

Responses to Q2

1. Addressed in the report
2. It is acknowledged that there is a shortage of WAV, and this cannot be addressed by policy alone.
3. Addressed through fit and proper standards
4. Private hire vehicles are lawfully allowed to move between local authorities. Uber is a private hire operator who have a licence in Darlington
5. Uber is fully licensed to lawfully operate in Darlington.
6. No?
7. Addressed through vehicle standards
8. Addressed through current legislation
9. Current practice is lawful, though this issue is subject to national debate on the future of taxis. Clean air zones are not within the scope of this policy, though Darlington complies with a weekly requirement to supply DEFRA with taxi data in relation to Clean Air Zones
10. ?
11. Whilst some policy changes may have financial implications, these will be taken into consideration during the decision-making process
12. HC tariffs are determined by the Licensing Committee and advertised through a formal process. Private hire fares are a contractual arrangement between the company and customers
13. Drivers are already required to complete the preventative Child Sexual Exploitation training, which includes safeguarding issues. There is already a procedure within the policy to deal with complaints
14. Addressed in the report
15. Legislation already in existence for speeding and the use of assistance dogs. Shortage of WAV recognised as in answer 2
16. ?
17. Legislation in existence for the use of assistance dogs. The 'skinny bridge' is not suitable for some vehicles, and it will be at the driver's discretion to use it.
18. English is assessed when determining a licence application
19. Current legislation allows licensed 'out of town' vehicles to work across borders
20. This practice is lawful but subject to national debate at the moment, as it allows for different standards across the country.
21. Darlington has required a full enhanced DBS check on its drivers for many years. There is no legal requirement for an English qualification, but this is assessed during the application process.
22. Darlington's HC (Taxis) are required to be red to differentiate them from private hire vehicles. Proposals for private hire signage are addressed in the report

23. Private hire vehicles from 'out of town' are lawful, and complaints about lack of knowledge of routes should be addressed through the private hire company. Each licensing authority has its own knowledge test, and DBC can not create conditions for outside operators coming into Darlington.
24. Currently, it is not possible to stop or restrict non-Darlington registered private hire vehicles from working in Darlington
25. Whilst this would be aspirational, DBC needs to take a proportionate approach, and where there is an enhanced risk, i.e., school transport, this will form part of the contract, which is out of scope of this policy.
26. DBC already has a mandatory driving assessment on application, and where complaints are made about standards, a referral may be made for an assessment. Mandatory annual driving assessment would go against the Department for Transport's Best Practice Guidance.
27. Addressed through the report
28. CSE (Safeguarding) and an enhanced DBS have been required for all drivers for a number of years
29. ?
30. Processes have been designed for public safety, not to make it easy to obtain a licence. New IT systems have made the processes more efficient, and a balance must be maintained to ensure standards are retained.
31. ?
32. There should be no extra charge for paying by card, and any complaints should be directed to both the operator and Licensing
33. Uber drivers are licensed private hire drivers who are required to follow their licensing authority's policy. All local authorities are required to incorporate statutory standards into their policies. Where policies are not being followed, complaints can be made to licensing authorities, who will investigate those complaints. DBC already has a robust complaints procedure in its policy
34. DBC already has a process for carrying out intelligence-led drug testing***
35. DBC follows all national guidelines when processing applications from foreign nationals
36. Standards and the complaints procedure are already addressed within this policy
37. ?
38. The current policy does not discriminate
39. Standards are addressed in this policy and there is a process for carrying out intelligence-led drug testing***
40. This practice is lawful for all private hire vehicles, not just Uber
41. Both oral and written English is assessed during the application process.
42. Meter fares have a tariff set by the Licensing Committee and are applicable throughout the borough. These tariffs may change depending on the time of day and for special occasions such as Christmas. Private hire fares are a contractual

arrangement between the customer and operator, over which the local authority has no control.

43. All complaints made to licensing regarding private hire vehicles plying for trade are investigated and prosecuted where necessary
44. Drivers are exempt from wearing seat belts when carrying passengers. At all times, they must conform to the Motor Vehicle (Wearing of Seat Belt) Regulations, 1993, and any other legislation regarding the carriage of children
45. All complaints about out-of-town private hire vehicles acting illegally are investigated
46. Licensing of taxis and private hire vehicles is in accordance with legislation. To allow private hire vehicles to pick up from the street without prior booking will require a change to the legislation
47. This will require a change to legislation
48. All licensed drivers in Darlington are required to pass a knowledge test; however, private hire drivers are excluded from taking the locality part of this test, as they are expected to use a sat nav when unfamiliar with routes. This is in accordance with DfT Best Practice Guidance.
49. There are requirements for background work to continue so there is very little cost difference in administering these licences, whether for 1 or 3 years
50. CCTV is addressed in the report
51. Cross-border hiring is legal, but the subject of a national debate at the moment. Licensing deal with all complaints of unlawful use of taxi ranks.
52. Whilst it is accepted that there may be PHV from outside the borough that are red, national standards for appropriate signage will hopefully avoid this confusion.
53. Uber is a licensed private hire operator in Darlington and is required to comply with DBC Licensing Policy
54. Clean Air Zones are not within the scope of this policy.
55. ?
56. Whilst the authorisation of rank space follows due process, the allocation is a highways issue out of scope of this policy
57. Uber, as a private hire operator, is subject to the same policy as every other private hire operator in Darlington. Where Uber drivers/vehicles are licensed elsewhere, they will be subject to their licensing authorities' policy. Where there are breaches of legislation, action can be taken by DBC.
58. Darlington will follow the guidance on signage issued by DfT
59. Whilst it is accepted that there may be PHV from outside the borough that are red, national standards for appropriate signage will hopefully avoid this confusion. Introducing new colour schemes could be very expensive and a disproportionate response
60. DBC will continue to follow all the regulations and national guidance issued by the government over the acceptance of international driving licences

61. All drivers must pass a knowledge test as part of the application process. Whilst private hire drivers do not need to sit the locality part of this test, they must demonstrate that they will have access to a sat nav. All complaints can be made to licensing through a generic e-mail that is available in the policy and on our website.
62. These are decisions for Highways and are out of scope of this policy
63. If a driver is licensed outside of Darlington, a condition cannot be added. It is now a Statutory standard for all drivers to have safeguarding training, so there are now very few local authorities where this is not a requirement.
64. Outward-facing CCTV is already permissible and encouraged. Inside-facing cameras present different challenges and are detailed within the report
65. These are business decisions and not within the scope of this policy
66. Uber already have an operator's licence in Darlington
67. This is a lawful practice, and legislation does not allow for a limitation of private hire numbers.
68. Written and oral English is assessed during the application process. DBS system is beyond the control of licensing authorities. Etiquette can be examined through the knowledge test
69. This would not be in the scope of this policy
70. ?
71. This is already a requirement**
72. All drivers are required to have an enhanced DBS and sign up to the update service
73. This is legislation and not within the scope of this policy
74. Taxi roof sign is a requirement for HC vehicles. Any colour change to the policy will have significant cost implications to the trade and is not considered a proportionate response when there have been no complaints that the current colour requirements have caused problems.
75. These issues will be addressed during inspections, and 'mystery shopping' is an optional enforcement tool to be used in intelligence-led operations.
76. This is a service complaint that should be dealt with by the operator. There are already powers to review an operator's licence where there are repeated failures.
77. This is with standards of behaviour, and there is a complaints procedure to deal with those failing to abide by the rules.
78. ?
79. ?

Responses to Q 3

1. ?
2. Daily checks are recommended by the DfT as a simple way of ensuring the vehicle is safe to use on a daily basis, with those checks documented for audit purposes. The check will be conducted by the driver. This is standard practice for many organisations with large fleets of vehicles, for management to monitor
3. Standards are within the current policy
4. These are business decisions and competition is not something we are allowed to take into consideration when granting a licence
5. ?
6. ?
7. This would be acting against the law. Private hire fares should be agreed before the customer accept the taxi. HC fares will be dependent on multiple factors, which is why they have a meter. Meter tariffs are advertised and approved by the Licensing Committee.
8. Response regarding CCTV considered in the main report
9. Refer to Question 2 response 25
10. Current policy able to deal with these issues when complaints are made
11. All taxi and private hire drivers (Uber drivers are private hire) must have an enhanced DBS before they are licensed and to sign up to the update service.
12. This is addressed in the main report.
13. These areas are private land and as such DBC have no powers to create additional rank space. Where there is demand, the trade should seek approval from the land owners
14. This is addressed in the report
15. Uber is licensed in Darlington and, as a private hire operator, is required to have the same standards as all other Darlington licensed vehicles. As some private hire vehicles servicing Darlington are licensed outside of this area, standards may be different.
16. ?
17. CCTV is addressed in the main report. Should card payments be introduced, technical issues will be taken into consideration.
18. The survey allows commenting on any aspect of the current policy. There has been a focus on the survey to take into consideration issues within the revised Best Practice Guide that have not already been addressed in the policy.
19. CCTV is addressed in the main report
20. CCTV is addressed in the main report

21. This is the purpose of daily checks: to ensure safety issues are dealt with immediately by management and hold them to account. Support is available and would be welcomed from Licensing should anyone wish to offer WAV
22. This was to seek views, as some local authorities have removed the requirement
23. Darlington has followed the government's statutory standards and best practice guidelines in relation to engines. Many other local authorities have the same or similar standards and will be moving towards these standards.
24. CAZ for Darlington is not within the scope of this policy.
25. Whilst it is not compulsory to have formal qualifications to carry out the role, drivers are encouraged and applauded for obtaining them, as it is a way of increasing professionalism in the trade
26. There would be a gradual rollout, beginning with new drivers and then making it mandatory for renewal after an agreed date.
27. This was to seek views, as some local authorities have removed the requirement
28. CCTV is addressed in the main report
29. It is a screening process that will hopefully provide a protocol to prevent unnecessary referrals to the Licensing Committee. Only those with serious or persistent complaints will be referred.
30. Disability, CCTV, and card payments are addressed in the main report
31. Out-of-town private hires can operate lawfully; however, this is subject to national debate at the moment, which will require a change to legislation. CCTV is addressed in the main report; however, voluntary use of CCTV in vehicles is allowed, provided the ICO rules are complied with.
32. CCTV is addressed in the main report
33. Colour change has not been raised as an issue in this review, but was considered in the 2021 review, where there was an overwhelming response for hackney carriages to remain red.
34. Acknowledged good practice
35. Disability training, CCTV, and card payments are addressed in the main report.
36. CCTV for the taxi rank and enforcement are dealt with by Community Safety and are not within the scope of this policy; however, complaints are always passed to them for action.
37. This is a taxi licensing policy, not comparable to licensing act policy, and this will address documented vulnerability issues within the nighttime economy.
38. Card payments and vehicle inspections are dealt with in the main report.
39. Signage is addressed within the main report. Uber is a private hire company and is required to be licensed according to the policy of their licensing authority.
40. Signage, CCTV card payments, and disability training are addressed in the main report.
41. Darlington and County Durham have separate policies
42. This will apply to all drivers licensed with DBC

- 43. This is acknowledged in the main report
- 44. Signage is addressed in the main report
- 45. Signage, CCTV, disability training, vehicle checks, and a points-based system are addressed in the main report