, limited a lot	13	9%	0	0%	1	1%	0	0%	0	0%	0	0%	0	0%
Yes, limited a little	25	18%	0	0%	3	4%	1	14%	0	0%	0	0%	1	13%
No	91	65%	4	100%	52	71%	5	71%	0	0%	0	0%	6	75%
Prefer not to say	12	9%	0	0%	17	23%	1	14%	0	0%	0	0%	1	13%
Total	141	100%	4	100%	73	100%	7	100%	0	0%	0	0%	8	100%

Disability

	General Public		Hackney Drivers		PHV Drivers		Operators		Businesses		Vehicle Leasing		Representatives	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Learning disability	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Mental ill health	7	18%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%
Mobility disability	24	63%	0	0%	1	25%	0	0%	0	0%	0	0%	1	100%
Sensory disability	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Other disability	7	18%	0	0%	1	25%	1	100%	0	0%	0	0%	0	0%
Prefer not to say	6	16%	0	0%	1	25%	0	0%	0	0%	0	0%	0	0%
Total	38	100%	0	0%	4	100%	1	100%	0	0%	0	0%	1	100%

Appendix D Coded responses to open questions

		General Public	Hackney drivers	PHV drivers
Comments related to Driver Standards		N	N	N
General Comments	Agree with proposals / they are reasonable	17	2	1
	Disagree with the proposals	1	0	2
	These proposals will kill an already struggling trade	0	1	12
	Concerns regarding driver fraud	3	0	0
Enhanced Criminal Records Check (DBS)	Enhanced CRB should be mandatory	11	0	1
	DBS check would make passengers feel safer	0	0	0
	All Taxi drivers should not have a criminal background / have enhanced DBS check	1	0	1
	DBS check every six months is expensive	0	0	3
	Concern checks don't cover convictions obtained abroad	2	0	0
Medical Examinations	The cost of the medical is expensive	0	0	2
	Health check should include handling wheelchair users	1	0	0
	Driver medical examinations are not necessary	1	0	0
	Agree with medical examination	0	0	0
	Non-NHS organisations should be able to issue certification	0	0	0
Knowledge Test	This is not needed as most people use sat nav	3	0	0
	This is needed - issue with drivers' poor local knowledge	9	0	2
	Knowledge test is only required for new drivers	0	0	0
English Language Test	Agree with language requirements	4	0	1
	The enforcement of language tests will be controversial	0	0	0
	Only speaking/listening is required, writing is not important	2	0	0
	English and maths test is discriminating people with disabilities who are already a taxi driver	1	0	0
	Language requirement is not necessary	0	0	1
Driver Proficiency	Support proficiency tests proposals	5	0	0
	Proficiency training/test should be live not virtual	1	0	0
	Driver proficiency test would not serve any purpose for experienced drivers.	2	0	1
	Driving proficiency should be constantly tested	0	0	0
Driver Training	Additional training subjects should be included	1	0	0
	Any Driver Training should be optional	1	0	1
	Safety needs improving for vulnerable groups	3	0	0
	Driver behaviour needs improvement	0	0	0
	Agree with driver training	0	0	0
Dress Code	Agree with dress code	1	0	1
	A designated uniform is uncomfortable to drive in all day	1	0	2
	Disagree with a uniform (dress code)	8	0	5
Drug and Alcohol Testing	Agree drivers should be regularly tested for drugs and alcohol	2	0	0
	Disagree with drug and alcohol testing	0	0	0
	Concern about abuse of the system	0	0	0
Private hire driver conditions	Agree with PHV conditions	1	0	0
	Unfair to standardise taxi/PHV but work classed differently	0	0	1
Miscellaneous	Other	2	0	1
	Base	54	2	24

		General Public	Hackney drivers	PHV drivers
Comments related to Licensed Vehicles		N	N	N
General Comments	Welcome all changes/ General agree	11	0	0
	General comment on state of taxis/ support the case for change	1	0	1
	Don't change anything/ not needed/ don't support	2	1	5
	Proposals would not increase safety	0	0	0
Vehicle Emissions	Proposals would not improve driving standards	0	0	0
	Concerns regarding vehicle fraud	3	0	0
	PHV should follow same rules as Hackney	0	0	0
	Agree with timeline for a transition to a fully electric fleet	0	0	0
	Should have a fully electric fleet earlier than proposed	0	0	0
	Should give more time to switch to a fully electric fleet	1	0	0
	Comment / concerns about suitability of some electric vehicles	0	0	0
	Electric vehicles too new to understand suitability	0	0	0
	Charging infrastructure needs improving / not yet ready	2	0	0
	General Disagreement with Age	0	0	0
Vehicle age	Agree with Age Limit proposals	3	0	0
	Age limit should be higher than 10 years	0	0	1
	Age limit should be less than 10 years	1	0	1
	Electric cars should have same age limit as non-electric	2	0	0
	No age limit or higher for electric vehicles	0	0	1
	Minibus maximum age should be 15years	0	0	2
	Age is not important	6	1	9
	10 years isn't enough time to return investment	0	0	1
	Suggestion of different Minimum age	0	0	2
Different age limits for different vehicle type	0	0	0	
Vehicle Colour	Agree with white colour proposals	10	0	1
	Support one colour but not white	2	0	1
	Don't think standard colours are necessary	25	1	10
	Vinyl wraps should be allowed as well as full resprays	0	0	0
	Driver should have a choice of colour	0	0	2
Accessible vehicles	A mixed fleet (types of vehicles) is important	1	0	0
	Accessible vehicles are expensive / need to be subsidised	0	0	0
	PHV should have to have same rules about accessibility	0	0	0
	More accessible vehicles are needed	3	0	0
	More consultation with disabled people required	0	0	0
	Problem with design of accessible vehicle	0	0	0

		General Public	Hackney drivers	PHV drivers
Comments related to Licensed Vehicles (cont.)		N	N	N
Vehicle livery	Vehicle liveries should still be regulated	0	0	0
	Problems with liveries e.g. distracting	0	0	4
	Liveries cause devaluation	0	0	0
	Use stickers/livery to make cabs identifiable e.g. with a number	5	0	0
	Large fines for improper use of liveries	0	0	0
	Some Manchester branding should be included i.e. bee/variation by district	2	0	0
	Liveries can hinder driver to use it for their personal use	1	0	1
	Disagree with livery - unspecified	0	0	0
	Advertisement is a source of income	0	0	0
Vehicle Maintenance and Testing	Agree with proposed plan for vehicle testing	1	0	0
	More vehicle testing required than proposed	0	0	0
	Less vehicle testing required than proposed	0	0	0
	Reporting unroadworthy vehicles should be simple	0	0	0
	Maintenance spot checks should be performed	2	0	0
	Stricter checks on testing centres	0	0	0
	Need more places to be able to conduct tests	0	0	1
	Cars that have been written off and repaired should be allowed to be licenced again	0	0	0
	Testing frequency should be based on the vehicle mileage	0	0	0
CCTV	Agree CCTV should be mandatory	9	0	0
	CCTV should not be necessary it's should be optional / no need for CCTV	0	0	0
	CCTV is expensive / Council should help fund	1	0	2
	All taxis should also have a dash-cam filming outside of the car	1	0	0
	CCTV should be used to assess driving standards too	1	0	0
	Concern about privacy / data protection worries	3	0	0
	Both drivers and passenger should have panic button	0	0	0
Executive Hire and specialist vehicles	Executive hire should be exempt from colour regulations	0	0	0
	Executive hire operators should have more duties of care	0	0	0
	Executive hire should be exempt from CCTV	0	0	0
	Should be exclusions for specialist vehicles	0	0	0
	The exclusive use clause for executive hire vehicles may be unfair on owner drivers	1	0	0
	Executive hire shouldn't have different rules	0	0	1
Vehicle Design	General Disagreement	1	0	0
	Issue with the accessible vehicle	0	0	0
Vehicle Conditions	Vehicle cleanliness is important	7	0	0
Miscellaneous	Other	0	0	1
	Base	64	2	30

		General Public	Hackney drivers	PHV drivers
Comments about Operator Standards		N	N	N
General Comments	Agree with the proposals (general)	7	0	1
	Disagree with the proposals (general)	0	0	1
	Concerns of illegal activities	1	0	0
	Proposals are already in place	0	0	1
Common licence conditions	Common licence conditions should include prevent taxis selecting jobs	2	0	0
	Common licence conditions should include providing clear information about fares and timeframe	2	0	0
	Operators should only be licenced if their drivers are considered employees, and given appropriate workers' rights.	0	0	0
	Records of operators should be publicly accessible and regularly updated.	0	0	0
	Operators need more accountability for their drivers	0	0	0
	App based companies haven't been considered	0	0	0
	Operators should be allowed to operate cross borders	0	0	0
Criminal record checks for operators and staff	Agree with all operators and staff having criminal record checks.	5	0	1
	Agree because operators hold a lot of private information	3	0	0
	The operator should not need DBS check	0	1	0
	Concerns about data protection with DBS checks/ amount of details operators keep	0	0	1
	DBS checks should be less frequent/ less than annually	1	0	1
	DBS checks should be more frequent/ every 6 months	1	0	0
Miscellaneous	Other	2	0	1
	Base	22	1	5

		General Public	Hackney drivers	PHV drivers
Comments about Local Authority standards		N	N	N
General Comments	General Agreement	7	0	2
	No change required	0	0	0
	Centralise taxi licencing at TfGM in GM rather than undertaking the same task 10 times	0	0	0
	Rules to ensure that there is no conflict of interest while hearing the applications	0	0	0
	Concerns about Local Authorities ability to work together	1	0	0
Timescales for applications to be submitted and Received	Timescale for application should be less than 8 weeks	0	0	0
	More or no time restrictions for application	0	0	2
	Time scale needs improvement	1	0	0
Common Enforcement Approach	General Agreement to common enforcement	0	0	0
	General Disagreement to common enforcement	0	0	0
Licensing Fees	Different licensing fee for different Local Authorities	0	0	0
	One fee across the county/ General Agreement	0	0	1
	Licensing fee is very costly and it should be affordable	0	0	3
Councillor Training	General Agreement regarding councillor training	1	0	0
	Additional subject suggestions for councillor training	0	0	0
	Customer service provided by the councils needs improvement	1	0	0
Appropriate delegated power for Licensing Managers	Disagreement with appropriate delegated powers for Licensing Managers.	0	0	0
	General Agreement - delegated powers	0	0	0
	Concern Regarding the abuse of delegated power	0	0	0
Excellence in Licensing Award	Concern about the authenticity of the award	2	0	0
	It is a good Idea to appreciate drivers/taxis	2	0	0
	Doesn't think as a good idea, i.e. waste of time and money	0	0	0
Miscellaneous	Other	1	0	0
	Base	14	0	7

		General Public	Hackney drivers	PHV drivers
Comments on proposed timetable		N	N	N
General Comments	Agree with the proposals / agree it needs to be done	5	0	0
	Disagree with the proposal	2	0	6
Timetable	The deadlines are very ambitious/ too aggressive/ unfair/ short/ unreasonable	0	0	2
	The deadline should be extended/ delayed	5	0	2
	Should be put into effect ASAP, people have been given enough notice	6	0	0
	Many drivers have just bought a new, cleaner car and will be forced to replace them at a great expense	0	0	1
	Proposals shouldn't be brought in during Covid-19	0	1	0
	Supply of vehicles isn't available currently	0	0	0
	A phased implementation of colour vehicle should be considered	0	0	0
	GM doesn't have the infrastructure for all of the charging points required	1	0	0
	Timeline should match CAP	0	0	0
Miscellaneous	Other	4	0	0
	Base	20	1	11

Comments on Impacts		General Public	Hackney drivers	PHV drivers
		N	N	N
General Comments	General oppose /negative view of proposals	0	1	0
	Negative impact on business (general)	0	1	3
	Agree with proposals (general)	10	0	0
	No impact on me/ my business	3	0	0
Financial Impact	Put drivers into debt	2	1	10
	Put drivers out of business/bankrupt	1	0	7
	Grants are not enough support/ Funding is needed	6	0	12
	High costs of new vehicle / electric vehicle	1	0	20
	High maintenance costs of electric vehicles	0	0	0
	Electric vehicles impractical (no access to EV points)	0	0	0
	Licensing cost will be expensive	1	0	4
Environmental Impact	MLS proposals will improve environment	2	0	0
	Include cleaning standard (based on Covid-19)	1	0	0
Passenger Impact	Will improve passenger safety	13	0	0
	Will lead to fare increases - Negative/unspecified	3	0	1
	Will Improve facilities for disabled passengers	1	0	0
	Will encourage use of taxi	3	0	0
	Will lead to fare increases - Happy to pay, worth it.	1	0	0
Miscellaneous	Other	0	0	0
	Base	35	3	33

Appendix E Impact of Covid-19

As explained in the introduction, businesses and taxi drivers, owners and operators were asked about the impact of Covid-19 on them and/or their business. The number of responses was low for each district; therefore, this analysis is from the full Greater Manchester report irrespective of their location.

Summary

- Three quarters (77%) of respondents have been financially impacted by COVID-19 with 88% of them making less profit than before the pandemic.
- Drivers and Operators in their comments highlighted that their debt has increased, and their savings have been used up due to the lack of work during the pandemic.
- Drivers requested in their comments a delay in implementing the proposals until the industry has recovered from the pandemic.
- Members of the public raised concerns about their safety as a passenger due to drivers disobeying government's rules.

Level of impact

Drivers of hackneys and private hire vehicles, operators, vehicle lease companies and other businesses were asked about the impact of Covid-19 on their business.

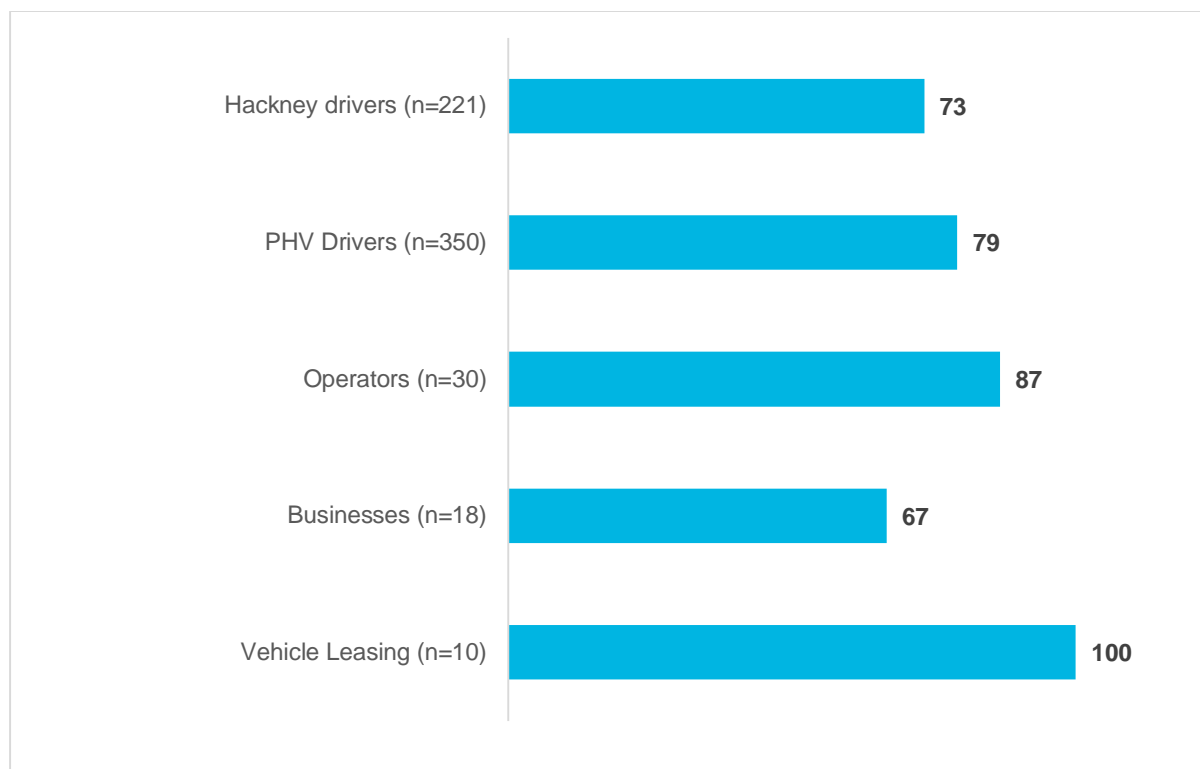
Respondents were asked whether they had seen a financial impact due to Covid-19, using four criteria, level of debt, level of savings, turnover and profitability. The next table shows the definition used, for the purpose of this report, for a driver, operator or business to be financially impacted by Covid-19.

How being financially impacted due to Covid-19 was defined

Financial impact	Description
Financially impacted by Covid-19	A driver, operator or business who has stated they have more debt or less savings or lower turnover or lower profitability as a result of the Covid-19 pandemic
Not financially impacted by Covid-19	A respondent who has either now has either the same or less debt, the same or more savings, the same or higher turnover or the same or higher profitability as a result of Covid-19

The figure below shows the proportions financially impacted by Covid-19.

Businesses that have been financially impacted by Covid-19 (%)



Base: all hackney & PHV drivers and businesses
Caution should be used where base is small (n<50)

Overall, 77% of respondents who were asked about the financial implications of Covid-19 have been financially impacted. The general public and representatives were not asked about the financial impact of Covid-19.

Of the 77% of respondents who had been financially impacted by Covid-19:

- 88% stated they'd made less profit;
- 86% stated they had a lower turnover;
- 75% stated they now had less savings; and
- 73% stated they had more debt.

Of those financially impacted by Covid-19, 81% had received at least one type of financial support whether this was via the job retention scheme, a Government grant or loan, a business grant, self-employment income support or any other financial support.

Comments about impact of Covid-19

As well as being asked about the level of impact Covid-19 has had on them and their business, all respondents including the general public and representatives were given the opportunity to provide comments about the impact of Covid-19. The following proportions of respondents provided comments:

455 respondents provided a comment about the impact Covid-19. Most of the comments were about the impact of Covid-19 on businesses, 77% of businesses and drivers commented on this and just over a third (36%) of the public and representatives commented.

The next table shows the main comments made by each type of respondent followed by a more detailed breakdown of the comments provided.

Comments made about the impact of Covid-19 by type of respondent (n)

	General public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Effect on business	68	64	98	17	2	2	11
Effect on public	14	37	33	6	0	1	2
MLS Specific	67	2	2	0	0	0	2
Other Effects	70	12	14	1	0	1	9
Base: N	199	93	119	21	2	3	0
Proportion of respondent type	20%	40%	34%	66%	11%	30%	51%

Effect of Covid-19 on businesses

The table below shows the most frequently given comments about impact of Covid-19 on businesses.

Detailed comments made for Covid-19 impact on businesses by type of respondent

Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
No impact	5	0	0	0	0	0	1
Business has increased	0	0	0	1	0	0	0
General - business negatively affected by Covid-19	35	47	74	13	2	2	7
Business may close down	0	1	1	0	0	0	0
Business/work/income has fallen	23	16	19	3	0	1	4
Staff are furloughed	1	1	0	0	1	0	0
Costs have increased/ increased financial pressure	9	3	3	0	0	0	0
Savings / reserves have been used up	2	7	5	1	0	0	1
Debts have increased/ can't afford more debt	1	5	8	0	0	0	2
Not been eligible for financial support	1	3	4	0	0	0	1
Brexit also causing issues	1	0	1	0	0	0	0
Base (Business)	68	64	98	17	2	2	11

Many comments were received highlighting the impact on businesses including:

Business has been negatively affected: 47 hackney and 74 PHV drivers stated they had been negatively affected by Covid-19 with both reporting business/work/income has fallen.

"The level of trade has substantially decreased due to Covid, then with the 10pm restrictions the night drivers came into the day shift which effectively killed the trade. Staying out 10 hours for £20 is depressing" (PHV Driver, Trafford and outside Greater Manchester)

"Due to the pandemic as a trade we have been impacted on big scale. The hospitality trade provides taxi with around 50% of our work this due to the restrictions has affected our business" (Operator, Rochdale)

"It is affected greatly and we have lost a lot of business in our town because of Covid-19 Having bars restaurants pubs clubs all shut it has badly affected our taxi trade we need the help from the government and our council to provide some help for the taxi drivers" (Hackney Driver, Manchester)

During the in-depth interviews most drivers and operators stated this had been an extremely tough period for them and their industry. Covid-19's impact on air travel and the night-time economy has negatively affected the hackney/PHV industry.

"I used to go every day, every day I'd go to the airport. So, one of the companies in Bolton that I work for, the airport, bringing all their clients in and out, a massive, huge company, I've done it for years and years. I've had nothing off them, because obviously they're not traveling, you know." (Operator, Salford)

"It's just at a standstill, really, there's no work available, because of COVID, because everything's all closed and it's very, very hard to make a living now." (PHV Driver, Rochdale)

Some respondents had regular contracts (school or hospital runs) and felt these were the only things keeping them afloat during this period and felt those who had this type of contract were in a better position than many other drivers.

"For me, I have school contracts with the council. If I didn't have that, I might as well just pack it in to tell you the truth. I've not been so bad, in fact, the school runs have saved me, I can get by on that." (Operator, Salford)

Respondents reported a 40%-50% decrease in their weekly income and a few reported a 90% decrease. Many have struggled to cover their costs and licensing fees.

"Three quarters, 90% gone, down and out. In fact, right now, I've only got, tonight I've got a flight coming in and they've come back early from the Canaries and I've got a gentleman who's a chairman of a company, he's going to South Africa, because he's got business there or he's going to London Heathrow and then he's returning in two weeks' time and that's it." (PHV, Executive Hire Driver, Salford)

Savings / reserves have been used up: Seven hackney and five PHV drivers stated the pandemic had caused them to turn to savings:

"I have used all my savings to put food on the table and pay my rent. Work is dead and what you are proposing is beyond ridiculous. It shows that you want all of us to leave the trade because Covid 19 has destroyed the hackney trade and now you want us to borrow money to pay for newer vehicles yet we won't even be able to pay the monthly's We need help not punishment" (Hackney Driver, Rochdale)

Debts have increased / can't afford more debt: five hackney and eight PHV drivers explicitly said they were now in debt which would prevent them from upgrading their vehicles.

"My concern is about the vehicle I'm driving as my car is about 15 years of age, but still in good condition and it passed to an PHV mot standard...I want to upgrade to a slightly used car but I have no money to buy a car due to my taxi business has badly

affected by the Covid 19 it's still affect our livelihood. I can't even afford to get a car loan because of our current situation with a coronavirus" (PHV Driver, Wigan)

Many drivers in the in-depth interviews mentioned colleagues had left the industry or had taken up other jobs during this period in order to make ends meet.

"Some of my colleagues have left, taken up delivery jobs for delivery of parcels and food" (PHV Driver, Bolton)

Effect of Covid-19 on public

The table below shows the most frequently given comments about impact of Covid-19 on public.

Detailed comments made for Covid-19 impact on public by type of respondent

Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Increased financial pressures	13	33	31	5	0	1	2
Reduced bus routes	1	0	0	0	0	0	0
Will increase prices	0	0	0	0	0	0	0
Affecting poorer people / lower incomes	1	1	0	1	0	0	0
I may lose my job	0	5	4	1	0	0	0
Base (Public)	15	37	33	6	0	1	2

13 comments from the public stated there had been an increase financial pressure during the pandemic.

"Taxi businesses must have been negatively impacted by coronavirus. I e.g. have never been in a taxi since March. I used them at least 2 or 3 times a month. Loss of income should be considered when imposing new standards and the costs involved" (Public, age 55-64, Manchester)

During the in-depth interview's users highlighted Covid-19 has changed their use of hackney and private hire vehicles. Some reported their usage had dropped significantly due to restrictions such as lockdowns and work from home policies.

However, a few stated their usage had increased because they are reducing the time, they spend on other modes of transport such as bus or tram.

"I'd say that at the start of COVID it definitely impacted it, however as in between obviously you had a break before the second lockdown, I started to use Ubers and taxis more and they had the whole plastic wrap in between you and the driver and you had to wear masks, so it did feel a lot safer and you obviously have to take responsibility yourself for keeping it like sanitised and things like that, but it did feel a lot safer." (User, Group 15)

Timings of proposals /consultation

The table below shows the most frequently given comments about the timing of the proposals.

Detailed comments made for timing of the proposals by type of respondent

Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
Pandemic is temporary / shouldn't affect proposals	28	0	0	0	0	0	1
Less use of public transport due to Covid-19	8	0	0	0	0	0	0
Timing for introduction should be reviewed/ delayed due to COVID-19	28	10	11	1	0	1	8
Consultation should be delayed until after COVID-19	5	4	3	0	0	0	1
COVID-19 highlighted need to improve environment	1	0	0	0	0	0	0
Base	70	12	14	1	0	1	9

Timings should be delayed due to Covid-19: Members of the public (n=28), Hackney (n=10) and PHV (n=11) drivers and representatives (n=8) stated the timing for introducing the minimum licensing standards should be reviewed and/or delayed allowing the industry time to recover.

"Yes, the covid-19 crisis will prevent you from implementing these changes before your aspiration date. Personally I would recommend 2022 as the deployment date" (Public, age 55-64, Wigan)

During the in-depth interviews many drivers mentioned they were surprised the implementation of the standards was going ahead given Covid-19. Some drivers and operators felt very strongly this was poor timing and many in the industry will have no choice but to leave the industry due to the combined effects of Covid-19 and the introduction of the Minimum licensing standards.

Timings should not be delayed due to Covid-19: Conversely, 8 comments from the public stated the pandemic is temporary and should not affect the proposals. Those who stated this felt the pandemic should not be a barrier or an excuse for any more delay as the proposals are important, although some recognised consideration should be given to hackney/PHV drivers and businesses who are struggling financially due to the pandemic.

"While the impacts of Covid-19 cannot be ignored, it is an important ambition to move to a cleaner, greener taxi trade by the end of the decade to support our long-term environmental targets in Greater Manchester. However, in light of the pandemic, the level of funding to support the trade in upgrading the fleet is even more important than ever" (Public, age 25-34, Bolton)

Covid-19 and driver and passenger safety

The table below shows the most frequently given comments about Covid-19 and driver and passenger safety.

Detailed comments made for Covid-19 and driver and passenger safety by type of respondent

Theme	General Public	Hackney Drivers	PHV Drivers	PHV Operators	Business	Vehicle Leasing Company	Representatives
There needs to be updated procedures	26	0	0	0	0	0	1
Drivers should be supplied with PPE	4	0	1	0	0	0	0
The hackney/PHV industry will take longer to recover	0	0	0	0	0	0	0
Vehicles will need adapting due to COVID-19	21	0	0	0	0	0	0
Driver safety has been impacted	2	2	1	0	0	0	1
Safeguarding in hackney/PHVs has been excellent	4	0	0	0	0	0	0
Concerns about drivers not following rules	33	0	0	0	0	0	1
Drivers need regular Covid-19 testing	8	0	0	0	0	0	0
Base	67	2	2	0	0	0	2

Members of the public raised concerns about drivers not following "the rules" (n=33) including cleanliness of vehicles and not wearing masks. 21 comments also suggested PHVs needed adaption to help manage Covid-19 such as the installation of a screen as a divider between driver and passengers.

"Not all taxi drivers are wearing masks. If they disregard this, how can we have any confidence they are cleaning vehicles between passengers. Also generally dirty smelly taxis have clearly not been cleaned for a while never mind between passengers. We should be mystery shopping and taking licences off anyone that is not covid compliant. They should not be putting passengers lives at risk. Vulnerable immuno suppressed people have to use taxis because they cannot travel on public transport. They have to be safe and if they are paying for a service that service should not put them at risk (Public, age 45-54, Manchester)