

Annex H – West Oxfordshire District Council Consultation responses

Joint enforcement	Officer Appraisal
	N/A
	N/A
NA	N/A
Yes	N/A
	N/A

Delegations for decisions	Officer Appraisal
	N/A
	N/A
Me	N/A
Yes	N/A
No issues	N/A

Frequency of DBS Checks (every 6 months)	Officer Appraisal
No issues, as DBS is on update it makes little difference but agreed it may help to flag information quicker	N/A
	N/A
Yes and have signed up for automatic renewal	N/A
Yes	N/A
No change with subscription - no issues	N/A

Time period to report arrests, charges and offences (48 hours)	Officer Appraisal
	N/A
	N/A
NA as all my customers are high end law abiding citizens	This is regarding the driver not the passengers
No	N/A
Just needs to be clear if its for charge or conviction of each offence - time period not an issue	Policy is clear

How to complain signage	Officer Appraisal
Is further signage really necessary?.. personally I like to keep my cars very professional, whilst we abide with the current stickers I would hate to think that the cars with have more signs. Where would signs need to be placed?.. currently they are in the front window, but not really noticeable for rear seat passengers, Could WODC not think more digitally?	Signage would be in a prominent position. We could permit Officer discretion for private hire work?
Sorry, this section has got me thinking. Surely 'How to complain' signage is only putting a negative light on service providers?.. why do only wish to know if someone had had a bad experience?.. what if some wishes to tell you how amazing a driver was? Or	Updated wording to reflect compliments and feedback

maybe a driver went above and beyond?... surely all feedback is worthy? I am not suggesting WODC should become some platform for reviews but I am suggesting wording should reflect both GOOD & bad feedback and as such should be filtered back to the driver. Sometimes it's important to be recognised for the good things as well as being reprimanded for the bad. I hope myself and my team have very little cause for complaint however I would not want advertising just telling people 'How to complain'	
Displayed in vehicle	N/A
No	N/A
Additional sign not necessary and detracts from the appearance and general experience a client would have in a chauffeur driven car and/or car being used for weddings etc	See above

Immediate suspension of licences to be delegated to Officer	Officer Appraisal
Personally I would prefer to have to deal with one individual when it comes to the seriousness of license suspension/revoke. My concerns would be on the complete process of a situation and if information is being feed through the system quickly and correctly.	This would be the named Officer on the correspondence
I will say Kevin Dunford is one of (if not THE) most helpful people with the council. For the first time in years it does feel like we actually have some support.	Have fed this back to the Officer
not sure what question you are asking?	N/A
Yes	N/A
No issues	N/A

Safeguarding and Disability Awareness Training – suspension if failed/not attended	Officer Appraisal
No issues	N/A
	N/A
Yes and attended the most recent course	N/A
Yes	N/A
Already a requirement - no issues	N/A

Language Proficiency	Officer Appraisal
100% agree.	N/A
	N/A
NA	N/A
Yes	N/A
Essential and should be introduced very quickly	Will be in effect from 1/10/21 and all existing drivers can be reviewed if complaints received

Diabetes medical requirement	No comments received
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DBS checks for vehicle proprietors	Officer Appraisal
No issues, think it is a good idea, but can't help thinking that there are more costs for a struggling industry	Agree – but less than 1% of licence holders would be effected
	N/A
Yes	N/A
No	N/A
No issues although not really necessary, the driver is the one in contact with passengers	N/A

DBS checks for Private Hire Operators	Officer Appraisal
No issues, think it is a good idea, but can't help thinking that there are more costs for a struggling industry	Agree – but less than 1% of licence holders would be effected
	N/A
Yes	N/A
No	N/A
No issues although not really necessary as the driver is the one in contact with passengers	N/A

DBS check for Private Hire Operator booking and dispatch staff	Officer Appraisal
No issues, think it is a good idea, but can't help thinking that there are more costs for a struggling industry	Agree but good standard
	N/A
Yes	N/A
No	N/A
No issues although the driver is the one in contact with passengers. I would imagine very difficult to ensure booking staff has abs as they could be casual staff in a large company that change regularly	This would be down to the company to ensure that this requirement is in place and recorded

Use of National Refusal and Revocation Register (NR3)	Officer Appraisal
100% agree	N/A
	N/A
Sounds good!	N/A
Yes	N/A
No issues, sounds a sensible requirement	N/A

Revised Convictions Policy	Officer Appraisal
	N/A
	N/A

NA	N/A
Yes	N/A
With minor motoring offences if the police/law states the driver can have a license and be on the road then the private hire license should not be revoked, the assessment after 6 points sounds a good idea	The position is one of trust and should set a high standard

CCTV

Should CCTV should be made mandatory at a later date
Yes
No
No
No

Please provide any evidence you may have to support your view on CCTV being mandatory
I do think it should be mandatory, however this would come at a sizeable cost, we have 12/13 vehicles privately own by us and this would be an expensive exercise. Would the council have approved installers that would be able to negotiate a sensible rate for installation?.. If this suggestion was to be mandatory, would the council have a grace period perhaps starting with new licenses being granted and rolling out over a period of a few years?
Taking away discretion and privacy from customers. Possibility of footage being used against customers (blackmail etc) .Big no from me.
I would be against this as most passengers have private confidential telephone or laptops in the car that they would not want recorded.

Separate consultation response regarding CCTV:

'My Client base is very niche, it consists of A-List Celebrities, Elite Famous Sports People and some of the Worlds most wealthy business people.

I have signed a non disclosure agreement with a number of my VIP Clients.

None of Clients would allow a recording CCTV system in my vehicles'.

Officer Appraisal regarding CCTV

This was a general question to 'test the water'. A full study will be conducted at a later date.