

**Public Consultation**

**Report**

**Taxi Policy –  
Hackney Carriage and Private Hire**

Compiled by  
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Harrogate Borough Council



## **1.0 BACKGROUND INFORMATION ON HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE LICENSING**

- 1.1 There are two types of vehicle licence issued by the Council, Hackney Carriage Licences and Private Hire Vehicle Licences. The main difference between these is that a Hackney Carriage (often called a taxi) can be “flagged down” in the street and operate from ranks, whereas Private Hire Vehicle can only be used by pre-booking them.

## **2.0 BACKGROUND TO THE CONSULTATION**

- 2.1 In 2007 Harrogate Borough Council Licensing Committee announced its intention to review the Hackney Carriage and Private Hire service by considering whether to “de-regulate” the number of Hackney Carriage Licences. In common with many other licensing authorities in England, the Council is anxious to ensure that the best service is offered to the customer. Only 30% of local councils regulate the number of taxis and it is the intention of Harrogate Borough Council to reconsider its own reasons for doing so.
- 2.2 Fundamental to the decision making process are the views of an accurate cross representation of the Districts stakeholders. It was agreed that a public consultation questionnaire be sent out to Hackney Carriage and Private Hire users (both as individuals and as groups with a special interest) and Hackney Carriage and Private Hire drivers and owners.
- 2.3 The questions were set by Gareth Bentley, Licensing Manager from the department of Community Services. Questionnaire design, data collection and analysis was conducted by Fiona Friday, Community Engagement Officer from the Department of Corporate Policy and Improvement.

## **3.0 METHODOLOGY**

- 3.1 A total of 2510 questionnaires were sent and 1048 were returned. This represents a 42% response rate. The table below details the stakeholder groups to whom the questionnaire was sent and the numbers received.
- 3.2 The three Members of Parliament representing the District were sent the questionnaire, in each case the MP in question wrote a response by letter, these are available from the Community Engagement Officer 01423 556068

Who?	Number sent out	Number Received
District Panel	1500	830
Drivers and Owners of Hackney Carriages and Private Hire	634	140
Business and hotel Advertisers	177	31
Parish Councils	87	19
Ward Councillors	54	8
Disability Groups	33	8
Residents Associations	7	5
Chamber of Trade	9	3
Police HQ	3	3
PCT	1	1
Police Area Commander	1	0
Harrogate Railway Station	1	0
MP's	3	0
<b>Total</b>	<b>2510</b>	<b>1048</b>

3.3 The total number of questionnaires analysed was **1048**. All non replies to individual questions were omitted from the analysis.

A copy of the questionnaire can be found at Appendix A

#### 4.0 BACKGROUND INFORMATION - DISTRICT PANEL

- 4.1 The Council adopted its first Community Engagement Strategy in November 1998. The first District Panel was convened in 1999 as part of the Community Engagement Strategy and as an element of the Council's 'toolbox' for Community Engagement.
- 4.2 The current panel of 1500 people is structured with the intention of reflecting the make-up of the population in the District in respect of gender, age, physical/mental impairment and location of residence.

## 5.0 TAXI POLICY – HACKNEY CARRIAGE AND PRIVATE HIRE - EXECUTIVE SUMMARY

- 66% of respondents had used a Hackney Carriage or Private Hire Vehicle in the last 6 months
- 36% had used both a Hackney Carriage and Private Hire vehicle in the Harrogate District.
- Almost equal percentages had used a Hackney Carriage as had used a Private hire vehicle (25% and 24% respectively)
- 90% were very satisfied/satisfied with the service provided by the drivers
- 90% were very satisfied/satisfied with the standard of the vehicles
- 88% were very satisfied/satisfied with the cleanliness of the vehicles
- 75% were very satisfied/satisfied with the waiting time at the taxi ranks
- 80% were very satisfied/satisfied with the waiting time for Private Hire booking.
- Asked what they thought could be done to improve the service provided by Hackney Carriage and Private Hire, the most common response was that there was nothing further that could be done to improve the services currently provided, the second most common response was that the presentation of drivers and/or cars could be improved and the third most common that enforcement and regulation could be improved.
- 82% of respondents that use these services and/or have an opinion stated that there are enough taxi ranks
- 85% of such respondents thought the taxi ranks were in the right places.
- The most suggested location for further ranks in Harrogate was Parliament Street
- The most suggested location for further ranks in Ripon was the bus station
- The most suggested location for further ranks in Knaresborough was the town centre
- **87% of respondents who use these services and/or have an opinion agreed that the maximum number of Hackney carriages should be controlled**
- **89% of drivers/owners agreed that the maximum number of Hackney carriages should be controlled**
- Asked what they saw as the BENEFITS of controlling the number of Hackney Carriage Vehicles, the most common response was to maintain standards and quality of the service, the second most common response was to prevent too many vehicles on the roads/ranks and the third most common response was to protect the income and quality of life for drivers

- Asked what they saw as the BENEFITS of NOT controlling the number of Hackney Carriage Vehicles, the most common response was that there was no benefit to deregulation, the second most common response was it would create more competition, some of these respondents thought the creation of more competition may have possible cost implications and lead to a reduction in the cost of fares and the third most common was that deregulation would create more choice and create a more flexible service.
- Asked what they saw as the DRAWBACKS of controlling the number of Hackney Carriage Vehicles, the most common response was that by controlling numbers there would be less choice, less flexibility and less availability at busy time, the second most common response was that control would restrict competition and this would have possible cost implications to the general public, the third most common was that there are no drawbacks to controlling numbers.
- Asked what they saw as the DRAWBACKS of NOT controlling the number of Hackney Carriage Vehicles, the most common response was that not controlling the number could result in decreased standards of service ,the second most common response was that not controlling could result in too many vehicles on the road and the third most common was that there could be insufficient taxi ranks to cope with the increased number of vehicles.

## 6.0 HACKNEY CARRIAGE AND PRIVATE HIRE CONSULTATION RESULTS

6.0 All recipient groups as set out in para 3.1 were sent a leaflet entitled 'Hackney Carriage and Private Hire Licensing' for background information (these are available from the Community Engagement Officer 01423 556068). Respondents were also informed at the start of the questionnaire (see Appendix A) that there are two types of 'taxis'. There are Hackney Carriage vehicles and Private Hire vehicles.

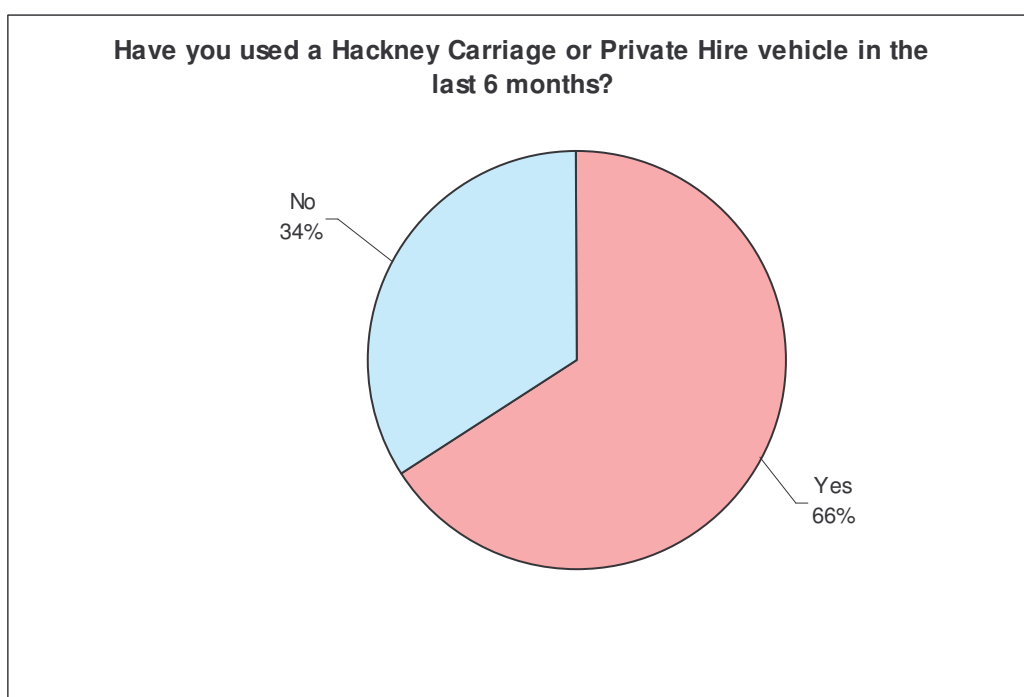
The main difference between the two types of vehicle is that a Hackney Carriage waits at designated taxi ranks and can also be flagged down; whereas a Private Hire vehicle must be pre-booked by telephone or personal call.

The licensing process is designed to promote the safety of the public by ensuring that the vehicles licensed are safe, reliable and efficient and that the licensed are 'fit and proper'. Currently, Harrogate Borough Council controls the maximum number of licensed Hackney Carriage vehicles (the maximum number is 149). 30% of local authorities exercise such control. There are no controls over the number of licensed Private Hire vehicles

6.1 Respondents were asked if they had used a Hackney Carriage or Private Hire vehicle in the last 6 months.

- 66% of respondents had used a Hackney Carriage or Private Hire Vehicle in the last 6 months

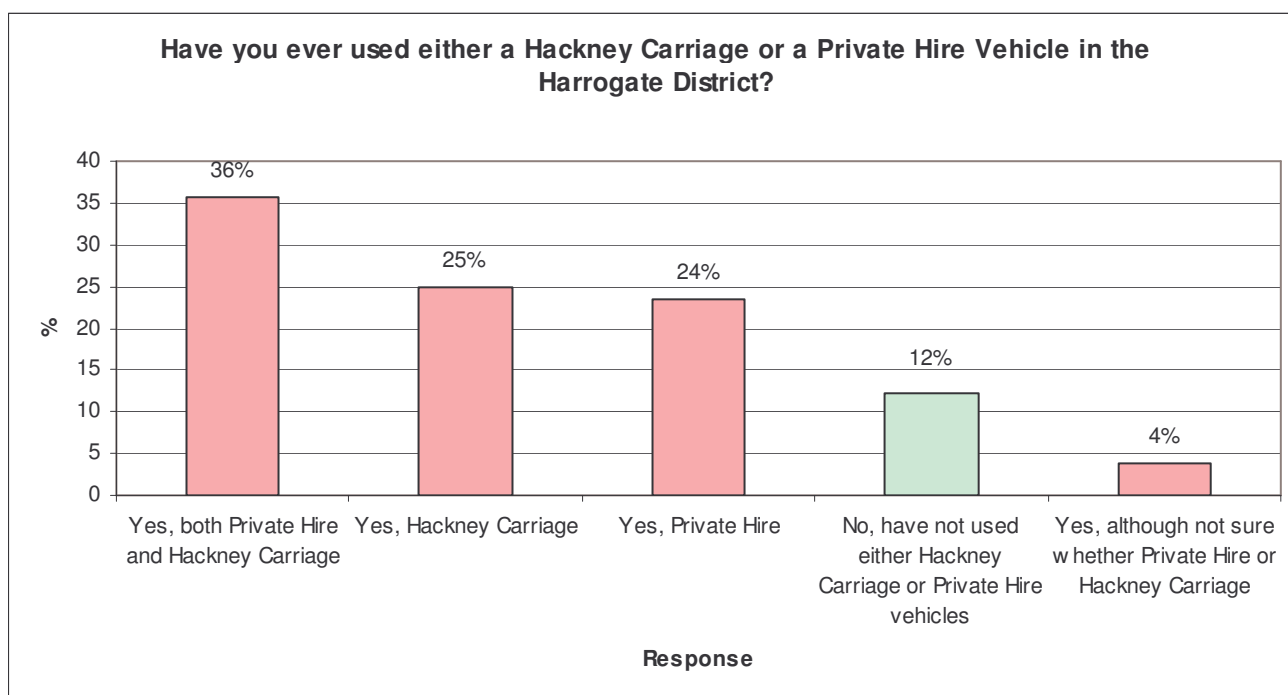
Have you used a Hackney Carriage or Private Hire vehicle in the last 6 months?		
	<i>No.</i>	<i>%</i>
<b>Yes</b>	683	65.7
<b>No</b>	356	34.3



6.2 Respondents were asked if they had ever used either a Hackney Carriage or Private Hire vehicle in the Harrogate District.

- 36% of respondents had used both a Hackney Carriage and a Private Hire vehicle in the Harrogate District.
- Almost equal percentages had used a Hackney Carriage as had used a Private hire vehicle (25% and 24% respectively)
- 12% of respondents had not used either a Hackney Carriage or a Private Hire Vehicle.

<b>Have you ever used either a Hackney Carriage or a Private Hire Vehicle in the Harrogate District</b>		
	<b>No.</b>	<b>%</b>
<b>Yes, Hackney Carriage</b>	258	24.8
<b>Yes, Private Hire</b>	245	23.5
<b>Yes, both Private Hire and Hackney Carriage</b>	371	35.6
<b>Yes, although not sure whether Private Hire or Hackney Carriage</b>	41	3.9
<b>No, have not used either Hackney Carriage or Private Hire vehicles</b>	126	12.1

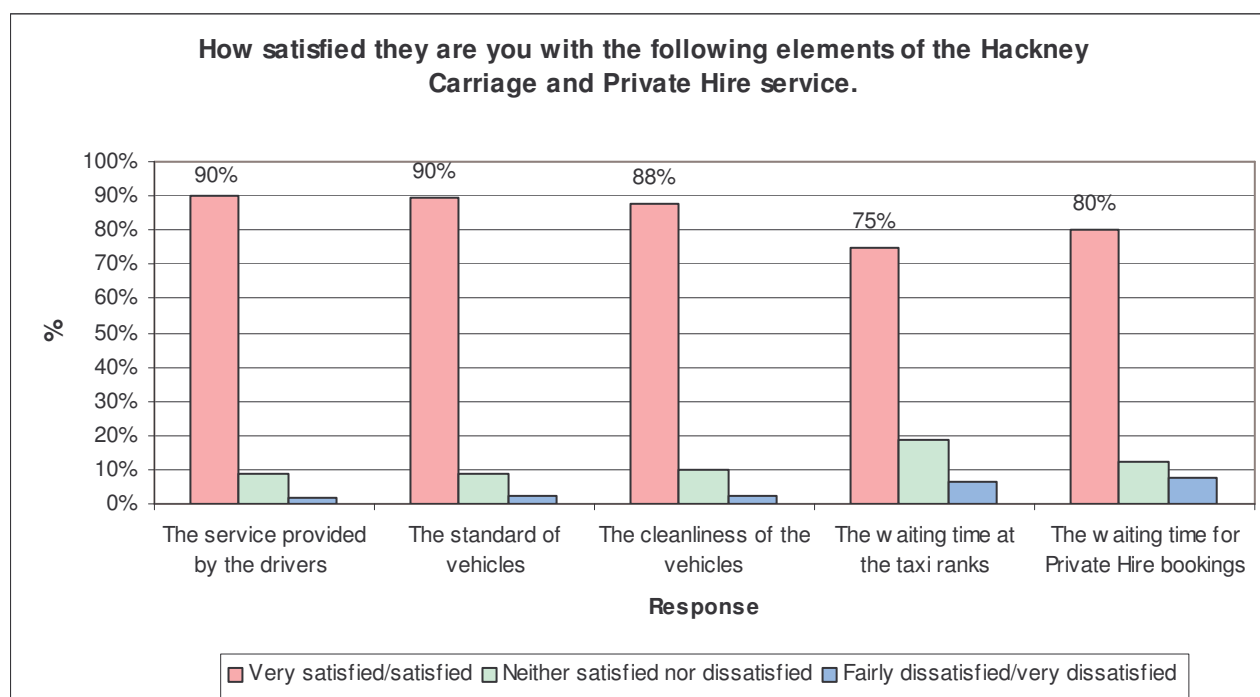


6.3 Respondents were informed Hackney Carriage and Private Hire vehicles provide a diverse service to their customers including school runs, shopping trips, airport drop-off and getting people home after a night out, they were asked how satisfied they are with various elements of the Hackney Carriage and Private Hire service.

- 90% of respondents were very satisfied/satisfied with the service provided by the drivers
- 90% of respondents were very satisfied/satisfied with the standard of the vehicles

- 88% of respondents were very satisfied/satisfied with the cleanliness of the vehicles
- 75% of respondents were very satisfied/satisfied with the waiting time at the taxi ranks
- 80% of respondents were very satisfied/satisfied with the waiting time for Private Hire booking.

How satisfied they are you with the following elements of the Hackney Carriage and Private Hire service?						
	Very satisfied/satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied/very dissatisfied	
	No.	%	No.	%	No.	%
The service provided by the drivers	803	89.9%	77	8.6%	13	1.5%
The standard of vehicles	798	89.6%	77	8.6%	20	2.2%
The cleanliness of the vehicles	779	87.6%	87	9.8%	23	2.6%
The waiting time at the taxi ranks	449	74.8%	113	18.8%	38	6.3%
The waiting time for Private Hire bookings	606	80%	95	12.5%	56	7.4%

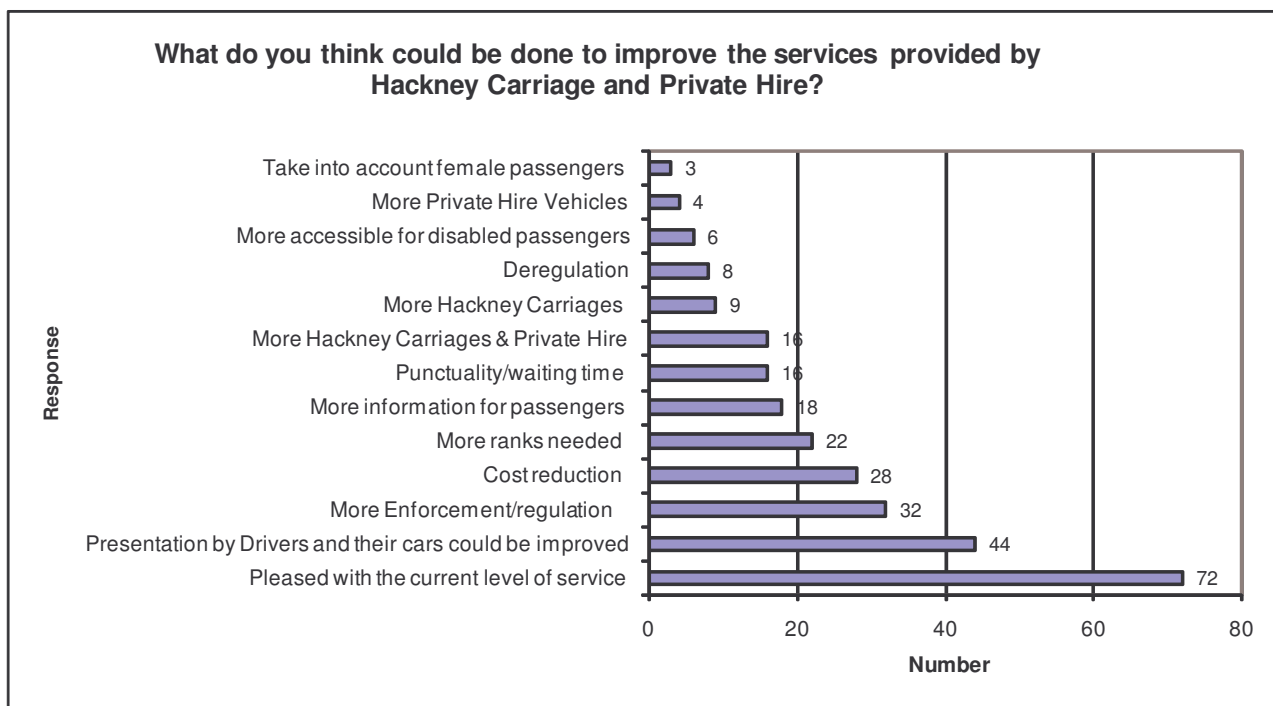


6.4 In an open text area of the questionnaire respondents were asked what they thought could be done to improve the service provided by Hackney Carriage and Private Hire. Full details are available from the Community Engagement Officer 01423 556068. The table below broadly categorises responses.

- The most common response was that there was nothing further that could be done to improve the services provided by Hackney Carriage and Private Hire (72 respondents)

- The second most common response was that the presentation of drivers and/or cars could be improved (44 respondents).
- The third most common response was that enforcement and regulation could be improved (32 respondents).

<b>What do you think could be done to improve the services provided by Hackney Carriage and Private Hire?</b>	
<b>Response</b>	<b>Number</b>
<b>Pleased with the current level of service</b>	<b>72</b>
<b>Presentation by Drivers and their cars could be improved</b>	<b>44</b>
<b>More Enforcement/regulation and setting of standards</b>	<b>32</b>
<b>Cost reduction</b>	<b>28</b>
<b>More taxi ranks</b>	<b>22</b>
<b>More information for passengers regarding the service required</b>	<b>18</b>
<b>Punctuality/waiting time</b>	<b>16</b>
<b>More Hackney Carriage/Private Hire Vehicles</b>	<b>16</b>
<b>More Hackney Carriages</b>	<b>9</b>
<b>Deregulation</b>	<b>8</b>
<b>More accessible for disabled passengers</b>	<b>6</b>
<b>More Private Hire Vehicles</b>	<b>4</b>
<b>Take into account female passengers</b>	<b>3</b>
<b>Miscellaneous</b>	<b>36</b>



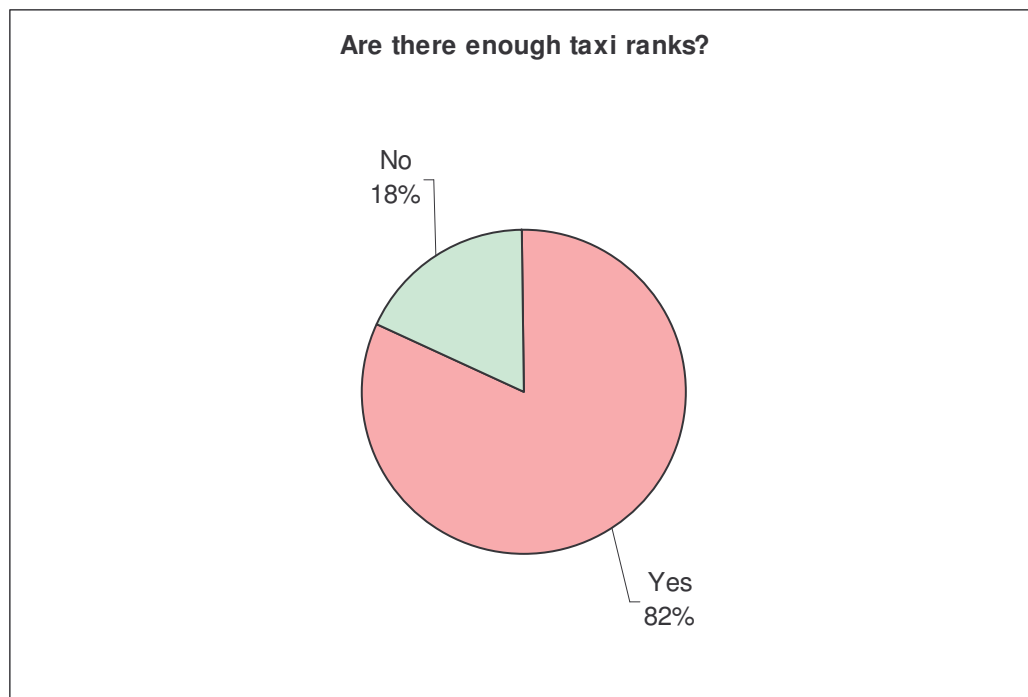
6.5 Respondents were informed that ranks are places where Hackney Carriage vehicles park up to await customers. Customers generally go to the front of the queue and ask to be taken to their destination. There are a number of ranks in the Harrogate District including one in Ripon, one in Knaresborough and several in Harrogate. Respondents were then asked 2 questions

Are there enough taxi ranks?

Are they in the right places?

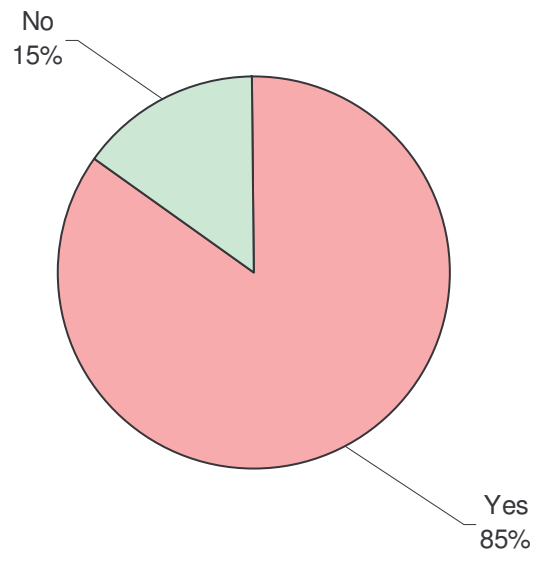
- 82% of respondents that use these services and/or have an opinion stated that there are enough taxi ranks
- 85% thought the taxi ranks were in the right places.

Are there enough taxi ranks?		
	<i>No.</i>	<i>%</i>
<b>Yes</b>	547	81.8%
<b>No</b>	122	18.3%



Are they in the right places?		
	<i>No.</i>	<i>%</i>
<b>Yes</b>	526	84.8%
<b>No</b>	94	15.2%

**Are they in the right places?**

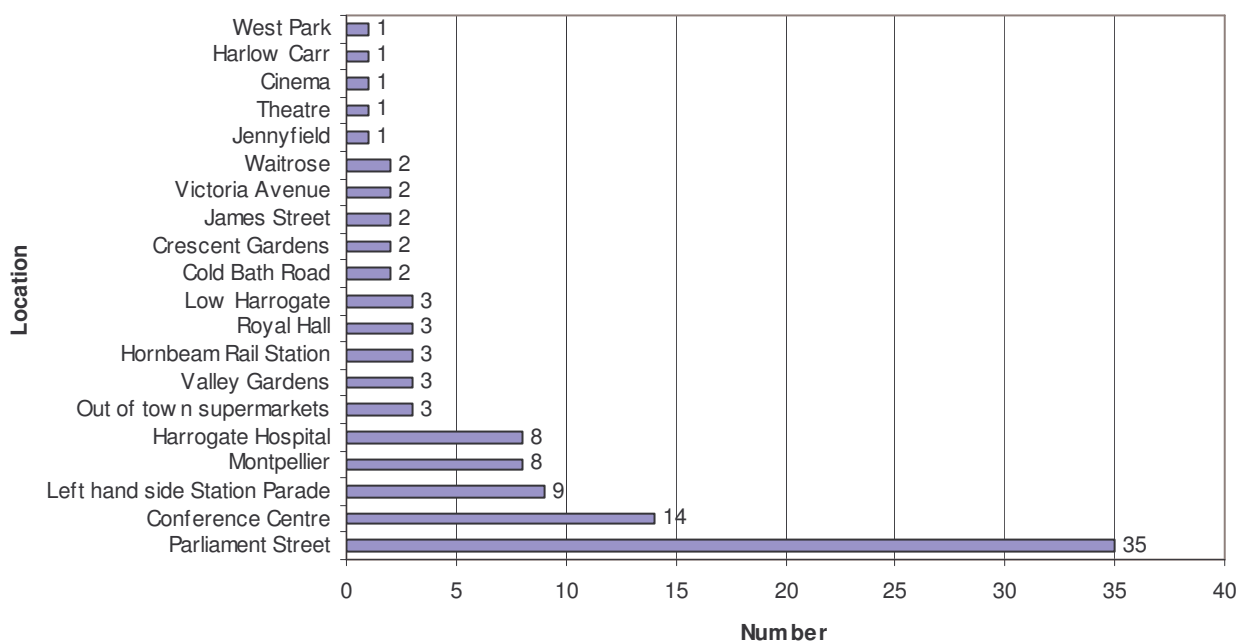


6.6 In an open text area respondents were asked where they would like to see further ranks

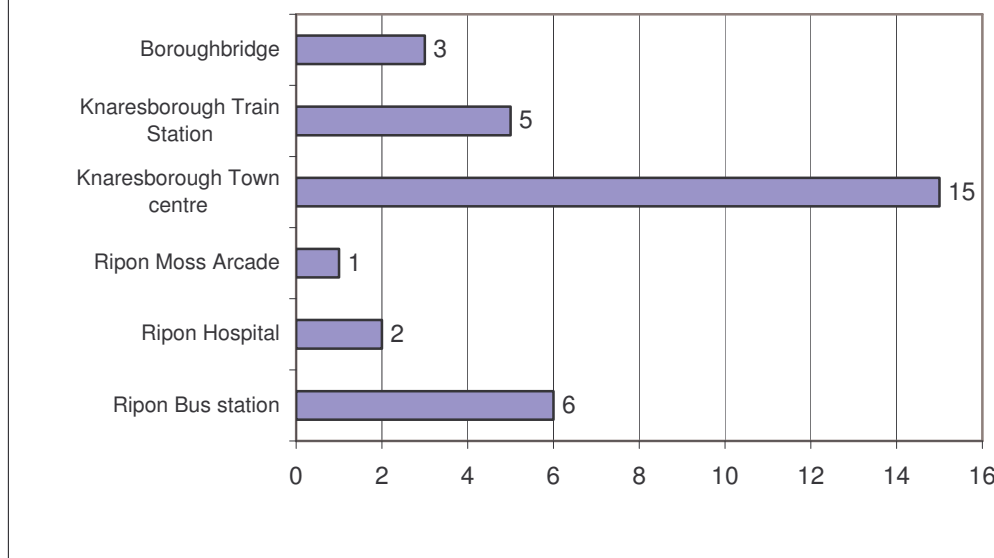
- The most suggested location for further ranks in Harrogate was Parliament Street (35 responses)
- The most suggested location for further ranks in Ripon was the bus station (6 responses)
- The most suggested location for further ranks in Knaresborough was the town centre (15 responses)
- 3 respondents would like to see a rank in Boroughbridge

<b>Are there any locations where you would like to see further ranks?</b>	
<b>Location - Harrogate</b>	<b>Number</b>
Parliament Street	35
Conference Centre	14
Left hand side Station Parade	9
Montpellier	8
Harrogate Hospital	8
Out of town supermarkets	3
Valley Gardens	3
Hornbeam Rail Station	3
Royal Hall	3
Low Harrogate	3
Cold Bath Road	2
Crescent Gardens	2
James Street	2
Victoria Avenue	2
Waitrose	2
Jennyfield	1
Theatre	1
Cinema	1
Harlow Carr	1
West Park	1
<b>Location – Ripon</b>	<b>Number</b>
Bus station	6
Hospital	2
Moss Arcade	1
<b>Location – Knaresborough</b>	<b>Number</b>
Train Station	5
Town centre	15
<b>Location – Other</b>	<b>Number</b>
Boroughbridge	3

### Are there any locations where you would like to see further ranks? - Harrogate



### Are there any locations where you would like to see further ranks? - Outside Harrogate



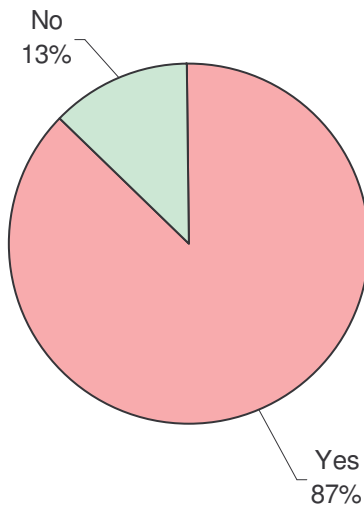
6.7 Respondents were asked if they were in favour of controlling the maximum number of Hackney Carriage vehicles.

- 87% of respondents that use these services and/or have an opinion agreed that the maximum number of Hackney carriages should be controlled
- 13% of respondents that use these services and/or have an opinion were in favour of deregulation
- 89% of drivers/owners agreed that the maximum number of Hackney carriages should be controlled
- 11% of drivers/owners were in favour of deregulation

**Are you in favour of controlling the maximum number of Hackney Carriage vehicles?**

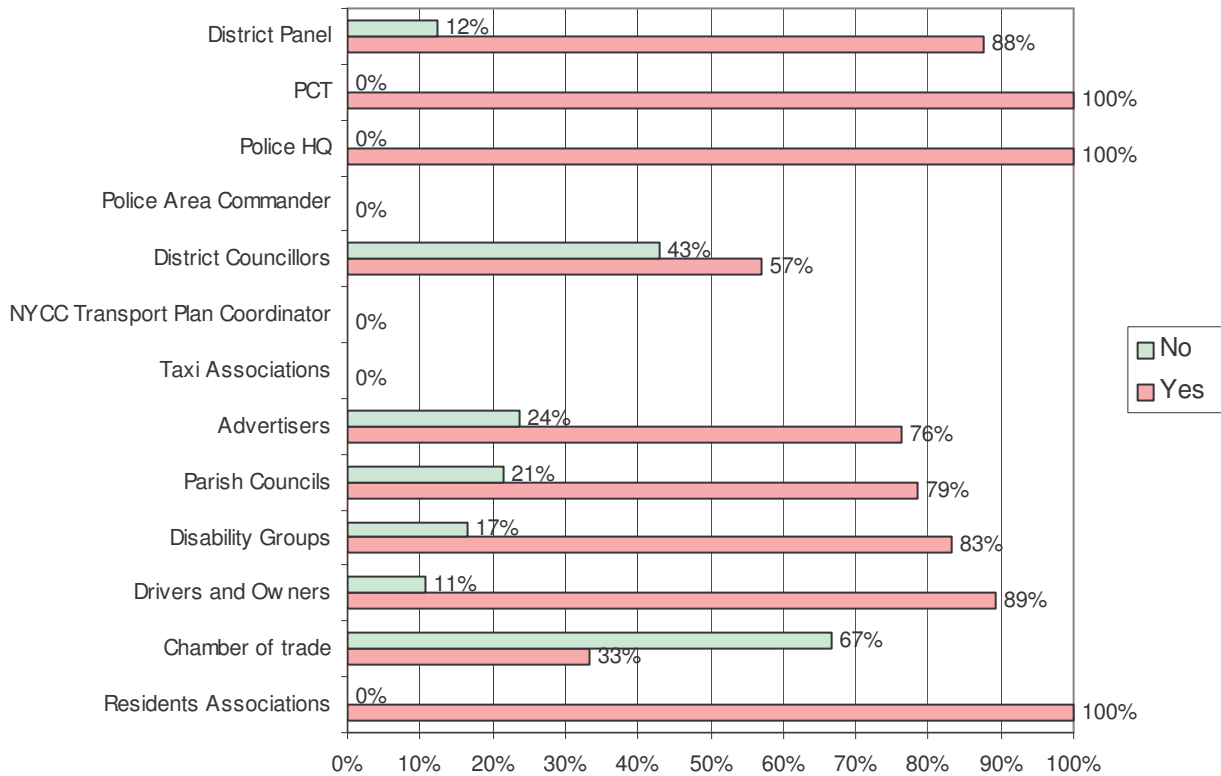
	<i>No.</i>	<i>%</i>
<b>Yes – The maximum number of Hackney Carriages should be controlled</b>	647	87.1%
<b>No - The maximum number of Hackney Carriages should not be controlled</b>	96	12.9%

**Are you in favour of controlling the maximum number of Hackney Carriage vehicles?**



<b>Are you in favour of controlling the maximum number of Hackney Carriage vehicles?</b>				
<b>Crosstabulation by respondent</b>				
	<b>Yes – The maximum number of Hackney Carriages should be controlled</b>		<b>No - The maximum number of Hackney Carriages should not be controlled</b>	
	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
<b>Residents Associations</b>	3	100%	0	0
<b>Chamber of trade</b>	1	33.3%	2	66.7%
<b>Drivers and Owners</b>	116	89.2%	14	10.8%
<b>Disability Groups</b>	5	83.3%	1	16.6%
<b>Parish Councils</b>	11	78.6%	3	21.4%
<b>Advertisers</b>	16	76.2%	5	23.8%
<b>Taxi Associations</b>	0	0	0	0
<b>NYCC Transport Plan Coordinator</b>	0	0	0	0
<b>District Councillors</b>	4	57.1%	3	42.9%
<b>Police Area Commander</b>	0	0	0	0
<b>Police HQ</b>	2	100%	0	0
<b>PCT</b>	1	100%	0	0
<b>District Panel</b>	487	87.7%	68	12.3%

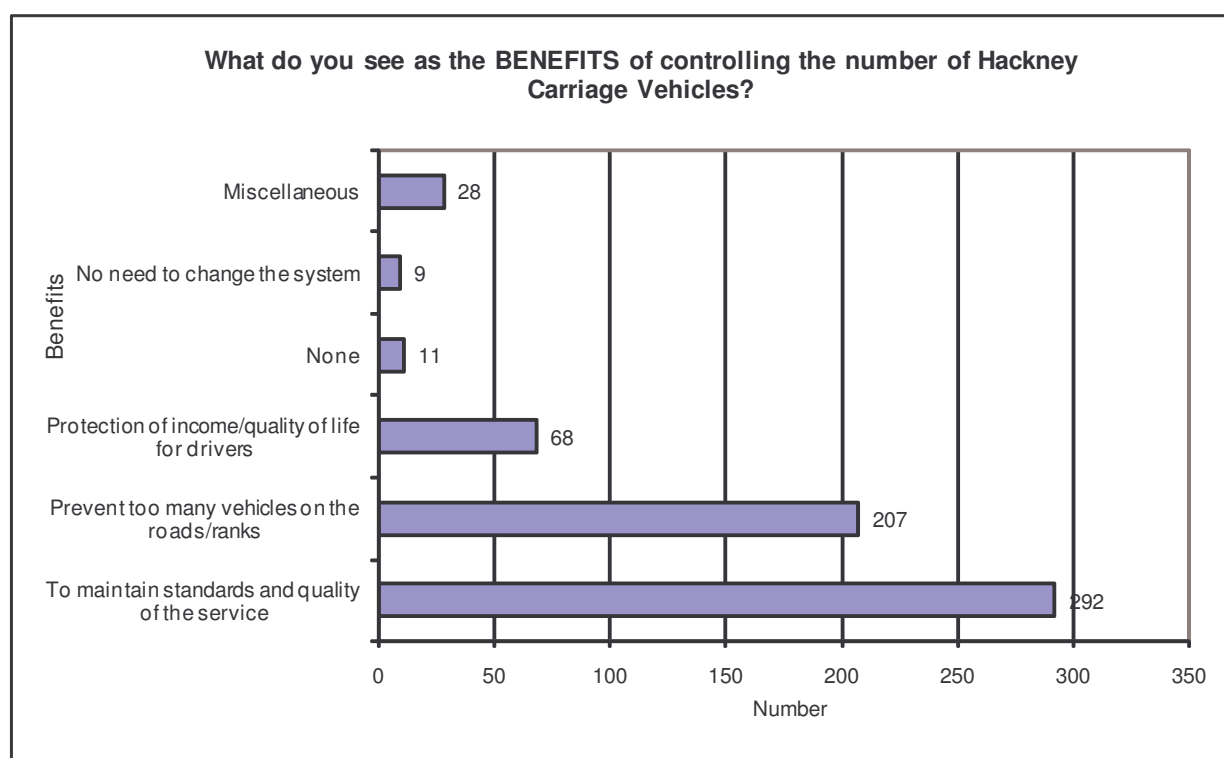
**Are you in favour of controlling the maximum number of Hackney Carriage vehicles? Crosstabulation by respondent**



6.8 In an open text area respondents were asked what they saw as the **BENEFITS** of controlling the number of Hackney Carriage Vehicles. Full details are available from the Community Engagement Officer 01423 556068. The table below broadly categorises responses

- The most common response was to maintain standards and quality of the service (292 responses)
- The second most common response was to prevent too many vehicles on the roads/ranks (207 responses)
- The third most common response was to protect the income and quality of life for drivers (68 responses)

What do you see as the <b>BENEFITS</b> of controlling the number of Hackney Carriage Vehicles?	
Response	Number
To maintain standards and quality of the service	292
Prevent too many vehicles on the roads/ranks	207
Protection of income/quality of life for drivers	68
None	11
No need to change the system	9



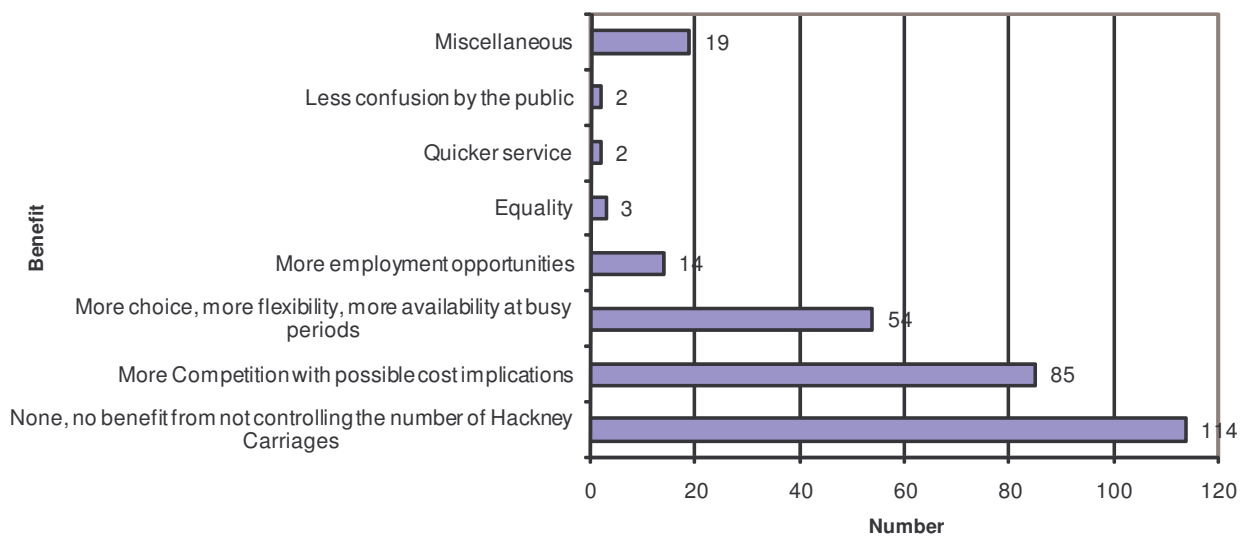
6.9 In an open text area respondents were asked what they saw as the BENEFITS of NOT controlling the number of Hackney Carriage Vehicles. Full details are available from the Community Engagement Officer 01423 556068. The table below broadly categorises responses

- The most common response was that there was no benefit to the deregulation of Hackney Carriage Vehicles
- The second most common response was it would create more competition, some of these respondents thought the creation of more competition may have possible cost implications and lead to a reduction in the cost of fares.
- The third most common response was that deregulation would create more choice and create a more flexible service.

**What do you see as the BENEFITS of NOT controlling the number of Hackney Carriage Vehicles?**

Response	Number
None, no benefit from not controlling the number of Hackney Carriages	114
More Competition with possible cost implications	85
More choice, more flexibility, more availability at busy periods	54
More employment opportunities	14
Equality	3
Quicker service	2
Less confusion by the public	2
Miscellaneous	19

**What do you see as the BENEFITS of NOT controlling the number of Hackney Carriage Vehicles?**

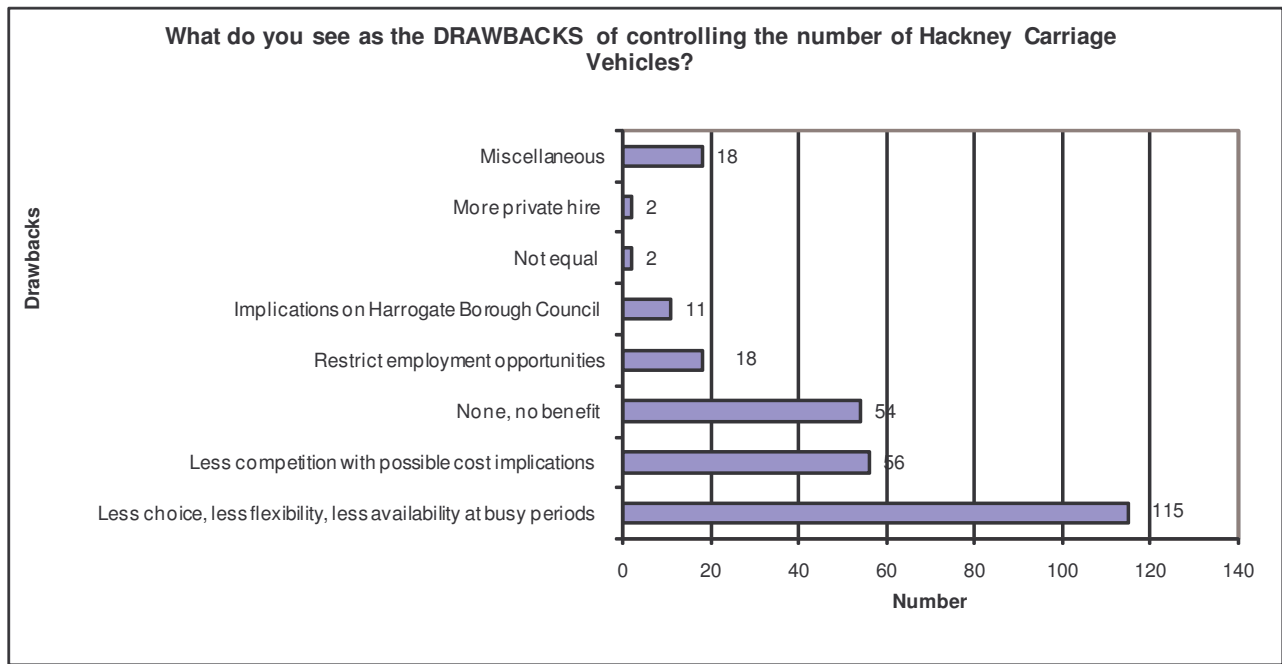


6.10 In an open text area respondents were asked what they saw as the DRAWBACKS of controlling the number of Hackney Carriage Vehicles. Full details are available from the Community Engagement Officer 01423 556068. The table below broadly categorises responses

- The most common response was that by controlling numbers there would be less choice, less flexibility and less availability at busy times (115 responses)
- The second most common response was that control would restrict competition and this would have possible cost implications to the general public (56 responses).
- The third most common response was that there are no drawbacks to controlling numbers (54 responses).

**What do you see as the DRAWBACKS of controlling the number of Hackney Carriage Vehicles?**

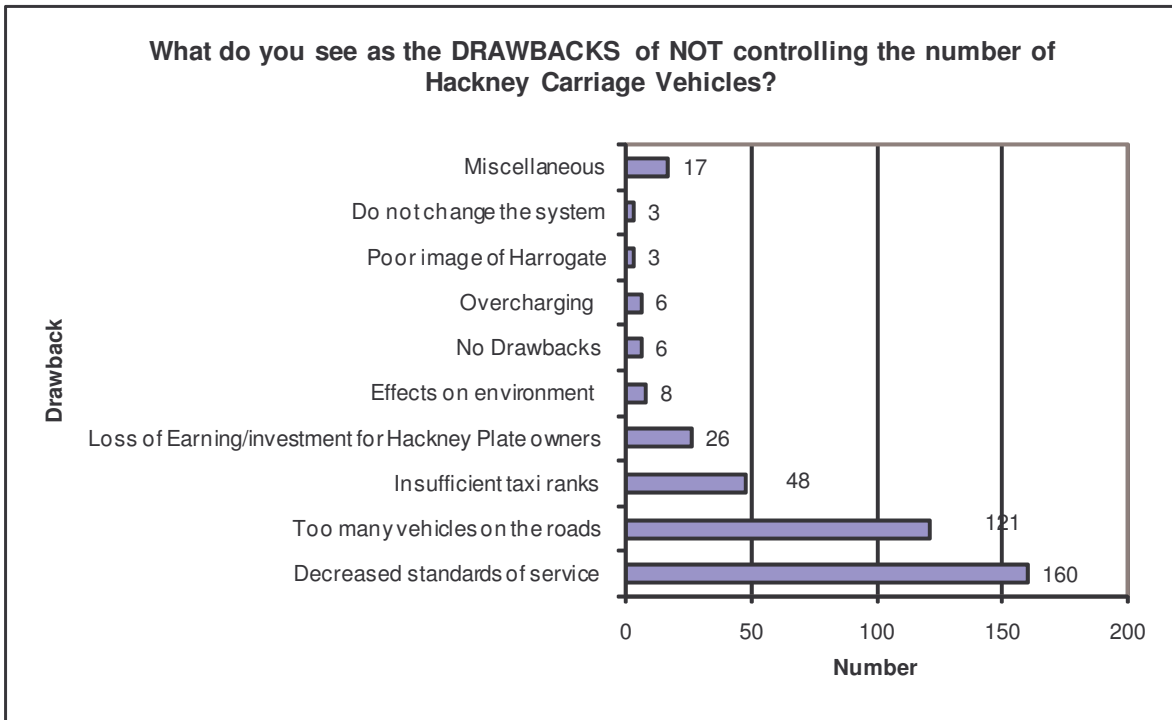
Response	Number
Less choice, less flexibility, less availability at busy periods	115
Less competition with possible cost implications	56
None, no benefit from not controlling the number of Hackney Carriages	54
Restrict employment opportunities	18
Implications on Harrogate Borough	11
Not equal	2
More private hire	2
Miscellaneous	18



6.11 In an open text area respondents were asked what they saw as the DRAWBACKS of NOT controlling the number of Hackney Carriage Vehicles. Full details Full details are available from the Community Engagement Officer 01423 556068. The table below broadly categorises responses

- The most common response was that not controlling the number could result in decreased standards of service (160 responses)
- The second most common response was that not controlling could result in too many vehicles on the road (121 responses).
- The third most common response was that there could be insufficient taxi ranks to cope with the increased number of vehicles (48 responses).

<b>What do you see as the <u>DRAWBACKS</u> of <u>NOT</u> controlling the number of Hackney Carriage Vehicles?</b>	
<b>Response</b>	<b>Number</b>
<b>Decreased standards of service</b>	<b>160</b>
<b>Too many vehicles on the roads</b>	<b>121</b>
<b>Insufficient taxi ranks</b>	<b>48</b>
<b>Loss of Earning/investment for Hackney Plate owners</b>	<b>26</b>
<b>Effects on environment</b>	<b>8</b>
<b>No Drawbacks</b>	<b>6</b>
<b>Overcharging</b>	<b>6</b>
<b>Poor image of Harrogate</b>	<b>3</b>
<b>Do not change the system</b>	<b>3</b>
<b>Miscellaneous</b>	<b>17</b>



6.12 Finally in an open text area respondents were asked if they had any further comments regarding Hackney Carriage and Private Hire. Full details are available from the Community Engagement Officer 01423 556068. The table below broadly categorises responses

<b>Do you have any further comments regarding Hackney Carriage and Private Hire vehicles?</b>	
<b>Response</b>	<b>Number</b>
<b>If it ain't broke</b>	<b>49</b>
<b>Reliability/Safety/Cleanliness</b>	<b>30</b>
<b>Fair price</b>	<b>22</b>
<b>Regulate/Deregulate</b>	<b>18</b>
<b>More ranks</b>	<b>10</b>
<b>Financial Effect</b>	<b>9</b>
<b>Competition</b>	<b>7</b>
<b>Preference</b>	<b>3</b>
<b>Environmental</b>	<b>2</b>
<b>Miscellaneous</b>	<b>33</b>

## **7.0 CORRESPONDENCE**

7.1 Correspondence from a number of interested parties was received in the course of this consultation. A copy of all correspondence are available from the Community Engagement Officer 01423 556068.

## **8.0 FURTHER INFORMATION**

8.1 Cross tabulation by respondent group of all none literal responses is available on request from Fiona Friday, Community Engagement Officer, Harrogate Borough Council 01423 556068 or by email [Fiona.Friday@harrogate.gov.uk](mailto:Fiona.Friday@harrogate.gov.uk).

8.2 Cross tabulation by District Panel respondent by age, gender, ward and disability are available on request.



# Appendix A

## Questionnaire

### Taxi Policy - Hackney Carriage and Private Hire

Please refer to the leaflet entitled 'Hackney Carriage and Private Hire Licensing' for background information

There are two types of 'taxis'. There are Hackney Carriage vehicles and Private Hire vehicles.

The main difference between the two types of vehicle is that a Hackney Carriage waits at designated taxi ranks and can also be flagged down, whereas a Private Hire vehicle must be pre-booked by telephone or personal call.

The licensing process is designed to promote the safety of the public by ensuring that the vehicles we license are safe, reliable and efficient and that the drivers we license are 'fit and proper'. Currently, Harrogate Borough Council controls the maximum number of licensed Hackney Carriage vehicles (the maximum number is 149). 30% of local authorities exercise such control. There are no controls over the number of licensed Private Hire vehicles.

We need your views on whether the Council should continue to limit the number of Hackney Carriage vehicles .

Q1 **Have you used a Hackney Carriage or Private Hire vehicle in the last 6 months?**

*Please one box*

Yes

No

Q2 **Have you ever used either a Hackney Carriage or Private Hire vehicle in the Harrogate District?**

*Please one box*

*Yes, Hackney Carriage.....*

*Yes, Private Hire.....*

*Yes, both Private Hire and Hackney Carriage.....*

*Yes, although not sure whether Private Hire or Hackney Carriage.....*

*No, have not used either Hackney Carriage or Private Hire vehicles.....*

**Q3 Hackney Carriage and Private Hire vehicles provide a diverse service to their customers including school runs, shopping trips, airport drop-off and getting people home after a night out.**

**How satisfied are you with the following elements of the Hackney Carriage and Private Hire service?**

*Please one box for each element of the service*

	very satisfied	fairly satisfied	neither satisfied nor dissatisfied	Fairly dis- satisfied	Very dis- satisfie d	No t ap pli ca bl e
The service provided by the drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting time at the taxi ranks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting time for Private Hire bookings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4 What do you think could be done to improve the services provided by Hackney Carriage and Private Hire?**

*Please specify below*

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**Q5 Ranks are places where Hackney Carriage vehicles park up to await customers. Customers generally go to the front of the queue and ask to be taken to their destination. There are a number of ranks in the Harrogate District including one in Ripon, one in Knaresborough and several in Harrogate.**

**In your view:**

*Please one box for each question*

	Yes	No	Do not have an opinion	Do not use Hack ney Carri age
Are there enough taxi ranks?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are they in the right places?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q6 Are there any locations where you would like to see further ranks?**

*Please specify below*

**Q7 Hackney Carriages are the vehicles which can be hailed or can wait on a rank. They do not need to be pre-booked. As stated in the background information, Harrogate Borough Council currently controls the maximum number of Hackney Carriages in the district.**

**Are you in favour of controlling the maximum number of Hackney Carriage vehicles?**

*Please one box*

*Yes - The maximum number of Hackney Carriage vehicles should be controlled.....*

*No - The maximum number of Hackney Carriage vehicles should not be controlled.....*

*Do not have an opinion.....*

*Do not use Hackney Carriage .....*

- Q8 **What do you see as the BENEFITS of controlling the number of Hackney Carriage vehicles?**  
*Please specify below*
- Q9 **What do you see as the BENEFITS of NOT controlling the number of Hackney Carriage vehicles?**  
*Please specify below*
- Q10 **What do you see as the DRAWBACKS of controlling the number of Hackney Carriage vehicles?**  
*Please specify below*
- Q11 **What do you see as the DRAWBACKS of NOT controlling the number of Hackney Carriage vehicles?**  
*Please specify below*
- Q12 **Do you have any further comments regarding Hackney Carriage and Private Hire vehicles?**  
*Please specify below*

## Anonymous Personal Details

Q13 **Are you?**

*Please one box*

Male .....

Female .....

Q14 **How old are you?**

*Please one box*

17-24.....

55-64.....

25-34.....

65-74.....

35-44.....

75+ .....

45-54.....

Q15 **Are you?**

*Please one box*

Employed.....

Retired.....

Self employed .....

Student.....

Unemployed .....

Looking after family or  
home.....

Q16 **Do you consider yourself to have a physical or mental impairment that has a substantial and longterm effect on your ability to carry out normal day to day activities?**

*Please one box*

Yes.....

No.....

Q17 **Are you a full-time carer for a disabled, sick or elderly relative or partner?**

*Please one box*

Yes.....

No.....

Q18 **Which ward of the Harrogate District do you live in?**

*Please one box*

Bilton .....

Boroughbridge.....

Granby .....

Claro.....

Harlow Moor.....

Killinghall.....

High Harrogate.....

Kirby Malzeard.....

Hookstone.....

Lower Nidderdale.....

Low Harrogate.....

Marston Moor.....

New Park .....

Mashamshire .....

Pannal .....

Newby.....

Rossett .....

Nidd Valley.....

Saltergate.....

Ouseburn.....

Starbeck.....

Pateley Bridge .....

Stray .....

Ribston.....

Woodfield.....

Spofforth with Lower Wharfedale .

Knaresborough East .....

Washburn.....

Knaresborough King James ...

Wathvale.....

Knaresborough Scriven Park..

**Unknown Harrogate Ward** .....

- Ripon Minster .....
- Ripon Moorside.....
- Ripon spa.....
- Bishop Monkton .....

- Unknown Knaresborough Ward** .....
- Unknown Ripon Ward**.....
- Unknown Rural Ward**.....

Q19

**To which of these groups do you consider you belong to?**

*Please one box*

- British.....
- Irish .....
- Any other White background ..
- Caribbean .....
- African .....
- Any other Black background ..
- White and Black Caribbean ....
- White and Black African .....

- White and Asian .....
- Any other Mixed background ..
- Indian .....
- Pakistani.....
- Bangladeshi .....
- Any other Asian background...
- Chinese.....
- Other ethnic group.....

***Thank you for completing this questionnaire***

***Please now return the questionnaire in the freepost envelope provided***

