

Appendix A

Document 1

To: Taxis Taxis@shropshire.gov.uk
Sent on: Monday, April 6, 2026 1:45:52 PM
Subject Consultation

Hi taxi team

In regards to the consultation and the additional mandates

I do NOT support the mandating of cctv cameras inside Private Hire vehicles.

I also Do Not support the mandating of card payments in private hire vehicles. My reason for opposing both is because, like myself, many of us are sole traders doing council contracts only. I do not do any other private hire work. So for those of us in this position both mandates would be an unnecessary added expense. If there was a way in which these could be mandated in a different way, which would maybe exclude those who do contract work only.

Kind regards

Document 2

Sent on: Monday, April 6, 2026 12:51:25 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject: Re: Consultation: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Hi Kate,
Thanks for keeping me updated, No I don't support the mandating of cctv in private hire! I have been a taxi for over 30 years in Shropshire and have never felt the need for cctv.
Regards,

Document 3

Sent on: Monday, April 6, 2026 4:21:23 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject: RE: Consultation: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Good evening,

Thank you for your email.

1)I am more than happy to provide some thoughts on your suggestions to improve your policy from 2027 to 2031.

2)I feel that all vehicles should be fitted with cameras internal and external and with tracking systems to ensure the safety for both passenger and driver.

3)I feel enabling vehicles to operate with contactless payment methods could reduce driver risks and enables customers to access transport much easier than needing to get cash out before or during journeys.

4)As an operator all our bookings are pre-paid via a secure payment link, this works well and prevents any potential risks.

Please do not hesitate to contact me if I can be of any further assistance.

Kind regards,

Document 4

Sent on: Monday, April 6, 2026 12:52:51 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject: Re: Consultation: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Hi Kate ,

1)We would like to point out that there might be some issues with the two points you've stated as most of the drivers work with multiple companies and are drivers owners.

Kind regards,

Document 5

Sent on: Monday, April 6, 2026 7:13:40 PM

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

Subject: Re: Consultation: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

You would support the mandating of the installation of CCTV systems in hackney carriage and private hire vehicles. NO

You would support mandating the availability of contactless payments in hackney carriage and private hire vehicles. NO

Document 6

Sent on: Monday, April 6, 2026 1:15:40 PM

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

Subject: Re: Consultation: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

All looks good to me. Thank you

Document 7

Sent on: Monday, April 6, 2026 7:35:48 PM

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

Subject: Review of the Hackney Carriage and Private Hire Licensing Policy 2027 to 2031
- comments

Hi,

1)I am emailing regarding my comments on the above policy.

2)Regarding the CCTV I do not support this as I believe this will be more hassle than necessary as the person we will pick up won't really like the idea.

3)Regarding the contactless- We already use contact less hence don't really mind.

4)Also, one major issue which has affected many drivers and it would be best appreciated if this was sorting - It is that the Hackney Carriage (black cab) driver they park on the drop off and pick up points in the evening at the train station even though this area is not marked for them as they have the taxi rank area to park on. This is a major issue and hassle and as there is already marked places for everyone this then makes it difficult for me and other drivers.

5)I hope these issues are resolved and there is some action take on the above.

Thank you,

Document 8

Sent on: Monday, April 6, 2026 6:29:24 PM

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

Subject: Review of the Hackney Carriage and Private Hire Licensing Policy 2027 to 2031

Dear Sir/Madam,

1)I am writing to express my strong support for the introduction of mandatory CCTV systems in all Hackney Carriage and Private Hire Vehicles (PHV) licensed by Shropshire Council.

2)The implementation of CCTV would provide significant benefits for both public safety and driver protection. While it would help safeguard passengers, it is particularly important to highlight the current lack of support available to drivers when facing allegations. In cases of wrongful or false accusations, drivers are often left vulnerable, with limited means to defend themselves. The presence of CCTV would offer clear, objective evidence, helping to protect drivers from unjust claims and preventing unnecessary loss of income or employment while investigations are ongoing.

3)In addition to internal CCTV, I believe it would be highly beneficial for all licensed vehicles to be equipped with front and rear facing dash cameras. These would further enhance safety by providing evidence in the event of road traffic incidents, protecting both drivers and members of the public.

4)Furthermore, I support the introduction of mandatory contactless payment facilities in all licensed vehicles. This would modernise the service, improve convenience for passengers, and align with current payment expectations.

5)However, if these measures are to be made compulsory, it is essential that Shropshire Council provides appropriate support to drivers. This could take the form of financial assistance, such as grants or vouchers, to help cover the cost of purchasing and installing CCTV systems, dash cameras, and contactless payment devices. Many drivers operate as self-employed individuals, and without support, the financial burden of these upgrades could be significant.

6)Overall, these changes would enhance safety, transparency, and professionalism across the trade, benefiting drivers, passengers, and the Council alike.

7)Thank you for taking the time to consider my views.

Kind regards

Document 9

Sent on: Tuesday, April 7, 2026 9:23:41 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject:

Good evening,
I am in support of the CCTV systems and contactless payments.
Many thanks,

Document 10

Sent on: Wednesday, April 8, 2026 7:26:22 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject: Re: Consultation: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Good Evening

Thank you for sending the proposed policy through.

In Regards to the two mandating of cards payments and CCTV in vehicles;

1)I agree that mandating card payments in all vehicles. This will protect the vulnerable and help drivers out. However special consideration must be given to rural operators such as myself. Most card machines work on 4G network and while we are mostly covered there have been instances where signal drops out and card payments are not possible. As long as this does not go against us then I am all for it

2)I do not agree with the idea on mandatory CCTV due to the cost of putting in such equipment. Times are already really hard, especially with fuel being at the price it is currently and having a large expense (I suspect an approved system could cost £1000's to do. I do understand the reasoning behind this though and if there is financial support provided then I would be happy to install a system in our cars. I would also ask for a generous deadline in putting these into the vehicles (maybe 12-18 months after the next policy is published to allow for the change)

.

Other notes;

3)On a note about the Deregulation act of 2015 and the cross-bordering issues that many councils have had, I would like to see Shropshire council have powers (like Telford and Wrekin) to enforce Wolverhampton plated and other authorities to ensure that all drivers are following licensing rules. Since Uber now has a license with Shropshire cross bordering will become the new normal and therefore as an operator/driver I would like the confidence that any complaints made to Shropshire about other authority drivers are dealt with. In the last few weeks alone, I have witnessed private hire vehicles in taxi ranks, expired license plates, drivers smoking in vehicles (Unfortunately all Wolverhampton played.) Also to mention the standard of drivers are nowhere near the quality expected of a Shropshire badged driver and I do feel that does pose a risk to customers who will now have choice of different council plated vehicles. Many don't even speak English (A comment I hear all the time)

Document 11

Sent on: Thursday, April 16, 2026 12:57:36 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject: New licensing policy 27-31

Good afternoon

1)I would just like to add a few views I have on any new additions to the New Licensing policy for 27-31. I am personally on total agreement that contactless payments should be available in every Private Hire and Hackney Carriage vehicle.

2)I am also in favour of CCTV in every vehicle to protect the Passengers but also the Driver in all situations. I must also add that as a sole Driver it's very difficult to get companies to install CCTV in individual vehicles and I would fully support Licensing if there would be available companies on the framework that would undertake this to make the process easier.

3)The only other implementation I recommend , due to the increasing cost of buying a second hand vehicle , my opinion is to ease the initial burden on Drivers by increasing the age of Diesel vehicles for a New Private Hire Applications from 6 years to 10years and to increase the age of use to 12years to come in line with petrol vehicles but I do realise the importance of the environment and I feel as long as they are a Euro 6 emission it should be ok.

4)I hope my thoughts and opinions are taken into account.

Thankyou
Kind Regards

Document 12

Sent on: Wednesday, April 22, 2026 9:00:19 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject: Re: Consultation: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Dear Kate

Re the 2 proposed policy changes.

1) You would support the mandating of the installation of CCTV systems in hackney carriage and private hire vehicles.
Reply to the above

2) I feel that internal, or external CCTV should be installed on a voluntary basis, and not compulsory, I have been a Taxi driver for almost 40 years, and I cannot think of a situation where CCTV would have been beneficial.

3) You would support mandating the availability of contactless payments in hackney carriage and private hire vehicles.

4) I would support making it compulsory to have a method of taking card payments in taxis or private hire vehicles, these days the cost of payment machines are inexpensive compared to years ago, also the cost of processing payments is very low, and the general public expect to be able to have the choice cash or card.

5) It has been known for drivers that do not have a card machine, to refuse a customer especially if it's a short journey,

Please do not publish my name.

Thanks

Kind regards

Document 13

Sent on: Wednesday, May 13, 2026 12:31:01 PM
To: Taxis <Taxis@shropshire.gov.uk>
Subject: Re: INVITATION: Taxi/Private Hire Forum - Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Hi Kate,

1) Thank you for the invitation to provide feedback on the proposed Hackney Carriage and Private Hire Licensing Policy for 2027-2031.

2) As a chauffeur operator based in Shropshire specialising in executive and corporate travel, I would like to formally submit two specific points for consideration within the new policy. I believe these points are vital to maintaining the viability of the executive hire sector within the county.

3) **1. CCTV Mandates and Passenger Privacy**

While we fully support the Council's priority of "protecting people from harm," we have significant concerns regarding any potential mandate for CCTV within vehicles used exclusively for chauffeur and executive work.

4) **Client Confidentiality:** Our business serves high-net-worth individuals, celebrities, and corporate executives. These clients often use their travel time to conduct sensitive business meetings or private phone calls. The presence of recording equipment is viewed as a breach of that professional privacy.

5) **Market Competitive Advantage:** Many of our corporate contracts specifically require a "sterile" and private environment. A mandatory CCTV policy would likely lead to these clients seeking services from operators licensed in authorities that offer exemptions, putting our business at a disadvantage.

6) **Risk Profile:** Unlike "standard" private hire or Hackney carriages, our bookings are pre-planned, often weeks in advance, with full digital audit trails of both driver and passenger. The risk profile is significantly lower than that of "rank and hail" or high-volume local circuits.

7) **Request:** We propose that the policy includes a specific exemption from CCTV requirements for vehicles used exclusively for executive/chauffeur hire.

8) **2. Mandatory card payments**

9) We do not have an issue with card payments; however, we feel that the mobile signal required for the devices within the vehicles can be intermittent or non-existent, particularly in the more rural areas of Shropshire.

10) We look forward to hearing the outcome of the review.

11) I have noted the forum on Friday 29th May and unfortunately due to work commitments will not be able to attend.

Yours sincerely,

Document 14

Sent: 28 May 2026 20:12

To: @shropshire.gov.uk>

Subject: Taxi furam

1) Hi John hope you are well, if you are chairing the taxi forum tomorrow as I may not get there as Fridays are busy for me, I would like to point out a couple of things as a small four car operator in Church Stretton,

2) One is that if it wasn't for our contract work we wouldn't be in business as we are lucky if we get one call a week since the ring and Ride started, so I would like to keep the vehicle schedule that is in the policy as three of our cars only work two hours in a morning and same in the afternoon on the school runs.

3)Two is that now I have passed the grand old age of 65 i have to have a medical every year, I went to Drivers 4 you as our doctors don't do them anymore, there were hgv drivers with a six page A4 form to fill in that the doctor did in the twenty minutes that he allocated each driver, have a look at ours on the web site thirty eight pages, the doctor said that a lot of it was repeated questions, it took an hour so then he keep having calls as was two people late, I feel it seriously needs looking into please.

Anyway thanks for this and hopefully I do make it so if I do I'll see you there.

Many Thanks

Document 15

Dear Head of Licencing,

TO WHO IT MAY CONCERN

1)We were hoping that we do not have to write this letter to report on current drivers' behaviour in relation to their movement from one Private Hire Operator to the other or in some cases working with multiple operators at the same time. I am sure you are aware of this. We have been trying to recruit, train and retain drivers since we opened our office at The XX in 2022. However, this has been extremely difficult due to drivers' behaviour owing to the availability of Private Hire Drivers' apps. This proliferation of taxi drivers' apps enables a taxi driver to sign up to work with multiple firms on any given day at the same time.

2)As a consequence of this behaviour, we are having difficulty in complying with two of the conditions of our Operator Licence. Firstly, the informing and reporting on drivers' movement, when they sign up to work with us or when they leave. In our experience, the way the policy is written, our duty to inform your department within seven days of a driver starting or seven days after they have left, in its current form is unworkable for small operators. Second, staffing issues.

3)The main purpose of this letter, therefore, is for you to understand how all these affect small operator licence holders like us, and to kindly ask you for your advice and support as to how we should handle this. We would also like to kindly ask that you keep a note of this letter, as a formal notification, on the record you hold about us for the following reasons:

The main problem

4)The main problem with some drivers these days is the fact that they work for multiple operators on a given shift. They would come to work on a given day and log on via their driver's apps and pick up work from whichever firm is the busiest.

5)They would say to us, 'take work, and we will come to work with you' without any guarantee they would turn up when they are needed. If we take the work as they had asked us to and it turned out that, on that day, another firm whose driver app they have is busier than we are, we won't see that particular driver.

6)The drivers are not just highly mobile between firms; they also choose the jobs they want to do whenever we offered them a job. Some would say they just want to do airports work or city jobs, others would say they just want to do school runs. What about providing a service to the general public locally? This behaviour is not only disruptive for small operators but unprofessional, irresponsible and unacceptable.

After they have done the job(s), they chose to do. They would either log-off and disappear or stayed logged on but refused to accept jobs with the exceptions of the type of jobs they want to do. When this happens, they won't be going home for the day, they would be working with another taxi firm or operator.

7)These drivers have agency, and they want to keep it and so they should. We would respect, support and defend their position. However, where a driver expresses their interest in working with us; and after all the numerous phone calls, text messages and forms filling, they would do a week, if that, and disappear for one or two weeks or even

longer without any explanation. The most annoying thing with this is the fact that we see them driving around doing work for other operators on the day they are supposed to be working with us. They leave us to pick up the mess they have created without any care or remorse, all this because small operators like us doesn't matter to most of them. As far as they're concerned, we are a small fish in a big pond, and we would be swallowed. Our dilemma is that, at what stage do we inform your department that we have a new driver working with us, when we are not certain that the driver would stay and are committed to just working with us?

8) This is what is happening right now! Let say a driver joins us, we inform you of it, and after working for a week or so he/she disappears for 2 or 3 week. The question then becomes. Has the driver left and left for good and not coming back or are they just working for another firm, and they would return at a late date? This is an open question for which there is no answer. And now, let say after the second or third week after, on the presumption that the driver has left, we inform you that the said driver has left, the same driver returns on the fourth week. What do we do? Inform you again? We are, currently, under a duty to inform you again about the same driver. How many times should we have to do this? It would be going round in circles, over and over again. Won't it? And this, not to mention the paperwork it generates. It is time consuming, and we haven't got the manpower to do it. We would rather spend our valuable time running our business and leave the reporting and informing you, to the drivers themselves as they and only they know where they are working. Given all this, shouldn't the duty to report and inform be the sole responsibility of the driver alone and NOT the operator and driver as it is currently the case?

Health & Safety

9) Now, this is the part that really scares us as a Private Hire Operator licence holders. There is a high risk of driver fatigue, tiredness or burnout as most drivers very often work for several operators at the same time on the same shift or day. If we asked a driver and offered a job, say going to an airport or a job that would involve driving a distance, and they accepted it. The first question we would like an answer to is how long they have been driving on that shift. We won't get any clear or accurate answer to such a question to make an informed decision, because they just look at the money. Very often the answer you most likely to get is, 'It's okay or I'm fine'. Some drivers are not honest with us and would not be. They will do the calculation that if they are truthful, we will give the job to another driver. Which would probably be the case, if they have been on shift for a long time. In such situation, it is the responsible thing to do as an Operator. I'm sure you would agree! If this happens, next time the driver would hide the truth and lie. This is dangerous not only to themselves but the customer(s) and other road users. Where is public protection and God forbids should anything happens. Who would be responsible? The driver or the operator?

10) A typical example of this occurred last year. A driver approached me looking for just airports or city centres work. When I asked how come he is coming to us for work. He said, 'well, the people he was working with at the time is not giving him the work', 'It has either dried up or some other drivers are getting all the work for some reason'.

11) Then I asked. How many long distance work you used to do? He said, 'I used to do between 5-6 or more airports a week and sometimes 3 airports a day back-to-back'. I thought, you can't be serious? Really? When do you have a rest? I wondered! It left me scratching my head.

12) There is no way of knowing how long a particular driver who have accepted a job from us have been working for, prior to accepting our offer of a job. Asking the other operator they have been working with is out of the question. How do we risk assess? Have they been working 8hrs, 10hrs or even longer prior? Are they actually safe to driver when they accepted the job? Again, these questions are difficult to answer or impossible to know the answers. The only time we would be able to keep a tab on drivers' hours and risk assess properly, is if they would start their shift with us and finish their shift with us. We do not mind whether they work with us one day a week or 2 - 3 days a week or even once or twice a fortnight. This I am afraid to say is beyond our control as they have agency and are freelancers. Drivers jumping from one operator to the other on a daily basis.

13) Why should we take work for a driver based on false promise or uncertainty? We refused to do it and would not do it until the current climate on drivers' behaviour changes. We would book what the two of us are able to cover, like we have always done. We will rather take what we are able to cover and keep our good reputation than chase drivers.

Recruitment, Training and Retention

14) There is no such thing as Recruitment, Training and Retention (RTR) when it comes to taxi drivers in this current climate. Thanks to Drivers' Apps. Most of the drivers we came across and are coming across do not bother with paperwork, no matter in what format you send them the document(s). They do not read emails, text messages or even hard copies. Some do not even bother to acknowledge receipt of documents when we sent them.

15) Having worked in the 3rd sector as a volunteer for over 20 years, I am very well aware that some people have problems dealing with paperwork. This is either because they cannot read or write, find it complicated or just overwhelming in general, especially when dealing with official papers or documents. We have asked those drivers to come and see us, we would help with the paperwork, but none has taken up our offer to help. It left us thinking. Does it really worth trying to help?

16) In fact, some of the drivers do not like us, because we make too much fuss about paperwork, apparently. Excuse me! If their paperwork is not right. How are we supposed/meant to work with them? We are aware how important paperwork is, not just for us the operator(s) but for you at licensing as well. If there is no paperwork, tracing and checking would be near impossible and, accountability goes through the window. Right?

Other Document

17) You had asked us to prepare and produce two documents, one of which is a document titled, a Driver Training Record (DTR) to monitor their training and development and the second document is a policy document on Equality, Diversity and Inclusion (EDI). These documents have been in place since 2022, but it makes one wonder whether the drivers take these documents seriously given their attitude to anything written when it comes to their career or job. Some of the driver don't even take the Safeguarding training you provide seriously. I have heard some of them swearing and cursing about going on a Safeguarding course. How it was a pointless exercise and waste of their time. Really? The only reason they would say they went on the training or had to go, is if they do not do the training they would lose their badge.

18)The few drivers that have sent us paperwork in the past, sent us paperwork or documents that we were unable to use. They took photos on their phones with every conceivable background one could think of, without any care, and text them over and expect us to accept them, even though they are unusable. Some would send us a document and half the page is cut out, others are blurred and very difficult to make out what they are.

19)We have to chase them for their paperwork. I have met driver in car parks, in filling stations, some of them I had to go to their houses to collect their paperwork, and some had kept me waiting for hours on end. We do not need to do this. Surely! They play on the fact that if you are chasing them around, you are desperate. Well, we are not that desperate for drivers we just like things done properly and to comply with the rules and regulations. Yes, of course. We would like to have more drivers in order for the business to be viable and to provide an alternative taxi service for the local community. But, given the years and the time we have spent to build a good reputation, we are not prepared to exchange our good reputation for incompetence, given the current attitude of some of the drivers.

Contract Document

20)Before setting up XX Private Hire, after we stopped working with the big firms, because we felt that they were not providing a good service, my wife and I sat and thought it through drawing from our years of experience in the trade. We asked ourselves all the obvious questions and sought the answers. If we could not get an answer to a particular question, we dropped it. We asked ourselves questions like: Are we able to turn up on time? Are we able to say no when we cannot cover a booking? Are we capable of treating all the customers the same without discrimination? Are we able to inform the customer when we are running late and give reason, without telling them pack of lies? Are we able to pace ourselves without over-booking and only take what we can cover? Etc, etc...

21)And guess what? It worked and it is still working. Our reputation is good because we do what we say and say what we do. Our customers would attest to this fact. Not a single complaint from customers either because of lateness or bad behaviour since 2016.

22)Drawing from our combined experience in the trade and having worked for 3rd sector organisations personally for nearly 20 years, we drew up a contract for drivers, personal assistants and office staff, bearing in mind neither my partner nor I is legally trained.

23)The contract is concise, easy to understand, without legal jargons and covers all aspect relating to the trade, such as driver behaviour towards customers, paperwork, licensing, Health & Safety, Data Protection, vehicle sharing and maintenance, transporting vulnerable people and children, emergency procedures, drugs misuse and how complaints would be handled.

24)Needless to say, because of their attitude to paperwork and the agency they possessed, the first drivers we gave the contract to, without even reading it, rejected it outright. The one said, 'you are kidding?'. I replied no kidding! We shook hands and we parted. He said, 'good luck with that one, no driver in their right mind would sign a contract to drive a taxi these days'.

25)The other driver who read it and sought advice, said that they have been advised not to sign it because it's not in their favour. I said, 'okay, not a problem and that regardless

whether you sign it or not, we would only take drivers on if they are willing to subscribe to our standard of service'. And so, we parted.

26)Now we have a decision to make. Should we insist on drivers signing up to our standard of service by asking them to sign the contract, and risk not having drivers to work with us at all, or should we just accept the fact that no driver would sign a contract?

27)As a consequence, we have concluded that there is no point offering the contract to any driver and so, we have stopped offering it. Nevertheless, be rest assured that we will continue to provide the service based on the principles, code of conducts and terms and conditions within the contract and our level and standard of service will remain the same and will not be affected by a single iota. We will inform any prospective driver either verbally, about the contents in the contract, or give them a copy of the contract with the section requiring their signature redacted.

Hackney Carriages

28)The other aspect of the policy we would like to clarify is our relationship with Hackney Carriage driver should a Hackney driver wants to work with us on a part-time basis or full time.

29)Retaining paperwork - Hackney Carriage drivers are traditionally independent, a one-man band, and self-employed. What is no clear is whether Private Hire Operator licence holders have to obtain, retain and maintain the same paperwork for Hackney drivers as we do for Private Hire drivers. We need clarification on this, please. Are we wrong in thinking and treating Hackney drivers as independent operators?

30)Private Hire fares or Hackney Carriage fares on the meter - Private Hire fares are predetermined and agreed with the customer in some case when making the bookings prior to dispatching a vehicle on the day or at a later date. Again, what is not clear here are the rules in terms of the pricing structure when a customer makes a booking and a Hackney Carriage vehicle is dispatched. Bearing in mind that on the day the booking was made, the Operator or the call handler has no control or idea of the type of vehicle(s) they would have available on the day in question and the cost of the ride had already been agreed. Is the driver in a Hackney vehicle meant to put the meter on and charge the customer what is on the meter at the end of the journey, when dispatched by a Private Hire operator? Where this should be the case. It won't work and we need clarification and guidance on this issue.

31)Driving a Hackney independently - Ever wondered why people who live in rural areas are unable to book a Wheelchair Accessible Vehicle (WAV) when they need it? Well, here is why. Let assume you live in Much Wenlock, and you use a wheelchair to get around and you want to travel to Bridgnorth. The rules as they currently are required the driver to put the meter on when he/she arrives at the pickup point in Much Wenlock. Drives the service user to Bridgnorth and collect the fare as displayed on the meter. Right? Here is the problem as we see it. What about the dead miles from Shrewsbury where the vehicle is based to the pickup point in Much Wenlock? Who pays for those dead miles? If not the customer, then the driver would just have to swallow it and tough! No Hackney driver in their right mind will take that booking on.

Office Staff

32)The other compliance requirement that we are not able to comply with currently is to have a staff in the office, during our work hours, when we have three or more vehicles on the road, on a regular basis as you will see. As a small operator, we are always hovering between an amber and a red zone when it comes to the availability of drivers. Think of it like a traffic light system where the availability and supply of drivers are represented by green, amber and red. The red zone is when you have bookings and you could not cover them either because a driver did not turn in on the day or you have a vehicle out of action for a number of reasons, the amber zone is when you have bookings and you are holding your breath, hoping and praying that you have all the drivers you need for the shift and no driver would be dropping out at the last minute. The green zone is self-explanatory.

33)With the current climate with regards to Employment Laws, Minimum Wage, NI Contribution and Pensions Contributions and the fact that one is not certain whether the staff they are taking would be the right candidate, we rather not risk it. We will do it ourselves.

34)As we haven't got any office staff because we found it unaffordable, the running of the office is solely down to me and me alone. This involves answering calls and taking booking, dispatching and organising drivers, responding to emails and bookkeeping and all the other gambits involved in running a functional office. God only know what would happen to the business should anything happens with me. My wife won't be able to cope regardless of her own personal issues. She is autistic. We intend to keep the business until, at least, our little girl who is 11yrs old finishes university.

35)As a consequence, given the points raised above, we would kindly ask that you allow us to work remotely if not sometimes but most of the times for the following additional reasons:

Parking, Public Access and Personal Issues.

36)Our office is based at Coton Hill on the bank of the river Severn and there are no parking facilities for us. We have three parking spaces at Silkmoor car park, Frankwell. However, this causes an issue for us in particular should we need to leave the office to cover a booking in an emergency. It means running to get to the car park, in Frankwell, to get a vehicle and this is not to mention about the traffic in the town.

37)There is no public access for the general public, the office is mainly for answering call, taking bookings and the routine paperwork required to run the office. All of these can be done remotely.

38)My wife is Autistic and suffers from Phobia and Anxiety. She finds it difficult to cope with everyday simple thing, meeting people but especially people who she is not familiar with. She finds a change of routine difficult to cope with. Hence, she has to plan everything in advance right down to every meal. If anything changes unexpectedly, it will throw her out of kilter for the rest of the day.

Therefore, we would kindly ask that we are allowed to have a satellite office in conjunction with our main office with NO further cost at all or with a MINIMAL cost. This would enable us to run our services with minimal interruption and be able to compete properly.

Staffing Issues - No Public Access

39) Although the office is open to the public via phone calls or emails, there is no public access for our service users. Hence, we do not see the need for someone to be in the office when phone calls and emails can be answered and dealt with remotely. All my meeting with drivers are held outside the office because the industry is not like it used to be. They expect me to meet them wherever they want to meet, in their own time and at their own comfort. Why? Because they feel like they hold all the keys. For small Operators like us we have no choice but to sometimes bend to their wills and demands. God help you if you fall out with the nasty and vindictive ones, not to mention when your path crosses with a nasty and vindictive individual be they a customer or otherwise.

Personal Safety, Culture Wars and Malicious Complaints

40) When my wife found out that the taxi company was registered at our home address with Company House, she was livid. This was because a Google search would bring up our home address. She was worried that if we are to fell out with a customer, all the person has to do to find us is to do a Google search to get our home address. Hence the reason why we had to get an office space and changed the address at Company House. Whether this would make any difference is uncertain as we are still traceable on Google at our home address. Nevertheless, we have to be careful and try our best to avoid falling out with people whether service users or not. A simple complaint to anyone at Licencing would put our livelihood at risk and I sometimes wonder what the phrase "a fit and proper person" actually means. This brings me to Culture Wars.

41) In this current social and political climate, it is harsh out there with the rise of Far-Right organisations and Populist Leaders, Homophobia, Islamophobia, Anti-Zionist and attacks on the Jews and not to mention your race, religion, sexual orientation, ethnicity and or one's background or culture. Majority of the British people I found are decent, understanding and accommodating regardless of your background or place of birth, with the understanding that the available space for us humans is finite and we should all share it and live together in harmony whilst accepting and celebrating our differences. This is what makes the British culture rich and vibrant. Isn't it?

42) The minority are so full of hate for anything different that their hatred is palpable. These are the ones that I am scared and worried about because they are hell bent in destroying the lives of people, they deemed unwanted because as they see it, we are taking their jobs. And yet they don't do anything to improve or advance their situation. I am not sure however, whether this is due to their ignorance, stupidity or lack of history knowledge. These are the sort of people who will make false allegations and unfounded complaints without any evidence to back it up simply because you have fallen out with them or because you stood your grounds and refused to accept their attitude. The first thing that comes out of their mouth is, "I will report you to the Council and your badge will be taken off you" because we happen to hold a taxi badge or Operator licence. Talking to other Operators and drivers, I don't understand why you entertain this nonsense. Every little infraction with the general public as a taxi driver or Operator risk losing their licence even though most of the times, they have been wrong but are unable to do anything about it for fear of losing their livelihood. Sometimes we feel we can't breathe even though we are outside. Some disgruntled taxi drivers who had fallen out with an Operator behave exactly the same. This must stop unless the complainant is able to back up their complaint with credible evidence and is prepared to go to court to defend their position. Everyone of us has the right to protect their personal space, their livelihood and safeguard their safety and that of their nearest and dearest - family.

43)MISC Issues There are other things that I haven't touched on in this letter, things like the following which would be for another day and discussions:

44)• Multi Badging of Drivers - Drivers have two or sometimes three taxi badges from different local authorities. Why?

45)• Out of County Vehicles - Drivers plating their vehicles and obtaining badges from other local authorities and driving in Shrewsbury even though they do not live in Shrewsbury or Shropshire for that matter.

46)• Vehicles Age Limit - Out of county vehicles that are over 10yrs or sometimes 15yrs old whilst we have to comply with a strict age limit even though the vehicle we are asked to replace is well maintained and passes MOT and fit for the road use.

47)I sincerely hope you would take all the points raised in this letter when you are formulating the New Taxi/Private Hire policy for 2027/31

Document 16

Sent on: Monday, June 22, 2026 12:32:30 PM

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

Subject:

1)consultation on 27 onwards. I intend to finish trading in 2027 as there is little profit to be made anymore. fuel prices have been extortionate to say the least and with operating costs spiralling out of control it seems pointless trying to run a private hire company. I have to pay the same costs to you as a company who run 30 cars and this really isn't fair as i have a single vehicle. Prices need to be frozen especially for the smaller 1 and 2 car operators, if not reduced to help us survive.

2)Also the safe guarding course is right and appropriate but once it has been done and passed there is little point in redoing the same course every 3 years. It needs updating and including in the costs. Many thanks.

Document 17

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

Subject: Re: CONSULTATION: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

1)Driving hours need to be monitored '

Some drivers doing 16 hours which becomes dangerous as tiredness.

2)Hackney carriage vehicle age limit proposal

14 years as a vehicle cost in the range £25000

£90,000

3)Shropshire plates vehicle only

Cross border hire i.e Wolverhampton plates to stop

Safeguarding a big problem with our of area plates.

4)Hackney carriage metre to increase due to cost of living.

Kind regards

Document 18

Sent on: Monday, June 22, 2026 10:59:46 AM

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

Subject: Re consultation

Dear Ms Roberts,

1)Thank you for your email.

I welcome the opportunity to participate in the consultation and appreciate the Council seeking feedback from licensed drivers.

Given the current cost of living crisis, many drivers are facing significant increases in everyday expenses as well as higher operating and licensing costs. However, taxi fares have remained the same for a considerable period, making it increasingly difficult for drivers to maintain a sustainable income. I respectfully ask the Council to take these financial pressures into account and consider a fare review that reflects the rising cost of living and the realities faced by licensed drivers.

Yours sincerely,

Document 19

Sent on: Monday, June 22, 2026 11:31:35 AM

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

Subject: Re: CONSULTATION: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Received and understood.

Hello,

1)Thank you very much for the update. I completely agree with the introduction of CCTV on board, as well as a contactless payment system. Both of these measures are extremely important for improving safety and making payments easier and more convenient for customers.

2)I would also like to raise another issue for consideration. We have a large number of taxi drivers coming from other cities to work in Shrewsbury, which increases competition and puts pressure on local drivers when it comes to securing work. At the same time, we are not permitted to go and work in their cities under the same conditions.

Could this be something that is looked into as part of the review process?

Kind regards

Document 20

Sent on: Monday, June 22, 2026 9:23:57 AM

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

Subject: RE: CONSULTATION: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Hi,

1)My main issue with the policy is the discrepancy between our private hire vehicles allowed age - only upto 10 years, and 6 years old from new and other areas licences which allow 12 to 15year old cars.

If Mot'd twice a year and inspected , in this age of green keeping things running longer to help planet resources why has Shrewsbury adopted this policy which also means we have to pay more for cars compared to other companies we are competing against in Shropshire

Thanks

Document 21

Sent on: Wednesday, June 24, 2026 9:37:48 AM

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

Subject: Re: CONSULTATION: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

Dear Shropshire Council,

1) Thank you very much for giving me the opportunity to provide my input and suggestions. I appreciate the important work you are doing to ensure safe and reliable taxi services for the community.

2) I would like to respectfully bring the following points to your attention:

3) 1. Child Safety During School Pick-Ups

When a driver collects a child from school, I believe the child should be handed directly to a responsible adult at the destination. To improve safety and accountability, the adult receiving the child could provide a passcode to the driver before the journey is marked as complete. This would help ensure that children are safely delivered to the correct person.

4) 2. Appearance of Private Hire Vehicles

I would also like to share my concerns regarding the appearance requirements for licensed private hire vehicles.

5)The rear licence plate and large door stickers currently required are, in my opinion, not visually appealing and can significantly affect the appearance of a vehicle. A slimmer rear plate, similar to the system used by Wolverhampton Council, would be a more attractive option.

6)In addition, I do not believe large door stickers are necessary for private hire vehicles.

7)Many other licensing authorities, including London, do not require such prominent markings on private hire vehicles.

8)My vehicle is a personal family car which I have always taken pride in maintaining. Since installing the required plate and door stickers, I feel that the appearance of the vehicle has been negatively affected. While I fully understand the need for licensing and identification, I would appreciate consideration being given to a more discreet and professional-looking solution.

9)Thank you again for allowing me to share my views. I appreciate the work that Shropshire Council does and hope these suggestions will be considered in future reviews of the licensing requirements.

Yours faithfully,

Document 22

Sent on: Wednesday, June 24, 2026 9:21:13 PM

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

Subject: Re: CONSULTATION: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

1)Good evening I'd support both of them thank you

Document 23

Sent on: Wednesday, June 24, 2026 5:59:29 PM

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

Subject: Shropshire Council Consultation Portal ,

1)Good Afternoon Team I would support the mandating for CCTV Cameras and I would Support the availability for Contactless Payments and I always support and apply the health and safety rules and apply them when a customer has a Wheel chair or other health issues Yours sincerely

Document 24

Sent on: Thursday, June 25, 2026 7:10:09 PM

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

Subject: Policy recommendations

- 1)Hi I would like to say that plate holder of any Hackney carriage must be able to change to vehicle to same age if new policy in force any new should comply with new policy.
 - 2)Any forge ghost email or complaints with out proof should not effect drivers image we well come any genuine complaints to be investigated but if any one can't proof anything then it should not go on drivers file.
 - 3)Card reader must be present but subject to signals on mobile phones as we faced problems were no signal then customer argued.
 - 4)Instead of CCTV dash cam with voice recording should be recommended for drivers and customers safety.
 - 5)Drivers should not be allocated to certain places for mot as it's very much effect loosing earnings as appointment system keeps you off road.
 - 6)Enforcement must be more efficient as out area drivers flagging very much in all Shropshire.
 - 7)Vehicle age must be 15 years with good inspection to save vehicle availability for mobility users as some councils are struggling with this issue.
- Thanks

Document 25

Sent on: Thursday, June 25, 2026 1:28:51 PM

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

Subject: Licensing Policy Review - Comments

Good afternoon

- 1) Mandating of CCTV systems in hackney & private hire vehicles.
- 2) I would generally support this.
- 3) Mandating of the availability of contactless payments in hackney and private hire vehicles
- 4) I would NOT support this. My business is 99% contract work where we invoice our clients and they pay by bank transfer. I have no need to take contact payments, and this would be an unnecessary expense.
- 5) In Hackney Carriages - it makes more sense, but I don't think it should be down to Shropshire Council to enforce this. Most Hackney and Private Hire drivers are self employed, and this sort of commercial decision should be down to the individual proprietor. If they see a need for it, they can implement it. If customers don't like using a company/driver that doesn't offer contactless payments, they are free to choose another that does.

Kind regards

Document 26

26 June 2026

Response to Shropshire Council's Review of the Hackney Carriage and Private Hire Licensing Policy 2027 to 2031

Submitted by email to taxis@shropshire.gov.uk.

Dear Madam/Sir,

1) Thank you for the opportunity to respond to the consultation on proposals to update Shropshire's Taxi Policy.

2) About Uber:

Uber operates all over the UK, holding operating licences with over 100 local authorities. We connect over 150,000 licensed private hire vehicle (PHV) drivers with millions of customers, helping them get where they need to go and supporting the shift towards shared and sustainable transport.

3) Please find below responses to specific paragraphs and questions:

CCTV: '[...] we would like to know if you would support the mandating of the installation of CCTV systems in hackney carriage and private hire vehicles.' -

We support an approach that empowers drivers with choice and encourages the adoption of modern technology.

4) Uber is committed to working with local authorities to create a safer environment for everyone using and operating private hire vehicles. We believe that by adopting a forward-thinking, and technologically inclusive approach to CCTV policy, we can collectively achieve significant improvements in safety and accountability across the UK's private hire sector.

5) We understand this is a difficult regulatory area with a range of considerations to balance, including driver and passenger privacy. However, CCTV enables authorities as well as Operators to consider relevant footage and take more evidence-based decisions when investigating complaints. Drivers frequently tell us that they are in favour of CCTV and a 2024 survey by the National Private Hire and Taxi Association found that nearly 90% of drivers believe more should be done to safeguard them from aggressive or violent passengers.

6) As well as enabling more comprehensive and fairer investigation in response to complaints, CCTV serves as an effective deterrent, promoting good behaviour by all. It is used frequently in nearly all other transport settings including on buses, trains and the road network.

7) Should the council mandate the use of CCTV, we would suggest that the council considers sufficient data retention periods for the audio and/or video for when there is a confirmed safety investigation. This is to ensure there is enough time from the concerned parties to review the footage in full.

8) We encourage the Council to consider a strategy to reduce the cost of procuring and

installing CCTV systems, which will maximise adoption among drivers. For example, Uber has technology within its App that allows drivers to record trips using the camera on their phone. We use this in many other countries that we operate in globally to good effect and we plan to launch this feature in the UK soon. As the driver uses our in-app technology, there is no cost involved to procure additional hardware.

9) Apart from video-based CCTV, we would also like to point out that it is worth considering audio recordings. In certain situations, audio recordings can serve as a deterrent of unsafe behaviour and provide evidence which can lead to fairer outcomes of safety investigations than video footage alone. This is particularly true for complaints that relate to discrimination, sexual misconduct and inappropriate conversations. However, it is important to note that audio recordings can be intrusive to a person's privacy and should therefore only be used under exceptional circumstances. Any use of audio recordings must be balanced against the privacy rights of drivers and passengers and comply with the UK GDPR and ICO guidance.

10) 'We would like to know what other improvements could be made to the policy.' - Appendix D/Appendix G, Private Hire Operator Conditions 1.59-1.61 (p. 191-192 of the proposed Policy):

11) We welcome the draft Policy's recognition that bookings and vehicle dispatch may take place digitally through electronic systems, in some cases without direct human involvement. However, Private Hire Operator conditions 1.59-1.61 still mandate recording the names of specific individuals who responded to or dispatched a request, which works well for manually handled bookings. We fully support the accountability and traceability objectives behind these conditions, and we would respectfully invite the Council to consider how they might also accommodate automated dispatch, where a booking may be allocated by an electronic system rather than a named person. One way to achieve this, while preserving a clear audit trail in every case, might be to add wording such as "if applicable" to the relevant conditions. We would of course be happy to discuss the most appropriate drafting with officers.

12) Thank you for inviting Uber to comment on these proposals.

13) We would very much welcome the opportunity to discuss our response to this consultation with the Council and can make ourselves available at your convenience.

Yours sincerely,

Document 27

Sent on: Sunday, June 28, 2026 10:55:18 PM

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

Subject: Consultation policy

Good Evening

1)All the Hackney drivers support contact less payments. And all the drivers apart from 2 or 3 that don't take card payments and there has been problems regarding this. If it's small job the refuse and say they don't take card payments but when it's big job going somewhere far they ask passengers to bank transfers, most councils across country have made it mandatory for Hackney drivers to have card readers.

2)Telford Council & Wolverhampton Council only require 1 mot per year ,we should have same.

3)Theres no high emissions or pollution in Shropshire so why is Hackney age limits so draconian, we should be be same has Telford , Wolverhampton, Birmingham, London, 15 years old and as long the Taxi is Euro 6.

4)And fees should be same as Wolverhampton. Theres 20 year old private hire and Hackney taxi from all over the Country working in Shrewsbury but Shropshire council put restrictions on Shropshire drivers. Its pure discrimination against Shropshire drivers by the council.

Kind Regards

Document 28

Sent on: Sunday, June 28, 2026 5:47:46 PM

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

Subject: Re: CONSULTATION: Your chance to be involved - Review of Shropshire Council's Hackney Carriage and Private Hire Licensing Policy

- 1) I am writing in response to the consultation on the proposed Taxi Licensing Policy due to come into effect next year.
- 2) As a private hire operator, I appreciate the opportunity to provide feedback on the proposed changes.
- 3) Firstly, I would like to comment on the proposed vehicle age restrictions. I believe it would be more appropriate to base vehicle standards on emissions and vehicle condition rather than age. A well-maintained vehicle that meets modern emissions standards can be just as safe, reliable, and environmentally friendly as a newer vehicle.
- 4) Over the years, we have had to sell vehicles that were in excellent condition, with full service histories, low mileage, and that had passed all required inspections, simply because they had reached the Council's maximum permitted age. These vehicles were still safe, reliable, and suitable for Hackney Carriage /Private hire work. Replacing them solely because of their age places an unnecessary financial burden on our business without providing any obvious benefit to passenger safety or the environment.
- 5) We are based in Ludlow, where the volume of private hire work is considerably lower than in larger towns such as Shrewsbury and the surrounding areas. As a result, our vehicles do not accumulate mileage as quickly, and the income generated does not justify replacing vehicles as frequently.
- 6) Rather than imposing an age limit, I would ask the Council to consider a policy based on emissions standards, yearly vehicle inspection, and evidence that a vehicle has been properly maintained through a documented service history. This would ensure that licensed vehicles remain safe, roadworthy, and environmentally responsible, regardless of their age.
- 7) Also regarding the proposal to make payment card readers mandatory. While many customers appreciate the option to pay by card, I believe this should remain a business decision for individual drivers and operators. Different businesses have different customer bases, and drivers should be free to decide which payment methods best suit their circumstances.
- 8) Similarly, I would ask the Council to reconsider making CCTV systems mandatory in all licensed vehicles. Installing and maintaining CCTV represents a significant additional expense for drivers, particularly at a time when operating costs continue to rise. Many drivers have worked safely for years without CCTV, and I believe it should remain a

personal choice rather than a compulsory requirement. Those who wish to install CCTV for their own reassurance or that of their passengers should be free to do so, but it should not be mandatory for everyone.

9) Finally, I would ask the Council to consider reviewing the current Hackney Carriage licensing requirements. A more flexible approach, particularly regarding the wheelchair accessibility requirement, could help support local taxi businesses. In a smaller town such as Ludlow, being able to operate from a taxi rank would make drivers more visible to the public, increase the availability of taxis, and help local businesses attract more customers.

10) I hope the Council will carefully consider these points before finalising the new policy. Thank you for providing the opportunity to take part in this consultation and for considering the views of local operators.

Document 29

Sent on: Sunday, June 28, 2026 11:00:24 PM

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

Subject: Re: Automatic Reply - Thank you for your email

- 1) I like to also add why is licensing Department not carried out any enforcement for a few years drivers coming on weekends toutting and breaking licensing conditions

Document 30

Taxi/Private Hire Forum Thursday 29th May 2026 at 10 am

Officers present: Mandy Beever (MB), Kate Roberts (KR), Scott Barnes (SB), Deborah Targett (DT)

Trade representatives: Four hackney carriage/private hire drivers

1.	MB	• Introduction • Introduced officers present • Explained format for forum, will initially be providing a response to the questions/topics for discussion that have been submitted. If time allows, will then open the floor to other questions/ topics for discussion
2.	Questions submitted for discussion: 1. NCAP rating on cars - why Shropshire Council are the only council that has this policy. 2. Working age of Hybrid cars. Please could you discuss extending the working age of Hybrid cars. As a taxi driver I feel this is an extra financial burden on me which can be eased with your help and consultation. You don't have a working age for just petrol or just electric cars, so why this rule is just for Hybrid? The rules that are applied should be universal across the board	
3.	MB	• NCAP – it was explained that the Best Practice Guidance for licensing authorities in England recommends that vehicles should be required to use the NCAP ratings scheme (see paragraph 8.5 of the document). Officers explained that due to the Government review of taxi/private hire legislation, Shropshire Council would not be looking to remove or reduce the NCAP standards
4.	HCPH Drivers	• It was stated that drivers are struggling to meet the NCAP standards, and many are being left out of pocket as they don't want to go to Panel for decision.
5.	MB	• Explained the process when an application is referred to Panel
6.	KR	• The licensing team recommend that when looking to purchase a vehicle, if an applicant isn't sure the vehicle would meet policy to contact the licensing team for advice
7.	HCPH Drivers	• Raised a concern about a driver walkaround check which is a requirement from another LA. It was stated that it is time consuming to complete even though it is an online form.
8.	KR	• The walkaround check is requirement set in the Best Practice Guidance for licensing authorities in England, therefore, all drivers should be completing this check (see paragraph 6.13 of the document).
9.	HCPH Drivers	• Concerns were raised about the lack of infrastructure for electric vehicles – there are not enough charging points
10.	HCPH Drivers	• His vehicle is diesel and serviced every 12k miles. He should be able to keep his vehicle on the road for longer than 10 years

11.	MB	Explained that his application can be referred to Panel and Panel can grant an application where exceptional circumstances are demonstrated
12.	HCPH Drivers	Has multiple cars and forgets to move the 'Vehicle Copy' badge to the next vehicles. Is it possible to have multiple 'Vehicle Copy' badges?
13.	MB	Explanation given as to why one copy is provided and a driver's responsibility to move the 'Vehicle Copy' badge between vehicles
14.	HCPH Drivers	Why are the trade asked to fix MOT advisories
15.	MB/KR	Explanation given about the safety of the vehicle and that members of the public cannot select the vehicle that completes their booking. They rely on Shropshire Council to ensure that the vehicles are safe and suitable.
16.	HCPH Drivers	Driver working hours – how can operators stop drivers from working too many hours as they are all self-employed and can work across multiple operators
17.	HCPH Drivers	Provided an example of a driver who completed a journey which was ok, however, the driving on the return journey was erratic (no passenger on board)
18.	HCPH Drivers	Asked why he was told he needed to get a spare tyre
19.	MB/KR	Advised that all vehicles need to either have a spare tyre or commercial breakdown cover
20.	HCPH Drivers	Advised that the RAC have a taxi use cover
21.	HCPH Drivers	Thinks the minimum age for applicants for a hcph driver licence should be 25 years
22.	MB	Provided an update on the online portal, and the ability to submit an application online
23.	HCPH Drivers	Agrees with the requirement for a six-monthly MOT
24.	HCPH Drivers	Asked why new cars require an MOT?
25.	MB	Safety requirement – we have had new vehicles presented for Licensing where they have failed an MOT before the licence has been granted
26.	HCPH Drivers	Stated that the trade don't put in submissions to the Policy as they don't see the point – they feel that Shropshire Council has already made up their mind about the Policy
27.	MB	Each consultation response is considered and included within the committee papers
28.	HCPH Drivers	Would like to see more on the spot chats with the trade
29.	HCPH Drivers	Private hire vehicles are parking on the taxi ranks (*Oswestry)
30.	HCPH Drivers	Self-driving vehicles – will Shropshire Council licence them?

31.	KR	Update given about self-driving vehicles and Shropshire Council's role in licensing them. Currently waiting for an update from central government.
32.	HCPH Drivers	Concerned that another private hire operator is buying out software systems, which means that they can then undercut other private hire operators also using that software due to algorithms
33.	MB	- Notes from forum will be considered and included with the committee papers but drivers, proprietors and operators should also put forward their own consultation response - Trade can submit comments to taxis@shropshire.gov.uk