

Appendix 3: Summary findings of the external consultation

Taxi driver survey (Sample size=26):

Module relevance

- Health and safety: 35% felt this module was important, 30% very important
- Road Safety: 23% thought this was important, 59% very important
- Customer Service: 22% important, 52% very important
- Maintenance and safety inspections: 30% important, 44% very important
- Regulatory Framework: All results were around 20% mark
- Assisted Passengers: 22% important, 44% very important
- Routes and fares: 30% important, 17% very important
- Parcels and Luggage: all under 26%
- Transport of Children: 27% important, 50% very important
- Safeguarding of young/vulnerable: 30% important, 44% very important

Applying to existing or new drivers

- BTEC for new drivers: 56% said yes, 44% said no
- BTEC for existing drivers: 16% yes, 84% no

Course cost

- Payment by taxi drivers: 8% yes, 92% no
- Negative impact on existing drivers: 68% yes, 32% no

User survey (Sample size=78):

Module relevance

- Health and Safety: 38% important, 58% very important
- Road Safety: 14% important, 86% very important
- Customer Service: 47% important, 51% very important
- Maintenance and Safety: 23% important, 74% very important
- Regulatory Framework: 39% important, 42% very important
- Assisted passengers: 23% important, 70% very important
- Routes and Fares: 41% important, 44% very important
- Parcels/Luggage: 45% important, 23% very important
- Transport of Children: 13% important, 83% very important
- Safeguarding: (9% important, 84% very important).

A range of comments were received. These have not been published but have been considered as part of the research informing the report and opportunities for improving the Licensing Service generally.