

Date	Feedback
28.09.2021	Some changes were due and this looks good particularly with regard to the DBS checks. Altogether a good policy
28.09.2021	New policy will require him to change two vehicles next year which he can't afford.
28.09.2021	The whole of the new policy makes sense, the DBS checks will be good, there are more options as to length of licence for drivers and operators, there are some brilliant ideas, no one wants to have to buy another car but it makes sense to as the newer vehicles will be more economical, saving on running costs.
28.09.2021	Hasn't read it yet but it all seems reasonable
4.10.2021	<p>The timing of this summary of changes is very insensitive after the last 18 months as we were an industry severely hit by the COVID pandemic with very little support, and as such suffered heavy losses that cannot be recovered,</p> <p>The change in the fee structure is fine providing the costs are not affected.</p> <p>The DBS for drivers is understandable</p> <p>The change to the driver training is positive and will enable us as operators to help with the drivers whilst working and understanding what is required.</p> <p>In respect of vehicles: although Express itself has never had vehicles over 10 years old and does not intend to, we have individual owner drivers who have and these cars are in some cases better than younger vehicles.</p> <p>Whilst I appreciated the environmental issues, drivers will be changing vehicles themselves in this period and yet again other councils accept vehicles over 10 years, albeit at an extra fee and more frequent testing. I think it is unfair to enforce this when a vehicle meets all other safety requirements to be used on our roads.</p> <p>Allowing Bases outside the district to obtain a Blaby operators licence is ridiculous as this opens up companies such as UBER, ADT and others to operate without having to have offices in the district, therefore saving them money at the expense of local operators like ourselves. This is not protecting the customers of the Blaby District.</p> <p>In respect of our office staff, 'WE' are the employers and all our data is protected, all staff are aware of data protection and we will always reserve the right to employ whoever we want without external</p>

	influences, as such it will be our decision and ours alone as to whether we feel DBS checks are required in OUR offices.
4.10.2021	After reading the summary of changes the main thing that immediately concerns me would be the age of vehicle as my vehicle is now 11 years old and would therefore need changing by February 2022 and having spent a large chunk of my savings during lockdown I would find this quite difficult to do in the next few months.
4.10.2021	<p>My main worries are the shortening of the age of vehicles being reduced from 12 to 10.</p> <p>I have two cars which are always maintained and looked after regardless of the cost.</p> <p>One is coming up to 12 years and I was going to ask to see if I could plate it for one more year as I know it was done for drivers during the worst of the pandemic</p> <p>The other car will be 10 years old in January 2022 which will mean it's only got 11 months left when I renew it in January.</p> <p>And to be honest I'm not going to be able to afford change two cars next year.</p> <p>I would of thought after the 19 months we have endured the council would not be thinking of changing these rules so soon or at least have some flexibility especially to drivers and firms which have been established so long and have always had a good relationship with the licensing officers.</p> <p>After the last 19 months the private hire trade has been devastated with lots of drivers leaving the industry and we need to try and encourage more drivers to come into the industry again but the testing seems too strict and takes a long while from start to finish. We have lost 7 drivers since covid started and lots of firms are struggling</p>
	Numerous requests to consider Dual driver licences – a combined licence of Hackney Carriage and Private Hire

FROM Alison Moran (Performance and Systems Manager) - A couple of thoughts that may help to remove some of the barriers RE SAFEGUARDING

6.20 – It says that all drivers with wheelchair access vehicles need to undertake training. Could we offer to arrange this (even if there is still a fee for them to pay)? That way it is easier for them to source and we could try to make sure that it is not just general E&D training but has some specifics about disabled people, similar to the safeguarding training. We maybe could arrange a 'special' rate with a supplier.

7.54 – where do they get a Wheelchair Test Assessment? Is this something we can support. Providing details of testing facilities etc Could we negotiate a deal with tester that if they come through ourselves they get a discount

7.55 – the same as 7.54 comment with the wheelchair equipment testing?

- Could we have a publically available register of wheelchair access vehicles and drivers so it is easier for the public to access this service (not recommending, just listing those registered and licenced by us)? And help with marketing for the taxi drivers
- Is it worth doing a campaign as to why these vehicles are so important – GP and hospital appointment, shopping, visiting friends and relatives, socialising. Are these vehicles easier for other people with disabilities and older people to access?