



## Greater Manchester Minimum Licensing Standards

# Greater Manchester taxi and private hire minimum licensing standards – proposals for consultation

Bolton | Bury | Manchester | Oldham | Rochdale | Salford | Stockport | Tameside | Trafford | Wigan

### Instructions on completing the questionnaire

It should take anywhere from 10 to 30 minutes depending on your answers. The last day that you can respond is **Thursday 3 December 2020**.

**If you have any concerns or questions about the questionnaire please email [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) or call 0161 244 1100.**

Throughout this questionnaire, when Greater Manchester or GM is used to describe the decision-making body for the proposals, it refers to the 10 Local Authorities of Greater Manchester.

**Please use a black or blue pen to complete the questionnaire.**

When writing comments, it is preferable if you use capitals to make sure we can clearly read your response. If at any time you run out of space in a section please go to the end of the questionnaire and continue to write on the additional pages provided. Please include the question number on this additional page to ensure we can clearly match your response to the question.

You will note that there are question numbers attached to each question and these may not run in sequential order, this is due to this being part of a larger questionnaire and to save paper we have removed sections and questions which are not relevant to you.

Alongside this, there will still be certain questions which will not be applicable for you, depending on your previous answers and your own circumstances. Where this is the case there is a comment in **CAPITALS** above the question to state who should answer the question, based on the answers provided.

When you reach a question which is not applicable to you then please move to the next page and continue to do so until you see a comment in capitals which states:

### **EVERYONE CAN ANSWER THESE QUESTIONS**

All responses will go to AECOM – the independent agency who are managing and analysing the responses.

Please post your completed questionnaire to: Freepost RUBS-XRAT-GLBK, AECOM, 1 New York Street, Manchester, M1 4HD. You do not need a stamp.

If you have any supporting documents that you'd like to submit you can include these when posting the questionnaire.

At the end of this document please tick the box to advise that you've submitted extra documents and note the titles of these documents.

Thank you for providing responses for this consultation.

## Background

There are two types of vehicles that the general public call 'taxis'

- Hackney carriages are licensed to pick up people who wave for the vehicle to pull over and stop at the roadside or from an authorised taxi rank. Hackney carriages are often purpose built 'black cabs' but don't have to be (depending on local policy) and they may also do pre-booked work.
- A private hire vehicle is only permitted to pick people up via a pre-arranged booking. This might be over the phone, or using an app-based booking system.

Around 2,000 hackney carriages and approximately 14,000 private hire vehicles are currently licensed by the ten Greater Manchester Local Authorities.

At present each Local Authority in Greater Manchester has a different set of standards for licensing drivers, vehicles and operators in their area.

## What's changing?

Proposals have been developed to establish a consistent set of Greater Manchester-wide minimum licensing standards to help deliver improved safety, reduce vehicle emissions and improve vehicle accessibility for customers.

This collaborative approach between the 10 Greater Manchester Local Authorities seeks to establish minimum licensing standards in a number of key areas, while allowing Local Authorities to exceed these, where they consider this to be appropriate.

## We want your views

We now want your views on the proposed set of minimum licensing standards but before answering any of the consultation questions, please read the consultation document. This can be found at [gmtaxistandards.com](http://gmtaxistandards.com).

The consultation is open until **23:59 on Thursday 3 December 2020**.

## Who can take part?

We want as many views as possible on this important consultation. You can answer, wherever you live in the UK, as a member of the public, an individual working in this sector (e.g. as a driver) or in an official capacity (e.g. as an elected representative, business or organisation).

## Where can I find more information?

Before answering any of the consultation questions, please read the consultation document. This can be found here on [gmtaxistandards.com](http://gmtaxistandards.com).

If you have any questions or concerns about the questionnaire, please email [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) or call **0161 244 1100**.

For support to respond to this consultation or to request copies of the consultation document and questionnaire please contact [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) or **0161 244 1100**. Support for non-English speakers is available on **0161 244 1100**.

## Confidentiality and data protection

TfGM has commissioned the independent research organisation AECOM to receive and analyse responses to the consultation, and to prepare a report of the findings. Transport for Greater Manchester (TfGM) are the data controller and are delivering this consultation for the 10 Greater Manchester Local Authorities under delegated authority. Both TfGM and AECOM will process your personal data in accordance with the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR).

Information you provide including personal information in response to the consultation will only be published in aggregate form or anonymised. However, if you are responding to the consultation in an official capacity, we may attribute comments you make to the organisation or body you represent. It should be noted that information provided in response to this consultation, including personal information, may be subject to disclosure in accordance with the access to information regimes. These are primarily the Freedom of Information Act 2000 (FOIA), the Environmental Information Regulations (EIR) 2004, the Data Protection Act (DPA) 2018, and the General Data Protection Regulation (GDPR). Therefore, if we receive a request for disclosure of the information, we cannot give an assurance that confidentiality can be maintained in all circumstances.

Further details of how TfGM process your data and for details of how you can exercise your rights are available at [tfgm.com/privacy-policy](https://tfgm.com/privacy-policy) or from the Data Protection Officer by emailing [data.protection@tfgm.com](mailto:data.protection@tfgm.com). For AECOM's privacy policy, please visit [aecom.com/privacy-policy](https://aecom.com/privacy-policy) or email [privacyquestions@aecom.com](mailto:privacyquestions@aecom.com).

If you no longer wish for us to use your personal information during the analysis stage, you have a right to have the relevant information deleted. Please email [privacyquestions@aecom.com](mailto:privacyquestions@aecom.com) before the consultation ends at **23:59 on Thursday 3 December 2020**.

## EVERYONE CAN ANSWER THESE QUESTIONS

### Q0.1 Are you a ...?

*Please tick one only*

- Member of the public
- Licensed hackney carriage driver – own my vehicle
- Licensed hackney carriage driver – rent/lease a licensed vehicle that is kept at my home address
- Licensed hackney carriage driver – rent/lease a licensed vehicle that is not kept at my home address
- Licensed private hire driver – own my vehicle
- Licensed private hire driver – rent/lease a licensed vehicle that is kept at my home address
- Licensed private hire driver – rent/lease a licensed vehicle that is not kept at my home address
- Private hire operator
- Organisation (e.g. schools, charities, social enterprise, trade organisations, government bodies)
- Vehicle lease company (or owner of licensed vehicles used by others)
- Business (including self-employed and sole traders)
- Councillor / elected official

## ONLY ANSWER IF YOU ARE RESPONDING AS A COUNCILLOR OR ELECTED OFFICIAL

### Q0.1a. Please provide the following details

The area are you elected to represent.

Your name.

**ONLY ANSWER IF YOU ARE A PRIVATE HIRE OPERATOR / TAXI TRADE ASSOCIATION / CHARITY OR OTHER ORGANISATION / VEHICLE LEASE COMPANY OR BUSINESS:**

**Q0.2 Please provide the name of the organisation you are responding on behalf of**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**Q0.3 Are you authorised to respond on behalf of this organisation?**

*Please tick one only*

Yes

No

**Q0.4 What is the size of your business?**

*Please tick one only*

Sole trader / self-employed (1 person)

Micro business (2-9 employees)

Small business (10-49 employees)

Medium business (50-249 employees)

Large business (250+ employees)

**This questionnaire asks for your views on the proposed minimum licensing standards within four areas:**

- Drivers
- Vehicles
- Operators
- Local Authorities

It also asks for your views on the timetable and impact of the proposals.

You have the opportunity to give any further comments at the end.

If you want further information about each of the standards and the rationale behind them, please read the consultation document which can be found at **[gmtaxistandards.com](http://gmtaxistandards.com)**.

It should be emphasised that these are **minimum** standards the 10 Greater Manchester Local Authorities can work to. Some Local Authorities may already be working to higher standards or may plan to do so, this consultation will not affect that work.

The standards set out in this document also incorporate the Department for Transport's recently published Statutory Taxi and Private Hire Vehicle Standards. The Department for Transport's standards can be found at **[www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards](http://www.gov.uk/government/publications/statutory-taxi-and-private-hire-vehicle-standards)**. The Local Authorities acknowledge these standards and aim to build on them.

## EVERYONE CAN ANSWER THESE QUESTIONS

### Proposed minimum licensing standards for licensed drivers in Greater Manchester

**Enhanced criminal record checks:** It is proposed that all drivers will be required to undertake an enhanced disclosure check through the Disclosure and Barring Service (DBS). The check will include Barred Lists such as details of unprotected spent convictions and police cautions. Drivers must also register to the DBS update service and maintain that registration to enable the licensing authority to routinely check for new information every six months.

**Driver medical examinations:** It is proposed that medical examinations are used to check drivers are medically fit to drive (the same examinations as applied by the Driver and Vehicle Standards agency (DVSA) to the licensing of lorry and bus drivers).

**Knowledge tests:** It is proposed that applicants undertake a knowledge test. The test may include local area knowledge, local conditions, licensing law, road safety / highway code / cycle awareness, numeracy, reading & writing and safeguarding.

**English language tests:** It is proposed that new drivers undertake an assessment to ensure they are able to communicate in spoken English and in writing to a standard that is required to fulfil their duties, including in emergency and challenging situations.

**Driving proficiency tests:** It is proposed that all new drivers will be required to pass an on-road assessment with a Greater Manchester approved supplier.

**Driver training:** It is proposed that Licensing Authorities will require all drivers to undertake training in safeguarding and awareness of child sexual exploitation, human trafficking, disability and dementia.

**Dress code:** It is proposed a dress code is introduced to promote a positive image of the licensed hackney carriage and private hire trade in Greater Manchester. All clothing worn must be in good condition and the driver must keep good standards of personal hygiene.

**Drug and alcohol testing:** Driving under the influence of drugs and / or alcohol poses a risk to the public and other road users. The proposal is to develop a policy on the testing of drivers based on complaints or intelligence received.

**Private hire driver conditions:** The private hire driver conditions are set out in detail in Appendix 3 of the consultation document and include matters such as driver conduct, fares, convictions, assistance dogs and lost property.

## EVERYONE CAN ANSWER THESE QUESTIONS

**Q1. To what extent do you agree or disagree with the proposed minimum licensing standards for licensed drivers in Greater Manchester?**

*Please tick one only*

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know        |

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Q1a. Please use this space to provide any comments relating to the proposals for minimum licensing standard or standards for licensed drivers in Greater Manchester.**

If you are commenting on a specific standard or standards, please mention the standard you are referring to.

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

## EVERYONE CAN ANSWER THESE QUESTIONS

### Proposed minimum licensing standards for licensed vehicles in Greater Manchester

**Vehicle emissions:** It is proposed that all licensed vehicles must comply with the current Euro standard (Petrol: Euro IV 2005 onwards manufacture, Diesel: Euro V1 2015 onwards manufacture) when they are first licensed, with an ambition for a zero-emission capable fleet by 2028.

**Vehicle age:** It is proposed that all licensed vehicles are under 5 years old at first licensing and no more than 10 years old.

**Different age policy for electric vehicles:** A different age policy is being considered for electric vehicles so that they can be licensed for more than 10 years.

**Vehicle colour:** It is proposed that all private hire vehicles should be white in colour and hackney carriages should be black (exceptions for advertising on some hackney carriages and executive hire, for example chauffeur services).

**Accessible hackney carriages:** It is proposed that all hackney carriages should be wheelchair accessible.

**Side and / or rear loading without the need for swivel seats:** A policy as to whether purpose-built accessible vehicles should be side and/or rear loading without the need for swivel seats is being considered.

**Vehicle livery (special design):** It is proposed all vehicles will display licence plates on the front and back of the vehicle, a 'GM Approved' sticker on its bonnet and that private hire vehicles will display stickers on both rear side doors which will include operator name, 'advanced bookings only' and 'not insured unless pre-booked', and a sticker containing the operator name in the back window.

**Vehicle testing:** It is proposed that all vehicles more than three years old will be tested for safety, road worthiness and exhaust emissions at least twice a year. It is also proposed that all vehicles will be tested against the standard DVSA MOT Standard as a minimum.

**CCTV:** It is proposed that all licensed vehicles are fitted with mandatory CCTV. Cameras can act as a deterrent to the occurrence of a crime and can protect both drivers and passengers. Audio as well as visual recording is proposed, triggered by a panic button system.

**Executive hire:** It is proposed that the following standards apply to executive hire vehicles (e.g. chauffeur driven) - bookings to be confirmed by written contract, payments made in advance of the journey or by invoice afterwards, the types of vehicles to be licensed, dress code, business plan shared with licensing authority, vehicles not to be fitted with radios or data heads or meters, exemptions from plates and door signs and must be used exclusively for executive hire.

**Vehicle design:** It is proposed that all vehicles conform to M1 vehicle standard (DVLA vehicle classification), no retrofitting of engines into older vehicles (Liquid Petroleum Gas (LPG) conversions will be accepted), any retrofit emissions technology must have been approved as part of the Clean Vehicle Retrofit Accreditation Scheme (CVRAS), manufacturer window tints only, no vehicles will have been written off in any category, no roof signs on private hire vehicles, no advertising other than Local Authority issued signage on private hire vehicles.

**Vehicle conditions:** Details of proposed Greater Manchester private hire and hackney carriage vehicle conditions can be found in Appendices 4 and 5 respectively and include matters such as identification plates, accidents, meters, fare tables and CCTV.

#### Q2. To what extent do you agree or disagree with the proposed minimum licensing standards for licensed vehicles in Greater Manchester?

*Please tick one only*

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

Don't know

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Q2a. Please use this space to provide any comments relating to the proposals for minimum licensing standard or standards for licensed vehicles in Greater Manchester.**

If you are commenting on a specific standard or standards, please mention the standard you are referring to.

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Proposed minimum licensing standards for licensed operators in Greater Manchester**

**Common licence conditions:** It is proposed that common conditions are attached to each private hire operator licence setting out their responsibilities and how records should be kept with regards to bookings, vehicles and drivers working from and for their company.

**Criminal record checks for operators and staff:** It is proposed that each private hire operator licence requiring operators and their staff (paid or unpaid) are DBS checked every year to ensure that only safe and suitable people have access to operator records.

Vehicle owners who are not licensed drivers, including Directors of companies or partners, are to have a basic DBS check as a part of their application process.

**Q3. To what extent do you agree or disagree with the proposed minimum licensing standards for licensed operators in Greater Manchester?**

*Please tick one only*

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know        |

**Q3a. Please use this space to provide any comments relating to the proposals for minimum licensing standard or standards for licensed operators in Greater Manchester.**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Proposed minimum licensing standards for Local Authorities in Greater Manchester**

**Timescales for applications to be submitted and received:** It is proposed that applications may be submitted up to eight weeks in advance of licence expiry. Once an application has been determined a driver/vehicle or operator licence will be issued within five working days.

**An agreed common enforcement approach:** It is proposed an agreed common enforcement approach across Greater Manchester is developed so that the standards will be adhered to in practice and drivers will comply with them.

**An agreed framework to which licensing fees are set:** It is proposed that a framework governing levels of licensing fees (including enforcement and compliance costs) will be agreed.

**Councillor training (relevant to their role) before they hear applications:** Councillors already receive training but this proposal confirms that councillors with responsibility for licensing will receive training each year and new councillors will receive training before they hear licensing applications.

**Appropriate delegated powers for Licensing Managers:** It is proposed that appropriate delegated powers (trusting others to make decisions) will be in place for Licensing Managers and Heads of Service to suspend or revoke licences on the grounds of public safety when an urgent need arises.

**Excellence in Licensing Award:** Local Authorities are also considering a scheme where members of the public can nominate drivers and companies who they wish to be considered for an 'Excellence in Licensing Award'.

**Q4. To what extent do you agree or disagree with the proposed minimum licensing standards for Local Authorities in Greater Manchester?**

*Please tick one only*

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know        |

**Q4a. Please use this space to provide any comments relating to the proposals for minimum licensing standard or standards for Local Authorities in Greater Manchester.**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

## EVERYONE CAN ANSWER THESE QUESTIONS

### Timetable

It is acknowledged that there needs to be a period of transition before Licensing Authorities implement any proposals agreed following this consultation. This will also allow the trade to consider their options for vehicles going forward. To support Greater Manchester licensed hackney carriage and private hire vehicle owners to upgrade, the Greater Manchester Clean Air Plan proposals include a 'Clean Taxi Fund' and a series of other measures, more information on this can be found at [cleanairgm.com](http://cleanairgm.com).

A timetable has been set out which proposes:

- New vehicles being licensed from 1 April 2021 will be required to meet the standards that are approved following this consultation.
- Most of the other policy areas that are approved will start to come into force from April 2021, for example relating to driver and operator standards.
- From April 1, 2021 it is proposed that all existing licensed vehicles will commence transitioning to meet the standards that are approved following this consultation. This will include the stated emissions requirements and age of vehicles.
- The transition period will be determined by each individual Licensing Authority having considered current and revised policies and the likely effect on the trade, but it is expected that all vehicles would have to be compliant with the proposed emissions standards by April 1, 2024 (non-compliant vehicles will still be liable to pay the Clean Air Zone charge from Spring 2022). This will mean that from April 2023, hackney and private hire vehicles will need to meet Minimum Licensing Standards to secure a vehicle licence.
- From 2025 all **new-to-licence** vehicles would need to be Zero Emission Capable (ZEC) (*a vehicle which emits no more than 75g/km CO2 exhaust emissions and be capable of being operated with no emissions for a minimum range of 20 miles*).
- From April 2028 all who submit their vehicle for a licence would need to be ZEC.

### Q5. To what extent do you agree or disagree with the proposed timetable for minimum licensing standards in Greater Manchester?

*Please tick one only*

- |   |  |
|---|--|
| <input type="checkbox"/> Strongly agree             | <input type="checkbox"/> Disagree          |
| <input type="checkbox"/> Agree                      | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know        |

### Q5a. Please use this space to provide any comments relating to the proposed timetable.

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Impact**

When considering the impact, you may also want to review current licence standards within the Local Authority you live in or are currently licensed with. A link to these can be found on [gmtaxistandards.com](http://gmtaxistandards.com) or you can contact each Local Authority Licensing Department directly. A summary of current licensing standards and case studies of how the proposals may affect vehicle owners can be found at Appendices 8 and 9 within the consultation document.

Having read through the proposals for minimum licensing standards in Greater Manchester...

**Q6a. Please use this space to describe how you / your business will be affected by these proposals (if at all) if they are approved and implemented.**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**ONLY TO BE ANSWERED BY BUSINESSES INCLUDING VEHICLE LEASING COMPANIES OR ANYONE WHO WORKS IN THE TAXI TRADE**

**COVID-19**

Local Authorities are aware that businesses have been, and continue to be, impacted by the COVID-19 pandemic.

To understand the impact on you and your business / organisation please answer the following questions.

**Q6b. Which of the following best reflects your trading status as a result of the COVID-19 pandemic?**

*Please tick all that apply*

- Have continued trading throughout
- Currently trading, having temporarily paused - but have resumed trading during the pandemic
- Paused trading
- Permanently ceased trading
- Other (please write in)

**Q6c. Have you or your business received any of the following as a result of the COVID-19 pandemic:**

*Please tick all that apply*

- Coronavirus job retention scheme (aka Furlough)
- Government-backed accredited loans or finance agreements (aka CBIL / BBLS)
- Business grants funded by the UK and devolved governments
- Self-employment income support scheme
- Other government support
- Other loans / grants (please write in)

- Not applied for any of these schemes
- Not applicable for my business or organisation

**Q6d. Please tell us how the COVID-19 pandemic has affected the following aspects of your business:**

*Please tick one per row*

	A lot less than before	Less than before	Same as before	More than before	A lot more than before	Not applicable	Don't know	Prefer not to say
Level of debt	<input type="checkbox"/>							
Reserves / Savings	<input type="checkbox"/>							
Turnover	<input type="checkbox"/>							
Profitability	<input type="checkbox"/>							

**ONLY TO BE ANSWERED BY BUSINESSES INCLUDING VEHICLE LEASING COMPANIES OR ANYONE WHO WORKS IN THE TAXI TRADE**

**Q6e. Please tell us how the COVID-19 pandemic has affected your ability to meet the proposed Greater Manchester Minimum Licensing Standards?**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**ONLY TO BE ANSWERED BY ORGANISATIONS, A MEMBER OF THE PUBLIC OR AN ELECTED OFFICIAL**

Local Authorities are aware that people and businesses have been, and continue to be, impacted by the COVID-19 pandemic.

**Q6f. Do you have any comments on the impact of the COVID-19 pandemic on the proposals outlined within the consultation document?**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Overall proposals**

**Q7a. Overall, to what extent do you agree or disagree with the proposed Greater Manchester minimum licensing standards for hackney carriages and private hire services.**

*Please tick one only*

Strongly agree

Disagree

Agree

Strongly disagree

Neither agree nor disagree

Don't know

**Q7b. Please explain your answer.**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Q7c. Are there any changes that you think would improve the proposed minimum licensing standards?**

*Please tick one only*

Yes

No

Don't know

**IF ANSWERED YES ABOVE**

**Q7d. Please provide further details as to the changes you think would improve the proposed standards.**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**Q7e. If you disagreed with the proposals, how likely would you be to agree with them if the changes you suggested in answer to the previous question were made?**

*Please tick one only*

Extremely likely

Quite unlikely

Quite likely

Extremely unlikely

Neither likely or unlikely

Don't know

**EVERYONE CAN ANSWER THESE QUESTIONS**

**Draft Equality Impact Assessment**

**Q8. A draft Equality Impact Assessment has been produced to identify the potential impacts of the proposed minimum licensing standards on persons with protected characteristics. This can be found at [gmtaxistandards.com](http://gmtaxistandards.com).**

**Please use this space to provide any comments on the draft Equality Impact Assessment.**

*Please write in your response below, additional space is provided at the end of the questionnaire, if needed*

**THERE ARE QUESTIONS TO BE ANSWERED ON THIS PAGE IF YOU ARE**

- **A LICENSED TAXI OR PRIVATE HIRE DRIVER, OWNER OR OPERATOR**
- **AN ORGANISATION INCLUDING TRADE ASSOCIATION OR CHARITY**
- **A VEHICLE LEASING COMPANY**

**About you**

**ANSWER IF YOU ARE A TAXI OR PRIVATE HIRE DRIVER, OWNER OR OPERATOR**

**Q9. Which Local Authority are you licensed with?**

*Please tick all that apply*

- |   |                                     |
|---|-------------------------------------|
| <input type="checkbox"/> Bolton                                       | <input type="checkbox"/> Tameside   |
| <input type="checkbox"/> Bury   | <input type="checkbox"/> Trafford   |
| <input type="checkbox"/> Oldham                                       | <input type="checkbox"/> Manchester |
| <input type="checkbox"/> Rochdale                                     | <input type="checkbox"/> Salford    |
| <input type="checkbox"/> Stockport                                    | <input type="checkbox"/> Wigan      |
| <input type="checkbox"/> Outside Greater Manchester (please write in) | <input type="text"/>                |

**ANSWER IF YOU ARE IN A TRADE ASSOCIATION, CHARITY OR VEHICLE LEASE COMPANY**

**Q10. Which Local Authority are based in?**

*Please tick all that apply*

- |   |                                     |
|---|-------------------------------------|
| <input type="checkbox"/> Bolton                                       | <input type="checkbox"/> Tameside   |
| <input type="checkbox"/> Bury   | <input type="checkbox"/> Trafford   |
| <input type="checkbox"/> Oldham                                       | <input type="checkbox"/> Manchester |
| <input type="checkbox"/> Rochdale                                     | <input type="checkbox"/> Salford    |
| <input type="checkbox"/> Stockport                                    | <input type="checkbox"/> Wigan      |
| <input type="checkbox"/> Outside Greater Manchester (please write in) | <input type="text"/>                |

**Q11. How many drivers / members do you represent? OR How many licensed vehicles do you own?**

*Please write in your response below*

## EVERYONE CAN ANSWER THESE QUESTIONS

We must consider how different people will be affected by our strategies and policies, and we also want to make sure we hear from people from all of Greater Manchester's diverse backgrounds. Therefore the last few questions are about you, to help us ensure we hear from a range of voices, and to help identify any possible discrimination or barriers for particular groups of people. The personal information you give us will remain strictly confidential and we will not use it in a way that could identify you. If there are questions you would prefer not to answer please choose the 'prefer not to say' option.

### Q12. Which Local Authority do you live in?

*Please tick one only*

- |   |                                     |
|---|-------------------------------------|
| <input type="checkbox"/> Bolton                                       | <input type="checkbox"/> Tameside   |
| <input type="checkbox"/> Bury   | <input type="checkbox"/> Trafford   |
| <input type="checkbox"/> Oldham                                       | <input type="checkbox"/> Manchester |
| <input type="checkbox"/> Rochdale                                     | <input type="checkbox"/> Salford    |
| <input type="checkbox"/> Stockport                                    | <input type="checkbox"/> Wigan      |
| <input type="checkbox"/> Outside Greater Manchester (please write in) | <input type="text"/>                |

### Q13 What is your home postcode?

### Q14: How old are you?

*Please tick one only*

- |                                   |  |
|-----------------------------------|--|
| <input type="checkbox"/> Under 13 | <input type="checkbox"/> 45-54             |
| <input type="checkbox"/> 13-17    | <input type="checkbox"/> 55-64             |
| <input type="checkbox"/> 18-24    | <input type="checkbox"/> 65-74             |
| <input type="checkbox"/> 25-34    | <input type="checkbox"/> 75+               |
| <input type="checkbox"/> 35-44    | <input type="checkbox"/> Prefer not to say |

## EVERYONE CAN ANSWER THESE QUESTIONS

**Q15: What is your ethnic group?***Please tick one only*

- |   |  |
|---|--|
| <input type="checkbox"/> Asian or Asian British - Indian                        | <input type="checkbox"/> Mixed - White and Black African                           |
| <input type="checkbox"/> Asian or Asian British - Pakistan                      | <input type="checkbox"/> Mixed - White and Asian                                   |
| <input type="checkbox"/> Asian or Asian British - Bangladesh                    | <input type="checkbox"/> Mixed - Any other mixed background                        |
| <input type="checkbox"/> Asian or Asian British - Chinese                       | <input type="checkbox"/> White - English/Welsh/Scottish/<br>Northern Irish/British |
| <input type="checkbox"/> Asian or Asian British - Kashmiri                      | <input type="checkbox"/> White - Irish   |
| <input type="checkbox"/> Asian or Asian British - Any other<br>Asian background | <input type="checkbox"/> White - Gypsy or Irish Traveller                          |
| <input type="checkbox"/> Black or Black British - Caribbean                     | <input type="checkbox"/> White - Eastern European                                  |
| <input type="checkbox"/> Black or Black British - African                       | <input type="checkbox"/> White - Any other White background                        |
| <input type="checkbox"/> Black or Black British - Any other<br>Black background | <input type="checkbox"/> Other ethnic group - Arab                                 |
| <input type="checkbox"/> Mixed - White and Black Caribbean                      | <input type="checkbox"/> Other ethnic group - Other                                |
|   | <input type="checkbox"/> Prefer not to say   |

**Q16: What is your religion?***Please tick one only*

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Buddhist  | <input type="checkbox"/> Sikh              |
| <input type="checkbox"/> Christian | <input type="checkbox"/> Other religion    |
| <input type="checkbox"/> Hindu     | <input type="checkbox"/> No religion       |
| <input type="checkbox"/> Jewish    | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Muslim    |  |

**Q17: How do you describe your gender?***Please tick one only*

- |  |  |
|--|--|
| <input type="checkbox"/> A man (including Trans Man)     | <input type="checkbox"/> In another way    |
| <input type="checkbox"/> A woman (including Trans Woman) | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Non-binary                      |  |

**Q18: Do you identify as trans/transgender?***Please tick one only*

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> In some ways      |
| <input type="checkbox"/> No  | <input type="checkbox"/> Prefer not to say |

## EVERYONE CAN ANSWER THESE QUESTIONS

**Q19: Which of the following best describes how you think of yourself?***Please tick one only*

- |   |  |
|---|--|
| <input type="checkbox"/> Bisexual             | <input type="checkbox"/> Other sexual orientation<br>(please specific) |
| <input type="checkbox"/> Gay man              | <input type="text"/>   |
| <input type="checkbox"/> Gay woman or lesbian | <input type="checkbox"/> Prefer not to say                             |
| <input type="checkbox"/> Heterosexual         |  |

**Q20: Are your day-to-day activities limited because of a health problem or disability?***Please tick one only*

- |  |  |
|--|--|
| <input type="checkbox"/> Yes, limited a lot    | <input type="checkbox"/> No                |
| <input type="checkbox"/> Yes, limited a little | <input type="checkbox"/> Prefer not to say |

**Q21: Could you please tell me which of the conditions best describe your health issues or disability?***Please tick all that apply*

- |  |   |
|--|---|
| <input type="checkbox"/> Learning disability | <input type="checkbox"/> Sensory disability                 |
| <input type="checkbox"/> Mental ill health   | <input type="checkbox"/> Prefer not to say                  |
| <input type="checkbox"/> Mobility disability | <input type="checkbox"/> Other disability (please write in) |

## EVERYONE CAN ANSWER THESE QUESTIONS

**Q22. How did you hear about this consultation?***Please tick one only*

- |  |  |
|--|--|
| <input type="checkbox"/> Email                   | <input type="checkbox"/> Radio                                     |
| <input type="checkbox"/> Twitter                 | <input type="checkbox"/> Local newspaper                           |
| <input type="checkbox"/> Facebook                | <input type="checkbox"/> Events                                    |
| <input type="checkbox"/> Instagram               | <input type="checkbox"/> gmtaxistandards.com website               |
| <input type="checkbox"/> LinkedIn                | <input type="checkbox"/> Website (not gmtaxistandards.com website) |
| <input type="checkbox"/> Posters                 | <input type="checkbox"/> Word of mouth                             |
| <input type="checkbox"/> Search engine advert    | <input type="checkbox"/> Prefer not to say                         |
| <input type="checkbox"/> Other (please write in) | <input type="text"/>   |

**EVERYONE CAN ANSWER THESE QUESTIONS**

Please see privacy notice at [tfgm.com/privacy-policy](https://tfgm.com/privacy-policy) to see how your data will be held and your individual rights under GDPR.

**Q23: CONTACT**

*Please tick all that apply*

- You would like to be kept informed on the development of the Minimum Licensing Standards proposals
- You own / drive an impacted vehicle and would like information about support when it becomes available
- You are willing to take part in further research / consultation activity
- I do not want to provide my contact details

**Q24: CONTACT**

*Please provide the following details*

Name

Telephone Number

Email address

**NOTE:** If you are aged under 13, we require the contact details from a parent or legal guardian and they must confirm they have given their permission to provide their contact details by ticking below:

- As a parent/guardian of the person responding to this consultation who is aged under 13, I have provided my contact details.

Thank you for sharing your views on the Greater Manchester proposals for Minimum Licensing Standards. Once the consultation has closed on **3 December 2020**, all the feedback received will be read and considered to help shape the final proposals.

Please post your completed questionnaire to the address below. You do not need a stamp.

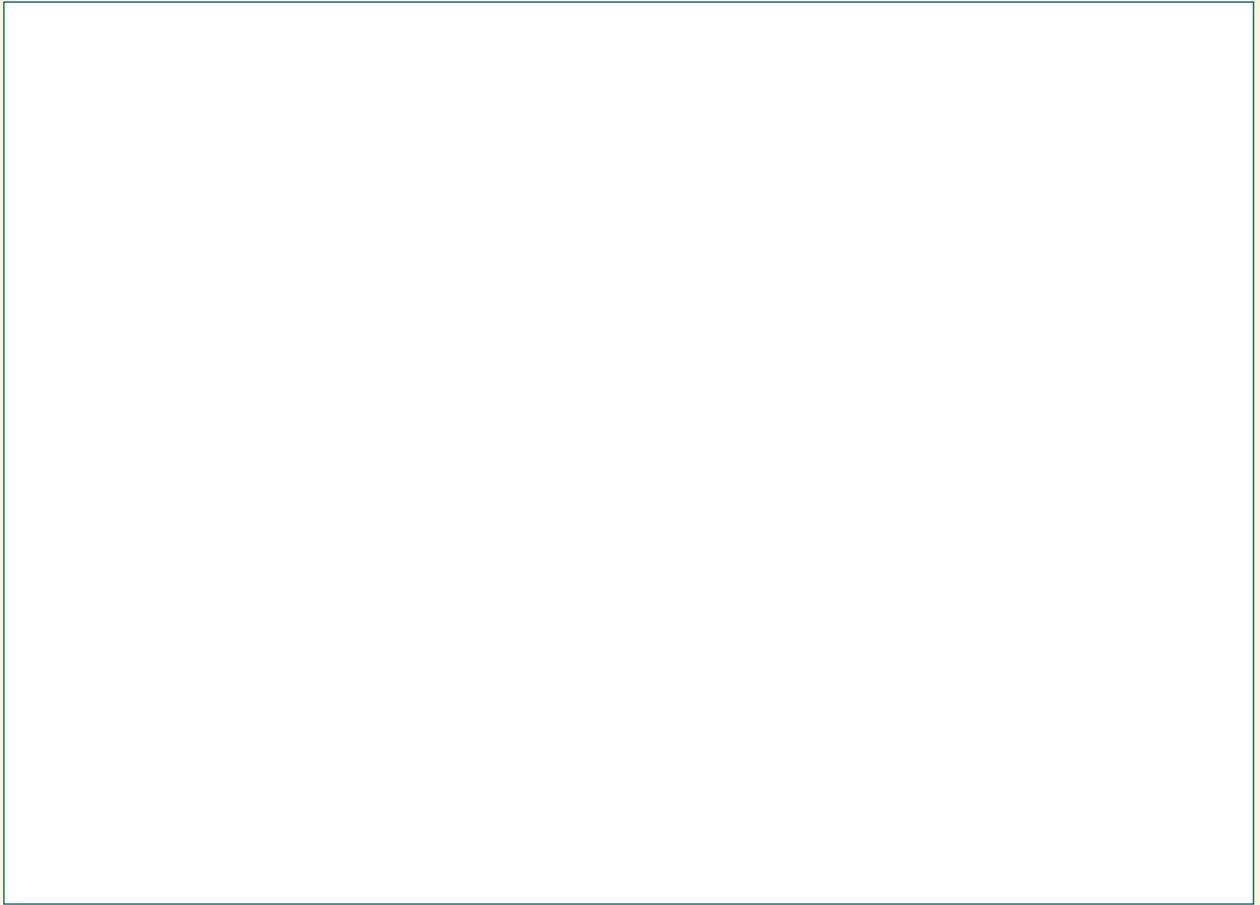
Greater Manchester Minimum Licensing Standards  
Freepost RUBS-XRAT-GLBK  
AECOM  
1 New York Street  
MANCHESTER  
M1 4HD.

**IF YOU HAVE RUN OUT OF SPACE WHEN WRITING A COMMENT, PLEASE COMPLETE YOUR COMMENT HERE:**

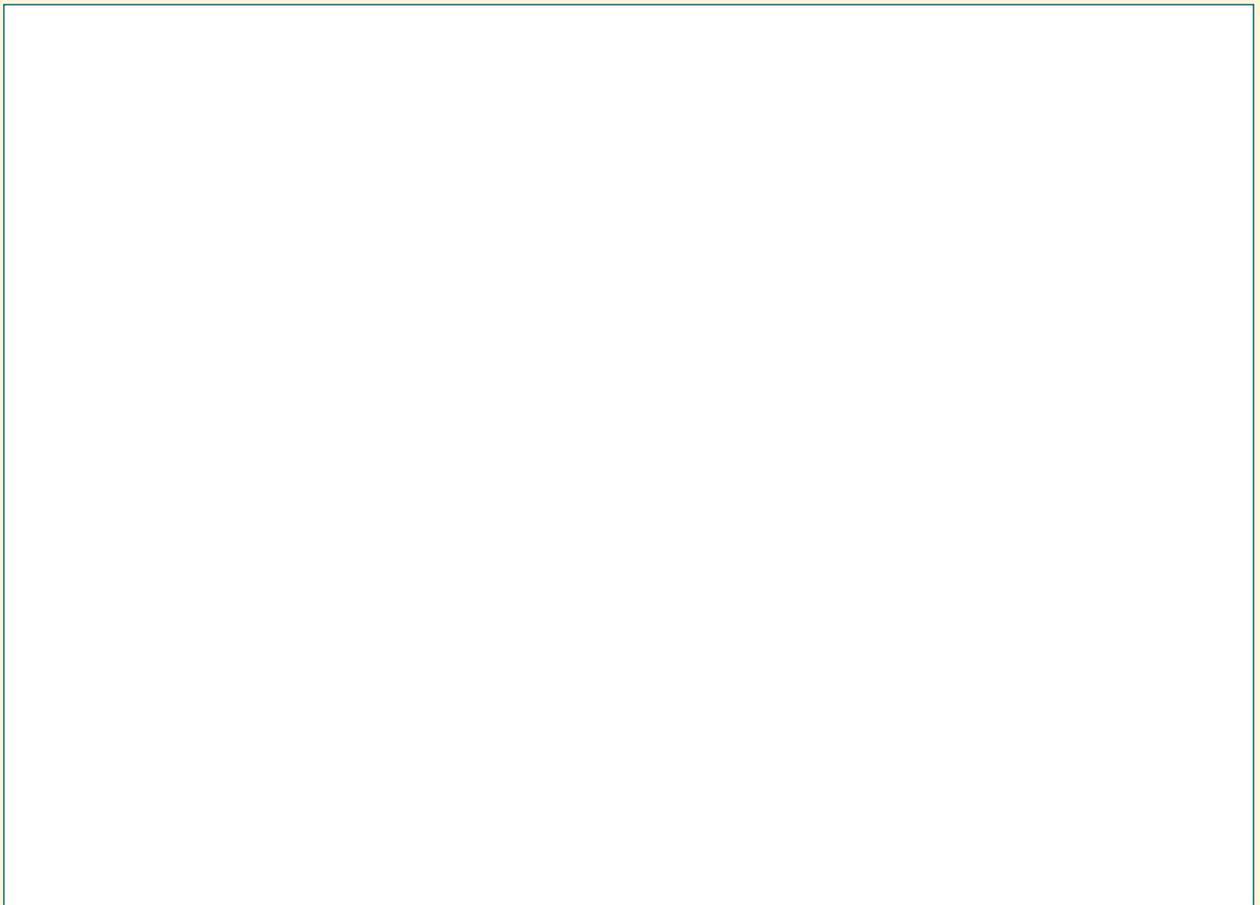
**Question:**

**Question:**

Question:



Question:



Question:



Question:



For support to respond to this consultation or to request copies of the summary document and questionnaire please contact [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) or **0161 244 1100**. Support for non-English speakers is available on **0161 244 1100**.

Prosimy o kontakt przez email [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) lub telefonicznie pod numerem **0161 244 1100** po pomoc w odpowiedzi na tą konsultację lub aby móc otrzymać egzemplarze dokumentacji z podsumowaniem wraz z ankietą.

Wsparcie dla osób nie mówiących po angielsku można otrzymać pod numerem **0161 244 1100**.

এই পরামর্শে সাড়া দিতে সাহায্যের জন্য অথবা সামারি ডকুমেন্ট অর্থাৎ সারসর্ম এবং প্রশ্নমালার কপি পেতে ইমেইলে যোগাযোগ করুন - [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com)  
অথব এই নাম্বারে ফোন করুন- **0161 244 1100**  
যারা ইংরেজি বলেন না তাদের জন্য সহযোগিতার ব্যবস্থা রয়েছে, সাহায্য পেতে এই নাম্বারে ফোন করুন- **0161 244 1100**

اس مشاورت کا جواب دینے میں مدد یا دستاویز کا خلاصہ اور سوالنامہ کی کاپی حاصل کرنے کیلئے براہ مہربانی ای میل  
[info@gmtaxisstandards.com](mailto:info@gmtaxisstandards.com) پر رابطہ کیجئے یا **0161 244 1100** پر ٹیلی فون کیجئے۔  
جن افراد کو انگریزی زبان بولنے میں مدد درکار ہے وہ اس نمبر **0161 244 1100** پر فون کریں۔

“દસ્તાવેજના સારાંશ અને પ્રશ્નાવલિની નકલો મેળવવા માટે અથવા આ પરામર્શનો જવાબ આપવા માટે મદદ મેળવવા કૃપા કરીને [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) પર ઇમેઇલ દ્વારા સંપર્ક કરો

અથવા તમે **0161 244 1100** પર ટેલિફોન કરી શકો છો.

જો લોકો અંગ્રેજી નથી બોલતા, તેઓ મદદ મેળવવા, **0161 244 1100** પર ટેલિફોન કરી શકે છે."

"للحصول على الدعم للرد على هذه الاستشارة أو لطلب نسخ من الوثيقة الموجزة والاستبيان، يرجى التواصل على البريد الإلكتروني [info@gmtaxistandards.com](mailto:info@gmtaxistandards.com) أو الإتصال بالرقم **0161 244 1100**.

يتوفر الدعم لغير الناطقين باللغة الإنجليزية على الرقم **0161 244 1100**.