

Appendix B

Officer response to consultation response received

Appendix Letter/ Document Number	Para. No.	Included in Revised Policy [Y/N or In Part]	Officer Comments Explanatory Notes
1	1	N	Doesn't support CCTV
1	2	N	Doesn't support Contactless Payments
2	1	N	Doesn't support CCTV
3	1	N	Comment noted
3	2	N	Supports CCTV Consultee would like to introduce tracking systems and internal and external cameras for safety purposes. Officers support the use of cameras for safety purposes but there is no evidence or desire to justify making this compulsory for the trade at this time.
3	3	N	Supports Contactless Payments
3	4	N	Comments noted
4	1	N	CCTV requires Shropshire Council to be the data controller and therefore, this would not create any issues for drivers who work for multiple companies. Comments noted - Contactless Payments would require drivers who work for multiple companies to have separate devices for each company, and this would create confusion for the driver, passenger and operator. Please note that Hackney Carriage drivers/proprietors working solely as a hackney carriage and not taking private hire bookings from a licenced private hire operator would not require multiple devices.
5	1	N	Doesn't support CCTV
5	2	N	Doesn't support Contactless Payments
6	1	N	Comments noted
7	1	N	Comments noted
7	2	N	Doesn't support CCTV
7	3	N	Supports Contactless Payments

7	4	N	Comments noted – This comment falls outside the remit of this policy consultation. Officers note that the enforcement of the Shrewsbury Station Car Park lies with a private company (APCOA) and not Shropshire Council.
7	5	N	Comments noted
8	1 - 2	N	Supports CCTV
8	3	N	Consultee has proposed the introduction of internal and external cameras for safety purposes. Officers support the use of cameras for safety purposes but there is no evidence or desire to justify making this compulsory for the trade at this time.
8	4 - 5	N	Supports Contactless Payments
8	6 - 7	N	Comments noted
9	1	N	Supports CCTV and contactless payments
10	1	N	Supports Contactless Payments
10	2	N	Doesn't support CCTV
10	3	N	Comments noted – This comment falls outside the remit of this policy consultation. Shropshire Council work with Telford and Wrekin Council and Wolverhampton Council enforcement teams to ensure compliance.
11	1	N	Supports Contactless Payments
11	2	N	Supports CCTV
11	3	N	Officers note that the UK government are phasing out the sale of new petrol and diesel cars from 2030. The proposed policy supports the transition to zero emission vehicles (ZEV). The consultees request to increase the vehicle age would undermine this objective.
11	4	N	Comments noted
12	1 – 2	N	Doesn't support CCTV
12	3 – 5	N	Supports Contactless Payments
13	1 – 2	N	Comments noted
13	3 - 7	N	Supports CCTV for standard private hire vehicles and hackney carriages but would require an exemption for executive private hire vehicles
13	8 – 9	N	Supports Contactless Payments
13	10 - 11	N	Comments noted
14	1-2	N	Consultee supports the proposed requirements for vehicles

14	3	N	Comments noted – This comment falls outside the remit of this policy consultation. However, officers have committed to reviewing the current medical report form alongside the group 2 requirements
15	1-3	N	Comments noted
15	4-8	IP	Comments noted. Policy document has been amended to provide clarity to drivers on their requirement to notify of a change to private hire operator
15	9-13	N	Comments noted. Officers note that drivers are subject to a condition which states that they are responsible for ensuring that they do not work excessively long hours and take adequate breaks and rest periods
15	14-19	N	Comments noted.
15	20-27	N	Comments noted – This comment falls outside the remit of this policy consultation
15	28-29	N	Comments noted – This comment falls outside the remit of this policy consultation. However, clarification has been provided direct to the consultee
15	30-31	N	Comments noted – This comment falls outside the remit of this policy consultation. However, clarification has been provided direct to the consultee
15	32	N	Comments noted – This comment falls outside the remit of this policy consultation. However, clarification has been provided direct to the consultee
15	43-44	N	Comments noted. There is nothing in legislation that prevents a driver from holding hackney carriage/private hire driver licences from other local authorities
15	45	N	Comments noted – This comment falls outside the remit of this policy consultation. The Deregulation Act 2015 permits vehicles licensed by other local authorities to lawfully operate within the administrative area of Shropshire Council. The Government have committed to a review of hackney carriage/private hire legislation in order to address this situation.
15	46	N	Comments noted – Officers note that the UK government are phasing out the sale of new petrol and diesel cars from 2030. The proposed policy supports the transition to zero emission vehicles (ZEV). The consultees request to increase the vehicle age would undermine this objective.
15	47	N	Comments noted
16	1	N	Comments noted – This comment falls outside the remit of this policy consultation
16	2	N	Comments noted – Safeguarding concerns change - the safeguarding course is updated periodically to incorporate current safeguarding concerns and trends.

			The course is required every three years at renewal so that drivers are aware of any new trends etc
17	1	N	Officers note that drivers are subject to a condition which states that they are responsible for ensuring that they do not work excessively long hours and take adequate breaks and rest periods
17	2	N	Officers note that the UK government are phasing out the sale of new petrol and diesel cars from 2030. The proposed policy supports the transition to zero emission vehicles (ZEV). The consultees request to increase the vehicle age would undermine this objective.
17	3	N	Comments noted – This comment falls outside the remit of this policy consultation. The Deregulation Act 2015 permits vehicles licensed by other local authorities to lawfully operate within the administrative area of Shropshire Council. The Government have committed to a review of hackney carriage/private hire legislation in order to address this situation.
17	4	N	Comments noted – This comment falls outside the remit of this policy consultation
18	1	N	Comments noted – This comment falls outside the remit of this policy consultation. Officers note that the trade will have an opportunity to comment on the fees & charges for 2027/2028 during the fees consultation in January/February 2027
19	1	N	Consultee supports CCTV
19	1	N	Consultee supports Contactless Payments
19	2	N	Comments noted – This comment falls outside the remit of this policy consultation. The Deregulation Act 2015 permits vehicles licensed by other local authorities to lawfully operate within the administrative area of Shropshire Council. The Government have committed to a review of hackney carriage/private hire legislation in order to address this situation.
20	1	N	Officers note that the UK government are phasing out the sale of new petrol and diesel cars from 2030. The proposed policy supports the transition to zero emission vehicles (ZEV). The consultees request to increase the vehicle age would undermine this objective. Age of vehicle
21	1-3	N	Comments noted – This comment falls outside the remit of this policy consultation.

21	4-9	N	Comments noted. Officers note that the vehicle licence plates and door stickers are placed on a licensed vehicle to assist with public safety. They help members of the public to easily recognise and identify a licensed vehicle.
22	1	N	Consultee supports CCTV
22	1	N	Consultee supports Contactless Payments
23	1	N	Consultee supports CCTV
23	1	N	Consultee supports Contactless Payments
24	1	N	All requests to transfer a vehicle licence (change a vehicle) onto another vehicle are treated as a new application in accordance with the requirements of hackney carriage/private hire legislation
24	2	N	All complaints are investigated in accordance with the Council's Better Regulation and Enforcement Policy
24	3	N	Consultee supports Contactless Payments
24	4	N	Consultee does not support CCTV. Consultee proposes the use of dash-cam with voice recording. Officers note that dash-cam footage does not provide images inside a licensed vehicle.
24	5	N	MOT tests can be completed any any Authorised Vehicle Examiner at a Vehicle Testing Station. Proprietors are not allocated a specific MOT Testing Station
24	6	N	Comments noted – This comment falls outside the remit of this policy consultation.
24	7	N	Officers note that the UK government are phasing out the sale of new petrol and diesel cars from 2030. The proposed policy supports the transition to zero emission vehicles (ZEV). The consultees request to increase the vehicle age would undermine this objective.
25	1-2	N	Consultee supports CCTV
25	3-5	N	Consultee does not support Contactless Payments
26	1.2	N	Comments noted
26	3-9	N	Consultee supports CCTV
26	10-13	Y	The Policy document has been amended at Appendix G, private hire operator licence conditions of licence, conditions 1.59 to 1.61, to take into account consultees comments
27	1	N	Consultee supports Contactless Payments

27	2	N	Comments noted – officers consider that the requirements for a licensed vehicle to have an MOT every six or four months helps to ensure that a vehicle remains safe and suitable
27	3	N	Officers note that the UK government are phasing out the sale of new petrol and diesel cars from 2030. The proposed policy supports the transition to zero emission vehicles (ZEV). The consultees request to increase the vehicle age would undermine this objective.
27	4	N	Comments noted – This comment falls outside the remit of this policy consultation. Officers note that the trade will have an opportunity to comment on the fees & charges for 2027/2028 during the fees consultation in January/February 2027
28	1-6	N	Officers note that the UK government are phasing out the sale of new petrol and diesel cars from 2030. The proposed policy supports the transition to zero emission vehicles (ZEV). The consultees request to base the vehicle standards on emissions and vehicle condition rather than age is already incorporated within the Policy. The use of an age restriction provides clear guidance to prospective licence holders.
28	7	N	Consultee does not support Contactless Payments
28	8	N	Consultee Does not support CCTV
28	9-10	N	Officers note that hackney carriages are licensed to stand for hire at a taxi rank or can be hailed in the street. Having a wheelchair accessible hackney carriage fleet helps the Council fulfil its obligations under the Equality Act 2010
29	1	N	Comments noted – This comment falls outside the remit of this policy consultation
30	1-33	N	Notes from the Taxi Forum held on 29 th May 2026 attended by four hackney carriage/private hire drivers (of which all are vehicle proprietors and three are private hire operators).