

Hackney Carriage and Private Hire Policies Consultation - General Public Survey



We are consulting on proposed changes to the following Hackney Carriage and Private Hire policies for Bournemouth, Christchurch and Poole (BCP):

- Hackney Carriage and Private Hire Driver Policy
- Hackney Carriage and Private Hire Vehicle Policy
- Private Hire Operator Policy.

These policies set out the principles that BCP Council propose to apply in exercising its Hackney Carriage and Private Hire functions from 2025 to 2030.

Before any decisions are made, we would like to hear your views on the proposed changes to all three policies and on other relevant questions relating to complaints and wheelchair accessibility.

All the documents and Frequently Asked Questions (FAQs) can be found on the main consultation page: haveyoursay.bcpccouncil.gov.uk/taxi-policy-consultation and on request in any BCP library. If you have any questions or need support completing the survey, please email taxi.privatehire@bcpcouncil.gov.uk.

The consultation will close at **11:59pm on 28 April 2025**.

Privacy statement

The survey data is hosted by Snap Surveys on behalf of BCP Council. The data is stored securely as specified in the Snap Surveys privacy policy: www.snapsurveys.com/survey-software/privacy-policy-uk. All information you provide is treated in confidence and in accordance with the Data Protection Act 2018. The information will be used for statistical and monitoring purposes. It will not be used to identify individuals apart from those instances where you give us consent to contact you using the personal details you have provided us with. You can find out more about how BCP Council use and store your data in our privacy policy: www.bcpccouncil.gov.uk/research-privacy.

Q1 Are you responding as a:

(select all that apply)

- ☐ BCP Resident
- ☐ BCP Hackney Carriage/Private Hire car user
- ☐ BCP Hackney Carriage/Private Hire licence holder ([please end this survey](#) and complete the BCP Licence Holders Survey)
- ☐ A business or organisation (please tell us the name of your business/organisation below)
- ☐ BCP Councillor
- ☐ Other, please specify below

Please tell us which organisation you are responding on behalf of?

Q2 How did you find out about this consultation?

(select all that apply)

- | | |
|---|--|
| ☐ BCP Council's social media | ☐ Bournemouth Echo |
| ☐ Other social media | ☐ Word of mouth |
| ☐ BCP Council website | ☐ Councillor |
| ☐ BCP Council email | ☐ None of the above |
| ☐ BCP Council press release | ☐ Other, please specify below |
| ☐ BCP Library | |

Q3 Which of these Hackney Carriage and Private Hire journeys have you taken in the last 12 months?

(select all that apply)

- ☐ Prebooked journey through a BCP Council licensed operator such as PRC Streamline, United Taxis, Mobile Radio Cars or Ariel Taxis
- ☐ Prebooked journey via a nationwide operator such as Uber or Bolt
- ☐ Flagged down a taxi on the street
- ☐ Got into a taxi at a rank
- ☐ None of the above

Proposed changes to the draft Hackney Carriage and Private Hire Driver Policy

In this section, we will ask for your views on the proposed changes to the Hackney Carriage and Private Hire Driver Policy for the BCP area. We will also ask you questions about how serious you feel different types of complaints are.

Please read the Table of Proposed Changes for this policy before responding to the questions.

Q4 To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030?

(select one option per row only)

[illegible]

Q5 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which proposal you are disagreeing with by writing '(a)', '(b)' etc before your comment.

Q6 Please rank these types of complaint in order of seriousness with the most serious placed at number 1, and the least serious placed at number 9.
(write a rank in the boxes for each complaint)

	Rank
Minor traffic offences – passing cyclist too close/parking on pavements	
Major traffic offences – using phone, driving without insurance, drink/drug driving	
Poor conduct of driver towards passenger, e.g. violent or abusive language	
Poor conduct of driver towards other road users e.g. speeding, road rage, endangering pedestrians	
Driver dishonesty, e.g. about fares or routes	
Dirty interior of vehicle	
Route taken, e.g. purposefully taking a longer route to increase the fare	
Not taking card payments	
Refusing to take a job due to the short distance	

Q7 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy?

Proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy

In this section, we will ask for your views on the proposed changes to the Hackney Carriage and Private Hire Vehicle Policy for the BCP area. We will also ask you questions about wheelchair accessibility in vehicles.

Please read the Table of Proposed Changes for this policy before responding to the questions.

Q8 To what extent do you agree or disagree with the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030?

(select one option per row only)

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Don't know/not sure
(a) No longer restrict the number of new Hackney Carriage licences that we allow to be issued in the Bournemouth and Poole areas, to allow anyone who wants a Hackney Carriage licence to apply for one	☐	☐	☐	☐	☐	☐
(b) Remove the requirement for all new Hackney Carriage vehicles to be wheelchair accessible, so that any approved vehicle can be licensed as a Hackney Carriage	☐	☐	☐	☐	☐	☐
(c) Require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet	☐	☐	☐	☐	☐	☐

Q9 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which proposal you are disagreeing with by writing '(a)', '(b)' etc before your comment.

Q10 How often do you use a wheelchair accessible taxi?

(select one option only)

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ A few times a year
- ☐ Never (go to Q13)

Q11 Have you ever experienced difficulties when trying to book a wheelchair accessible taxi?

(select one option only)

- ☐ Yes - a lot
- ☐ Yes - a little
- ☐ No
- ☐ Not sure
- ☐ Not applicable

Q12 If you said you have experienced difficulties when trying to book a wheelchair accessible taxi, please tell us why.

Q13 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy?

Proposed changes to the draft Private Hire Operator Policy

In this section, we will ask for your views on the proposed changes to the Private Hire Operator Policy for the BCP area.

Please read the Table of Proposed Changes for this policy before responding to the questions.

Q14 To what extent do you agree or disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030?

(select one option only)

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree
- ☐ Don't know/not sure

Q15 If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below. Please make it clear which sections of the draft Private Hire Operator Policy your comment relates to.

Q16 Is there anything else you would like to say about the proposed changes to the draft Private Hire Operator Policy?

Further comments

Q17 Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire policies?
