

## CRB Consultation: Talking Point Questionnaire

| 1. Are you a regular user of taxis and/ or a private hire service? |                   |
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| Yes<br>131<br>83.4%  | No<br>26<br>16.6% |

| 2. Do you feel it is important that members of the taxi and private hire trade undertake an enhanced CRB disclosure to determine if they are a fit and proper person to carry passengers? |                 |
|---|-----------------|
| Yes<br>149<br>95.5%   | No<br>7<br>4.5% |

| 3. A CRB is currently undertaken at the point of application to become a licensed driver. Do you feel it is important that a further CRB is undertaken during the lifetime of the licence? |                  |
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| Yes<br>144<br>92.3%  | No<br>12<br>7.7% |

| 4. Do you think that taxi and private hire licence holders should undertake a further CRB: |               |               |            |
|--|---------------|---------------|------------|
| Every Year   | Every 3 Years | Every 5 Years | No Opinion |
| 58<br>37.4%  | 69<br>44.5%   | 17<br>11%     | 4<br>2.6%  |

| 5. Please add any further comments you wish to be considered:   |
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| 1. If a driver is of good character and has no issues with honesty and integrity during their day to day business, there should be no need for further CRB checks. However if not trustworthy they should not hold a licence in the first instance and licence should be immediately revoked, never mind doing another CRB. |
| 2. Taxi firm should pay for the CRB check   |
| 3. it is a must for CRB check every 3 years   |
| 4. It is important to feel safe when travelling in a taxi so I think it should be mandatory for them to be checked regularly.   |
| 5. We need to be sure our taxi drivers are properly licensed and managed and also that the vehicles are MOT`d and 100% roadworthy. We also need to ensure our drivers speak and understand the English language   |
| 6. it is just extra burden and expense on taxi driver who are already struggling with the increase of fuel prices and councils fees so please don't take the piss and don't change anything   |
| 7. instead of putting extra burden on taxi driver it would be nice if council can give some reduction in licences renewal fees to driver because they are already struggling with high increase in fuel insurance prices  |
| 8. the taxi drivers also need to be given a comfort of safety whilst carrying out their   |

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| duties  |
| 9. I have teenage daughters who tell me that they sometimes feel uncomfortable in some taxis. On one occasion my daughter was asked to engage in sexual discussion with a male driver. This was reported to the police.   |
| 10. If you use taxis after a night out you can be in a vulnerable state and should be able to trust the taxi driver   |
| 11. If the status is checked every year then this should incentives good behaviour and driving standards.   |
| 12. I think lone females travelling in taxi or private hire will feel more comfortable knowing the drivers have a valid CRB disclosure. The general CRB checks are undertaking three yearly however, I feel in this instance to have them yearly would be more appropriate so any issues can be picked up and dealt with much quicker.  |
| 13. CRB renewal frequency should be in line with LCC policy for it's own staff i.e. every 3 years   |
| 14. Any work that involves contact with the general public often in a vulnerable state should be regulated i.e. CRB   |
| 15. They should be CRB checked every 5 years but also in between when applying for jobs with a new company.   |
| 16. I think there should also be able to check these drivers don't have a drink problem when they are driving other paying passengers around.   |
| 17. hard time for taxi driver coz of high fuel price and insurance that's why extra burden on them leave them alone and don't put extra cost on them  |
| 18. DRIVING LICENSES AND PASSPORTS TO BE CHECKED ANNUALLY   |
| 19. Given the poor standard of driving skills displayed by some drivers it might also be a good idea to ask them to their driving re-assessed every three years   |
| 20. There should be stringent checks to ensure that the person is who they say there are and especially in the case of Asian taxi drivers that they are not using numerous names and each others driving licenses and identities!   |
| 21. I believe Taxi cabs should be maintained and repaired by a National Garage who would be responsible to adhere to all current and relevant Quality Standards for maintenance and vehicle repair. This would also be applicable to all public transport i.e. buses, coaches, mini buses etc and would prevent backstreet cowboy repairs being carried out on public vehicles. |
| 22. My daughters use taxis regularly and I assumed taxi drivers were subject to regular CRB checks. As an auditor for the council I have an annual CRB check and feel this by comparison is so unnecessary. The council would be better spending money on taxi drivers who are trusted with driving lone women at night.  |
| 23. The five year option may work if there is a legal duty on the licence holder to disclose convictions within a determined time frame, this would allow for action by the licensing authority without the need to rely upon a CRB check. Any failure to comply MUST be an automatic revoking of a licence in this case.   |
| 24. Owners of Private Hire vehicles should also be subjected to the same checks   |
| 25. Important to know who is transporting us and if they have relevant records  |
| 26. Given that some taxi firms are used to transport children and vulnerable adults I feel that it is important that CRB checks are part of wider employment checks.  |
| 27. You are putting trust in complete strangers, to get you safely from one destination to another, so it would be reassuring to know that they are being checked out on a regular basis  |
| 28. The importance of having confidence in the integrity of a taxi service is very  |

important for the city of Leeds and its future as a bad reputation for this service area will stop visitors coming to our city

29. CRB checks are needed as there are a lot of vulnerable young /old people use the services and people with mental health issues bare in mind its out of date as fast as its filled in as a crime could happen within the time of next up to date CRB

30. Very important that CRBs are repeated regularly. Current council policy (for staff that are working with children or vulnerable adults) is that enhanced CRB checks should be repeated every 3 years as a safeguard. This should be at least the same for taxi drivers as they may very well be required to transport children or vulnerable adults.

31. Please make sure that the drivers are fluent in speaking English, I feel that some of the drivers have no clue of the language. Also I would suggest that the drivers go through training more rigorously.

32. There is not much wrong as things stand but obviously any improvements (that are practical without impeding the drivers from doing their job) would be welcome.

33. Checks should be retrospective so that ALL drivers are cleared as of now.

34. Annual checks should me made to protect the vulnerable members of the public who use of the taxi service

35. Once every five years. is enough for a taxi driver.

36. I would feel much safer as a female travelling alone in a taxi

37. I feel this is really important - that passengers - especially young women feel that they can get into a car and know the person driving them has been checked. How will you decide if someone is not to be given a Licence if they have a criminal record? Would have been useful to let public decide what types of crimes - so a list of different offences could have been useful - then let the public have a view of those excluded. E.g. any violent crime should be excluded.

38. I have experienced minicab rides where the driving was extremely poor and possibly dangerous. I think that there should be more monitoring of driving ability.

39. The drivers should have to sit more driving test, yearly possibly because the standard of some drivers can be poor to say the least

40. Make a survey which actually takes into account previous questions - I answered stating that I did not think further CRB checks after the initial check were required and therefore the following question of how often should the "re-check" occur was actually a pointless question which should have been skipped!

41. As taxi drivers have access to vulnerable young people and adults and the ability to form relationships with these people, For the protection and well being of both children and young people and vulnerable adults it's important that CRB checks are carried out at least as regularly as in other services where employees have access to young people or vulnerable adults (every 3 yrs) and that only taxi companies with drivers who can evidence this should be on an approved supplier list for LCC use.

42. Support staff (i.e. those whom receive sensitive information) I believe should be included.

43. The initial check is useful on the first application; however I feel that the applicant should have a yearly check. This would highlight any criminal activity over the lifetime of the licence.

44. I work in Children's Services and a large part of my role involves 'face-to-face' contact with young people - I expect to be, and am, subject to undertaking an enhanced CRB check every 1-2 years. Many taxi drivers are involved in daily school runs as well as more general work with adults so this should be the case for them

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| too.   |
| 45. The checks should be in line with Leeds City Council policy - every three years.   |
| 46. As anyone who deals with the public, quite often on a one to one basis, then CRB regular checks are crucial to make the people of Leeds and anywhere else, to feel absolutely safe   |
| 47. Regular vehicle checks should be introduced too. not just the normal MOT as these vehicles are used much more and some I have been in would not pass   |
| 48. I think they should be every year as a CRB check only provides a snapshot, ensuring they are done regularly will help to ensure members of the public are kept safe.   |
| 49. I feel that making further CRB checks to taxi and professional hire drivers is an extremely important measure to ensure the safety of passengers, pedestrians and other drivers.   |
| 50. How do you effectively screen people who apply for a license from countries which do not participate in the screening process?   |
| 51. I am sure I am not the only person who has had an experience where I have been frightened by the taxi driver, either through aggression or sexual harassment. Taxi companies should also take complaints about their drivers more seriously.   |
| 52. Full CRB should be carried out every year. Taxi and private hire drivers are carrying people in their vehicles on a regular basis who are and could be vulnerable.   |
| 53. Review of the laws of the road. Following correct speeds.  |
| 54. There should be an ability to take licenses from drivers when they are reported to licensing team for bad driving techniques   |
| 55. I feel that is important that taxi staff do have regular CRB checks and this gives further re-assurance to the customer. Also vehicles should be checked before license is given for seat belts etc as these are sometimes not fitted or indeed working safely   |
| 56. My son takes taxis on a very regular basis, earlier this year a local taxi driver attempted to steal the contents of his wallet when my son was paying his fare at the end of the journey. The taxi driver was threatening and physical, my son attempted to get out of the car, the driver reversed and ran him over. He sustained a severe breaks in his arm, has lost the full use of his left hand. He was unable to work for several months, suffering now from depression. There is CCTV footage of the incident and two witness statements. This driver is pleading not guilty and so my son will also have to go to court in November. I use taxis on a very occasional basis and now will not travel alone in a taxi. In my local area taxi drivers seem to drive very fast, cut in front of cars, race the traffic lights and do not seem to considerate of other road users or pedestrians. |
| 57. CRB checks should be undertaken in line with the guidance from the Home Office.  |
| 58. I think it is important that taxi drivers are of good character and that any   |
| 59. I think it is important that any person that provides a service to the public should have a CRB check. It is important for the safety & well being of their passengers   |
| 60. The reason I feel that CRB's should be done annually is because 3 - 5 years is too long between CRB checks as any conviction could happen in this period.  |
| 61. I use the same company when ever we need a taxi and it is an important position of trust - I have built up a relationship with this company. CRB's would make me feel safer.   |
| 62. Taxi drivers are regularly placed in a position of trust with vulnerable members of  |

the public travelling alone. I suggest regular and on-going checks should be a matter of course and central to holding a licence.

63. Most professions that are involved in public activities require regular CAB If a driver committed a serious offence that could be detrimental to public safety whilst he was applying for a license then this would not show on CRB however it would on the next one and I feel that a one year period is long enough to for this to occur

64. considering the state some people are in, and the fact that children are able to be using this service a CRB is important

65. Enhanced CRB's should be for everyone who has access to the public/children and pensioners. More so when vulnerable members of society are alone with a taxi driver.

66. That it should be taken every 3/4 years

67. In answering this survey, I have considered the views of my three teenage daughters. It would be a little more reassuring for me to think that those that are likely to be alone on a one on one basis with anyone should first be vetted to ensure safety of passengers, with continued vetting while ever they wish to continue to carry out their role

68. Taxi drivers are in a position of trust working late at night and often with vulnerable clients and as such should be checked regularly.

69. Taxis are used regularly by young people and as a parent I want to be assured that every step has been taken by the relevant authorities to ensure the safety of vulnerable young people when they get into a taxi with a stranger, often late at night. Therefore stringent checks on driver's capability to drive (i.e. valid clean UK driving license), and integrity as far as it is possible to check, are extremely important to me.

70. CRB should be regularly reviewed. If someone is convicted of sexual predatory behaviour then its no good waiting 3 years to find out

71. Taxi livery and condition of the comfort and cleanliness of the car and the driver

72. I think that Private hire drivers should be CRB checked at regular intervals and also that they should be visited by mystery visitors to check on the standard of driving, knowledge of their area, and the standard of customer care

73. and training need to be giving and speaking English

74. Public sector workers are required to complete CRB checks every 3 years why not taxi drivers?

75. The main point is that you feel safe when you get into a taxi. Even if it is a firm that you trust or use regularly. You pay for a service and you want to feel you can use this service without fear, or intimidation.

76. Essential so even vulnerable people can use taxis with safety

77. I use taxis infrequently because I am nervous about travelling with someone who barely speaks due to little command of English. Begs the point How did they pass a driving test? Also they continually chat on a mobile phone to family members. They should not be outside the law.

78. We have to trust drivers with venerable people, including children, young, drunk persons, physically and mentally ill persons. So we need to feel assured that the drivers are trustworthy

79. It should be mandatory that all private hire vehicles have CCTV installed for the protection of passengers and taxi drivers

80. Before a taxi driver is able to commence their role, the person should go through a CRB in order for the public to feel safer, and to know the taxi driver is at least suitable for the role. They are providing a service to the public, just as much as

employees of Leeds City Council are.

81. You are responsible for the safety of the public in taxis, private hire cars and a CRB is only the start. You also have to stop private hire drivers from sharing their badges. I have had 2 this week that were using someone else's badge. If you don't believe me, Ask anyone? They also take advantage of drunk and vulnerable individuals at weekends. Be brave and challenge this situation instead of pretending it doesn't happen.

82. This should be extended to other areas too, York and Barnsley

83. It is important to check that these drivers who we trust are actually worthy of that trust. People can be vulnerable in taxis especially when intoxicated.

84. I need to know that the driver of my taxi has not committed any type of criminal offence especially a sexual offence

85. It is essential that these checks are carried out so that the people of Leeds can be assured that they are travelling safely.

86. It is important that passengers (particularly lone females) feel safe in the knowledge that their driver can be trusted.

87. As long as each case is carefully considered when a disclosure is revealed, bearing in mind the rehabilitation of offenders then a CRB check is useful.

88. I think there should be monitoring of whether or not firms actually carry out the current regulations of asking for CRB checks. My local company regularly has new drivers who have just come to this country. Getting a CRB check for them would be difficult. I doubt that the company adhere to the regulations and ask for one before allowing the drivers to work.

89. If a person is convicted of crime that can affect his performance at the job or dealing with public then he should be dismissed. A hard working and hard pressed driver having to pay inflated fuel, insurance and licence renewal fees should not be made to pay every 3 years.