

# Stroud District Council

## Results of Consultation on Mandatory CCTV in licensed vehicles

Consultation Period 4th July 2022 to 14th August 2022

This was an initial consultation to identify if there are local circumstances which indicate that the installation of CCTV in vehicles would have either a positive or an adverse net effect on the safety of taxi and private hire vehicle users, including children or vulnerable adults.

In addition, the consultation is seeking views on whether it would be proportionate for the the installation of CCTV to be made a mandatory condition of a vehicle licence. Any decision to make it mandatory condition will take account of the benefits to public safety as well as any adverse effects including potential privacy concerns and costs to the licensed vehicle holder.

### Breakdown of Respondees

Taxi Licence Holder	16
Private Hire Licence Holder	16
Ward Councillor	3
Town or Parish Council	6
Gloucestershire Constabulary	1
Gloucestershire County Council	3
Other	24
<b>Total</b>	<b>69</b>

Pages 2 and 3 of this document are the headline yes/no results.  
The remaining pages are the full results with all the comments.

**SAFETY OF PASSENGERS - full details page 4 -7**

**Q4** Do you agree that CCTV that records video inside licensed vehicles will benefit the safety of passengers using licensed vehicles?

Yes	39	63%
No	23	37%

**Q5** Do you agree that additional audio CCTV recording in licensed vehicles will benefit the safety of passengers?

Yes	37	60%
No	25	40%

**Q6** Do you have any local examples of when CCTV (video or audio) was or could have been beneficial to the safety of passengers?

Yes	8	13%
No	53	87%

**SAFETY OF DRIVERS - full details page 8 -10**

**Q7** Do you agree that video CCTV would benefit the safety of the licensed driver?

Yes	45	75%
No	15	25%

**Q8** Do you agree that additional audio CCTV would benefit the safety of the licensed driver?

Yes	40	69%
No	18	31%

**Q9** Do you have any local examples where CCTV (video or audio) did or could have benefited the safety of the licensed driver?

Yes	6	11%
No	51	89%

**FEAR OF CRIME - full details page 11 - 12**

**Q10** Do you agree that video CCTV would reduce the fear of crime?

Yes	40	68%
No	19	32%

**Q11** Do you agree that additional audio CCTV would reduce the fear of crime?

Yes	36	63%
No	21	37%

**Q12** Do you have any local examples where CCTV did or could have reduced the fear of crime?

Yes	6	11%
No	49	89%

Continued

**ADVERSE EFFECTS ON SAFETY OF PASSENGERS - full details page 13**

**Q13 In your opinion are there any adverse effects on the safety of passengers?**

Yes	12	21%
No	46	79%

**ADVERSE EFFECTS ON PRIVACY - full details page 14 - 16**

**Q14 In your opinion are there any adverse effects on the privacy of passengers?**

Yes	18	30%
No	41	70%

**Q15 In your opinion are there any adverse effects on the privacy of licensed vehicle drivers?**

Yes	16	29%
No	40	71%

**Q16 In your opinion are do the benefits to public safety outweigh any adverse effect on privacy?**

Yes	31	57%
No	23	43%

**ADVERSE EFFECTS ON COSTS AND OTHER - full details page 17-18**

**Q17 In your opinion do the benefits to public safety outweigh the costs that would be incurred by licensed vehicle drivers?**

Yes	32	60%
No	21	40%

**Q18 Are there any other adverse effects from installing CCTV in licensed vehicles?**

Yes	15	30%
No	35	70%

**OVERALL - full details page 19-20**

**Q19 Overall, do you think that there are local circumstances that would make it proportionate to make it a mandatory requirement?**

Yes	25	50%
No	25	50%

**Q20 If yes to question 19 do you think that mandatory CCTV should be video recording only or video and audio?**

Yes	10	42%
No	14	58%

# SAFETY OF PASSENGERS

**Q4**

**Do you agree that CCTV that records video inside licensed vehicles will benefit the safety of passengers using licensed vehicles?**

<b>Yes</b>	<b>39</b>	<b>63%</b>
<b>No</b>	<b>23</b>	<b>37%</b>

<p>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.</p>
<p>I think it would protect the driver</p>
<p>Protects both the driver and passengers</p>
<p>Would give the driver more safety as well</p>
<p>I have been in licensed vehicles in the local area where drivers have used mobile phones whilst driving and deliberately exceeded the speed limit. I have had to verbally request that they refrain from such actions which seems poor given they are "professional" drivers. I have reported at least one operator to the police.</p>
<p>GCC already apply cameras for school pick ups This also benefits Taxi Drivers as evidence on accusations against him</p>
<p>yes, I believe it will largely deter those who seek to take advantage of the inherent power imbalance a sober male driver or more sober male passenger has over incapacitated &amp; often younger females &amp;</p>
<p>For women/vulnerable groups in particular, I feel CCTV would make us/them feel safer.</p>
<p>I suspect the number of incidents in licensed vehicles is very small and similar to the number of incidents elsewhere. Installing CCTV in vehicles would just move the problem outside the vehicle and is not justified by the cost.</p>
<p>I would think the reason is obvious, it protects both driver and passenger</p>
<p>Another important point is that I believe it would also benefit the drivers themselves, as statistically there are more incidents against drivers than the other way round.</p>
<p>There should be audio, too</p>
<p>It will help to protect users of taxis, especially women, if video recordings are made. It will also be of benefit to drivers as not all customers are law abiding.</p>
<p>Important for lone females, especially at night.</p>
<p>As outlined in the DfT's standards, it provides protection to drivers and passengers. See the report on a trial in Sheffield.</p>
<p>Security for both driver and passenger</p>
<p>Records interactions, also benefits drivers.</p>
<p>I feel it is important to both taxi drivers and passengers alike as the camera does not lie.</p>
<p>It will deter bad or dangerous behaviour from both drivers and passengers.</p>
<p>Visual CCTV evidence will help to not only deter criminal offences, but also help to provide key evidence of any criminal offences.</p>
<p>I believe that cctv would help both driver and passenger feel safe and protect from false complaints and provide evidence if needed</p>

Added protection for both the driver and passenger
Could be considered as a deterrent. Could be used as evidence.
It provides security for passengers who are travelling alone, particularly women.
STC At the public meeting on August 9th 2022 at The Subscription Rooms re Violence towards women and girls, women said that they had had men push into their taxis at night (they did not say that this was as an assault of any kind, but more pushing for the taxi).
Currently I do not feel that there are sufficient problems or causes of concern between drivers and their passengers
As long as the criminal check has been performed then no. If you don't issue licence to cabbies whom full criminal records have not been thoroughly conducted then there is no need. I'm not being racist at
I don't think that we have a high level of dodgy drivers in the Stroud district
I think the likelihood of an incident in a licensed vehicle is far greater in a taxi than a private hire vehicle. I also think that an incident is more likely to be aimed against the driver rather than the passenger! There is also the issue of what happens with such recordings in this age of social media and when circumstance may lead to retaliatory actions causing further issues.
As a Private Driver, my passengers would find intrusive and unacceptable. I have spoken to the majority of my Clients and they are all in agreement. I think it should be optional for Private Hire Drivers.
As a driver I would not think my passengers would want to be recorded.
I have been a taxi driver for 21 years and have never had an issue where CCTV in the car would be of any assistance. Also I feel that it would be an intrusion of the privacy of my customers.
Should have thought most problems encountered would be with unregulated vehicles
My motive in responding to this questionnaire, is not because I have experiences to inform the decision, but to indicate a willingness to agree to decisions made by those with the experience to form a balanced judgement.
No I think that is an outrageous, loaded and highly tendentious statement, tainted by racism. It will of course ensure the safety of taxi drivers. When I was working as a GP in Rotherham, South Yorks and my wife worked for the racial equality council there were so many attacks on taxi drivers by drunks that a similar scheme was tried and proved to be highly successful in stopping the attacks. Perhaps you should ask people who know what they are talking about before making a statement like this
I do not like the idea of videoing kids in the back of my cab. If I were a parent I just would not like the idea of a stranger taking video of my children.
Not at all
I don't see why CCTV is needed as there is a regime to check taxi drivers already in place.
Passenger safety should already be in place if all checks on the driver have been carried out correctly in the first place
I have spoke with the most of my customers and they have said they would not be happy with being recorded . So I believe it should still stay for the individual driver to decide .
I can see how cameras may protect customers and drivers but there will be more pros against recording
Not in our area no . Larger cities where crime is higher then yes. I believe too many people are being ' watched' already .
Not necessarily, as passengers by and large know each other
We are fitted with cameras already
Potentially it could, but on the whole it seems like another expense and invasion in to our already surveillances lives

If the camera can be switched on and off, then can't really see the benefit. The rigorous checks that us drivers go through, then we should all be safe and of good character! As private hire drivers, we are all pre-booked so most of us come from recommendations and also, passengers have made direct contact with us before the journey and so have the decision to book us or not!

As we all rely on repeat business and word of mouth, then I cant imagine anyone in the Stroud District on Private hire licences doing anything to jeopardise their passengers safety.

This is a Leading question

**Q5 Do you agree that additional audio CCTV recording in licensed vehicles will benefit the safety of passengers**

<b>Yes</b>	<b>37</b>	<b>60%</b>
<b>No</b>	<b>25</b>	<b>40%</b>

Gloucestershire County Council - 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.

Protection for the driver

Yes as earlier statment

Threats against the driver

yes, audio is incredibly important along with video to provide context. What can look like a gentle 'hug' takes on a very different meaning when the audio is a man saying "you're coming with me you f'ing slut you know you want it".

It will give reassurance to women and anyone who feels vulnerable.

As above, gives additional context.

Not all abuse is physical

Provides context for what is recorded visually.

Audio is useful, captures non physical threat/aggression.

A yes/no answer here is problematic. If there is evidence from previous incidents to demonstrate this, then yes. Please refer to answer above.

Yes audio as well as visual is important as the passenger could be very abusive and the taxi driver would not have a chance to verify what was said.

The recording of audio should add little or no cost and would add a lot to the usefulness of the recording.

Same as above, but also that audio CCTV evidence will help to add context to any visual footage and any key conversations/threats etc.

It terms of protecting the driver then yes

Stroud Town Council - A local taxi driver said that sometimes a taxi is a place for some very confidential conversations and that audio recording would significantly change this important customer care.

Police state.

The privacy of passengers would be compromised

CCTV on it's own does not provide the full context of any given scenario the passenger/driver may find themselves in. Audio would provide such context. That said, there is an issue of privacy for all parties and I do not feel such an intrusion is warranted for either passenger or driver.

Would give the driver more safety as well

Again - it would be far too intrusive particularly for Private Hire vehicles.

No evidence to substantiate this

It probably will, marginally, but might not be worth the extra bother / expense.

Again this is a cost issue which should be decided by the drivers themselves.

As above. Somewhat overkill.
What makes you think that there is a problem with passenger safety
We haven't ever had it we have NEVER had any problems in 20 yrs why so WHY do we need it
Again passenger safety should already be in place if driver was vetted correctly.
How will this be regulated and images stored
Could be an invasion of privacy.
I'm ambivalent about this as I feel that a video recording is probably adequate. In private hire taxis, there is often a lot of chatter. I don't think members of the public would be comfortable with these conversations being recorded.
I think people will be afraid to have a conversation, we live in winch an offended world already it will potentially create an atmosphere, I think audio recording is a bad idea.
A lot of things are said in the back of my car (private hire) in confidence- business meetings, discussion of financial matters, buy out, staff reorganisation etc - as well as personal - marital problems, health issues etc, and have often been told by a few of my clients that they appreciate that what is said in the car, stays in the car!

**Q6 Do you have any local examples of when CCTV (video or audio) was or could have been beneficial to the safety of passengers ?**

<b>Yes</b>	<b>8</b>	<b>13%</b>
<b>No</b>	<b>53</b>	<b>87%</b>

Gloucestershire County Council - 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.
One of our female taxi drivers was violently assaulted buy a customer when she took a kurbside fare from Dursley to Thornbury a few years back. Audio and visual recording may have acted as a deterrent or at least assisted a successful prosecution
I have personally witnessed an occasion when a taxi driver was attacked by a customer, who then tried to make out that it was the driver who was at fault.
Yes. My daughter became very frightened when she realised a taxi she was a passenger in wasn't taking a direct route to her destination. It was at night and she was alone. Fortunately, she was able to phone a friend and then brave enough to challenge the driver who allowed her to disembark in a safe area following her phone call.
See pilot in Sheffield. Speak to Brighton, Portsmouth, Southampton and Rotherham Councils.
My husband drove for Applegate's and had an altercation with a female . CCTV proved her complaint unfounded.
Any case of assault or fares leaving without payment.
It appears your dead set on bringing in cctv no matter what we say.
i have been driving for many years and cant think of a time i wanted it
there must be occasions when it would benefit driver and passenger but very few.
That is not to say CCTV and audio would not be a good idea in taxis to protect both driver and
Not currently, but perhaps local officers will have more information about this.

# SAFETY OF DRIVERS

**Q7 Do you agree that video CCTV would benefit the safety of the licensed driver?**

<b>Yes</b>	<b>45</b>	<b>75%</b>
<b>No</b>	<b>15</b>	<b>25%</b>

Stroud Town Council - Taxi drivers that have County Council contracts for children already have mandatory CCTV. This protects the driver from any false accusations which can also come from adult passengers. Protection works both ways.
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
To protect them from any false allegations
It would be a deterrent to unruly passengers
To be honest I would not want to drive a taxi in todays world without it
Would give the driver more safety
This could help prevent violence to driver and passenger also could help the driver from possible risks
Some passengers pose a risk.
Absolutely. By discouraging cash grabs, assaults, passengers from misbehaving or arguments over fares from spilling into violence, or from false claims of assault against themselves.
There are instances of taxi driver's being attacked.
Protects all vehicle occupants.
AS I have said above, I think the safety of the licensed driver is very important.
Some passengers can be abusive and violent. Audio CCTV would be preferable
Not all customers are law abiding
It would record any abuse given to the driver
Evidence of passenger behaviour if required, able to identify people in the event of issues.
Fares unpaid or difficult users recorded.
The passenger could be doing all sorts of things - and verbally it would just be one persons word for another .
Obviously
It would deter bad behaviour towards drivers.
Visual CCTV will help to deter any unwanted criminal activities towards drivers and hopefully make them feel safer in the knowledge that evidence can be provided in support of any offences. IT will help to provide corroborating evidence should any malicious complaints be made against them.
Would help in providing protection of fraud and theft
Additional evidence should a complaint be made.
It protects them from vexatious complaints
Police have never prosecuted an assault on taxi drivers in this district and never will.
To some degree but the passages that I pick up 95% of them are all well behaved
I think the likely hood of an incident in a licensed vehicle is far greater in a taxi than a private hire vehicle. I also think that an incident is more likely to be aimed against the driver rather than the passenger! There is also the issue of what happens with such recordings in this age of social media and when circumstance may lead to retaliatory actions causing further issues.
As before - too intrusive for Private Hire drivers.



this would be more beneficial for drivers that work late / weekends but I still feel that it would be an intrusion of privacy
I know that in many city centres that this is true. Locally, I'm less certain, but if made mandatory, being transport, it would have to apply nationally. Please refer to the answer above.
Been a taxi for over 30 years now and have needed video cameras in my car.
If a driver is not sure on his passenger he has the right to say no. If the driver feels the need to have security then that is their choice.
As a private hire driver in Stroud, all fares are prearranged, the journey and route are pre arranged and there is always a name, address and phone number should any repercussions happen during or after the journey.
Private hire is a different ball game to Hackney and we get treated differently on licencing, marketing and fees, and so I'm sure the introduction of CCTV could be introduced to Taxis rather than the private hires!
The driver is more likely to be at risk from abuse or attack by passengers, than the other way round.

**Q8 Do you agree that additional audio CCTV would benefit the safety of the licensed driver?**

<b>Yes</b>	<b>40</b>	<b>69%</b>
<b>No</b>	<b>18</b>	<b>31%</b>

Gloucestershire County Council - The audio will capture conversations etc.
To protect the driver in case of any allegations
It will protect him from all aspects of doing his/her job
CCTV on it's own does not provide the full context of any given scenario the passenger/driver may find themselves in. Audio would provide such context. That said, there is an issue of privacy for all parties and I do not feel such an intrusion is warranted for either passenger or driver.
Hopefully stop passengers being abusive
There are instances of taxi drivers being attacked.
Not all abuse is physical
It would record any verbal abuse given to the driver
It would benefit the driver as they have to deal with all members of the public, e.g drunks, drug takers and those with mental illness as well as people who respect the driver and the service they provide. They contribute to the well being of the community as a whole. Some female drivers do not like to be on duty late at night this would provide them with more protection.
I feel drivers could come off very badly if they were subjected to physical and/or verbal abuse - again it would be one persons word against another.
As above . It has worked when tried elsewhere
Audio adds to the usefulness of the recording at little or no cost.
As above and audio CCTV will help to capture conversations/threats etc towards drivers. It will also help to provide clarity on any issues over fares and support them in any malicious complaints made against them.
It could help ,for example if there are incidents of racist abuse.
context
It would provide additional evidence for when a customer becomes abusive and/or aggressive.
Far too intrusive
It's wrong that any assault on drivers end in no prosecutions, the only time cctv will be used will be to prosecute offenders will be when the general public have committed an offence, (but not against us cabbies)
Privacy issues
Again down to the driver.

Again any conversations in confidence I wouldn't want recorded - could actually cause problems eg, "please don't record", "please delete", etc..

**Q9 Do you have any local examples where CCTV (video or audio) did or could have benefited the safety of the licensed driver?**

<b>Yes</b>	<b>6</b>	<b>11%</b>
<b>No</b>	<b>51</b>	<b>89%</b>

Gloucestershire County Council -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

PHTM magazine has regular articles on this matter. More on assaults by passengers to drivers rather than drivers to passengers.

Several times I have had abusive passengers

There was one occasion when I witnessed an attack by a customer on a taxidriver who had been called to assist her. She then tried to make out that the driver was at fault, even though there was more than one witness to this.

That is not to say it will not benefit.

Rotherham MBC. The drivers were totally behind this initiative

Did taxi driver have the offenders whom put scaffold poles through his roof and windscreen prosecuted? No police didn't want to, with or without cctv.

# FEAR OF CRIME

**Q10 Do you agree that video CCTV would reduce the fear of crime?**

<b>Yes</b>	<b>40</b>	<b>68%</b>
<b>No</b>	<b>19</b>	<b>32%</b>

Gloucestershire County Council - 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
Stroud Town Council - The fear of crime does not always equate with actual reported crimes but many assaults or inappropriate behaviours are not reported and knowing that taxis are safer would assure some customers, particularly late at night.
Although I do not feel that we are currently experiencing any criminal activities especially during the daytime
Any potential crime would be recorded, so would be a deterrent
People will think twice before committing a offence if they are being recorded
I believe it would help to give reassurance to passengers
It is a deterant
Yes - having recently looked into this quite deeply for a CCTV project here at Nouncells Cross with SDC & Stroud Police, the public perception is that CCTV works. Most people almost aren't interested in the facts and statistics and whether they support that or not, it simply makes them feel safer. Whether that's a good or bad thing is a discussion for another time, but, as with our project here I can see many upsides to Taxis having CCTV installed for both cabbies and Passengers, which would outweigh the initial expense of installation.
Deterrence
Absolutely
Maybe late nights in dodgy areas
Yes. I've noticed that among my ageing female friends, that their general anxiety levels have increased hugely over the last ten years. I think this is partly a characteristic of ageing, and partly a response to their perception of a deteriorating society.
If it is known that video CCTV is installed both passenger and driver should be on best behaviour.
Members of the public may well feel safer in the knowledge that they are getting into a vehicle with audio and visual CCTV, especially with VIAWG being such a huge topic of concern currently and also when alcohol is involved with lone passengers.
The presence of CCTV generally reduces the risk of crime.
Assuming that recording is obvious to passenger.
Fear of crime is very prevalent in society. The presence of CCTV cameras could be reassuring for nervous passengers.
Passengers could feel safer.
I dont know what the crime rate on Stroud Taxi/private hire is, but it really can't be compared to the city company's..
Not convinced cctv acts as a deterrent, more that it aids investigation and prosecution.
It would help to ensure passengers would pay their fare.
Because consultations like this increase the fear of crime beyond the level at which it really exists.
Yes and no. as a taxis diver in the country I don't see the crime as say a city taxis would
When somethings goes wrong it is often due to outside influences (alcohol, drugs, illness, etc.) and things quickly spiral out of control and norms in behavior are lost. Under such a circumstance the individual concerned is unable to rationalize their behavior let alone be concerned about CCTV!

I am happy that all of my Private Hire Passengers are upstanding and law abiding and personally vet ALL of my Customers before taking a booking.

it depends how it is implemented. if the cctv equipment is owned and operated by the council then potentially yes. If it is in the hands of the vehicle operator then no, not at all.

Even with cctv the criminal would not be perturbed as you can see by many items of crime shown on TV where they have been caught on cctv and know it is there.

**Q11 Do you agree that additional audio CCTV would reduce the fear of crime?**

<b>Yes</b>	<b>36</b>	<b>63%</b>
<b>No</b>	<b>21</b>	<b>37%</b>

Absolutely

It may help the driver to deal with passengers who are abusive & use bad language.

Stroud Town Council - There might well be issues of privacy concern around audio recording.

For the same reason as stated above. All audio enabled CCTV will do is provide evidence after an event to be examined by the appropriate authorities. I do not feel it will deter an incident from occurring.

But obviously not as good as video

It might but I'm not sure if it's necessary

**Q12 Do you have any local examples where CCTV did or could have reduced the fear of crime?**

<b>Yes</b>	<b>6</b>	<b>11%</b>
<b>No</b>	<b>49</b>	<b>89%</b>

Gloucester County Council -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

Yes - studies have shown that in specific target areas CCTV working with Police & other authorities can be targeted to reduce specific crimes, residents main concerns here are late night drug deals in dark external corners. We have carried out a survey of residents here at Nouncells Cross about 3 months ago & from memory all of the received responses all said an improved CCTV system would make them feel either 'safer' or 'much safer'. Installation begins at the end of this month.

Personally, I would prefer it if CCTV was used in taxis. It would make me feel safer.

Having problems with my neighbour - I installed CCTV and must admit I feel much safer.

Rotherham MBC

We have CCTV in our youth centre and this has a positive impact on behaviour.

I have cctv video of the outside of my vehicle, back and front showing council refuse collectors throwing the wheely bins over the top of my car, smasking into my next door neighbours car. Keep the cctv videoing the outside of our cabs by all means, this doesn't interfere with passengers privacy.

# ADVERSE EFFECTS ON SAFETY OF PASSENGERS

**Q13 In your opinion are there any adverse effects on the safety of passengers?**

<b>Yes</b>	<b>12</b>	<b>21%</b>
<b>No</b>	<b>46</b>	<b>79%</b>

Stroud Town Council - However there was one concern raised that the videos might be used wrongly by the licensing authority.
Provided the data captured is used/stored in the correct manner and only accessed for the purposes laid out
Such images/recordings may be used in nefarious ways to cause harm to passengers and their families in these times where social media accounts for so much of peoples time and energy. The policing of social media is not keeping up with the reality of on-line abuse that exists.
Far too intrusive
Misuse of the information - confidentiality of conversations - CCTV equipment operator processes for handling the data collected.
Only if the recording was saved and used for private/ illegal purposes
There are legitimate concerns over our increasingly 'surveillance' society, on grounds of privacy and freedom. It's important to weigh those concerns against the dangers posed, and not to over-react. But CCTV cameras have a role to play in limiting crime, and I support their use in helping to keep citizens safe.
Personal data protection is at risk
I just don't like the idea of videoing children.
Intrusion of there privacy what if a mother is Brest feeding a baby would she liked to be filmed . We do entertainers and they change in the back of our vehicles sometimes would they get offended yes they would and next time wouldn't use us
You will have pictures of women and children on video that could be used in the wrong way by a dodgy driver( there are some about).
Would depend on who had access to the files and how the images are stored
People are being filmed all the time and sometimes, again, if we have the trust of vulnerable people, we can safeguard them by keeping an ear and eye open and reporting to the relevant authorities- much better than "bang, here it all is on tape!"
Yes no privacy and not being aware of this
CCTV recordings made by Taxi drivers would be securely stored for a limited time them securely destroyed in line with GDPR. This is designed to protect all of us, including children & vulnerable adults. We already know your Taxi drivers are DBS checked. I would assume SDC would diligently implement any additional processes felt necessary to Safeguard the public.
If you are well behaved then why is it an issue, if not then... It is a public place so no reason why people should fear being recorded.
CCTV exists to establish whether a crime or anti-social event has taken place and who the perpetrator is. If people are going about their busines legitimately, then there should be no adverse effects. If there is concern about the competence and integrity the taxi drivers, then the licensing authorities should put measures in place to address this.
Why should there be?
I think that as long as cctv is clearly placed and passenger are clearly told that they being recorded for there safety and the driver safety by way of verbal notice and written notice in the vehicle
Everyone will be protected
if you are transporting person of the above category's then yes this might help to protect the driver from miss understandings

# ADVERSE EFFECTS ON PRIVACY

**Q14** In your opinion are there any adverse effects on the privacy of passengers?

<b>Yes</b>	<b>18</b>	<b>30%</b>
<b>No</b>	<b>41</b>	<b>70%</b>

Stroud Town Council - One taxi driver felt that anyone famous would not want any CCTV in their taxi. How would the CCTV be used and by whom and what kind of controls over its use would there be? Also how long would any CCTV video be required to be stored and could it be turned off or would it have to be on all day?
Passengers may have private conversations that they might not want recorded
Passengers will no longer be in a private environment where they can work or relax without it being captured on film.
I do a lot of work with celebrities filming in the area as well as local dignitary and royalty. They will not want to be recorded on CCTV. They will be anxious that data could get inadvertently released or even hacked and end up on media channels. Such customers value their privacy Also I carry disabled children and adults who sometimes wet themselves in the vehicle and so want to change clothing in the vehicle and it would not be appropriate that this is filmed. I'm against Mandatory CCTV - With news on tv tonight it back up my case crime is at it's highest though the Internet it's either fraud through security or criminal sale of private information electronic storage will never be safe
Again - far too intrusive for Private Hire passengers
see previous answer re: data privacy
Intrusion of privacy
It makes it easier for malicious individuals to track the movement of people. It gives access to footage that could be used for blackmail, eg where someone is worse the wear for drink and exposure is threatened to their employer or someone is with someone that would upset someone else in their life.
Personal data at risk
Passengers need complete privacy when using a taxi/private hire vehicle. Video footage could be used to blackmail an individual ( there are dodgy drivers out there).
some passengers want a little privacy which is impossible with CCTV
More details needed on how the information would be used, who has access and how it would be stored.
One has to assume that the CCTV would only be used in cases where there has been an incident which needs to be analysed. Any misuse in CCTV material should result in a taxi driver losing their licence.
In my view, not ones serious enough to challenge the benefit of CCTV. See above answer.
A taxi is really no different in this respect to a public place, where video recording is now commonplace.
There are potential adverse effects, but as long as the CCTV is handled correctly within the Council Policy (if decided upon) and the Drivers of suitable character (licensed by the LA and checks carried out). Perhaps in certain circumstances the CCTV could be turned off, either audio or visual or both, but this would have to be under specific circumstances and agreement by both driver and passenger.
As before everyone will be protected

**Q15 In your opinion are there any adverse effects on the privacy of licensed vehicle drivers?**

<b>Yes</b>	<b>16</b>	<b>29%</b>
<b>No</b>	<b>40</b>	<b>71%</b>

Stroud Town Council - Similar to above. Who watches and monitors and reports?
Passenger privacy.
In some case people use there car for private us as well as public use
Likewise a licensed driver who has completed all the necessary checks to gain a license is having to work in an environment where every aspect of his daily duties are recorded.
Again, far too intrusive for Private Hire drivers
Lack of privacy
intrusion of privacy
Bosses could spy on drivers and punish them for minor misdemeanors.
A legitimate licensed driver should have nothing to fear, but rather benefit from backup should any incidents arise.
That's a question for the drivers.
They were very enthusiastic about this
Personal data ar risk
Licensed drivers should not have to be recorded when they are at their place of work.
Cost
"Always on" CCTV will by their nature capture images when the vehicle is being used privately.
More details needed on how the information would be used, who has access and how it would be stored.
I appreciate the car IS my office, but it is also MY personal car used by me and my family - I certainly don't want my PERSONAL life being recorded!

**Q16 In your opinion are do the benefits to public safety outweigh any adverse effect on privacy?**

<b>Yes</b>	<b>31</b>	<b>57%</b>
<b>No</b>	<b>23</b>	<b>43%</b>

Gloucestershire County Council - 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.
I would have to see the details of the scheme to answer this accurately. I think it might marginally improve things in the district. There is the personal safety of the vehicle occupants but also the potential for surveillance to ensure lower levels of speeding and mobile phone usage to consider.
No downsides for law abiding people
If one is not doing wrong, then there is nothing to fear.
Fears of "big brother" are, in my opinion, grossly exaggerated
Provided appropriate safeguards are put in place to prevent saving and storage of footage not linked to an incident.
You have asked a closed question, my answer is yes.
We live in a very aggressive world and people are not as tolerant as in previous years.
What a silly question

If people are not interested in taking a lift in a taxi that has CCTV for their protection they have the right to refuse the service
But - More details needed on how the information would be used, who has access and how it would be stored.
Data as to the benefits to public safety have not been supplied with this survey.
Privacy and confidentiality- in MY vehicle - outweighs any advantage on having a camera fitted for the safety of my passengers - as my passengers are ALWAYS safe in my vehicle.
Stroud Town Council - Difficult to comment on this when there is no protocol to scrutinise.
again I don't see the crime in the country like you would in city's. a lot of the time in the country I am the only person around expect for the wild life
We are all entitled to go about our work without the intimidation of knowing every aspect of day is being recorded. As said before, in the scenario of a taxi/private hire vehicle it is the passenger whom is more likely to cause disruption or an incident. Drivers are doing a job of work and have a financial incentive to look after their passengers and reputation.
The benefits do not justify more red tape and cost for people trying to earn a living in a low income employment.
Personally think it is an intrusion but maybe good idea for minors



## ADVERSE EFFECTS ON COSTS AND OTHER

**Q17** In your opinion do the benefits to public safety outweigh the costs that would be incurred by licensed vehicle drivers ?

<b>Yes</b>	<b>32</b>	<b>60%</b>
<b>No</b>	<b>21</b>	<b>40%</b>

Gloucestershire County Council - 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
It is a large cost but in the end a small price to pay for everyone's safety
Safety
Presumably such costs would mean higher passenger fares. Worth it for one's safety
Unfortunately we all have to pay for safety.
Funds should not be put over Safety People before money
Stroud Town Council - We advise that this is not mandatory on licensed vehicles for several reasons: Licensed vehicles are not doing well currently - there are huge strains on their income. Very few drivers are working at times when there is most likely to be trouble - ie late at night and weekends. This is causing shortages for people to get home late at night. There is a feeling that there are very few incidents in this area that justify a mandatory ruling. However if SDC decides that mandatory CCTV is the option for their licensed drivers, the committee would like to see financial support put in place along with good training on how all the CCTV information would be monitored and used for both the sake of the passengers and the drivers.
Not all drivers work all week or at nights and the cost to them would be quite prohibitive weighed against both the income received and the customers taken. As a result I believe some drivers would consider giving up.
Subsidised cameras would overcome any obstacles that cost might bring up in drivers minds
There are more important things the council can be spending the money on
I have to say no as I do not know how much such systems cost to install. Such systems, I assume, must be calibrated and maintained and administered by the said driver/company. The taxi/private hire industry is regulated to the extent that owners, drivers and their vehicles are all subjected to rigorous scrutiny already. The costs of such systems should be for each individual driver/company to decide if installation is going to bring security to their business and is desired by their passengers.
unsure until details of the scheme are known
if the council elect for cctv to be mandatory then the cost should be covered by a council grant rather than an extra financial cost to the license vehicle driver at this very difficult financial time
CCTV of decent quality is simply not expensive anymore. What would have cost thousands a few years ago is around a couple of hundred now - I'm sure the Taxi's could use their collective buying power to bring this cost down even further. As a society we spend too much time asking what's the cost of doing it, when the question really should be "What is the cost of NOT doing it?" As humans that clearly leaves us with only one answer, for anyone who's unsure safety comes before profit, always.
I am not competent to answer this question as I do not know the costs. This is question best answered by the drivers, bearing in mind that their safety is also os concern.
But they should be given help with it from society because it is society that will benefit from it.
No idea how much it costs to install but presumably it could be recouped through fares
The drivers would benefit too, see the Sheffield pilot report.
I'm not qualified to comment. It requires data and analysis to do a cost benefit analysis so suggest you do that. The cost side should be quantifiable, benefits are less obviously financially quantifiable.

Suggest that help should be given with costs to licensed vehicles
Drivers install them because they want to feel safe.
Although I have answered yes, it is actually impossible to answer this without knowing the cost. Drivers and owners are facing heavy additional costs at present, and this would be another burden. The council should consider financially supporting these installations, or even organising a discounted package through a specialist supplier.
Perhaps this is something which could be helped with by the LA. A proportionate cost would need to be decided upon.
It should be down to the individual driver if he wants to have cameras in his car. like iv already said in over 30 years in the job I have never needed the use of cameras in my car. I don't think if I was a passenger I would be happy that or any of my family were being recorded in a taxi.
I don't see the benefit to the public in having CCTV installed nor why drivers should carry the cost.
Phv would have to increase fares to cover cost so passenger will end up paying
Having just had a CCTV system installed at a cost of £400.00. I do think that some contribution from the Licensing Authority should be available. This is a public safety issue as well as for the safety of the driver. The information captured by this device would be available to the Licensing Authority to view should complaints/safety issues occur. But only if the Authority has made a financial contribution.
Help should be given towards the cost as this may put many small business out of operation.
It's another expense that with all the other rising costs, is just something else eating into the profits!
The cost should be incurred by the "government" not the licensed drivers.

**Q18 Are there any other adverse effects from installing CCTV in licensed vehicles?**

<b>Yes</b>	<b>15</b>	<b>30%</b>
<b>No</b>	<b>35</b>	<b>70%</b>

Cost to the licence holder
General 'dis-trust' from my Private Hire Customers and again far too intrusive
Some operators could simply claim that the system isn't working, by cutting power or deliberately tampering with the device
Each time the vehicle is changed there is a cost to have the cctv installed on top of meters, certificates etc
More bureaucracy and costs for local taxpayers to ensure compliance.
Cost
Overkill for country area
Those directly involved must be more qualified to answer these questions.
It makes it virtually impossible for a passenger to make a legitimate complaint about a driver. I suspect that this is not the outcome that you desire
Potential for theft/damage/interference by others. Handling of footage.
My ongoing contract states no internal filming video or audio shall take place. This is my only contract
Human rights
Costs Invasion of privacy data protection issues
We haven't been told enough information on cost, how long we are keeping data also if a customer refuses to be recorded does this automatically mean we loose there fare ?
No issue with installation of CCTV. Data controller must be the vehicle owner & not the Council.
Confidentiality, expense, registration to the relevant body yearly!
If the licensee pays for installation then fares will rise.

# OVERALL

**Q19 Overall, do you think that there are local circumstances that would make it proportionate to make it a mandatory requirement?**

<b>Yes</b>	<b>25</b>	<b>50%</b>
<b>No</b>	<b>25</b>	<b>50%</b>

<p>Gloucestershire County Council - 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</p>
<p>Absolutely. A lot of 'very happy' youngsters on their way home late at night pile into our Stroud taxis without a thought. You can go very quickly from Stroud Town into dark lanes, isolated homes -these aren't unusual journeys for a Stroud Taxi. But we are entrusting our young people to these vehicles, and each other, and we know the world is not a perfect place. There must be drivers who worry about whether a guy is going to take advantage, but don't speak up. Maybe CCTV would enable them to do that, &amp; stop a lot of horror &amp; regrets the next morning. Maybe an occasional driver gets handsy - it happens - not with CCTV. The mouthy 'lads' will think twice. Everyone is safer.</p>
<p>Most taxi drivers are men. For the female customers and the few female taxi drivers locally it should help to give needed protection.</p>
<p>You cannot put a price on 'Safety'</p>
<p>Subject to financial help for operators, it makes sense to provide whatever additional protection is available. The technology to do this is readily available &amp; low in cost. Safety issues can arise anywhere, this is a general rather than a local issue.</p>
<p>Personally I have heard of stories in the local area of drivers making inappropriate behaviour towards females in drunken states This would probably protect them and also the drivers</p>
<p>Stroud Town Council - Difficult to answer this question without detailed recorded incidents plus a public consultation to ask generally about any incidents with licensed vehicles in the area that were concerning but not recorded (both from passengers and drivers). The feeling from the five drivers interviewed suggested that it would disproportionate for CCTV to be mandatory.</p>
<p>When young children are involved</p>
<p>Possible local areas of anti social behavior</p>
<p>There may well be local circumstances for local taxi/private hire businesses to make their own decision as to the installation of such systems based on their individual experiences and business model. i.e. if the bulk of your business is nightclub and party bookings then it may well be wise to consider. If the bulk of your work is business professionals to airports and meetings it probably is not a concern. A mandatory blanket roll-out is certainly not proportionate to all the various types of operators within our region.</p>
<p>None - especially for Private Hire Extra costs along with all the other mandatory requirements</p>
<p>We are a rural community and can be very remote from built up areas of high activity.</p>
<p>Not without seeing all the scheme details. problems I've encountered were non life threatening although troubling and I dealt with them through existing channels: by speaking to the driver and reporting to the police.</p>
<p>As a small country town we do not have the amount of violent conduct/crime you would get in a city</p>

I only have second hand information on the running of taxis in the local area. I do know that there are frequent incidents at taxi ranks and inside taxis, particularly late at night. Again it is for the drivers to decide if this is affordable.
As a private citizen, I have not experienced any, and would defer to the police evidence.
We need to see the figures for assaults. This is likely to vary dramatically from place to place
Only where school contracts or working with children on regular basis. Not forced where it can cause loss of work such as my situation.
No evidence/data supplied as to the frequency of reported incidents within Taxis.
Stroud District is a small market town where most taxi private hire drivers know each other and can, and do, keep an eye out on each other. As Private hire drivers, we are all pre-booked and have reputations to uphold. I feel that the introduction of Mandatory CCTV pits suspicion on everyone!

**Q20**      **If yes to question 19 do you think that mandatory CCTV should be video recording only or video and audio?**

<b>Video</b>	<b>10</b>	<b>42%</b>
<b>Video and Audio</b>	<b>14</b>	<b>58%</b>

Gloucestershire County Council - Some incidents cannot be established by footage only, audio is needed to capture the incident in full.
Audio and Video
Either would be good
I believe it should be both
Video & Audio - context is everything., cannot state this strongly enough.
Video and audio. Video only may not give the whole picture.
If it becomes mandatory then there should be no half measures. What is at stake here is the safety and integrity of drivers and passengers.
Video and audio would be preferable
Both
Both
Video and audio - there is such a thing as verbal abuse as well as physical abuse.
Video and audio would be ideal
Both video & audio
Both
It should be both video and audio
Most systems that are available do both so I think that having both would work better and increase protection of both passengers and drivers
Council did not comment on the audio element.
Neither
How can you have a yes/no answer to an either/or question?
Audio should be triggered only.
Your question does not match with the yes no responses offered.
CCTV only
Neither Video and or Audio
Stroud Town Council - Video recording only.
Audio or no, its passenger privacy that's counts more than police surveillance.