

Response 1

From:

Sent: 05 July 2022 14:41

To: Darren Mountford <Darren.Mountford@gloucester.gov.uk>

Subject: Re: Consultation on whether there is local evidence that would support Gloucester City Council introducing a mandatory CCTV policy for Licensed Vehicles.

CAUTION: This email originates from outside the organisation. Do not click links or open attachments unless you trust the sender and know the contact is safe. Contact IT if in doubt

Hi Darren,

As we are a chauffeur service only we drive some very high level clients who are having confidential conference calls whilst in our vehicles and have already expressed their concern regarding have CCTV in the vehicle.

With the type of work we do we would not want this in our vehicles as we do not do standard taxi work.

Thank you

Kindest regards

Survey Questions

1. Capacity
 - a. Taxi licence holder
 - b. PH licence holder
 - c. PH operator
 - d. Councillor
 - e. Gloucestershire Constabulary
 - i. Specify which department
 - f. Gloucestershire Police and Crime Commissioner
 - g. Gloucestershire County Council
 - i. Specify which department

- h. Other
- i. Please specify

2. Do you agree that CCTV in licensed vehicles will benefit the safety of passengers using licensed vehicles?

a. Yes..... No.....

b. Please explain the reason for your answer
..... s..... ENCE

3. Do you agree that additional audio CCTV recording in licensed vehicles will benefit the safety of passengers using licensed vehicles?

a. Yes..... No.....

b. Please explain the reason for your answer
AB@Y

4. Do you have any local examples of when CCTV (video or audio) was or could have been beneficial to the safety of passengers using licensed vehicles?

a. Yes..... No.....

b. If yes please give details

S: "e" c' .ce se o ci" ve"s

5. Do you agree that CCTV would benefit the safety of the licensed driver?

a. Yes..... No.....

b. Please explain the reason for your answer

G. Do you agree that additional audio CCTV would benefit the safety of the licensed driver?

a. Yes..... No.....

b. Please explain the reason for your answer
AS ABOVE

"'. Do you have any local examples where CCTV (video or audio) did or could have benefited the safety of the licensed driver?

a. Yes..... No.....

b. If yes please give details

1

8. Do you agree that video CCTV recording would reduce the fear of crime?

a. Yes..... No.....

b. Please explain the reason for your answer

EVIDENCE FOR BOTH SIDES/PARTIES

9. Do you agree that additional audio CCTV recording would reduce the fear of crime? a.

Yes..... No.....

10. Do you have any local examples where CCTV did or could have reduced the fear of crime?

b. Please explain the reason for your answer

a. Yes..... No.....

b.

DO, IF I

PLEASE GIVE DETAILS

YOUNG LAD SAID "WHAT WILL YOU WITHOUT PAYING" JUST PASS EVIDENCE

11. In your opinion are there any adverse effects on the safety of passengers, including children or vulnerable adults, by installing CCTV in licensed vehicles?

a. Yes..... No.....

b. If Yes, please explain

12. In your opinion are there any adverse effects on the privacy of passengers, including children or vulnerable adults, by installing CCTV in licensed vehicles?

a. Yes..... No.....

b. If Yes, please explain

13. In your opinion are there any adverse effects on the privacy of licensed vehicle drivers by installing CCTV in licensed vehicles?

a. Yes..... -

b. If Yes, please explain

14. In your opinion do the benefits to public safety outweigh any adverse effect on privacy*

a. NO.....

b. If Yes, please explain

AE/SITE SAID

Costs to licence holders

15. In your opinion do the benefits to public safety outweigh the costs that would be incurred by licensed vehicle drivers by installing CCTV in licensed vehicles?

a. Yens..... No.....

b. If Yes, please explain

CAR

Oth'r adverse effects

16 Are there any other adverse effects from installing CCTV in licensed vehicles?

a. Yes..... ..

b. If Yes, please explain

Local circumstarces to support mandatory CCTV

17. Overall, do you think that there are local circumstances that would make it proportionate to make it a mandatory requirement for all licensed vehicle operators to install CCTV?

a. Yes..... No.....

b. Please explain the reason for your answer

WOULD HELP, THAT EQUIPMENT INSTALLED CHECKED AND APPROVE FOR USE BY GCC
Mandatory video only of video and audio

18. If yes to question 17 do you think that mandatory CCTV should be video recording only or video and audio? a.

Video..... dio.....
video and au

b. Please explain the reason for your answer

...../.....s64.Z:D.E/x0c

Extra Questions for Hackney Carriage and Private Hire licence holders

1. Do you have a Gloucestershire County Council Contract?

a. Yes..... No.....

2. Do you have a CCTV system installed in your current licensed vehicle?

a. Yes..... No.....

b. If yes,

i. please specify if it is video OR video and audio recording?

ii. Are you registered with the ICO (Information Commissioners Office)?

Yes..... No.....

iii. Do you display signage in your vehicle making it clear to passengers that CCTV is on operation?

Yes..... No.....

iv. Have passengers ever made positive comments about CCTV in operation* Yes.....

Yes..... No.....

If Yes, please explain

SAYING IT'S A GOOD THING, LIKE.

vi. Have any passengers ever objected to CCTV being in operation*

Yes..... No.....

If Yes, please explain

UNTIL EXPLAINED - OK. IMJIM
BARMAKS OFFICER GIVEN CHOICE FOR CCTV TURNED OFF

vii. Are you satisfied that the data that you capture on your CCTV is kept secure?

Yes..... No.....

please explain

CAMERA INTERNAL CARD ENCRYPTED +
PASSWORD PROTECTED, PLUG 4G TRANSMISSION AND
ESWOWED + ENCRYPTION PROTECTED.

Other comments

Do you have any other comments to make

CHECKED BY GCC AND
= AM NOT THE 2 PENCE

Response 3

From:

Sent: 11 July 2022 09:49

To: Darren Mountford <Darren.Mountford@gloucester.gov.uk>

Subject: RE: Consultation on whether there is local evidence that would support Gloucester City Council introducing a mandatory CCTV policy for Licensed Vehicles.

CAUTION: This email originates from outside the organisation. Do not click links or open attachments unless you trust the sender and know the contact is safe. Contact IT if in doubt

Hi Darren,

The police would support such a proposal, we have crimes ever year where allegations are made concerning the driver. it would be best if the cctv also included audio. The installation would not be expensive and affords protection to the driver and passenger. Regards Matt

Matt Hammond

Gloucester and Forest Licensing Officer

Harm Reduction

Hucclecote Police Station

Gloucestershire Constabulary

Hucclecote Police Station | 58 Hucclecote Road | Hucclecote | Gloucester GL3 3RT

Response 4

From:

Sent: 13 July 2022 14:44

To: Darren Mountford <Darren.Mountford@gloucester.gov.uk>

Subject: Re: Consultation on whether there is local evidence that would support Gloucester City Council introducing a mandatory CCTV policy for Licensed Vehicles.

I have no experience of using local taxis, nor of hearing complaints from residents who felt CCTV would be useful.

However, I can only say that the presence of CCTV would reassure all users of such services. It may also persuade individuals to use taxis rather than walk home in an uncomfortable or threatening environment.

Response 5

From:

Sent: 20 July 2022 10:13

To: Licensing <Licensing@gloucester.gov.uk>

Subject: Cct cameras in taxis

CAUTION: This email originates from outside the organisation. Do not click links or open attachments unless you trust the sender and know the contact is safe. Contact IT if in doubt

Hi,

I am a hackney carriage vehicle/driver licence holder.

This is my response to the consultation regarding compulsory cctv in taxis.

To put compulsory cctv in taxis is an unnecessary and another costly burden for taxi drivers , on top of the scandalous recent fuel price increase.

I have the ideal set up in my taxi.

I have 2 cameras fitted. One films forward and is kept on at all times for insurance purposes.

The 2nd one can film inside and outside the taxi.

Both cameras are switchable on and off.

So if i feel threatened at any time i can switch the 2nd camera on and film inside the vehicle anytime i need to, without it being constantly on.

I would feel very uncomfortable having a camera constantly on filming me...who would want a camera 2ft away from their face filming there every move for an entire shift!

Its a complete invasion of privacy.

I often get business people in my taxi, making phones calls and discussing meetings etc, i am sure they will not be happy being filmed.

When i am waiting for a fare i do not want my private conversations with friends/family etc recorded.

As i said earlier this proposal is a complete infringement on my privacy, and should be rejected by the council.

who would want a camera in your face 8 hours a day?

Of course not.

As long i have a camera that can film inside the taxi if i feel threatened then that is surely sufficient?

Please reject these proposals in the strongest possible way.

Thanks

Best regards

Survey Questions

General

1. Capacity
 - a. Taxi licence holder
 - b. PH licence holder
 - c. PH operator
 - d. Councillor
 - e. Gloucestershire Constabulary
 - i. Specify which department
.....
 - f. Gloucestershire Police and Crime Commissioner
 - g. Gloucestershire County Council
 - i. Specify which department **Integrated Transport Unit, Contract Compliance & Procurement Team**
.....
 - h. Other
 - i. Please specify
.....

Safety of passengers

2. Do you agree that CCTV in licensed vehicles will benefit the safety of passengers using licensed vehicles?
 - a. Yes.....✓..... No.....

Please explain the reason for your answer **Gloucestershire County Council introduced mandatory CCTV on all contracted transport in 2019. CCTV is operational during contracted transport provision (each trip) benefits both crew members and passengers.**

We require footage to be securely retained for 30 days and we carry out spot checks to ensure footage is being recorded correctly. On the occasions when we receive allegations of inappropriate behaviour (crew or passenger) we request footage to view. In the majority of instances, we can quickly establish the allegation is unfounded. Where evidence suggests that the allegation is genuine, we take whatever further steps would be appropriate.

- b.
3. Do you agree that additional audio CCTV recording in licensed vehicles will benefit the safety of passengers using licensed vehicles?
 - a. Yes...✓..... No.....

Please explain the reason for your answer **We required both audio and visual footage on all of our contracted transport. This enables inappropriate conversations or verbal assaults to be captured and footage allows us to quickly investigate and take the necessary action taken the perpetrators.**

b.

.....

4. Do you have any local examples of when CCTV (video or audio) was or could have been beneficial to the safety of passengers using licensed vehicles?

a. Yes...✓ No.....

If yes please give details

Once recent example from June 2022

Passenger alleged that the driver was using a mobile telephone while driving. CCTV footage was requested. The footage was viewed, and the driver was not using their mobile. What it did show was the driver politely asking the passenger not to eat and drink while in the vehicle. We concluded that the passenger made the allegation in retaliation at being asked to refrain from eating and drinking in a licenced vehicle. .

b.

.....

Safety of licensed drivers

5. Do you agree that CCTV would benefit the safety of the licensed driver?

a. Yes...✓ No.....

Please explain the reason for your answer **The majority of passengers will travel without incident and cause no concern for the driver. Sadly, there may be instances where a crew member transports a passenger or passengers who are verbally abusive, aggressive withhold payment, vandalise the vehicle or make a very serious allegation relating to the driver. In these instances, the CCTV footage will be able to identify the perpetrators and where applicable conclude any allegations against the driver are unfounded.**

b.

.....

6. Do you agree that additional audio CCTV would benefit the safety of the licensed driver?

a. Yes...✓ No.....

b. Please explain the reason for your answer

Please refer to answer to question 5 above. The audio will capture conversations etc.

.....

7. Do you have any local examples where CCTV (video or audio) did or could have benefited the safety of the licensed driver?

a. Yes..... No.....

b. If yes please give details

We have had instances whereby drivers have suffered physical assaults from passengers with additional needs or behavioural issues. Drivers have sustained punches and had items thrown at them while driving. CCTV has quickly established the instances and appropriate action has been taken to ensure the passenger has support during transport, ie a passenger assistant. In some instances transport has been withdrawn altogether due to unacceptable behaviour.

.....

Reducing fear of crime

8. Do you agree that video CCTV recording would reduce the fear of crime?

a. Yes...✓..... No.....

Please explain the reason for your answer **Drivers of licenced vehicles could find themselves in dangerous situations or situations whereby they feel at risk. Having operational CCTV will hopefully give them reassurance**

b.

.....

9. Do you agree that additional audio CCTV recording would reduce the fear of crime?

a. Yes...✓..... No.....

b. Please explain the reason for your answer **Please refer to answer to the answer to question 8 above.**

.....

10. Do you have any local examples where CCTV did or could have reduced the fear of crime?

a. Yes..... No.....

b. If yes please give details

We arrange contracted transport for passengers with mild to severe additional and behavioural needs. Some passengers have vandalised the vehicle and CCTV has captured this. Where applicable we have reimbursed the driver for the damage,

without the CCTV we wouldn't have been able to establish who committed the damage

Adverse effect on safety of passengers

11. In your opinion are there any adverse effects on the safety of passengers, including children or vulnerable adults, by installing CCTV in licensed vehicles?

a. Yes..... No.....✓.....

b. If Yes, please explain.

.....

Privacy

12. In your opinion are there any adverse effects on the privacy of passengers, including children or vulnerable adults, by installing CCTV in licensed vehicles?

a. Yes..... No...✓.....

b. If Yes, please explain

.....

13. In your opinion are there any adverse effects on the privacy of licensed vehicle drivers by installing CCTV in licensed vehicles?

a. Yes..... No.....✓.

b. If Yes, please explain

.....

14. In your opinion do the benefits to public safety outweigh any adverse effect on privacy?

a. Yes..... No.....

b. If Yes, please explain **Travelling in a vehicle with CCTV ensures that should anything occur during the journey it can easily and quickly be identified. Travelling with CCTV demonstrates that the driver is confident and professional. Drivers are issued with clear guidance on how to operate and store CCTV footage. Footage cannot be shared with anyone, only those who are permitted to see it.**

.....

Costs to licence holders

15. In your opinion do the benefits to public safety outweigh the costs that would be incurred by licensed vehicle drivers by installing CCTV in licensed vehicles?

a. Yes.....✓..... No.....

- b. If Yes, please explain **There can be no price on safeguarding, both for crew and passengers who travel in licensed vehicles. CCTV units can be reasonably priced, if a crew member already works on contracted transport for GCC they will hopefully have a system that is transferable.**
-

Other adverse effects

16 Are there any other adverse effects from installing CCTV in licensed vehicles?

a. Yes..... No.....✓.....

b. If Yes, please explain

.....

Local circumstances to support mandatory CCTV

17. Overall, do you think that there are local circumstances that would make it proportionate to make it a mandatory requirement for all licensed vehicle operators to install CCTV?

a. Yes...✓..... No.....

b. Please explain the reason for your answer **I would have thought that large events like Cheltenham Races may result in some passengers travelling who are under the influence of alcohol and may act inappropriately towards the driver. Such instances would be captured on CCTV . Likewise, if licenced drivers have repeated issues with passengers from particular areas or venues, ie pubs/clubs the installation of CCTV would provide security for the driver and should anything occur the preparator(s) could be identified.**

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Mandatory video only or video and audio

18. If yes to question 17 do you think that mandatory CCTV should be video recording only or video and audio?

a. Video..... video and audio.....✓.....

b. Please explain the reason for your answer **Some incidents cannot be established by footage only, audio is needed to capture the incident in full.**

.....

Extra Questions for Hackney Carriage and Private Hire licence holders

1. Do you have a Gloucestershire County Council Contract?

a. Yes..... No.....

2. Do you have a CCTV system installed in your current licensed vehicle?

a. Yes..... No.....

b. If yes,

i. please specify if it is video OR video and audio recording?

.....

ii. Are you registered with the ICO (Information Commissioners Office)?

Yes..... No.....

iii. Do you display signage in your vehicle making it clear to passengers that CCTV is on operation?

Yes..... No.....

iv. Have passengers ever made positive comments about CCTV in operation?

v. Yes..... No.....

If Yes, please explain

.....

vi. Have any passengers ever objected to CCTV being in operation?

Yes..... No.....

If Yes, please explain

.....

vii. Are you satisfied that the data that you capture on your CCTV is kept secure?

Yes..... No.....

please explain

.....

Other comments

Do you have any other comments to make?

Survey Questions

General

16. Capacity

- a. Taxi licence holder
- b. PH licence holder
- c. PH operator
- d. Councillor
- e. Gloucestershire Constabulary
 - i. Specify which department **Gloucester Neighbourhood Policing Team**
- f. Gloucestershire Police and Crime Commissioner
- g. Gloucestershire County Council
 - i. Specify which department
.....
- h. Other
 - i. Please specify
.....

Safety of passengers

17. Do you agree that CCTV in licensed vehicles will benefit the safety of passengers using licensed vehicles?

- a. Yes...**X** No.....
- b. Please explain the reason for your answer
With the increase in awareness regarding violence towards women and girls, this may help give some reassurance to those who feel vulnerable or scared to travel alone by Taxi.

18. Do you agree that additional audio CCTV recording in licensed vehicles will benefit the safety of passengers using licensed vehicles?

- a. Yes...**X** No.....
- b. Please explain the reason for your answer
As above but it will also support victims if inappropriate comments are made by Taxi drivers.

19. Do you have any local examples of when CCTV (video or audio) was or could have been beneficial to the safety of passengers using licensed vehicles?

- a. Yes **x** No...
- b. If yes please give details

I cannot give specific examples but there have been incidents where incidents have been reported from passengers in vehicles. This has included serious sexual offences.

Safety of licensed drivers

20. Do you agree that CCTV would benefit the safety of the licensed driver?

a. Yes.... No.....

b. Please explain the reason for your answer

It will hopefully deter potential offenders from committing any offenses.

21. Do you agree that additional audio CCTV would benefit the safety of the licensed driver?

a. Yes.... No.....

b. Please explain the reason for your answer

As above. I know some taxi drivers often experience verbal abuse from customers especially those intoxicated.

22. Do you have any local examples where CCTV (video or audio) did or could have benefited the safety of the licensed driver?

a. Yes..... No...

b. If yes please give details

.....

Reducing fear of crime

23. Do you agree that video CCTV recording would reduce the fear of crime?

a. Yes... No.....

b. Please explain the reason for your answer

...CCTV already reduces the fear of crime when used on the street, in bars/clubs and in shops. The Police have also installed temporary cameras outside vulnerable peoples addresses which does bring reassurance.

24. Do you agree that additional audio CCTV recording would reduce the fear of crime?

a. Yes... No.....

b. Please explain the reason for your answer

.....

25. Do you have any local examples where CCTV did or could have reduced the fear of crime?

a. Yes..... No.....

b. If yes please give details

.....

Adverse effect on safety of passengers

26. In your opinion are there any adverse effects on the safety of passengers, including children or vulnerable adults, by installing CCTV in licensed vehicles?

a. Yes..... No...X

b. If Yes, please explain

.....

Privacy

27. In your opinion are there any adverse effects on the privacy of passengers, including children or vulnerable adults, by installing CCTV in licensed vehicles?

a. Yes..... No...X

b. If Yes, please explain

CCTV is common and people are used to it. It would be a condition of using the taxi, so passengers will always have a choice. The CCTV would be controlled and there would be conditions in place regarding how it is used.

28. In your opinion are there any adverse effects on the privacy of licensed vehicle drivers by installing CCTV in licensed vehicles?

a. Yes..... No...X

b. If Yes, please explain

.....

29. In your opinion do the benefits to public safety outweigh any adverse effect on privacy?

a. Yes...X No.....

b. If Yes, please explain

There are already significant benefits of having CCTV elsewhere. CCTV in taxi's will help reassure customers and prevent and detect crime when it does take place.

Costs to licence holders

30. In your opinion do the benefits to public safety outweigh the costs that would be incurred by licensed vehicle drivers by installing CCTV in licensed vehicles?

c. Yes No.....

d. If Yes, please explain

.....

Other adverse effects

16 Are there any other adverse effects from installing CCTV in licensed vehicles?

c. Yes..... No....

d. If Yes, please explain

.....

Local circumstances to support mandatory CCTV

19. Overall, do you think that there are local circumstances that would make it proportionate to make it a mandatory requirement for all licensed vehicle operators to install CCTV?

a. Yes... No.....

b. Please explain the reason for your answer

Help reassure women, girls and those most vulnerable.

Mandatory video only or video and audio

20. If yes to question 17 do you think that mandatory CCTV should be video recording only or video and audio?

a. Video... video and audio.....

b. Please explain the reason for your answer

I think mandatory video however ideal would be both audio and visual.

Extra Questions for Hackney Carriage and Private Hire licence holders

3. Do you have a Gloucestershire County Council Contract?

a. Yes..... No.....

4. Do you have a CCTV system installed in your current licensed vehicle?

a. Yes..... No.....

- b. If yes,
i. please specify if it is video OR video and audio recording?

.....

- ii. Are you registered with the ICO (Information Commissioners Office)?

Yes..... No.....

- iii. Do you display signage in your vehicle making it clear to passengers that CCTV is on operation?

Yes..... No.....

- iv. Have passengers ever made positive comments about CCTV in operation?

v. Yes..... No.....

If Yes, please explain

.....

- vi. Have any passengers ever objected to CCTV being in operation?

Yes..... No.....

If Yes, please explain

.....

- vii. Are you satisfied that the data that you capture on your CCTV is kept secure?

Yes..... No.....

please explain

.....

Other comments

Do you have any other comments to make?

Response 8

From:

Sent: 22 August 2022 13:37

To: Licensing <Licensing@gloucester.gov.uk>

Cc: Darren Mountford <Darren.Mountford@gloucester.gov.uk>

Subject: CCTV

CAUTION: This email originates from outside the organisation. Do not click links or open attachments unless you trust the sender and know the contact is safe. Contact IT if in doubt

Good afternoon,

I have read the consultation document regarding the installation of Cctv in taxis to be made mandatory, I feel this needs discussion with the trade before I can continue and fill out the consultation form, I think we should have consultation between the drivers and the council before we proceed with any decision.

Regards,