

Summary of Consultation Survey Responses

Part A

Do you agree with the proposal to remove the requirement to obtain the NVQ and replace this with a requirement for all new licence applicants to undertake approved disability awareness training BEFORE they are licensed?

Agree? – YES / NO	Comments	Capacity of Respondent
YES	No comments made	Licensed Driver
NO	I think it is important that driving, safety awareness, passenger care etc standards are maintained at a high level. The NVQ covers a wide range of topics and ensures the public receive an excellent service.	Licensed private hire operator
YES	I have currently received my private hire licence. I do believe that if you already have the equivalent qualification, what is the point of doing further disability awareness? Can I advise you that I have an NVQ Level 3 in Custodial Care, I have also obtained an SIA licence. I am currently doing a stewarding qualification. All cover disability, the Equality Act 2010, dealing with people that have protected characteristics, victimisation, discrimination and harassment. I have regularly completed manual handling. I have also completed diversity training on a regular basis working within the prison service. Can I please have dispensation for completing any more training please?	Licensed driver
YES	Any further training is unfair unless there are funds available to cover the costs	Licensed driver and private hire operator

Agree? – YES / NO	Comments	Capacity of Respondent
YES	No comments made	Not specified
YES	No comments made	Licensed driver and private hire operator
YES	In 27 years of driving private hire vehicles, I have never been asked to convey a passenger with a disability. If this is a wheelchair passenger then a specialist vehicle is required. The NVQ qualification, if the cost wasn't so high, is fine for all.	Licensed driver and private hire operator
YES	No comments made	Licensed driver and private hire operator
YES	Any increase in disability awareness training would benefit the skills of private hire drivers and should be welcomed. Presumably the proposals would allow a better fit with the demands of current Disability Discrimination Act or similar legislation.	Alvechurch Parish Council
NO	This seems a useful qualification and enhancement to the quality and security of local taxi services. I would want to see BDC retain the requirement. The Council could have enhanced this consultation by finding out what organisations offered the qualification in the area (Worcs and the West Mids?) and the fees charged.	Member of the Public

Agree? – YES / NO	Comments	Capacity of Respondent
YES	<p>The proposed solution makes sense if training is difficult to obtain, expensive and presumably prohibitive for some drivers. In addition if the NVQ qualification contains irrelevant items which are difficult to accede to them again it does not make much sense.</p> <p>Also if other local authorities do not see the need for this qualification, then that seems to provide a measure of evidence.</p> <p>That drivers should have some degree of proven awareness of disability needs to be an acceptable and useful alternative.</p>	Catshill & North Marlbrook Parish Council

Part B

Order of Preference					Comments	Capacity of Respondent
1 st	2 nd	3 rd	4 th	5 th		
A	B	C	D	E	A lot of drivers will find this issue difficult as most new / used cars come with tinted windows / glass as a standard offer	Licensed driver
A	D				Does option D mean that if a vehicle has factory fitted privacy glass this is acceptable? If so this would be my 2 nd preference. Otherwise option A is the only one that gets my vote.	Licensed private hire operator
A	B	C	D	E	I have had difficulty buying a vehicle fit for purpose due to the level of tint. I had to go to the extremes of asking the garage dealer to drive the vehicle down to the licensing surgery. I have also had to try and get quotes for windows to be exchanged. The wording in the handbook is misleading, perhaps this could be addressed. I must thank Ann May for being so helpful with regards to the issues I have had. Thanks.	Licensed driver

Order of Preference					Comments	Capacity of Respondent
1 st	2 nd	3 rd	4 th	5 th		
A	D	E	C	B	No comments made	Licensed driver and private hire operator
A	D	B	C	E	No comments made	Not specified
A					No comments made	Licensed driver and private hire operator
D	A	B	E	C	No comments made	Licensed driver and private hire operator
A	D	C	B	E	The issue of window tints has caused hassle and expense for some drivers with no good reason. Why would a driver want to “conceal the identity of passengers”? Other Councils don’t have this rule and drivers find it confusing. The rule regarding minibus seats having to face each other should also be removed – again other Councils don’t have it and its more dangerous as passengers often don’t wear seat belts in the rear.	Licensed driver and private hire operator

Order of Preference					Comments	Capacity of Respondent
1 st	2 nd	3 rd	4 th	5 th		
C					<p>Option C was our only preferred option.</p> <p>On the matter of tinted windows, Parish Councillors understood that this is covered by wider Government vehicle regulations, administered by the Police. If that's not the case, then private hire vehicles should not have tinted windows for passenger safety reasons.</p>	Alvechurch Parish Council
A	D	E	C	B	Why has BDC not given the rationale for the original being imposed? Without this information it is hard to understand.	Member of the Public
X					If the requirement is that passengers should be visible then option A would appear to be the least prescriptive option to fulfill this requirement.	Catshill & North Marlbrook Parish Council