

Appendix C

Document 1

Sent on: Monday, November 24, 2025 2:27:13 PM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Hackney licensing policy

Good afternoon Licencing,

I would request to put forward in this proposal that all Hackney operators must have a facility in place to except payment by card which must include transfers in the vehicle located for passengers to see.

Furthermore proof must be provided on inspection of the vehicle when being plated not only a card reader but proof that card payments are being excepted and the account is in your name.

Kind regards

Document 2

Sent on: Monday, November 24, 2025 4:29:30 PM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Re: Informal consultation - Hackney Carriage and Private Hire Licensing Policy - We need your views

- 1) Hello, if you want my opinion, I will give it. I want to be as short as possible. Many drivers, there is not so much work that taxi drivers come from other cities to work here. Sometimes on Saturdays yes, but the rest of the time we are fighting for survival without overdoing it.
- 2) I also think that there should be some kind of security protection for drivers.. security with us is 0. All kinds of people get on our taxis and even if I press the panic button.. protection or even the police do not come. The last time I was attacked and I waited 40 minutes for the police. No one came. During that time I could have been injured even worse..
- 3) I think that we must have cameras recording the interior of the taxi. without additional requirements and payments for this. In which case, I think bad customers will think first before deciding to attack the driver or something like that. Also, for many situations and complaints, there will be a recording where the truth can be seen and heard.

Thank you

Document 3

Sent on: Tuesday, November 25, 2025 6:47:13 AM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Re: Informal consultation - Hackney Carriage and Private Hire Licensing Policy - We need your views

With regards to the Taxi policy draft.....

- 1) Look at making any vehicle under ten years old available for service. We cant all go electric, and given there are a lot of vehicles out there perfectly usable, why not put them to work. Times are hard for all of us so why not use the resources that are there?
- 2) Why are renewal licences more expensive than new applications? Renewals should be cheaper as you already hold the information on file. Reduce the paperwork!!
- 3) Look at how wheelchair accesible vehicles can be made more available. Cost prohibitive to most of us.
- 4) Get the hackney carriages back without the need to be wheelchair accessible, makes no sense, all that has happened is you have taken the street taxis away and forced everyone to private hire.

Just a few thoughts.....

Document 4

Sent on: Monday, December 1, 2025 7:19:50 AM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Re: Informal consultation - Hackney Carriage and Private Hire Licensing Policy - We need your views

Categories: Kate

Hello,

I am writing to share my view regarding the improvements to the policy.

If you are truly interested in helping local drivers and their businesses, it would be enough to do just one thing — stop the cars and drivers with Wolverhampton plates and badges. Many of them do not meet the policy requirements, such as having old vehicles, drivers who do not know the area, and who do not speak English. I also don't think it is fair to the drivers from Shrewsbury, who pay more for badges and plates and who drive newer, more expensive cars. Yes, everyone has the right to work, but they should obtain their badges and plates from Shrewsbury Council, and then they are welcome to work. Otherwise, what is the purpose of this policy?

Kind regards

Document 5

Sent on: Monday, November 24, 2025 1:54:15 PM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Re: Informal consultation - Hackney Carriage and Private Hire Licensing Policy - We need your views

Yes, get rid of the ridiculous online safeguarding course for those that have done it before.

The first question that was posed by the host was 'what is a child?' Utter waste of time and money!

Document 6

Sent on: Friday, November 28, 2025 2:59:17 PM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Re: Informal consultation - Hackney Carriage and Private Hire Licensing Policy - We need your views

Categories: Kate

Hi,

Am glad to hear from our reputable company to share our ideas about what we think might help both the company and we the drivers. Thank you for giving us this opportunity. Below are my humble request that I think if is being looked into will help we the drivers and the company s well.

1. Protection : the reason why am saying protection is our priority is that when a passenger makes a complain about a driver quickly the company will call the driver for clarification but when it's the driver that makes complains about a customer what we normally her is that it's within our rites if we want to call the police or not . In this case we the drivers feels like we are not being treated well although we are all self employed yet we still work under your framework .
2. Tokens Amount should be paid to a driver who waste his petrol , time and millage to go for a customer and upon arriving the customer just cancel the booking.
3. Renewal of Plates : I think the plate should not have ending date on it however, the renewal should be on yearly basis where an email will be send to the drivers to provide the needed documents for the renewal of plate and the amount he or she needs to pay. This will safe time and will generate more money for the company.
4. Some private cars has been picking customers while's you as a driver have the booking i n your system. I think such incidents should be reported and those individuals doing so should be prosecuted.
5. Payment by cash should be reduced to 2% of all the booking to reduce the number of passengers the run away with drivers money.
6. Annually there should be a get together for all te drivers just to say thank you for your services.

Solutions :

For example every month the company can take £2 from each driver with our consent and that can be used towards the end of year party.

I hope some of my suggestions will help shape some of the policies of the company.thank you

Document 7

Sent on: Sunday, November 30, 2025 12:45:40 PM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Sujection.

Categories: Kate

Thanks for alloqing us to share our views on the new polices.

1.repect for drivers.

We have notice that when a customer report to the veezu there is an imediate request from the company to explain what transpired however when we report issue to the company the responds we hear is that we can report to the police if we wish since we are self employed.

2. Drivers should be paid

When a driver accept an order and drives to the customers house and he or sge cancel the fear the driver should paid for waisting his or her time.

3. Paying by bank card

Would it be possible to make passengers pay for their fears with card as most of the people that run away with our money happends in the night shifts.

Hope my request will be considered in good faith.

Document 8

Sent on: Tuesday, December 16, 2025 10:28:44 AM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Car age limited

Categories: Kate

Good morning shropshire council hope doing well . Have nice chirmsess happy new year...

- 1) Put car age limit up
- 2) 4 star rating car should be accepted many thanks kind regards

Document 9

Sent on: Sunday, December 21, 2025 9:53:54 PM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Consultation. Point for consideration

Categories: Kate

Sir/ MADAM.

Considering the age requirements for a car to be licensed under the Shropshire Council. In as much as I believe that certain age of cars should not be licensed for Private Hire, however the age does not necessarily represent the durability and and Road safety for most cars irrespective of age. Hence continuous maintenance of a car guarantees it's efficiency. Moreso Considering the constant high cost of operations and other relative cost it will impose more economic challenge to most drivers to continuously change vehicles because of age restriction and there will be equally lost of money to the Council as most affected drivers will seek to license their cars with other Council where possible.

I will suggest a review where possible to that effect and a consideration of the current age requirements for a car to be licensed under Shropshire Council.

Thanks

Document 10

Sent on: Friday, December 19, 2025 4:20:20 PM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Re: Informal consultation - Hackney Carriage and Private Hire Licensing Policy - We need your views

Categories: Kate

Dear Sir or Madam,

I am writing to express my concern regarding Shropshire Council's policy that licensed taxi vehicles must be no more than six years old. I believe this requirement is not acceptable or fair to drivers and would respectfully ask the Council to reconsider this rule.

Many taxi drivers are self-employed and rely on their vehicles as their main source of income. Requiring drivers to replace vehicles after six years places a significant financial burden on them, especially during a time of rising living costs, fuel prices, insurance premiums, and maintenance expenses.

For many drivers, purchasing a newer vehicle every few years is simply not affordable.

A vehicle's age does not necessarily reflect its safety, reliability, or environmental performance.

Well-maintained vehicles that pass regular MOTs and council inspections can remain safe, clean, and suitable for public use well beyond six years. Regular mechanical checks and strict safety standards would be a fairer and more effective way to ensure

passenger safety than an arbitrary age limit.

This policy risks forcing experienced and responsible drivers out of the trade, reducing the availability of taxis for residents, particularly in rural areas of Shropshire where transport options are already limited. It may also discourage new drivers

This approach would protect public safety while treating drivers fairly and realistically.

Thank you for taking the time to consider my concerns and for acknowledging this proposal and Hope you make a Reasonable decision.

Kind regards

Document 11

Sent on: Thursday, December 18, 2025 9:23:55 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject: Re: Informal consultation - Hackney Carriage and Private Hire Licensing Policy - We need your views

Categories: Kate

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Document 12

Sent on: Thursday, December 18, 2025 1:49:10 PM

To: Taxis <Taxis@shropshire.gov.uk>

Subject: Re: Informal consultation - Hackney Carriage and Private Hire Licensing Policy - We need your views

Categories: Kate

Morning Kate

- 1) I hope that you are well.. please find my views that I think would help businesses and individuals of the taxi trade in the coming future listed below.
- 2) **New** application Diesel cars should euro 6 and less then 8 years old from date of first registration.
- 3) **Renewal** of diesel cars euro 6 and less then 12 years old from date of first registration.
- 4) **New** Hybrid diesel and Hybrid petrol less then 12 years old from first date of registration.
- 5) **Renewal** of hybrid diesel and hybrid petrol less then 15 years old from first date of registration.
- 6) Also I believe that once a vehicle reaches the maximum age the car should be assessed and if the condition of the vehicle is still very clean inside and out then it should be granted an extra year and then reviewed on every renewal.
- 7) Drivers are either leaving the trade or forced to rent vehicles once their vehicle reaches its age limit due to not having the funds to obtain newer vehicles to meet the licensing requirements.
- 8) The trade is slowing down.

- 9) Encap rating should be scrapped because a lot of new vehicles which are rated 4 star but still have all the safety aspects I.e seatbelts including isofix points for car seats, airbags all around, lane assist, brake assist.. the list goes on.

- 10) Door stickers on private hire vehicles should be removed and be replaced by a sticker on the windscreen below the internal plate. This will make vehicles less of a target to theft and unnecessary vandalism.

- 11) Also I believe category N & S vehicles should be considered to be plated as a lot of vehicles are categorised with minor damage and can be put back on the road by replacing something simple as a door.

- 12) This would help drivers to stay in the trade and own their vehicles as well as being off financially.

Thanks

Document 13

Sent on: Saturday, January 1, 4501 12:00:00 AM

To: Taxis <Taxis@shropshire.gov.uk>

Subject:

Categories: Kate

Hi, I have few suggestions I like to put forward to the new policy.

- 1) Diesel cars should euro 6 and less then 8 years old from date of first registration.
- 2) Renewal of diesel cars euro 6 and less then 12 years old from date of first registration.
- 3) Hybrid diesel and Hybrid petrol less then 12 years old from first date of registration.
- 4) Renewal of hybrid diesel and hybrid petrol less then 15 years old from first date of registration.
- 5) Also, should be extension for 2 years on the vehicle if they are in good condition.
- 6) Encap rating should be scrapped because there is new vehicle which are 4 star but still have safety aspects. But all vehicles have seat belts and airbags this protects the driver and passengers.
- 7) Executive vehicles should have no age limit. And also, the executive plate only should be gold round sticker one on the front and back screen.
- 8) Door stickers on private hire vehicle should be removed and front plate to. Instead have round sticker like the door stickers with everything on it and stuck on the front window screen in the right top corner.
- 9) Maybe having no age limit on vehicles.

10) Safeguarding courses for taxi drivers should have bit more about safety input for the protection of drivers when they are racial abused or attacked with knife or their vehicle vandalised etc.

11) I personally as a driver feel that when something goes wrong?

No welfare

No protection

No acknowledgement

No safeguarding

No action on vandalism

No support after knife attack.

12) I think driving courses should be scrapped.

13) Also maybe introducing one day Btec level 2 course.

14) New application should have A level English and have British citizenship. Also have uk driving license for 5 years.

15) Also have option for drivers to plate vehicle that are category (S) & (N) and maybe having on these categories of vehicles 6 months MOT.

16) Please do consider age of vehicles as this would help drivers financially to buy vehicles.

Kind Regards

