

Glenton, Jane

From: Newby, Elizabeth
Sent: 30 July 2019 16:41
To: Curtis, Jennifer
Subject: FW: Trade Consultation

From: [REDACTED]
Sent: 30 July 2019 16:25
To: licensing <licensing@lancaster.gov.uk>
Subject: Trade Consultation

Good afternoon

I have read through the above consultation and mainly agree with the checks being carried out in respect of those involved in the trade.

I trust once the consultation is completed the measures introduced will be made public. The safer our passengers feel will hopefully have an allover beneficial effect on the trade.

I do feel, however, that many drivers and owners are not fully aware of the requirements for obtaining licences. There are many reasons for this. Most new applicants look online and download a form – there is no information attached to this. I do appreciate the Guidance Notes give a brief outline of the additional requirements, however, there are no links to the other bodies involved. This is rather disjointed and does lead to confusion. Many are unaware the medical can be handed in after completion of the initial forms. I appreciate you offer an appointment system but your drive to online systems is obviously going to lead existing and new drivers and owners to the website as their first port of call. I feel, therefore, that the forms and online systems need to be made more clear.

Another point in respect of the online drive is that not all are computer literate. I have had one existing driver recently who decided not to renew his licence as he didn't have a computer or email address, another two struggled with registering with the online DBS update system. They have been made to feel it is going to be beyond them. This could be construed as discriminatory and perhaps there should be more transparency at your end in respect of the alternatives available.

I have been informed they can ring for advice, however, the phones are often unanswered which leads to them dropping into the Town Hall without an appointment and again having a long wait. I recently tried to ring to book vehicle tests – I tried numerous times at random and it took over 48 hours to obtain a response!

I feel whilst it is admirable the 'fitness' of drivers, owners, etc is being addressed there are other issues that need addressing

1. The length of time it takes a new driver to obtain a licence (this limits the people who apply)
2. The clarity of the process for applications – more transparency
3. The Trade Consultation section 5.8 regarding the College Course states 'funding options available'? What are these?
4. The overall cost of a new drivers licence is beyond the means of many and again is limiting applications

I trust you will consider these points

Regards

Ron & Pauline Gardner