



HACKNEY CARRIAGE AND PRIVATE HIRE POLICIES CONSULTATION

3 March to 28 April 2025

Report June 2025

Research and Consultation Team

Executive Summary



- 33 responses in total:
 - 22 responses to the General Public Survey
 - 11 responses to the BCP Licence Holders Survey
- 4 additional responses were received by email
- **General Public Survey**

Most respondents said they:

- Were responding as BCP residents
- Found out about the consultation through BCP Council emails
- Have taken a 'prebooked Hackney Carriage and Private Hire journey through a BCP Council operator' in the last 12 months
- Agree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030
- Agree with the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030
- Agree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030
- Think 'major traffic offences' are the most serious type of complaint about Hackney Carriage and Private Hire drivers
- Never use a wheelchair accessible taxi.



- Respondents expressed concerns over:
 - The number of taxis operating within the BCP area who are licensed by other councils
 - Too many Hackney Carriage and private hire licences being issued in the BCP area.
- **BCP License Holders Survey**

Most respondents said they:

- Were responding as a 'BCP Hackney Carriage/Private Hire driver'
- Found out about the consultation through BCP Council emails
- Have worked on a 'prebooked journey through a BCP Council licensed operator' in the last 12 months
- Agree with the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030



- Disagree with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **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**, as they feel there are too many Hackney Carriage and private hire drivers already
- Neither agree nor disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030
- Never drive a wheelchair accessible taxi for work.
- Respondents expressed concerns over:
 - The number of taxis operating within the BCP area who are licensed by other councils and the lack of regulation around this
 - How taxis licensed in other councils operate to lower standards than those expected of Operators in the BCP area.

- **Email responses**

Respondents expressed concerns over:



- The number of taxis operating within the BCP area who are licensed by other councils including Southampton Council, Portsmouth Council, New Forest District Council and Fareham Council
- How BCP Council will tackle licensed Hackney Carriage drivers who also work for Uber illegally
- How BCP Council will tackle Taxi/Private Hire Vehicle Operators who offer their services inside the BCP Council conurbation without having an Operator license
- Exemptions for speciality vehicles
- Assistance dog owners being refused access to taxis.
- Respondents suggested adding the following to the policies:
 - Some level of “grandfather” rights, similar to what has been previously provided in the legacy Borough of Poole policy
 - All drivers to undertake disability equality training
 - BCP Council to investigate all violations of the Equality Act by drivers and Operators
 - BCP Council to work together with assistance dog owners to ensure license requirements are being complied with.

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1 Introduction and background

BCP Council ran a consultation on proposed changes to three 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 draft policies set out the principles that BCP Council propose to apply in exercising its Hackney Carriage and Private hire licensing functions from 2025 to 2030.

We asked the public and key stakeholders for their views on the proposed changes to these policies and on questions relating to complaints and wheelchair accessibility.

The consultation ran from **3 March to 28 April 2025**.

2 Methodology

The consultation used online and paper surveys to ensure broad participation from residents, businesses, and local organisations.

Respondents were asked to read a Table of Proposed Changes for each of the draft policies that clearly highlighted all the proposals. The Tables of Proposed Changes for each policy are shown below, along with the full draft policies:

1. Draft Hackney Carriage and Private Hire Driver Policy

- [Table of Proposed Changes](#)
- [Full draft Policy](#)

2. Hackney Carriage and Private Hire Vehicle Policy

- [Table of Proposed Changes](#)
- [Full draft Policy](#)

3. Private Hire Operator Policy

- [Table of Proposed Changes](#)
- [Full draft Policy](#)

The consultation was hosted on the BCP [Engagement HQ](#) platform and was promoted through various channels including:

- [Press release](#)
- Social media posts (Facebook, Twitter, LinkedIn, and Instagram)
- A full breakdown of the communications activity for this consultation can be found in the [Communications Report](#)
- Details of engagement rates can be found in the [Engagement HQ Analytics](#) section

The main project page was hosted from the council's Engagement HQ Platform along with a brief description of the project:

haveyoursay.bcpccouncil.gov.uk/taxi-policy-consultation.

The consultation was designed in Engagement HQ (engagement platform software). The online responses were downloaded from the software for analysis. The data was checked and verified in preparation for analysis and held in the Research and Consultation Team's secure area.

The online survey was designed and hosted in Engagement HQ. The online responses were downloaded into Excel for analysis. The data was checked and verified in preparation for analysis and held in the BCP Council Research and Consultation Team's secure area. Quantitative analysis was carried out using Excel to identify the frequencies for each question.

The write in (qualitative) responses were exported into Excel and coded into categories. Qualitative research does not seek to quantify data, instead, its purpose is to provide deeper insights into reasoning and impact and many researchers therefore believe that numbers should not be included in reporting. The numbers of people mentioning the most prevalent codes are provided in this report to give an indication of the magnitude of response. Importantly, however, given the nature of the data, this does not provide an indication of significance or salience in relation to the question asked.

2.1 Support

During the consultation period, paper copies of the policies and surveys were available on request at any of any of BCP's libraries.

Respondents could give us their views by:

- Completing an online survey for the each of the policies being consulted on
- Completing a paper survey for the each of the policies being consulted on, which they could download on the [main consultation page](#) or collect from one of [BCP's libraries](#)
- Paper surveys could also be dropped in the 'Have Your Say' boxes in any BCP library or posted to:

Hackney Carriage and Private Hire Policies Consultation, Research and Consultation Team, BCP Council, Civic Centre, Bourne Avenue, Bournemouth, BH2 6DY.

If respondents had any questions, needed support or needed the documents in a different format, they could email taxi.privatehire@bcpcouncil.gov.uk.

They could also refer to the [Frequently Asked Questions \(FAQs\)](#).

3 Engagement Figures

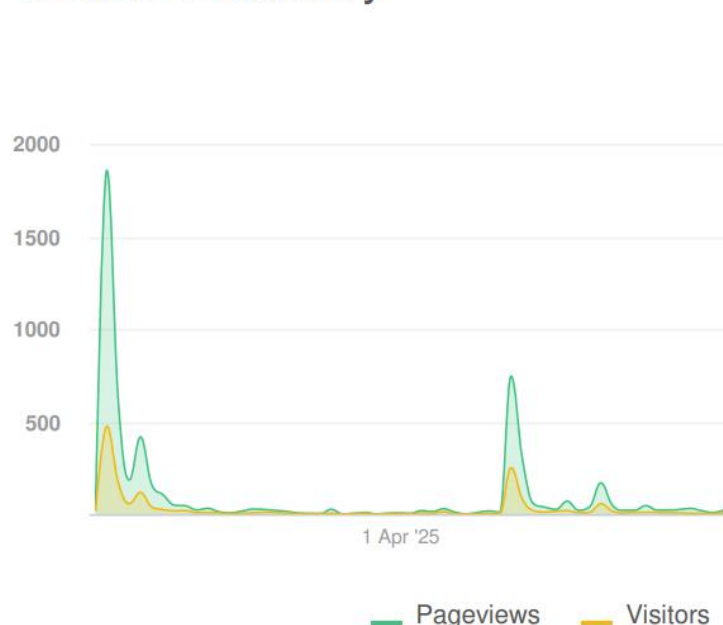
This section shows the engagement figures for each method used during the consultation.

3.1 Engagement HQ Analytics

The consultation was hosted on the council's engagement platform '[Engagement HQ](#)'. There were 1,854 visits to the [consultation page](#) with 1,218 **aware visitors** (i.e. a visitor who has made at least one single visit to the webpage) and 762 **informed visitors** (i.e. a visitor who has taken the 'next step' from being aware and clicked on something).

Engagement HQ Measurement Figures

Visitors Summary



Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
1.9 k	474	
NEW REGISTRATIONS		
26		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
32	762	1.2 k

Visitors engaged with the content on the main consultation page as follows:

- 633 visitors downloaded documents 1,160 times, including:

- 532 downloads of the [Table of Proposed Changes - Draft Hackney Carriage and Private Hire Driver Policy](#)
- 221 downloads of the [Table of Proposed Changes - Draft Hackney Carriage and Private Hire Vehicle Policy](#)
- 174 downloads of the [Draft Hackney Carriage and Private Hire Driver Policy 2025-2030](#)
- 128 downloads of the [Draft Hackney Carriage and Private Hire Vehicle Policy 2025-2030](#)
- 92 downloads of the [Table of Proposed Changes - Draft Private Hire Operator Policy](#)
- 42 downloads of the [Draft Private Hire Operator Policy 2025-2030](#)
- 7 downloads of the General Public paper survey
- 3 downloads of the BCP Licence Holders Paper Survey
- 3 downloads of the [consultation poster](#)

The majority of visitors to the consultation page on Engagement HQ came via an Android app (109 visits), Google (95 visits), and the BCP Council website (10 visits). A full breakdown of the site referrals can be seen below:

TRAFFIC SOURCES OVERVIEW

REFERRER URL	Visits
android-app	109
www.google.com	85
www.bpcouncil.gov.uk	10
www.google.co.uk	7
www.bing.com	6
email.bt.com	3
lm.facebook.com	3
mail.google.com	3
content.yudu.com	2
duckduckgo.com	2
e.mail.ru	2
m.facebook.com	2
nextdoor.co.uk	1
t.co	1
staging.yudu.com	1

4 Communications Report

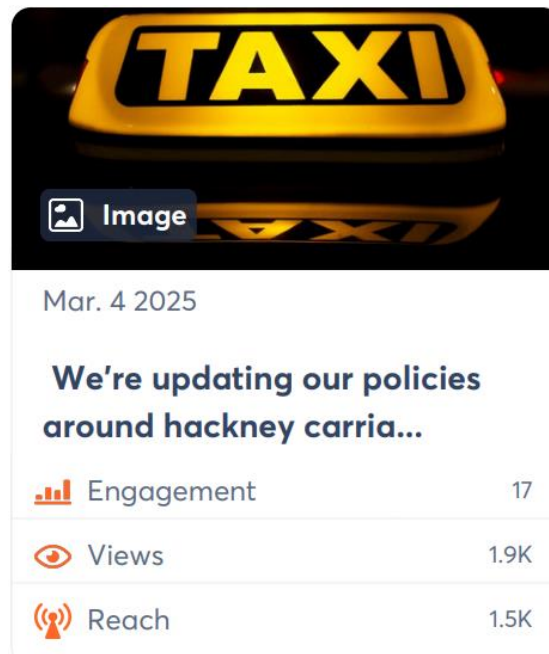
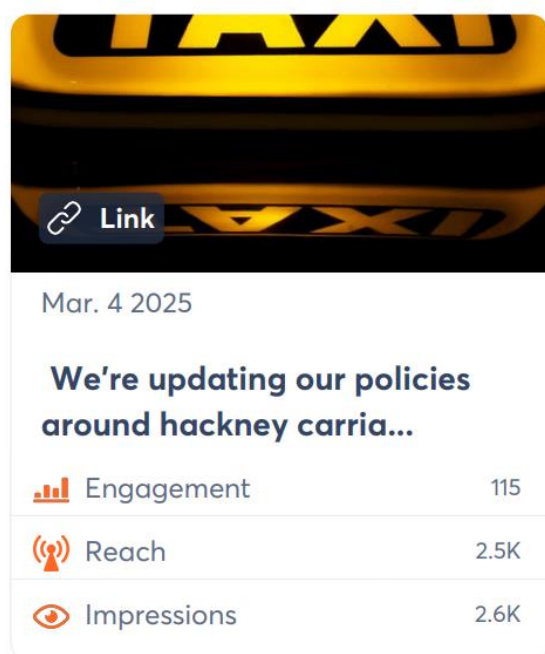
Below is a breakdown of the communications activity carried out by BCP Council to promote the Hackney Carriage and Private Hire Policies Consultation as widely as possible.

The council used a variety of methods to promote the consultations including a [press release](#) and social media posts on Facebook, X (formerly Twitter), LinkedIn, and Instagram along with posters in libraries.

Four social media posts had a total reach¹ of 4,040 people, a total engagement² of 162 people and a total 4,852 impressions³. Below are details of how people interacted with our social media posts during the consultation period:

 Facebook	Total	 Instagram	Total	 LinkedIn	Total
Reactions	2	Likes	15	Likes	0
Clicks	32	Saved	0	Clicks	11
Other clicks	78	Comments	2	Comments	1
Comments	1			Shares	0
Shares	2				

Below is the best performing social media posts based on reach and engagement:

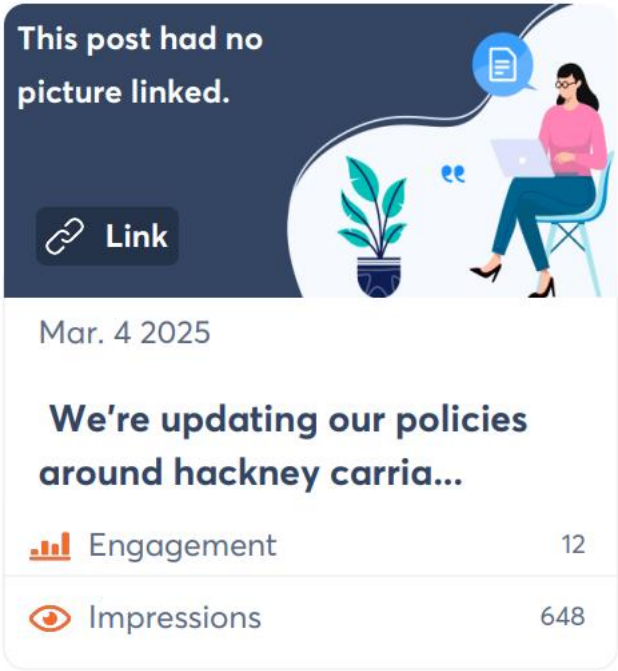


¹ The total number of people who see the post.

² The number of unique people who engaged with the post, i.e., commented or liked.

³ The number of times people saw the post.

Below is the best performing social media post based on impressions and engagement:



5 Analysis and results

A total of 33 people responded to the consultation surveys. This was made up of 22 responses to the General Public Survey and 11 responses to the BCP Licence Holders Survey. Please see the [Engagement HQ Analytics](#) section for additional information on the levels of engagement with the consultation aside from those who responded.

Figures in this report are presented as the number of people who answered a question i.e. excluding 'don't know', 'not applicable' and 'no reply', unless otherwise stated. This is a more accurate way of reporting results when a low number of responses have been received.

Please note that where numbers have been provided for the most prevalent codes to open-ended questions in this report, this is to give an indication of the magnitude of response rather than an indication of significance or salience in relation to the question asked.

6 General Public Survey

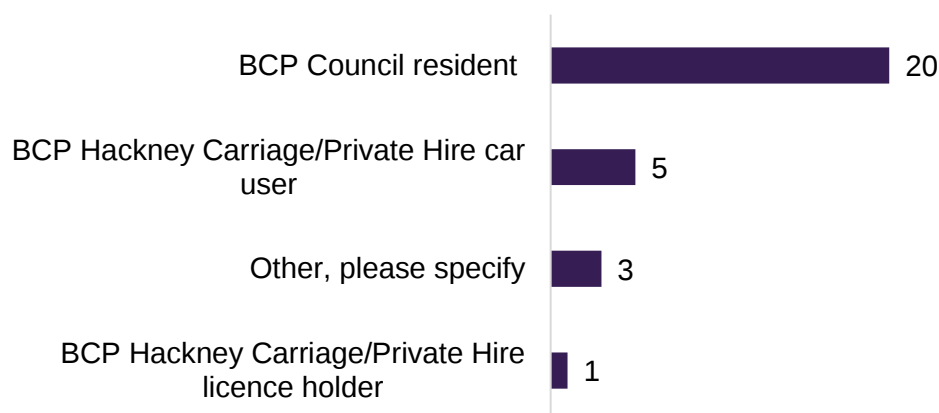
There was a total of 22 responses to this survey.

6.1 Respondent Type

Q1. Are you responding as a:

Please note respondents could select more than one option for this question.

20 respondents said they were responding as a 'BCP Council resident', while five respondents said they were responding as a 'BCP Hackney Carriage/Private Hire car user'. Three respondents said they were responding in a different capacity which are outlined below. One respondent said they were responding as BCP Hackney Carriage/Private Hire licence holder.



Base: All respondents

The other ways that the respondents said they were responding to the survey as were:

- Guide Dogs [for the Blind Association]
- Medical doctor
- A retired Hackney driver

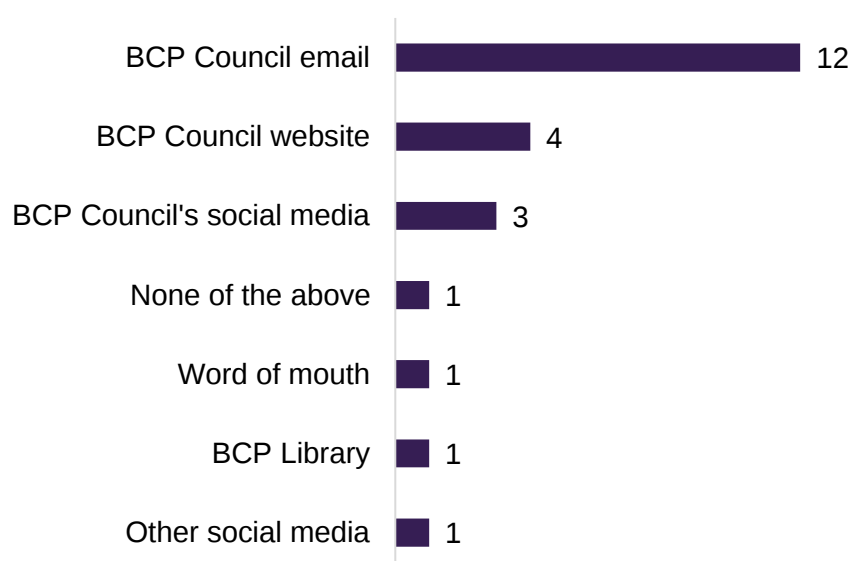
6.2 Consultation Awareness

Q2. How did you find out about this consultation?

Please note respondents could select more than one option for this question.

12 respondents said they found out about the consultation through 'BCP Council email', while four respondents said they find out through the 'BCP Council website' and three respondents said they found out through 'BCP Council's social media' posts.

Other ways respondents said they found out about the consultation were through 'word of mouth', a 'BCP Library' and 'Other social media' posts (one response each). One respondent said 'none of the above'.



Base: All respondents

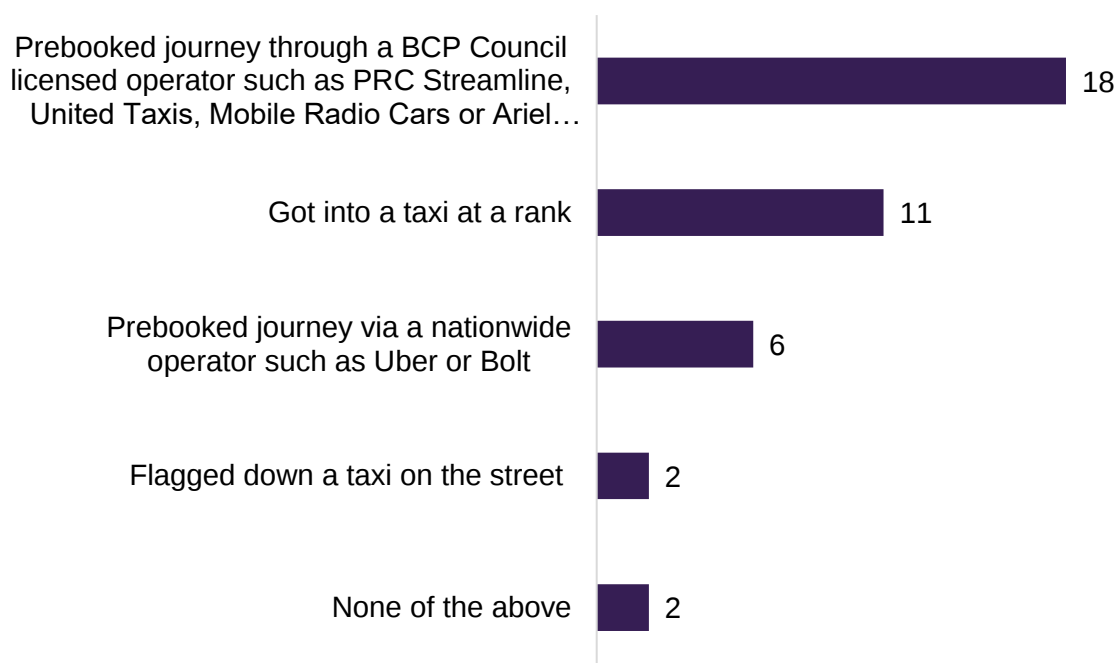
6.3 Journeys in the last 12 months

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

Please note respondents could select more than one option for this question.

18 respondents said they have taken a 'prebooked hackney carriage and private hire journey through a BCP Council operator' in the last 12 months, while 11 respondents

said they have gotten into a taxi at a taxi rank' in the last 12 months. Six respondents said they have taken a 'prebooked hackney carriage and private hire journey through a nationwide operator' in the last 12 months, while two respondents said they 'flagged down a taxi on the street' in the past 12 months. Two respondents said 'none of the above'.



Base: All respondents

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

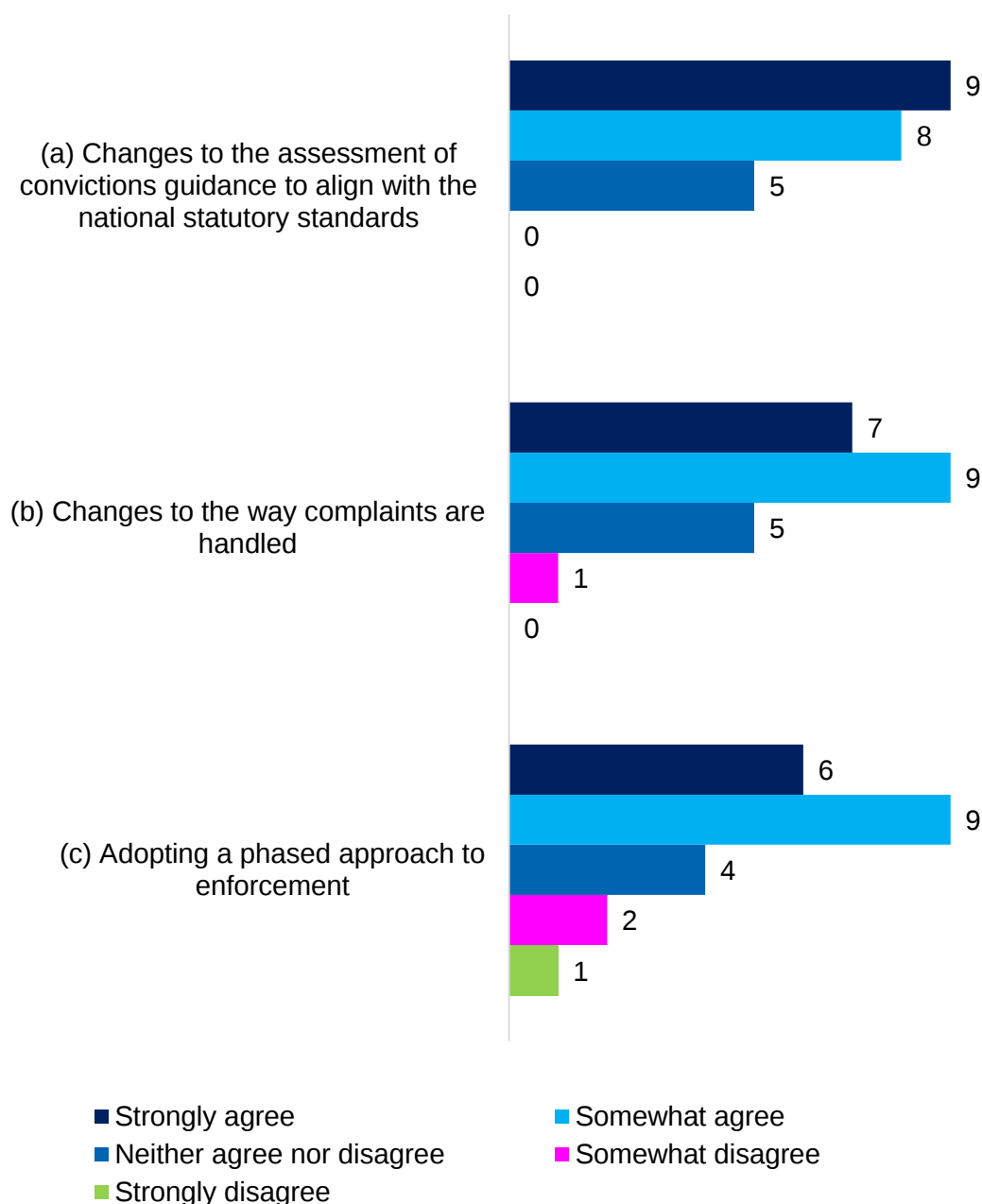
We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

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?

17 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **make changes to the assessment of convictions guidance to align with the national statutory standards**, while five respondents said they 'neither agree nor disagree' with the proposal.

16 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **make changes to the way complaints are handled**, while five respondents said they 'neither agree nor disagree', and one respondent said they 'disagree' with the proposal.

15 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **adopt a phased approach to enforcement**, while five respondents said they 'neither agree nor disagree', and one respondent said they 'disagree' with the proposal.



Base: All respondents

Q5. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



3 comments

Three respondents gave an explanation for why they disagreed with the proposals to (b) change the way complaints are handled and (c) to adopt a phased approach to enforcement. These comments are shown below along with the proposal they relate to:

(b) Make changes to the way complaints are handled



“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”

(c) Adopting a phased approach to enforcement



“Sorry, will have to read it all again are you giving them 3 strikes and out? Only doing this survey to keep Uber out of town.”



“Enforcement should be stricter and implemented with only legal notice.”

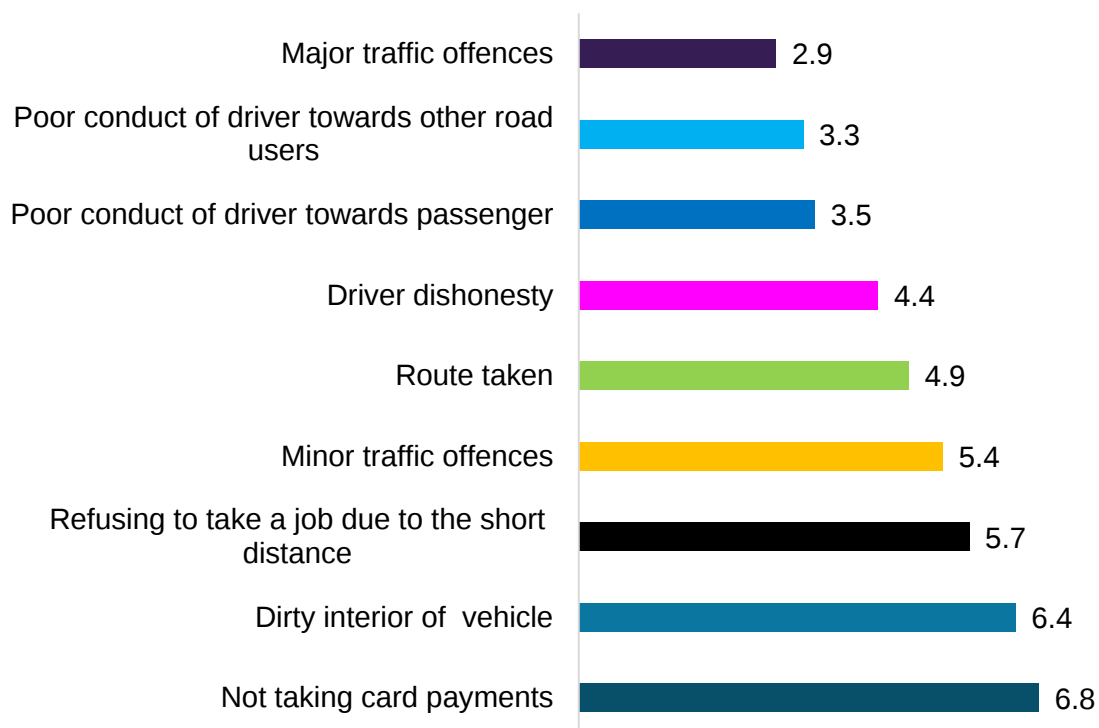
6.5 Seriousness of Complaints

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.

The chart below shows how respondents ranked each of type of complaint about Hackney Carriage and Private Hire drivers. Please note that the more serious the type of complaint is, the lower the value allocated to that type of complaint.

On average, respondents ranked ‘major traffic offences’ (2.9) as the most serious type of complaint about Hackney Carriage and Private Hire drivers, followed by ‘poor conduct of drivers towards other road users’ (3.3), and ‘poor conduct of drivers towards passengers’ (3.5). Respondents said ‘not taking card payments’ (6.8) is the least serious type of complaint about Hackney Carriage and Private Hire drivers.

Average rank (the lower the value the more serious the complaint type)



Base: 21 respondents

6.6 Further comments – Driver Policy

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



11 comments

Half of respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy.

These comments have been coded into themes to make them easier to interpret. These are shown in the table below:

Table 1: Further Comments Themes – Driver Policy

Theme	No of comments
Criticisms	5
Suggestions	4
Other	1
None	1

Criticisms

These respondents made comments criticising the consultation survey, the lack of knowledge that some drivers have of the local area, the council for not allowing ride sharing apps like Uber and the number of hackney carriages and private hire licences:



“So many drivers I meet with no area knowledge.”



“Question 6 of this consultation is flawed and unacceptable because participants should be able to give a 1 rating for all the behaviours as none of them are acceptable to any degree.”



“Survey is difficult to complete on iPhone.”



“It is disappointing that the number of hackney carriages and private hire licences isn't being reduced. There are clearly too many available especially given how they park everywhere at their ranks such as at Bournemouth Station.”



“Absolutely needs to be an inclusion for Uber and other outside international operators. The council should hang their heads in shame at the fact other councils operating Uber are significantly cheaper and more efficient than BCP.”

Suggestions

These respondents made suggestions including amending Section 11.2 of the draft Hackney Carriage and Private Hire Driver Policy, ride sharing apps, and additional requirements for all vehicles Hackney Carriage and Private Hire vehicles:



“All drivers with high step vehicles to have step ups and all drivers and cabs to be disabled friendly.”



“Every driver should have a vehicle number in plain sight.”



“What you really need to do is license Uber and other ride sharing apps to operate in the BCP area. Not sure why this has not already been done. It reflects poorly on the council, as it seems a license has not been granted because owners of local taxi companies have made some sort of underhanded agreement with the council to ban ride sharing apps from the area, so that they can continue to inflate prices for customers. If you really had residents' interests at heart, you would license drivers who operate through ride sharing apps so that passengers are not paying exorbitant amounts to the few taxi companies who have a monopoly in BCP.”



“Regarding section 11.2, you use the term 'approved medical centre' in the new policy wording. Unless you are planning to keep a list of 'approved medical centres' then I think this term is unclear. I think the current wording is actually also ambiguous. In practice, where the driver's own GP is unable to carry out the medical, many taxi medicals currently, and certainly most of the lorry/bus Group 2 examination reports (which you are now proposing to accept in the new policy), are actually conducted by medical practitioners working from private consulting rooms. I would propose that the wording is changed from 'approved medical centre' to 'registered medical practitioner'. So, it would read as follows: 'Group 2 medical certificates must be completed by the driver's own General Practitioner (GP) or a registered medical practitioner with access to the driver's medical records, no more than four months before the medical is due. For drivers who also have a lorry or bus licence, we will accept a copy of the same medical, subject to the requirements above'. My proposed amended wording would be clearer, but it also shows that the council expects the medical to be done by a registered medical practitioner (ie. not lesser qualified staff who work in an 'approved medical centre'). My proposed wording would be in line with the current DVLA requirement that D4 (lorry/bus) medical examinations must be conducted by a registered medical practitioner (ie. a doctor).”



Other



“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”

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

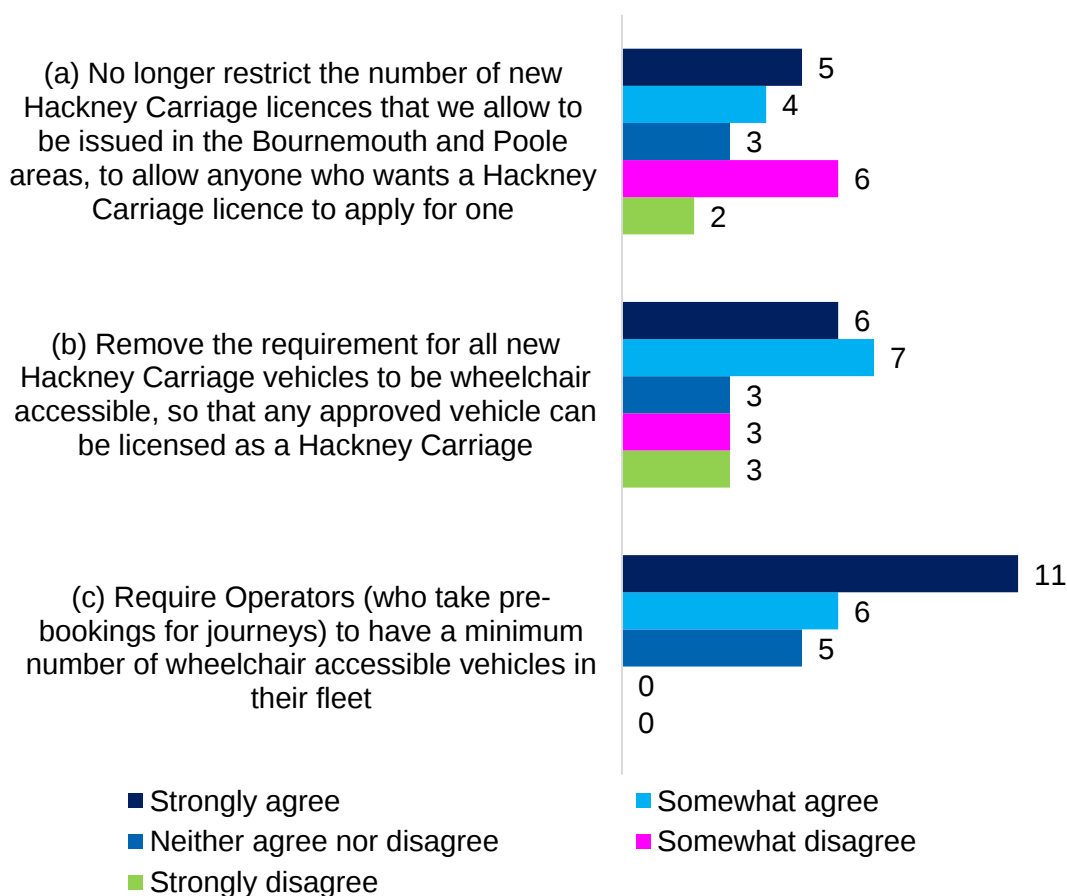
We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

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?

9 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **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**, while eight respondents said they 'disagree' and three respondents said they 'neither agree nor disagree' with the proposal.

13 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **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**, while six respondents said they 'disagree' and three respondents said they 'neither agree nor disagree' with the proposal.

17 respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet**, while five respondents said they 'neither agree nor disagree' with the proposal.



Base: All respondents

Q9. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



8 comments

Six respondents gave an explanation for why they disagreed with the proposals to (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 and (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.

Please note some of the comments below have been repeated because some respondents disagreed with more than one proposal.

Two respondents answered the question despite saying they neither agree nor disagree with the proposal. These comments have not been included in this report as they do not relate to the question.

The comments are shown below along with the proposal they relate to:

(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



“Anyone should be able to access this type of vehicle any time of day or night!”



“I think allowing an unlimited number of licenses will increase the issue of drivers not knowing the area and just doing the odd job it will also lead to drivers having to compete [for] work (while this would be good if it drove fair prices down I can't see this would happen).”



“There are too many taxis already for the available trade. They must take anyone requiring assistance not refusing to do so.”



“Drive around the area, look at how many taxis are sitting idle on driveways, there are more than enough now.”

(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



“Anyone should be able to access this type of vehicle any time of day or night!”

“There are too many taxis already for the available trade. They must take anyone requiring assistance not refusing to do so.”



“Drive around the area, look at how many Taxis are sitting idle on driveways, there are more than enough now.”

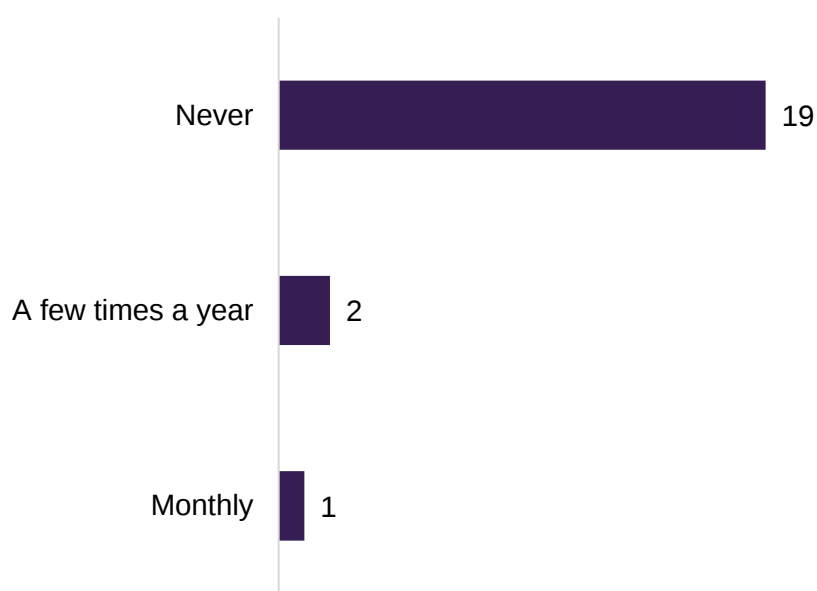
“There must be equality in access.”



“Provision should be available but not at the expense of other operators.”

Q10. How often do you use a wheelchair accessible taxi?

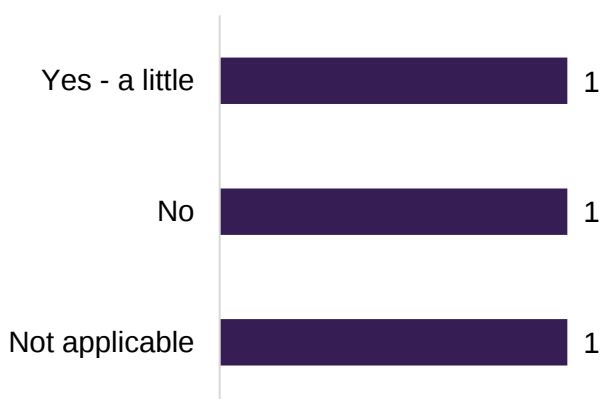
19 respondents said they ‘never’ use a wheelchair accessible taxi, while two respondents said they use them ‘a few times year’ and one respondent said they use them ‘monthly’.



Base: All respondents

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

One respondent said they have experienced difficulties when trying to book a wheelchair accessible taxi, while another said they did not. One respondent said they question was not applicable to them.



Base: 3 respondents

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



2 comments

Two respondents gave an explanation for why they had experienced difficulties when trying to book a wheelchair accessible taxi. One comment relates to the respondent who said “Yes – a little” and the other comment relates to the respondent who said “Not applicable” in the previous question:

Yes – a little



“Long wait.”

Not applicable



“I haven't booked one but others travelling with did and struggled to get someone to take them.”

6.8 Further comments – Vehicle Policy

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



6 comments

These respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy.

These comments have been coded into themes to make them easier to interpret. These are shown in the table below:

Table 2: Further Comments Themes – Vehicle Policy

Theme	No of comments
Suggestions	2
None	2
Criticisms	1
Other	1

Suggestions

These respondents made suggestions about promoting equality amongst Hackney Carriage and Private Hire vehicle drivers, about their ability to speak English, reporting conduct breaches, and the need for Uber in BCP:



“It’s important to promote female taxi drivers so that female customers have that as an option. All taxi drivers should speak very good English. It should be made easier to report poor standards experienced when using a taxi. There should be a code of conduct for taxi drivers with respect at the top and it’s not acceptable for taxi drivers to have an attitude of not valuing women as equals.”



“We need Uber in BCP.”

Criticisms

One respondent criticised the consultation survey:



“Survey [was] difficult to complete.”

Other



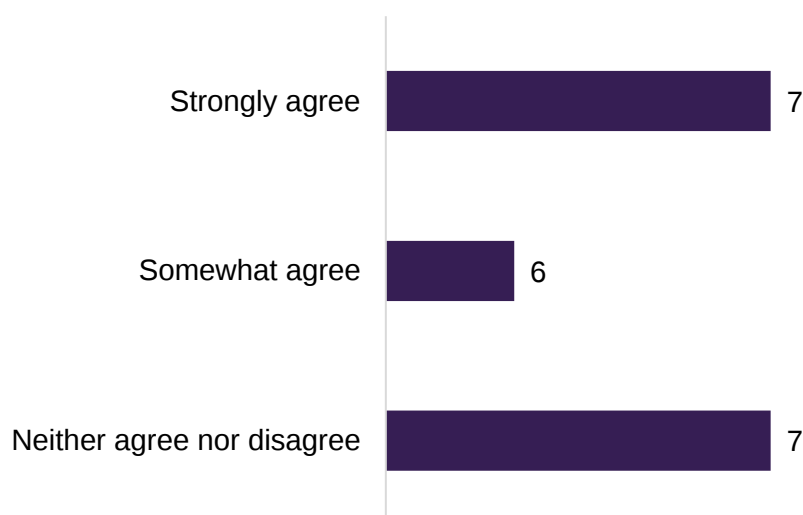
“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpccouncil.gov.uk.”

6.9 Proposed changes to the draft Private Hire Operator Policy

We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

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

13 respondents said they ‘agree’ with the proposed changes to the draft Private Hire Operator Policy for 2025-2030, while seven respondents said they ‘neither agree nor disagree’ with the proposal.



Base: 20 respondents

Q15. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



1 comment

One respondent answered the question despite saying they neither agree nor disagree with the proposal. This comment has not been included in this report as it does not relate to the question.

6.10 Further comments – Private Hire Operator Policy

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



7 comments

These respondents provided further comments on the proposed changes to the draft Private Hire Operator Policy.

These comments have not been coded into themes for this section as they repeat themes already outlined in the Driver and Vehicle policy sections above. However, these comments are listed below:



“License Uber and other ride sharing apps to operate in the BCP area. There is no reason why you should not be doing this---other nearby councils (e.g. Southampton) do. You have created a situation where taxi prices are inflated. If you care about BCP residents who rely on cabs/taxis for transportation, you need to make this change asap.”



“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”



“Please have drivers who can communicate and follow basic instructions. Too many drivers irrelevant of nationality that are not up to standard.”



“Make sure you get a good representation of responses to this consultant from females, the elderly and people with disabilities.”



“As previously mentioned Uber should be granted access to BCP and free market should dictate numbers.”



“No.”

“None.”

6.11 Further comments – All Policies

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



7 comments

These respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire policies. These comments relate to regulating driver behaviour, having dogs in taxis, Uber and some queries about the implementation of the policies.

These comments are listed below:



“Say no to Uber.”



“There needs to be robust policy in place to ban drivers who have concerns raised about them. Well behaved dogs should be allowed to travel in taxis.”



“Drivers must be able to speak English and have a basic knowledge of the area.”



“I’m concerned about the cost of these massively over bureaucratic rules and regulations. I doubt many drivers will read and understand all 25 pages. How many people and how much time is spent on ensuring procedures are followed and what are the positive outcomes, or is that irrelevant?”



“None.”

“Please refer to the written response from Guide Dogs emailed to taxi.privatehire@bcpcouncil.gov.uk.”

7 BCP License Holders Survey

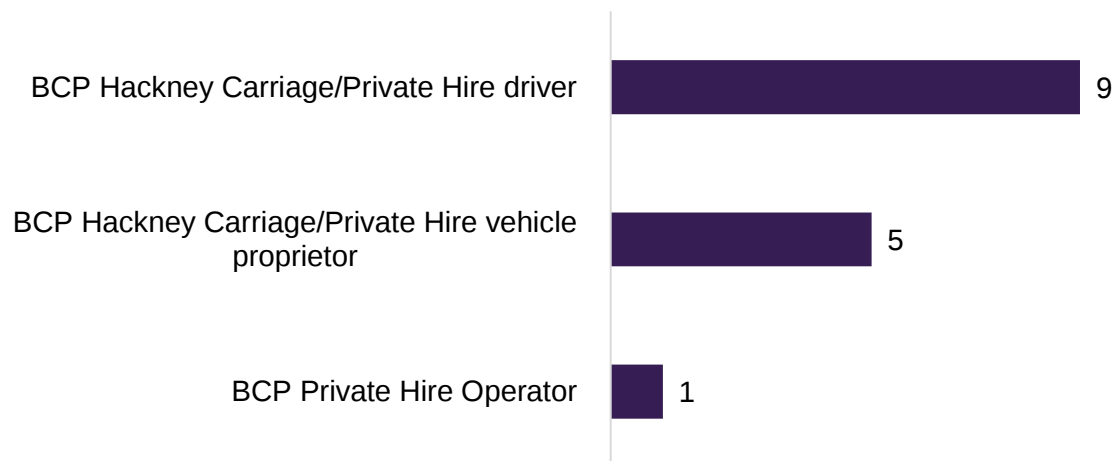
There was a total of 11 responses to this survey

7.1 Respondent Type

Q1. Are you responding as a:

Please note respondents could select more than one option for this question.

20 respondents said they were responding as a 'BCP Hackney Carriage/Private Hire driver', while five respondents said they were responding as a 'BCP Hackney Carriage/Private Hire vehicle proprietor'. One respondent said they were responding as a 'BCP Private Hire Operator'.



Base: All respondents

Respondents were asked to tell us which organisation they were responding on behalf of. One respondent provided these details:

- Enigmus Limited T/A Dorset Day Trips

7.2 Consultation Awareness

Q2. How did you find out about this consultation?

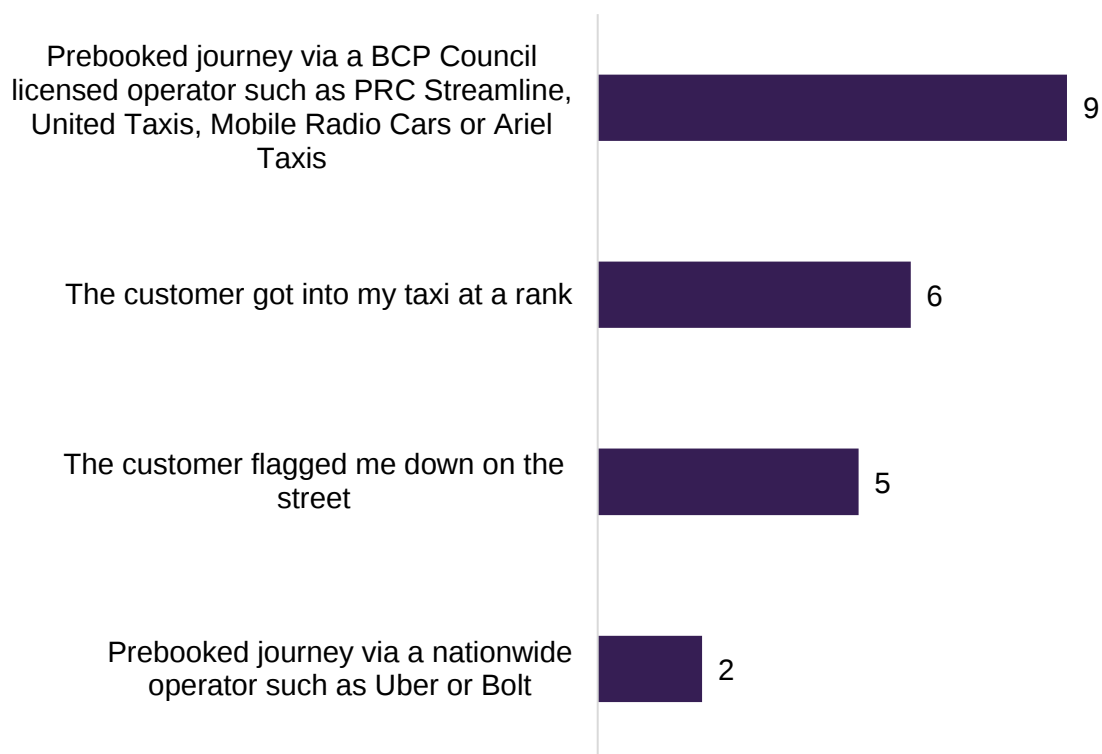
11 respondents answered this question and they all said they found out about the consultation through 'BCP Council email'.

7.3 Journeys in the last 12 months

Q3. Which of these taxi and private hire journeys have you worked on in the last 12 months?

Please note respondents could select more than one option for this question.

9 respondents said they have worked on a 'prebooked journey through a BCP Council licensed operator' in the last 12 months, while six respondents said a 'customer got into my taxi at a rank' in the last 12 months. Five respondents said a 'customer flagged them down on the street' in the last 12 months, while two respondents said they have worked on a 'prebooked journey via a nationwide operator' in the last 12 months.



Base: All respondents

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

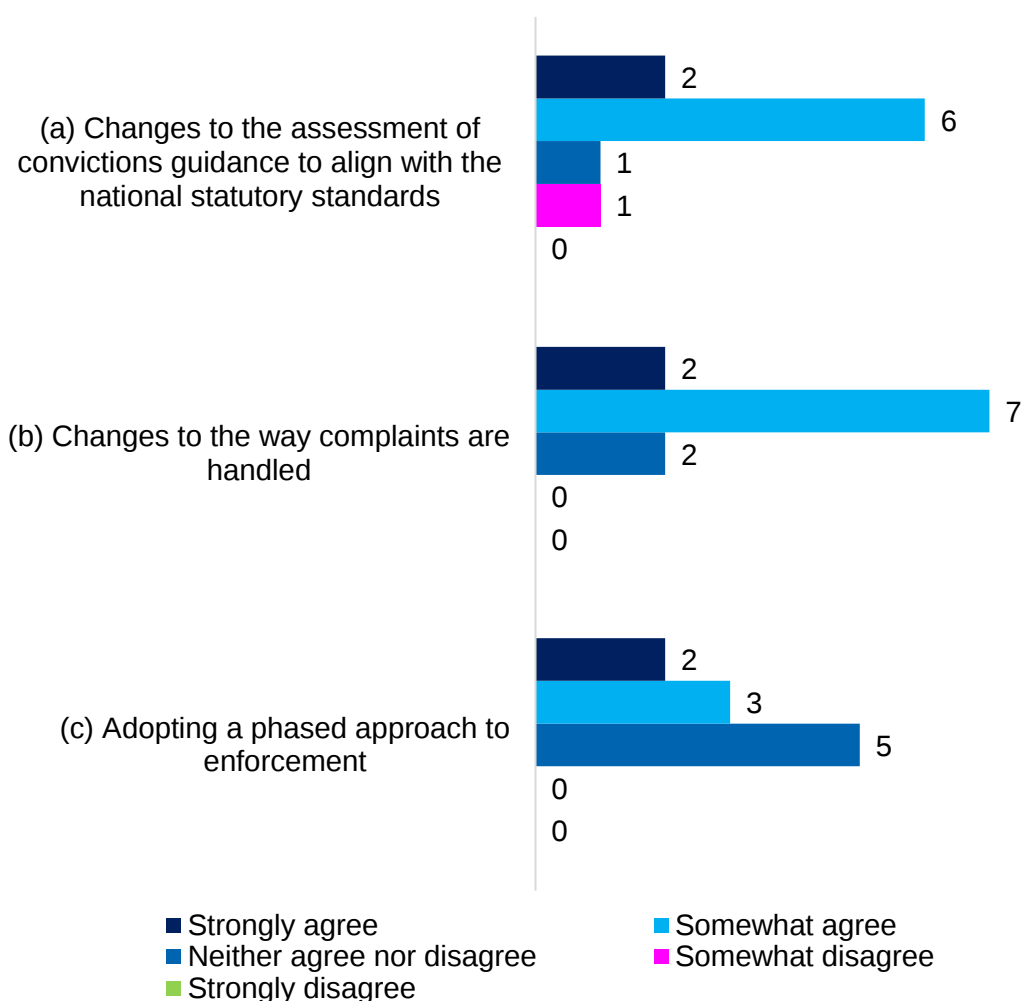
We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

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?

Eight respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **make changes to the assessment of convictions guidance to align with the national statutory standards**, while one respondent said they 'disagree' and another respondent said they 'neither agree nor disagree' with the proposal.

Nine respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **make changes to the way complaints are handled**, while two respondents said they 'neither agree nor disagree' with the proposal.

Five respondents said they 'agree' with the proposal in the draft Hackney Carriage and Private Hire Driver Policy for 2025-2030 to **adopt a phased approach to enforcement**. Five respondents also said they 'neither agree nor disagree' with the proposal.



Base: All respondents

Q5. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.

No responses were received for this question.

7.5 Further comments – Driver Policy

Q6. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy?



6 comments

Six respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire Driver Policy.

Three of these comments were respondents saying they had no comment to make, the other three comments relate to private hire vehicles and the impact taxis from other council areas are having on the BCP area. These comments are shown below:



“[Private hire cabs] have old, dirty cars, and they don't respect the driving rules of the BCP or the traffic laws. They are very aggressive. Save us from the invasion of private hire cabs from other counties, e.g. Uber, and their prices are too low. Thanks.”



“We need a national change. Sadly, your good ideas are ruined by substandard drivers getting licenses with other councils and driving in BCP.”



“As all three council were merged in [2019], I think it's the time to make all three zones into one. I found many times customers get confused which taxi they should use [because] all three zone taxi colours and logos are [the] same. We are facing income loss as all the Dorset Council taxis are now [operating] in [the] BCP area. Also from other councils like Southampton, Portsmouth & New Forest [and] Uber taxis [are] also operating in [the] BCP area. Private Hire Operator United and Streamline taxis from Dorset Council should not be operate in [the] BCP area. Many drivers are now affected and [have lost] income because of too many Dorset taxis [operating] here.”



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

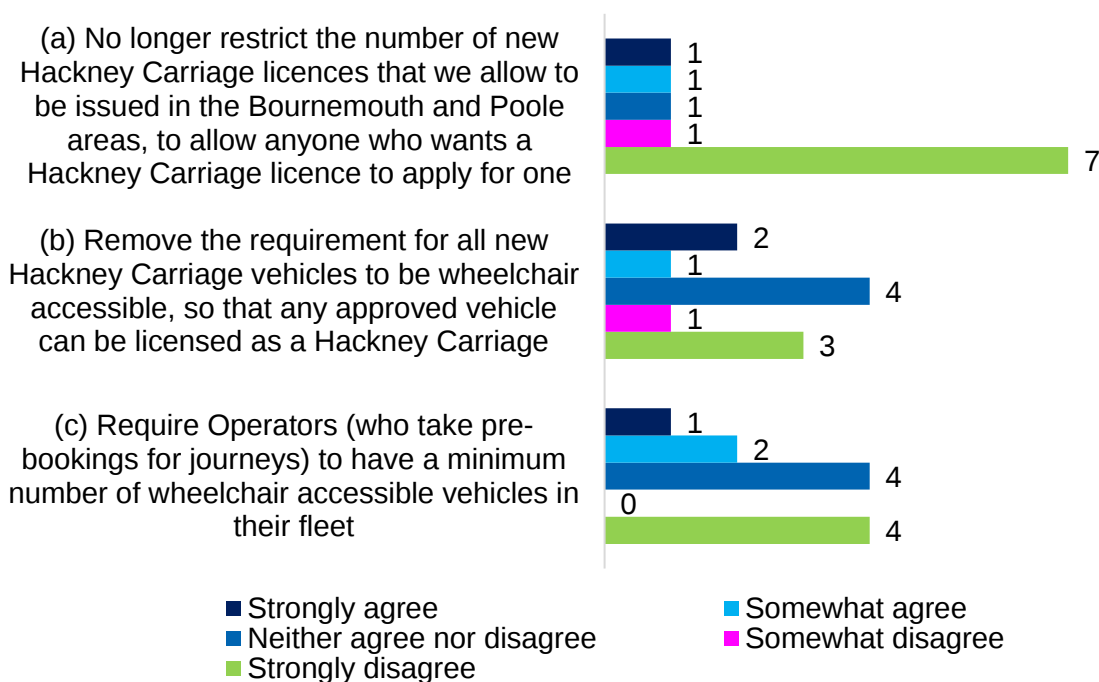
We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

Q7. 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?

Eight respondents said they 'disagree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **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**, while two respondents said they 'agree' and one respondent said they 'neither agree nor disagree' with the proposal.

Four respondents said they 'disagree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **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**, while three respondents said they 'agree' and four respondents said they 'neither agree nor disagree' with the proposal.

Four respondents said they 'disagree' with the proposal in the draft Hackney Carriage and Private Hire Vehicle Policy for 2025-2030 to **require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet**, while three respondents said they 'disagree' and another four respondents said they 'neither agree nor disagree' with the proposal.



Base: All respondents

Q8. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



7 comments

Six respondents gave an explanation for why they disagreed with all the proposals, while one respondent answered this question despite saying they agree with proposals (a) and (b), and that they neither agree nor disagree with proposal (c).

Please note some of the comments below have been repeated because some respondents disagreed with more than one proposal.

The comments explaining why respondents disagree are shown below along with the proposal they relate to:

(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



"The market is already flooded due to loopholes in the countrywide taxi network without drastically increasing the numbers in BCP. It's not sustainable!"



"(a) This should be restricted. As there are enough drives already, sometimes they need to wait about 1 to 3 hours for a job. the private hires are coming from other councils, covering lots of jobs. The Hackney drivers should be able to make ends meet. If there are more Hackney Drivers, the competition would be too much, and no one would be proud of the profession, as they have to rely on other sources of income for survival."



"Issuing more hackney vehicle licenses will reduce the business of current hackney vehicles. The taxi ranks won't be enough if more hackney vehicle licences [are] issued."



"There are plenty of standard vehicles and no unmet demand for regular taxis. Only required vehicles are wheelchair accessible."



"(a) There is already too many Hackney Carriages in [the] BCP zone now. Also, there [are] not enough taxi ranks or [car] parks in the current rank. Therefore, [a] cap should be in place for Hackney Carriages and [the council should] no longer issue any new plates."

(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



“There are plenty of standard vehicles and no unmet demand for regular taxis. Only required vehicles are wheelchair accessible.”



“(b) Wheelchair vehicles are expensive and [to maintain]. [They are] not affordable.”

(c) Require Operators (who take pre-bookings for journeys) to have a minimum number of wheelchair accessible vehicles in their fleet



“A one-vehicle operator such as myself cannot have a minimum number of wheelchair accessible vehicles unless that one vehicle is so-adapted already.”

One respondent answered this question despite saying they ‘agree’ with proposals (a) and (b), and that they ‘neither agree nor disagree’ with proposal (c):



“That's very hard to implement since it's based on number on vehicles that exist. I'm a Christchurch Hackney [carriage driver]... and [I'm] disappointed I can't buy my own car and [the] council force me into slavery for another owner. I'll wait to see the outcome of [these] new BCP policies. If I'm forced to rent a car in the future, I'll probably quit... the stress [is] too high and I'm not sure it's [worth it] anymore to be a slave. I don't see the point to own a hackney driver licence if I can't work [using] my own car.”

Q9. How often do you drive a wheelchair accessible taxi for work?

10 respondents said they ‘never’ drive a wheelchair accessible taxi for work, while one respondent said they do ‘a few times a year’.

7.7 Further comments – Vehicle Policy

Q10. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy?



6 comments

These respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire Vehicle Policy. These comments have been coded into themes to make them easier to interpret. These are shown in the table below:

Table 3: Further Comments Themes – Vehicle Policy

Theme	No of comments
Suggestions	3
Criticisms	1
Concerns	1

Suggestions

These respondents made suggestions about operating rules, restricting the number of Hackney Carriage licences available, and changes to the draft Vehicle Policy:



“[Make sure] that Hackney carriages (no matter the zone) [removed] can rank and [can] be hired by being held (flagged down) from the street in all BCP areas.”

“I would like BCP to keep the number of Hackney licenses limited.”



1) As a single speciality vehicle operator that has provided a unique contribution to the tourism offering of the BCP area for the last 12 years, I presume that there will be some level of “grandfather” rights applicable with this update, as there were when BCP policies were last revised, replacing [the] previous Poole [Borough Council] policy.

2) You mention the speciality vehicle exemption in para 9.2 & 21.3, but it is not mentioned anymore in 23.2 (livery & sticker requirements – previously covered by category A/B differentiation). As the exemption is very much still relevant & applicable, please add to the text.



3) Similarly, the livery/sticker exemption for speciality PH vehicles is not mentioned at all in new Appendix B, where it should be added to back up my previous point.

Please confirm these corrections in (2) & (3) will be added – do contact me if further clarification needed.”

Criticisms

One respondent criticised the experience of being a Hackney Carriage driver because of health impacts and cost implications:



"[Wheelchair Accessible Vehicles] (WAV) IS NOT FOR ME... I have a back problem which I try to keep it under control ... if I'm forced to buy a wav car to work... probably my back condition will get worse. So no thank you. I also don't want to buy a overpriced hackney car just for a plate. If the policies restriction for Christchurch Hackney plates will stand, I probably just have no option but to quit. I had enough slavery in 7 years. Since I have my Hackney driver licence, it's clear that I have to say "stop"... my mental health [is] more important. Thank you."



Concerns

One respondent expressed several concerns about the number of private hire vehicles operating in the BCP area under other councils' licenses:



"I would like to raise concerns regarding the growing number of private hire vehicles operating in the BCP area that are licensed by other councils.



- A large number of private hire vehicles licensed by other councils are operating in the BCP area, increasing competition and making it difficult for BCP-licensed private hire and Hackney Carriage drivers to earn a fair living.



- Drivers from other councils are not always required to complete the same professional training or courses that BCP Council mandates, which is unfair to local drivers who invest time and money to meet these standards.



- Some vehicles licensed by other councils do not meet the same safety, cleanliness, or quality standards expected by BCP Council, potentially compromising passenger experience and safety.

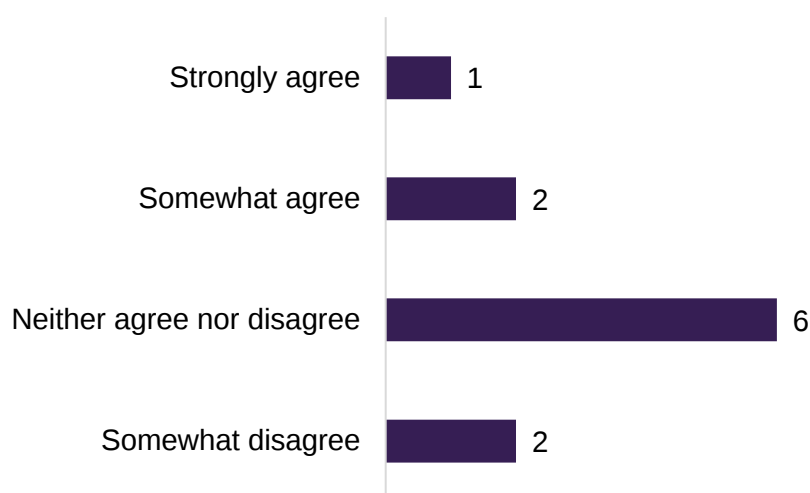
- BCP-licensed drivers must follow strict procedures, undergo regular checks, and maintain high standards, whereas out-of-area drivers are not held to the same level of regulation, creating an uneven playing field."

7.8 Proposed changes to the draft Private Hire Operator Policy

We asked respondents to read the [Table of Proposed Changes](#) for this policy before responding to the questions. They could also refer to the full [draft policy](#).

Q11. To what extent do you agree or disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030?

Six respondents said they 'neither agree nor disagree' with the proposed changes to the draft Private Hire Operator Policy for 2025-2030, while three respondents said they 'agree', and two respondents said they 'disagree' with the proposal.



Base: All respondents

Q12. If you selected 'somewhat disagree' or 'strongly disagree' for any of the proposals, please tell us why below.



1 comment

One respondent explained why they disagree with the proposed changes to the draft Private Hire Operator Policy for 2025-2030:



“All vehicles should only rank in [the] area [where their] licence [is] held.”

7.9 Further comments – Private Hire Operator Policy

Q13. Is there anything else you would like to say about the proposed changes to the draft Private Hire Operator Policy?

No comments were received for this question.

7.10 Further comments – All Policies

Q14. Is there anything else you would like to say about the proposed changes to the draft Hackney Carriage and Private Hire policies?



4 comments

These respondents provided further comments on the proposed changes to the draft Hackney Carriage and Private Hire policies. These comments relate to not restricting the number of Hackney Carriage plates in the area, the impact drivers from other council areas are having in the BCP area, and special rights for long-serving drivers.

These comments are listed below:



“Hope in best interest of drivers that the limitation of hackney carriage plates are removed. Thank you.”



“Many, many things need looking at which would require much more space and time to go through. However hard BCP try with your policies, sadly they’re being ruined by outside drivers getting licenses in other boroughs and driving here. Sadly, ALL operators in BCP are [actively] encouraging ALL of us to get licenses that aren’t with BCP. It’s so unfair and destroying our reputation and credibility.”



“As all three council were merged in [2019], I think it’s the time to make all three zones into one. I found many times customers get confused which taxi they should use [because] all three zone taxi colours and logos are [the] same. We are facing income loss as all the Dorset Council taxis are now [operating] in [the] BCP area. Also from other councils like Southampton, Portsmouth & New Forest [and] Uber taxis [are] also operating in [the] BCP area. Private Hire Operators United and Streamline taxis from Dorset Council should not be operate in [the] BCP area.”



“As mentioned above, I presume that there will be some level of “grandfather” rights applicable with this update, as there were when BCP policies were last revised, replacing previous Poole [Borough Council] policy.”

8 Email responses

In addition to the survey responses, four emails were received during the consultation period.

The comments in the emails relate to the impact drivers from other council areas are having in the BCP area, regulation of driver and Operator conduct, speciality private hire vehicles, and



"I really don't understand why people [from areas outside the BCP area are] working under [the] BCP area. More than half [from] Portsmouth, Southampton, [and the] New Forest all work as Uber drivers. Please check [this] out. I can easily make videos and photos." - Anonymous



"Good morning,

Thank you for opportunity to read the draft of changes proposal.

In general, [removed] I am fine with all changes [the] proposed, these should improve our service offered to [the] public in all aspects.

Only what I do [find is] missing in the draft is any mention [of] how the Taxi Licensing department will tackle Hackney drivers, licensed by BCP Council, who [also work] for Uber illegally because Uber doesn't hold Operator licenses issued by BCP Council.

Also, in the new draft there is [no] mention [of] how [removed] BCP Council tackle Taxi/PHV (Private Hire Vehicle) Operators who offer their services inside BCP Council conurbation without [an] Operator license [being] issued (Uber mentioned again).

And finally, in the new draft [policies there] is not any new policy or paragraph [on] how BCP Council want to deal with PHV drivers, licensed by Southampton Council, Portsmouth Council, New Forest District Council and Fareham Council, who [accept] PHV rides inside BCP Council conurbation illegally, with no link to the Operator, licensed by BCP Council." - BH1 Airport Cars



"Dear Licensing

Please note that I have made the following comments on the proposed policies in the Have Your Say survey, specifically the [Private Hire] Vehicle section and including some omissions therein relating to speciality vehicles. As they are important points to any local business such as my own and potentially its future, I thought I would advise you directly too.

1) As a single speciality vehicle operator that has provided a unique contribution to the tourism offering of the BCP area for the last 12 years, I presume that there will be some level of “grandfather” rights applicable with this update, as there were when BCP policies were last revised, replacing previous Poole [Borough Council] policy.

2) You mention the speciality vehicle exemption in para 9.2 & 21.3, but it is not mentioned anymore in 23.2 (livery & sticker requirements – previously covered by category A/B differentiation). As the exemption is very much still relevant & applicable, please add to the text.

3) Similarly, the livery/sticker exemption for speciality PH vehicles is not mentioned at all in new Appendix B, where it should be added to back up my previous point.

4) In addition, regarding the proposed change to a minimum number of wheelchair accessible vehicles: a one-vehicle operator such as myself cannot have a minimum number of wheelchair accessible vehicles unless that one vehicle is so-adapted already. So if this policy addition is adopted, a version of the exemption mentioned above may be needed, as there are plenty of other operators in a similar position as well as myself.

Please confirm these corrections in (2) & (3) [and potentially (4)] will be added – do contact me if further clarification needed.” - Enigmus Limited
T/A Dorset Day Trips



BCP Hackney Carriage and Private Hire Policies Consultation

Guide Dogs provides mobility services to increase the independence of people with sight loss in the UK. Alongside our mobility work we campaign to break down physical and legal barriers to enable people with sight loss to live their life on their own terms.

Across Dorset and the BCP conurbation, it is estimated that there are 34,700 people living with sight loss with 4,050 people registered as blind or partially sighted. Due to a variety of reasons, including an ageing population, the number of people with sight loss is predicted to increase to 42,200 by 2032¹.

Taxis and private hire vehicles (PHVs) and the door-to-door service they provide are essential for disabled people. They are particularly important for the independence of blind and partially sighted people, who are unable to drive, and often face barriers when using public transport.

However, accessing taxis and PHVs can be a major challenge for assistance dog owners. A 2022 Guide Dogs survey² found that 63% of respondents said they have been refused access to a taxi or PHV in the previous 12 months. 7% said it had happened to them between six and 10 times. None of the respondents indicated that they were presented with an exemption certificate

¹ RNIB, Statistics on Sight Loss, available at <https://www.rnib.org.uk/professionals/knowledge-and-research-hub/key-information-and-statistics/sight-loss-data-tool>

² <https://gd-prod.azureedge.net/-/media/project/guidedogs/guidedogsdotorg/files/how-you-can-help/campaigning/guide-dogs-access-report-2022.pdf>



when they were refused, despite this being a criminal offence under the Equality Act 2010. Such access refusals can have a significant impact on assistance dog owners' lives, leading to feelings of anger and embarrassment and a loss of confidence and independence, which can often lead to isolation and poor mental health.

Key recommendations:

- Disability equality training: All drivers should be required to undertake mandatory disability equality training.
- Zero tolerance: The policy should state that BCP Council will use its best endeavours to investigate all reported violations of the Equality Act 2010 in a timely manner with a view to pursuing a conviction.
- Mystery shopping: The policy should state that BCP will work together in conjunction with assistance dog owners to ensure that licensing requirements are being complied with by various means such as, but not limited to, test purchases.

Disability equality training

Guide Dogs welcomes the inclusion within the draft policy of sections 13.3 - 13.7, along with Appendix B; Duty of all drivers to carry of assistance dogs.

The consequences of delayed travel combined with the emotional impact of facing discrimination and confrontation when trying to carry out everyday activities take a significant toll on assistance dog owners. Apart from feelings of anger and embarrassment, refusals can undermine the independence that assistance dogs bring to their owners. Assistance dog owners also reported that the stress of refusals has had a detrimental impact on their mental health and on whether they feel able to leave the house.

This also has a negative impact on their ability to access work and other opportunities. As guide dog owners report:

- "Each refusal is crushing, confidence shattering, rejecting, and traumatic. I always feel that I don't want to go out after - but work dictates I must." Guide dog owner, Stevenage.
- "I was left on my own at the side of the road in the dark. I am deaf and unable to phone for [help](#) and it made me feel very vulnerable. It makes me feel afraid to go out." Assistance dog owner.
- "I was very upset, it was dark, raining and 10pm at night. I was scared. I avoid evening invites, as I worry about getting home. I lose out on the chance of socialising with friends, which is bad, as I have no family." Guide dog owner, Rochester.
- "I used to have a very tough two-hour commute to work. The taxi part of the journey was the shortest bit travel wise, but it always ended up being the bit that held me up the most because I was having to spend time facing drivers who wouldn't take me with my dog. ... It's good that my contract was flexi hours otherwise I'm sure I would have been sacked for being late all the time - it happened so often." Guide dog owner, Daventry.

Further, guide dog owners have expressed concern of access refusals which take the form of drivers not stopping the car when they see the dog.

Drivers who refuse to carry an assistance dog are committing a criminal offence under the Equality Act 2010. A Guide Dogs survey found that many taxi drivers are unaware of their legal obligations and the impact refusals have on assistance dog owners. The best way to address this is through disability equality (as opposed to disability awareness) training for all taxi and PHV drivers.

The Taxis and Private Hire Vehicles (Disabled Persons) Act 2022³ amends the Equality Act 2010 to place duties on taxi drivers and PHV drivers and operators, so any disabled person has specific rights and protections to be transported and receive assistance when using a taxi or PHV without being charged extra. As part of the amendments, taxi and PHV drivers could face fines of up to £1,000 if they fail to provide reasonable mobility assistance to disabled passengers taking a pre-booked vehicle.

Therefore, to help reduce the number of access refusals, it is important that drivers know their legal obligations and how to best offer assistance to their customers with vision impairments, including those travelling with a guide dog.

We recommend that disability equality training, as well as highlighting a driver's legal obligations and disabled people's rights, should focus on the concept of people being disabled by society's barriers and attitudes. It should highlight the role an organisation and individuals play in the removal of those barriers, while also including awareness elements such as customer care, etiquette, and appropriate communication.

Many of the positive experiences disabled people report when using taxis and PHVs come about following disability equality training. Councils that have introduced disability equality training report very positive results with fewer refusals and drivers feeling more confident in assisting passengers with disabilities.

Enforcement

While our most recent survey shows that a substantial percentage of assistance dog owners have been refused access over a one-year period, many of these incidents are not reported. Indeed, research in 2019 found that only 8% of owners who had been refused access had taken legal action which resulted in prosecution. In part, the underreporting is due to challenges of reporting, especially for people with sight loss. However, it is also due to disappointment at the lack of action taken following an access refusal and the low fines issued.

Considering the significant impact an access refusal can have on assistance dog owners and their communities, it is important that assistance dog owners know that all cases of access refusals are viewed very seriously and are investigated.

It is a criminal offence for any operator or driver to refuse to carry assistance dogs. On conviction for such an offence, drivers can be fined up to £1,000. As failure to carry an assistance dog is a criminal offence, we recommend a zero-tolerance approach to enforcement of the Equality Act 2010. We therefore

recommend that it is clearly stated that failure to carry an assistance dog without the requisite medical exemption certificate will result in immediate suspension or revocation of a driver's license.

We recommend a zero-tolerance approach to enforcement of the Equality Act 2010 in seeking prosecutions and therefore recommend that BCP Council states it will use its best endeavours to investigate all reported violations of the Equality Act 2010 in a timely manner, with a view to pursuing a conviction.

We also recommend that BCP Council works together in conjunction with assistance dog owners to ensure that licensing requirements are being complied with by various means such as, but not limited to, test purchases.

Guide Dogs has a history of working in partnership with local authorities, be it in service provision or in consultation, and I look forward to this continuing with BCP Council.

Kindest regards

Guide Dogs

9 Appendix 1 - Respondent profile – General Public Survey

The equalities profile is shown below.

Equalities	Group	Number
Age	16 - 24 years	1
	25 - 34 years	6
	35 - 44 years	1
	45 - 54 years	6
	55 - 64 years	2
	65 - 74 years	3
	75 - 84 years	2
	Prefer not to say	1
Gender	Female	4
	Male	14
	Prefer not to say	3
Sexual orientation	Straight / Heterosexual	17
	All other sexual orientations	1
	Prefer not to say	3
Disability	Yes - limited a little/a lot	5
	No	15
	Prefer not to say	1
Disability Type	Reduced physical capacity	3
	Mobility	2
	Severe disfigurement	1
	Long Term progressive condition	1
	Other disability	1
Ethnic Group	White English / Welsh / Scottish / Northern Irish / British	16
	Other White	1
	BME	1
	Prefer not to say	3
Religion	No religion	8
	Christian	9
	Any other religion	2
	Prefer not to say	12
Respondent Type	BCP resident	20
	BCP Hackney Carriage/Private Hire car user	5

	Other	3
	BCP Hackney Carriage/Private Hire licence holder	1

10 Appendix 2 - Respondent profile – BCP License Holders Survey

The equalities profile is shown below.

Equalities	Group	Number
Age	35 - 44 years	7
	45 - 54 years	1
	55 - 64 years	1
	Prefer not to say	1
Gender	Male	9
	Prefer not to say	1
Sexual orientation	Straight / Heterosexual	9
	Prefer not to say	1
Disability	Yes - limited a little/a lot	1
	No	8
	Prefer not to say	1
Disability Type	Other disability	1
Ethnic Group	White English / Welsh / Scottish / Northern Irish / British	2
	Other White	2
	BME	4
	Prefer not to say	2
Religion	No religion	2
	Christian	4
	Any other religion	2
	Prefer not to say	2
Respondent Type	BCP Hackney Carriage/Private Hire driver	9
	BCP Hackney Carriage/Private Hire vehicle proprietor	5
	BCP Private Hire Operator	1

11 Appendix 3 - Respondent postcodes by area (Both surveys)

