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Notice of Meeting

Licensing Panel

Councillors Mandy Brar (Chair), Kashmir Singh (Vice-Chair), Clive Baskerville, Geoff Hill, Neil Knowles, Wisdom Da Costa, Jack Douglas, Siân Martin, Genevieve Gosling, John Story and Mark Wilson

Tuesday 13 February 2024 6.00 pm

Council Chamber - Town Hall - Maidenhead & on [RBWM YouTube](#)

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Agenda

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5	Hackney Carriage Livery The Licensing Panel are asked to note the report and: i) Note the information provided on the availability and costs of electric and hybrid hackney carriage vehicles and, ii) Agree that the livery requirements for current RBWM licenced hackney carriages remain in place, and that an amended livery be agreed for hybrid and electric hackney carriages	27 - 166
6	DBS Checks on RBWM Licenced Drivers The Licensing Panel are asked to note the report and: i) Agree to amend RBWM policies such that all RBWM licenced hackney carriage and private hire drivers enable the Licensing team to check their DBS for new information every six months with effect from 01 April 2024 ii) That this is achieved as set out in Table 1, below, iii) That the charges for this are paid for by the individual drivers, and iv) That penalty points be introduced for failure to comply with these requirements.	167 - 188

7	RBWM Gambling Act 2005 Statement of Principles - Three-Yearly Review The Licensing Panel are asked to note the report and: i) Agree that a consultation should be carried out to review the current RBWM Gambling Act 2005 Statement of Principles and, ii) Agree that the results of that consultation be brought to a future Licensing Panel for endorsement before going to Full Council for adoption as RBWM policy.	189 - 198
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By attending this meeting, participants are consenting to the audio & visual recording being permitted and acknowledge that this shall remain accessible in the public domain permanently.

Please contact Oran Norris-Browne, Oran.Norris-Browne@RBWM.gov.uk, with any special requests that you may have when attending this meeting.

Published: Monday 5 February 2024



MEMBERS' GUIDE TO DECLARING INTERESTS AT MEETINGS

Disclosure at Meetings

If a Member has not disclosed an interest in their Register of Interests, they **must make** the declaration of interest at the beginning of the meeting, or as soon as they are aware that they have a Disclosable Pecuniary Interest (DPI) or Other Registerable Interest. If a Member has already disclosed the interest in their Register of Interests they are still required to disclose this in the meeting if it relates to the matter being discussed.

Any Member with concerns about the nature of their interest should consult the Monitoring Officer in advance of the meeting.

Non-participation in case of Disclosable Pecuniary Interest (DPI)

Where a matter arises at a meeting which directly relates to one of your DPIs (summary below, further details set out in Table 1 of the Members' Code of Conduct) you must disclose the interest, **not participate in any discussion or vote on the matter and must not remain in the room** unless you have been granted a dispensation. If it is a 'sensitive interest' (as agreed in advance by the Monitoring Officer), you do not have to disclose the nature of the interest, just that you have an interest. Dispensation may be granted by the Monitoring Officer in limited circumstances, to enable you to participate and vote on a matter in which you have a DPI.

Where you have a DPI on a matter to be considered or is being considered by you as a Cabinet Member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it.

DPIs (relating to the Member or their partner) include:

- *Any employment, office, trade, profession or vocation carried on for profit or gain.*
- *Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses*
- *Any contract under which goods and services are to be provided/works to be executed which has not been fully discharged.*
- *Any beneficial interest in land within the area of the council.*
- *Any licence to occupy land in the area of the council for a month or longer.*
- *Any tenancy where the landlord is the council, and the tenant is a body in which the relevant person has a beneficial interest in the securities of.*
- *Any beneficial interest in securities of a body where:*
 - a) *that body has a place of business or land in the area of the council, and*
 - b) *either (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or (ii) the total nominal value of the shares of any one class belonging to the relevant person exceeds one hundredth of the total issued share capital of that class.*

Any Member who is unsure if their interest falls within any of the above legal definitions should seek advice from the Monitoring Officer in advance of the meeting.

Disclosure of Other Registerable Interests

Where a matter arises at a meeting which **directly relates** to one of your Other Registerable Interests (summary below and as set out in Table 2 of the Members Code of Conduct), you must disclose the interest. **You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.** If it is a 'sensitive interest' (as agreed in advance by the Monitoring Officer), you do not have to disclose the nature of the interest.

Other Registerable Interests:

- a) any unpaid directorships
 - b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority
 - c) any body
 - (i) exercising functions of a public nature
 - (ii) directed to charitable purposes or
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union)
- of which you are a member or in a position of general control or management

Disclosure of Non- Registerable Interests

Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a DPI) or a financial interest or well-being of a relative or close associate, or a body included under Other Registerable Interests in Table 2 you must disclose the interest. **You may speak on the matter only if members of the public are also allowed to speak at the meeting** but otherwise **must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation**. If it is a 'sensitive interest' (agreed in advance by the Monitoring Officer) you do not have to disclose the nature of the interest.

Where a matter arises at a meeting which **affects** –

- a. your own financial interest or well-being;
- b. a financial interest or well-being of a friend, relative, close associate; or
- c. a financial interest or well-being of a body included under Other Registerable Interests as set out in Table 2 (as set out above and in the Members' code of Conduct)

you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied.

Where a matter (referred to in the paragraph above) **affects** the financial interest or well-being:

- a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
- b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise **must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation**. If it is a 'sensitive interest' (agreed in advance by the Monitoring Officer), you do not have to disclose the nature of the interest.

Other declarations

Members may wish to declare at the beginning of the meeting any other information they feel should be in the public domain in relation to an item on the agenda; such Member statements will be included in the minutes for transparency.

Agenda Item 3

LICENSING PANEL

MONDAY 16 OCTOBER 2023

Present: Councillors Mandy Brar (Chair), Kashmir Singh (Vice-Chair), Clive Baskerville, Jack Douglas, Siân Martin, Julian Sharpe, John Story and Mark Wilson

Officers: Oran Norris-Browne and Greg Nelson

Apologies for Absence

Apologies for absence were received from Councillor Gosling, with Councillor Sharpe attending as substitute. Councillor Hill had also submitted apologies.

Declarations of Interest

No declarations of interest were made.

Minutes

AGREED: That the minutes of the meeting held on Tuesday 5 July 2022 were a true and accurate record.

Minutes of Licensing and Public Space Protection Order Sub Committees

The panel noted the minutes.

DBS Checks on RBWM Licensed Drivers

Greg Nelson, Trading Standards and Licensing Manager outlined the report that was before the Panel. He stated that the report concerned the criminal records checks that officers carried out on licenced hackney carriage (HC) and private hire (PH) drivers. This was part of the Borough's tests to see whether a driver was "fit and proper", as set out in legislation, to have such a license. A licensing authority carry out criminal records checks on licenced drivers, and new applicants for a licence, via the Disclosure and Barring Service, or DBS, formerly known as the Criminal Records Office. He said that at present, checks on existing drivers' DBSs were carried out every three years although other checks could be carried out as and when necessary.

Greg Nelson said that based on government requirements, the report sought changes to the process so that existing drivers' DBSs were checked every six months. This would tie in with a move away from a paper-based DBS application process to an online process, in which RBWM was currently undergoing. The background to this, was the introduction in 2020 of the Department of Transport's Statutory Taxi & Private Hire Vehicle Standards. The aims of this were to raise standards of public safety and protection in the HC and PH trades and to ensure that there was a consistent approach taken across the country in considering whether a driver was fit and proper to hold a licence. Licensing authorities were obliged to adopt the provisions of the Standard unless there were compelling local reasons not to do so. He then said that the borough adopted most of the requirements of the Standard in 2021 and this was followed by a review of existing licence holders to make sure that they complied with the requirements of the new Standard.

Greg Nelson made it clear to the panel that the obligation was on the licensing authority to carry out the six-monthly DBS checks on current licence holders, it was not an obligation on the drivers to produce a new DBS every six months. However, there was an obligation on the

drivers for them to register with the DBS update service and allow the borough access to that service so that the checks could be carried out. He added that the borough was currently in the process of moving away from a paper-based DBS process to an on-line process. He referred to paragraphs 2.12 to 2.14 of the report, which stated that the process would be cheaper for drivers in the long run and far more efficient than the current paper system.

Greg Nelson then ended his submission by outlining the recommendations that were available for the panel to consider and vote on.

The Chair thanked Greg Nelson and invited Mr Sabir to address the panel as a registered speaker. He addressed the panel for 3 minutes.

Councillor Douglas asked what the borough's policy was on DBS checks and whether or not they were purely conviction related. Greg Nelson replied by saying that one of the elements of the Department of Transport's (DoT) Standard that the borough adopted in 2021, was that the borough were asked to make retrospective checks on existing drivers. The fit and proper test became a lot stricter, and for example, if a driver had a record of an offence of violence, the previous policy stated that the licencing authority would not consider that driver for 5 years. However, this was now 10 years under the new process. Any records of sexual violence meant that a driver would not be licenced at all. Each existing driver who this impacted was assessed on an individual basis, to which there was a very small number. Some licences were revoked, with some appeals still ongoing.

Greg Nelson added that if there was an accusation against a driver, action would not be taken against a driver unless there was evidence to base this on. The authority had a very good relationship with Thames Valley Police, with information being passed on between parties.

Councillor Baskerville wished to make clear the reasons behind why this was being proposed to come into effect and that it was the national government who were bringing this forward. Greg Nelson said that all local authorities were required to adopt all of the standards unless there were compelling reasons not to. The borough found no compelling reasons to not adopt them, hence why they were adopted.

Councillor Baskerville then asked if the licensing team had enough staff members to carry out the 6 monthly checks for over 1,000 RBWM licensed drivers. Greg Nelson replied by saying that they were extremely stretched, however if the annual fee and the automated process was adopted by the Licensing Panel, then this would assist in easing the burden on the licencing team.

Councillor Baskerville asked about cameras being installed into vehicles. Greg Nelson confirmed that not all vehicles had CCTV cameras installed in the borough's vehicles as this came at a cost to the drivers. The borough had previously decided not to make it a mandatory addition.

Councillor K Singh asked if the law had been passed already and how long the authority had to implement it. Greg Nelson confirmed it was not a piece of law, however the DoT would expect a report within 1 or 2 years as to how the authority had gotten on with the implementation.

Councillor Sharpe asked about the Council's legal liability and what the penalty was if the Council did not adopt the standard. Greg Nelson said that the DoT had already asked the borough how they had gone about making changes. There was no direct penalty or action that the DoT could take against the borough if they had not implemented the changes. Councillor Sharpe said that taxi drivers were very important, however so was the safety of the borough's residents. Greg Nelson agreed with his comments.

Councillor Story asked if the drivers were obligated to use the new automated system. Greg Nelson said that the borough had the obligation to carry out the checks every 6 months,

however it was the driver's responsibility to allow the borough access to this. The borough could not force the drivers to do this, however it would be a lot easier to do so with new drivers, as it was the start of the process. Councillor Story also agreed with the comments made by Councillor Sharpe.

Councillor Wilson said that online systems were fairly reliable, but asked what protection existed to ensure that no issues occurred with it. Greg Nelson said that the company being suggested was recognised by the DBS and the Home Office, and therefore had a high level of data security.

Councillor Wilson said that if the drivers signed up to the 6 monthly DBS check, what incentive would be provided. Greg Nelson said that this would be covered in the consultation process and that it would be a benefit overall to drivers.

The Chair then gave clarity as to the costs that were being proposed to the drivers.

Councillor Douglas asked if he could propose a change in wording to recommendation ii) within the report with the addition of the words 'and residents'. This was accepted as a reasonable amendment by Greg Nelson and the Panel.

Councillor Sharpe sought further clarity over the cost to the drivers and what access this gave the borough. Greg Nelson said that unless mandated within the policy, then theoretically the drivers could decide not to pay the fee, which would then need to be paid by the Council.

Councillor K Singh asked if the fee could be left out of the proposal and if the policy could just state that all new and existing drivers must sign up to the system, for efficiency purposes. Greg Nelson said that without changing policy, drivers would be pushed towards the online system more so.

Oran Norris-Browne, Principal Democratic Services Officer, read out the motion that had been put forward by officers as per section 1 of the report, with the amendment that Councillor Douglas had made.

A motion was put forward by Councillor K Singh to accept the officer recommendations as set out in the report with the addition 'and residents' being included in ii). This was seconded by Councillor Wilson.

A named vote was taken.

DBS Checks on RBWM Licensed Drivers (Motion)	
Councillor Mandy Brar	For
Councillor Kashmir Singh	For
Councillor Clive Baskerville	For
Councillor Jack Douglas	For
Councillor Siân Martin	For
Councillor Julian Sharpe	For
Councillor John Story	For
Councillor Mark Wilson	For
Carried	

AGREED: That the Licensing Panel noted the report and:

- i) **Agreed in principle that the current RBWM Hackney Carriage Driver and Vehicle Policy & Conditions and the RBWM Private Hire Driver and Vehicle Policy & Conditions be amended to require that all RBWM licenced hackney carriage and private hire drivers enable the Licensing team to check their DBS for new information every six months,**

- ii) **Agreed that this should be consulted on with licenced drivers, operators all interested parties and residents to determine how this was best achieved, and**
- iii) **Agreed that final recommendations to introduce the six-monthly DBS checks were brought to the next Licensing Panel on 13 February 2024 for final implementation.**

Hackney Carriage Livery - Options for Change for Electric and Hybrid Vehicles

Greg Nelson outlined the second report that was before the panel. He began by stating that the current requirement was that the HCs were white with a purple bonnet and boot, and a large RBWM coat of arms on the sides of the vehicle. This was introduced in 2012 and failure to comply, was a contravention of the Hackney Carriage Driver and Vehicle Policy & Conditions, which could result in enforcement action being taken against the driver or owner of the vehicle. He referred the panel to paragraphs 1.3 to 1.6 of the report which set out the history of why the livery was first introduced, the fact that it was not popular with the HC drivers, and that successive borough administrations had wanted to keep it.

Greg Nelson then addressed the government recently moving the ban on the sale of new petrol and diesel cars in the UK from 2030 to 2035. He said that over the next few years, the borough would need to consider how they move the vehicles that were licenced, away from fossil fuel to hybrid or electric power, and that this would need a considerable lead in time to allow drivers to plan ahead. He added that as a first step, it could present an opportunity to allow some changes or relaxation of the current livery requirements for drivers who decide now to move from using a fossil fuelled vehicle to an electric or hybrid vehicle. The RBWM Hackney Carriage Driver and Vehicle Policy & Conditions could be amended such that the livery requirement was changed, reduced, or removed entirely for electric or hybrid vehicles. This would not only remove the objections that the drivers had to the livery and also encourage them to move to an electric or hybrid vehicle. He then outlined some key factors which would have to be taken into account, along with a considerable amount of research.

Greg Nelson then ended his submission by outlining the recommendations that were available for the panel to consider and vote on.

The Chair thanked Greg Nelson and invited Mr Sabir, Mr Jaffri and Mr Yasin to address the panel once at a time as a registered speaker. They were each given 3 minutes.

Councillor Wilson thanked the speakers for their comments and contribution. He noted the transition to lower emissions and also the provision of EV charge points within the borough. He then said that it was important to have something on the vehicles to distinguish them from other vehicles. Wheelchair access was also very important and asked if anything could be relaxed in the future with regards to the requirements of these.

Councillor Martin said that she would support a new livery, but agreed with Councillor Wilson that they should still have one. She asked for clarity on the move away from diesel vehicles to electric. Greg Nelson said that this was something that would be brought back to the Licensing Panel to decide upon.

Councillor K Singh asked if there could be a pros and cons list for the livery. He asked if someone was to buy a new petrol or diesel car before 2035, what would this mean for drivers. Greg Nelson said that if the vehicle was able to operate past 2035, then it still could operate, however he asked if the borough would want these cars to still have the livery on it. The drivers would need a lot of time given to them to allow them to fully assess their options.

Councillor Story asked for ii) of the recommendations made by officers to include the words 'with users' within it, to put residents at the front and centre of the recommendations. This was agreed by the officer.

Councillor Douglas wanted it to be made clear that this was a long-term plan and there was no expectation of early take-up.

Councillor Wilson asked when the current policies for livery and wheelchair use was last reviewed and put into place. Greg Nelson replied by saying that the livery came into effect in around 2012 or 2013. Since 2016, it had been brought to the Licensing Panel once in around 2018, but not since. The wheelchair accessibility policy was introduced in around 2018 or 2019 and had not come back to panel since.

Councillor Wilson asked if the borough was at a point now to look back at the policy for all vehicles, whilst the consultation was going to be put in motion. Greg Nelson said that he could certainly discuss that offline with the Chair, Vice-Chair and the relevant Cabinet Member.

Councillor Martin said that a budget should be agreed with the drivers and then the designer of the livery could then work within that realm.

Councillor Douglas wished to make sure that electric vehicles and hybrid vehicles were not grouped together. This was due to the environmental benefits of hybrid vehicles, being a lot more disputed than that of electric ones. Greg Nelson said that all possibilities would be taken into consideration.

Councillor K Singh said that it was important to have some sort of livery as persons who were not residents, could clearly identify a vehicle for them to use. Greg Nelson agreed and said that the passenger certainly needed to be put at the forefront, with public safety being prioritised.

Councillor Sharpe said that it was important that the correct vehicle was being use for the exact journey. The drivers should be encouraged to use the right sort of vehicle and suggested different costs depending on what vehicle was being used, such as diesel or electric.

A motion was put forward by Councillor K Singh to accept the officer recommendations as set out in the report with the addition of the words 'with users' in ii), along with 'electric and hybrid vehicles' being changed to 'any vehicles'. This was seconded by Councillor Baskerville.

A named vote was taken.

Hackney Carriage Livery - Options for Change for Electric and Hybrid Vehicles (Motion)	
Councillor Mandy Brar	For
Councillor Kashmir Singh	For
Councillor Clive Baskerville	For
Councillor Jack Douglas	Against
Councillor Siân Martin	For
Councillor Julian Sharpe	For
Councillor John Story	For
Councillor Mark Wilson	For
Carried	

AGREED: That the Licensing Panel noted the report and:

- i) Agreed that research should be conducted into the availability and cost of electric, hybrid hackney carriages and all other vehicles, and whether the models available complied with requirements for wheelchair accessibility,**
- ii) Agreed that consultation should be conducted with users, hackney carriage drivers and all other interested parties as to possible changes to the livery on any licensed vehicles, and**
- iii) Agreed that the results of the research, the consultation and options for changes to the livery on licensed vehicles, be brought to the next Licensing Panel meeting on 13 February 2024**

The Chair wished to bring some any other business items to the attention of Greg Nelson. These were:

- The availability of space at the Windsor Castle Taxi Rank due to other drivers using it
- The loss of space at the Windsor Castle Taxi Rank and if the original rank could be brought back.
- An organised trip for the Chair, Vice-Chair, and relevant Cabinet Member to visit taxi ranks, and to meet the drivers.

Greg Nelson thanked the Chair and the drivers for bringing this to his attention. Drivers found doing this had been given formal cautions and that the team's relationship with Transport for London was very good. The loss of space was a difficult subject as the temporary pavement had now been made permanent, which in turn had now reduced the space. Greg Nelson admitted that there may not be much he could do about this, however he would endeavour.

The meeting, which began at 6.02 pm, finished at 7.38 pm

CHAIR.....

DATE.....

Agenda Item 4

LICENSING & PUBLIC SPACE PROTECTION ORDER (PSPO) SUB COMMITTEE

Monday 27 November 2023

Present: Councillors Clive Baskerville, Mandy Brar and Siân Martin

Officers: Oran Norris-Browne, Craig Hawkings, Anthony Lenaghan, Will Ward, Laurence Ellis and Mikey Lloyd

Appointment of Chair

Councillor Baskerville proposed that Councillor Brar chair the meeting. Councillor Martin seconded this.

AGREED: That Councillor Brar be Chair for the duration of the sub-committee.

Apologies for Absence

No apologies were received.

Declarations of Interest

Councillor Brar declared that she was a licence holder, but she would approach with an open mind.

Procedures of the Sub Committee

The committee noted the procedures.

Consideration of an application for a new premises license

Craig Hawkings, Reporting Officer for the Royal Borough of Windsor & Maidenhead, introduced the report to the Sub-Committee and outlined why a hearing had needed to be convened.

Craig Hawkings explained under section 51 of the Licensing Act 2003, that a responsible authority, or any other person may apply to the relevant licensing authority for a review of a premises licence at any time.

Craig Hawkings then outlined to the Sub-Committee what the application was and set out the reasons why the application had been submitted and the evidence to support it. The application was for a petrol filling station with an off license attached, with late night refreshments and for the supply of alcohol on and off the premises.

Craig Hawkings stated that the application had been advertised in the correct way.

Craig Hawkings then reminded all parties of the four licencing objectives set out in the Licencing Act 2003, which were:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Craig Hawkings noted that the application had received an objection, but had the objection not received representation, then the application would have been approved. Conditions had also been agreed with both RBWM Trading Standards and Thames Valley Police, as responsible authorities.

Councillor Baskerville asked if the borough had received similar applications recently. Craig Hawkings stated that the borough had, with two similar applications being approved, one being for a Shell Waitrose in 2020.

Councillor Martin asked if any complaints had been logged by residents who lived near the other garages. Craig Hawkings stated that there had not been any registered.

Councillor Brar asked if there were any more complaints about the applicant's premises being a public nuisance. Craig Hawkings stated that all relevant authorities had been consulted including Environment Protection, Health and Planning and that no comments were received.

Councillor Baskerville asked what measures would be taken so that the conditions would be adhered to. Craig Hawkings stated that the applicant would be subject to licencing enforcement, should any breach be reported.

The applicant's representative, Richard Taylor, asked Craig Hawkings if any of the relevant authorities had any objections to the application. Craig Hawkings stated that they did not.

Richard Taylor then asked Craig Hawkings if each responsible authority must be treated as an expert in the relevant field. Craig Hawkings stated that this was correct.

Councillor Brar then invited the applicant to put their case to the Sub-Committee.

Richard Taylor stated that they would explain their case to the Sub-Committee in three parts.

The first would explain the applicant, the second would explain the application itself and the third would address the concerns raised in the letter of objection.

Richard Taylor stated that the premises of the application in question, was operated by Euro garages limited, which since the 1 November 2023 had been owned by ASDA. The applicant stated that the premises would operate as a twenty-four-hour convenience store, which they already operated as currently.

Richard Taylor stated that he had represented ASDA since 2005 and had never come before a Licencing Sub-Committee before. Richard Taylor stated that the request to seek late night refreshment, was primarily to do with the sale of hot refreshments.

Richard Taylor explained to the Sub-Committee that during the application process, they had spoken to Thames Valley Police. They had requested an improved CCTV system, which ASDA agreed to and provided as a condition.

Richard Taylor also highlighted that they had engaged with local residents, which had highlighted a perceived problem with litter.

Richard Taylor stated that he understood that the objection was on the brink of relevance, but that every local resident had the right to an appeal.

Councillor Baskerville asked if extra staff would be employed, Richard Taylor said that additional staff in the short term would be employed. Richard Taylor stated that he could not give a number for the staff that would be employed, as it was an ongoing assessment of the number which would be needed.

Councillor Baskerville also asked if extra bins would be provided, Richard Taylor answered that bins were already outside the off-licence, but no new bins would be provided.

Councillor Brar asked how anti-social behaviour would be reduced. Richard Taylor stated that the volume of the Tanoy system would be reduced, as well as certain areas of the car park being discontinued.

The objector, Keith Ashby stated that he was opposed to the granting of the licence, on the grounds of his previous experience with customers at the site.

Keith Ashby stated that in the past, he had found litter, dumped in his front garden from the premises. Keith Ashby also expressed concern about underage drinking from granting the new licence, as well as potential anti-social behaviour.

Richard Taylor was asked by Councillor Baskerville how they would address Keith Ashby's concerns, he stated that they operated a good neighbour policy and that it was important good relationships were built with the surrounding community. Richard Taylor stated that they were willing for a condition to be put in place to limit late night refreshments to hot drinks only.

Richard Taylor had no questions for Keith Ashby, although he made it clear that he did not agree with everything Keith Ashby had said but that he had chosen not to challenge it.

Richard Taylor referred to the Home Office guidance stating that objections had to be based on hard facts not supposition. Richard Taylor also referred to Home Office guidance that stated stores should be free to sell alcohol to customers to consume off the premises. Unless for good reason, this would contradict the four licencing objectives. He again stated that no responsible authorities had shown concern about the granting of the licence.

Craig Hawkings stated that a review process could be initiated if the license was granted. Craig Hawkings then proceeded to list the options that were available to the Sub-Committee. These were to:

- Reject the Application
- Refuse to specify a person in the licence as the premise's supervisor.
- Grant the application but modify the activities and/or the hours and/or the conditions of the licence.
- Grant the application

Keith Ashby then stated that they would have liked for the drinks license to end at 22:00pm.

The Applicants, Objector and the Reporting Officer left the room and took no further part in the meeting.

The Sub-Committee began their deliberations, where they concluded that having considered all of the written and oral evidence that was presented, no overwhelming evidence was deemed to have been provided that gave the Sub-Committee reason to not grant the premises license, as applied for.

In making their decision, the Sub-Committee noted the objection to the application and deemed them as speculative in nature and were based of the objector's previous experiences of the premises.

The Sub-Committee noted that the objector himself had stated that since Euro Garages Limited had taken over the premises, the previous issues he had experienced had decreased significantly.

AGREED: To grant the application for a new premises license at Asda express PFS, Braywick, 11 Windsor Road, Maidenhead, SL6 1UZ.

The meeting, which began at 2.00 pm, finished at 3.20 pm

Chair.....

Date.....

LICENSING & PUBLIC SPACE PROTECTION ORDER (PSPO) SUB COMMITTEE

Wednesday 6 December 2023

Present: Councillors Mandy Brar, Clive Baskerville and Genevieve Gosling

Officers: Mikey Lloyd, Oran Norris-Browne, Anthony Lenaghan, Ana Marcinkevic and Craig Hawkings

Appointment of Chair

Councillor Baskerville proposed Councillor Brar chaired the meeting. Councillor Gosling seconded this.

AGREED: That Councillor Brar be elected Chair for the duration of the meeting.

Apologies for Absence

No apologies for absence were received.

Declarations of Interest

Councillor Brar wanted to note that they previously were a licensee but were no longer a licensee.

Procedures of the Sub Committee

All parties present noted the procedures of the sub-committee.

Consideration of an application for to review a premises license

Craig Hawkings, Reporting Officer for the Royal Borough of Windsor & Maidenhead, introduced the report to the Sub-Committee and outlined the reasons why a hearing had needed to be convened. Craig Hawkings explained under section 51 of the Licensing Act 2003 a responsible authority, or any other person may apply to the relevant licensing authority for a review of a premises licence. Craig Hawkings outlined that the application included a statement from the applicant, Caroline Laird, which set out in detail the reasons why the application had been submitted and the evidence to support it.

The statement concluded by saying, one of the licensing objectives which underpinned the Licencing Act 2003 was the prevention of crime and disorder and all operators were expected to take steps to promote the licensing objectives. The Home Office (Immigration Enforcement) believed that Mr Surinder Kumar Rajput was not preventing crime and disorder and therefore should no longer be allowed to hold a premises licence. Mr Surinder Jumar Rajput was using his Hospitality businesses to employ illegal workers which was strictly prohibited under the Licencing Act 2003 and Immigration Act 1071(aa).

Craig Hawkings reminded all parties what the four licencing objectives set out in the Licencing Act 2003, which were:

- The prevention of crime and disorder
- Public safety

- The prevention of public nuisance, and
- The protection of children from harm

Councillor Baskerville asked if there had been any concerns in the past with the Premises Licence Holder and if these issues had arisen before. Craig Hawkings responded that there had been no concerns from the Licencing Team and stated that the Premises Licence had only recently been taken over by the Premises Licence Holder.

Surendra Panchal, legal representative for the Premises Licence Holder, clarified about documents of theirs that were not in the pack. Craig Hawkings said the documents in question were circulated separately to all parties present at the Sub-Committee.

Raj Hundal, Senior Officer for Immigration Enforcement, introduced the case on behalf of the applicant to the Sub-Committee. Raj Hundal explained that their operations were intelligence led and that significant concerns needed to be raised for them to action. A brief explanation was provided of how they attended the premises after receiving intelligence of illegal workers on site and it was noted that two workers were found to be working illegally. One worker was found to be working more hours than their visa allowed, and that they were being underpaid or not all of it was on the books. The second worker's right to work was found to have expired in 2014 and that they were being paid in cash with no National Insurance or Tax being paid as a result. Raj Hundal explained that during the visit in June 2023 they believed the Licence Premises Holder had adopted a two-tiered approach to staff, those that had a legal right to work and those that were off the books. Raj Hundal explained that in the suspension and conditions that had been proposed by the Premises Licence Holder, Immigration Enforcement did not feel that the conditions proposed were good enough to prevent illegal working. Raj Hundal added that if the Sub-Committee were inclined to add conditions, then they suggested the added condition of employment records for the premises needing to be kept up to date for all employees and workers and that they were stored at the premises and made available for inspection upon request by relevant officers.

Councillor Gosling asked the applicant if this was the only premises run by the Premises Licence Holder and if not, would they be visiting those premises? The Applicant explained that there was one other premises that the Premises Licence Holder ran but that they were intelligence led and so would not visit the other premises unless intelligence presented a case to do so.

Surendra Panchal asked the Applicant if they had seen the payslips regarding one of the employees mentioned. It was stated by the applicant that they had not seen the payslips in question and that at the time of their visit in June they were only presented with online banking statements that showed payment into the account. Surendra Panchal also highlighted in the report that the Applicant made note to the fact that the Premises Licence Holder had sponsored 60 visitors and asked the applicant if they were satisfied with those sponsorships? The Applicant agreed that the Premises Licence Holder had complied with those sponsorships but noted that most were for tourism purposes. Surendra Panchal also asked the Applicant if they were satisfied, should the additional condition they laid out, regarding right to work documents being on site at all times be added to the conditions. The Applicant explained that the employer should be doing it as standard but welcomed the condition.

The Chair asked the Premises Licence Holder if they had any record of the contract from the self-employed worker. Surendra Panchal said he had documentation from a solicitor that had been provided to the Immigration Enforcement.

The meeting was adjourned at 11:06am for the Sub-Committee to review the documents. The meeting reconvened at 11:14am.

Surendra Panchal, on behalf of the Premises Licence Holder (Surinder Kumar Rajput), presented their case. Surendra Panchal explained that the Premises Licence Holder was a businessman who had previously worked with prominent retail stores such as Sainsburys and Tesco. Surendra Panchal said that the Premises Licence Holder was someone who would not want to not follow the rules. It was circled back to how the Premises Licence Holder had applied for 60 sponsorships and complied with all. Surendra Panchal explained how there were issues with the previous Designated Premises Supervisor (DPS), who had employed one of the workers in question, and when the mistakes were realised, the DPS was relieved of his duties. Surendra Panchal said the Premises Licence Holder acknowledged that the law was broken by the outgoing DPS and was apologetic. It was noted that the request to add the Immigration Enforcement's condition of keeping an HR manual on site was supported and that the Premises Licence Holder was going to improve the premises with increased signage. Surendra Panchal also noted that the premises was prominent in the local community for gatherings such as car and cycle clubs.

Councillor Baskerville noted that the new DPS was hired in January 2023, but Immigration did not attend until June 2023, he questioned if the Premises Licence Holder was satisfied that the new DPS was up to the job? Surendra Panchal explained that the new DPS was still transitioning into the role when Immigration attended, but he noted that they had discussed with Immigration lawyers surrounding the workers and a fine was paid at the time.

The Chair asked why the new DPS had not checked the relevant paperwork/passports of the workers and why it took so long? Surendra Panchal responded by saying that one of the workers said his passport was away for renewal and it was questioned why it took so long.

The Applicant asked the Premises Licence Holder if they had a right to work regime in their other businesses as they were confused why someone with experience in one sector would not use that knowledge for another sector? IT was noted that the Premises Licence Holder did have a right to work regime in their other business.

The Applicant asked the Premises Licence Holder how long one of the workers in question, Kulwant Singh, was employed for? It was noted by Surendra Panchal that there was conflicting information in the statement as during covid the premises was not open and the person was not working. He explained that Kulwant Singh had worked there for two years.

The Applicant wanted to bring to the Sub-Committee's attention that the documents circulated by the Premises Licence Holder during the adjournment included a civil payment penalty of £20,000 which was paid, highlighting that if the worker in question was indeed self-employed then the penalty would not have been issued. The Premises Licence Holder would have appealed the penalty and not paid it, however they did pay the penalty. Surendra Panchal clarified that the penalty paid was in fact £14,000 not £20,000.

The Applicant summarised that there were differences between the workers statements and the presentation from the Premises Licence Holder and highlighted the payment of the civil penalty. The Applicant also noted the additional condition if the Sub-Committee decided that was the preferred outcome.

Surendra Panchal summarised on behalf of the Premises Licence Holder that they did not dispute the error from the old DPS and did not dispute the additional conditions laid out from Immigration Enforcement. They requested a short suspension rather than revocation.

Craig Hawkings then explained that the Sub-Committee had the following options available to them and to decide on which it considered appropriate for the promotion of the four licencing objectives. These options were:

- To modify the conditions of the licence
- To exclude a licensable activity from the scope of the licence
- To remove the designated premises supervisor

- To suspend the licence for a period not exceeding three months
- To revoke the licence.

The Applicants, the Premises Licence Holder, the Premises Licence Holder’s Representative and the Reporting Officer left the room and took no further part in the meeting.

The Sub-Committee then began their deliberations alongside the Legal Officer and the Clerk. There was discussion from Councillor Gosling about how conditions would be checked, and if they would be checked regularly? The Legal Officer noted that due to the review, the premises would be flagged as a result and be subject to regular checks from both Immigration Officers and the RBWM Licencing Team.

Councillor Baskerville added that whilst the Licence Premises Holder said they would be happy to comply with conditions, he wondered why they had not done so previously.

The Chair noted that the conditions in the report plus the additional condition would perhaps be better than revoking the premise licence. Councillor Baskerville and Councillor Gosling both agreed as it was also noted that the Licence Premises Holder had sponsored many people in the past and this was also the first instance of any wrongdoing. They noted that the Licence Premises was also a prominent location in the area, that hosted many events for the public.

AGREED UNANIMOUSLY: That the premises was to remain open, with no suspension or revocation, along with the conditions listed in the report. However this was with the inclusion of an additional condition of employment records for the premises being kept up to date for all employees and workers, and that they be stored at the premises and made available for inspection upon request by relevant officers.

The meeting, which began at 10.35 am, finished at 11.57 am

Chair.....

Date.....

LICENSING & PUBLIC SPACE PROTECTION ORDER (PSPO) SUB COMMITTEE

Wednesday 20 December 2023

Present: Councillors Mandy Brar, Neil Knowles (Chair) and Kashmir Singh

Officers: Oran Norris-Browne, Craig Hawkings, Anthony Lenaghan and Ana Marcinkevic

Appointment of Chair

Councillor K Singh proposed that Councillor Knowles be Chair for the duration of the sub-committee. This was seconded by Councillor Brar.

AGREED: That Councillor Knowles be elected Chair for the duration of the meeting.

Apologies for Absence

No apologies for absence were received.

Declarations of Interest

No declarations of interest were made.

Procedures of the Sub Committee

All parties present noted the procedures of the sub-committee.

Consideration of an application for a new premises license under the Licensing Act 2003

Craig Hawkings, Reporting Officer for the Royal Borough of Windsor & Maidenhead, introduced the report to the Sub-Committee and outlined a hearing had needed to be convened. This was following the receipt of an objection to the closing timings of the premises. He stated that no representations had been made by any responsible authorities, including that of Thames Valley Police and conditions had been agreed between the RBWM Trading Standards team and the applicant, therefore no formal representation had been made by them either. He then added that the proposed operating hours of the premises fell within RBWM's framework hours.

Councillor Knowles, the Chair, asked for clarification that the building itself had already been a licensed premises in the past and if so, was it broadly in line with the application for a premises license that was being sought now. Craig Hawkings confirmed this and said that the only reason there was a need for a new license, was due to the previous one having elapsed. The new requested license was also less than what was previously seen at the premises too, with there being no desire for late night entertainment and instead just the serving of alcohol and food.

The applicants had no questions of the Reporting Officer, as they had various discussions prior to the meeting being convened. The Chair therefore invited them to put their case forward to the Sub-Committee.

Robert Sutherland, Applicant's Representative, said that when choosing the location, the applicant had various meetings with entities such as Thames Valley Police and the Local Authority, to make sure that the location fit the brand of Incognito and therefore made it a viable investment for the business. The brand operated currently in 3 other locations, Winchester, Richmond and Kingston. The other 3 premises operated with both food and alcohol currently, with a focus more being on alcohol. However, the focus at this particular site would be on developing the food side of things.

Alongside the authorities, the applicant had also met with various neighbours to the premises. They were supportive of it, which was further suggested by the sub-committee only having received one objection. The applicant's Kingston premises operated currently within a very residential area, with persons being very complementary of the operation there. The applicant then outlined some of the working processes that the premises will use, such as staggered booking times. There would likely be no more than 15-20 customers at the premises at any one time, which would assist in dispersal times.

Councillor Brar asked how many issues or complaints there had been during the time that the premises had been running. Robert Sutherland replied by clarifying that the premises in question was not yet open, so there were no past issues. Nick Robinson, Applicant, said that there had never been a single noise complaint or issue at any of their other 3 sites. He went on further to say that they had implemented factors to minimise complaints such as not allowing bookings over 6 persons for example and that quality was prioritised over quantity. The brand's booking policy was outlined clearly online, with the addition of there being no stag or hen does. He said that the majority of negative reviews that existed online currently, were down to persons being turned away if they turned up with more than 6 persons. This was a very strict rule that was adhered to, as the brand was all about the customer's experience.

Councillor K Singh asked how long they believed it would take (if the premises license was granted) for them to open for business. Nick Robinson said this would likely be the end of February 2024.

Councillor Brar asked if the premises was not open yet, why was there an objection? Was this because of an historic issue? Craig Hawkings said that historically there had been a few issues due to how the premises was being run, however that was no longer applicable.

The Chair said that he was pleased to see only one singular objection made for the application, as usually there would be a lot more. He found this encouraging. He then referenced some of the points that had been raised within the objection and stated that from what he could see, a number of these had been directly addressed by the volunteered conditions that existed within the report.

Robert Sutherland then summarised by saying that the volunteered conditions had addressed the objections made to the premises license and believed that how the business operated, went a long way in ensuring that the premises promoted the 4 licensing objectives. He therefore asked the Sub-Committee to grant the application as applied for.

Craig Hawkings was then invited to summarise, where he outlined the three options that were available to the Sub-Committee. These were to:

1. Reject the application;
2. Grant the application but modify the activities and/or the hours and/or the conditions of the license;
3. Grant the application.

The Sub-Committee thanked all parties for their attendance and reminded them that a decision would be communicated to them within 5 working days of the meeting.

The Applicant, the Applicant's Representative and the Reporting Officer left the room.

The Sub-Committee then began their deliberations alongside the Legal Officer and the Clerk.

The Chair began by saying that the hours that were being proposed were less than what had been seen within the past at the premises, which was a positive. He added that the conditions included within the report also addressed any issues that had been raised within the objection and therefore he wished to support the granting of the license as applied for.

Councillor Brar and Councillor Singh both agreed and said that it was a very good proposal and that it would be a good addition to that area of the high street.

AGREED UNANIMOUSLY: That the premises license for Incognito Holdco Limited, 13 High Street, Windsor, SI4 1LD, be granted as applied for.

The meeting, which began at 1.30 pm, finished at 2.10 pm

Chair.....

Date.....

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LICENSING & PUBLIC SPACE PROTECTION ORDER (PSPO) SUB COMMITTEE

Friday 19 January 2024

Present: Councillors Mandy Brar, Mark Wilson and Kashmir Singh

Officers: Ana Marcinkevic, Craig Hawkings, Will Ward and Kirsty Hunt

Appointment of Chair

Councillor Wilson nominated Councillor Brar for Chair of the Sub-Committee; Councillor Singh seconded.

AGREED: That Councillor Brar be elected Chair for the duration of the meeting.

Apologies for Absence

No apologies for absence were received.

Declarations of Interest

No Interests were declared.

Procedures of the Sub Committee

All parties present noted the procedures of the sub-committee.

Consideration of an application for a new premises license to be granted under the Licensing Act 2003.

Craig Hawkings, Reporting Officer for the Royal Borough of Windsor & Maidenhead, introduced the report to the Sub-Committee and outlined why a hearing had needed to be convened. Craig Hawkings explained that under section 51 of the Licensing Act 2003 a responsible authority, or any other person may apply to the relevant licensing authority for a review of a premises licence. Craig Hawkings outlined to the Sub-Committee what the application was and set out the reasons why the application had been submitted and the evidence to support it. The application was for the provision of late-night refreshments indoors, the supply of alcohol (on and off the premises) and the hours open to the public, which were on Monday – Sunday from 08:00am – 01:00am.

Craig Hawkings reminded all parties what the four licencing objectives set out in the Licencing Act 2003 were:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Craig Hawkings noted that the application had received thirteen objections, although one objection prior to the hearing had been withdrawn.

Councillor Wilson asked what the trend was of other opening hours in the area.

Craig Hawkings stated that restaurants were located either side of the proposed site, which included Bardo Lounge, which had operating hours of Monday to Sunday, supplying alcohol from 10:00am until 00:30am and El Cerdo, which supplied alcohol on Monday to Saturday, from 8:00am to 11:30pm and on Sundays from 9:00am until 10:30pm.

Councillor K Singh asked about the provision of chairs and tables outside, Craig Hawkings confirmed that there had been a request for chairs and tables outside within the licenced area. Councillor K Singh also asked about glass being used outside. Craig Hawkings stated that this was a question that the applicant could better answer.

The Chair then asked the applicant to put their case to the Sub-Committee.

Christopher Barber representing the applicant, thanked the Sub-Committee for the convening of the hearing. Christopher Barber explained that Bombay Story was primarily a premium restaurant, with a high spend per head. Christopher Barber highlighted that they had been operating in Wokingham for several years in a similar location to the one that they intended to open in Maidenhead.

Christopher Barber stated that they placed a great deal of emphasis on good relations with their neighbours. Christopher Barber stated that there would be a bar in the restaurant but that it was only intended for customers who were eating.

Christopher Barber also stated that the outside tables would be closed significantly earlier than the actual restaurant. This was to make sure neighbouring residents would not be disturbed.

Councillor Wilson asked the applicant what their normal opening hours would be. The applicant stated that opening hours on a weekday would be 9:00am until 00:30am. The exceptions would be for special occasions, where alcohol would be served in the morning. Councillor Brar asked the applicant when they were planning to open the premises for business, if successful at gaining a license. The applicant stated that they intended to open on Valentine's Day.

Craig Hawkings sought clarification on the closing times. The applicant confirmed that the closing times would be 11:30pm on weekdays and 10:30pm on Sundays.

The applicant then stated that they were prepared to move the opening times from 9:00am to 10:00am on Sundays.

Craig Hawkings then explained to the Sub-Committee that they had the following options available to them and asked them to decide on which it considered appropriate for the promotion of the four licencing objectives.

These options were:

- Reject the application.
- Refuse to specify a person in the licence as the premise's supervisor.
(*Note – not all of these will be relevant to this particular application)
- Grant the application but modify the activities and/or the hours and/or the conditions of the licence.
- Grant the application.

The Applicants and the Reporting Officer left the room and took no further part in the meeting.

The Sub-Committee then began their deliberations by seeking advice from the Legal Officer. Overall, they concluded that having taken into account all of the written and oral evidence that was presented, no evidence had been provided that gave the Sub-Committee reason to not grant the premises license, as applied for. The Sub-Committee noted that the application fell within the licencing policy and that the applicant had taken steps to mitigate the impact on residents. This was demonstrated by the applicant modifying the hours, at which the premises would open so that disruption would be more limited. They also noted that one of the objectors had withdrawn their objection prior to the hearing on the 19 January 2024.

AGREED: To grant the application for a new premises license under the Licensing Act 2003.

The meeting, which began at 10.00 am, finished at 11.00 am

Chair.....

Date.....

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Report Title:	Hackney Carriage Livery
Contains Confidential or Exempt Information	No - Part I
Cabinet Member:	Councillor Werner, Cabinet Member for Public Protection
Meeting and Date:	Licensing Panel 13 February 2024
Responsible Officer(s):	Andrew Durrant, Executive Director of Place Services & Amanda Gregory, Assistant Director of Housing & Public Protection
Wards affected:	All

REPORT SUMMARY

The Licensing Panel of 16 October 2023 agreed that research should be conducted into the availability and cost of electric and hybrid hackney carriages and whether the models available complied with requirements for wheelchair accessibility.

The Panel also agreed that there should be a public consultation on possible changes to the livery that is currently required on RBWM licenced hackney carriages.

The research and consultation have been completed. This report sets out the results of the research for information. It also includes the results of the consultation and, based on those results, makes recommendations on the continued use of the livery on RBWM licenced hackney carriages

1. DETAILS OF RECOMMENDATIONS

RECOMMENDATIONS: That the Licensing Panel notes the report and:

- i) **Notes the information provided on the availability and costs of electric and hybrid hackney carriage vehicles**
- ii) **Agrees that the livery requirements for current RBWM licenced hackney carriages remain in place, and that an amended livery be agreed for hybrid and electric hackney carriages**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
The Licensing Panel agrees that the livery requirements for current RBWM licenced hackney carriages remain in place and that an amended livery be agreed for hybrid and electric hackney carriages	This would reflect the results of the public consultation that were carried out and the benefits that the livery brings
This is the recommended option	An amended livery will be agreed by the Cabinet Member and Assistant Director for electric and hybrid

Option	Comments
	hackney carriages to reduce the size and costs of the livery but maintain the overall look of a RBWM licenced hackney carriage vehicle
The Licensing Panel agrees that the livery is replaced with magnetic signage	<p>This is advocated by the drivers but is strongly opposed by officers because;</p> <ul style="list-style-type: none"> • it would need to be policed, adding to already very heavy workloads • it would lead to complaints from the public, each requiring investigation and follow up • the scope for non-compliance, deliberate or accidental, would cause excessive demands on officer time and cause unnecessary friction between officers and drivers • enforcement action would be bureaucratic and time consuming, and lead to appeals which would further add to workloads and be a drain on officer resources
The Licensing Panel agrees that the livery requirements are removed entirely	This is what the hackney drivers want but there is no evidence that the public think that this is what should be done

- 2.1 The information provided on the availability and costs of electric and hybrid hackney carriage vehicles is set out in Appendix B.
- 2.2 The Licensing Panel of 16 October 2023 agreed that consultation should be conducted with the public, hackney carriage drivers and all other interested parties as to possible changes to the livery on any licenced vehicles, and that the results of that the consultation and options for changes to the livery on licenced vehicles be brought to this Licensing Panel meeting.
- 2.3 The consultation has been completed and the full results are Appendix C to this report. There were 320 responses and a summary is set out in Table 2, below.

Table 2: Consultation Summary

Consultation Question	Responses
Q1 Are you a RBWM licenced hackney carriage or private hire driver?	<ul style="list-style-type: none"> • Yes 73 • No 247
Q2 Were you aware that RBWM licenced hackney carriages (taxis) are required to be white with a purple bonnet and boot and a large RBWM coat of arms on the sides?	<ul style="list-style-type: none"> • Yes 285 (89.1%) • No 35 (10.9%)

Q3 What benefits, if any, do you think this livery provides?	See Appendix C
Q4 What detriments, if any, do you think this livery causes?	See Appendix C
Q5 Do you think that this livery; <ul style="list-style-type: none"> • Should be kept as it is • Could be reduced in some way • Could be removed entirely 	206 (64.8%) 61 (19.2%) 51 (16.0%)
Q6/Q7/Q8 Please give a reason for your answer	See Appendix C
Q9 As and when RBWM licenced hackney carriages move from being fossil fuelled to being hybrid or electric vehicles; <ul style="list-style-type: none"> • Should the livery be kept as it is now • Could it be reduced in some way to demonstrate that the vehicle is hybrid or electric • Could the livery be removed entirely 	179 (56.6%) 93 (29.4%) 44 (13.9%)
Q10/Q11/Q12 Please give a reason for your answer	See Appendix C
Q13 Do you have any other comments on the use of the livery on RBWM licenced hackney carriage vehicles?	See Appendix C

- 2.4 These results show that there is a high level (89.1%) of recognition of the livery, and that a clear majority of respondents, 64.8%, think that the livery should remain as it is.
- 2.5 If you take just the respondents who are not a RBWM licenced hackney carriage or private hire driver, the percentage of respondents who think that the livery should remain as it is rises to 87%.
- 2.6 Even when licenced hackneys move from fossil fuel to electric or hybrid, there is still a majority of respondents, 56.6%, who think that the livery should remain as it is.
- 2.7 The benefits that respondents give for keeping the livery are very positive and highlight the ease of recognition of the vehicle as a licenced vehicle, and the extra safety and confidence that this brings. There are some neutral views and some that are negative. All of the comments are included in Appendix C.

- 2.8 The livery has been a requirement since 2012. Of the current RBWM licenced hackney drivers, 72% were licenced after the requirement of the livery was introduced so they would have been aware, when obtaining the licence, what their obligations would be in respect of the livery.
- 2.9 As well as the results of the consultation, a petition signed by 83 hackney carriage drivers has been received asking that the current RBWM hackney carriage livery is removed. This petition, which is Appendix D to this report, sets out the drivers' reasons for this and suggests an alternative livery in the form of magnetic signage.
- 2.10 If any changes to the livery were agreed the cost of removing the current livery, and changing the colour of a hackney carriage if that was also agreed, would have to be borne by the owner of the vehicle. The application of any new livery, or the purchasing of magnetic signage, would also have to be borne by the vehicle owner.
- 2.11 Members of the Licensing Panel are asked to agree the recommendation set out at the start of this report.

3. KEY IMPLICATIONS

- 3.1 There are no key implications if the recommended option is agreed

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 None for RBWM at this time.

5. LEGAL IMPLICATIONS

- 5.1 A licensing authority may attach to the grant of a hackney carriage vehicle licence such conditions as they may consider reasonably necessary, and this would include the requirement for vehicles to have a certain appearance or livery (by virtue of section 47 of the Local Government (Miscellaneous Provisions) Act 1976).

6. RISK MANAGEMENT

- 6.1 No risks have been identified at this time.

7. POTENTIAL IMPACTS

- 7.1 Equalities. An Equality Impact Assessment is available as Appendix A.
- 7.2 Climate change/sustainability. This report will have no immediate effect in respect of climate change and sustainability.
- 7.3 Data Protection/GDPR. This report has no data protection / GDPR implications as there will be no changes to existing procedures in this respect.

8. CONSULTATION

8.1 A consultation has been completed and the results are set out in a report which is Appendix C to this report.

9. TIMETABLE FOR IMPLEMENTATION

9.1 There will be no changes and therefore no implementation if the recommended option is agreed.

10. APPENDICES

10.1 This report is supported by four appendices:

- Appendix A – Equality Impact Assessment
- Appendix B – Information on Electric and Hybrid Hackney Carriages
- Appendix C – Taxi Consultation Survey Response Report (pages 2 to 109)
- Appendix D – Petition from RBWM Hackney Carriage Drivers

11. BACKGROUND DOCUMENTS

11.1 There are no background documents.

12. CONSULTATION

Name of consultee	Post held	Date sent	Date returned
<i>Mandatory:</i>		<i>Statutory Officer (or deputy)</i>	
Elizabeth Griffiths	Executive Director of Resources & S151 Officer	22/01/2024	
Elaine Browne	Deputy Director of Law & Governance & Monitoring Officer	22/01/2024	29/01/2024
<i>Deputies:</i>			
Andrew Vallance	Deputy Director of Finance & Deputy S151 Officer	22/01/2024	05/02/2024
Jane Cryer	Principal Lawyer & Deputy Monitoring Officer	22/01/2024	
<i>Mandatory:</i>		<i>Procurement Manager (or deputy) - if report requests approval to go to tender or award a contract</i>	
N/A			
<i>Mandatory:</i>		<i>Data Protection Officer (or deputy) - if decision will result in processing of personal data; to advise on DPIA</i>	
Samantha Wootton	Data Protection Officer	22/01/2024	
<i>Mandatory:</i>		<i>Equalities Officer – to advise on EQiA, or agree an EQiA is not required</i>	
Ellen McManus-Fry	Equalities & Engagement Officer	22/01/2024	23/01/2024

<i>Other consultees:</i>			
<i>Directors (where relevant)</i>			
Andrew Durrant	Executive Director of Place	19/01/2024	
<i>Assistant Directors (where relevant)</i>			
Amanda Gregory	Assistant Director of Housing and Public Protection	19/01/2024	01/02/224
<i>External (where relevant)</i>			
N/A			

Confirmation relevant Cabinet Member(s) consulted	Cabinet Member for Public Protection (Cllr Werner)	19/01/2024
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REPORT HISTORY

Decision type:	Urgency item?	To follow item?
Licensing Panel decision	No	No

Report Author: Greg Nelson, Trading Standards & Licensing Manager 07970 446 526
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Hackney Carriage Livery Appendix A

Equality Impact Assessment

For support in completing this EQIA, please consult the EQIA Guidance Document or contact equality@rbwm.gov.uk

www.rbwm.gov.uk



1. Background Information

Title of policy/strategy/plan:	Hackney Carriage Livery
Service area:	Housing and Public Protection / Trading Standards & Licensing
Directorate:	Place

Provide a brief explanation of the proposal:

- What are its intended outcomes?
- Who will deliver it?
- Is it a new proposal or a change to an existing one?

The proposal is to keep the current livery on existing RBWM licenced hackney carriages, and to introduce a new, smaller livery on hybrid and electric licenced hackney carriages as and when they are introduced

The intention is to maintain the look of the licenced vehicles, in line with the results of the consultation that was carried out

As the proposal is for the status quo for existing vehicles it will not need to be delivered.

The new livery for hybrid and electric licenced hackney carriages will be agreed by the Cabinet Member and Assistant Director

2. Relevance Check

Is this proposal likely to directly impact people, communities or RBWM employees?

- If No, please explain why not, including how you have considered equality issues.
- Will this proposal need a EQIA at a later stage? (for example, for a forthcoming action plan)

The proposal will have a direct effect on RBWM licenced hackney carriage drivers

If 'No', proceed to 'Sign off'. If unsure, please contact equality@rbwm.gov.uk

3. Evidence Gathering and Stakeholder Engagement

Who will be affected by this proposal?

For example, users of a particular service, residents of a geographical area, staff

The proposal will have a direct effect on RBWM licenced hackney carriage drivers as they operate the vehicles, and they want the livery on hackney carriages to be removed or reduced

Users of hackney carriages and the general public will not be affected as no changes are being introduced

Among those affected by the proposal, are protected characteristics (age, sex, disability, race, religion, sexual orientation, gender reassignment, pregnancy/maternity, marriage/civil partnership) **disproportionately represented?**

For example, compared to the general population do a higher proportion have disabilities?

The protected characteristics race and religion will be disproportionately represented by this proposal as a very high percentage of RBWM licenced hackney carriage drivers are from ethnic minorities and from a particular religion

What engagement/consultation has been undertaken or planned?

- How has/will equality considerations be taken into account?
- Where known, what were the outcomes of this engagement?

A consultation has been carried out, see Appendix C of the report. This showed an overwhelming majority of respondents (87% of respondents who were not a licence hackney carriage or private hire driver) wanted to maintain the current livery as it is

What sources of data and evidence have been used in this assessment?

Please consult the Equalities Evidence Grid for relevant data. Examples of other possible sources of information are in the Guidance document.

The main source of information is the records held by RBWM Licensing which shows the high number of drivers affected being from ethnic minorities

4. Equality Analysis

Please detail, **using supporting evidence**:

- How the protected characteristics below might influence the needs and experiences of individuals, in relation to this proposal.
- How these characteristics might affect the impact of this proposal.

Tick positive/negative impact as appropriate. If there is no impact, or a neutral impact, state 'Not Applicable'

More information on each protected characteristic is provided in the Guidance document.

	Details and supporting evidence	Potential positive impact	Potential negative impact
Age	The results of the consultation included two that said that the livery on RBWM licence hackney carriages was a benefit to elderly people in terms of safety and security	Yes	Not Applicable
Disability	At present all new hackney carriages are required to be wheelchair accessible. The intention is that this requirement is not changed so there should be no effect on the accessibility to hackney carriages for wheelchair users The results of the consultation included two that said that the livery on RBWM licence hackney carriages was a benefit to disabled people in terms of safety and security	Yes	Not Applicable
Sex	The results of the consultation included two that said that the livery on RBWM licence hackney carriages was a benefit to women in terms of safety and security	Yes	Not Applicable

Race, ethnicity and religion	If agreed, the decision not to change the livery will have a disproportionate impact on drivers who are from ethnic minorities, and from a particular religion, because a high proportion of licenced drivers are from ethnic minorities and particular religions.	Not applicable	The decision not to change the livery will not be welcomed by the drivers
Sexual orientation and gender reassignment		Not Applicable	Not Applicable
Pregnancy and maternity		Not Applicable	Not Applicable
Marriage and civil partnership		Not Applicable	Not Applicable
Armed forces community		Not Applicable	Not Applicable
Socio-economic considerations e.g. low income, poverty		Not Applicable	Not Applicable
Children in care/Care leavers		Not Applicable	Not Applicable

5. Impact Assessment and Monitoring

If you have not identified any disproportionate impacts and the questions below are not applicable, leave them blank and proceed to Sign Off.

What measures have been taken to ensure that groups with protected characteristics are able to benefit from this change, or are not disadvantaged by it?

For example, adjustments needed to accommodate the needs of a particular group

The consultation demonstrated that the status quo was the preferred public option in respect of the livery so there is no change, but this will not be welcomed by the licenced drivers

Where a potential negative impact cannot be avoided, what measures have been put in place to mitigate or minimise this?

- For planned future actions, provide the name of the responsible individual and the target date for implementation.

Changes to reduce the livery will be implemented over time (approximately the next three to five years) as and when vehicles move from fossil fuels to hybrid or electric engines. This will accord in part with the suggestion of the drivers in their petition (see Appendix D to the report) in terms of the livery being smaller.

The relevant Assistant Director (currently the Assistant Director Housing and Public Protection) will agree the livery change

How will the equality impacts identified here be monitored and reviewed in the future?

See guidance document for examples of appropriate stages to review an EQIA.

As hybrids and electric vehicles are introduced, with a smaller livery, the views of the public and the hackney drivers will be sought as to the effects, both positive and negative. This is not likely to happen for three to five years

6. Sign Off

Completed by: Greg Nelson	Date: 16/01/2024
Approved by: Ellen McManus-Fry	Date: 23/01/2024

If this version of the EQIA has been reviewed and/or updated:

Reviewed by:	Date:
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Appendix B

Information on Electric and Hybrid Hackney Carriages

Wheelchair Accessible

The only supplier of new electric wheelchair accessible hackneys is LEVC.

New vehicles start from £66 000 and are black. A white vehicle would be an extra cost of £550.

Second hand vehicles start from £38 000 and are mainly available in black, which would not comply with the current RBWM livery requirement.

The Department for Transport provides financial support to drivers to facilitate the transition to electric taxis and the Plug-in Taxi Grant programme will give taxi drivers £7,500 off the price of a new vehicle.

There may be other grants available and there would be considerable savings each year in fuel costs.

Non-Wheelchair Accessible

Autotrader listed 360 vehicles on the date of research (08/01/2024) currently available nationwide that would meet RBWM policy requirements for non-wheelchair accessible Hackneys.

Filters applied to this search were as follows:

- A battery range of 100+ miles.
- A price range is from £17000 (cheapest) to £30000.
- The colour white.
- An age range of 2019 – 2024.

Most available vehicles on Autotrader appear to be a Citroen e-C4 X and a Tesla Model 3 both of which are fully electric.

Overall availability of vehicles is greatly increased when the filter for white vehicles is removed. There are currently 808 hybrid/electric vehicles available that would meet the requirements of the RBWM Private Hire vehicle policy.

Car Giant listed 12 vehicles currently available at its showroom that would meet RBWM policy requirements for non-wheelchair accessible Hackneys.

The vehicles available are white, less than 5 years old and all hybrid vehicles. they have a price range of £16000 - £21000.

Availability of vehicles is increased to 71 when the filter for white vehicles is removed. The price range is £15000 - £40000.

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Taxi Consultation

SURVEY RESPONSE REPORT

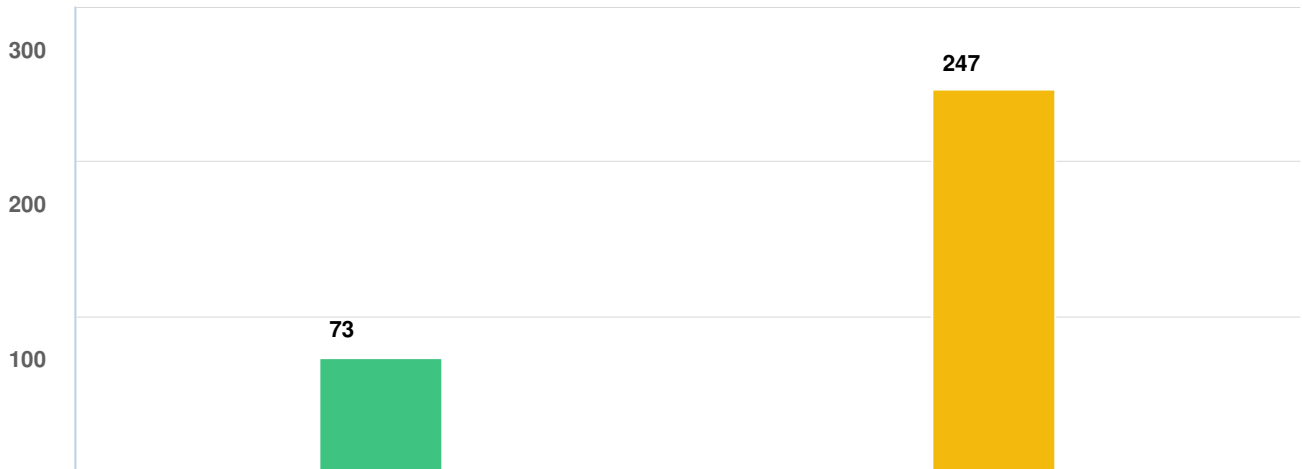
15 December 2020 - 04 January 2024

PROJECT NAME:
Taxi Consultation



SURVEY QUESTIONS

Q1 Are you a RBWM licenced hackney carriage or private hire driver?

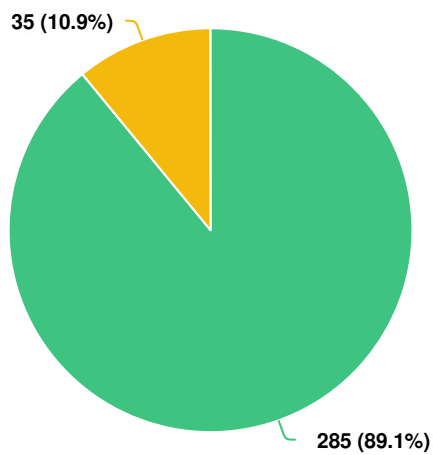


Question options

- Yes
- No

Mandatory Question (320 response(s))
Question type: Checkbox Question

Q2 Were you aware that RBWM licenced hackney carriages (taxis) are required to be white with a purple bonnet and boot and a la...



Question options

- Yes
- No

Mandatory Question (320 response(s))
Question type: Dropdown Question

Q3 | What benefits, if any, do you think this livery provides?

Anonymous
11/13/2023 09:31 AM
I don't think it provides any benefit. Infact I think it looks abut extreme and outdated.

Anonymous
11/13/2023 09:36 AM
There is no benefit from this if you can take a survery from customers they only reason they use hackney carriage is convince they dont give us bookings as they dont like the white and purple look of cars as it does not look professional.

Anonymous
11/13/2023 09:33 AM
Not much

Anonymous
11/13/2023 09:44 AM
Safety for passengers as vehicles are identifiable as licensed

Anonymous
11/13/2023 10:42 AM
None at all. No benefit has been achieved on having livery placed on the vehicles.

Anonymous
11/13/2023 10:06 AM
Easy identification

Anonymous
11/13/2023 10:11 AM
None

Anonymous
11/13/2023 10:45 AM
Makes it easier for customers to know what is a taxi

Anonymous
11/13/2023 10:59 AM
No benfeits

Anonymous
11/13/2023 11:16 AM
Gives distinction to a hackney

Anonymous
11/13/2023 11:23 AM
None

Anonymous
11/13/2023 11:59 AM
None

Anonymous 11/13/2023 12:16 PM	Shows who the licenced Hc drivers are easily
Anonymous 11/13/2023 12:50 PM	Not looks good
Anonymous 11/13/2023 01:25 PM	Any colour like London taxi
Anonymous 11/13/2023 01:36 PM	None most customers think it looks horrible
Anonymous 11/13/2023 01:37 PM	None
Anonymous 11/13/2023 01:48 PM	Instantly recognised as a licensed taxi
Anonymous 11/13/2023 01:53 PM	Safer - passenger knows it is a licensed cab. Also reflects the RBWM community.
Anonymous 11/13/2023 02:00 PM	Easy to identify as licensed taxi and know which local authority. Advertises the RBWM. Looks smart.
Anonymous 11/13/2023 02:04 PM	It makes them easily identifiable as RBWM approved taxis
Anonymous 11/13/2023 02:14 PM	Gives the public confidence that they are legitimate taxis who can pick up roadside
Anonymous 11/13/2023 02:22 PM	Easily identifiable to residents and visitors. Strengthens branding of the Borough of which we should be proud and promoting not erasing. A smart and uniform appearance carrying strong values and heritage currently, which will be erased if you delete it.
Anonymous 11/13/2023 02:27 PM	Helps to identify official RBWM cabs. Provides a uniform and distinct Hackney carriage. Feels a more professional and safe service therefore encourages responsible transportation.

Anonymous

11/13/2023 02:54 PM

I think it serves as a quality trust mark, and that cabs sporting this livery are less likely to bring themselves and RBWM into disrepute.

Anonymous

11/13/2023 03:06 PM

This is special. For residents, local customers and visitors to have this special identity, and feeling of pride for our town.

Anonymous

11/13/2023 03:03 PM

That RBWM taxis can stand out from non RBWM taxis

Anonymous

11/13/2023 03:39 PM

it is a clear visual clue that the car is a licenced RBWM taxi and not an un-licenced car. You have to be careful these days about getting into cars with no clear markings.

Anonymous

11/13/2023 03:21 PM

Certainty for the customer, recognisable, safe, branded for visitors

Anonymous

11/13/2023 03:52 PM

Pride in residing in a royal borough, easy identification of a licensed taxi at a distance useful for the sight impaired

Anonymous

11/13/2023 03:59 PM

They are easily identifiable.

Anonymous

11/13/2023 04:09 PM

None.

Anonymous

11/13/2023 04:11 PM

Making taxis for secure..

Anonymous

11/13/2023 04:26 PM

I think the coat of arms is ok. But the 2 color white and purple does not look very nice. A vehicle all one color ie white. Or all black looks more and more executive. The purple and white looks like gone back in time

Anonymous

11/13/2023 04:42 PM

The taxi can be immediately and easily identified as a properly licensed vehicle.

Anonymous

11/13/2023 04:33 PM

As a local resident it is clear which are the licensed taxis,

Anonymous

11/13/2023 04:49 PM

Increased confidence in licensed vehicles and checks carried out

Anonymous

11/13/2023 08:29 PM

Nothing

Anonymous

11/13/2023 05:45 PM

No benefits at all as the vehicles are unable to be used for personal use as taxis go we have clearly marked taxi ranks and the taxi lights are always on so they can be identified as taxis and the cost of the vehicles are significantly higher and devalues them with the two colour combination

Anonymous

11/13/2023 06:09 PM

None - if anything their not so good practices detract from the royal borough

Anonymous

11/13/2023 06:16 PM

I see no benefits as the taxi ranks are clearly marked outside the castle and maidenhead station

Anonymous

11/13/2023 06:37 PM

I am proud to be a resident of a Royal borough and identification and reinforcement that taxis are licenced by RBWM is important

Anonymous

11/13/2023 06:40 PM

It instills confidence that you're getting into a taxi that is safe, and authorised. There are too many dodgy unofficial drivers out there. The livery creates a sense of pride and security - especially for women. They also look nice for visitors and support our heritage!

Anonymous

11/13/2023 07:07 PM

Recognition of a licensed vehicle

Anonymous

11/13/2023 07:13 PM

Makes them stand out and provides certainty.

Anonymous

11/13/2023 07:37 PM

The licensed vehicles are distinctive for members of the public. They know a licensed cab from private hire or Uber type vehicles. This is an important branding for the public.

Anonymous

11/13/2023 07:55 PM

Benefits the Borough as a tourist attraction. Good for business.

Anonymous

It identifies a taxi

11/13/2023 07:52 PM

Anonymous

11/13/2023 07:57 PM

Easily recognisable as a licensed taxi for RBWM and allows passengers to feel comfortable that they are known to and registered with RBWM.

Anonymous

11/13/2023 08:33 PM

It indicates that the vehicle is more likely to be a licensed vehicle thereby providing some assurance to users.

Anonymous

11/13/2023 08:49 PM

Makes it clear this is a licenced vehicle. Creates a sense of safety and security

Anonymous

11/13/2023 08:56 PM

Nothing car does not like beautiful

Anonymous

11/13/2023 09:16 PM

Recognised!!

Anonymous

11/13/2023 09:36 PM

One may argue that the livery provides certain assurances such as fair charging, enhanced safety/proof of licence.

Anonymous

11/13/2023 09:35 PM

Easily identifiable

Anonymous

11/13/2023 09:39 PM

Easily identifiable. Difficult for rouge non- drivers to easily replicate - improves passenger safety

Anonymous

11/13/2023 09:39 PM

Easily identifiable as a licensed cab

Anonymous

11/13/2023 10:24 PM

It shows people (residents & visitors to Windsor) that these taxi's are properly licenced, insured and safe to use. It also visibly displays a brand logo of the Royal Borough Council that residents should be proud of.

Anonymous

11/13/2023 10:47 PM

Identity

Anonymous

Adds to the Royal Borough status and is a wonderful marketing

11/13/2023 10:54 PM

symbol for our Royal town. Makes visitors feel even more special when using taxis in Windsor adds to their Royal experience in visiting the town .the logo is in keeping with the prestige of a Royal town

Anonymous

11/13/2023 11:17 PM

It is a clear statement for visitors of the taxi 'belonging' to Windsor. It 'sells' the borough.

Anonymous

11/13/2023 11:13 PM

Helps identify licenced vehicles

Anonymous

11/13/2023 11:13 PM

Familiarity and a sense of safety and security

Anonymous

11/13/2023 11:21 PM

Easy to identify licensed cars

Anonymous

11/13/2023 11:26 PM

Noticeable

Anonymous

11/13/2023 11:45 PM

Identifying official taxis

Anonymous

11/13/2023 11:51 PM

Easily identifiable Branded livery gives Windsor a special and distinguished identity and strong brand

Anonymous

11/14/2023 05:04 AM

Easy identification

Anonymous

11/14/2023 06:31 AM

As a woman, I find the livery very reassuring. Being able to differentiate easily who is a properly licensed taxi is so important. Violence against women and girls is a huge issue, and particularly late at night it's a huge positive to give women an easily identifiable safe route home. It also serves to act as a source of advertising and pride in our Royal Borough.

Anonymous

11/14/2023 07:10 AM

Easily highlights on a busy road which taxis are reputable and safe, those sporting this livery demonstrate their commitment to be a licensed Hackney carriage.

Anonymous

Easily identifies them as genuine registered taxis.

11/14/2023 07:34 AM

Anonymous

11/14/2023 08:02 AM

Huge benefits. It is recognisable in town late at night. It makes me feel safe. It is the branding of RBWM which should be valued

Anonymous

11/14/2023 08:07 AM

Uniformity, easily identifiable and promotes the Borough. In the event of complaints in or out of RBWM it makes our taxis easily identifiable.

Anonymous

11/14/2023 08:50 AM

It makes licenced taxis easy to identify, raising passenger confidence in the vehicle, charging scale, and driver

Anonymous

11/14/2023 08:40 AM

Prevents bogus drivers pretending to be official licensed taxi drivers

Anonymous

11/14/2023 08:46 AM

Endorsement of being Borough regulated

Anonymous

11/14/2023 08:48 AM

Recognition as a reputable taxi

Anonymous

11/14/2023 08:56 AM

Brand image is positive and gives a sense of security and legitimacy to hirers

Anonymous

11/14/2023 09:22 AM

None

Anonymous

11/14/2023 09:33 AM

Pride in working in the Royal Boriugh and displaying that fact.

Anonymous

11/14/2023 09:46 AM

It makes them easily identifiable. I have more confidence in using a Hackney carriage taxi due to them being registered and knowing I would be getting into a recognised vehicle.

Anonymous

11/14/2023 10:06 AM

Being honest no benefits for residents let alone tourists.

Anonymous

11/14/2023 10:28 AM

Easy Identification. Safety.

Anonymous 11/14/2023 11:20 AM	It identifies the vehicles as Hackneys and for which borough they are licenced to
Anonymous 11/14/2023 11:33 AM	Noticeable
Anonymous 11/14/2023 11:32 AM	we know they are licenced. look smart.
Anonymous 11/14/2023 11:54 AM	Easy for customers to identify a hackney taxi from RBWM,
Anonymous 11/14/2023 12:06 PM	I think it is easy to be recognised by people
Anonymous 11/14/2023 12:02 PM	It provides comfort to know the Taxi is licensed. It gives a strong brand for the Borough. It demonstrates reliability. It demonstrates long-term commitment by the driver.
Anonymous 11/14/2023 12:00 PM	Safe to use taxi
Anonymous 11/14/2023 12:03 PM	Distinctive and reassuring that it has been approved by the council
Anonymous 11/14/2023 12:14 PM	No
Anonymous 11/14/2023 12:50 PM	We don't want the d b s to done every six months at my cost but if You wish to do at on your own cost I don't mind.
Anonymous 11/14/2023 01:14 PM	It differentiates them from private hire and Uber cars and let's the customer know that it "should " be a metered fare and they are subject to tighter regulations as RBWM licensed. Reassuring the public .
Anonymous 11/14/2023 01:27 PM	It make them stand out as Windsor taxis
Anonymous	It identifies a taxi as licensed by RBWM, and where the main taxi

11/14/2023 02:27 PM ranks, ie outside Windsor Castle (includes W&E station)
Maidenhead station, that local taxis are knowledgeable and as good as the renown London taxis.

Anonymous
11/14/2023 03:16 PM Brand awareness, you know you are getting into an official licensed cab

Anonymous
11/14/2023 03:23 PM None

Anonymous
11/14/2023 03:30 PM Makes people aware what kind of taxi this is

Anonymous
11/14/2023 03:59 PM Not many

Anonymous
11/14/2023 03:51 PM Makes it clear it's a proper taxi

Anonymous
11/14/2023 04:57 PM Easily identify licensed taxis, particularly local tourist, and gives a professional image.

Anonymous
11/14/2023 05:25 PM Makes the cars look professional

Anonymous
11/14/2023 05:52 PM None.

Anonymous
11/14/2023 06:43 PM Clearly marked as RBWM taxis so identifiable on ranks etc.

Anonymous
11/14/2023 07:21 PM Easy id of regulated taxis, at some cost to the drivers (which they presumably pass on)

Anonymous
11/14/2023 07:41 PM Easily identifiable

Anonymous
11/14/2023 09:11 PM N/A

Anonymous

11/14/2023 09:06 PM

Easily identified

Anonymous

11/14/2023 11:11 PM

The driver can do the private job as well customer don't like the purple and white colour

Anonymous

11/14/2023 11:42 PM

Licensed and regulated taxis clearly standout.

Anonymous

11/14/2023 11:45 PM

Identifies as a licensed vehicle

Anonymous

11/15/2023 07:37 AM

Having the livery sign indicates that the taxi is bona fida and the driver has passed the criminal checks and that the vehicle has MOT, insurance and is safe to travel i,.

Anonymous

11/15/2023 08:59 AM

We'll know they're approved vehicles and drivers

Anonymous

11/15/2023 11:56 AM

There might not be an actual benefit but cars in that color scheme dont look good specially bit older ones. And it is an extra expense for taxi drivers while joining

Anonymous

11/15/2023 12:28 PM

Easily identifiable for customers - including pupils and school sites

Anonymous

11/15/2023 01:21 PM

I do not think it provides any benefit as people know a hackney Carriage has a meter and taxi sign. It cost the drivers a lot of money anywhere between £1500/£2000 to wrap car and stickers cost £200.

Anonymous

11/15/2023 05:33 PM

Allows taxis to be seen and recognised.

Anonymous

11/15/2023 06:06 PM

Makes the taxi stand out, can be confident it is a RBWM hackney carriage, with safety and prices mopre assured

Anonymous

11/15/2023 07:45 PM

Branding and confirmation of an official licensed taxi visible from afar, which is safer to travel in

Anonymous

11/15/2023 10:22 PM

Looks official

Anonymous

11/16/2023 09:12 AM

It seems an unnecessary complication

Anonymous

11/16/2023 02:40 PM

Easy identification and security for users

Anonymous

11/16/2023 06:50 PM

Differentiates between hackney carriages and private hire vehicles.
Makes it very clear what vehicles are taxis.

Anonymous

11/16/2023 11:31 PM

Safe identification for customers of local cabs for area knowledge and reassurance for wheelchair users.

Anonymous

11/17/2023 12:13 AM

Reassurance as to licensing etc

Anonymous

11/17/2023 03:48 PM

safety

Anonymous

11/17/2023 03:51 PM

It should ensure courtesy and professionalism in the drivers. It's should ensure clean tidy cabs. Unfortunately this is not always the case

Anonymous

11/17/2023 03:52 PM

These are instantly identifiable to residents so they know where they may need to report a taxi too or if they require a taxi it makes easily identifiable as safe

Anonymous

11/17/2023 04:05 PM

Lends some uniformity to local transport. May lead to vulnerable people feeling safer if they use transport with a familiar livery. It's quite striking.

Anonymous

11/17/2023 03:54 PM

I know that these cabs are the ones that will cost me a fortune!

Anonymous

11/17/2023 03:57 PM

It enables the cars to be readily identified as checked and licensed drivers and vehicles. It enables poor driving by cab drivers to be easily identified and reported, so encourages them to behave responsibly.

Anonymous 11/17/2023 04:01 PM	It provides a clear indication of which taxis to avoid
Anonymous 11/17/2023 04:09 PM	Assurance that the vehicle is a licensed taxi within Windsor and Maidenhead authority area.
Anonymous 11/17/2023 04:23 PM	Clear indication that these vehicles are used by RBWM and are licensed
Anonymous 11/17/2023 04:19 PM	This clearly identifies taxis as being genuine RBWM taxis and also given the Royal connections of the Borough and quantum of tourists passing through the area every year is seen as a major asset
Anonymous 11/17/2023 04:21 PM	Immediately identifiable as a licensed taxi
Anonymous 11/17/2023 04:18 PM	Easily recognisable
Anonymous 11/17/2023 04:41 PM	It makes safe locally licensed taxis easily identifiable. This is extremely important for users.
Anonymous 11/17/2023 04:33 PM	It shows that they will pretend they cannot take card payments in order that they can take cash only. This is after saying they take card payments and massively overcharging.
Anonymous 11/17/2023 04:34 PM	Easy to identify a licensed taxi
Anonymous 11/17/2023 04:44 PM	Easy to identify
Anonymous 11/17/2023 04:47 PM	trust that it is licensed.
Anonymous 11/17/2023 04:49 PM	Instant recognition. Trust. Good for the Royal Borough especially for tourists

Anonymous 11/17/2023 04:55 PM	Easy to spot and to confirm that it is a council-approved carrier
Anonymous 11/17/2023 05:09 PM	Avoids rogue operators in unmarked cars.
Anonymous 11/17/2023 05:08 PM	Easy To identify as licensed taxi driver
Anonymous 11/17/2023 05:24 PM	It should show all the correct mechanical checks & insurances are in place but I have limited confidence in this !!
Anonymous 11/17/2023 05:23 PM	Easily recognisable and should be a trusted service for the public including vulnerable people eg the elderly
Anonymous 11/17/2023 05:33 PM	Piece of mind for passengers knowing that the taxi is bona fide
Anonymous 11/17/2023 06:18 PM	Clarity of registration and RBWM licensed
Anonymous 11/17/2023 06:31 PM	The only benefit it has is the public notices we are from the RBWM.
Anonymous 11/17/2023 06:29 PM	Approved vehicle with the liveru shows it is a legitimate taxi to tourists
Anonymous 11/17/2023 07:15 PM	Trustworthy and reliable drivers and service because those taxis are licensed and endorsed by the council RBWM.
Anonymous 11/17/2023 07:12 PM	Stops rogue drivers plying for hire
Anonymous 11/17/2023 07:14 PM	Helps people easily identify a safe carriage method.
Anonymous 11/17/2023 07:51 PM	It gives reassurance that the vehicle and driver are fully cleared and endorsed by The Royal Borough - and is a low-key form of promotion for the Borough and for the drivers.

Anonymous 11/17/2023 08:07 PM	It provides security, as you know that RBWM should support any complaints. Clearly, it makes the taxis easily identifiable.
Anonymous 11/17/2023 08:23 PM	Clearly identifiable taxi. That's about it.
Anonymous 11/17/2023 09:10 PM	Clear that the taxi driver is approved as safe by RBWM.
Anonymous 11/17/2023 09:08 PM	It's obvious that they're RBWM licensed taxi drivers,
Anonymous 11/17/2023 10:15 PM	Reassurance, particularly for women, that its a reputable company to use and properly licensed and safe.
Anonymous 11/17/2023 10:19 PM	Nothing
Anonymous 11/17/2023 10:29 PM	Clear identification
Anonymous 11/18/2023 06:40 AM	A very professional look. Also easy to send the message along the lines 'Look for the Livery' or similar, if a need to publicise the need to avoid rip-offs and be assured that you are getting into a 'safe' vehicle.
Anonymous 11/18/2023 07:48 AM	Very little other than to identify taxis
Anonymous 11/18/2023 10:22 AM	Extremely distinctive and avoids scam taxis. Very easy to spot in traffic
Anonymous 11/18/2023 12:37 PM	Easily identify a hackney carriage. Some assurance that checks on the driver have been done. Safety for passengers.
Anonymous 11/18/2023 01:10 PM	Feeling safe entering a known and properly licensed vehicle.
Anonymous 11/18/2023 01:24 PM	no benefits of purple bonnet. The coat of arms is significant for the borough

Anonymous 11/18/2023 02:46 PM	Confidence that the taxi is licensed
Anonymous 11/18/2023 03:08 PM	No benefit as Costs us drivers to wrap and family don't want to sit in it as ot stocks out
Anonymous 11/18/2023 04:35 PM	Easily identifiable. They have been checked and deemed safe by RBWM. They are properly licensed
Anonymous 11/18/2023 05:09 PM	Easy to identify bona-fide taxis
Anonymous 11/18/2023 06:14 PM	Governance and accountability. Easily recognised. Excludes rogue taxi drivers
Anonymous 11/18/2023 06:44 PM	Zero benefit
Anonymous 11/18/2023 06:49 PM	Safety, easy to spot and identify, good to know approved drivers and can report if issue
Anonymous 11/18/2023 10:44 PM	Recognition and council branding
Anonymous 11/19/2023 07:03 AM	Easily identifiable Expect a standard of service
Anonymous 11/19/2023 10:47 AM	Pride in the borough; safety for passengers in knowing they are booking an RBWM licensed cab.
Anonymous 11/19/2023 11:31 AM	Easily recognisable
Anonymous 11/19/2023 01:47 PM	easily identifiable
Anonymous 11/19/2023 02:57 PM	No benefits.

Anonymous 11/19/2023 09:20 PM	The vehicle is identifiable as a taxi by anyone who is concerned about personal safety
Anonymous 11/19/2023 11:08 PM	Ease of identification, reassurance of genuine.
Anonymous 11/19/2023 11:19 PM	Reassurance as a resident that these cabs have safety checks (or so I thought!) A type of branding which gives credibility to the taxi.
Anonymous 11/20/2023 08:51 AM	Easy identification, which it's hoped would make the drivers of such vehicles drive in an appropriate manner and give customers a feeling of safety knowing the taxi driver is a proper taxi driver for RBWM.
Anonymous 11/20/2023 12:33 PM	Shows they are the official taxi service rather than a private hire company.
Anonymous 11/20/2023 03:27 PM	To be able to identify a taxi; safety and assuring customers it's bone fide
Anonymous 11/20/2023 03:54 PM	It is a sign that this is a genuinely licensed taxi and gives a sense of security to users
Anonymous 11/20/2023 08:25 PM	I don't really see any particular benefits other than it makes them recognisable.
Anonymous 11/21/2023 07:40 AM	The branding clearly identifies taxis that are licenced by the local authority to operate in the borough. It gives assurance that the necessary checks have been carried out, that they are safe for passengers to use and that they're less likely to be "ripped off" by rogue operators. It's also more welcoming to visitors to the borough especially from overseas. It also helps to deter operators from outside the borough from straying onto borough taxi ranks.
Anonymous 11/21/2023 07:52 AM	Reassurance that the drivers and vehicles are safe, checked and approved. SO important especially for female, elderly or vulnerable passengers.
Anonymous	Easily identifiable, especially to visitors to the area that they are

11/21/2023 09:22 AM

taking a licensed vehicle.

Anonymous

11/21/2023 11:44 AM

None - it should be redacted to encourage more drivers

Anonymous

11/21/2023 11:47 AM

Certifies that they are properly licensed by RBWM.

Anonymous

11/21/2023 12:08 PM

It should provide reassurance that a woman travelling alone is safe and that they will take credit card and that I had the ability to raise issues . Therefore i feel it is essential, especially as I have some awful unacceptable and unfriendly experiences in taxis from Windsor and Maidenhead stations - I do feel it is extremely important Living near the station it also helps identify those loitering, idling and parking in residential roads, often in groups ! I've also experienced last minute u turns or turning at inappropriate places with lack of awareness for pedestrians so white and purple means they are more visible when making these manoeuvres in highly pedestrianised areas. White and purple is more visable for pedestrians.

Anonymous

11/21/2023 12:08 PM

obviously a taxi

Anonymous

11/21/2023 12:16 PM

This shows that your taxi is a safe and validated one

Anonymous

11/21/2023 12:36 PM

It makes it clear to customers that they are a bonified service and brings reassurance to lone females travelling alone

Anonymous

11/21/2023 12:48 PM

Easily identifiable

Anonymous

11/21/2023 01:17 PM

Recognition by the public Distinctive for the Royal Borough

Anonymous

11/21/2023 01:30 PM

None

Anonymous

11/21/2023 02:36 PM

Easy identification so you know it is an approve and trusted provider

Anonymous 11/21/2023 02:45 PM	Easily identified as approved by the council - known driver with regular checks so makes me feel safer
Anonymous 11/21/2023 03:51 PM	Ease of identification Peace of mind /safety/comfort Beautiful
Anonymous 11/21/2023 03:57 PM	Recognition
Anonymous 11/21/2023 04:30 PM	A trusted registered vehicle
Anonymous 11/21/2023 04:37 PM	Ease of recognising licenced taxi's
Anonymous 11/21/2023 04:50 PM	A clear identity that shows vehicles and taxis are registered within the RBWM - Safety in knowing these vehicles are registered, maintained, insurance and certified
Anonymous 11/21/2023 06:34 PM	easy identification and who you are riding with
Anonymous 11/21/2023 06:52 PM	Clarity that they are a licensed and therefore (I would hope) safe.
Anonymous 11/21/2023 08:08 PM	Easy to spot and reassuring to know it's a licenced taxi
Anonymous 11/21/2023 08:30 PM	It really makes no difference to me
Anonymous 11/21/2023 09:17 PM	An alleged standard of service, safety and professionalism.
Anonymous 11/21/2023 09:32 PM	Easily identified
Anonymous 11/22/2023 05:30 AM	easy identification, providing safety when using one. And one point of contact when you need to track down a vehicle (after an accident for example) rather than trying multiple companies.

Anonymous 11/22/2023 08:44 AM	It makes them easily identifiable and matches the Royal town theme
Anonymous 11/22/2023 12:08 PM	It is easy to tell if it is a registered and local taxi. Not sure if helps with driver identification but makes using one feel safer.
Anonymous 11/22/2023 02:51 PM	Easily identifiable as licensed vehicle so good for safety of users. It is smart and brings a corporate look to our local fleet.
Anonymous 11/22/2023 10:45 PM	Clearly recognisable as legitimate and safe
Anonymous 11/23/2023 09:27 AM	clear identification
Anonymous 11/23/2023 01:12 PM	We know they're licensed
Anonymous 11/23/2023 01:16 PM	Benefit that it's local and recognised easily
Anonymous 11/23/2023 01:49 PM	Easy to see
Anonymous 11/24/2023 09:54 PM	Instant recognition that the driver/ taxi is licensed by RBWM which implies security, safe to use and agreed tariffs.
Anonymous 11/25/2023 07:49 AM	Identifies a safe and secure taxi service that answers to a reputable source, I.e the local authority licencing officer.
Anonymous 11/25/2023 01:45 PM	None only RBWM add u should pay for it it makes no difference at all
Anonymous 11/27/2023 03:32 AM	it allows customers to identify its a taxi
Anonymous 11/27/2023 12:17 PM	Valid identity and passenger safety

Anonymous

11/27/2023 01:15 PM

More recognisable

Anonymous

11/27/2023 06:44 PM

Easy identifiable

Anonymous

11/27/2023 10:21 PM

It provides a quick way to identify a safe and endorsed way to travel

Anonymous

11/28/2023 10:10 AM

none

Anonymous

11/28/2023 01:37 PM

At night especially , the distinctive livery stands out. I know there are many fake taxi drivers out especially on a Friday or Saturday night. Having a clearly branded taxi is reassuring to people looking for a taxi.

Anonymous

12/01/2023 12:16 PM

Customer safety and security. Visual identity for RBWM. Brighton has the same strategy using Aqua-coloured bonnets.

Anonymous

12/03/2023 07:09 PM

None

Anonymous

12/04/2023 01:50 PM

Easy identification of taxis

Anonymous

12/05/2023 08:19 AM

identification

Anonymous

12/05/2023 04:19 PM

Know the taxi is legitimate and therefore trust

Anonymous

12/05/2023 04:49 PM

Easy for customers to identify a valid RBWM taxi. Hard to counterfeit.

Anonymous

12/06/2023 12:39 PM

N/A

Anonymous

12/06/2023 12:40 PM

N/A

Anonymous 12/06/2023 09:59 PM	It is clear to visitor that a car is a hackney carriage rather than a private hire vehicle.
Anonymous 12/07/2023 01:41 PM	Knowledge of the security that the vehicle is licensed
Anonymous 12/07/2023 02:26 PM	Easily identifiable, iconic
Anonymous 12/07/2023 05:23 PM	Safety and security to users
Anonymous 12/08/2023 01:04 PM	The livery highlights they are regulated and checked by Borough officials and that there is a safer control then other driving firms.
Anonymous 12/10/2023 03:28 PM	Confidence that the taxi is well regulated.
Anonymous 12/10/2023 06:09 PM	Easy recognition, a feeling of safety and security being local authority licenced. The branding adds strength to the Borough as 24/7 advertising
Anonymous 12/11/2023 08:08 AM	A level of safe recognisable environment.
Anonymous 12/11/2023 10:16 AM	I personally think and believe this livery has no benefits.
Anonymous 12/15/2023 04:54 PM	Safety feature
Anonymous 12/15/2023 05:18 PM	Clearly identifies licensed taxis operating in area
Anonymous 12/15/2023 05:34 PM	makes taxis stand out but look expensive for taxi owners, there must be better and more cost effective options. User or private hire don't need anything apart from a small plate or label
Anonymous 12/15/2023 05:57 PM	Registered drivers, licensed, insured, drivers are DBS checked. Professional and secure.

Anonymous 12/15/2023 06:03 PM	Reassurance
Anonymous 12/15/2023 06:23 PM	They can be easily recognised.
Anonymous 12/15/2023 06:33 PM	Easily recognised
Anonymous 12/15/2023 07:01 PM	Instantly recognisable, not easy to fake so provides feeling of security
Anonymous 12/15/2023 07:58 PM	Ability to recognise the vehicle as a taxi - to be sure its licenced - to promote a sense of community due to branding - can be reported if they drive dangerously
Anonymous 12/16/2023 08:23 AM	Distinctive look.
Anonymous 12/16/2023 10:35 AM	Should indicate high standards and approved drivers/vehicles.
Anonymous 12/16/2023 01:08 PM	Trust and reassuring
Anonymous 12/16/2023 02:12 PM	Clearly identifying livery gives a feeling of confidence
Anonymous 12/16/2023 06:36 PM	Identity
Anonymous 12/16/2023 07:32 PM	Security
Anonymous 12/17/2023 12:55 AM	Ensures using registered vehicle
Anonymous 12/17/2023 11:45 AM	Personal security

Anonymous 12/17/2023 01:30 PM	Reassurance of an official RBWM recognised service. This increases the feeling of safety for vulnerable groups such as women and young people.
Anonymous 12/18/2023 08:56 AM	None
Anonymous 12/18/2023 09:51 AM	It is branding for the borough which is a positive. It stops rogue taxis from operating?
Anonymous 12/18/2023 10:07 AM	I'm not sure, if it's a benefit but it shows they are part of the same organisation.
Anonymous 12/18/2023 12:45 PM	Reassurance that this is a reputable legal service provider
Anonymous 12/18/2023 07:48 PM	It
Anonymous 12/19/2023 07:58 AM	Strong brand and would be more willing to get into one
Anonymous 12/21/2023 04:48 PM	Instantly recognisable
Anonymous 12/21/2023 05:24 PM	Helps identify licenced cabs - good.
Anonymous 12/21/2023 11:40 PM	It is obvious which taxis are licenced to RBWM
Anonymous 12/25/2023 10:50 AM	None expect extra cost for the driver
Anonymous 12/26/2023 04:59 PM	Enables vehicles to be instantly recognisable when looking out for a taxi especially for a female who needs to know that they are entering a bona fide vehicle.
Anonymous 12/30/2023 05:18 PM	Ease of identification

Anonymous

12/31/2023 03:47 PM

Identification Safety Attractive look Branding value for the Borough
Quality service offering for taxi drivers

Anonymous

1/03/2024 11:19 PM

Easily recognised Official Trustworthy

Optional question (284 response(s), 36 skipped)

Question type: Essay Question

Q4 | What detriments, if any, do you think this livery causes?

Anonymous

11/13/2023 09:31 AM

Not being able to get any private work. High costs for owners for repairs required.

Anonymous

11/13/2023 09:36 AM

There is no benefit from this if you can take a survey from customers they only reason they use hackney carriage is convince they dont give us bookings as they dont like the white and purple look of cars as it does not look professional.

Anonymous

11/13/2023 09:44 AM

Drivers are restricted from carrying out extra corporate work , which many do

Anonymous

11/13/2023 10:42 AM

There are many downwards and negative detrimental causes due to livery: as mentioned below: 1. It devalues the car immediately. 2. It limits the opportunity to have more regular work and return bookings. 3. The colour is made in comparison to bin Lorries. 4. The needles large amount of repeated cost and expenses incurred on placing livery on and off each time you purchase another vehicle. 5. The extra cost separately have the logo placed on the car, an additional needles cost. 6. The consist strain only has negative effect on mental health. The money saved could have been use for utilities bills, food, family. We are in process of unprecedent living crisis in which all of us have not experienced. This is the time council need to support and encourage growth. But we are being burden down with cost that can save hackney driver thousands over time.

Anonymous

11/13/2023 10:06 AM

None

Anonymous

11/13/2023 10:11 AM

None

Anonymous

11/13/2023 10:45 AM

Looks unprofessional in my view

Anonymous

11/13/2023 10:59 AM

Look very old

Anonymous

11/13/2023 11:16 AM

Can't think of any

Anonymous

11/13/2023 11:23 AM

Doesnt look nice

Anonymous

11/13/2023 12:16 PM

They look naff

Anonymous

11/13/2023 12:50 PM

Not a executive looks

Anonymous

11/13/2023 01:25 PM

Funny colour

Anonymous

11/13/2023 01:36 PM

Most of us have lost the private work that we used to get

Anonymous

11/13/2023 01:37 PM

The cost is abig factor and I don't see any benefit

Anonymous

11/13/2023 01:48 PM

None other than a cost to owner / driver

Anonymous

11/13/2023 01:53 PM

Cost?

Anonymous

11/13/2023 02:00 PM

None.

Anonymous

11/13/2023 02:04 PM

I don't think it does.

Anonymous 11/13/2023 02:14 PM	Cost to taxi drivers?
Anonymous 11/13/2023 02:22 PM	None
Anonymous 11/13/2023 02:27 PM	None.
Anonymous 11/13/2023 02:54 PM	Should the behaviour and standards of the drivers of liveried vehicles fall below the required standard and the standards are not regularly inspected and reviewed then this could bring RBWM into disrepute. For example if a driver parks their vehicle without consideration for other users, this could be seen as an RBWM endorsed activity. Similarly if the driver was driving the taxi without due care this could reflect badly on RBWM.
Anonymous 11/13/2023 03:06 PM	None. Unless you are one of those "not my King" types or other rebellious persons.
Anonymous 11/13/2023 03:03 PM	None
Anonymous 11/13/2023 03:39 PM	Maybe extra initial cost to the owner of the car , I can't think of any other bad points.
Anonymous 11/13/2023 03:21 PM	None
Anonymous 11/13/2023 03:52 PM	None
Anonymous 11/13/2023 03:59 PM	Expense.
Anonymous 11/13/2023 04:09 PM	Expense
Anonymous 11/13/2023 04:11 PM	None..

Anonymous 11/13/2023 04:26 PM	This causes a problem to drivers as thief's can see a taxi from far whilst they parked up and can easily brake in thinking to take money. Also and added cost to poor drivers.
Anonymous 11/13/2023 04:42 PM	None that I can think of.
Anonymous 11/13/2023 04:33 PM	I would suggest the livery is not very clear to out of borough visitors.
Anonymous 11/13/2023 04:49 PM	Increased costs to license holders putting livery on new vehicles
Anonymous 11/13/2023 08:29 PM	Burden on drivers unnecessarily
Anonymous 11/13/2023 06:09 PM	Cheapens brand value Poor practice from drivers then reflects on us
Anonymous 11/13/2023 06:16 PM	They make the town look disgusting and it costs the drivers a lot to carry out the changes and in the current financial climate its not feasible
Anonymous 11/13/2023 06:37 PM	None
Anonymous 11/13/2023 06:40 PM	None!
Anonymous 11/13/2023 07:07 PM	Potential cost to driver.
Anonymous 11/13/2023 07:13 PM	None
Anonymous 11/13/2023 07:37 PM	None.
Anonymous 11/13/2023 07:55 PM	None

Anonymous
11/13/2023 07:52 PM

Nothing really

Anonymous
11/13/2023 07:57 PM

None.

Anonymous
11/13/2023 08:33 PM

None other than the cost for the driver.

Anonymous
11/13/2023 08:49 PM

I understand that to sell cars after use, body panels need to be resprayed. This causes extra expense to the taxi drivers.

Anonymous
11/13/2023 08:56 PM

No good

Anonymous
11/13/2023 09:16 PM

None

Anonymous
11/13/2023 09:36 PM

The colour scheme is outdated much like the fleet of vehicles displaying it. I can only speak of my experience as a Windsor resident but the cars parked on Castle Hill area are ancient and don't reflect a modern and safe vision. The drivers that often congregate are untidy and don't convey much professionalism or pride to carry the livery.

Anonymous
11/13/2023 09:35 PM

These are personal cars as well as work vehicles. Something removable would be better

Anonymous
11/13/2023 09:39 PM

None

Anonymous
11/13/2023 09:39 PM

None

Anonymous
11/13/2023 10:24 PM

None one so ever but stands out visibly and promotes the Royal Borough

Anonymous
11/13/2023 10:47 PM

None

Anonymous

11/13/2023 10:54 PM

None

Anonymous

11/13/2023 11:17 PM

None.

Anonymous

11/13/2023 11:13 PM

I cannot see any reason not to have vehicle display logo.

Anonymous

11/13/2023 11:13 PM

None

Anonymous

11/13/2023 11:21 PM

None

Anonymous

11/13/2023 11:26 PM

None

Anonymous

11/13/2023 11:45 PM

none

Anonymous

11/13/2023 11:51 PM

Cost to owner of new taxis to add livery but this is not enough to do away with it. Every business has set up costs that are then amortised over the life of the vehicle.

Anonymous

11/14/2023 05:04 AM

None

Anonymous

11/14/2023 06:31 AM

I'm sure it adds cost to taxi drivers.

Anonymous

11/14/2023 07:10 AM

None.

Anonymous

11/14/2023 07:34 AM

May be more expensive for the taxi drivers themselves.

Anonymous

11/14/2023 08:02 AM

None.

Anonymous

None

11/14/2023 08:07 AM

Anonymous

11/14/2023 08:50 AM

It seems likely to be costly. There's no need for them to be 2 colours, and the large borough crest is not strictly necessary.

Anonymous

11/14/2023 08:40 AM

None

Anonymous

11/14/2023 08:46 AM

None

Anonymous

11/14/2023 08:48 AM

None

Anonymous

11/14/2023 08:56 AM

none

Anonymous

11/14/2023 09:22 AM

I think the current livery could be confused for official vehicles.

Anonymous

11/14/2023 09:33 AM

Promotes the Royal Borough to everyone who lives, works and visits.

Anonymous

11/14/2023 09:46 AM

None.

Anonymous

11/14/2023 10:06 AM

Many detriments have been told in past from residents and been on social media. Residents know painted ones prices are expensive and prices different everytime for no reason. They have been rude to people even when parked up in marked ranks. There is no save service like online services. More cab they can give to other people and it wouldnt get checked. Most taxi in area licences are not on show to customers. Taxi companies have semi improved in recent years. But tourist even get told not to use them as being unfair and not helping the town.

Anonymous

11/14/2023 10:28 AM

None

Anonymous

11/14/2023 11:20 AM

None

Anonymous 11/14/2023 11:33 AM	Unattractive. Lessens the likelihood of me wanting to be Hackney carriage in W&M borough
Anonymous 11/14/2023 11:32 AM	cost to taxi drivers of implementing
Anonymous 11/14/2023 11:54 AM	None
Anonymous 11/14/2023 12:06 PM	I think if this livery is used by PHV ,it will be misused and will be no difference in Hackney and PH.
Anonymous 11/14/2023 12:02 PM	None
Anonymous 11/14/2023 12:00 PM	None
Anonymous 11/14/2023 12:03 PM	None.
Anonymous 11/14/2023 12:14 PM	No
Anonymous 11/14/2023 12:50 PM	Living crisis
Anonymous 11/14/2023 01:14 PM	These drivers could purport to be PHV and avoid use of meters which protect the public (tourists usually) from over charging . The livery offers reassurance to the public and prevent the vehicles plying for hire illegally, out of the borough .
Anonymous 11/14/2023 01:27 PM	None
Anonymous 11/14/2023 02:27 PM	None what's so ever. The complete opposite.
Anonymous 11/14/2023 03:16 PM	None

Anonymous 11/14/2023 03:23 PM	None
Anonymous 11/14/2023 03:30 PM	N/a
Anonymous 11/14/2023 03:59 PM	Your more of a target for other road users and it devalues the look of a high end luxury car
Anonymous 11/14/2023 03:51 PM	None
Anonymous 11/14/2023 04:57 PM	None. Taxis should be proud to identify as being from Windsor and if anything it means people are more likely to use their services.
Anonymous 11/14/2023 05:25 PM	None
Anonymous 11/14/2023 05:52 PM	Not very attractive to tourists, especially lined up outside the castle.
Anonymous 11/14/2023 06:43 PM	None
Anonymous 11/14/2023 07:21 PM	Increased fare costs
Anonymous 11/14/2023 08:51 PM	Gives a bad name to the town as the driving is so bad
Anonymous 11/14/2023 09:11 PM	- Targeted Break In/Burglary of Taxis - Purchasing white vehicles add roughly an additional £2000 to the purchase of a vehicle, as white vehicles are more difficult to find/acquire. - Livery costs £1000 in total to apply to vehicle - Due to the lack of street business, most of the vehicles operate on designated taxi ranks, which already make it clear that the vehicles are taxis. The addition of the livery does not offer anything substantial, with respect to both the driver's (no increase in business) and customer's (they either are already using taxi apps on the streets, or use Hackney carriages at the designated taxi ranks) - Other neighbouring boroughs such as Slough, Runnymede, Bracknell Forest, High Wycombe, Beaconsfield,

Amersham, do not have a colour/ livery requirement.

Anonymous

11/14/2023 09:06 PM

Taxi light on the roof

Anonymous

11/14/2023 11:42 PM

None (not my taste of colour).

Anonymous

11/14/2023 11:45 PM

Cost to driver may be prohibitive. Prevents them from doing private jobs outside RBWm

Anonymous

11/15/2023 07:37 AM

NONE - the livery confirms and recognises the link to the Royal Borough.

Anonymous

11/15/2023 08:59 AM

None

Anonymous

11/15/2023 11:56 AM

Prominent taxis are more vulnerable for night time burglaries as drug addicts are looking for easy money and they think they can find cash or cowns in a taxi

Anonymous

11/15/2023 12:28 PM

None, although it could be reduced to the RBWM logo

Anonymous

11/15/2023 01:21 PM

It costs a lot of money which drivers find hard to pay as like everyone we to feel the cost of living crisis. It is hard to make private customers and for a lot of us it is our family car as well. Private hire companies and bolt and Uber do not have these restrictions which helps them take most of the executive customers which means we lose out and solely rely on the station to provide our income which can be really tough as most people only travel to work 2/3 times in a week. Also if a customer loses something in a car they cannot remember which car they traveled in apart from saying it was a white and purple car.

Anonymous

11/15/2023 05:33 PM

This prevents taxi drivers from using their cars privately, or they may feel uncomfortable driving their cars for private use due to the colour and recognition it brings.

Anonymous

11/15/2023 06:06 PM

none

Anonymous 11/15/2023 07:45 PM	None
Anonymous 11/15/2023 10:22 PM	None I can think of
Anonymous 11/16/2023 09:12 AM	The vehicle is never 'off duty' and owner/drivers can't quietly use the vehicle for SDLP when not working
Anonymous 11/16/2023 02:40 PM	None
Anonymous 11/16/2023 06:50 PM	Can make these vehicles easy targets for vexatious complaints. Cost involved can be a disadvantage when compared to those who have private hire vehicles.
Anonymous 11/16/2023 11:31 PM	Difficulty in finding suitable secondhand vehicles to licence.
Anonymous 11/17/2023 03:48 PM	none
Anonymous 11/17/2023 03:51 PM	None
Anonymous 11/17/2023 03:52 PM	None - as the Hackney Carriages are instantly identifiable
Anonymous 11/17/2023 04:05 PM	Not a good look if the livery is dirty. Suggests sloppiness of how things are done.
Anonymous 11/17/2023 03:54 PM	None
Anonymous 11/17/2023 03:57 PM	None.
Anonymous 11/17/2023 04:09 PM	None

Anonymous 11/17/2023 04:23 PM	None
Anonymous 11/17/2023 04:19 PM	None that I can think of
Anonymous 11/17/2023 04:18 PM	None
Anonymous 11/17/2023 04:21 PM	higher charges
Anonymous 11/17/2023 04:41 PM	None.
Anonymous 11/17/2023 04:33 PM	The association with overcharging and insisting on cash only to avoid tax on income
Anonymous 11/17/2023 04:34 PM	Cost of the vehicle
Anonymous 11/17/2023 04:44 PM	Seen as more expensive than ubers
Anonymous 11/17/2023 04:47 PM	the way they drive has meant that when you see this livery you get a bit nervous.
Anonymous 11/17/2023 04:49 PM	None
Anonymous 11/17/2023 04:55 PM	None
Anonymous 11/17/2023 05:09 PM	None, but I suspect rogue drivers may be operating in marked cars giving false sense of security.
Anonymous 11/17/2023 05:08 PM	None

Anonymous 11/17/2023 05:24 PM	It stop decent individuals like UBER drivers from earning a living
Anonymous 11/17/2023 05:23 PM	None
Anonymous 11/17/2023 05:33 PM	None
Anonymous 11/17/2023 06:18 PM	None
Anonymous 11/17/2023 06:31 PM	If we are to purchase a new car it will cost us more money. Professional customers who require elegant cars will not sit in a purple and white car, they argue and insult us. We are losing customers.
Anonymous 11/17/2023 06:29 PM	The current livery looks cheap and not representing the Royal Borough
Anonymous 11/17/2023 07:15 PM	Nothing I can think of.
Anonymous 11/17/2023 07:12 PM	None
Anonymous 11/17/2023 07:14 PM	None
Anonymous 11/17/2023 07:51 PM	None. I can't think why it would. The livery is well-designed. What's not to like?!
Anonymous 11/17/2023 08:07 PM	None for the client. Perhaps the owner would prefer it to be more anonymous.
Anonymous 11/17/2023 08:23 PM	None
Anonymous 11/17/2023 09:10 PM	None

Anonymous 11/17/2023 09:08 PM	Can't think of any
Anonymous 11/17/2023 10:15 PM	Might be a bit old fashioned now colour wise.
Anonymous 11/17/2023 10:19 PM	Unsure
Anonymous 11/17/2023 10:29 PM	None
Anonymous 11/18/2023 06:40 AM	None
Anonymous 11/18/2023 07:48 AM	Extra unnecessary cost
Anonymous 11/18/2023 10:22 AM	None at all
Anonymous 11/18/2023 12:37 PM	None
Anonymous 11/18/2023 01:10 PM	NONE!
Anonymous 11/18/2023 01:24 PM	The purple of irrelevant and old fashioned
Anonymous 11/18/2023 02:46 PM	None
Anonymous 11/18/2023 03:08 PM	Costs money for the driver Hard to make executive customers or private customers. For most it is our only car and the family don't like to travel in it. We have to reply on only station work which is hard.
Anonymous 11/18/2023 04:35 PM	None

Anonymous

11/18/2023 05:09 PM

None

Anonymous

11/18/2023 06:44 PM

Excessive cost to Taxi Drivers

Anonymous

11/18/2023 06:49 PM

None

Anonymous

11/19/2023 07:03 AM

Expense in maintaining it

Anonymous

11/19/2023 10:47 AM

Additional unnecessary financial cost on the tax drivers

Anonymous

11/19/2023 11:31 AM

None

Anonymous

11/19/2023 02:57 PM

Too much loss and downfalls. I.e. we have to pay for the purple boot and bonnet and for the ugly livery. That is a huge loss to us. We shouldn't have to ruin the looks of our cars. If the council want vehicles looking like this they should pay for it. Also work loss, can't build private clients work as customers say they do not like the look of the cars, find cars embarrassing and horrible because of the livery and purple.

Anonymous

11/19/2023 09:20 PM

Painting a vehicle is an additional expense for taxi drivers and whilst I fully agree with the coat of arms The purple bonnet and boot seem to be an unnecessary expense and unnecessary requirement

Anonymous

11/19/2023 11:08 PM

Costs passed on to taxi users.

Anonymous

11/19/2023 11:19 PM

None

Anonymous

11/20/2023 08:51 AM

The white colour makes the livery look cheap. Vehicles would be better painted yellow with the purple livery,, as yellow & purple colours compliment each other.

Anonymous

None

11/20/2023 12:33 PM

Anonymous

Cost

11/20/2023 03:27 PM

Anonymous

It certainly doesn't provide a feeling of safety- the drivers are so incredibly rude that I avoid these taxis and use alternatives.

11/20/2023 08:25 PM

Anonymous

Can't think of any.

11/21/2023 07:40 AM

Anonymous

None

11/21/2023 07:52 AM

Anonymous

Maybe perceived as more expensive than online bookable options such as uber.

11/21/2023 09:22 AM

Anonymous

As above it forces drivers into a single line of work, and risks damaging the vehicle they use. It does not instill confidence. It just makes me think they'll be expensive

11/21/2023 11:44 AM

Anonymous

None

11/21/2023 11:47 AM

Anonymous

I do not see any downsides from this livery.

11/21/2023 12:08 PM

Anonymous

none

11/21/2023 12:08 PM

Anonymous

I cant think of any detriments at all

11/21/2023 12:16 PM

Anonymous

None whatsoever

11/21/2023 12:36 PM

Anonymous

none

11/21/2023 12:48 PM

Anonymous

Expense for implementation Expense when drivers want to sell the

11/21/2023 01:17 PM

car

Anonymous

11/21/2023 01:30 PM

None

Anonymous

11/21/2023 02:45 PM

Means drivers are limited to driving inside the borough for that recognition.

Anonymous

11/21/2023 03:57 PM

The white colour can easily show dirt

Anonymous

11/21/2023 04:30 PM

Can look scruffy if vehicle needs a wash

Anonymous

11/21/2023 04:37 PM

none

Anonymous

11/21/2023 04:50 PM

None

Anonymous

11/21/2023 06:34 PM

none

Anonymous

11/21/2023 06:52 PM

Can't think of any..

Anonymous

11/21/2023 08:08 PM

None

Anonymous

11/21/2023 09:17 PM

When a customer experiences a number of distasteful incidents it tarnishes the the brand and what it is meant to represent.

Anonymous

11/21/2023 09:32 PM

None to my opinion

Anonymous

11/22/2023 05:30 AM

cost to drivers?

Anonymous

11/22/2023 08:44 AM

It could potentially push up the cost of using one

Anonymous

11/22/2023 12:08 PM

Can't think of any other than reduced car value on resale and additional expense on starting up. But these are business cost which should be factored in and lots of business carry them.

Anonymous

11/22/2023 02:51 PM

Drivers are limited as to what they can do with their vehicles outside of working as an RBWN taxi driver. They cant supplement their income with chauffeuring /Private hire.

Anonymous

11/22/2023 10:45 PM

Currently it represents the most expensive way to get home! They seem to be charging vast amounts compared to other less trustworthy options

Anonymous

11/23/2023 09:27 AM

Expensive to the drivers

Anonymous

11/23/2023 01:12 PM

None

Anonymous

11/23/2023 01:16 PM

Nothing much

Anonymous

11/23/2023 01:49 PM

None

Anonymous

11/24/2023 09:54 PM

None

Anonymous

11/25/2023 07:49 AM

None

Anonymous

11/25/2023 01:45 PM

Only eye sore not even TFL don't have it what's so special about RBWM

Anonymous

11/27/2023 03:32 AM

I dont think everyone want s to travel in a vehicle which sticks out so much.

Anonymous

11/27/2023 12:17 PM

The taxis are clearly identified as being very very expensive

Anonymous 11/27/2023 01:15 PM	none
Anonymous 11/27/2023 10:21 PM	None
Anonymous 11/28/2023 10:10 AM	it looks tackey
Anonymous 11/28/2023 01:37 PM	None whatsoever.
Anonymous 12/01/2023 12:16 PM	Limits market drivers can serve. Cars need to have white bodies white makes them look dirty.
Anonymous 12/03/2023 07:09 PM	Expense, ugly vehicles, drivers are unable to change vehicles easily
Anonymous 12/04/2023 01:50 PM	Cost to drivers
Anonymous 12/05/2023 08:19 AM	none
Anonymous 12/05/2023 04:19 PM	cost to taxi owners
Anonymous 12/05/2023 04:49 PM	Expensive for taxi drivers/owners. Lower resale values.
Anonymous 12/06/2023 12:39 PM	N/A
Anonymous 12/06/2023 12:40 PM	N/A
Anonymous 12/07/2023 02:26 PM	None
Anonymous 12/07/2023 05:23 PM	None

Anonymous 12/08/2023 01:04 PM	Being prescriptive in colour is I'm sure a pain for purchasing the vehicle. I wonder if RBWM could meet drivers "Half Way" by relaxing the colour of the body work but still insisting that the vehicle is adorned with RBWM signage (perhaps of the metallic branding that is removeable) when "at work"
Anonymous 12/10/2023 03:28 PM	None to the client.
Anonymous 12/10/2023 06:09 PM	none
Anonymous 12/11/2023 08:08 AM	I don't think this livery causes any detriments
Anonymous 12/11/2023 10:16 AM	It is a loss to us as we pay for this when we should not be paying for this. It costs us. Customers do not like it and makes us in loss.
Anonymous 12/15/2023 04:54 PM	None
Anonymous 12/15/2023 05:18 PM	None
Anonymous 12/15/2023 05:34 PM	devalues cars, looks cheap. adds cost which customers ultimately pay for
Anonymous 12/15/2023 05:57 PM	None
Anonymous 12/15/2023 06:33 PM	Some say they are more expensive than a mini cab
Anonymous 12/15/2023 07:01 PM	none
Anonymous 12/15/2023 07:58 PM	Cost to taxi owners

Anonymous 12/16/2023 10:35 AM	It's ok but prefer something more refined for Windsor
Anonymous 12/16/2023 01:08 PM	Fake copies
Anonymous 12/16/2023 02:12 PM	None
Anonymous 12/16/2023 06:36 PM	None
Anonymous 12/16/2023 07:32 PM	None
Anonymous 12/17/2023 11:45 AM	Additional cost to vehicle owners
Anonymous 12/17/2023 01:30 PM	None
Anonymous 12/18/2023 08:56 AM	None
Anonymous 12/18/2023 09:51 AM	Only when it starts looking faded and old as some of the current taxis are getting old
Anonymous 12/18/2023 10:07 AM	It's difficult to differentiate between them, if some has an issue inside a vehicle or if someone leaves something behind in one of the taxis. It's very difficult to identify the vehicle. But if the taxis were of different colour, for example someone left something behind in a silver coloured taxi, at least you can rule out checking or asking majority of the drivers, who have different coloured vehicle.
Anonymous 12/18/2023 12:45 PM	None
Anonymous 12/18/2023 07:48 PM	It takes suitcases and people and so it does more better to have them there

Anonymous

12/19/2023 07:58 AM

More expensive than an uber

Anonymous

12/21/2023 05:24 PM

Cost to the driver?

Anonymous

12/21/2023 11:40 PM

I can't think of any.

Anonymous

12/25/2023 10:50 AM

No executive work

Anonymous

12/26/2023 04:59 PM

None

Anonymous

12/30/2023 05:18 PM

They're incredibly old fashioned, awful colours, often not well maintained.

Anonymous

12/31/2023 03:47 PM

None

Anonymous

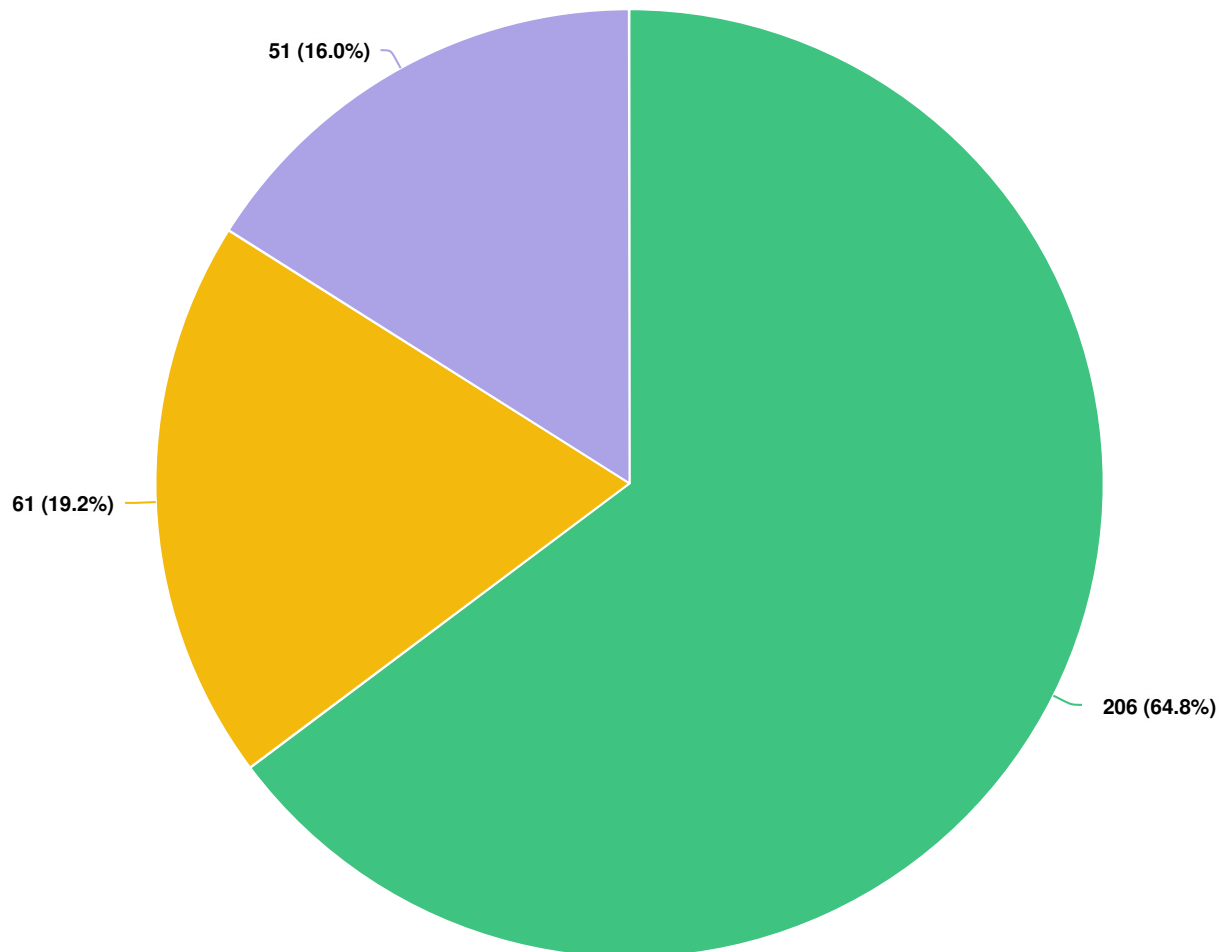
1/03/2024 11:19 PM

I suppose the driver has to get it done and then can't drive for Uber.

Optional question (263 response(s), 57 skipped)

Question type: Essay Question

Q5 Do you think that this livery (choose one option)



Question options

- Should be kept as it is
- Could be reduced in some way
- Could be removed entirely

Mandatory Question (318 response(s))
Question type: Dropdown Question

Q6 Please give a reason for your answer

Anonymous 11/13/2023 09:44 AM	Passenger safety is paramount
Anonymous 11/13/2023 10:06 AM	Everyone knows it now
Anonymous 11/13/2023 11:16 AM	Looks good
Anonymous 11/13/2023 12:16 PM	People know it so why change it?
Anonymous 11/13/2023 01:48 PM	It's a good design
Anonymous 11/13/2023 01:53 PM	High standards in the royal borough
Anonymous 11/13/2023 02:00 PM	Looks smart and uniform across all RBWM licensed taxis. Easy to identify those vehicles.
Anonymous 11/13/2023 02:22 PM	If you erase or change this branding you are damaging the brand value of our Borough, this should be calculated and set against any minor costs to drivers. By erasing this branding you choose to eliminate a free advertising benefit to the Borough which would otherwise cost hundreds of thousands in benefit over the years.
Anonymous 11/13/2023 02:27 PM	I am happy for the livery to stay the same however I would prefer an emblem or taxi sign on the cars if they were all Black cabs like in London.
Anonymous 11/13/2023 02:54 PM	I believe RBWM licensed drivers should be regulated and easily identified.
Anonymous 11/13/2023 03:06 PM	To deconstruct now when we are faced with global economic challenges is short term thinking and unhelpful to the whole Windsor Brand.

Anonymous

11/13/2023 03:03 PM

It is smart and showcases the RBWM

Anonymous

11/13/2023 03:39 PM

It is a visual clue that the car you are about to get into is a licenced RBWM approved taxi. Also the drivers would have been DBS checked.

Anonymous

11/13/2023 03:21 PM

Cost to change existing taxis and loss of benefits mentioned above outweigh savings on new taxis

Anonymous

11/13/2023 03:52 PM

There's nothing wrong with it and changing it wil incur unnecessary costs for those existing cabs already in that livery and cost in the rbwm no doubt engaging a expensive design consultant to provide a new one in these cash pushed times.

Anonymous

11/13/2023 04:11 PM

As before, more secure

Anonymous

11/13/2023 04:49 PM

Aids confidence in licensed vehicles and promotes conformity across the borough

Anonymous

11/13/2023 06:37 PM

Recognisable and on keeping with the importance of the borough

Anonymous

11/13/2023 06:40 PM

As above. We live in a unique and historic town and should be proud of our Royal Borough status.

Anonymous

11/13/2023 07:07 PM

Identifies a safer vehicle based on perception of checks performed on driver and vehicle

Anonymous

11/13/2023 07:13 PM

See q3

Anonymous

11/13/2023 07:37 PM

The distinctive livery is a recognised brand image for the Borough, taxis. It is distinctive for both drivers and residents.

Anonymous

11/13/2023 07:55 PM

It looks elegant

Anonymous 11/13/2023 07:52 PM	A very good thing it makes it safe for residents to identify taxis
Anonymous 11/13/2023 07:57 PM	As stated in response to question 3. They stand out. Are recognised. Provide peace of mind that they are registered and not unlicensed and therefore safer.
Anonymous 11/13/2023 09:16 PM	Safety concerns
Anonymous 11/13/2023 09:39 PM	Already established, unique & easily recognisable. Changing adds complexity & confusion for Customers
Anonymous 11/13/2023 09:39 PM	Easy identifiable as licensed and safe
Anonymous 11/13/2023 10:24 PM	Because it shows the Royal badge coat of arms and helps promote the Royal Borough as something to be proud of.
Anonymous 11/13/2023 10:47 PM	If it isn't broke don't fix it.
Anonymous 11/13/2023 10:54 PM	It works beautifully and is an asset to our town and compliments the tourism
Anonymous 11/13/2023 11:17 PM	See 3 above.
Anonymous 11/13/2023 11:13 PM	Helps identify licenced vehicles
Anonymous 11/13/2023 11:13 PM	Why would you change it and waste time on this when there are other fundamental issues to sort
Anonymous 11/13/2023 11:21 PM	It makes it easy for residents to know they are getting into a safe and regulated taxi
Anonymous	Easy to identify

11/13/2023 11:26 PM

Anonymous

Unique identification for official taxis

11/13/2023 11:45 PM

Anonymous

I have made that clear above. This question is repetitive.

11/13/2023 11:51 PM

Anonymous

We are used to seeing these new. Any changes are just going to cost money. There seems to be no benefit unless you are changing it in a phased way

11/14/2023 05:04 AM

Anonymous

I think the positives for people's safety and security as well as to serve as ambassadors for our Royal Borough outweigh the (one off) costs.

11/14/2023 06:31 AM

Anonymous

Identifiable

11/14/2023 07:02 AM

Anonymous

As above, it easily highlights on a busy road which taxis are safe and licensed.

11/14/2023 07:10 AM

Anonymous

Why go through the cost of change? I thought you were supposed to be bankrupt!

11/14/2023 08:02 AM

Anonymous

As per Q3

11/14/2023 08:07 AM

Anonymous

Identifies royal borough taxis

11/14/2023 08:40 AM

Anonymous

Removing it will increase cost and there is no downside to removing it- it's a bonus and a waste of everyone's time to even consult on this.

11/14/2023 08:46 AM

Anonymous

Recognizable and provides piece of mind to taxi users

11/14/2023 08:48 AM

Anonymous

Brand image 'Royal Borough' very distinctive

11/14/2023 08:56 AM

Anonymous

11/14/2023 09:22 AM

My preference is for whatever option is cheapest to administrate for the council.

Anonymous

11/14/2023 09:33 AM

All my reasons I have already stated but I reiterate: it promotes the Royal Borough in the most positive way possible, and should be kept.

Anonymous

11/14/2023 09:46 AM

Looking at a safety aspect, I would feel more confident getting into a taxi that is well known, identifiable and registered. It makes the service look more professional having the designated colours in place. It is easier to locate a moving vehicle with their colours if waiting for a taxi to arrive.

Anonymous

11/14/2023 11:20 AM

As above it makes them stand out, people know who they are and what they are

Anonymous

11/14/2023 11:54 AM

To keep the cost down for the driver and customer already familiar with the colours and changes will not achieve anything significant

Anonymous

11/14/2023 12:02 PM

It immediately highlights this is an official approved council taxi. Gives a feeling of security. And it's local.

Anonymous

11/14/2023 12:00 PM

Safety of customers

Anonymous

11/14/2023 12:03 PM

It is clear and useful. Why change. Also there will be some cost of changing.

Anonymous

11/14/2023 12:14 PM

It's costing extra to driver

Anonymous

11/14/2023 06:37 PM

If it's going well why change

Anonymous

11/14/2023 12:50 PM

Cost of living is too high

Anonymous

11/14/2023 01:14 PM

The livery reassures the public and protects the public from Hackney carriages acting as PHV and excessive charging as liveried vehicles

are known to use meters . Livery prevents taxis illegally plying for hire out of borough as they are clearly identified as RBWM hackney carriages .

Anonymous

11/14/2023 01:27 PM

There are the royal borough taxis

Anonymous

11/14/2023 02:27 PM

It has been established for years, but repeatedly requested as a cost saving by drivers only.

Anonymous

11/14/2023 03:16 PM

It's recognised by all

Anonymous

11/14/2023 03:51 PM

It makes it difficult for people to impersonate being a taxi driver

Anonymous

11/14/2023 04:57 PM

Both bonnets and boots can be wrapped at low cost.

Anonymous

11/14/2023 05:25 PM

Easily recognisable as being safe to travel in

Anonymous

11/14/2023 06:43 PM

Clearly identifiable. It would cost money for people to change it.

Anonymous

11/14/2023 07:21 PM

Id of registered (and safe assuming DBS checks) taxis

Anonymous

11/14/2023 07:41 PM

Can identify vehicles easily

Anonymous

11/14/2023 11:42 PM

Taxis need to standout. These are safer and better regulated.

Anonymous

11/15/2023 07:37 AM

It identifies the taxi as a legal and is an indicator to tourists and residents that it is safe to use.

Anonymous

11/15/2023 08:59 AM

Cost to drivers

Anonymous 11/15/2023 06:06 PM	it is recognisable as a RBWM hackney cab
Anonymous 11/15/2023 07:45 PM	It is known and recognised
Anonymous 11/16/2023 02:40 PM	It is clear who is metered taxi and who is private hire. Makes it clearer for visitors/tourists to Windsor and Maidenhead too and that it is RBWM registered and not another local authority taxi
Anonymous 11/16/2023 11:31 PM	Windsor needs it's own taxi identity.
Anonymous 11/17/2023 12:13 AM	Is easily recognisable
Anonymous 11/17/2023 03:48 PM	identifiable
Anonymous 11/17/2023 03:51 PM	I like it. See answers above as to other reasons
Anonymous 11/17/2023 03:52 PM	I don't think there is any need to change
Anonymous 11/17/2023 04:05 PM	It should be visible. Reducing it will lose its impact.
Anonymous 11/17/2023 03:54 PM	I know which are the expensive cabs
Anonymous 11/17/2023 03:57 PM	See above - there are more than enough dodgy operators in Windsor. Uber, Windsor Cars etc etc all use unmarked cars.
Anonymous 11/17/2023 04:01 PM	Rbwm taxis are unsafe, especially in Windsor.
Anonymous 11/17/2023 04:09 PM	As per Q3, gives assurance that the vehicle is a licensed taxi within Windsor and Maidenhead authority area.

Anonymous 11/17/2023 04:23 PM	It adds a special something to the vehicles and makes them appear trustworthy
Anonymous 11/17/2023 04:19 PM	My response to 3 above
Anonymous 11/17/2023 04:21 PM	so they can be recognised against private taxi companies
Anonymous 11/17/2023 04:41 PM	The livery makes the vehicles stand out. Customers can be assured that they are using a DBS vetted and licensed vehicle. This is essential for public confidence in the local taxis service.
Anonymous 11/17/2023 04:47 PM	I don't see any issues with it and would rather that these cars are highlighted.
Anonymous 11/17/2023 04:49 PM	Want to retain trust and identity
Anonymous 11/17/2023 04:55 PM	See above
Anonymous 11/17/2023 05:09 PM	Plain & simple
Anonymous 11/17/2023 05:08 PM	People are familiar with the brand
Anonymous 11/17/2023 05:23 PM	It's known to the public and already in place. Why change it? Saves money to leave as is
Anonymous 11/17/2023 05:33 PM	As above
Anonymous 11/17/2023 06:18 PM	Has been in place for some time and is easily recognised by the public who have become used to livery/ colours
Anonymous 11/17/2023 07:15 PM	As stated in question 3. But if there's desire to change or update then reducing still works but don't change too much where identity is lost.

Anonymous

11/17/2023 07:12 PM

Easy i/d

Anonymous

11/17/2023 07:51 PM

As per answer to Questions 3 and 4 above - it publicly validates the service, looks smart and enhances The Royal Borough's and the drivers' reputations.

Anonymous

11/17/2023 08:07 PM

Makes the taxis easy to identify.

Anonymous

11/17/2023 08:23 PM

It shows identity and should mean the driver knows the area.

Anonymous

11/17/2023 09:08 PM

We all know the livery, changing it might cause confusion

Anonymous

11/17/2023 10:15 PM

See point 3 above - but the design could be slightly modernised in style or colour.

Anonymous

11/17/2023 10:29 PM

Clear identification

Anonymous

11/18/2023 06:40 AM

Looks very professional. Not cheap I'm sure, but anyone who really wants to be a professional driver will have to factor this as a reasonable start-up cost. Perhaps RBWM could negotiate a fixed price or some concession with a small number of 'authorised providers'?

Anonymous

11/18/2023 10:22 AM

Because it's right

Anonymous

11/18/2023 12:37 PM

See response to 3. In addition, making it smaller or getting rid of it could allow for easier fraud, and related crimes, and with the current lack of policing of any crime let alone taxi licensing fraud, this with have a negative impact on actual licensed drivers.

Anonymous

11/18/2023 01:10 PM

Feeling safe entering a known and properly licensed vehicle. ALSO it is smart and easily seen. We are used to having these taxi's around.

Anonymous

11/18/2023 02:46 PM

If it ain't broke

Anonymous

11/18/2023 04:35 PM

Distinguishable from other taxi companies that may not be regulated

Anonymous

11/18/2023 06:49 PM

Why change it. That must be a cost to drivers who probably foot the cost

Anonymous

11/18/2023 10:44 PM

Recognised council licensed taxis and brand

Anonymous

11/19/2023 11:31 AM

Easily identifiable

Anonymous

11/19/2023 11:19 PM

No reason to change it. They are well recognised and provide free advertising for our Royal Borough around the town. Why change it to an unknown? What loss!

Anonymous

11/20/2023 08:51 AM

The livery belongs to RBWM and therefore easily identifiable as one of their chosen DBS Taxi drivers.

Anonymous

11/20/2023 12:33 PM

It signifies that it is the official service licensed by the Borough.

Anonymous

11/20/2023 03:54 PM

It is a sign that this is a genuinely licensed taxi and gives a sense of security to users

Anonymous

11/20/2023 08:25 PM

Would the cost of changing the livery be passed onto the tax payer? If the livery is changed, then the drivers should be changed, as a complete "re-branding exercise ".

Anonymous

11/21/2023 07:52 AM

Reassurance that the drivers and vehicles are safe, checked and approved. SO important especially for female, elderly or vulnerable passengers.

Anonymous

11/21/2023 09:22 AM

Looks smart and is identifiable.

Anonymous

11/21/2023 12:08 PM

As above It should provide reassurance that a woman travelling alone is safe and that they will take credit card and that I had the ability to raise issues . Therefore i feel it is essential, especially as I have some awful unacceptable and unfriendly experiences in taxis from Windsor and Maidenhead stations - I do feel it is exstremely important Living near the station it also helps identify those loitering, idling and parking in residential roads, often in groups ! I've also experienced last minute u turns or turning at inappropriate places with lack of awareness for pedestrians so white and purple means they are more visible when making these manoeuvres in highly pedestrianised areas. White and purple is more visable for pedestrians.

Anonymous

11/21/2023 12:08 PM

people are used to it

Anonymous

11/21/2023 12:16 PM

People know this livery as it has been around quite some time

Anonymous

11/21/2023 12:36 PM

As in answer 3

Anonymous

11/21/2023 02:45 PM

Sense of local identity and safety to users

Anonymous

11/21/2023 03:51 PM

For all the reasons given in 3 above

Anonymous

11/21/2023 04:30 PM

As before ,identify a trust worthy vehicle

Anonymous

11/21/2023 04:37 PM

recognition

Anonymous

11/21/2023 04:50 PM

A well known identity

Anonymous

11/21/2023 06:34 PM

easily identifiable

Anonymous

11/21/2023 06:52 PM

It's a question of clarity and consistency which takes time to reinforce in the mind of the public.

Anonymous

11/21/2023 08:08 PM

See above

Anonymous

11/21/2023 08:30 PM

It makes no difference to me but I don't think it should be a barrier to entry

Anonymous

11/21/2023 09:17 PM

The livery creates the brand, the brand represents the council.

Anonymous

11/21/2023 09:32 PM

it identifies the hackney carriages

Anonymous

11/22/2023 05:30 AM

see above, it provides identification and safety to customers, as we'd assume that all your drivers are thoroughly checked. changing it would also increase costs to current drivers.

Anonymous

11/22/2023 08:44 AM

It keeps a standard

Anonymous

11/22/2023 12:08 PM

Easy to recognise. Hard work to create one for bad reasons.

Anonymous

11/22/2023 10:45 PM

It is clear and recognisable to be trusted

Anonymous

11/23/2023 09:27 AM

clear identification

Anonymous

11/23/2023 01:16 PM

It's a pride and recognition

Anonymous

11/23/2023 01:49 PM

I like it

Anonymous

11/24/2023 09:54 PM

Instant recognition by the public.

Anonymous

11/25/2023 07:49 AM

Clearly identifies a safe and secure operator prepared to be checked and answer to a higher authority.

Anonymous

11/27/2023 12:17 PM

See above: identity and passenger safety

Anonymous

11/27/2023 01:15 PM

to maintain easy recognition

Anonymous

11/27/2023 06:44 PM

Not the best looking, but does the job

Anonymous

11/27/2023 10:21 PM

It is massively important for taxis to be made accountable and identified by tourists and late night riders

Anonymous

11/28/2023 01:37 PM

As above.

Anonymous

12/04/2023 01:50 PM

I think it works

Anonymous

12/05/2023 08:19 AM

identity is helped by consistency

Anonymous

12/06/2023 12:39 PM

N/A

Anonymous

12/06/2023 12:40 PM

N/A

Anonymous

12/06/2023 09:59 PM

Any changes need to make sure that hackney carriages are recognisable as such. Consideration could be given to something such as what Guildford Borough Council has done and require an uniform colour. As hackney carriages are not a standard vehicle type, they must be recognisable.

Anonymous

12/07/2023 01:41 PM

It's distinct. And there is no need to change it

Anonymous

12/07/2023 02:26 PM

These taxis are symbolic and a part of the boroughs identity, if you asked someone what they associated with RBWM I'm sure this would be a key identifier

Anonymous

12/07/2023 05:23 PM

Safety for women

Anonymous

12/10/2023 06:09 PM

Brand devalues if you erase its use. The coat of arms is something we should be proud of, not seek to erase. I have no objection to adding 'eco friendly' stickers to the livery on rear of taxi for example but the livery and coat of arms branding should stay.

Anonymous

12/11/2023 08:08 AM

Instantly recognisable and therefore a regulated and managed safe environment to travel

Anonymous

12/15/2023 04:54 PM

Safety

Anonymous

12/15/2023 05:18 PM

Clear branding and easy to identify taxi

Anonymous

12/15/2023 05:57 PM

Based on benefits listed above.

Anonymous

12/15/2023 06:03 PM

I was inappropriately propositioned by a RBWM taxi driver a few years ago. Further removing requirements will make them even more unsafe for women

Anonymous

12/15/2023 06:33 PM

Option to take a licensed safe taxi

Anonymous

12/15/2023 07:01 PM

Change will impose cost on drivers which is likely to be reflected in fares

Anonymous

12/15/2023 07:58 PM

see answers in 3 above

Anonymous

12/16/2023 02:12 PM

All local residents understand the oversight the council has regarding these vehicles

Anonymous

12/16/2023 06:36 PM

No reason to change for the sake of change

Anonymous

It's clear and recognised

12/16/2023 07:32 PM

Anonymous

Cost of changes

12/17/2023 12:55 AM

Anonymous

Personal security

12/17/2023 11:45 AM

Anonymous

To easily identify RBWM approved and licensed taxis, with knowledge of DbS checks.

12/17/2023 01:30 PM

Anonymous

Changing it would cause confusion

12/18/2023 12:45 PM

Anonymous

It helpful

12/18/2023 07:48 PM

Anonymous

Guessing the taxi owner has to pay for this anyway

12/19/2023 07:58 AM

Anonymous

They are obvious as RBWM taxis

12/21/2023 11:40 PM

Anonymous

Please see answer to No. 3.

12/26/2023 04:59 PM

Anonymous

See no need to remove it and numerous reasons not to. The coat of arms is something that generate civic pride and is of huge value to the Borough.

12/31/2023 03:47 PM

Anonymous

Reasons above

1/03/2024 11:19 PM

Optional question (180 response(s), 140 skipped)

Question type: Essay Question

Q7 | Please give a reason for your answer

Anonymous

The taxi sign on top of the car is enough to recognise public hire vehicles maybe we could have a RBWM small sticker on the door

11/13/2023 01:36 PM

Anonymous

11/13/2023 02:04 PM

I think there needs to be an easily identifiable livery but not necessarily as large as it currently is.

Anonymous

11/13/2023 02:14 PM

If it is a large cost to taxi drivers then I imagine it could be reduced to just the coat or arms or just the purple hood and boot.

Anonymous

11/13/2023 03:59 PM

It could be expensive, maybe not the bonnet in purple but keep everything else.

Anonymous

11/13/2023 04:09 PM

Small crest would be classy,

Anonymous

11/13/2023 04:26 PM

Just to keep vehicle safe from thief's. Less vehicle color and stickers now days look more neat and professional. This can add extra work as some customers do avoid the loud taxis ie color stickers etc.

Anonymous

11/13/2023 04:42 PM

No objection to it been reduced as long as the livery is clearly identifiable especially at night time.

Anonymous

11/13/2023 04:33 PM

A clearer "licensed taxi" statement rather than the crest (which isn't linked to a taxi)

Anonymous

11/13/2023 08:33 PM

From a safety/assurance perspective, I don't think it should be removed altogether but I could see an argument for it reducing if drivers are struggling with the cost.

Anonymous

11/13/2023 08:49 PM

The distinctive livery makes people feel safe. I'd like to keep some sort of livery - ie coat of arms on doors, but reduce the number of body panels impacted.

Anonymous

11/13/2023 09:36 PM

The livery and the colour scheme are folded into one it seems. Perhaps the cost of updated vehicles in specific colour schemes is prohibitively expensive? But the crest and its identity must be preserved

Anonymous

11/14/2023 07:34 AM

If it limits the drivers use of the car then it could be reduced to help their earning potential, otherwise leave it as is.

Anonymous

11/14/2023 08:50 AM

I think it could be reduced or omitted, but there is a benefit to having the cars the same colour so that they are easily identifiable in addition, of course, to having a plate or notice indicating their licenced status.

Anonymous

11/14/2023 03:30 PM

Maybe upto date with colours

Anonymous

11/14/2023 03:59 PM

Cost of living crisis cabs are easy targets for break ins as people assume they may have money or change inside

Anonymous

11/14/2023 08:51 PM

One colour with the town crest

Anonymous

11/14/2023 09:06 PM

All over the country taxi light is important

Anonymous

11/14/2023 11:45 PM

Reduce cost to drivers and be removable so they can use cars elsewhere

Anonymous

11/15/2023 12:28 PM

It's difficult to achieve and maintain the quality of the purple colour

Anonymous

11/15/2023 05:33 PM

This allows taxis to have more comfort with driving their cars for private use.

Anonymous

11/15/2023 10:22 PM

I don't think it's that important really

Anonymous

11/16/2023 06:50 PM

I think it is nice to have livery, however perhaps as a compromise with the hackney carriage drivers, it might be a possibility to just have the Crest and remove the purple.

Anonymous

11/17/2023 04:21 PM

I think it's a bit over the top and could be more 'regal' and less garish

Anonymous

11/17/2023 04:18 PM

It's a bit loud, colour wise

Anonymous 11/17/2023 04:34 PM	Reduce the cost to the operator
Anonymous 11/17/2023 04:44 PM	More subtle
Anonymous 11/17/2023 06:29 PM	It looks out dated
Anonymous 11/17/2023 09:10 PM	Livery needs to be sufficiently clear to indicate RBWM approval to taxi customers. Current livery does this but may be considered above and beyond this requirement by some.
Anonymous 11/18/2023 01:24 PM	The purple bonnet can go. Keep the coat of arms. It is the Royal Borough
Anonymous 11/18/2023 05:09 PM	It looks like the entire car is covered in this livery. Livery is only necessary to make it easily identifiable.
Anonymous 11/18/2023 06:14 PM	It may be costly for the drivers. It would be good for them still to be easily recognisable
Anonymous 11/19/2023 07:03 AM	To make it look neater without taking away the reason for having it in place
Anonymous 11/19/2023 01:47 PM	it is very big
Anonymous 11/19/2023 09:20 PM	As above, removing the requirement for purple bonnets and boots would represent minimal detriment and make our local taxi drivers feel supported
Anonymous 11/20/2023 03:27 PM	Cost
Anonymous 11/21/2023 07:40 AM	It could be reduced to just have the borough crest on the driver and front passenger doors. I don't see the need for the purple bonnet.

Anonymous

11/21/2023 12:48 PM

Doesn't need to be so large and an update to these things is rarely a bad idea

Anonymous

11/21/2023 01:17 PM

Reducing the cost burden on drivers would be good, but it would also be good to retain something visible which means people, including those who are vulnerable, can easily and clearly identify an official RBWM taxi when wanting to use one.

Anonymous

11/21/2023 02:36 PM

As long as there is consistency and something that can be clearly identified I think that modification would be ok

Anonymous

11/21/2023 03:57 PM

Keeping the colours but reducing the white and modernising

Anonymous

11/22/2023 02:51 PM

This would give a balance between identifying vehicles and allowing drivers to use their cars for other jobs. Perhaps a removable logo?

Anonymous

11/28/2023 10:10 AM

maybe just have the logo on the side

Anonymous

12/01/2023 12:16 PM

Benefit to brand. Update the design to look more elegant.

Anonymous

12/05/2023 04:19 PM

reduce cost to taxi owners but still keep it obviously licenced

Anonymous

12/05/2023 04:49 PM

It is important to continue to have a livery that makes RBWM taxis readily identifiable. However, within this requirement it is reasonable to keep the impact on taxi owners/drivers as low as possible.

Anonymous

12/08/2023 01:04 PM

See answer 4 as I got carried away with answering... I'm just back from a trip to Germany where every city licenced taxi is pale yellow, it certainly made them easy to spot amongst the rest of the traffic and had me thinking about this consultation in depth.

Anonymous

12/10/2023 03:28 PM

Since there is a cost and effects resale value, reduction of the livery could be explored.

Anonymous

Reduced costs

12/15/2023 06:23 PM

Anonymous

Like the rbwm cost of arms. Not keen on livery colours.

12/16/2023 10:35 AM

Anonymous

Again, some can look very faded and tired and you wonder how reliable the car is

12/18/2023 09:51 AM

Anonymous

It is quite complicated. A simple colour scheme would be enough and I assume lower cost.

12/21/2023 05:24 PM

Anonymous

I can see the benefit to a livery, but the style isn't very modern or appealing

12/30/2023 05:18 PM

Optional question (52 response(s), 268 skipped)

Question type: Essay Question

Q8 | Please give a reason for your answer

Anonymous

I think this livery should be removed as the taxi sign on the roof and the plate at the back is a good enough to show the vehicle is a taxi. We live in an era where everything is heavily monitored through CCTV so should any incidents occur.

11/13/2023 09:31 AM

Anonymous

We lose a lot of business main reason no one likes to book us because of the colour scheme and logo on the car. They are aware we are a hackney from the taxi sign and plate at the back. Also getting it rapped or painted costs more money. Finding a white car is more expensive and a rare colour to find a car in. Also come to resell it lose more money from that also.

11/13/2023 09:36 AM

Anonymous

The Taxi plate is enough

11/13/2023 09:33 AM

Anonymous

As mentioned above

11/13/2023 10:42 AM

Anonymous

Not fair to on drivers who spend their hard earned money on a car and it doesn't look nice with the colours, makes it difficult to use car for family

11/13/2023 10:11 AM

Anonymous 11/13/2023 10:45 AM	I think it looks horrendous and customers are not happy getting into a purple car
Anonymous 11/13/2023 10:59 AM	Without livery its look good
Anonymous 11/13/2023 11:23 AM	Cant afford to have 2 cars. The white and purple doesnt look nice on my hard earned money on car
Anonymous 11/13/2023 01:25 PM	Because there is only few boroughs who does this in the uk
Anonymous 11/13/2023 01:37 PM	You can make it condition for hackney carriage Liecence that the size of the Taxi sign is large enough so that it can be seen from a distance easily
Anonymous 11/13/2023 08:29 PM	It's completely useless
Anonymous 11/13/2023 05:17 PM	It is difficult for taxi drivers to get this done as it is comes with a heavy cost. It would be easier if this wasn't a requirement.
Anonymous 11/13/2023 05:45 PM	I've stayed the reason above it's the cost and taxis are clearly seen with taxi lights and marked taxi ranks
Anonymous 11/13/2023 06:09 PM	Gives a false impression and cheapens a unique coat of arms
Anonymous 11/13/2023 06:16 PM	I strongly believe the taxi ranks are easily noticeable with bright taxi lights on the roof
Anonymous 11/13/2023 08:56 PM	No good
Anonymous 11/13/2023 09:35 PM	Unnecessary. Drivers behaviours and quality more important

Anonymous

11/14/2023 10:06 AM

As above as they are worst than windsor cars and that is saying something. Yes dbs needs to b introduced with amount of things have happened to customers. Also things happened to drivers cameras should be in every taxi. And only certain points you can get a taxi

Anonymous

11/14/2023 11:33 AM

Unattractive look

Anonymous

11/14/2023 11:29 AM

By doing cars look more clean

Anonymous

11/14/2023 05:52 PM

In a historic town like Windsor, the Classic Black Cab look would be less of an eyesore and preferred by tourists.

Anonymous

11/14/2023 09:11 PM

- Targeted Break In/Burglary of Taxis - Purchasing white vehicles add roughly an additional £2000 to the purchase of a vehicle, as white vehicles are more difficult to find/acquire. - Livery costs £1000 in total to apply to vehicle - Due to the lack of street business, most of the vehicles operate on designated taxi ranks, which already make it clear that the vehicles are taxis. The addition of the livery does not offer anything substantial, with respect to both the driver's (no increase in business) and customer's (they either are already using taxi apps on the streets, or use Hackney carriages at the designated taxi ranks) - Other neighbouring boroughs such as Slough, Runnymede, Bracknell Forest, High Wycombe, Beaconsfield, Amersham, do not have a colour/ livery requirement.

Anonymous

11/15/2023 11:56 AM

Like other councils they run operations without any problem that can be replicated here aswell

Anonymous

11/15/2023 01:21 PM

Removed so we have a fair chance of competing with Uber, bolt and private hire which I take most of the executive customers. Also it is my private car for home use and I don't want to stick out when my family are with me. It costs to much money.

Anonymous

11/16/2023 09:12 AM

The vehicles are plated, which is proof that they conform to requirements.

Anonymous

11/17/2023 05:24 PM

Because it doesn't mean anything - how many livery taxis are actually road worthy

Anonymous 11/17/2023 06:31 PM	Provide an alternative such as a taxi sign to place as a Magnet on top of the car. Something that is less insulting.
Anonymous 11/17/2023 10:19 PM	No difference6, taxi is a taxi unless black cab.
Anonymous 11/18/2023 03:08 PM	Remove to make it fair for us to compete with private hire uber and bolt which haven't restrictions
Anonymous 11/18/2023 06:44 PM	Waste of Money
Anonymous 11/19/2023 10:47 AM	The additional cost of requiring the livery is detrimental to the operators in able to make a living with costs in excess of £1,000 to wrap the vehicles.
Anonymous 11/19/2023 02:57 PM	As mentioned above there is no need for the livery. I personally as a driver do not like it and customers do not like it.
Anonymous 11/21/2023 11:44 AM	It's pointless. A hackney carriage number plate, badge, and taxi signage is more than enough.
Anonymous 11/25/2023 01:45 PM	It make makers of it has no body give it about it
Anonymous 11/27/2023 03:32 AM	I don't personally like the look of the vehicles. It limits the drivers potential work and some of the vehicles are wrapped and the wrapping starts to look tacky after a while
Anonymous 12/03/2023 07:09 PM	As long as a clear hackney carriage plate and taxi sign is visible why should there be a livery?
Anonymous 12/11/2023 10:16 AM	Costs us, it makes our cars look ugly, customers do not like it as well as us drivers and people break our windows causes us unnecessary damage due to the livery.
Anonymous 12/15/2023 05:34 PM	no need, look at other local authorities

Anonymous

12/18/2023 08:56 AM

Any colour vehicle just a taxi sign on the top of vehicle and white Hackney plate visible at the rear sufficient

Anonymous

12/18/2023 10:07 AM

As I mentioned in answer 4. And also there are 50 shades of purple being used at the moment.

Anonymous

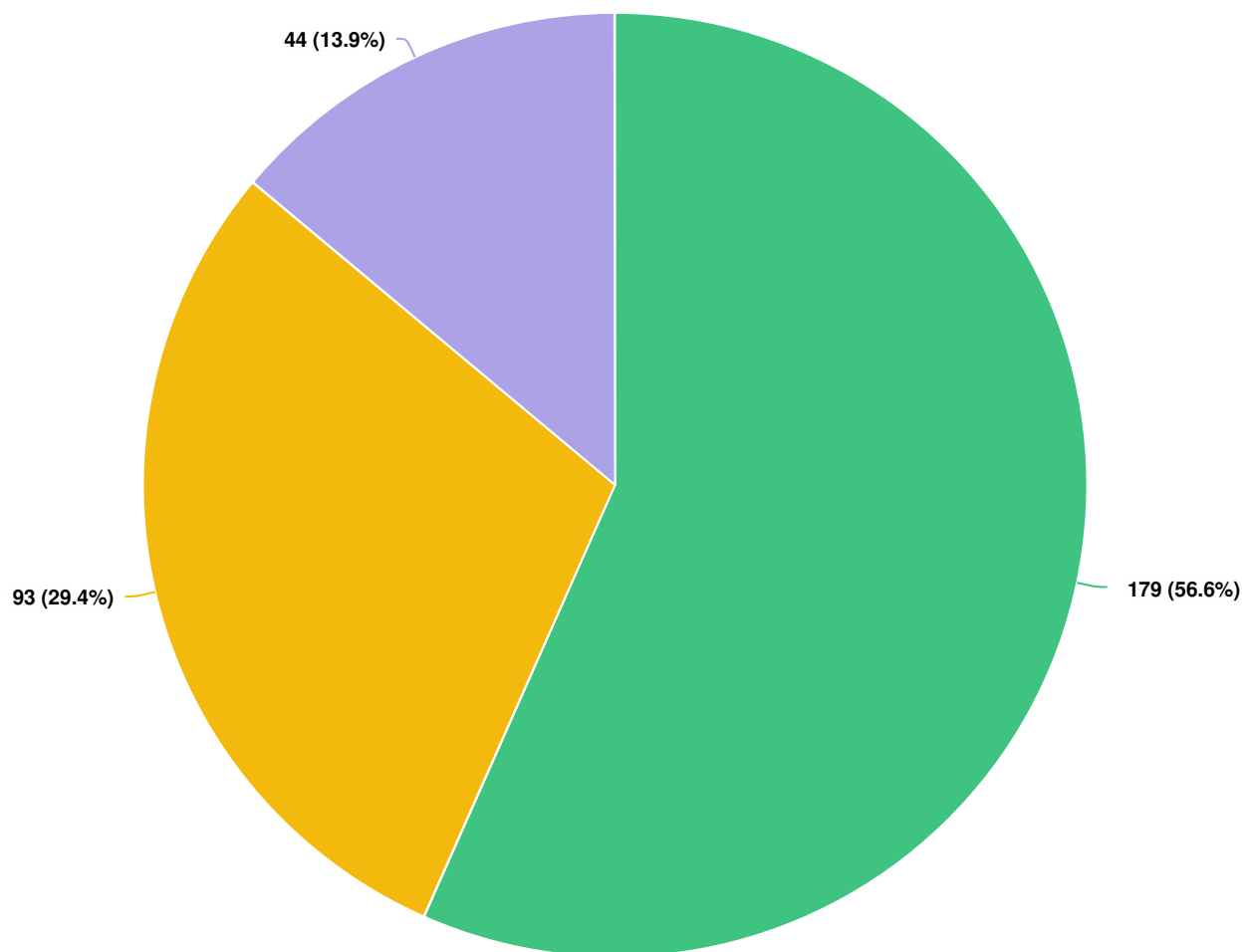
12/25/2023 10:50 AM

Cost of the change of colour upto 2000-3000

Optional question (41 response(s), 279 skipped)

Question type: Essay Question

Q9 | As and when RBWM licenced hackney carriages move from being fossil fuelled to being hybrid or electric vehicles (choose one option)



Question options

- Should the livery be kept as it is now?
- Could it be reduced in some way to demonstrate that the vehicle is hybrid or electric?
- Could the livery be removed entirely

Mandatory Question (316 response(s))
Question type: Dropdown Question

Q10 Please give a reason for your answer

Anonymous

11/13/2023 10:59 AM

Electric car no good

Anonymous

11/13/2023 01:25 PM

Follow the rest of boroughs

Anonymous

11/13/2023 02:00 PM

Don't see purpose of what type of vehicle should alter the livery of RBWM taxis.

Anonymous

11/13/2023 02:14 PM

Why add possible confusion to the public? One livery, consistently

Anonymous

11/13/2023 02:22 PM

There is no need to change it at this time. It just adds cost itself. We don't even need electric vehicles yet. This should not be a council priority at this time! You're supposedly near bankrupt and focus on this?!!

Anonymous

11/13/2023 02:54 PM

I believe RBWM licensed drivers should be regulated and easily identified.

Anonymous

11/13/2023 03:06 PM

The universal label is "eco". A simple decal that might be added to passenger doors.

Anonymous

11/13/2023 03:03 PM

As above - to stand out

Anonymous

11/13/2023 03:39 PM

I think it should be kept as it is and as the cars are replaced (when they get too old) maybe then, they could have a clear small add on to make it clear it is a hybrid/electric car.

Anonymous

11/13/2023 03:52 PM

There's no need to change it please keep it as it is.

Anonymous

11/13/2023 04:42 PM

If the livery is to be changed then surely it would make economic sense to do this when new vehicles are licensed.

Anonymous 11/13/2023 05:45 PM	The costs the vehicle in the current financial climate it's not feasible
Anonymous 11/13/2023 06:16 PM	The costs I've spoken to a number of taxi drivers and the costs of electric and hybrid vehicles aren't feasible
Anonymous 11/13/2023 06:37 PM	In keeping with the importance of the borough
Anonymous 11/13/2023 06:40 PM	Why change it?
Anonymous 11/13/2023 07:07 PM	Identifies a safer vehicle based on perception of checks performed on driver and vehicle
Anonymous 11/13/2023 07:13 PM	See q3
Anonymous 11/13/2023 07:37 PM	The distinctive livery is a recognised brand image for the Borough, taxis. It is distinctive for both drivers and residents. Reducing the livery or removing it for EVs would harm the brand,
Anonymous 11/13/2023 07:55 PM	Not necessary
Anonymous 11/13/2023 07:52 PM	For public safety reasons so they know that it's a taxi
Anonymous 11/13/2023 07:57 PM	What has the livery got to do with fuel type. Ridiculous to suggest there is any connection.
Anonymous 11/13/2023 09:16 PM	Safety
Anonymous 11/13/2023 09:36 PM	Why is it suggested that displaying the livery is a penalty? It should be displayed with pride.
Anonymous 11/13/2023 09:39 PM	Simplicity & easy to ID. If want to differentiate electric add green band to existing design

Anonymous 11/13/2023 09:39 PM	Yes keep
Anonymous 11/13/2023 10:24 PM	The livery has nothing to do with going Hybrid or Electric, the same logo can be kept and if it is necessary to advertise how "Green" the borough is then a smaller additional logo/sign be used.
Anonymous 11/13/2023 10:47 PM	Nothing wrong with how it is
Anonymous 11/13/2023 10:54 PM	It works well so why change?
Anonymous 11/13/2023 11:17 PM	See answer 3 above. (7 above is impossible to answer.)
Anonymous 11/13/2023 11:13 PM	Identify's licenced vehicle's
Anonymous 11/13/2023 11:13 PM	Why not just add something that says it's electric so that customers can choose if they wish and how does this affect the livery. Is this council ashamed to be a royal borough that it would want to hide its heritage ?? Is that what the people have voted in ? Anti monarchists ?
Anonymous 11/13/2023 11:26 PM	Noticeable
Anonymous 11/13/2023 11:45 PM	No reason to change
Anonymous 11/13/2023 11:51 PM	Yes keep the royal borough livery!!
Anonymous 11/14/2023 06:31 AM	Reducing it may cause confusion about what is an easily identifiable marker of a licensed taxi.
Anonymous 11/14/2023 07:10 AM	As above again, it's not about the vehicle engine etc, it's about the driver showing a commitment and dedication to be licensed under Hackney carriages.

Anonymous 11/14/2023 07:34 AM	I don't see why you should need to show it's hybrid or electric.
Anonymous 11/14/2023 08:02 AM	Why change what works well. There are other priorities for this council to spend money on.
Anonymous 11/14/2023 08:07 AM	No need to change the livery if everyone is aware that all RBWM taxis have to be hybrid or electric as policy
Anonymous 11/14/2023 08:46 AM	No reason to change.
Anonymous 11/14/2023 08:48 AM	Recognizable and provides piece of mind to taxi users
Anonymous 11/14/2023 08:56 AM	why would you want to remove it? I don't understand the reason for removing it. Is there some suggestion that it is elitist?
Anonymous 11/14/2023 09:46 AM	People will know what the vehicles look like when waiting for a taxi and might find it difficult to identify them if they were to change.
Anonymous 11/14/2023 11:20 AM	How the car is fuelled is not as important as knowing where the car is licenced or if its a safe Hackney to get into
Anonymous 11/14/2023 11:29 AM	Because not everyone afford this at this difficult time
Anonymous 11/14/2023 12:02 PM	The same answer as for 6 above. They change in fuel does not change any of my views.
Anonymous 11/14/2023 12:00 PM	Customer safety
Anonymous 11/14/2023 12:03 PM	It is not broken. Why 'fix' it?
Anonymous	It's too expensive

11/14/2023 12:14 PM

Anonymous

11/14/2023 01:14 PM

As above , reducing the livery or removing is weakening g the protection/ reassurance the public has and makes it easier for the drivers to overcharge, operate without meters and ply for hire out of borough illegally .

Anonymous

11/14/2023 01:27 PM

The are royal borough taxis

Anonymous

11/14/2023 02:27 PM

The introduction (if likely or cost effective) of hybrid or electric taxis should have no impact on the livery or brand.

Anonymous

11/14/2023 03:16 PM

Why change it?

Anonymous

11/14/2023 04:57 PM

No change required, however licensing should be dependent on all new vehicles being at least hybrid.

Anonymous

11/14/2023 07:21 PM

You're going to get in the first taxi available; refusing one over another could cause some friction

Anonymous

11/14/2023 07:41 PM

Keep drivers costs low

Anonymous

11/14/2023 08:51 PM

Still a taxi

Anonymous

11/14/2023 11:42 PM

I would prefer a clear communication of the green credential in addition to the current livery.

Anonymous

11/15/2023 07:37 AM

The vehicle will have its own identification badge to show it is Hybrid or electric powered.

Anonymous

11/15/2023 08:59 AM

Cost

Anonymous

11/15/2023 05:33 PM

Better for the environment, and brings a sort of innovation of technology within the cars.

Anonymous 11/15/2023 06:06 PM	there is no reason to remove it and the cost for the vinyl isnt considerable and has local Windsor services that can apply this.
Anonymous 11/15/2023 07:45 PM	Consistency as above
Anonymous 11/16/2023 02:40 PM	Why change a good thing?
Anonymous 11/17/2023 12:13 AM	Why change?
Anonymous 11/17/2023 03:51 PM	See answers above. The cars stand out and should be at a high standard
Anonymous 11/17/2023 04:05 PM	To maintain continuity. It should be expected that as vehicles are replaced, it will be with greener ones, so there's no need to spend time/money highlighting the fact. If anything, petrol/diesel vehicles should be marked in some way to show they are not green.
Anonymous 11/17/2023 03:54 PM	Why change?!
Anonymous 11/17/2023 03:57 PM	I don't see any reason for it to be reduced. You could possibly add green credentials.
Anonymous 11/17/2023 04:09 PM	As per Q3 and Q6, gives assurance that the vehicle is a licensed taxi within Windsor and Maidenhead authority area.
Anonymous 11/17/2023 04:23 PM	Just being an EV or hybrid should not mean the livery is reduced
Anonymous 11/17/2023 04:19 PM	The type of fuel used to power these vehicles is totally irrelevant to how the vehicles should look and the image they project.
Anonymous 11/17/2023 04:21 PM	As long as it's identifiable as a licensed taxi, I don't care what fuel it's using

Anonymous 11/17/2023 04:18 PM	A taxi is a taxi one takes the first one available not questions whether it is electric/hybrid or fossil fuel!
Anonymous 11/17/2023 04:21 PM	most trips are local anyway
Anonymous 11/17/2023 04:41 PM	Whether a taxi is hybrid, electric or fossil fuel makes no difference to the need for there to be an RBWM livery. The livery should be kept.
Anonymous 11/17/2023 04:47 PM	I don't understand why we would need it changed?
Anonymous 11/17/2023 04:49 PM	Trust is more important than propulsion mechanism. When getting a cab I will get the first in the queue not pick and choose over engines, vehicle type or driver
Anonymous 11/17/2023 05:08 PM	The power unit of the taxi is irrelevant re branding - but the Green Credentials could be added
Anonymous 11/17/2023 05:23 PM	Cost and familiarity
Anonymous 11/17/2023 05:33 PM	No comment
Anonymous 11/17/2023 06:18 PM	As before, livery is recognisable
Anonymous 11/17/2023 07:15 PM	Don't see the importance of highlighting hybrid or electric. If its a marketing tactic then could add to the livery.
Anonymous 11/17/2023 07:12 PM	Easy i/d
Anonymous 11/17/2023 07:14 PM	Important to keep livery
Anonymous 11/17/2023 07:51 PM	As before and why would changing fuel affect the livery? Surely 'Electric' or 'Hybrid' can be added somewhere on the vehicle.

Anonymous

11/17/2023 08:07 PM

I don't think the power source should have any bearing on livery. If clients prefer to use only electric vehicles they just have to ask the driver.

Anonymous

11/17/2023 09:10 PM

Livery should be consistent across all taxis irrespective of their fuel type. It is absurd to suggest no livery just because a vehicle is electric. The livery indicates RBWM checks have been made so provides reassurance for taxi customer.

Anonymous

11/18/2023 12:37 PM

How about a prominent sign that says hybrid or electric. As a hackney carriage I don't pick it based on engine. I pick it based on its position in the taxi queue by the station. And I don't get to choose, I have to take the first one.

Anonymous

11/18/2023 01:10 PM

Feeling safe entering a known and properly licensed vehicle. ALSO it is smart and easily seen. We are used to having these taxi's around.

Anonymous

11/18/2023 04:35 PM

It is irrelevant what fuel they use . All fuels are detrimental to the environment. It is a fallacy to this electric cars are cleaner

Anonymous

11/18/2023 05:09 PM

Why change it for these vehicles? What reason is there?

Anonymous

11/19/2023 11:31 AM

Easily identifiable

Anonymous

11/19/2023 11:19 PM

Same as above. The brand carry's value for the Borough and reassurance for the customer. Don't change it!

Anonymous

11/20/2023 08:51 AM

I can't see any reason reason to reduce the size of the livery.

Anonymous

11/20/2023 12:33 PM

Signifies the official nature of the taxi.

Anonymous

11/20/2023 03:54 PM

Type of fuel is not as important as a feeling of safety

Anonymous

11/21/2023 07:52 AM

Reassurance that the drivers and vehicles are safe, checked and approved. SO important especially for female, elderly or vulnerable passengers.

Anonymous

11/21/2023 09:22 AM

Just need to add Hybrid or Electric to it.

Anonymous

11/21/2023 12:08 PM

As responses above but I also worry that hybrid cars are so quiet - you cannot hear them approaching - given the stations heavy predestination presence I would request reversing noises be fitted too. As above It should provide reassurance that a woman travelling alone is safe and that they will take credit card and that I had the ability to raise issues . Therefore i feel it is essential, especially as I have some awful unacceptable and unfriendly experiences in taxis from Windsor and Maidenhead stations - I do feel it is extremely important Living near the station it also helps identify those loitering, idling and parking in residential roads, often in groups ! I've also experienced last minute u turns or turning at inappropriate places with lack of awareness for pedestrians so white and purple means they are more visible when making these manoeuvres in highly pedestrianised areas. White and purple is more visable for pedestrians.

Anonymous

11/21/2023 12:08 PM

used to livery

Anonymous

11/21/2023 12:16 PM

as above people know and trust this taxi service because of the livery

Anonymous

11/21/2023 12:36 PM

As in answer 3

Anonymous

11/21/2023 02:45 PM

Don't care what type of vehicle it is as long as it's approved and drivers checked

Anonymous

11/21/2023 03:51 PM

Same reason as previously given.

Anonymous

11/21/2023 04:30 PM

As before

Anonymous

The livery requires no change except a clear addituional word/iamge

11/21/2023 04:50 PM

or sticker that says Hybrid

Anonymous

11/21/2023 08:08 PM

See above, but could add something to show they're environmentally friendlier

Anonymous

11/21/2023 09:17 PM

Brand and what it represents is important, the only thing I would suggest is highlight those vehicles.

Anonymous

11/22/2023 05:30 AM

don't muddy the waters by changing some vehicles and not others. I certainly don't choose a hybrid or electric taxi over another one, I get the one that's first in line.

Anonymous

11/22/2023 08:44 AM

Personally I would keep it as it is now

Anonymous

11/22/2023 12:08 PM

Why not just add a green halo, or maybe change bonnets and boots to green? Why does it have to be reduced for electric or hybrid cars?

Anonymous

11/23/2023 01:12 PM

Well known

Anonymous

11/23/2023 01:16 PM

It won't effect but may be additional cost

Anonymous

11/23/2023 01:49 PM

See above

Anonymous

11/27/2023 12:17 PM

What does the engine have to do with the business / service it is providing

Anonymous

11/27/2023 01:15 PM

if any change, then electric vehicles should be the ones to change (not hybrid)

Anonymous

11/27/2023 06:44 PM

Fuel plays no part in safety

Anonymous

11/27/2023 10:21 PM

Why change the livery to get useless brownie points

Anonymous 11/28/2023 01:37 PM	I don't think too many people are that bothered if a taxi is hybrid or not. The maker of electric/ hybrid vehicles clearly make it clear with their own EV branding.
Anonymous 12/04/2023 01:50 PM	Again because it works for identification and energy source can (and should) be handled separately
Anonymous 12/06/2023 12:39 PM	N/A
Anonymous 12/06/2023 12:40 PM	N/A
Anonymous 12/07/2023 01:41 PM	Why would there livery change related to the fuel used? It's pointless to add costs to make this distinction
Anonymous 12/07/2023 05:23 PM	Safety for women
Anonymous 12/10/2023 06:09 PM	I see no beneficial reason for the council or residents to delete it.
Anonymous 12/11/2023 08:08 AM	The livery is instantly recognisable, and therefore a legal and safe quality controlled environment to travel in.
Anonymous 12/15/2023 04:54 PM	Familiarity
Anonymous 12/15/2023 05:18 PM	Clear branding easy to recognise
Anonymous 12/15/2023 06:33 PM	Why spend money on something unnecessary. When can't opt to take the second taxi in the queue because the first one is no electric. Gradual changeover to electric vehicles is all that is required. No unnecessary administration/livery, don't spend money on this
Anonymous 12/15/2023 07:58 PM	see answers in 3 above

Anonymous
12/16/2023 10:35 AM
Should t be any different just because using different energy/fuel. It's a waste of public money.

Anonymous
12/16/2023 02:12 PM
As my previous comment

Anonymous
12/16/2023 06:36 PM
Why change?

Anonymous
12/16/2023 07:32 PM
There is no choice. They queue you take the first. It's of no advantage. I would choose environmentally friendly but realistically I have no choice.

Anonymous
12/17/2023 12:55 AM
Cost

Anonymous
12/17/2023 11:45 AM
Personal security

Anonymous
12/18/2023 12:45 PM
Eventually all vehicles will be compliant and all service providers should be allowed to make a living from the service they provide. Having different markings on vehicles should only cause confusion.

Anonymous
12/21/2023 11:40 PM
The type of car will be shown on the car with it's make

Anonymous
12/26/2023 04:59 PM
Please see answer to No.3.

Anonymous
12/31/2023 03:47 PM
Not bothered knowing it's hybrid or electric - I chose a cab for the service, the journey and safety first and this is identified by the coat of arms not some electric sticker on the side.

Anonymous
1/03/2024 11:19 PM
Same as above

Optional question (142 response(s), 178 skipped)

Question type: Essay Question

Q11 Please give a reason for your answer

Anonymous

11/13/2023 11:16 AM

Hybrids cost more

Anonymous

11/13/2023 11:23 AM

Hybrid cost more to buy

Anonymous

11/13/2023 01:48 PM

Could have green bonnet

Anonymous

11/13/2023 02:04 PM

Same as for question 7.

Anonymous

11/13/2023 02:27 PM

Drivers should be encouraged to move away from fossil fuels as quickly as possible.

Anonymous

11/13/2023 03:21 PM

Good to advertise electric or hybrid

Anonymous

11/13/2023 03:59 PM

As above.

Anonymous

11/13/2023 04:09 PM

Usefully but as taxis only used from ranks, no choice for passenger to choose fossil or electric so other than promo no benefit. Perhaps electric could have lower tariff?

Anonymous

11/13/2023 04:11 PM

Progress

Anonymous

11/13/2023 04:49 PM

Not necessarily reduced, but perhaps the colour of the bonnet and boot could be different to make electric/hybrid vehicles more easily identifiable

Anonymous

11/13/2023 08:33 PM

Only as per stated previously. I am not specifically concerned with linking a change in the livery to an electric vehicle.

Anonymous

11/13/2023 08:49 PM

I didn't agree with any of the options in question 7. It is wrong that there is no option to disagree with all options. I think the livery should be reduced in terms of the number of body panels it impacts for all new vehicles. I'm happy for there to be differentiation between

electrical, hybrid and fossil fuel ice, but I don't think there should be a different number of body panels impacted.

Anonymous

11/14/2023 08:50 AM

Could be reduced or removed. I am very supportive of moving to EVs & hybrids, but recognise that new vehicles are very expensive. A green flash on the reg plate of any fully ev cars would be sufficient to show its greener credentials. A small and inexpensive "hybrid" sticker could be produced at low cost for those other vehicles.

Anonymous

11/14/2023 09:22 AM

A way of identifying these vehicles would be helpful, but not necessarily reducing the livery - such as a contrasting stripe across the purple sections

Anonymous

11/14/2023 09:33 AM

Promotes and encourages environmental considerations.

Anonymous

11/14/2023 11:32 AM

will help customers who want to be green and "reward" taxi drivers who've changed.

Anonymous

11/14/2023 11:54 AM

To promote less polluting vehicles

Anonymous

11/14/2023 03:51 PM

What are the environmental implications of having the livery? This would help make a decision. But having a slightly smaller version could be beneficial to users and the environment.

Anonymous

11/14/2023 05:25 PM

I think it's important to be able to recognise

Anonymous

11/14/2023 06:43 PM

Just add in a graphic for EV or hybrid / lower / zero emissions etc. no need to change everything!

Anonymous

11/14/2023 11:45 PM

Good to help consumers make a choice

Anonymous

11/15/2023 11:56 AM

In my opinion yes it should be moved to hybrid and electric only to bring more new vehicles.

Anonymous

Livery of some sort should remain; an indication of whether the

11/15/2023 12:28 PM

vehicle is hybrid or electric would support green initiatives

Anonymous

11/15/2023 10:22 PM

Advertising it as a clean vehicle is more important

Anonymous

11/16/2023 06:50 PM

I think it is still a good idea to have livery as mentioned in my previous answer. Perhaps a smaller council crest.

Anonymous

11/16/2023 11:31 PM

Easier for customers to identify and choose zero emissions taxis.

Anonymous

11/17/2023 04:01 PM

Why are my only options to reduce it or remove it? It should be kept the same, but possibly altered slightly

Anonymous

11/17/2023 04:34 PM

Identify that it is a more environmentally friendly vehicle and reduce costs

Anonymous

11/17/2023 05:09 PM

User choice of green/fossil fuelled vehicle.

Anonymous

11/17/2023 08:23 PM

Hybrid/electric vehicles could be identified using different colours perhaps? Instead of purple they could be green and retain the same RBWM crest

Anonymous

11/17/2023 10:15 PM

Underlines that the Royal Borough is doing its bit for slowing global warming.

Anonymous

11/17/2023 10:19 PM

The environment is very important as we must do everything to protect it.

Anonymous

11/18/2023 06:40 AM

Keep same colours, maybe modernise the existing at that stage to flag -up to customers that they are making a 'green' choice.

Anonymous

11/18/2023 10:22 AM

Don't want reduced but no relevant option! I would suggest the addition of a green stripe or electric "Z"

Anonymous

11/18/2023 01:24 PM

Keep the coat of arms. Bring in electric taxis ASAP. The queue of taxis on the high street is awful especially when spewing out fumes

Anonymous 11/18/2023 06:14 PM	TBH I wouldn't necessarily choose a taxi because it was electric. I would choose it because it was available
Anonymous 11/18/2023 06:49 PM	Happy for it to say the same but just add wording although don't think it will stop me using a taxi that is t electric or hybrid if I need one
Anonymous 11/19/2023 07:03 AM	Still need to demonstrate who licences the vehicle
Anonymous 11/19/2023 09:20 PM	I don't see any reason to remove the coat or arms just because it is EV or hybrid, it is still good to reassure people the driver is a bona fide RBWM taxi driver
Anonymous 11/20/2023 03:27 PM	So we know it has moved to being electric/hybrid
Anonymous 11/20/2023 08:25 PM	I suppose it would show that the Council is doing something towards Net Zero.
Anonymous 11/21/2023 07:40 AM	Definitely keep the branding but bring it up to date with a smarter look.
Anonymous 11/21/2023 11:47 AM	Important to see that they are properly regulated by the council and good for it to be distinctive but would be useful to know whether they are environmentally friendly too.
Anonymous 11/21/2023 01:17 PM	I think the livery should be the same irrespective of the type of vehicle - if there are changes, RBWM should give drivers a generous transition period in order to manage incremental costs.
Anonymous 11/21/2023 03:57 PM	Modernisation
Anonymous 11/21/2023 04:37 PM	Make it easier for owners to keep costs down and wil show a difference
Anonymous	There may be a clear and minor evolution but recognition will still be

11/21/2023 06:52 PM

important.

Anonymous

11/22/2023 02:51 PM

If reduced for all cars, perhaps some small detail to show it's a green car. e.g RBWm logo and a tree or something.

Anonymous

11/23/2023 09:27 AM

a Green one?

Anonymous

11/24/2023 09:54 PM

No need to reduce - graphics can adapted or added to show vehicle is Hybrid or EV.

Anonymous

11/28/2023 10:10 AM

some are in a bad shape and scheme to help buy a replacement with the council covering a bit of the cost

Anonymous

12/01/2023 12:16 PM

Show a positive shift to less polluting cars. Will empower customer choice.

Anonymous

12/05/2023 04:19 PM

Important to encourage a taxi is electric only. Forget hybrid. If different livery then consumers/residents can choose

Anonymous

12/05/2023 04:49 PM

Not sure whether livery should be "reduced" for hybrid/electric vehicles. However, would be good to be able to identify fully electric cabs - e.g. with inclusion of green in the livery.

Anonymous

12/06/2023 09:59 PM

Potentially change the bonnet colour to green to show it is an electric (not hybrid) car

Anonymous

12/07/2023 02:26 PM

Still needs to be identifiable as a taxi but to visually differentiate between fuel types would be good

Anonymous

12/08/2023 01:04 PM

If you were to introduce the magentic signage it could perhaps come in 2 editions - standard logo as the permanent version now and then with a green border to denote the ZEVs

Anonymous

12/10/2023 03:28 PM

I see no link between the livery and the power type.

Anonymous It will be good to know that the vehicles are environmentally friendly

12/15/2023 06:23 PM

Anonymous if a change has to be made this might be the opportunity to take

12/15/2023 07:01 PM

Anonymous It may encourage more people knowing that it was eco friendly.

12/16/2023 01:08 PM

Anonymous I would prefer to use a 'green' vehicle so identification would be helpful.

12/17/2023 01:30 PM

Anonymous It would give the customer a choice of using an environmentally friendly vehicle instead of the very old diesels that are currently operating

12/18/2023 09:51 AM

Anonymous Help save planet

12/18/2023 07:48 PM

Anonymous Not necessarily reduced but with some distinct element such as a green stripe

12/21/2023 05:24 PM

Anonymous It's a positive to show the cars are fossil-fuel free

12/30/2023 05:18 PM

Optional question (66 response(s), 254 skipped)

Question type: Essay Question

Q12 | Please give a reason for your answer

Anonymous We are not ready for electric cars as there is no charging points also we end up doing alot of waiting which will reduce battery life and alot of dead mielage

11/13/2023 09:36 AM

Anonymous New low emission including Euro 6 standard vehicles will bring new start to cleaner environment. Start drivers stop be provided all opportunity to have growth in its industry, with no livery and complete removal entirely will give more opportunity to increase there income and place no limits on accepting more work like corporate clients more incline to be driven in hackney vehicles

11/13/2023 10:42 AM

Anonymous

11/13/2023 10:45 AM

Looks terrible

Anonymous

11/13/2023 12:50 PM

I want to remove all of them

Anonymous

11/13/2023 01:36 PM

Extra cost for drivers and no benefits to the public

Anonymous

11/13/2023 01:37 PM

Reason is the very high cost with little or no benefit

Anonymous

11/13/2023 08:29 PM

Find some better options

Anonymous

11/13/2023 05:17 PM

I'd say for the same reason as mentioned above, it's costly for drivers.

Anonymous

11/13/2023 06:09 PM

Time has moved on and this is not an appropriate advantage

Anonymous

11/13/2023 08:56 PM

Not look nice

Anonymous

11/13/2023 09:35 PM

Question above assumes electric or hybrid is the future. This is not likely in the next decade at least.

Anonymous

11/14/2023 11:33 AM

Spending a lot of money on a expensive car, to wrap it in unattractive colours

Anonymous

11/14/2023 05:52 PM

In a historic town like Windsor, the Classic Black Cab look would be less of an eyesore and preferred by tourists.

Anonymous

11/14/2023 09:11 PM

- Targeted Break In/Burglary of Taxis - Purchasing white vehicles add roughly an additional £2000 to the purchase of a vehicle, as white vehicles are more difficult to find/acquire. - Livery costs £1000 in total to apply to vehicle - Due to the lack of street business, most of the vehicles operate on designated taxi ranks, which already make it clear that the vehicles are taxis. The addition of the livery does not

offer anything substantial, with respect to both the driver's (no increase in business) and customer's (they either are already using taxi apps on the streets, or use Hackney carriages at the designated taxi ranks) - Other neighbouring boroughs such as Slough, Runnymede, Bracknell Forest, High Wycombe, Beaconsfield, Amersham, do not have a colour/ livery requirement.

Anonymous

11/15/2023 01:21 PM

It should be removed for all cars not just hybrid as it would make it a 2 tier system which would not be fair and eventually all the car will have to change to hybrid or electric when it is feasible, which at the moment as the government has set out is 2035.

Anonymous

11/16/2023 09:12 AM

Ultimately, passengers want to get from A to B. How the vehicle is powered is well down the list of 'wants'

Anonymous

11/17/2023 05:24 PM

Just need a good / reliable registration process

Anonymous

11/17/2023 06:31 PM

The purple and white colours are targeted by thefts, they know these are taxis and have valuables.

Anonymous

11/18/2023 03:08 PM

Remove for all cars so we do not have 2 tier system

Anonymous

11/18/2023 06:44 PM

Waste of Moneyt

Anonymous

11/19/2023 10:47 AM

The additional cost of requiring the livery is detrimental to the operators in able to make a living with costs in excess of £1,000 to wrap the vehicles.

Anonymous

11/19/2023 02:57 PM

Livery is not needed at all. There are other ways of knowing and recognising they are taxis.

Anonymous

11/21/2023 11:44 AM

The livery is pointless

Anonymous

11/21/2023 08:30 PM

Livery should not be a barrier to entry for taxi drivers

Anonymous 11/25/2023 01:45 PM	If u want to to go on electric than help all driver with expensive RBWMshould put half to help driver
Anonymous 11/27/2023 03:32 AM	I think its a good idea to maybe make the vehicles hybrid or electric. Long term this will help reduce the level of toxins in the air. However I don't think that should be linked to the livery being removed. I think the livery should be removed either way.
Anonymous 12/03/2023 07:09 PM	Expense of changing to electric and then the livery costs.
Anonymous 12/11/2023 10:16 AM	As mentioned above it is not required.
Anonymous 12/15/2023 05:34 PM	need to identify them as electric and taxis but a small plate or label would be better
Anonymous 12/18/2023 08:56 AM	Cost of living is very high not enough charging points in the Borough
Anonymous 12/18/2023 10:07 AM	Hybrid is fossil fuelled!
Anonymous 12/25/2023 10:50 AM	Severs no purpose expect the extra cost

Optional question (32 response(s), 288 skipped)

Question type: Essay Question

Q13 | Do you have any other comments on the use of the livery on RBWM licenced hackney carriage vehicles?

Anonymous 11/13/2023 09:36 AM	Please favour us and consider all of this. Thanks
Anonymous 11/13/2023 10:42 AM	No. Just most of us are against livery and if council can work with us, it would feel the council is listening too us.
Anonymous	No

11/13/2023 10:06 AM

Anonymous

PI remove livery

11/13/2023 10:59 AM

Anonymous

There is lots of cars on Hackney carriage plates missing collard bonnet and Rbmw logo on the doors.

11/13/2023 01:25 PM

Anonymous

The drivers have been forced to pay the extra costs for long enough

11/13/2023 01:36 PM

Anonymous

As I have already said you can have a large taxi sign and maybe a smaller magnetic RBWM coat of arms on the front doors of the vehicle

11/13/2023 01:37 PM

Anonymous

It's a good idea

11/13/2023 01:48 PM

Anonymous

No

11/13/2023 02:04 PM

Anonymous

No

11/13/2023 02:14 PM

Anonymous

Please understand the value of branding before you damage yours.

11/13/2023 02:22 PM

Anonymous

It should give a prestigious impression for the Royal Borough.

11/13/2023 02:27 PM

Anonymous

I assume the livery picture is a decal which is easily added or replaced.

11/13/2023 03:06 PM

Anonymous

Only that taxis should be easily identified (Visually) as a licenced local taxi, no one should be allowed to pick up customers (this could be vulnerable people) without having a clear logo of where they are from. I know we have Uber taxis but these are more likely to be used by younger people. I work in Dementia, but there are many other vulnerable groups out there that needs a visual clear logo that say " I can trust this taxi driver !! ".

11/13/2023 03:39 PM

Anonymous

11/13/2023 03:21 PM

Best to keep as is for the image of the town

Anonymous

11/13/2023 03:52 PM

No

Anonymous

11/13/2023 04:09 PM

Ev / hybrid to be encouraged, perhaps lower licence fee?

Anonymous

11/13/2023 04:11 PM

No.

Anonymous

11/13/2023 04:33 PM

No

Anonymous

11/13/2023 05:45 PM

The two colour scheme should be scrapped

Anonymous

11/13/2023 06:40 PM

Interested to know of perceived benefits and any reason to change this. Surely it will be seen as a waste of money and time.

Anonymous

11/13/2023 07:07 PM

No

Anonymous

11/13/2023 07:13 PM

It does not have to be as it is now, but must be clear and instantly recognisable

Anonymous

11/13/2023 07:37 PM

There are a number of unliveried licensed vehicles. These damage the Borough brand image on the taxi rank and are difficult to identify. We often see The RBWM vehicles on the M4 in and out of London and Heathrow. This is a positive brand image fro the public and visitors. Working with TVP on the Windsor Guard Mount, the taxi drivers are allowed some leeway when 'no stopping' is called and are easy to identify. If the identification is removed, they are far more likely to be sent away. This would be detrimental to their trade.

Anonymous

11/13/2023 07:55 PM

None

Anonymous

11/13/2023 07:57 PM

Keep it. There is no reason to change it. It easily visible for all ages.

Anonymous

11/13/2023 08:49 PM

This survey doesn't allow me to answer with my actual opinion. I'm fed uonwith council surveys which appear to steer answers or don't allow options to not agree with the options offered. I've been compelled to give an answer I don't agree with in order to be able to submit a response.

Anonymous

11/13/2023 09:16 PM

No

Anonymous

11/13/2023 09:36 PM

This type of survey is typical of rbwm- the Borough is overrun with Uber and other ride hailing services and has an abundance of private operators. All deliver a better service - reliability, cost, comfort. Yet we focus on the image of an outdated fleet offering an outdated service?

Anonymous

11/13/2023 09:35 PM

Unnecessary expense on top of licensing costs doubling in last ten years.

Anonymous

11/13/2023 09:39 PM

Should be required to display photo is in cab - prevents "sharing" of taxi license. Should always have card option - too often "not working" - online payment option perhaps?

Anonymous

11/13/2023 10:24 PM

Why tinker with something that has been around for a long time. The current logo is one to be proud of, don't change for change sakes and spend the money & effort on this exercise on something more useful in the Borough

Anonymous

11/13/2023 10:47 PM

It's part of RBWM identity so why take it away?

Anonymous

11/13/2023 10:54 PM

Waste of time even discussing this it should be kept as it is snd council should be focussing on real issues in Windsor

Anonymous

11/13/2023 11:17 PM

It is most attractive and links it with the town for visitors

Anonymous

11/13/2023 11:13 PM

No

Anonymous

Please spend resources and time on things that need change and not

11/13/2023 11:13 PM

waste time on such trivia

Anonymous

11/13/2023 11:26 PM

Large numbers on cars, making them individual if ever needed

Anonymous

11/13/2023 11:51 PM

Yes this exercise is time wasting

Anonymous

11/14/2023 07:10 AM

None

Anonymous

11/14/2023 07:34 AM

It means they are easily recognisable and therefore a trusted, safe, regulated vehicle.

Anonymous

11/14/2023 08:02 AM

This coat of arms is part of our history and heritage. Please don't erase it!! You should be valuing your brand and the advertising opportunity this brings as taxis drive around the Borough. You look weak bowing to the demands of taxi drivers in even considering this.

Anonymous

11/14/2023 08:07 AM

Keep the livery as it is

Anonymous

11/14/2023 08:50 AM

Do it cheaply, and spend any funds saved on more important things.

Anonymous

11/14/2023 08:40 AM

Should be kept as it is now

Anonymous

11/14/2023 08:46 AM

No - keep as it is. This consultation is a waste of public resources.

Anonymous

11/14/2023 08:56 AM

Possibly political, what other reason is there?

Anonymous

11/14/2023 09:22 AM

I am surprised it's this big a deal.

Anonymous

11/14/2023 09:33 AM

Keep it!

Anonymous

11/14/2023 09:46 AM

None.

Anonymous

11/14/2023 10:06 AM

You havent been able to keep control of them get rid completely.
Restart or invest that companies that have built realtionships with residents and business

Anonymous

11/14/2023 11:33 AM

I personally think the only thing that should be required for a Hackney carriage in the Royal Borough, Windsor and Maidenhead, is a taxi sign on the roof of your vehicle and the appropriate badge on the rear

Anonymous

11/14/2023 11:54 AM

None

Anonymous

11/14/2023 12:02 PM

I think it is brilliant. Gives a strong image and a huge feeling of safety/security.

Anonymous

11/14/2023 12:00 PM

We should support the local taxi companies

Anonymous

11/14/2023 12:03 PM

No

Anonymous

11/14/2023 12:14 PM

No

Anonymous

11/14/2023 01:14 PM

It should be retained

Anonymous

11/14/2023 01:27 PM

They should stay as they are

Anonymous

11/14/2023 02:27 PM

It should remain, and this consultation should identify who suggested the possible change. I will expect that taxi drivers and operators will seek to increase people to vote for this consultation.

Anonymous

11/14/2023 03:59 PM

Some account and executive customers don't like livery all over the car as they are the client I believe they should have options on level of service and choice of how they travel

Anonymous

11/14/2023 03:51 PM

No

Anonymous

11/14/2023 05:25 PM

No

Anonymous

11/14/2023 05:52 PM

I think the current white and purple bonnet looks unsightly and provides no real benefit, to the consumer.

Anonymous

11/14/2023 08:51 PM

Looks tacky

Anonymous

11/14/2023 09:11 PM

Rather than the RBWM licenced hackney carriages (taxis) being white with a purple bonnet and boot and a large RBWM coat of arms on the side (known as the vehicle livery), I propose vehicle can be of any colour, but to display that the vehicle is a RBWM taxi, by having magnetic signage (displaying RBWM logo, "TAXI - Plate No.", "LICENCED HACKNEY CARRIAGE") that can be displayed on the vehicle, on both front doors with dimensions around 12cm x 30cm.

Anonymous

11/14/2023 11:42 PM

Ideally, the taxi colour scheme would look attractive to tourists.

Anonymous

11/15/2023 07:37 AM

As the council is in dire financial straits I am amazed that this removal of the livery should even be considered or even replaced. The present livery does its job so why change ????

Anonymous

11/15/2023 11:56 AM

Put strict age restrictions on vehicles. Retire a vehicle after 10 years

Anonymous

11/15/2023 12:28 PM

No

Anonymous

11/15/2023 01:21 PM

All I will say is please help us through these difficult times and lessen the burden on by getting rid of the livery which entail will save us money and help us to build our private clientele in the future. Hope you get our perspective on this matter and help us out and work with us. Thank again

Anonymous

11/15/2023 05:33 PM

No

Anonymous 11/15/2023 06:06 PM	to repeat it stands out as a RBWM hackney carriage and instills confidence that it is safe and has stated prices before entering.
Anonymous 11/15/2023 10:22 PM	Beware of lots of bitter ex councillors answering this survey!
Anonymous 11/16/2023 09:12 AM	Maybe a single permitted colour, but crayoning all over your local fleet is impractical
Anonymous 11/16/2023 02:40 PM	It is a known livery and should be maintained
Anonymous 11/16/2023 11:31 PM	Windsor needs to retain taxi id for visitors safety.
Anonymous 11/17/2023 03:48 PM	no
Anonymous 11/17/2023 03:51 PM	No just that someone should inspect the cars and ensure standards are maintained
Anonymous 11/17/2023 04:19 PM	No
Anonymous 11/17/2023 04:41 PM	No.
Anonymous 11/17/2023 04:34 PM	No
Anonymous 11/17/2023 04:49 PM	Identity is key. Don't throw it away
Anonymous 11/17/2023 04:55 PM	That they redirect the speed limits, especially in towns and villages
Anonymous 11/17/2023 05:09 PM	ID/License of Driver should be made more prominent.

Anonymous

11/17/2023 05:08 PM

No

Anonymous

11/17/2023 05:24 PM

Please can you send me the current RBWM livery / licence process document & how many livery taxis have up to date licensing ?

Anonymous

11/17/2023 05:33 PM

No

Anonymous

11/17/2023 06:31 PM

If the borough provides us funding for the stickers we wouldn't mind however we are paying from our own hard earned money. We do receive any benefits

Anonymous

11/17/2023 06:29 PM

Hate the taxis outside the castle !

Anonymous

11/17/2023 07:15 PM

I agree in your proposal that drivers should be DBS checked. The livery is important in terms of licensing and identity.

Anonymous

11/17/2023 07:14 PM

You should adopt a policy that all taxis should be hybrid now and that all should be fully electric by a certain date. It's important to lead on this, the perception is that in RBWM the car is king and there is very little done to minimise car use, lower car pollution or manage/police speed.

Anonymous

11/17/2023 07:51 PM

I think it is a very good thing for all the reasons above.

Anonymous

11/17/2023 09:10 PM

No

Anonymous

11/17/2023 10:15 PM

Don't get rid of the livery

Anonymous

11/17/2023 10:19 PM

No

Anonymous

11/18/2023 06:40 AM

No.

Anonymous

11/18/2023 12:37 PM

Let's not change a good and safe system for passengers just so that drivers can save a few bob, and which could allow for more fraud.

Anonymous

11/18/2023 01:10 PM

Can't understand why anyone would want to change it !!!

Anonymous

11/18/2023 01:24 PM

Keep the coat of arms

Anonymous

11/18/2023 03:08 PM

Please get rid of livery to help us in these difficult times

Anonymous

11/18/2023 04:35 PM

Leave them alone. Focus on other things in the Borough

Anonymous

11/18/2023 06:44 PM

No

Anonymous

11/18/2023 06:49 PM

I'd like to know how to pre-book them and what for a provide them

Anonymous

11/19/2023 11:19 PM

If the vehicles were unbranded I would expect to pay Uber prices in these cabs. They shouldn't have reserved places outside the castle either or any other branded privileges. If the brand is removed what implication is there on safety legislation for taxis without coat of arms? Are we lowering standards in branding AND safety?

Anonymous

11/20/2023 08:51 AM

RBWM should think seriously about NOT encouraging electric vehicles, as they cause more damage to the environment: 1). Electric vehicles are heavier than normal cars, which have UNINTENDED CONSEQUENCES. . Some weigh 2.7 or even 3 tonnes!!! - FACT 2). Tyres on electric vehicles emit humongous amounts of particles into the air, far more than normal cars. - FACT. RBWM said in their political manifesto they were a Green Party and electric vehicles are NOT as green as first thought - FACT; and 3). As electric cars are far heavier than normal cars due to heavy batteries then breaking causes extra wear and tear on roads resulting in RBWM having to repair more potholes etc. - FACT.

Anonymous

11/20/2023 12:33 PM

None

Anonymous

11/20/2023 03:27 PM

Should have a consistent fare with each taxi

Anonymous

11/20/2023 03:54 PM

In addition to a feeling of security, RBWM licenced taxis are easy to spot when looking for a taxi

Anonymous

11/21/2023 07:52 AM

All towns and cities in the UK have branded official taxis, I hope Windsor doesn't remove theirs. The branding looks nice and reflects the towns royal heritage. I often see foreign visitors taking photos of the crest on the side of the taxis!

Anonymous

11/21/2023 11:47 AM

Like that it is easily distinguishable

Anonymous

11/21/2023 12:08 PM

I would like to see more done about licensed carriages doing illegal 'u' turns at Maidenhead station from under the bridge and doubling round on Shoppenhangers road to go to the station. The 'intimidating group' mentality that the lay-by on shoppinghangers road is for taxis only , they regularly get aggressive and noisy on horns when others drop off at the Shoppenhangers station entrance and as a resident the noise is continual. I would like it if all fayres where standardised and card payments were mandatory - I've numeroisly been quoted £8 difference in fayres (same day of week and time) told they take card then the machine doesn't work so they offer to drive me to a cash point, which as a lone female rider can feel venerable. I have had taxi drivers refuse the journey as it is too short. Our taxi drivers could benefit from a revamp and constructive customer feedback home truths.

Anonymous

11/21/2023 12:08 PM

useful identification

Anonymous

11/21/2023 12:36 PM

The livery provides security for lone female travellers and that to me is the most important thing about the livery and it should stay as is

Anonymous

11/21/2023 01:17 PM

All noted above.

Anonymous

11/21/2023 02:45 PM

Usually as cheap as Uber. Make sure all can have pay by card options

Anonymous 11/21/2023 04:30 PM	The strict rules are a benefit for all users and ensuring a safe ride and fair
Anonymous 11/21/2023 04:37 PM	no
Anonymous 11/21/2023 08:08 PM	No
Anonymous 11/21/2023 08:30 PM	None
Anonymous 11/21/2023 09:17 PM	No.
Anonymous 11/22/2023 05:30 AM	no
Anonymous 11/22/2023 12:08 PM	No.
Anonymous 11/22/2023 10:45 PM	They are massively overcharging and I feel they are taking advantage of people trusting the rbwm badge
Anonymous 11/23/2023 01:16 PM	Taxi should be recognised easily
Anonymous 11/23/2023 01:49 PM	No
Anonymous 11/24/2023 09:54 PM	No
Anonymous 11/25/2023 07:49 AM	No
Anonymous 11/25/2023 01:45 PM	Livery should be small enough to look good at moment it looks like shit
Anonymous	its an extra cost and burden on the drivers

11/27/2023 03:32 AM

Anonymous No

11/27/2023 12:17 PM

Anonymous no

11/27/2023 01:15 PM

Anonymous It is IMPORTANT that RBWM keep the livery

11/27/2023 10:21 PM

Anonymous needs updating

11/28/2023 10:10 AM

Anonymous No

11/28/2023 01:37 PM

Anonymous No

11/29/2023 06:44 PM

Anonymous No

12/01/2023 12:16 PM

Anonymous it was a very stupid idea brought in by a very ignorant council. No consideration was given to the affect on driver's livelihood and the problems it would create. It has not made a positive change to the trade.

12/03/2023 07:09 PM

Anonymous No

12/04/2023 01:50 PM

Anonymous N/A

12/06/2023 12:39 PM

Anonymous N/A

12/06/2023 12:40 PM

Anonymous This survey and consultation adds no value to the service provided by taxis in the borough Save the effort and money

12/07/2023 01:41 PM

Anonymous Keep as is

12/07/2023 05:23 PM

Anonymous

12/08/2023 01:04 PM

If I were to travel alone, as a female I would be looking to travel in a licenced hackney with livery so that I'm reassured of the service and safety I would expect.

Anonymous

12/10/2023 03:28 PM

Could it be kept as it is but incentivise it's use to offset the impact for the drivers on cost and resale value? Or could it be reduced to all white with a large removable decal on both front doors?

Anonymous

12/10/2023 06:09 PM

Taxi drivers carrying the coat of arms are more recognised to tourists and residents and carry privileges as a result, such as parking right outside the castle and being easily identified as a reputable carrier by tourists. Customers feel safer in a marked up cab as know it is RBWM safety checked - or should be. A marked up livery carries more pride and value and security to passengers than an unmarked private car.

Anonymous

12/11/2023 08:08 AM

As a wheelchair user Power chair, I still find them difficult to access.

Anonymous

12/11/2023 10:16 AM

To be removed immediately please.

Anonymous

12/15/2023 04:54 PM

No

Anonymous

12/15/2023 05:34 PM

need better vehicle checks, often they have warning lights on the dashboard when in use with a customer, should be subject of regular and no notice checks and serious issues should result in ban. older diesel taxis needs to be phased out by 2025/1

Anonymous

12/15/2023 06:33 PM

As I live near the train station I rarely take taxis but on the occasions I have they have been fine

Anonymous

12/15/2023 07:01 PM

no

Anonymous

12/16/2023 01:08 PM

No

Anonymous

12/16/2023 02:12 PM

No

Anonymous

12/17/2023 11:45 AM

No

Anonymous

12/17/2023 01:30 PM

Please consider vulnerable users of taxis regarding safety and security.

Anonymous

12/18/2023 08:56 AM

When a vehicle has a taxi sign on the top everyone recognise its a Hackney taxi. With any colour taxi it's easy to clean. And you don't need to spend extra £3000 to paint the vehicle. The added expense could be put to buying a hybrid vehicle which at the moment are very expensive to buy and maintain.

Anonymous

12/18/2023 09:51 AM

No

Anonymous

12/18/2023 10:07 AM

The livery was bought in, because councillors at that time, thought, it would make the taxis more visible and easier to hail down. Livery hasn't increased hailing. 99% of the pickups are still from the taxi ranks. There is no other benefit.

Anonymous

12/18/2023 10:44 AM

They openly rip people off with random & exhorbitant fares !! this MUST be regulated & monitored with penalties administered.

Anonymous

12/18/2023 07:48 PM

No

Anonymous

12/21/2023 05:24 PM

No

Anonymous

12/21/2023 11:40 PM

no

Anonymous

12/25/2023 10:50 AM

Many councils have removed livery and hackney's are still safe for public example are TfL have thousands of vehicles with only a small sticker on front and back screens

Anonymous

I think there should be more attention to the cleanliness of the insides

12/30/2023 05:18 PM

Anonymous

12/31/2023 03:47 PM

The RBWM coat of arms is of great value to the taxi driver They receive tourist benefit, additional credibility and benefits in parking because of it. Plenty of drivers would love to take their place in one of the RBWM cabs if they'd rather go unmarked or eco-marked instead. They should value the privilege it carries.

Anonymous

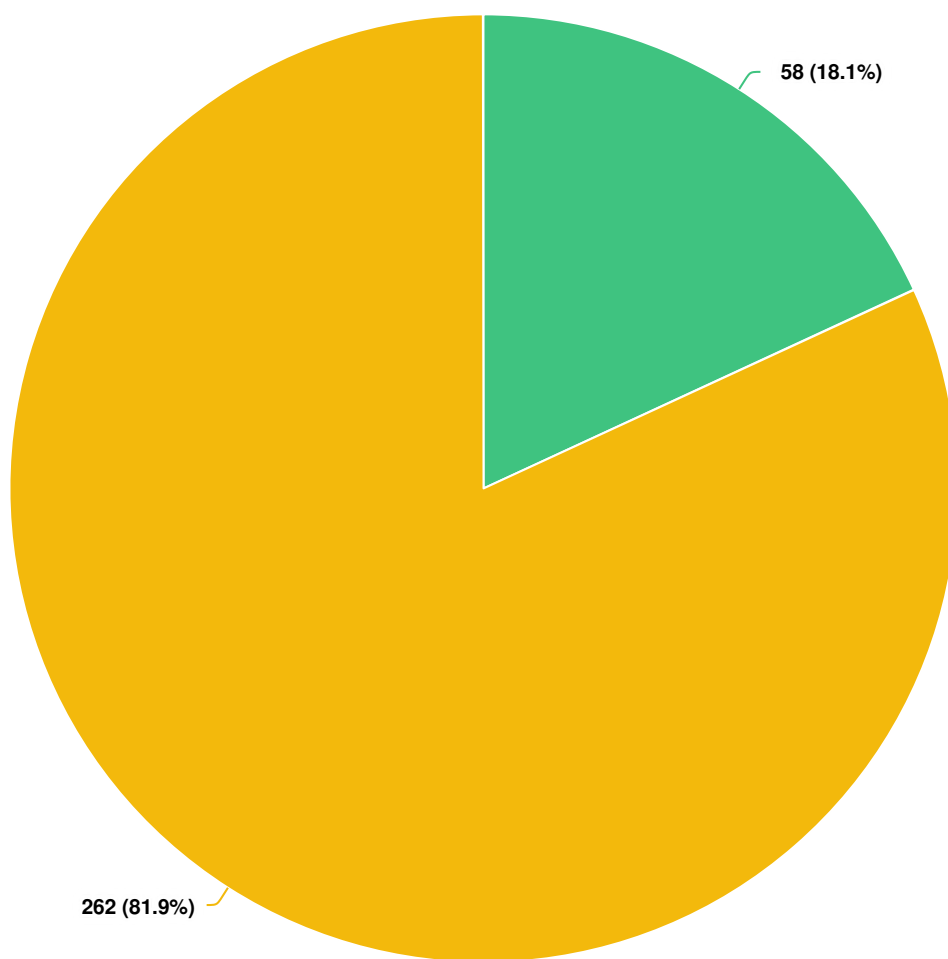
1/03/2024 11:19 PM

No

Optional question (167 response(s), 153 skipped)

Question type: Essay Question

Q14 | Do you know of any compelling reasons why RBWM Licensing should not introduce six monthly checks on the DBS records (formerly known as the Criminal Records Office) of all RBWM licenced hackney carriage and private hire drivers?



Question options

- Yes
- No

Mandatory Question (320 response(s))

Question type: Dropdown Question

Q15 Please give a reason for your answer

Anonymous

11/13/2023 09:31 AM

Adding on to costs for the badge.

Anonymous

11/13/2023 09:36 AM

It will be more money that will costs us more and we are hardly making anything already

Anonymous

11/13/2023 10:42 AM

The consistent strain and always making the industry difficult to work in. The police has good relationships with the council if there, such wrongdoing the council will be made aware straight away. By trying to introduce this 6 month dbs check has made all drivers who are mostly from an ethical background feel targeted and alienated. It feels the lack of trust is minimal. There is constant restriction and financial cost placed on us. The taxi industry seems to always feel easy target.

Anonymous

11/13/2023 10:06 AM

It will clog up the DBs system even more.my DBs sometimes takes 6 months to come anyway

Anonymous

11/13/2023 10:11 AM

Extra cost for drivers, specially in times like this when everything is already so expensive.

Anonymous

11/13/2023 10:59 AM

Too much work

Anonymous

11/13/2023 11:01 AM

Costs will be applied to drivers, incorrect formation will cost livelihood of drivers. This will increase costs for rbwm which will then be covered through licence fees for drivers. Don't think this has been an issue that actually needs addressing.

Anonymous

11/13/2023 11:10 AM

Cost to the drivers will the council pay towards the fee of DBS

Anonymous

11/13/2023 11:16 AM

The cost of living

Anonymous

11/13/2023 11:23 AM

It will cost more and cost of living is already high

Anonymous

11/13/2023 12:16 PM

Completely unnecessary and yet more cost associated with being a driver. We should be encouraging good people to become drivers not constantly add hurdles and barriers. This is process for process sake

Anonymous

11/13/2023 12:53 PM

Is this about money as I think we pay enough to work this would cost us an extra £72 a year. It takes three months for a DBS to be checked anyway so doing it six monthly it's gonna make it more hard work

Anonymous

11/13/2023 01:25 PM

All okay

Anonymous

11/13/2023 03:06 PM

No one may assume an individual is 'clean'. All walks of society have produced offenders. The livery needs to imply a high standard of service and any driver who turns out to have a record must be banned from these taxis.

Anonymous

11/13/2023 03:46 PM

I don't think it's necessary to have a db's check every 6 months as it takes some almost 5months to return

Anonymous

11/13/2023 03:52 PM

If it's a requirement it should be introduced if not there will be an associated cost that could be avoided

Anonymous

11/13/2023 03:59 PM

This will be expensive for the local authority at a time wthey they need to be reducing costs. Yearly should be sufficient. Teachers DBS checks are don't this regularly!

Anonymous

11/13/2023 04:26 PM

I think a yearly crb is sufficient as this times passes very very quick. And if drivers are on the update service the council can get an updated certificate of any driver at any time. Also having to remember every 6 months if forgotten can cause a driver also of stress if handed in and he can't work due to this. 1 year is very sufficient like most councils I feel. Honestly drivers are going through a very difficult time right now as work has really dropped. Having this every 6 months is almost another worry for the driver. We are constantly worried about Losing a license as this is our livelihood

Anonymous

11/13/2023 08:29 PM

First thing why and what's main reason who will face burden unnecessarily giving trouble to drivers there are lot off reasons if u do face to face meetings with drivers than u can understand problems off drivers

Anonymous

11/13/2023 05:45 PM

The cost of the DBS checks, yearly checks are suffice and for whatever reason if any of the drivers has a committed a crime and is prosecuted that check will appear on the following years DBS check

Anonymous

11/13/2023 08:31 PM

More beuracracy!...why is 6 monthly need, its bad enough with the constant regulation of safeguarding courses etc, once a year is more than enough for all other employment.

Anonymous

11/13/2023 08:49 PM

Cost. Why not monthly? Surely annual would be enough? What is the frequency for teachers, social workers etc?

Anonymous

11/13/2023 08:56 PM

First why who will bear cast

Anonymous

11/14/2023 09:22 AM

Six months seems rather often, as long as drivers are checked when they apply for the licence. The cost of these checks should not be borne entirely by the drivers (and if it were, would inevitably be passed to passengers)

Anonymous

11/14/2023 11:20 AM

Introducing 6 monthly dbs checks will cause more problems than good, dbs checks take time to come and with the amount of drivers you have licenced you will be draining recorsces continuously chasing up dbs checks, I agree that every 3 year is to long, but I think every 6 months is to short, maybe every year would be a better way of doing it and it's not so costly for the drivers either

Anonymous

11/14/2023 11:33 AM

DBS checks take up to 3 months to complete Also.....taxi drivers already have to provide a DBS certificate when applying for a taxi license and are required to make the council aware of any pending convictions. It's just creating another barrier for taxi drivers to want to remain in the job

Anonymous

11/14/2023 11:54 AM

It will increase cost for a driver, I believe that 6 months checks are unnecessary because most driver are law abiding citizens and will not risk their livelihood by committing an offence because they are aware of the consequences. If it has to be introduced then it will be beneficial to do it gradually I.e reduce it by 6 months every year.

Anonymous

If council pays for DBS then get it done every month .we don't mind.

11/14/2023 12:06 PM

Anonymous

It's cost extra. If council pay for this service I have no problem.

11/14/2023 12:14 PM

Anonymous

This will add on extra burden on drivers in terms of time and money, haven't seen or heard any other workforce or authority requiring such stringent rule about DBS check every 6 months, not even police or security services

11/14/2023 06:37 PM

Anonymous

Extra costs unnecessary

11/14/2023 03:23 PM

Anonymous

It does not make sense to do it every 6 months. DBS checks are performed and should be kept as yearly check. One small event on ur dbs can be detrimental to a driver and affect their earnings.

11/14/2023 03:30 PM

Anonymous

Times are tough right now with so many overheads and outgoing s and transport companies are struggling to hire staff because of the long vetting process it would deter drivers to join the industry because of so many running costs just to keep the car on the road i.e fuel prices, rents rates, mortgages food prices and not mention council tax which goes up every year.

11/14/2023 03:59 PM

Anonymous

Waste of money and time extra burden on drivers in this ever increasing cost of living

11/14/2023 07:14 PM

Anonymous

Too expensive for driver to do this six monthly. Happy to complete check annually

11/14/2023 07:41 PM

Anonymous

I think 1 year is sufficient. It should be driver's responsibility to inform if anything happens in between

11/15/2023 11:56 AM

Anonymous

I think it should stay the same or at most be done every year as this will bring more admin for drivers and council.

11/15/2023 01:21 PM

Anonymous

It would not be reasonable for the DBS to be held six-monthly. This is because the DBS is valid for 3 years, so reducing the check to every 6 months would be unnecessary - it would add extra hassle.

11/15/2023 05:33 PM

Anonymous

11/17/2023 11:20 AM

My licence lasts for a year so why can't my dbs run in unisun with it, plus it's more red tape and more expense.

Anonymous

11/17/2023 04:05 PM

It should be every 3 months, if funding allowed

Anonymous

11/17/2023 05:23 PM

Presumably they are currently every 3 years? They are costly, who pays for it? Have you looked at how many drivers in the life time of their current checks have committed an offence which would render them not suitable to be a taxi driver? Why change it unless you have evidence that a number of drivers have committed a relevant offence? What's the rationale in increased spend?

Anonymous

11/18/2023 03:08 PM

Should be done every year as we have enough checks

Anonymous

11/18/2023 04:35 PM

Will the cost be to the Borough or to the taxi driver? . If the Borough, spend our money on more important things. If on the taxi driver, cost of living too high for yet another form of taxation for the taxi drivers. dBS are out of date from the date of the check

Anonymous

11/19/2023 09:20 PM

You haven't provided the justification for doing it every six months but from my experience requirements for DBS checks for different categories are inconsistent. Moreover, I assume each one costs money and you haven't said how much and who pays it. We hether it is the taxi driver or the council I suspect neither can afford to spend on unnecessary checks. Whilst I was a trustee of a care home for six years, I was checked only once or twice (though oddly only for elderly people) and in my first term as councillor I was substitute on Corporate Parenting and only done twice in four years. I now undertake the role of Deputy Mayor, which means mixing with all sorts of people, but no mention of being checked! Given my experience, it seems eccentric to burden taxi drivers with six-monthly checks, I would have thought annual or every two years would suffice.

Anonymous

11/21/2023 03:57 PM

This will reinforce safety in the Borough

Anonymous

12/03/2023 07:09 PM

Its a lot of cost and administration, the council should look at how many drivers renew their licenses and who for many many years have no changes on their records. How much crime etc is there

amongst the taxi trade that has come to light under the current system that would be picked up if we have 6 monthly checks. cost to driver would be huge in the current climate, this would be passed to the customers

Anonymous

12/06/2023 12:39 PM

I acknowledge the proposed adjustment to conduct DBS checks every 6 months instead of the current 3-year interval. As a taxi driver, this change would significantly increase my personal expenses and I feel it is not fair or required. Considering the financial impact, I request alternative solutions are explored without placing an undue financial burden on taxi drivers. I look forward to hearing your response and finding a practical and fair resolution.

Anonymous

12/06/2023 12:40 PM

I acknowledge the proposed adjustment to conduct DBS checks every 6 months instead of the current 3-year interval. As a taxi driver, this change would significantly increase my personal expenses and I feel it is not fair or required. Considering the financial impact, I request alternative solutions are explored without placing an undue financial burden on taxi drivers. I look forward to hearing your response and finding a practical and fair resolution.

Anonymous

12/06/2023 09:59 PM

Cost to drivers. Do DBS checked people not have any concerns addressed to people who have checked them?

Anonymous

12/07/2023 01:41 PM

How would someone with a criminal record be able to begin a new career in a job like a taxi driver?

Anonymous

12/08/2023 01:04 PM

DBS checks are valid for 12 months. what is the purpose of double paying? Surely if the situation changes enough for the driver's DBS status to change the police should have informed you and you can strike that driver off of your licensing structure? with removable livery branding, this should be controlled and only supplied with a granted licence and should therefore be returned when licensing is revoked. This controlling the safety of passengers.

Anonymous

12/11/2023 08:08 AM

Not that the driver is DBS. It offers a service where a person travelling who is vulnerable more confidence.

Anonymous

12/18/2023 08:56 AM

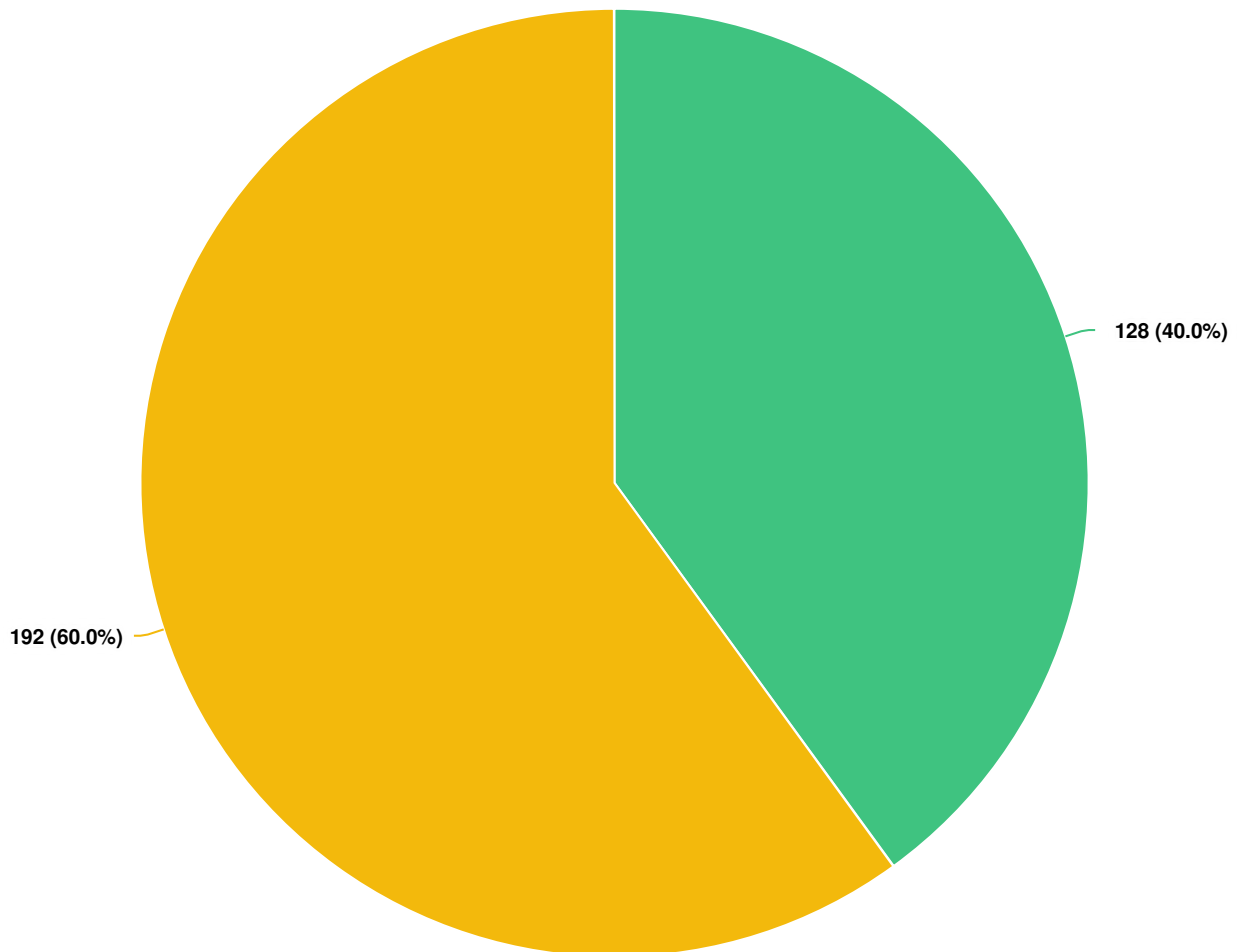
When a system is working well why change it. If want to change it. It should be for every civil servant as well and same conditions set for private hire and taxi drivers. Same clause for dismissal and

suspension. One rule for everyone in the public domain. MP
Councillors civil services,teachers etc.

Optional question (53 response(s), 267 skipped)

Question type: Essay Question

Q16 Which option do you think should be chosen to carry out the six monthly checks

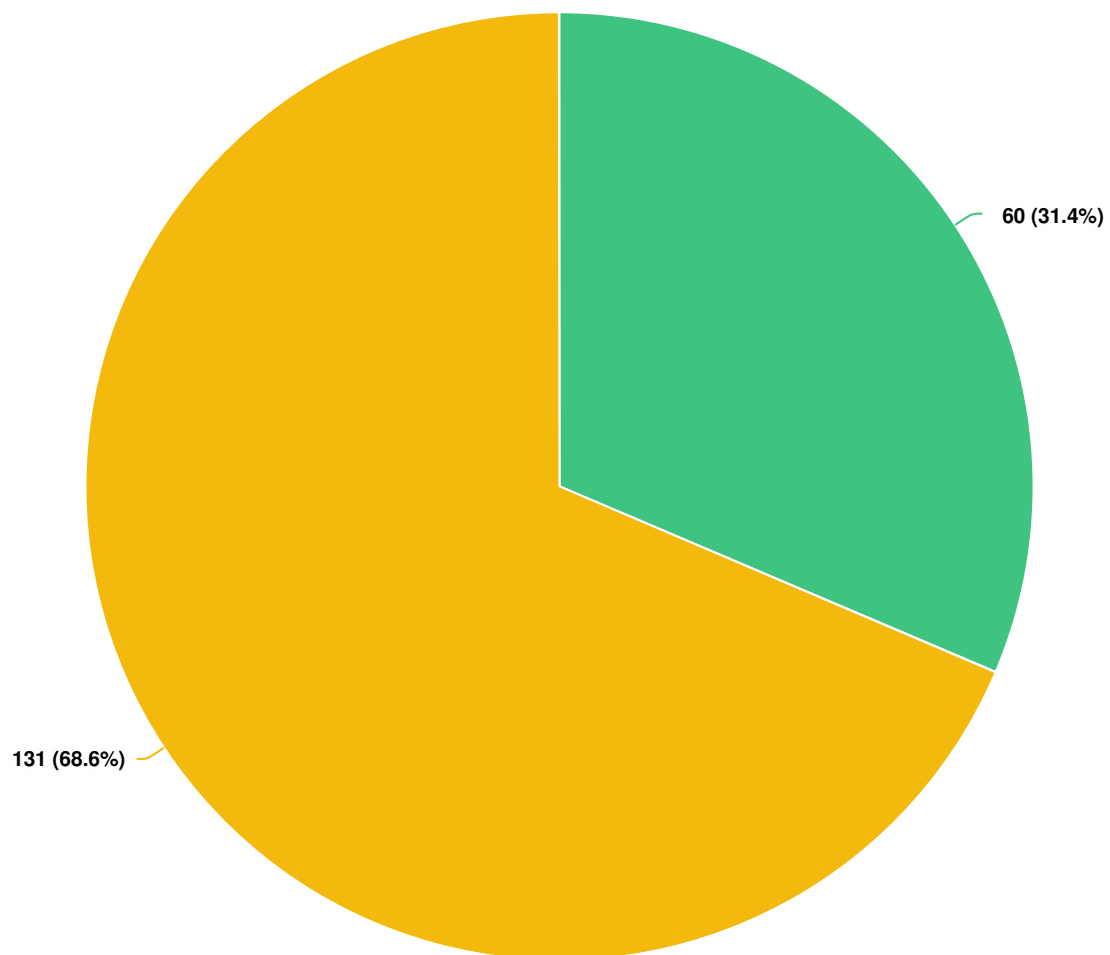


Question options

- a. RBWM Licensing uses the DBS's Multiple Status Check Facility to conduct six monthly checks
- b. Use is made of a "DBS Update Service Status Checks" facility provided by the third party

Mandatory Question (320 response(s))
Question type: Dropdown Question

Q17 Who do you think this should be paid for by?



Question options

- RBWM Licensing
- Licenced hackney carriage and private hire drivers

Mandatory Question (191 response(s))
Question type: Dropdown Question

Hackney Carriage Livery Petition

Petition to Remove the RBWM Hackney Carriage Livery

RBWM licenced hackney carriages (taxis) are currently required to be white with a purple bonnet and boot and a large RBWM coat of arms on the side. This livery makes the vehicles instantly identifiable as RBWM licenced vehicles.

The RBWM Licensing Panel of 16 October 2023 agreed that consultation should be conducted with taxi users, taxi drivers and all other interested parties as to possible changes to this livery.

We, the Hackney Carriage drivers of RBWM, petition the Licensing Panel to remove the current RBWM Hackney Carriage Livery. There are several reasons why we believe this should be done:

- Due to the lack of street business, most of the vehicles operate on designated taxi ranks, which already make it clear that the vehicles are taxis.
- The addition of the livery does not offer anything substantial, with respect to both the driver's (no increase in business) and customer's (they either are already using taxi apps on the streets (Uber, Bolt etc. which have become increasingly popular), or use Hackney carriages at the designated taxi ranks).
- Purchasing white vehicles adds roughly an additional £2000 to the purchase of a vehicle, as white vehicles are more difficult to find/acquire.
- Applying the livery to vehicles costs around £1000.
- Other neighbouring boroughs such as Slough, Runnymede, Bracknell Forest, High Wycombe, Beaconsfield, Amersham, do not have a colour/ livery requirement.
- Hackney Carriage vehicles are more susceptible to break ins. The RBWM livery stands out to criminals, who have been increasingly targeting the drivers' homes with their vehicles parked outside.

Proposal

We propose that the current RBWM Hackney Carriage Livery be removed, with these new guidelines coming into effect:

- Vehicles can be of any colour.
- Vehicle to display magnetic signage (example shown below) for vehicles to still be recognised as RBWM Hackney Carriages. These magnetic signs can be displayed on both front doors of the vehicle.



TAXI • 838
LICENSED HACKNEY
CARRIAGE

Proposed Magnetic Signage to be displayed on RBWM Hackney Carriages.

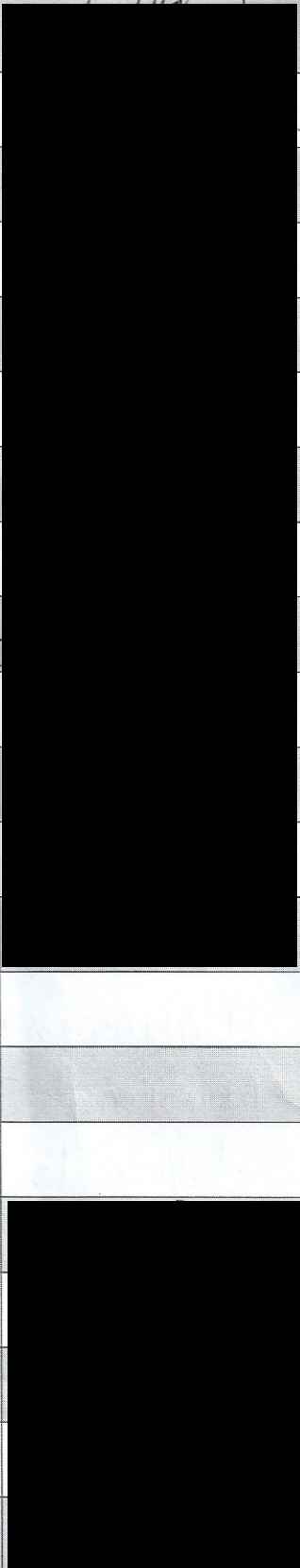
Proposed dimensions are 12cm x 30cm.

Hackney Carriage Livery Petition

Petition to Remove the RBWM Hackney Carriage Livery

	<u>Name of Driver</u>	<u>Badge Number</u>	<u>Driver Signature</u>
1	Mohammad YASIN	CD 7110	
2	MOHAMMAD RAHIB	HD 268	
3	RAHEES MALIK	CD 7195	
4	T Nair Zam	HD0031 HD0050	
5	MANAZIR Hossain	HD0055	
6	Abid Ali	HD6898	
7	ABDUL-WSAR	CD7146	
8	Mohammad Mustafa	CD 7009	
9	SHAHIDALI	HCD6556	
10	ZAHID ALI	HCD-292	
11	JANGHIR ALI	HD6970	
12	A-FUSFAIB	HD-830	
13	RIZWAN TARIQ	CD7168	
14	PARVEZ AKHTAR	CD 7134	
15	SAJID Mahmood	HD-6931	
16	AMIN	HD 7031	
17	M: SABET	HD00947 1096	
18	Mezme	CD 2232	
19	SAJIDALI	CD 5255	
20	PARVAIZ AKHTAR	HD 0211	

	<u>Name of Driver</u>	<u>Badge Number</u>	<u>Driver Signature</u>
21	Tanveer Munir	HD7008	[Redacted Signature Column]
22	ARSHAD. M	HD7046	
23	SAURAJ. S. ATWAL	HD CD7219	
24	MOHAMMAD HASSAN KHAN	CD7162	
25	NASER AHMED	HD7040	
26	JEHANGIR MEHRBAN	HD7094	
27	MAJID NAZIR CHOUDHRY	CD5132	
28	M. MAJID	HD143	
29	Muhammady ASAMIR	HD0448	
30	NASIR Hussain	CD7625	
31	M. MUNIR	CD5990	
32	S. QASIM	CD7236	
33	Mawin Singh	HD7000	
34	Kamran Hussain	CD7120	
35	SAJID AYUB	CD7210	
36	CH. R. HUSSAIN	HD6993	
37	AMJAD ALI	CD7073	
38	Faiz Ali	HD0340	
39	ASIM ALI	HD7071	
40	A. WAHID	HD032	
41	M. SAKER	HD0013	

	<u>Name of Driver</u>	<u>Badge Number</u>	<u>Driver Signature</u>
42	M. Rashad	HD 148	
43	H. Amjireel Ali	HD 0043	
44	Ashiq Anzir	HD 6883	
45	Abdul Ashiq	HD 7115	
46	M. Razaq	CD 7124	
47	Salam Sirul	HD 6996	
48	TARIQ MAHMOOD	HD 0346	
49	MAHBOOB Ahmed	HD 0336	
50	SAJJAD ALI	HD 0303	
51	Umar Hayat	HD 0254	
52	Ali Asghar	HD 0983	
53	Mohammed Nurir	HD 0145	
54	Abdul Sattar	HD 7033	
55	Sajjad Nazir	HD 6890	
56	Wajid Hussain	HD 6949	
57	Muhammad AZHAR	HD 7019	
58	SASID BAIG.	HD 7002	
59	M. ARIF	HD 6933	
60	Y. HUSSAIN	H 0823	
61	Masood Ahmed	PF59HVO	
62	SHAKEEL AHMED	CD 5223	

	<u>Name of Driver</u>	<u>Badge Number</u>	<u>Driver Signature</u>
63	AHSMASGHAR	CD 7341	
64	SASID ALI	CD 5255	
65	KHZEERU ISLAM	HD 6892	
66	Mohammad Naseem	HD 7116	
67	SHAIKAT Riani	CD 7215	
68	M. AJAIB	HD 6959	
69	Amit Ali	HD 155	
70	Mohammed Ansar	HD 048	
71	Surmandar Khan	CD 7209	
72	A. Khan	HD 7068	
73	Ajaib Hussain	CD 7163	
74	Javed Iqbal	HD 6905	
75	Jawad MASOOD	HD 7080	
76	Mohammad Ashfaq	HD 6999	
77	Mohammed Saleem	HV 0943	
78	Javed Iqbal	HV 0802	
79	Hassan Bhatti	HV 0915	
80	Mohammed Zheed	HV 0972	
81	Amir Mehmood	HV 881	
82	Zarman Ali	HV 828	
83	Mohammed Ayob	HV 975	

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Report Title:	DBS Checks on RBWM Licenced Drivers
Contains Confidential or Exempt Information	No - Part I
Cabinet Member:	Councillor Werner, Cabinet Member for Public Protection
Meeting and Date:	Licensing Panel 13 February 2024
Responsible Officer(s):	Andrew Durrant, Executive Director of Place Services & Amanda Gregory, Assistant Director of Housing & Public Protection
Wards affected:	All

www.rbwm.gov.uk



REPORT SUMMARY

The Licensing Panel of 16 October 2023 agreed in principle to amend RBWM policies to require that all RBWM licenced hackney carriage and private hire drivers enable the Licensing team to check their DBS for new information every six months. Panel also agreed that this should be consulted on with licenced drivers, operators, all interested parties and residents to determine how this was best achieved, and that final recommendations to introduce the six-monthly DBS checks be brought to this Licensing Panel meeting for final implementation.

This report sets out the results of the consultation and makes recommendations about the introduction of six-monthly DBS checks on RBWM licenced hackney carriage and private hire drivers

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That the Licensing Panel notes the report and:

- i) **Agrees to amend RBWM policies such that all RBWM licenced hackney carriage and private hire drivers enable the Licensing team to check their DBS for new information every six months with effect from 01 April 2024**
- ii) **That this is achieved as set out in Table 1, below,**
- iii) **That the charges for this are paid for by the individual drivers, and**
- iv) **That penalty points be introduced for failure to comply with these requirements**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
i) Agrees to amend RBWM policies such that all RBWM licenced hackney carriage and private hire drivers enable the Licensing team to check their DBS for new information every six months with effect from 01 April 2024	This would ensure that RBWM is able to comply with the Statutory Taxi & Private Hire Vehicle Standards

Option	Comments
<p>ii) That this is achieved by the drivers</p> <p>a) registering and paying for enhanced DBS on-line via an agreed third party company,</p> <p>b) registering and paying for the Disclosure and Barring Service (DBS) Update Service, and renewing this annually, and</p> <p>c) authorising access by RBWM licensing officers to perform a status check of their DBS at any time during the duration of their licence using the “DBS Update Service Status Checks” facility provided by the third party company, and meeting the cost of this facility through their drivers’ licence from 01/04/2025</p> <p>iii) That penalty points be introduced for failure to comply with these requirements</p> <p>This is the recommended option</p>	<p>This would by far be the most efficient and effective way of implementing six monthly DBS checks</p> <p>The overall costs to the drivers will reduce for drivers who renew their licence annually and be almost cost neutral for those who renew three yearly. Costs will be substantially lower compared with having to provide a DBS every six months</p>
<p>RBWM Licensing uses the DBS’s Multiple Status Check Facility to conduct six monthly checks</p> <p>RBWM Licensing pays for the “DBS Update Service Status Checks” facility provided by the on-line DBS company</p>	<p>This would be a significant administrative burden for RBWM Licensing, particularly at the start, as there are approximately 1000 licenced drivers whose details would need to be inputted and then checked six monthly</p> <p>This is not currently budgeted for</p>
<p>Drivers use the paper based DBS system to provide a new DBS every six months</p>	<p>This would be costly and time consuming for the drivers.</p> <p>RBWM no longer supports the paper based DBS system it is now an on-line system</p>
<p>Do Nothing</p>	<p>There is a risk that if six monthly DBS checks are not carried out;</p> <p>i) a RBWM licenced driver could commit or be convicted of a serious offence which may not be made known to RBWM Licensing for a longer period of time which could result in the driver continuing as a licenced driver, leading to reputational damage and possible</p>

Option	Comments
	<p>legal action, as well as reducing levels of public safety, and</p> <p>ii) RBWM would not be complying with the requirements of a government standard, which could result in reputational damage</p>

- 2.1 The Licensing Panel of 16 October 2023 agreed in principle that the current RBWM Hackney Carriage Driver and Vehicle Policy & Conditions and the RBWM Private Hire Driver and Vehicle Policy & Conditions be amended to require that all RBWM licenced hackney carriage and private hire drivers enable the Licensing team to check their DBS for new information every six months.
- 2.2 Panel also agreed that this should be consulted on with licenced drivers, operators all interested parties and residents to determine how this was best achieved, and that final recommendations to introduce the six-monthly DBS checks be brought to this Licensing Panel for final implementation.
- 2.3 The consultation has been completed and the full results are Appendix B to this report. There were 320 responses and a summary is set out in Table 2, below.

Table 2: Consultation Summary

Consultation Question	Responses
Q1 Are you a RBWM licenced hackney carriage or private hire driver?	<ul style="list-style-type: none"> • Yes 73 • No 247
Q14 Do you know of any compelling reasons why RBWM Licensing should not introduce six monthly checks on the DBS records (formerly known as the Criminal Records Office) of all RBWM licenced hackney carriage and private hire drivers?	<ul style="list-style-type: none"> • Yes 58 (18.1%) • No 262 (81.9%)
Q15 Please give a reason for your answer	See Appendix B
Q16 Which option do you think should be chosen to carry out the six monthly checks; <ul style="list-style-type: none"> • RBWM Licensing uses the DBS’s Multiple Status Check Facility to conduct six monthly checks • Use is made of a “DBS Update Service Status Checks” facility 	<p>128 (40.0%)</p> <p>192 (60.0%)</p>

provided by the third party DBS company	
Q17 Who do you think this should be paid for by?	
<ul style="list-style-type: none"> • RBWM Licensing 	60 (31.4%)
<ul style="list-style-type: none"> • Licenced hackney carriage and private hire drivers 	131 (68.6%)

- 2.4 Members of the Licensing Panel will recall from the meeting of 16 October 2023 that the introduction of six monthly DBS checks by licensing authorities is a requirement of the Department of Transport's (DoT) Statutory Taxi & Private Hire Vehicle Standards, published in July 2020.
- 2.5 Members will further recall that the DoT expects the provisions of this standard to be implemented unless there is a compelling local reason not to.
- 2.6 The results of the consultation show that a very large majority of respondents, 81.9%, said they know of no compelling reasons why RBWM should not implement the six monthly checks.
- 2.7 Of the remaining 18.1%, the reasons they give for not agreeing that the six monthly checks should be implemented are mostly because of the costs and extra bureaucracy that they believe it will cause. All of their comments are included in Appendix B.
- 2.8 There are no RBWM operational or policy reasons why RBWM should not implement the six monthly checks.
- 2.9 The majority of respondents, 60%, said that the six monthly checks should be achieved by means of the "DBS Update Service Status Checks" facility provided by the third party company that provides the DBS service, and 68.6% said that the cost of this (£6 + VAT per driver per year) should be borne by the individual drivers.
- 2.10 Until the recent move to an on-line system, RBWM licenced drivers used a paper based system to obtain a DBS certificate. The cost of this was £44. If the driver was required to provide this on a six monthly basis the cost would be £88 per year.
- 2.11 Under the new on-line system, the DBS process is facilitated by a third party company and the initial cost is a one off £59, then £13 per year for the Disclosure and Barring Service (DBS) Update Service which allows:
- applicants to keep their DBS certificates up to date, and
 - employers and licensing authorities access to the records to check a DBS certificate

- 2.12 The method of carrying out the six monthly checks then needs to be determined. As set out in Table 1, above, this can either be done by
- A “DBS Update Service Status Checks” facility provided by the on-line DBS company, or
 - RBWM Licensing uses the DBS’s Multiple Status Check Facility to conduct six monthly checks
- 2.13 Making use of the “DBS Update Service Status Checks” facility provided by the third party company is the preferred option as it would by far be the most efficient and effective way of implementing six monthly DBS checks.
- 2.14 The cost of this “DBS Update Service Status Checks” facility £6 + VAT per driver per year. If it is agreed that this facility should be used, a decision is needed as to who should pay for this, either the individual drivers or RBWM Licensing.
- 2.15 The recommendation in Table 1 is that this is paid for by the individual drivers. This would mean that the DBS costs to an individual driver would be;
- an initial £59 to sign up to the on-line DBS service via the third party company
 - £13 per year (including the first year) for the Disclosure and Barring Service (DBS) Update Service, and
 - £6 + VAT (£7.20) per year for the “DBS Update Service Status Checks” facility provided by the third party company
- (NOTE – the £6 + VAT (£7.20) per driver per year will be waived by the third party company for the first year. It will then be recharged to RBWM. The intention is to recover this by increasing the hackney carriage and private hire drivers’ licence charges by £7.20 from 01/04/2025)
- 2.16 This means that in the first year drivers will pay £72 (£59 + £13), and then in all subsequent years they will pay £20.20 (£13 + £7.20), subject to future inflationary price increases. This will be a considerable saving compared with having to provide a DBS (£59) every six months. It is cheaper or almost cost neutral compared to the previous paper-based DBS system, depending on whether the driver renews annually or every three years.
- 2.17 All drivers will benefit from the reduction in paperwork and the efficiencies brought by the automated system, particularly when renewing their licence. In effect, once they have signed up to the on-line services there is no more that they will have to do in respect of their DBS during the lifetime of their hackney carriage or private hire driver licence other than renew and pay for (£13) the Disclosure and Barring Service (DBS) Update Service annually.
- 2.18 It will take some time for drivers to understand and get used to this new system and some leeway will be given for initial and innocent non-compliance. However there needs to be consequences for drivers who do not comply after advice and assistance is given, so it is proposed that penalty points be introduced for non-compliance, as set out in Appendix C.

- 2.19 The wording for the changes to the RBWM Hackney Carriage Driver and Vehicle Policy & Conditions and the RBWM Private Hire Driver and Vehicle Policy & Conditions is set out in Appendix C.
- 2.20 Members of the Licensing Panel are asked to agree the recommendation set out at the start of this report.

3. KEY IMPLICATIONS

- 3.1 In agreeing to introduce six monthly checks of RBWM licenced drivers, the Licensing Panel will ensure that RBWM is complying with the requirements of a statutory government standard aimed at providing consistency across the country in the approach taken to licensing hackney carriage and private hire drivers.
- 3.2 This in turn will help to provide higher standards of public safety by ensuring that criminal activity committed by licenced drivers is spotted as soon as possible. This will mean that appropriate action can be taken against such drivers, and the reputation of the vast majority of law abiding licence holders is protected.

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 There are no financial implications for RBWM if the recommendations are agreed

5. LEGAL IMPLICATIONS

- 5.1 Licensing authorities must ensure that all licenced drivers are “fit and proper” to hold either a private hire driver licence or a hackney carriage driver licence, by virtue of sections 51 and 59 respectively of the Local Government (Miscellaneous Provisions) Act 1976.
- 5.2 The six monthly DBS checks proposed in this Report are an element of the fit and proper test and were set out in a government standard issued under the Policing and Crime Act 2017.
- 5.3 A licensing authority may attach to the grant of a driver’s licence such conditions as they may consider reasonably necessary. This would include a requirement to enable the Licensing team to check a driver’s DBS for new information every six months and the use of penalty points (by virtue of sections 51 and 52 of the Local Government (Miscellaneous Provisions) Act 1976).

6. RISK MANAGEMENT

- 6.1 The risks are set out in Table 3

Table 3: Impact of risk and mitigation

Threat or risk	Impact with no mitigations	Likelihood of risk occurring	Mitigations currently in place	Mitigations proposed	Impact of risk	Likelihood of risk occurring

	in place or if all mitigations fail	with no mitigations in place.			once all mitigations in place and working	with all mitigations in place.
There is a risk that if six monthly DBS checks are not carried out; i) a RBWM licenced driver could commit or be convicted of a serious offence which may not be made known to RBWM Licensing for a longer period of time, resulting in the driver continuing as a licenced driver, reputational damage, possible legal action and a reduction in levels of public safety, and	i) Extreme	i) Low	i) DBS checks are carried out every three years More frequent checks are carried out when alleged offences are reported by the police, or when felt necessary by officers	i) More frequent DBS checks could be made but they would be random, burdensome, and would defeat the object of the proposals in this Report	i) Major	i) Medium
ii) RBWM would not be complying with the requirements of a government standard	ii) Moderate	ii) Low	ii) There would be no mitigation in place	ii) None	ii) Low	ii) Low

7. POTENTIAL IMPACTS

- 7.1 Equalities. An Equality Impact Assessment is available as Appendix A.
- 7.2 Climate change/sustainability. This report will have no effect in respect of climate change and sustainability.
- 7.3 Data Protection/GDPR. This report has no data protection / GDPR implications for RBWM.

8. CONSULTATION

- 8.1 A consultation has been completed and the results are set out in a report which is Appendix B to this report.

9. TIMETABLE FOR IMPLEMENTATION

9.1 The full implementation stages are set out in table 4.

Table 4: Implementation timetable

Date	Details
13/02/2024	Licensing Panel agrees the report recommendations
01/04/2024	Policy changes come into force

10. APPENDICES

10.1 This report is supported by three appendices:

- Appendix A – Equality Impact Assessment
- Appendix B – Consultation Report
- Appendix C – Changes to Policies

11. BACKGROUND DOCUMENTS

11.1 There are no background documents:

12. CONSULTATION

Name of consultee	Post held	Date sent	Date returned
<i>Mandatory:</i>		<i>Statutory Officer (or deputy)</i>	
Elizabeth Griffiths	Executive Director of Resources & S151 Officer	22/01/2024	
Elaine Browne	Deputy Director of Law & Governance & Monitoring Officer	22/01/2024	29/01/2024
<i>Deputies:</i>			
Andrew Vallance	Deputy Director of Finance & Deputy S151 Officer	22/01/2024	05/02/2024
Jane Cryer	Principal Lawyer & Deputy Monitoring Officer	22/01/2024	
<i>Mandatory:</i>		<i>Procurement Manager (or deputy) - if report requests approval to go to tender or award a contract</i>	
N/A			
<i>Mandatory:</i>		<i>Data Protection Officer (or deputy) - if decision will result in processing of personal data; to advise on DPIA</i>	
Samantha Wootton	Data Protection Officer	22/01/2024	
<i>Mandatory:</i>		<i>Equalities Officer – to advise on EQiA, or agree an EQiA is not required</i>	
Ellen McManus-Fry	Equalities & Engagement Officer	22/01/2024	23/01/2024
<i>Other consultees:</i>			
<i>Directors (where relevant)</i>			

Andrew Durrant	Executive Director of Place	19/01/2024	
<i>Assistant Directors (where relevant)</i>			
Amanda Gregory	Assistant Director of Housing and Public Protection	19/01/2024	01/02/224
<i>External (where relevant)</i>			
N/A			

Confirmation relevant Cabinet Member(s) consulted	Cabinet Member for Public Protection (Cllr Werner)	Yes 19/01/2024
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REPORT HISTORY

Decision type:	Urgency item?	To follow item?
Licensing Panel decision	No	No

Report Author: Greg Nelson, Trading Standards & Licensing Manager 07970 446 526
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DBS Checks Appendix A

Equality Impact Assessment

For support in completing this EQIA, please consult the EQIA Guidance Document or contact equality@rbwm.gov.uk

1. Background Information

Title of policy/strategy/plan:	DBS Checks on RBWM Licenced Drivers
Service area:	Housing and Public Protection / Trading Standards & Licensing
Directorate:	Place

Provide a brief explanation of the proposal:

- What are its intended outcomes?
- Who will deliver it?
- Is it a new proposal or a change to an existing one?

The proposal is to require all RBWM licenced hackney carriage and private hire drivers to enable the Licensing team to check their DBS every six months, with effect from 01 April 2024, in line with the requirements of a statutory standard

This will be achieved by requiring the drivers to sign up to the Disclosure and Barring Service (DBS) Update Service, and a "DBS Update Service Status Checks" facility provided by a third party company

This is a new proposal and will be delivered by the Trading Standards & Licensing Manager

2. Relevance Check

Is this proposal likely to directly impact people, communities or RBWM employees?

- If No, please explain why not, including how you've considered equality issues.
- Will this proposal need a EQIA at a later stage? (for example, for a forthcoming action plan)

Yes

If 'No', proceed to 'Sign off'. If unsure, please contact equality@rbwm.gov.uk

3. Evidence Gathering and Stakeholder Engagement

Who will be affected by this proposal?

For example, users of a particular service, residents of a geographical area, staff

The proposal will directly affect the approximately 1000 RBWM licenced hackney carriage and private hire drivers

Among those affected by the proposal, are protected characteristics (age, sex, disability, race, religion, sexual orientation, gender reassignment, pregnancy/maternity, marriage/civil partnership) disproportionately represented?

For example, compared to the general population do a higher proportion have disabilities?

Yes, the protected characteristics race and religion will be disproportionately represented by this proposal as a high percentage of RBWM licenced drivers are from ethnic minorities and from a particular religion

What engagement/consultation has been undertaken or planned?

- How has/will equality considerations be taken into account?
- Where known, what were the outcomes of this engagement?

A consultation has been carried out, with both the drivers and the wider public / community

This showed that a very large majority of respondents, 81.9%, said they know of no compelling reasons why RBWM should not implement the six monthly checks

What sources of data and evidence have been used in this assessment?

Please consult the Equalities Evidence Grid for relevant data. Examples of other possible sources of information are in the Guidance document.

The main source of information is the records held by RBWM Licensing which shows the high number of drivers affected being from ethnic minorities

4. Equality Analysis

Please detail, **using supporting evidence**:

- How the protected characteristics below might influence the needs and experiences of individuals, in relation to this proposal.
- How these characteristics might affect the impact of this proposal.

Tick positive/negative impact as appropriate. If there is no impact, or a neutral impact, state 'Not Applicable'

More information on each protected characteristic is provided in the Guidance document.

	Details and supporting evidence	Potential positive impact	Potential negative impact
Age		Not Applicable	Not Applicable
Disability		Not Applicable	Not Applicable
Sex		Not applicable	Not applicable
Race, ethnicity and religion	The decision not to bring in the six monthly DBS checks will have a disproportionate impact on drivers who are from ethnic minorities, and from a particular religion, because a high proportion of licenced drivers are from ethnic minorities and particular religions.	Not Applicable	The drivers who replied to the consultation mostly referred to extra costs and time that this would take, but this can be shown not to be the case, as set out in the report One person who replied said "all drivers who are mostly from an ethical (<i>sic</i>) background feel targeted and alienated"

Sexual orientation and gender reassignment		Not Applicable	Not Applicable
Pregnancy and maternity		Not Applicable	Not Applicable
Marriage and civil partnership		Not Applicable	Not Applicable
Armed forces community		Not Applicable	Not Applicable
Socio-economic considerations e.g. low income, poverty		Not Applicable	Not Applicable
Children in care/Care leavers			

5. Impact Assessment and Monitoring

If you have not identified any disproportionate impacts and the questions below are not applicable, leave them blank and proceed to Sign Off.

What measures have been taken to ensure that groups with protected characteristics are able to benefit from this change, or are not disadvantaged by it?

For example, adjustments needed to accommodate the needs of a particular group

As set out in the report, the costs to drivers will either be lower, or almost cost neutral, compared with current fees, depending on the length of their licence

All drivers will save substantially by moving to an on-line DBS process compared with both the old paper process, and to getting a new DBS on-line every six months

There will be a reduction in the admin that the drivers have to do and the time spent on the DBS process

The new process will apply to all drivers, not just those from a particular ethnic background, and not only to RBWM licenced drivers but to all licenced hackney carriage and private hire drivers across the country

Where a potential negative impact cannot be avoided, what measures have been put in place to mitigate or minimise this?

<ul style="list-style-type: none"> For planned future actions, provide the name of the responsible individual and the target date for implementation.
N/A
<p>How will the equality impacts identified here be monitored and reviewed in the future?</p> <p>See guidance document for examples of appropriate stages to review an EQIA.</p>
<p>The impacts of the proposals have been shown not to be negative but there will be ongoing communication with the affected drivers to monitor the introduction of six monthly DBS checks and to deal with any problems that arise</p>

6. Sign Off

Completed by: Greg Nelson	Date: 18/01/2024
Approved by: Ellen McManus-Fry	Date: 23/01/2024

If this version of the EQIA has been reviewed and/or updated:

Reviewed by:	Date:
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DBS CHECKS Appendix B

Taxi Consultation Survey Response Report

**(See pages 110 to 119 of Appendix C of the
Hackney Carriage Livery Report)**

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Appendix C – Proposed Changes to RBWM Policies

1) In the RBWM Hackney Carriage Driver & Vehicle Policy and Conditions

2. APPLICATION REQUIREMENTS

Replace;

(e) All new applicants must complete an Enhanced Disclosure & Barring Service (DBS) Disclosure Form and carry out a check of the children and adult Barred Lists. Upon receipt of the result, present it alongside the HCD licence application. The DBS can only be accepted at the time of licensing if it is less than 3 months from the date of issue. In the interests of public safety, the Council will not issue a licence to any individual that appears on either barred list

With;

(e) All new applicants must comply with the DBS requirements set out in paragraph 3.17, below

Replace;

(o) Applicants for a 3 year licence must apply for an enhanced DBS at the time of application and will be subject to a DVLA licence check. Each year, after the licence has been issued, the driver will be subject to another DVLA licence check and will be issued with a new badge, using a current photograph.

With;

(o) Applicants for a 3 year licence will be subject to a DVLA licence check. Upon renewal, the driver will be subject to another DVLA licence check and will be issued with a new badge, using a current photograph.

3. FIT AND PROPER

Insert new paragraph 3.17;

From 01 April 2024, all existing licenced drivers, and new applicants for a licence, must enable the Licensing team to check their DBS for new information every six months by;

- i) applying and paying for their enhanced DBS on-line via an agreed third party company,
- ii) registering and paying for the Disclosure and Barring Service (DBS) Update Service, and renewing this annually,
- iii) authorising access by RBWM licensing officers to perform a status check of their DBS at any time during the duration of their licence using the “DBS Update Service Status Checks” facility provided by the third party company, and meeting the cost of this facility through their drivers’ licence from 01/04/2025

Penalty Points System

In the list of Penalty Points infringements, add;

Details of misconduct by a RBWM licenced hackney carriage or private hire driver, or private hire operator where applicable	Points
Hackney carriage or private hire driver failing to apply and pay for their DBS on-line via an agreed third party company,	6 points
Hackney carriage or private hire driver failing to register and pay for the Disclosure and Barring Service (DBS) Update Service, and renew this annually	6 points
Hackney carriage or private hire driver failing to authorise access by RBWM licensing officers to perform a status check of their DBS at any time during the duration of their licence using the "DBS Update Service Status Checks" facility provided by a third party company	6 points

2) In the RBWM Private Hire Driver & Vehicle Policy & Conditions

1.2 APPLICATION REQUIREMENTS

Replace;

(e) All new applicants must complete an Enhanced Disclosure & Barring Service (DBS) Disclosure Form and carry out a check of the children and adult Barred Lists. Upon receipt of the result, present it alongside the HCD licence application. The DBS can only be accepted at the time of licensing if it is less than 3 months from the date of issue. In the interests of public safety, the Council will not issue a licence to any individual that appears on either barred list

With;

(e) All new applicants must comply with the DBS requirements set out in paragraph 1.3 (p), below

Replace;

n) Applicants for a 3-year licence must apply for an enhanced DBS at the time of application and will be subject to a DVLA licence check. Each year, after the licence has been issued, the driver will be subject to another DVLA licence check and will be issued with a new badge, using a current photograph.

With;

(n) Applicants for a 3 year licence will be subject to a DVLA licence check. Upon renewal, the driver will be subject to another DVLA licence check and will be issued with a new badge, using a current photograph.

1.3 FIT AND PROPER

Insert new paragraph p;

From 01 April 2024, all existing licenced drivers, and new applicants for a licence, must enable the Licensing team to check their DBS for new information every six months by;

- i) applying and paying for their DBS on-line via an agreed third party company,
- ii) registering and paying for the Disclosure and Barring Service (DBS) Update Service, and renewing this annually,
- iii) authorising access by RBWM licensing officers to perform a status check of their DBS at any time during the duration of their licence using the “DBS Update Service Status Checks” facility provided by the third party company, and meeting the cost of this facility through their drivers’ licence from 01/04/2025

2.17

RENEWAL OF LICENCES

delete “b) All current PHD licence holders are required to undergo a Disclosure & Barring Service Disclosure (DBS) check every 3 years. This will be carried out at the time of the renewal application.”

renumber subsequent paragraphs in this section

4 Penalty Points System

In the list of Penalty Points infringements, add;

Details of misconduct by a RBWM licenced hackney carriage or private hire driver, or private hire operator where applicable	Points
Hackney carriage or private hire driver failing to register and pay for their DBS on-line via an agreed third party company,	6 points
Hackney carriage or private hire driver failing to register and pay for the Disclosure and Barring Service (DBS) Update Service, and renew this annually	6 points
Hackney carriage or private hire driver failing to authorise access by RBWM licensing officers to perform a status check of their DBS at any time during the duration of their licence using the “DBS Update Service Status Checks” facility provided by a third party company	6 points

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Report Title:	RBWM Gambling Act 2005 Statement of Principles – Three-Yearly Review
Contains Confidential or Exempt Information	No - Part
Cabinet Member:	Councillor Werner, Cabinet Member for Public Protection
Meeting and Date:	Licensing Panel 13 February 2024
Responsible Officer(s):	Andrew Durrant, Executive Director of Place Services & Amanda Gregory, Assistant Director of Housing & Public Protection
Wards affected:	All

www.rbwm.gov.uk



REPORT SUMMARY

RBWM is a licensing authority under the Gambling Act 2005.

This Act requires that, every three years, licensing authorities review and republish their statement of its licensing policy and this is now due. In RBWM this is called the Gambling Act 2005 Statement of Principles

This report seeks the agreement of the Licensing Panel to begin the required consultation on the RBWM Gambling Act 2005 Statement of Principles.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That the Licensing Panel notes the report and:

- i) **Agrees that a consultation should be carried out to review the current RBWM Gambling Act 2005 Statement of Principles**
- ii) **Agress that the results of that consultation be brought to a future Licensing Panel for endorsement before going to Full Council for adoption as RBWM policy**

2. REASON(S) FOR RECOMMENDATION(S) AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
The Licensing Panel agrees; i) that a consultation should be carried out to review the RBWM Gambling Act 2005 Statement of Principles, and ii) that the results of that consultation be brought to a future Licensing Panel for endorsement before going to Full Council for adoption as RBWM policy This is the recommended option	This will ensure RBWM complies with its statutory duty under the Gambling Act 2005 to review its policy every three years

Option	Comments
Do Nothing	RBWM will fail to comply with its statutory duty to review its policy under the Gambling Act 2005 every three years

- 2.1 Section 349 of the Gambling Act 2005 (GA05) requires that, every three years, licensing authorities prepare and publish the principles that they propose to apply in exercising their functions under this Act. This only applies to gambling premises and not to on-line gambling which is regulated by the Gambling Commission.
- 2.2 The RBWM Gambling Act 2005 Statement of Principles 2022 - 2025 can be found at <https://www.rbwm.gov.uk/home/business-and-economy/licensing-and-regulation/gambling-act-2005-licences>
- 2.3 The 2022 – 2025 Statement of Principles was considerably updated from the previous version, in particular around protection for vulnerable adults. It is not, therefore, expected that there will need to be much to update before a 2025 – 2027 Statement is agreed and adopted, but this process must still be gone through.
- 2.4 S.349(3) of the GA05 requires licensing authorities to consult with the following on their policy statement or any subsequent revision:
- the chief officer of police for the authority’s area
 - one or more persons who appear to the authority to represent the interests of persons carrying on gambling businesses in the authority’s area
 - one or more persons who appear to the authority to represent the interests of persons who are likely to be affected by the exercise of the authority’s functions under the Act
- 2.5 It is therefore intended to consult with the following on the RBWM Gambling Act 2005 Statement of Principles 2022 – 2025 to seek views on any required revisions before the 2025 – 2027 Statement of Principles is agreed;
- Thames Valley Police
 - RBWM Childrens Services
 - RBWM Adult Services
 - RBWM Environmental Protection
 - RBWM Planning
 - Public Health
 - The Gambling Commission
 - HM Revenue and Customs
 - Royal Berkshire Fire & Rescue
 - Gamcare (the leading UK provider of free information, advice and support for anyone harmed by gambling)
 - The trade (Betfred and Coral Head Offices)
 - RBWM Members (via e-newsletter)
 - Town Centre Management
 - Residents
 - Local Businesses in the immediate vicinity of gambling premises

2.6 Members of the Licensing Panel are asked to agree the recommendation set out at the start of this report.

3. KEY IMPLICATIONS

3.1 None at this time

4. FINANCIAL DETAILS / VALUE FOR MONEY

4.1 None at this time

5. LEGAL IMPLICATIONS

5.1 This report advises on the start of a process which is a statutory requirement under the Gambling Act 2005

6. RISK MANAGEMENT

6.1 There are no risks at this time

7. POTENTIAL IMPACTS

7.1 Equalities. An Equality Impact Assessment is available as Appendix A

7.2 Climate change/sustainability. There are no implications of this nature.

7.3 Data Protection/GDPR. There are no implications of this nature.

8. CONSULTATION

8.1 This report is seeking to begin the statutory consultation process.

9. TIMETABLE FOR IMPLEMENTATION

9.1 The full implementation stages are set out in table 2.

Table 2: Implementation timetable

Date	Details
13/02/2023	Licensing Panel agree report recommendations
15/04/2024	Consultation results brought to Licensing Panel, new policy endorsed and recommended to Council
October 2024	New policy endorsed by Cabinet

10. APPENDICES

10.1 There is one appendix:

- Appendix A – Equality Impact Assessment

11. BACKGROUND DOCUMENTS

11.1 This report is supported by one background document:

- The RBWM Gambling Act 2005 Statement of Principles 2022 - 2025 which can be found at <https://www.rbwm.gov.uk/home/business-and-economy/licensing-and-regulation/gambling-act-2005-licences>

12. CONSULTATION

Name of consultee	Post held	Date sent	Date returned
<i>Mandatory: Statutory Officer (or deputy)</i>			
Elizabeth Griffiths	Executive Director of Resources & S151 Officer	22/01/2024	
Elaine Browne	Deputy Director of Law & Governance & Monitoring Officer	22/01/2024	29/01/2024
<i>Deputies:</i>			
Andrew Vallance	Deputy Director of Finance & Deputy S151 Officer	22/01/2024	05/02/2024
Jane Cryer	Principal Lawyer & Deputy Monitoring Officer	22/01/2024	
<i>Mandatory: Procurement Manager (or deputy) - if report requests approval to go to tender or award a contract</i>			
N/A			
<i>Mandatory: Data Protection Officer (or deputy) - if decision will result in processing of personal data; to advise on DPIA</i>			
N/A	Data Protection Officer		
<i>Mandatory: Equalities Officer – to advise on EQiA, or agree an EQiA is not required</i>			
Ellen McManus-Fry	Equalities & Engagement Officer	22/01/2024	
<i>Other consultees:</i>			
<i>Directors (where relevant)</i>			
Andrew Durrant	Executive Director of Place	19/01/2024	
<i>Assistant Directors (where relevant)</i>			
Amanda Gregory	Assistant Director of Housing and Public Protection	19/01/2024	01/02/224
<i>External (where relevant)</i>			
N/A			

Confirmation relevant Cabinet Member(s) consulted	Cabinet Member for Public Protection (Cllr Werner)	Yes 19/01/2024
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REPORT HISTORY

Decision type:	Urgency item?	To follow item?
Licensing Panel decision	No	Yes – the results of the consultation and an updated policy will be brought to a future Licensing Panel meeting

Report Author: Greg Nelson, Trading Standards & Licensing Manager
07970 446 526

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Gambling Act 05 Review Appendix A

Equality Impact Assessment

For support in completing this EQIA, please consult the EQIA Guidance Document or contact equality@rbwm.gov.uk

1. Background Information

Title of policy/strategy/plan:	RBWM Gambling Act 2005 Statement of Principles – Three-Yearly Review
Service area:	Housing and Public Protection / Trading Standards & Licensing
Directorate:	Place

Provide a brief explanation of the proposal:

- What are its intended outcomes?
- Who will deliver it?
- Is it a new proposal or a change to an existing one?

The proposal is to begin the process of carrying out a statutory three yearly review of the RBWM Gambling Act 2005 Statement of Principles

This will be carried out by the Trading Standards & Licensing Manager

2. Relevance Check

Is this proposal likely to directly impact people, communities or RBWM employees?

- If No, please explain why not, including how you've considered equality issues.
- Will this proposal need a EQIA at a later stage? (for example, for a forthcoming action plan)

No, not at this stage, as this is simply notifying the Licensing Panel that the current policy is being reviewed

If 'No', proceed to 'Sign off'. If unsure, please contact equality@rbwm.gov.uk

3. Evidence Gathering and Stakeholder Engagement

<p>Who will be affected by this proposal?</p> <p>For example, users of a particular service, residents of a geographical area, staff</p>
<p>Among those affected by the proposal, are protected characteristics (age, sex, disability, race, religion, sexual orientation, gender reassignment, pregnancy/maternity, marriage/civil partnership) disproportionately represented?</p> <p>For example, compared to the general population do a higher proportion have disabilities?</p>
<p>What engagement/consultation has been undertaken or planned?</p> <ul style="list-style-type: none"> • How has/will equality considerations be taken into account? • Where known, what were the outcomes of this engagement?
<p>What sources of data and evidence have been used in this assessment?</p> <p>Please consult the Equalities Evidence Grid for relevant data. Examples of other possible sources of information are in the Guidance document.</p>

4. Equality Analysis

Please detail, **using supporting evidence**:

- How the protected characteristics below might influence the needs and experiences of individuals, in relation to this proposal.
- How these characteristics might affect the impact of this proposal.

Tick positive/negative impact as appropriate. If there is no impact, or a neutral impact, state 'Not Applicable'

More information on each protected characteristic is provided in the Guidance document.

	Details and supporting evidence	Potential positive impact	Potential negative impact
Age			
Disability			
Sex			
Race, ethnicity and religion			
Sexual orientation and gender reassignment			
Pregnancy and maternity			

Marriage and civil partnership			
Armed forces community			
Socio-economic considerations e.g. low income, poverty			
Children in care/Care leavers			

5. Impact Assessment and Monitoring

If you have not identified any disproportionate impacts and the questions below are not applicable, leave them blank and proceed to Sign Off.

<p>What measures have been taken to ensure that groups with protected characteristics are able to benefit from this change, or are not disadvantaged by it?</p> <p>For example, adjustments needed to accommodate the needs of a particular group</p>
<p>Where a potential negative impact cannot be avoided, what measures have been put in place to mitigate or minimise this?</p> <ul style="list-style-type: none"> For planned future actions, provide the name of the responsible individual and the target date for implementation.
<p>How will the equality impacts identified here be monitored and reviewed in the future?</p> <p>See guidance document for examples of appropriate stages to review an EQIA.</p>

6. Sign Off

Completed by: Greg Nelson	Date: 18/01/2024
Approved by: Ellen McManus-Fry	Date: 23/01/2024

If this version of the EQIA has been reviewed and/or updated:

Reviewed by:	Date:
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